Knowledge Base

PCIe driver not running under macOS / System Extension blocked

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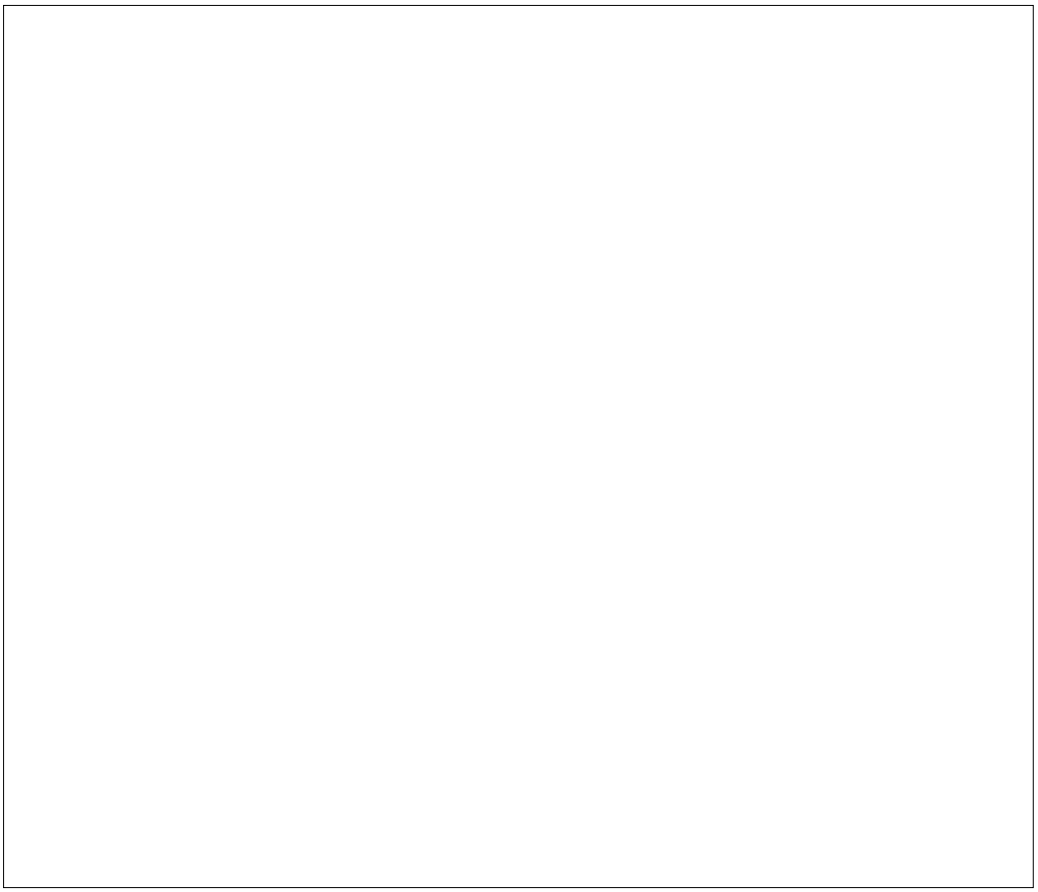
While installing the driver of our Juli@ XTe, MAYA44e, MAYA44 XTe or MAYA44 eX under macOS 10.13 (High Sierra) or higher, it is possible that you receive the following message:



A new security feature in macOS prevents the loading of so-called "System Extensions" like our driver for the PCIe hardware. This message might be hidden after a while, especially if you reboot your system when the driver installer requests you to restart.

To make sure the driver is actually loading, go to your *System Preferences* and select the *Security & Privacy* > *General* panel there:



Make sure to click the *Allow* button next to the notification about our driver there.

If this button is not displayed (it might disappear after a while, especially if you install different system extensions after each other), then uninstall the driver again (which requires a reboot), then install it again and go back to this dialog in the *System Preferences* before you reboot your system then.

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