

Mac OS Catalina Guide for Retouch Control Apps



version 1.0.0

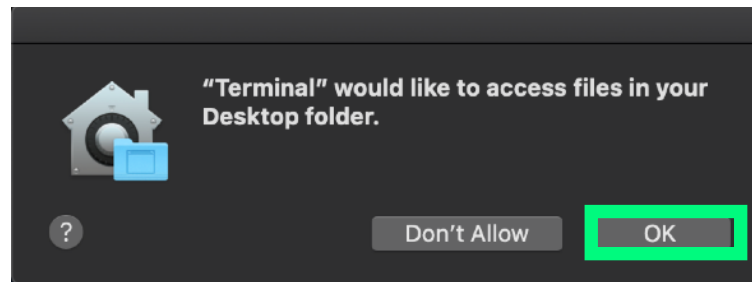
Introduction

With the release of Mac OS Catalina, Apple is tightening up its security measures to prevent malicious software from running and accessing important information on your computer. Unfortunately this means some roadblocks even for software which users have been running without any problems in prior versions of their OS.

In this guide, we are going to highlight what to expect when installing the Remote files and launching our apps for the first time in Catalina. Indeed, you will only have to deal with the steps described below when you install the Remote files and the very first time you launch the app. After that, it's pretty much smooth sailing and business as usual.

Installing the Remote Files

The installation script that you find in the "Remote Files" folder of the download will launch the Terminal window which then creates new folders in the "Applications Support/Propellerhead Software/Remote" directory. You will need to give permission to access the remote scripts for your product. **Please allow the Terminal to access these files and click "OK"**. The location in the warning message is where you are launching the script from. In the example below, it is the Desktop.



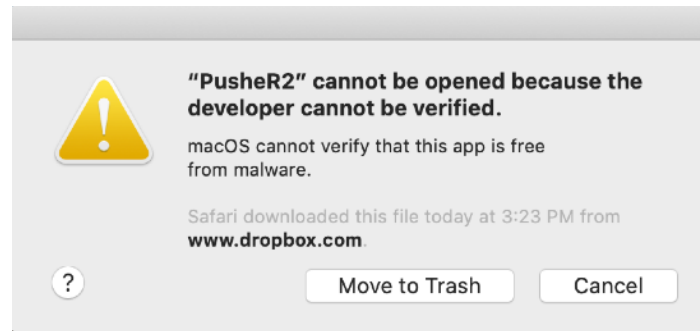
After giving permission, the script will copy the remote files to your computer and once done, you will see "Process Completed" in the Terminal window.

```
— Install_Remote_OSX.command — 80x24
Last login: Mon Oct 21 17:17:02 on console
/Users/_____/Desktop/Remote\ Files/Install_Remote_OSX.command ; exit;
_____-MacBook-Pro ~ % /Users/_____/Desktop/Remote\ Files/Install_Remote_OSX.command ; exit;

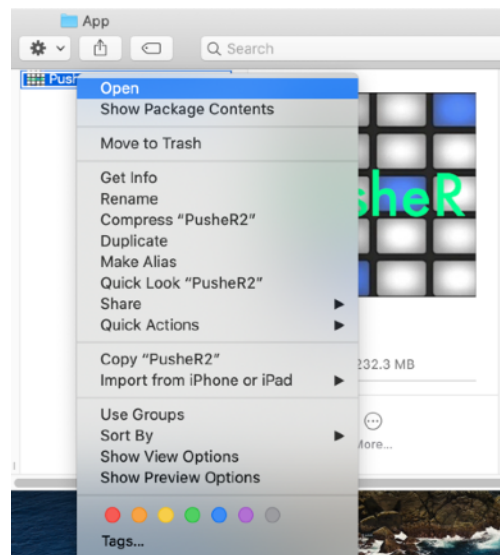
[Process completed]
```

Opening the App

When you first try to open the app after downloading it from our website, the OS is going to refuse to run it because it is not from a verified developer, as shown below.

