AJA Desktop Software v18.0

macOS Installation Guide

Overview

The previous AJA Desktop Software releases for macOS used Kernel Extensions (KEXT). This new version (v18.0) and moving forward will utilize Driver Extensions (DEXT), which is Apple's modern application framework.

It is always necessary to uninstall previous versions of AJA Desktop Software prior to installing new versions, and that is detailed in this guide.

General Procedure

In this guide you will find the step-by-step procedures to complete each the following setup tasks. They should be completed in the order as shown here:

- Acquire AJA Desktop Software v18.0 (or later) zip file from the AJA website
- Run the AJA Uninstaller that came in the v18 (or later) zip package
- Install the Desktop Software v18.0 (or later) application
- Ensure that the AJA IO device is installed or connected and is powered on
- Launch the Desktop Software v18.0 (or later) app (AJA Control Panel or Control Room)

WARNING: ***Do not run any previous version (17.x, 16.x, etc.) of AJA Desktop Software Uninstaller.***

WARNING: ***You must run the v18.x Uninstaller and reboot, before running the AJA Desktop Software Installer v18.x (value of 'x' changes with updates.)***

Acquiring Desktop Software v18.0

This version of AJA Desktop Software only supports Macs with Apple silicon running macOS 14 Sonoma and all subsequent versions, including macOS 15 Sequoia, and macOS 26 Tahoe.

IMPORTANT: If you are running earlier versions of macOS, or are using a machine with an Intel processor, please install AJA Desktop Software version 17.6.

If you have already downloaded and unzipped the AJA Desktop Software v18.x, jump ahead to *"Installing Desktop Software v18.x" on page 2.*

Download the AJA Desktop Software v18.0 (or later) installer from the AJA website:

1. Go to: https://www.aja.com/
2. Click on the **search icon** (the magnifying glass next to the "where to buy" button.
3. Type "Desktop Software" in the search field.
4. In the drop-down menu that appears, click on '**AJA Desktop Software**'.
5. Click the '**Download**' button near the top of the page that opens.
6. Click on '**Software**'.
7. Choose AJA Desktop Software for your OS (Windows, Mac, or Linux).

8. Click on '**Download**'.
9. Select '**Continue to Download without Sign-up**.' (This message may not appear for all OS versions, and the file may automatically download.)
10. Allow time for the installer file to download to your computer's default download folder.
11. Unzip the installation package.
12. Continue with the installation procedure below.

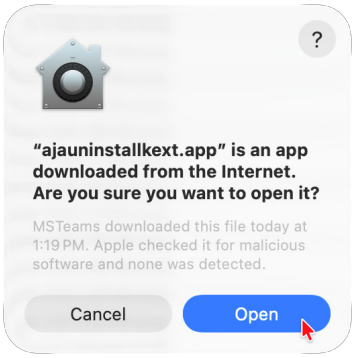
NOTE: For some products, you can also use Desktop Software v18.0 to load updated firmware to the device, although this is typically done using the device's WebUI .

Installing Desktop Software v18

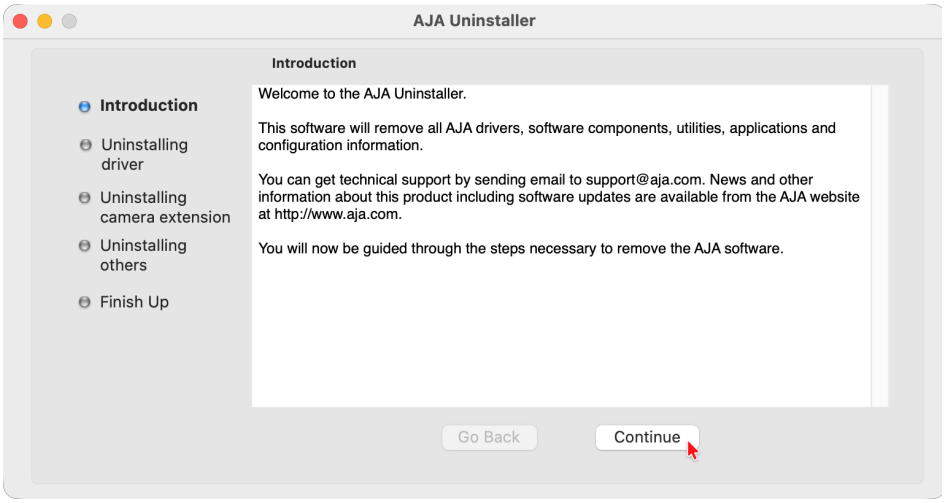
Before running the AJA Installer, all users - regardless of previous software installations - must run the AJA Uninstaller. Failure to do so will result in the Installer subsequently aborting.

