

1 Introduction

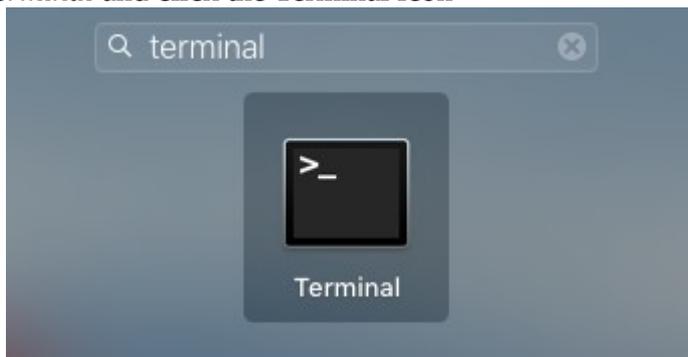
This document will walk you through how to fix the driver issues with our units and Mac OS X El Capitan.

1.1 How to read this document

- Text or commands that you need to type will be written in *italics and underline*.
- A command can take zero or more arguments like so *command arg1 arg2*. Each word is separated by a space
- If a command is in the format *command <some arg>* the text within the angle brackets (<, >) is a description of the value you need to type in. For example, on the command *echo <colour of the sky>* the actual command you would type is *echo blue*.
- When asked to record the result of a command, you may simply copy and paste the text output or take a screenshot.

2 Querying driver status

1. Open Launchpad
2. Type *terminal* and click the Terminal icon



3. You will be presented with a screen like this



4. Type the command `kextfind -b -is ftdi` and record its output
5. Plug the USB cable into the Mac
6. Type the command `kextstat | grep -i ftdi` and record its output
 1. The vertical bar (|) is called a pipe and is generally located on the top right of letters area of your keyboard
7. You should have a terminal looking like this



```
support — -bash — 80x24
Last login: Tue Jul 26 11:54:01 on ttys000
VM-MacBook-Pro:~ support$ kextfind -b -is ftdi
/System/Library/Extensions/AppleUSBFTDI.kext
/Library/Extensions/FTDIUSBSerialDriver.kext
VM-MacBook-Pro:~ support$ kextstat | grep -i ftdi
  150   0 0xffffffff7f82f03000 0x7000   0x7000   com.FTDI.driver.FTDIUSBSerialDriver (2.3) ECC3AF36-431D-370D-86F2-5237785E9CF8 <127 44 5 4 3 1>
VM-MacBook-Pro:~ support$
```

3 Fix drivers incompatibility

If the output of step 6 of [Querying driver status](#) contains any entry from FTDI (starting with com.FTDI.driver) like above, this can lead to instability and a crash when trying to use the COM port on vmAIS.

To fix this issue follow the steps below.

3.1 Solution

1. Disconnect the USB cable from your computer
2. In the Terminal app type in the command
`sudo kextunload /Library/Extensions/FTDIUSBSerialDriver.kext/`
 1. The `sudo` command will ask you for your password
3. Type in the command `kextstat | grep -i ftdi` and confirm that the output contains only one entry, the Apple driver.
4. In the Terminal app type in the command
`sudo rm -rf /Library/Extensions/FTDIUSBSerialDriver.kext/`