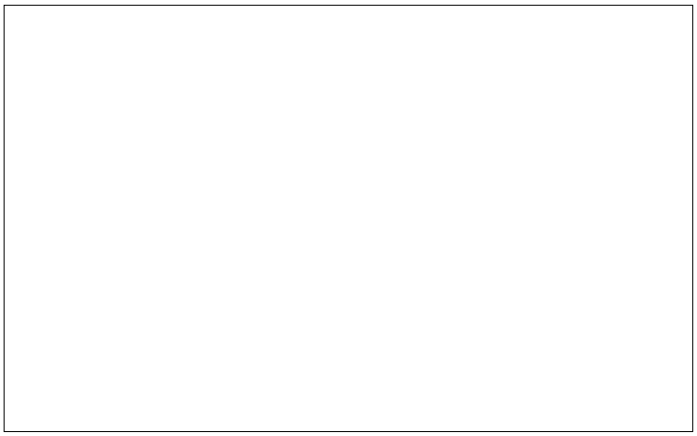
Knowledge Base

Why do I receive a message about an unidentified developer?

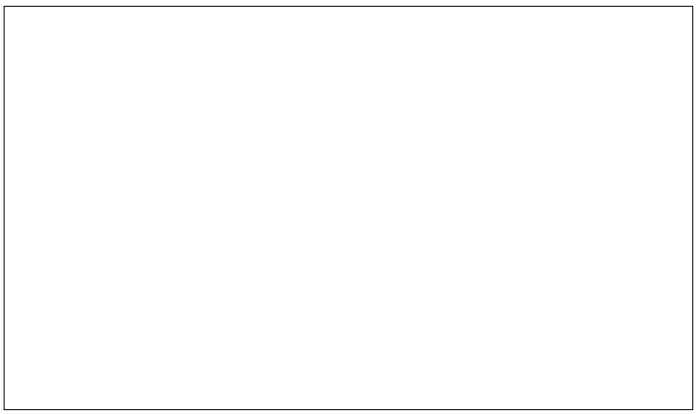
original release: *2014-05-30* | ID: *KB00155EN*

While installing or uninstalling a driver or control panel under OS X 10.8 (Mountain Lion) or OS X 10.9 (Mavericks) you might receive a message like the following, preventing you from completing the installation or uninstallation:



This message is from the OS X Gatekeeper, an function to provide extra security. This type of message could appear under OS X for virtually any downloaded software that is not from the *Mac App Store* . However, as you have just downloaded the utility from our website (as indicated in the message itself via the *download.esi-audio.com* reference), you can safely bypass this. This article explains how you can do this:

Instead of double clicking on the icon of what you have downloaded, you *right click* (with your mouse) on it - or you hold the *ctrl-key* of your keyboard while you click. Then a context menu will open and in this menu select *Open*. Now you will see a slightly different popup message like the following:



As you can see, there is now another *Open* button, which you need to click in order to proceed.

Please note that you could also permanently change this setting (so that a normal double click will always work) in the *System Preferences* under *Security & Privacy* > *General* > *Allow applications downloaded from:* - but we do not recommend this.

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