Running the AJA (Kext) Uninstaller

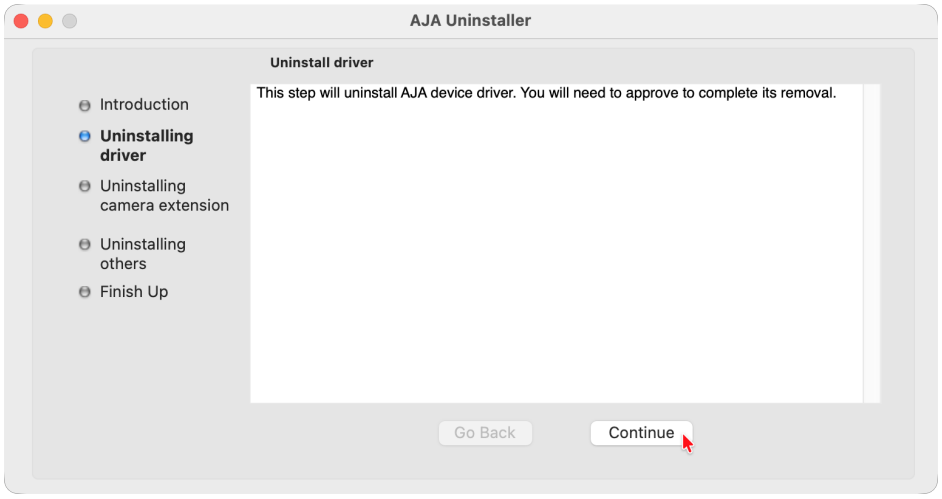
1. Run the **AJA Uninstaller.app** that is included in the new release package as of v18.0 (or later) Desktop Software. This is part of your downloaded AJA Desktop Software v18 Installation zip file.
2. Click **Open** when presented with an Internet software permission dialog.



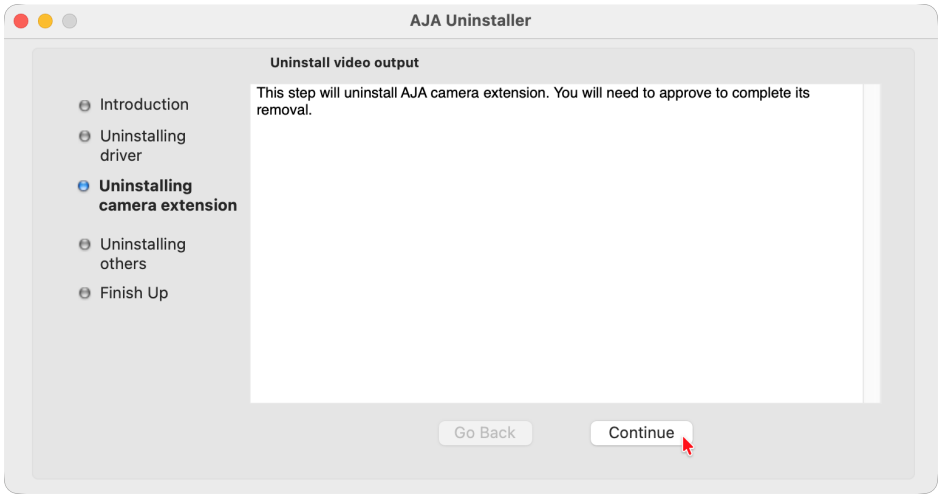
3. Click **Continue** when the AJA Uninstaller sidebar highlights ***Introduction***.



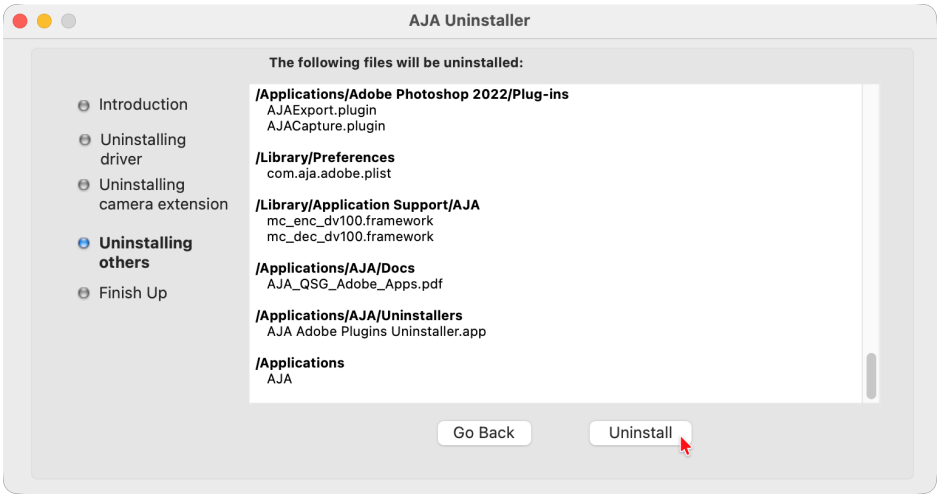
4. Click **Continue** when the sidebar highlights ***Uninstalling Driver***.



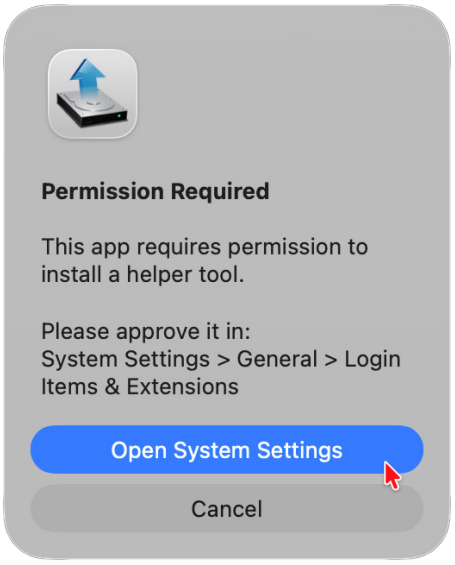
5. Click **Continue** when the sidebar highlights ***Uninstalling Camera extension***.



