

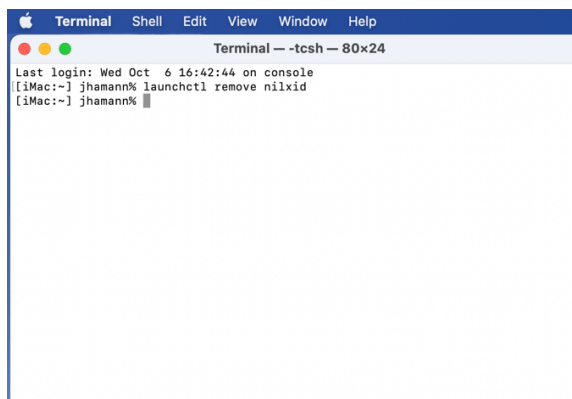
If you are running the latest version of MacOS Big Sur, or are using a Mac with the new “M1” CPU, then you have found that Isaac/Mac crashes whenever it is launched.

The crashes occur because National Instruments “NI VISA” drivers used by Isaac/Mac are no longer compatible with Apple products. Until the NI VISA drivers are updated, your Velocomp device will not be able to communicate with Isaac/Mac. *That’s bad news...* (we do want to mention that Intel Mac computers can install a VM, and use Isaac/Windows to download ride files).

The GOOD NEWS is that the faulty NI VISA drivers, after being uninstalled from your Mac, allow Isaac/Mac to launch, both on the latest Intel Macs and the new M1 Macs. You will be able to open/analyze your previously downloaded and stored .ibr ride files with Isaac/Mac.

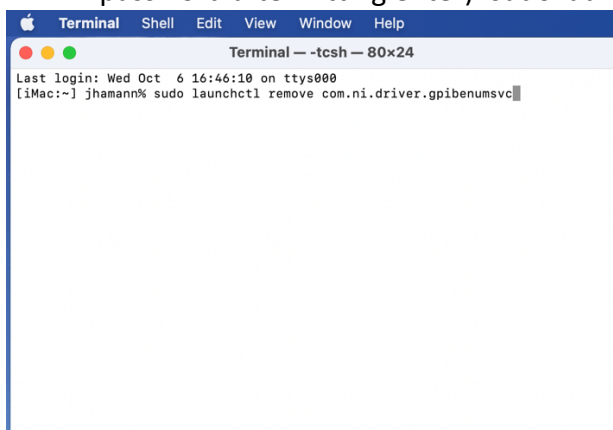
To enable Isaac/Mac to launch, you will need to remove the NI VISA drivers. Here’s how to do it (this is a tedious but straightforward process, and you’ll have to do it only one time):

- 1) Go to Utilities and open Terminal
- 2) In Terminal type this command and then hit enter:  
`launchctl remove nilxid`

A screenshot of a macOS Terminal window. The title bar shows 'Terminal' with menu options 'Shell', 'Edit', 'View', 'Window', and 'Help'. The window content shows the prompt '[iMac:~] jhamann%' followed by the command 'launchctl remove nilxid' which has been entered. The cursor is at the end of the command line.

```
Terminal -- -tcsh -- 80x24
Last login: Wed Oct  6 16:42:44 on console
[iMac:~] jhamann% launchctl remove nilxid
[iMac:~] jhamann%
```

- 3) Type this command and then hit enter (you will likely have to enter your computer’s password after hitting enter): `sudo launchctl remove com.ni.driver.gpibenumsvc`

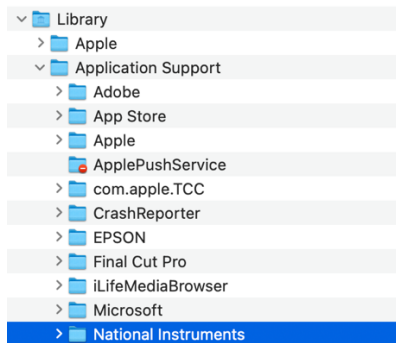
A screenshot of a macOS Terminal window. The title bar shows 'Terminal' with menu options 'Shell', 'Edit', 'View', 'Window', and 'Help'. The window content shows the prompt '[iMac:~] jhamann%' followed by the command 'sudo launchctl remove com.ni.driver.gpibenumsvc' which has been entered. The cursor is at the end of the command line.

```
Terminal -- -tcsh -- 80x24
Last login: Wed Oct  6 16:46:10 on ttys000
[iMac:~] jhamann% sudo launchctl remove com.ni.driver.gpibenumsvc
```

