



The New Era for Printing

Technical Service Bulletin	
File number : 2021019	Date: 27/12/2021
Publishing department : Customer Service Department	Page : 1 / 5

How to solve macOS driver cannot be open due to malicious software check

Release Object: Service Center

Maintenance Types :

Cartridge	☐	Installation	☒
Wireless Network	☐	Wired Network	☐
Paper	☐	App	☐
Print	☐	Scan	☐
Fax	☐	Set	☐
Firmware	☐	Others(hardware,etc)	☐

Applicable Model: Applicable to all series

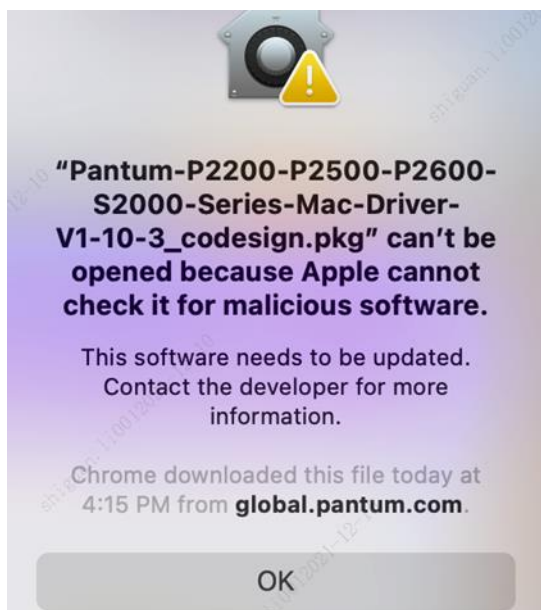
UPDATING		
VERSION	MODIFIED CONTENTS	DATE

Written by : Leon	Verified by : Benson	Approved by : Herry
Date : 28/12/2021	Date : 28/12/2021	Date : 28/12/2021

Technical Service Bulletin	
File number : 2021019	Date: 27/12/2021
Publishing department : Customer Service Department	Page : 2 / 5

I. Problem Description

The MAC driver downloaded from the official website prompts "The software needs to be updated, please contact the developer" during installation, as shown below



II. Causes

New macOS system have striker security authentication.

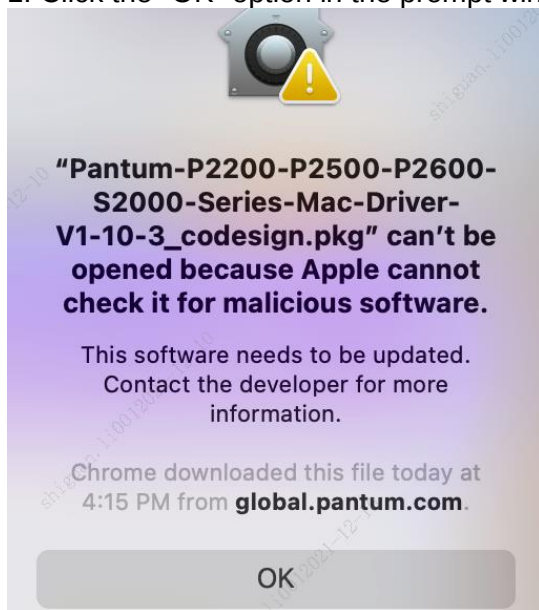
PANTUM

The New Era for Printing

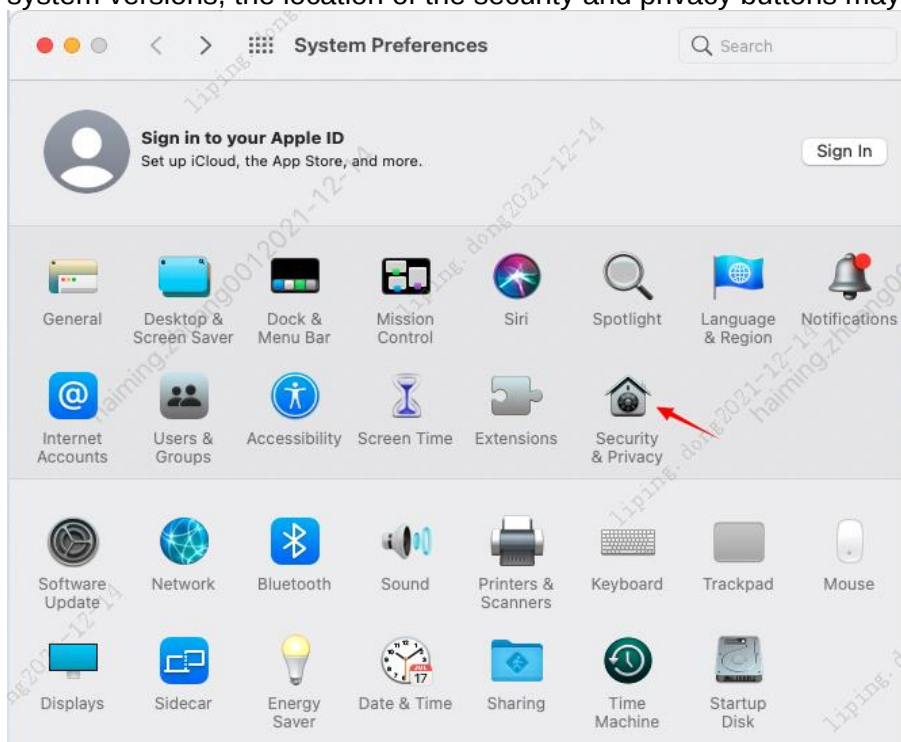
Technical Service Bulletin	
File number : 2021019	Date: 27/12/2021
Publishing department : Customer Service Department	Page : 3 / 5