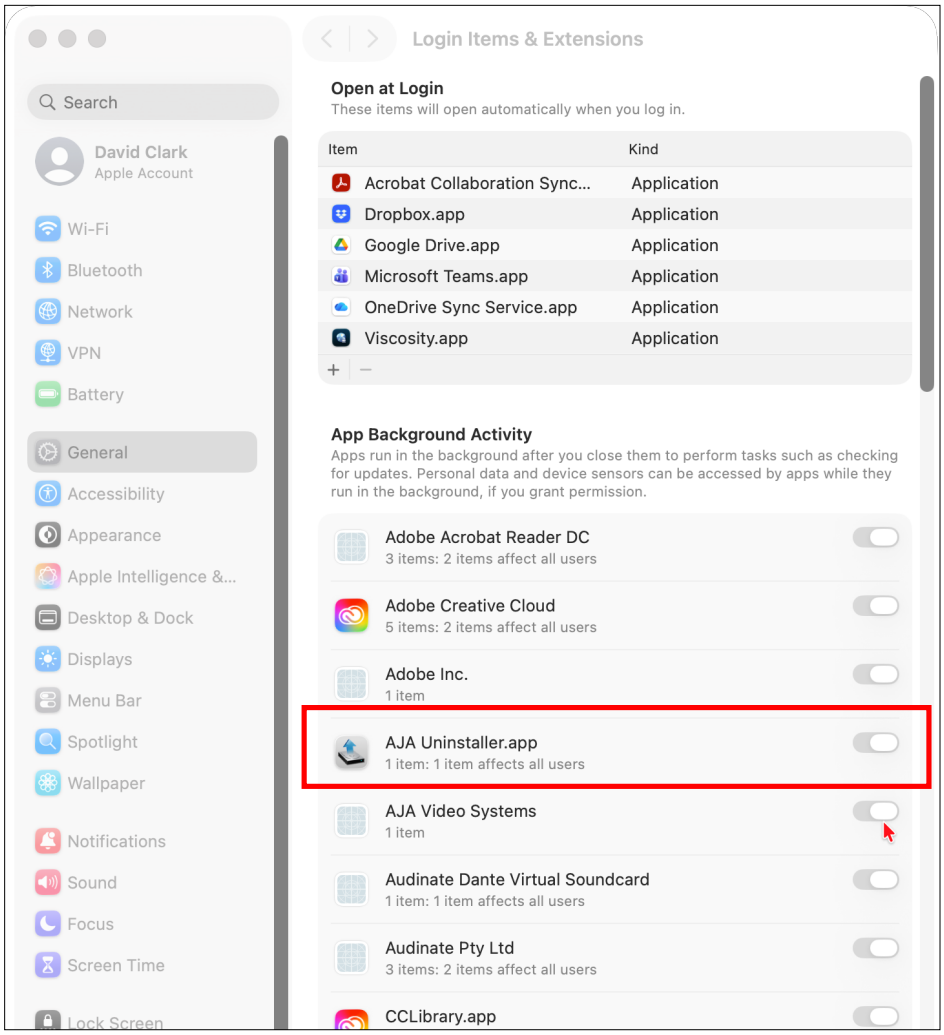
6. Click **Uninstall** when the sidebar highlights ***Uninstalling Others***.



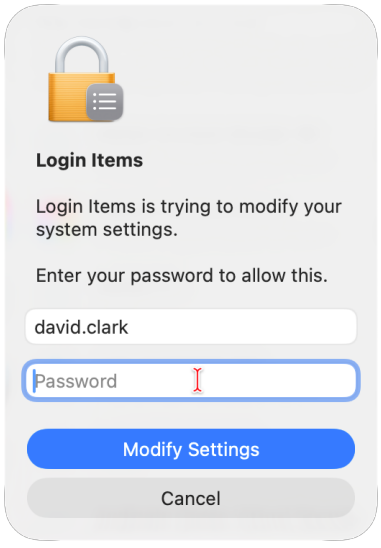
7. Click **Open System Settings**.



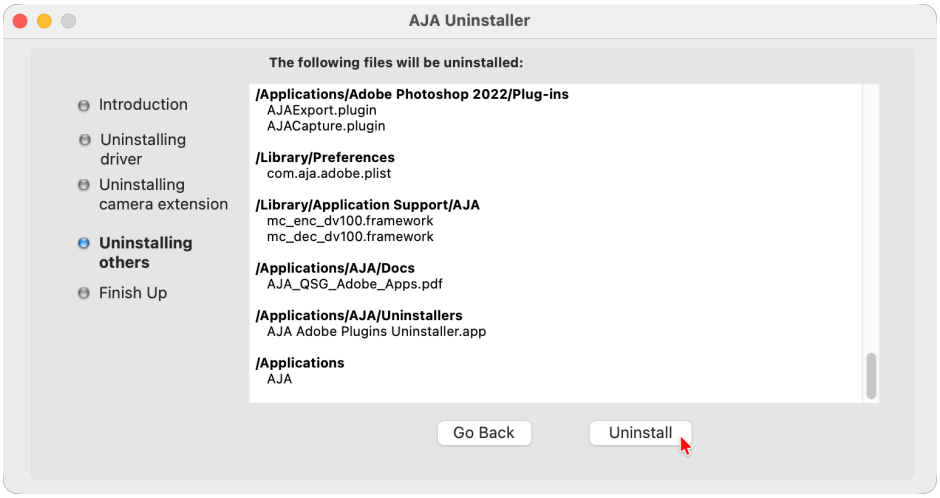
8. When the System Preferences/General tab opens up, move the slider to the right at the **AJA Uninstaller.app** (or however the file is named in your v18.x AJA Desktop Software installer package).



