Tech Bulletin

Work around Big Sur Gatekeeper for XtendSAN

With the release of macOS Big Sur, Apple has deprecated the socket we use to plug the ATTO Xtend SAN virtual SCSI driver into their kernel. In the past, Apple allows the user to "allow" the use of the driver but this option is not available in Big Sur.

In order to support our customers who want to use Xtend SAN in Big Sur, we have found a work around which will allow the Xtend SAN driver to load. After running the Xtend SAN installer, perform the following procedure.

Notes:

- You may need a wired USB Keyboard for this procedure
- If this is a fresh install of Big Sur, then you do not need to pre-install Xtend SAN prior to running this procedure. Perform the initial install in step 6.
- 1.) Fully power off your Mac.
- 2.) <u>Enter recovery mode</u> Power on the Mac and immediately press and hold the **Command (#)** + **R** keys until you see the Apple logo, spinning globe, or other startup screen.
- 3.) Click the Utilities menu and select Terminal.
- 4.) Enter the following commands in *Terminal*

spctl kext-consent add FC94733TZD

- 5.) Reboot the Mac
- 6.) Install/Reinstall Xtend SAN. If you need to download the installer again, you can from this link. https://www.atto.com/downloads/121/driver/29300390

If you downloaded Xtend SAN from the ATTO website, you will see the following prompt. Click *Open*.



When you start the Xtend SAN installer, macOS will prompt you with the following warning. Select *OK* to proceed with the install.



MacOS may also prompt you with the following warning. Select *Open* to proceed with the install.

	0	ſ
"(null)" i	is an app	downloaded
from the	Internet.	Are you sur
you	want to c	open it?
This file was	downloaded	d on an unknov
date. Apple c	hecked it fo	or malicious
software and	none was d	letected.

7.) <u>Allow Xtend SAN driver to load</u> – When Xtend SAN installation completes, you may see a pop up window similar to the following warning you that the ATTO driver could not load. Click Open Security Preferences.



If you do not get the pop up window, you can manually get to this location by opening **System Preferences** then click **Security & Privacy**.

Once you are in *Security* & Privacy, click the *General* tab and then click the *Lock* icon at the bottom left of the page and enter the system admin and password. Once the page is unlocked, the *Allow* icon should become active. Click the *Allow* icon then reboot the workstation.

,	A login password has been set for this user Change Password
	Require password b minutes to after sleep or screen saver begins Show a massage when the screen is locked Set Lock Message
	✓ Disable automatic login
,	Allow apps downloaded from:
,	Allow apps downloaded from: App Store
,	Allow apps downloaded from: App Store • App Store and identified developers
,	Allow apps downloaded from: App Store App Store and identified developers
	Allow apps downloaded from: App Store • App Store and identified developers System software from developer "ATTO Technology, Inc." was
л [‡]	Allow apps downloaded from: App Store • App Store and identified developers System software from developer "ATTO Technology, Inc." was Socked from loading.

8.) After the reboot completes, Xtend SAN should operate normally at this point.