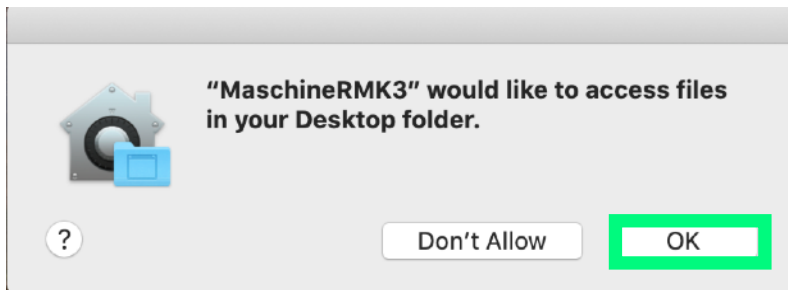


So instead, right click on the app icon, and then choose "Open" from the context menu. You will be able to open the app this way.

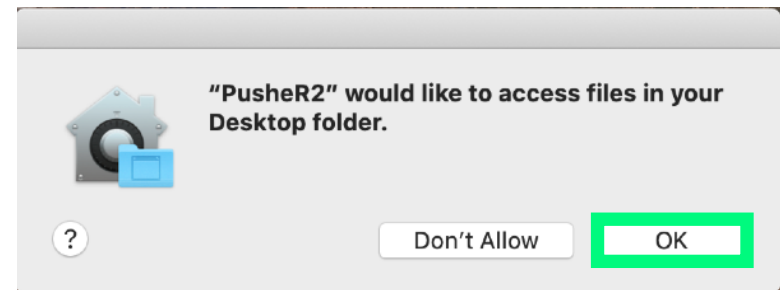


Files Access Warning at app launch

When you first launch the app, the OS is going to ask you if you want to give permission to the app to access files. The files in question are all contained within the application bundle and they are important for setting up the initial state of the app. Therefore, **please allow the app to access these files and click on "OK"**. The name of the location depends on where you keep the application bundle. In the images below, the application bundle with its supporting files is on the Desktop.



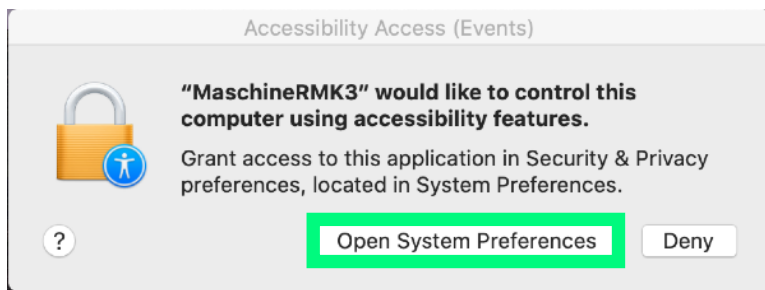
Warning for MaschineR



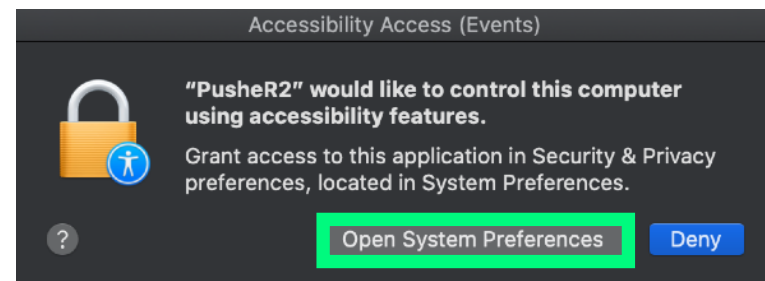
Warning for PusheR

Warning when using Key Commands

If you are trying to execute an operation which involves key commands (switching views in Reason, for example), you are going to get a warning message about controlling "accessibility features" on the computer. **Please grant access by clicking on "Open System Preferences".**