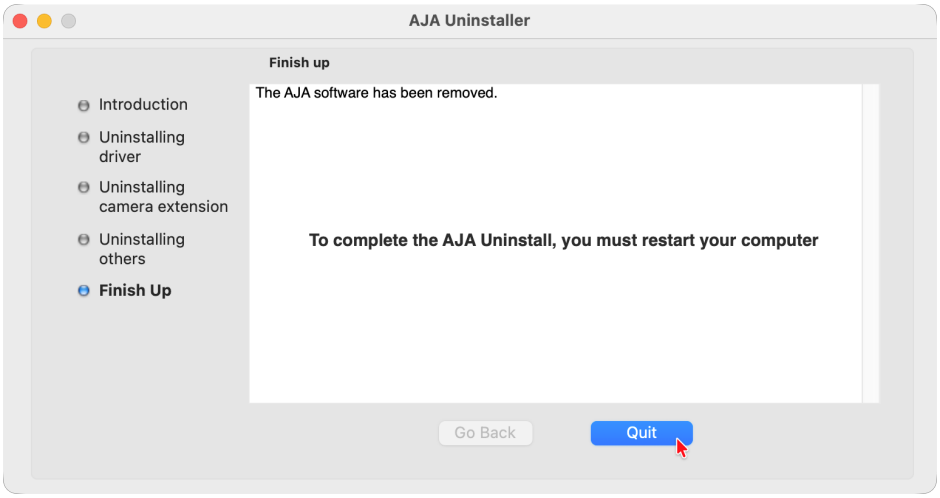
9. Enter your **user login password** and then click **Modify Setting**s.



10. Click **Uninstall.**



11. Click **Quit** to complete the uninstaller.



CAUTION: *Do not restart your computer yet.*

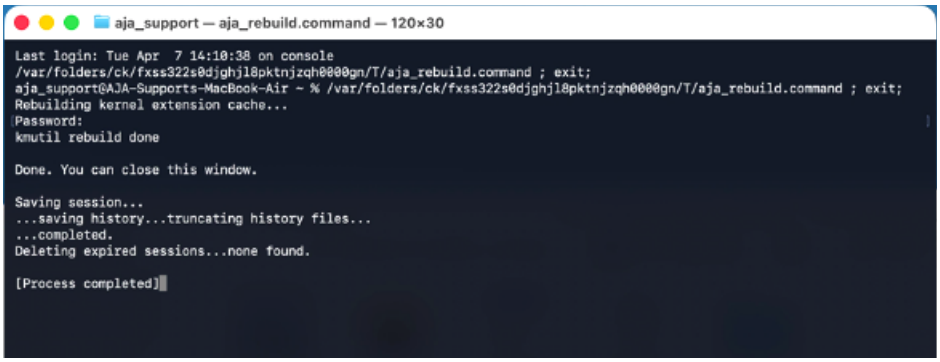
12. Wait about 15 seconds or more, until this Terminal window pops up:



13. Enter your password.

NOTE: Keystrokes don't display here so extra care is needed.

14. Press Enter or Return. You should see the following response:



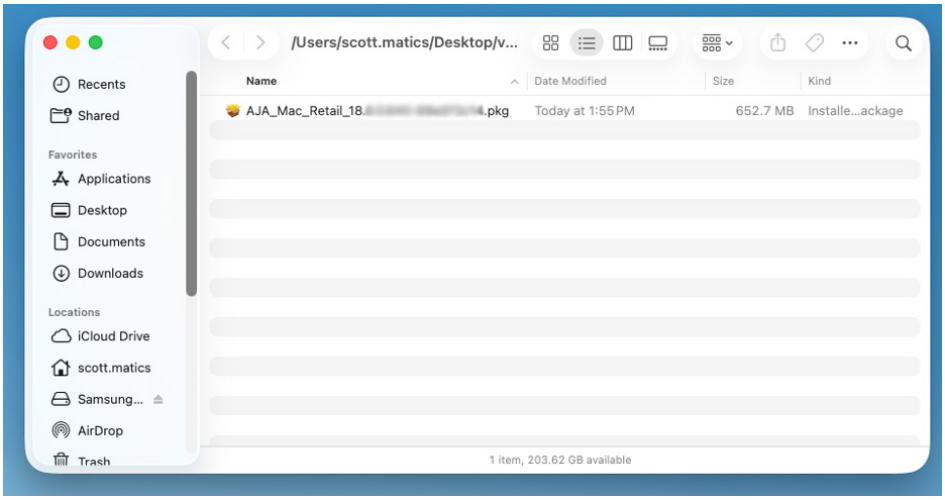
15. **Restart** the computer (mandatory).

