

Requirements

Important! Do not unplug the hardware key while SoundCheck is running. Doing so could destroy the hardware key.

You will need:

- Installation disk or link to download software from website (included in email with status.dat file)
- Your status.dat file saved on your computer or network (sent by email to the SoundCheck license holder). Contact support@listeninc.com if you need this re-sent to you.
- Your hardware key (shipped with software)



- SoundCheck 19 is validated with macOS Catalina, 10.15. (Versions prior to 10.13.6 are not supported.)
- SoundCheck is not yet compatible with Apple computers with the M1 chip
- **macOS Big Sur 11.x:** SoundCheck 19 (and prior versions) may not run on macOS Big Sur without executing the following commands in a Terminal window:

```
defaults write com.company.MyApplication NSGraphicsContextAllowOverRestore -bool YES
```

```
defaults write com.company.MyApplication NSViewAllowsRootLayerBacking -bool NO
```

macOS - User-Approved Kernel Extension Loading

For full details on this please refer to the Installing SoundCheck chapter of the SoundCheck manual.

Starting in macOS 10.13 'High Sierra', Apple introduced a system that will automatically prevent users from installing software that wasn't downloaded from the App Store unless the user manually allows this from System Preferences. Once the user has allowed the installation manually, all other software by that developer will be allowed to pass automatically without having to repeat the steps.

Approval is automatically granted to third-party KEXTs that were already present when upgrading to macOS High Sierra.

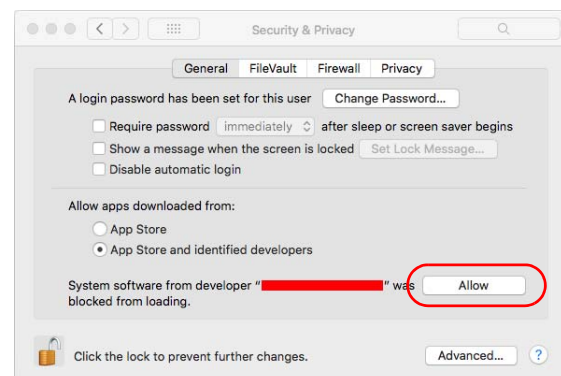
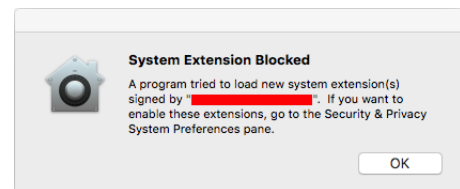
This feature enforces that only kernel extensions approved by the user will be loaded on a system. When a request is made to load a KEXT that the user has not yet approved, the load request is denied and macOS presents the alert "**System Extension Blocked**".

This prompts the user to approve the KEXT in **System Preferences > Security & Privacy**.

This approval UI is only present in the Security & Privacy preferences pane for 30 minutes after the alert. Until the user approves the KEXT, future load attempts will cause the approval UI to reappear but will not trigger another user alert.

The alert shows the name of the developer who signed the KEXT so the user has some information to decide whether to approve the KEXT.

Once approved, the KEXT will immediately be loaded or added to the prelinked kernel cache, depending on what action was blocked. Subsequent requests to load the KEXT will proceed silently as on previous macOS versions.

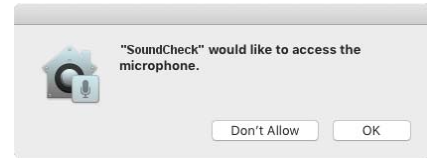


macOS Security Features

New security features starting in macOS Mojave require you to allow access to the "microphone" the first time SoundCheck (or any audio and recording software) is launched.

The prompt is confusing as the prompt, "microphone", refers to any input device, including audio interfaces. In order for SoundCheck to be able to record audio, you must enable access to the "microphone".

If you do not see the prompt and are unable to record audio in SoundCheck, you will need to enable recording by opening the "Security & Privacy" panel in "System Preferences".



Drivers for macOS

- Only hardware with Core Audio drivers or macOS specific drivers can be used
- Listen hardware such as AmpConnect ISC, AudioConnect and AudioConnect 4x4 use Core Audio drivers
- DC Connect is not available on macOS

Please refer to the Hardware Compatibility List for information on Audio Interfaces approved for use with SoundCheck Mac.

macOS Settings

In order to prevent errors when recalling and saving data during sequence runs, the **“Put hard disks to sleep when possible”** option must be unchecked in **Preferences > Energy Saver**.

macOS Differences

- The macOS version requires **optional module 2100**
- Demo Viewer is not available
- External software control using TCP/IP is available. ActiveX is not available.
- Microsoft Office is not supported (currently not supported by LabVIEW)
This affects: No Autosave to Excel or Database, No Report functions from Memory List: Word, Excel or HTML and No printing to Word or Excel
- National Instruments DAQmx hardware is not compatible with macOS. This includes NI 4461 and cDAQ devices.
- Some Keyboard Shortcuts are not available. Refer to Mac Keyboard Shortcuts in the SoundCheck manual.
- Serial Port **Footswitch control** and **Serial Port External Buzzer** are not supported

Problems or Questions?

We're here to help you. Listen technical support is available from 8 AM to 5 PM EST. Outside these hours please contact your local rep for support.

Ph: 617-556-4104 ext 200 Email: support@listeninc.com

Please visit support.listeninc.com and click on Knowledgebase

Next: Please proceed to the quick start guide for your audio interface.

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