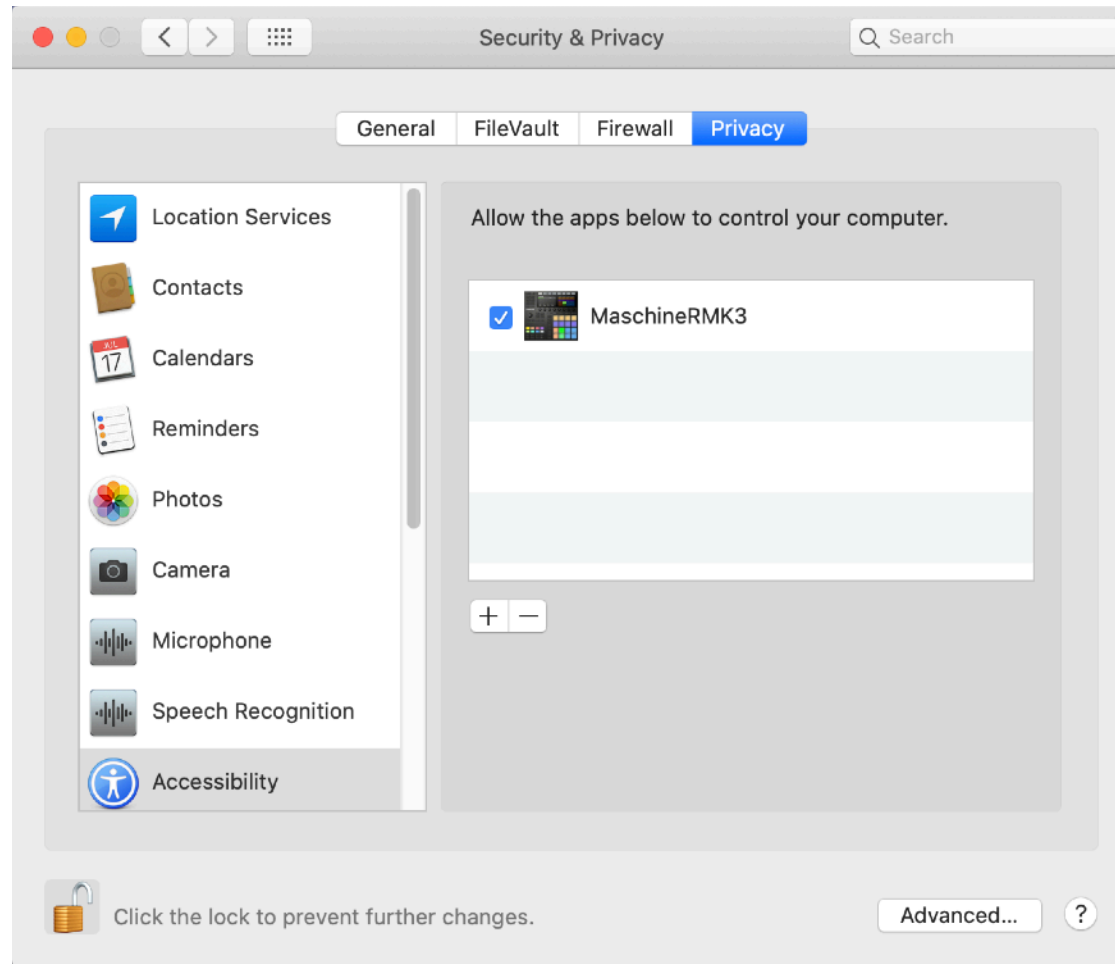


Warning for MaschineR

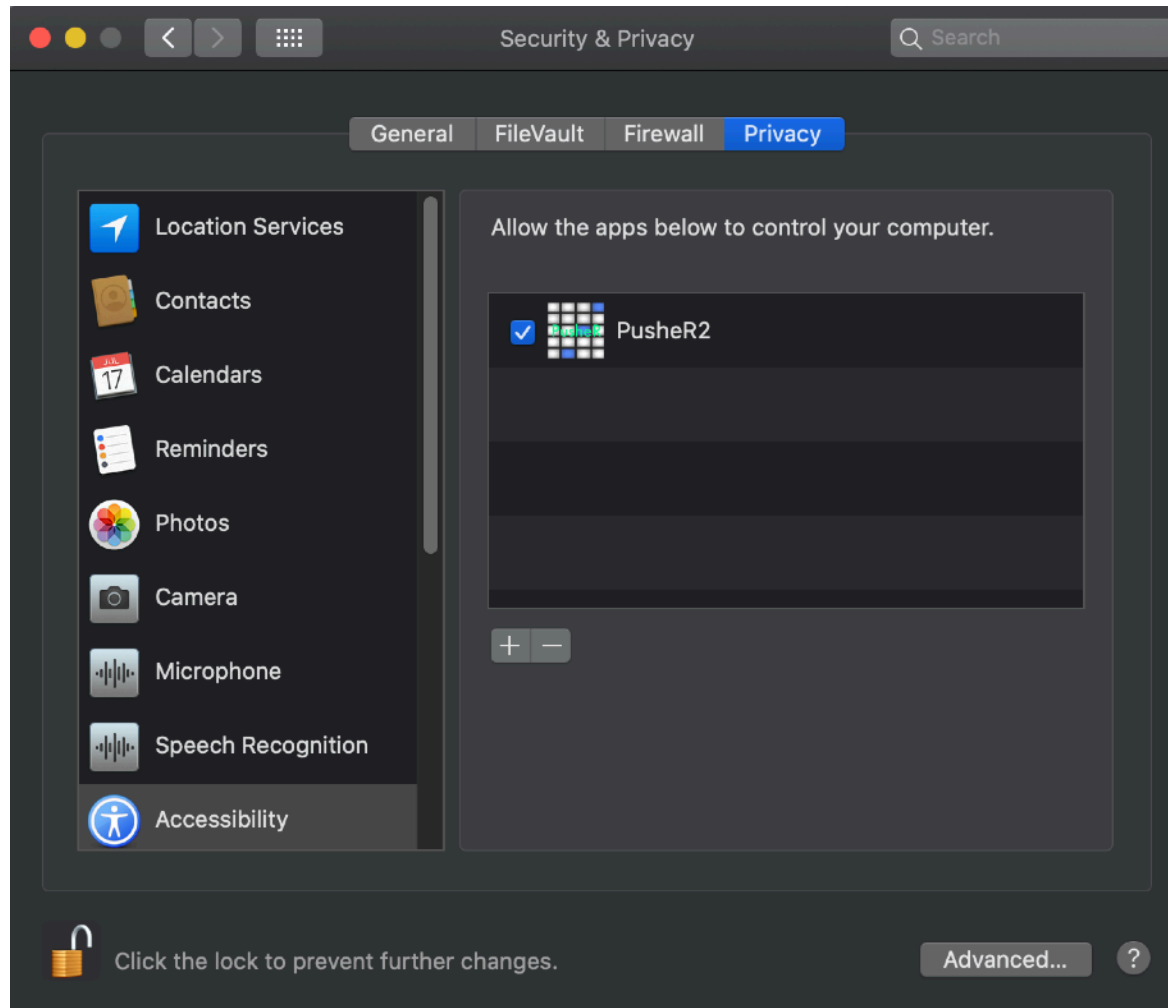


Warning for Pusher

In System Preferences, under the "Privacy" tab and the "Accessibility" field, make sure that the app is listed and enabled by clicking on the check mark next to it. You will need to "unlock" the changes lock in the lower left corner first by entering your computer password.



Accessibility for MaschineR



Accessibility for Pusher