

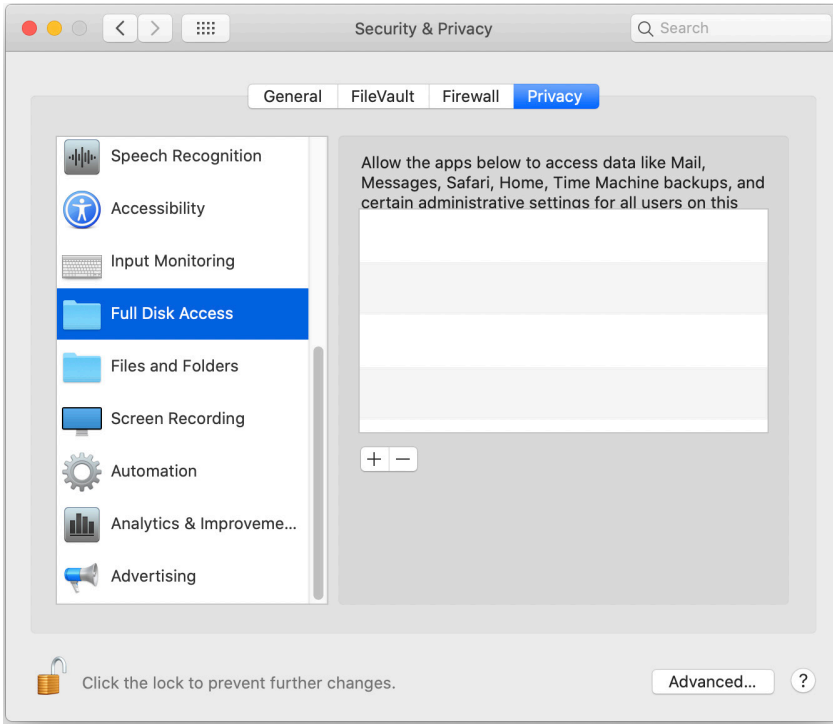
Volumes Not Mounting After SoftRAID Update



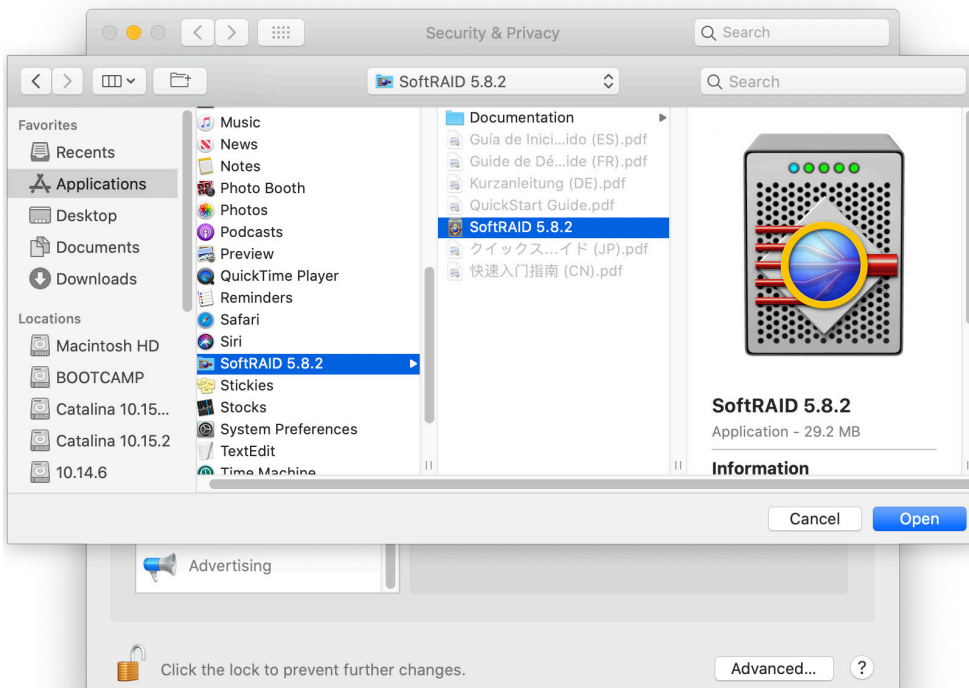
(These instructions apply to all updates from 5.8.2 onwards)

Some users may encounter an issue with the SoftRAID driver not loading because of a change with our Identified Developer name. In order for the driver to load properly, you may need to follow these steps.