III. Solution

1. Click the "OK" option in the prompt window to close the pop-up window

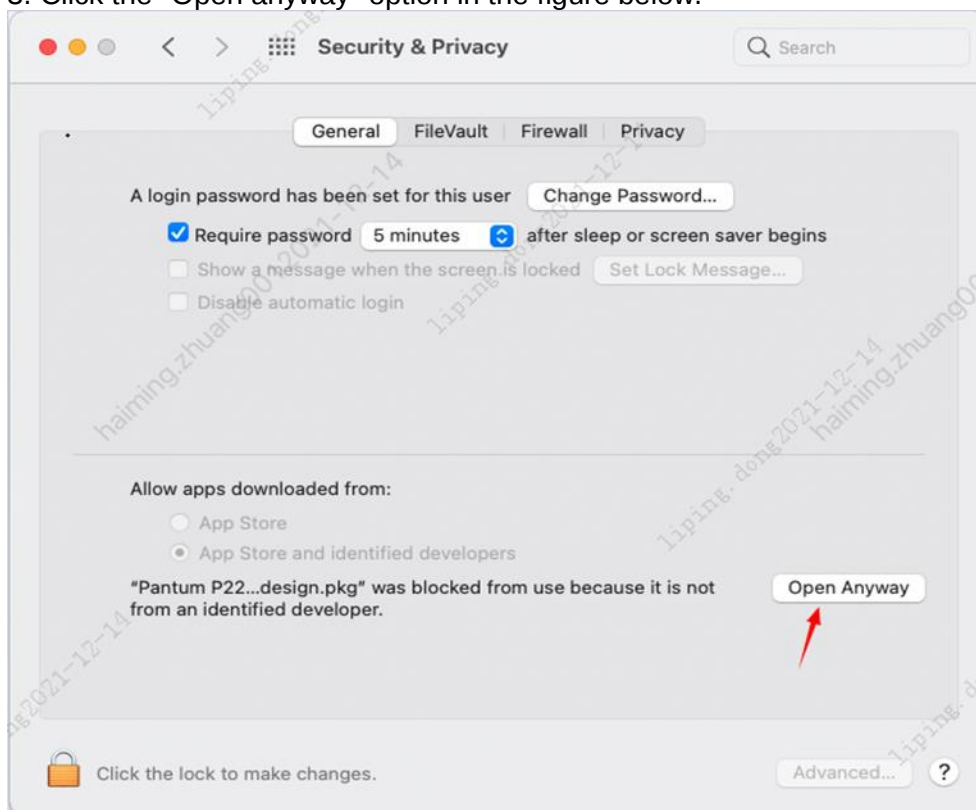


2. Open the system settings interface and find the security and privacy buttons. (Different operating system versions, the location of the security and privacy buttons may be different.)



Technical Service Bulletin	
File number : 2021019	Date: 27/12/2021
Publishing department : Customer Service Department	Page : 4 / 5

3. Click the "Open anyway" option in the figure below.



4. Double-click again to open the downloaded PKG package.

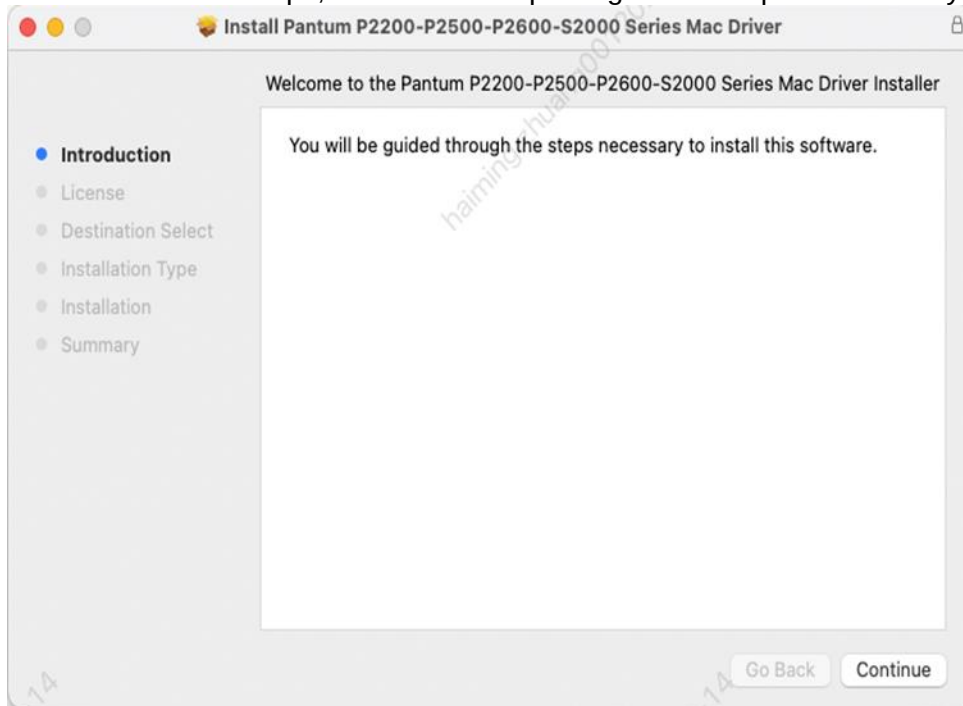


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The New Era for Printing

Technical Service Bulletin	
File number : 2021019	Date: 27/12/2021
Publishing department : Customer Service Department	Page : 5 / 5

5. After the above steps, the installation package can be opened normally.



IV.Remark