

NetIQ Designer Setup Guide for macOS 11 Big Sur

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This guide focuses on the tasks that you must complete in order to install the Designer on macOS 11 and the troubleshooting issues you might face during the installation. The same steps can be followed to install Designer on macOS Monterey (version 12).

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System Requirements

You must ensure that the system requirements are met before installing the Designer. See the [System Requirements for Identity Manager 4.8](#) document for the hardware and software requirements information.

Considerations

NetIQ recommends you to review the following considerations when installing two instances of Designer on your operating system:

- ♦ Install the instances in two different folders.
- ♦ Install the new instance in a folder that has an existing instance of Designer. In this case, ensure that you rename the first instance before placing a new instance of Designer.

Installing Designer

Perform the following actions to install Designer on macOS 11 Big Sur:

- 1 Download the Identity_Manager_4.8_Designer_MacOSX.dmg from [NetIQ Downloads Web Site](#).
- 2 From the pop-up window that appears, drag and drop the Designer folder into the location where you want to install it.

By default, Mac prompts you to download Designer into the Applications folder. If you choose to install Designer in this folder, Mac creates a Designer shortcut on the launchpad.

- 3 Launch Designer by clicking the Designer icon on the launchpad or the Designer application from the installed folder. For more information about using Designer, see [NetIQ Designer for Identity Manager Administration Guide](#).

When you are installing Designer on Mac for the first time, you may receive the following messages:

NOTE: Based on the message received, perform the required actions mentioned against each message for a successful Designer installation.

- ♦ **“Designer cannot be opened because the developer cannot be verified.”**

This error is observed while running software that is from an unidentified developer. If you are certain that you want to install app from a reliable source, you can override Mac security settings to open it.

1. Go to Apple menu > **System Preferences**.
2. Click **Security & Privacy**.
3. In the **General** tab, click the padlock icon and enter your username and password.
4. Click **Unlock**.
5. To allow applications downloaded from reliable source, select the **App Store and Identified developers** option.

- ♦ **“masOS cannot verify the developer of “Designer”. Are you sure you want to open it?”**

This warning prompt is displayed as to reconfirm and allow opening the Designer application anyway. You can click **Open**.

- ♦ **“The Designer executable launcher was unable to locate its companion shared library.”**

This type of error is observed while downloading any application on Mac from a source other than Mac App Store. While downloading Designer, quarantine attributes such as `com.apple.quarantine` gets added in the Designer application that results in Designer launch failure with this error message. To avoid this issue, you must clear the quarantine attributes before launching Designer.

Open the terminal on Mac and perform the following actions:

- ♦ To display the quarantine attributes, run the command:

```
# xattr <path where Designer.app is installed>
```

For example, # xattr /Applications/Designer/Designer.app

- ♦ To clear a quarantine attribute, run the command:

```
# xattr -dr com.apple.quarantine <path where Designer.app is installed>
```

For example, # xattr -dr com.apple.quarantine /Applications/Designer/Designer.app

- ♦ **“libjvm.dylib cannot be opened because the developer cannot be verified.”**

This error alert is displayed when the Designer fails to start with the existing JRE bundled along with the dmg file of the Designer. To avoid this alert, replace the existing JRE file with Azul Zulu JRE version 8.0.352.

Perform the following steps to replace the JRE file:

- 1 Download the `zulu8.66.0.15-ca-jre8.0.352-macosx_x64.zip` supported for macOS 11 Big Sur from the Azul website.
- 2 Go to your **Downloads** > double-click the `.zip` folder to unzip and extract the files.
- 3 Copy the extracted `jre` folder and paste it in the Designer folder.
- 4 Delete the existing `jre` folder.
- 5 Rename the copied folder to `jre`.
- 6 Relaunch the Designer.

NOTE:

- ♦ macOS Big Sur (version 11) is supported from Designer 4.8.4 onwards. So, you must update Designer version to 4.8.4. For information about how to upgrade Designer to 4.8.4 version, see [Performing a Designer Update](#) in the [NetIQ Identity Manager 4.8.4: Installation and Upgrade Guide](#).
 - ♦ macOS Monterey (version 12) is supported from Designer 4.8.5 onwards. So, you must update Designer version to 4.8.5. For information about how to upgrade Designer to 4.8.4 version, see [Performing a Designer Update](#) in the [NetIQ Identity Manager 4.8.5: Installation and Upgrade Guide](#).
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Uninstalling Designer

To uninstall Designer, right click the Designer folder and select **Move to trash**.

After Designer is uninstalled, the shortcut is automatically removed from the launchpad.

For troubleshooting Designer, see [“Troubleshooting” on page 3](#).

Troubleshooting

This section provides useful information for troubleshooting problems with installing and uninstalling Designer. For more information about troubleshooting other issues related to Designer, see [Troubleshooting Designer](#) in [NetIQ Designer for Identity Manager Administration Guide](#).

Contact Information

Our goal is to provide documentation that meets your needs. If you have suggestions for improvements, please email Documentation-Feedback@netiq.com (<mailto:Documentation-Feedback@netiq.com>). We value your input and look forward to hearing from you.

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