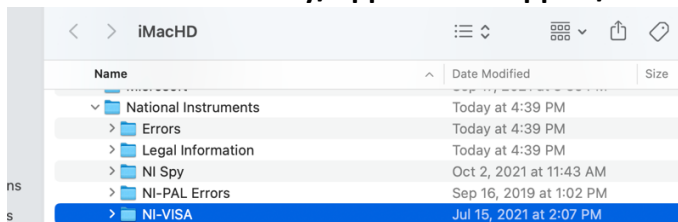
- 4) Quit Terminal

5) On your hard drive, go to Applications/National Instruments. **Delete the folder “National Instruments”**

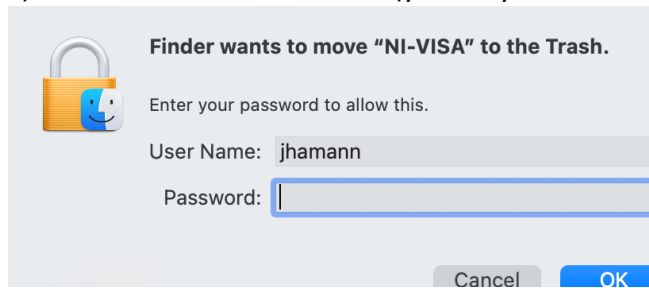
6) Select the folder Library/Application Support/National Instruments



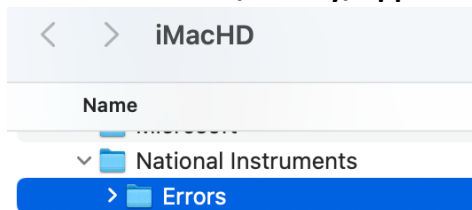
7) Select the folder Library/Application Support/National Instruments/NI VISA



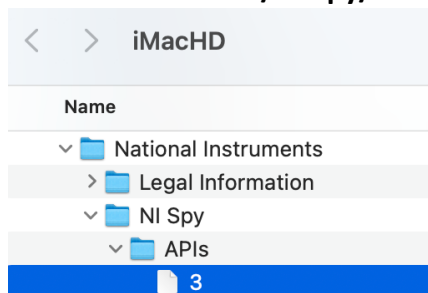
8) **Delete the NI VISA folder** (you may have to enter your computer’s password)



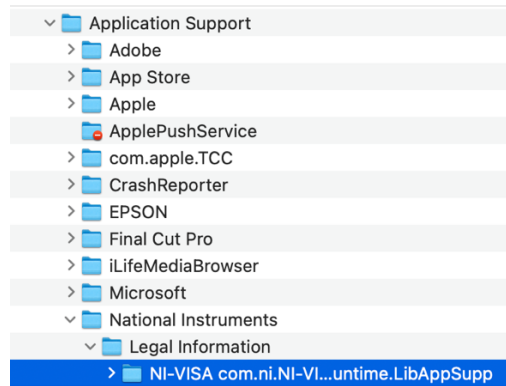
9) **Delete the folder /Library/Application Support/National Instruments/Errors**



10) **Delete the file /Library/Application Support/National Instruments/Legal Information/NI Spy/APIs/3**



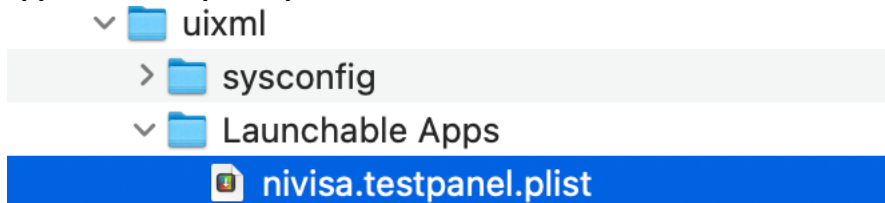
**11) Delete the folder /Library/Application Support/National Instruments/Legal Information/NI-VISA com.ni.NI-VISARuntime.LibAppSupp**



