
Subject: MH Link install frozen Macbook

Posted by [scardanelli](#) on Wed, 31 Mar 2021 17:06:09 GMT

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In anticipation of getting my 3D card in a few days I downloaded and installed the latest 3D software.

Couldn't find the MHLINK software after unzipping. So I opened "contents" of the MH 3D Console package and found the MHLINK installer - which I ran from there.

Nowhere in the instructions for 3D Console does it say that the driver is to be installed from the 3D console....which I have just discovered by opening the Console on my Studio Mac Pro

I now have a frozen MacBook - the start up is stuck at the grey screen with the progress bar all the way over at 100%.

I'm assuming I've done something stupid in running the installer separately from the Console?

And did I miss in big letters - install driver from Console?

A little annoyed....

Can anyone suggest how to get the files I've installed on the MacBook removed, perhaps using Target mode from my Mac Pro?

Thanks

Subject: Re: MH Link install frozen Macbook

Posted by [scardanelli](#) on Wed, 31 Mar 2021 17:40:51 GMT

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Can't see how to edit title of post but SOLVED - removed extension using target mode, re-installed from Console. All good.

Subject: Re: MH Link install frozen Macbook

Posted by [bj](#) on Wed, 31 Mar 2021 19:48:06 GMT

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So - installing the way you did is fine; you didn't do anything wrong by doing that. We just integrated the driver installer into the console to make things simpler for folks (one download, one piece of software to work with).

The hang you encountered is an unfortunate macOS bug; its not specific to our driver. We do have a faq on our website about how to solve this, but your solution works too if you have one

than more mac available (and it is probably easier).

Thanks for the update!

Subject: Re: MH Link install frozen Macbook
Posted by [scardanelli](#) on Wed, 31 Mar 2021 21:42:40 GMT
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Thanks BJ

In the meantime I had also installed (via 3D Console) on my MacPro running Mojave, and the same thing happened. So I had to target mode the other way around to remove kext file, but it installed fine second time. Hopefully when my card arrives on Friday it'll be smooth sailing from there!

S

Subject: Re: MH Link install frozen Macbook
Posted by [bj](#) on Thu, 01 Apr 2021 03:53:53 GMT
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As I said, it is an unfortuate issue with macOS; most people never see it, but some systems see it with a high frequency. It is related to some bug in the User Kext permission stuff that they added in 10.13
