# Knowledge Base

## Issues with ESU1808 and macOS 10.15 - Catalina

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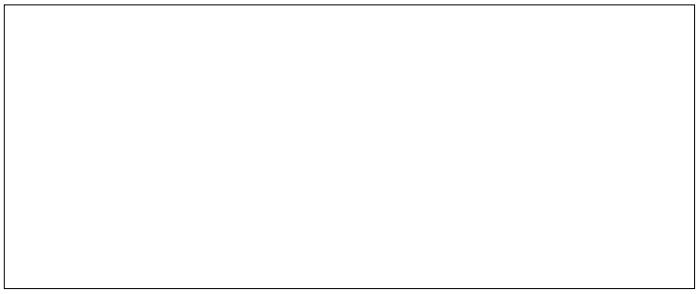
Due to the security features of macOS 10.15 (Catalina), it is important to check the content of this article to make sure that the driver for our ESU1808 is properly loaded and the device gets detected. It is important that you are using our driver with version 3.4.10 or higher. If any previous or older version of the ESU1808 driver is installed, the hardware will not work and the driver needs to be uninstalled using the uninstaller in the driver download package. You can find the drivers for ESU1808 on the download page for the product. During installation, you will typically 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 not be displayed again, especially if you reboot your system.

To make sure the driver is actually loading, click on *Open Security Preferences* in this dialog or 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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