WARNING: ***You <u>must</u> run the v18.x AJA Uninstaller.app and reboot, before running the AJA Desktop Software v18.x Installer.***

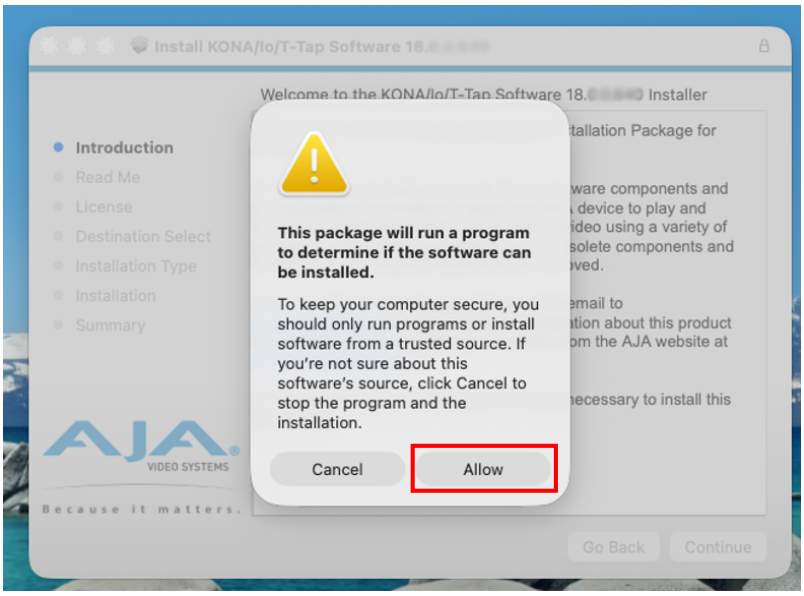
WARNING: ***Do not run any previous verions of AJA Uninstaller that might have previously existed on your machine as a result of earlier versions of AJA Desktop Software. Running the wrong Uninstaller will only subsequently result in the v18.x Installer pacakge aborting with an error message.***

Install AJA Desktop Software v18

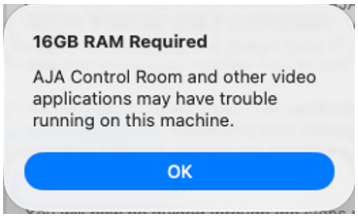
1. **Download** and **unzip** the installation package.



2. **Double-click** the installation package.
3. When the sidebar shows **Introduction**, click **Allow** in the popup window. A program will be executed that will check to make sure the software is installable.

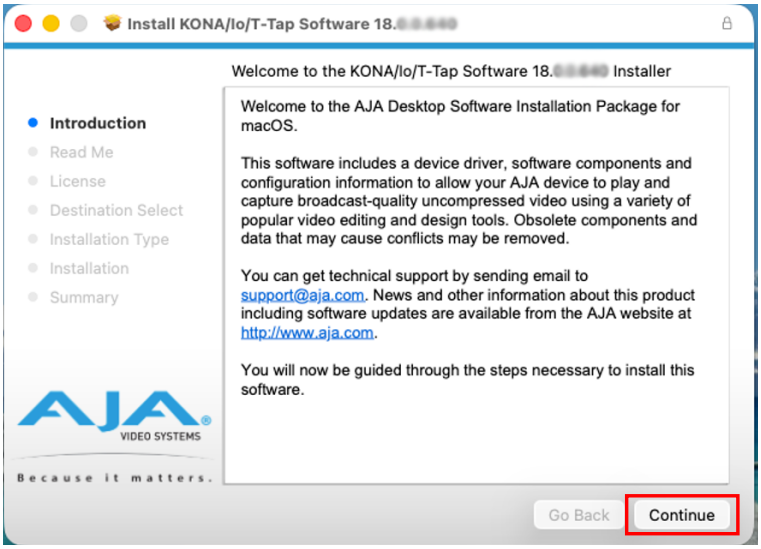


WARNING: ***If you are installing this package on a macOS device that has less than 16GB of RAM, you will see this warning. The AJA Desktop software applications will run on devices with less than 16GB of RAM, but functionality may be impacted for certain activities. AJA does not recommend installing the applications on devices with less than 16GB of RAM.***

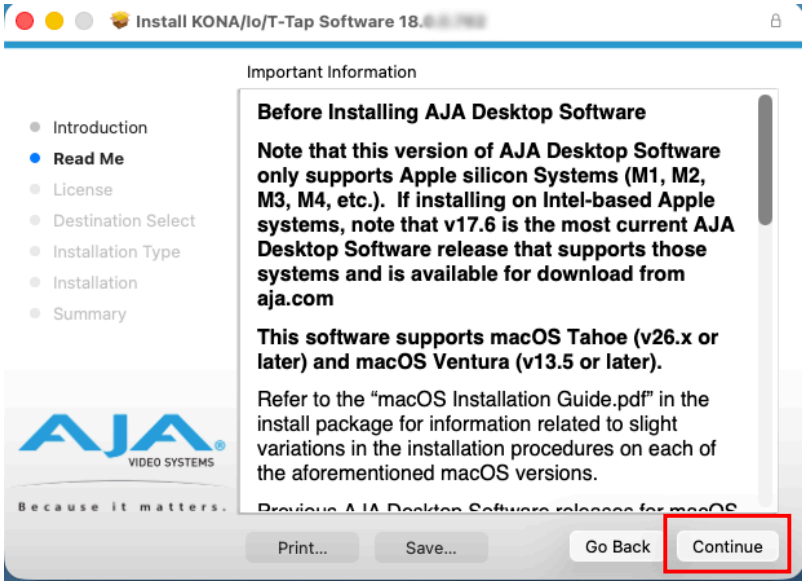


NOTE: User actions are highlighted with red boxes in these figures for clarity. (These do not appear in the user interface.)