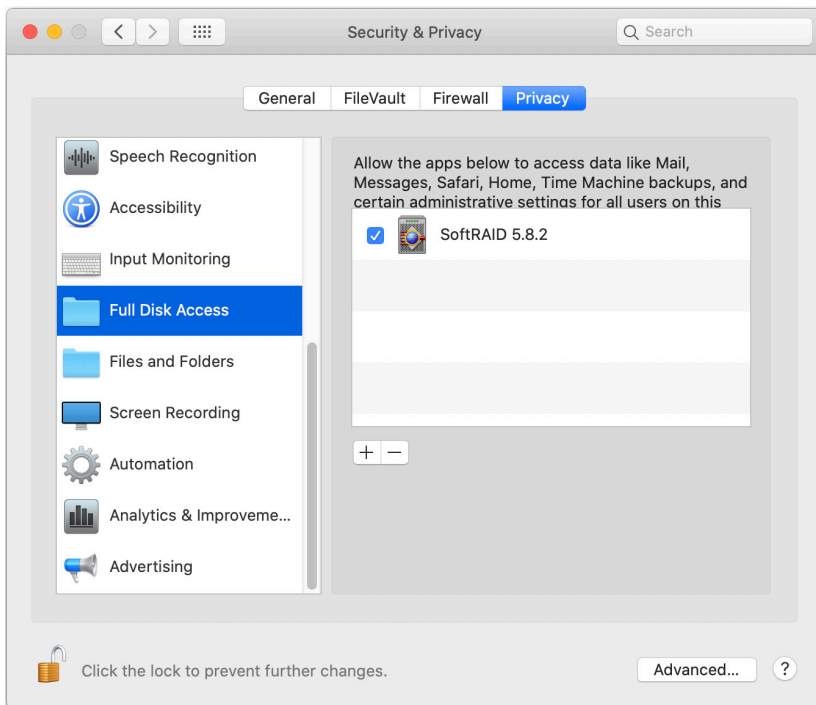
1. Restart your computer without any devices connected to it. **NOTE:** If you are running macOS 10.13.x, High Sierra, skip steps 2-6.
2. Open System Preferences and click “Security & Privacy”.
3. Click the “Privacy” tab.
4. Scroll down to and select “Full Disk Access”.



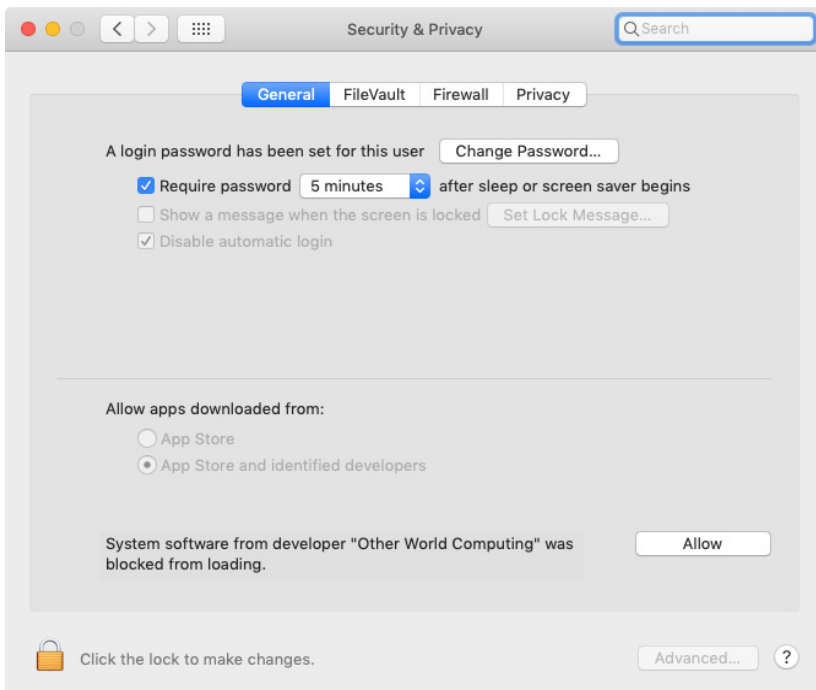
5. Click the Lock icon in the bottom-left corner, then enter your administrator password to unlock these settings.
6. Click the '+' sign, navigate to the Applications folder, and select the SoftRAID application. Click “Open”.



It should look like this when you are done:



7. Launch SoftRAID.
8. Open System Preferences and click "Security & Privacy".
9. In the "General" tab, click the Lock icon in the bottom-left corner (shown in screenshot below) then enter your administrator password to unlock these settings.



10. Look for a line saying "System software from developer 'Other World Computing' was blocked from loading."
11. Click the 'Allow' button to enable the extension to be installed.
12. Quit System Preferences and restart your computer. You can now reattach any devices you removed in Step 1.
13. Your SoftRAID volumes should mount normally.
14. If your volumes do not mount, run SoftRAID, select your startup volume tile, and select "Reinstall SoftRAID Driver" from the "Volumes" menu item. After this, restart your machine.

NOTE: If you do not see a line saying "System software from developer 'Other World Computing' was blocked from loading", you may need go back to Step 1. This is because the system sometimes takes a few minutes to notify the system security process that it is blocking an extension.