

Troubleshooting for installing SANLink Driver

After completion of the SANLink driver initial installation in macOS Catalina (10.15), if the SANLink is not visible to access from Mac, please make sure the hardware is connected properly at all times before attempting further troubleshooting.

The reason for this is that there could be an additional step that the “Promise Mobile App” may need to access.

Please go to open **System Preferences > Security & Privacy**, click the lock to make changes and choose **Allow**.