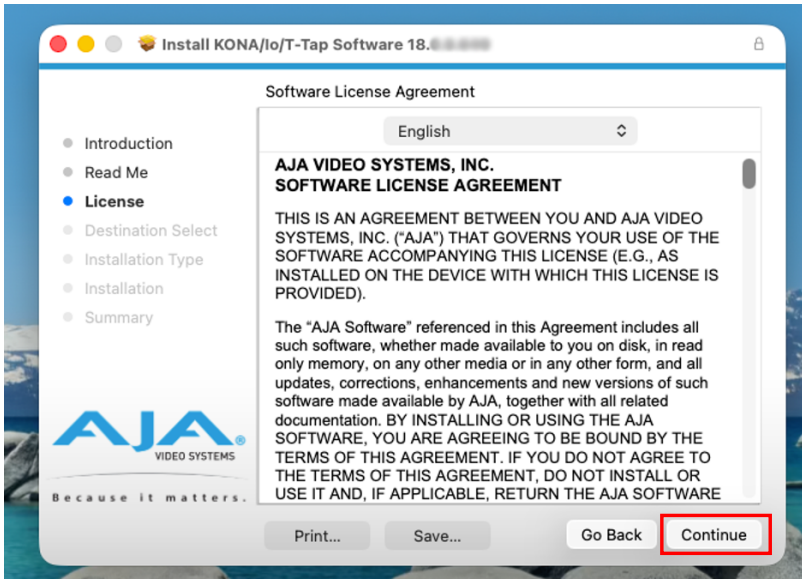
4. Click **Continue** to move to the next step.



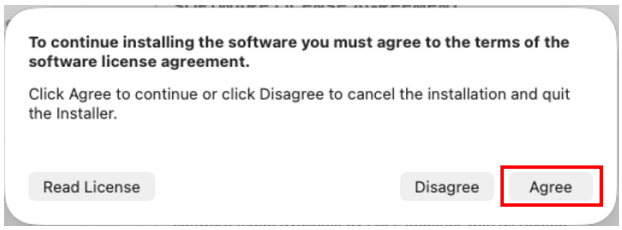
5. Click **Continue** to move to the next step, after reading the **Important information**



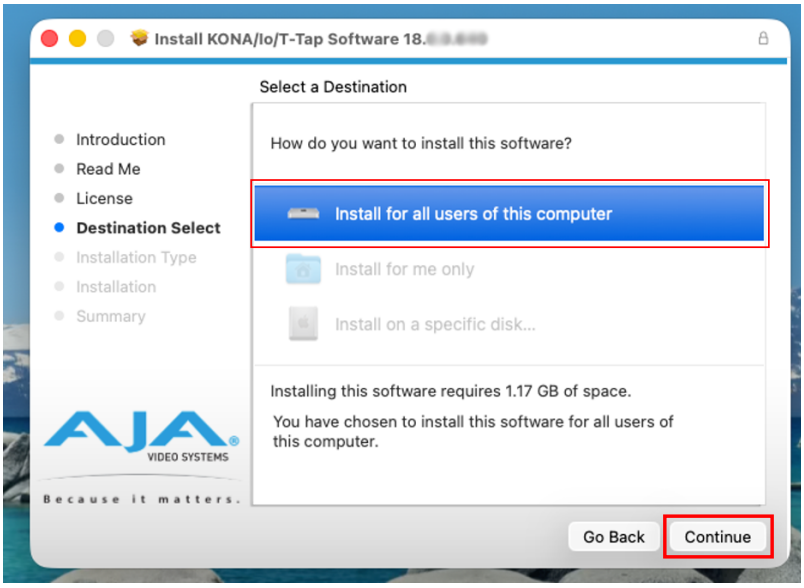
6. Click **Continue** to move to the next step after reviewing the **Software License Agreement** for these applications.



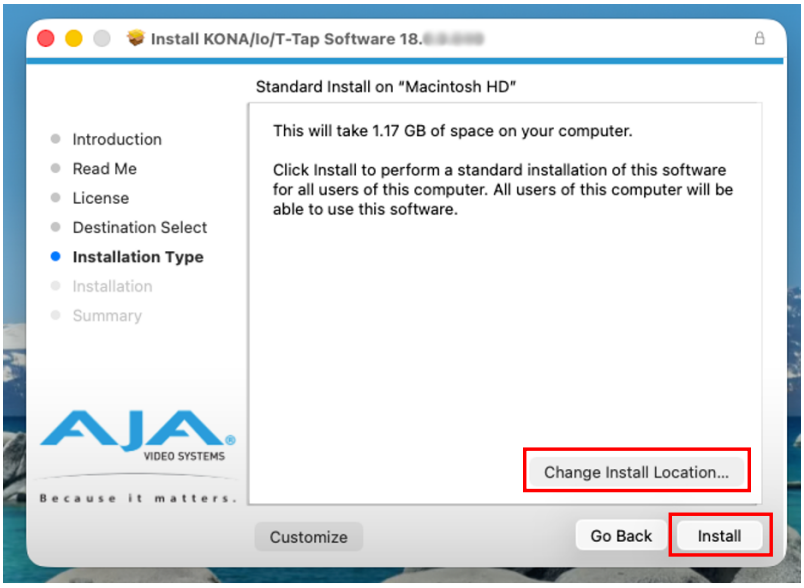
7. Click **Agree** to agree to the **Software License Agreement** and move to the next step.



