

NetIQ Designer Setup Guide for macOS

May 2020



This guide focuses on the tasks that you must complete in order to install the Designer on macOS and the troubleshooting issues you might face during the installation.

- ◆ [Section 1, “System Requirements,” on page 1](#)
- ◆ [Section 2, “Considerations,” on page 1](#)
- ◆ [Section 3, “Installing Designer,” on page 1](#)
- ◆ [Section 4, “Uninstalling Designer,” on page 3](#)
- ◆ [Section 5, “Troubleshooting,” on page 3](#)
- ◆ [Section 6, “Contact Information,” on page 3](#)
- ◆ [Section 7, “Legal Notice,” on page 3](#)

1 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.

2 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.

3 Installing Designer

Perform the following actions to install Designer on macOS:

- 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.

◆ **“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`

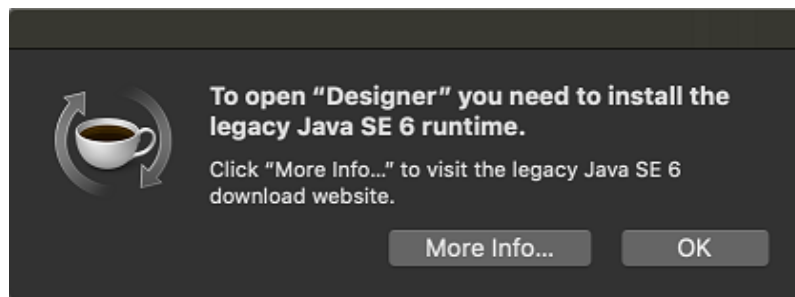
- ◆ To clear a quarantine attribute, run the command:

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

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

◆ **“To open “Designer” you need to install the legacy Java SE6 runtime.”**

Figure 1 Install legacy Java SE 6 message



In this case, you must run the `updateInfoPlistScript.py` script. It updates the `Info.plist` files of the Designer and Azul Zulu JDK applications with missing capabilities, in absence of which you see this message.

NOTE: Before running the `updateInfoPlistScript.py` script, ensure that you have the required Azul Zulu JDK version installed on the system. If not, download and install the `<jdk>.dmg` file from the Azul website.

Perform the following actions to run the `updateInfoPlistScript.py` script:

- 1 Open a browser and specify the following URL: <https://nu.novell.com/designer/IDM-Designer-MacOSX/>.
- 2 Download the `updateInfoPlistScript.py` file.
- 3 Launch a terminal window and run the following command from the directory where you have downloaded the `updateInfoPlistScript.py` file:

```
sudo python updateInfoPlistScript.py
```

- 4 Specify the value corresponding to the Azul Zulu JDK version running on your system.
- 5 From the list of Designer versions displayed, specify the value corresponding to the required Designer version.

The `Info.plist` file is updated.

4 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 [Section 5, “Troubleshooting,” on page 3](#).

5 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](#).

- ♦ [Section 5.1, “Manually Removing Invalid Designer Shortcut from Mac Launchpad,” on page 3](#)

5.1 Manually Removing Invalid Designer Shortcut from Mac Launchpad

Issue: While uninstalling Designer on your macOS, the uninstallation process may not remove the Designer shortcut from Launchpad.

Workaround: To remove the shortcut, reset Launchpad by following the Mac documentation. NetIQ recommends that you familiarize with the implications of clearing the launchpad items before performing this action.

6 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.

For detailed contact information, see the [Support Contact Information website](http://www.netiq.com/support/process.asp#phone) (<http://www.netiq.com/support/process.asp#phone>).

For general corporate and product information, see the [NetIQ Corporate website](http://www.netiq.com/) (<http://www.netiq.com/>).

For interactive conversations with your peers and NetIQ experts, become an active member of our [community](https://www.netiq.com/communities/) (<https://www.netiq.com/communities/>). The NetIQ online community provides product information, useful links to helpful resources, blogs, and social media channels.

7 Legal Notice

For information about legal notices, trademarks, disclaimers, warranties, export and other use restrictions, U.S. Government rights, patent policy, and FIPS compliance, see <https://www.netiq.com/company/legal/>.

Copyright © 2020 NetIQ Corporation. All Rights Reserved.