8. Click **Continue** to move to the next step. The default option is to install these applications for use by all users of the computer, you can change this if desired before clicking **Continue**.

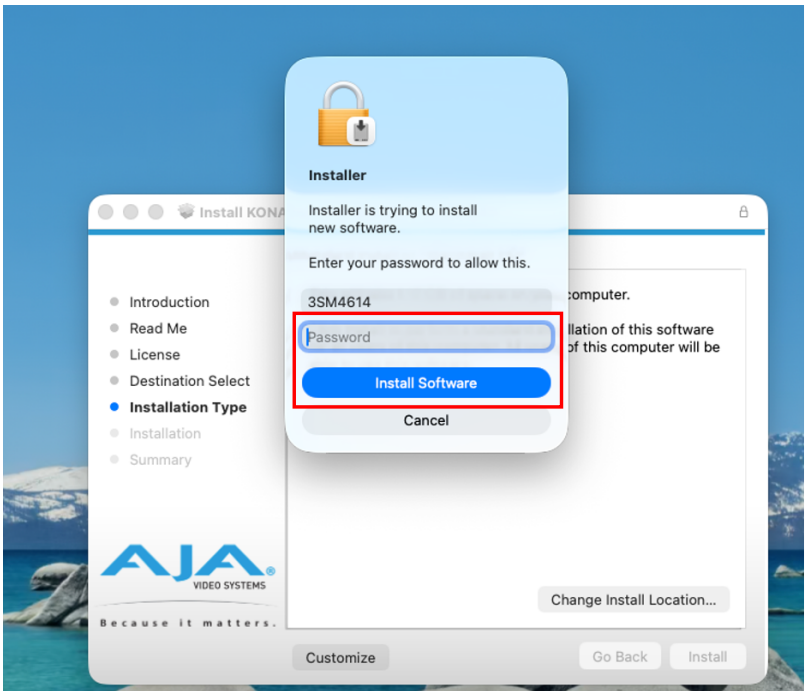


9. Click **Install** to move to the next step. Optionally, you can click Change Install Location first and choose a destination other than the default.



10. A Password Input Prompt (the first of many) will appear. Enter the admin password and click **Install Software** to continue.

NOTE: If your machine is equipped with a fingerprint scanner you may be able to use that in lieu of the password.

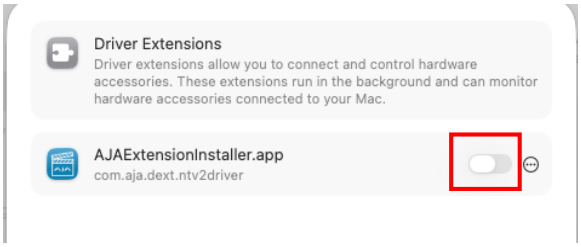


*IMPORTANT: At this point the exact sequence of windows which are presented in the installation procedure may vary slightly depending upon your hardware and macOS configuration. If not otherwise automatically opening, check your macOS **System Settings/Privacy and Security** pane, for permission sliders for AJA software. If those permissions are not enabled (slider(s) moved to the right), your AJA software may not run correctly, or may even not run at all. (See the following step below.)*

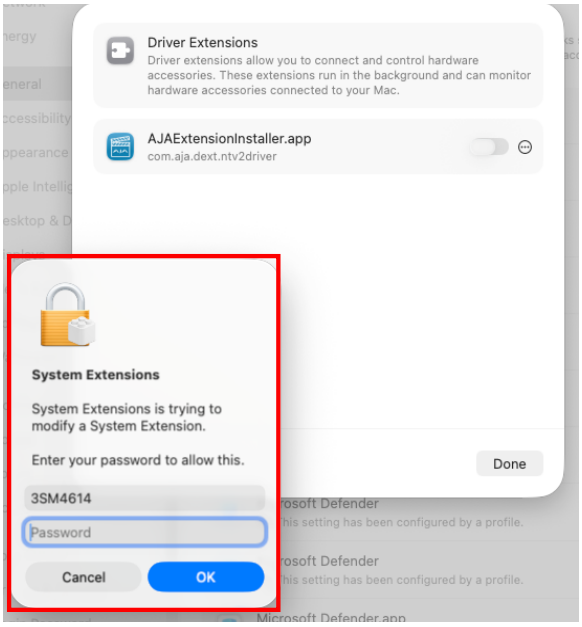
11. In the dialog that appears, click **Open System Settings**.



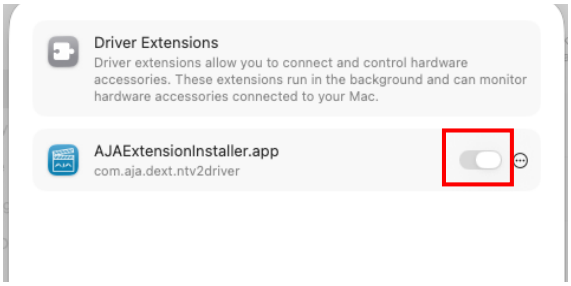
12. In the Driver Extension dialog that appears, slide permission toggle to the right.



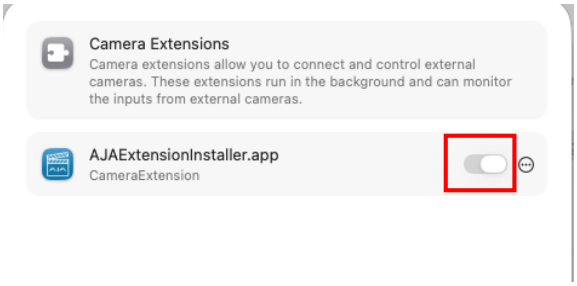
13. Enter password as needed.



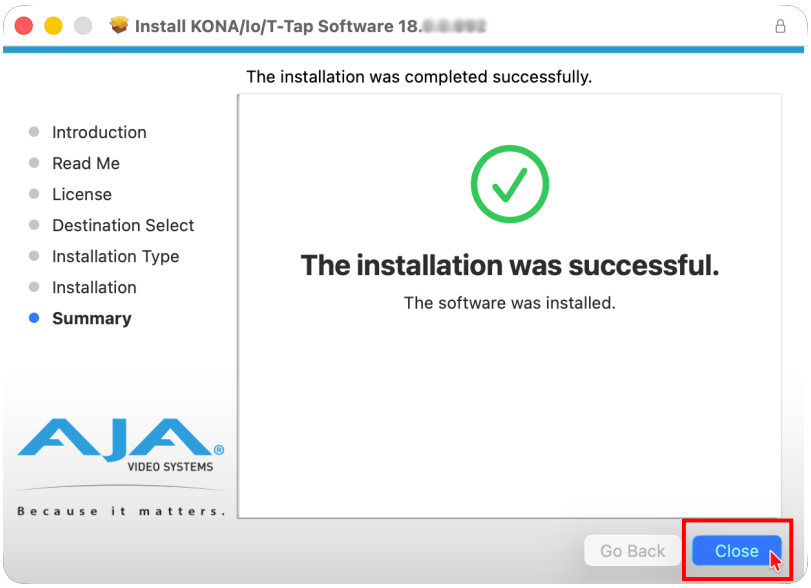
14. Toggle will show as enabled. Click **Done.**



15. If the Camera Extension dialog appears, slide permission toggle to the right. Toggle will show as enabled. Click **Done.**



16. Click **Close** - Installation has been successful.

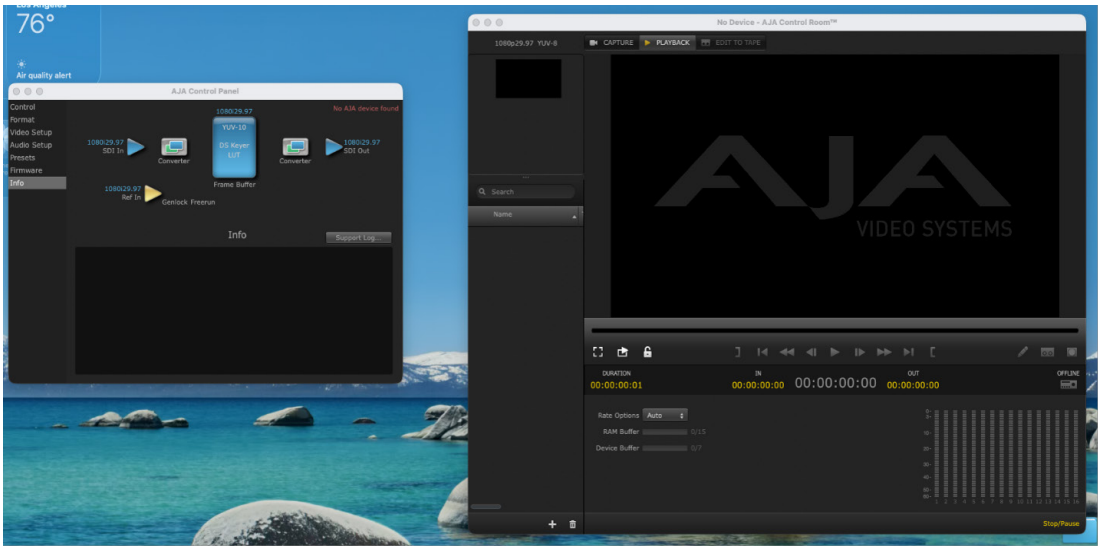


Connect with AJA IO Device

After the AJA Desktop Software v18 has been installed, ensure that the AJA IO device is connected and powered on.

Run AJA Applications

Once the AJA Desktop Software v18 has been installed and the AJA IO device connected, you may run the AJA Control Panel and the AJA Control Room applications with your device.



The **AJA Control Panel** application is automatically installed by the Desktop Software v18 Installer package.

Acquiring Full Product Manual

Download the full user manual for your AJA product, to obtain additional information on using all of Desktop Software v18.0's features for that particular product:

1. Go to https://www.aja.com.
2. Click on '**Products**'.
3. Click on either '**Desktop I/O**' or '**Mobile I/O**' depending on which AJA product you are setting up.
4. Click on the appropriate **KONA, Io** or **T-TAP** product.
5. Choose '**Downloads**'.
6. Select '**Manuals**'.
7. Download the AJA Product's User Guide ('Manual')