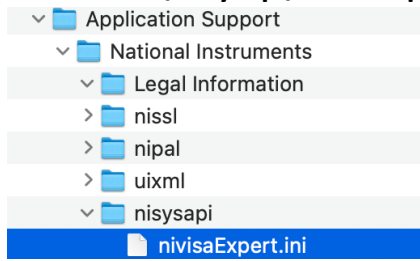
12) Select and delete these files, found in Library/Application Support/National Instruments/uixml/sysconfig:

▼ uixml	Today at 4:39 PM
> Launchable Apps	Today at 4:39 PM
▼ sysconfig	Today at 4:39 PM
📄 nivisa.device.binding.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.device.const.de.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.device.const.fr.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.device.const.ja.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.device.const.ko.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.device.const.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.device.const.zh-CN.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.device.def.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.serial.binding.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.serial.const.de.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.serial.const.fr.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.serial.const.ja.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.serial.const.ko.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.serial.const.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.serial.const.zh-CN.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.serial.def.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.tcpip.binding.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.tcpip.const.de.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.tcpip.const.fr.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.tcpip.const.ja.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.tcpip.const.ko.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.tcpip.const.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.tcpip.const.zh-CN.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.tcpip.def.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.testpanel.binding.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.testpanel.const.de.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.testpanel.const.fr.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.testpanel.const.ja.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.testpanel.const.ko.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.testpanel.const.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.testpanel.const.zh-CN.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.testpanel.def.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.usb.binding.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.usb.const.de.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.usb.const.fr.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.usb.const.ja.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.usb.const.ko.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.usb.const.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.usb.const.zh-CN.xml	Jul 14, 2021 at 10:18 PM
📄 nivisa.usb.def.xml	Jul 14, 2021 at 10:18 PM

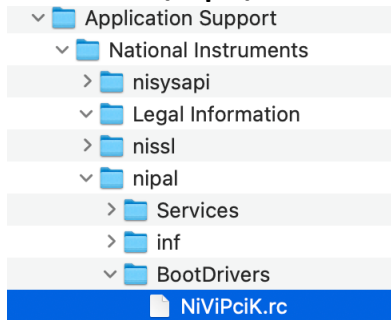
13) Delete the file Library/Application Support/National Instruments/Launchable apps/nivisa.testpanel.plist



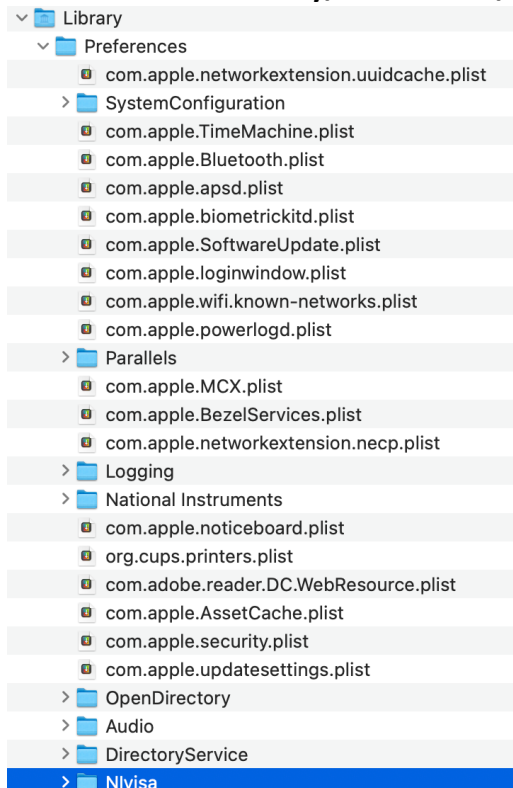
- 14) Delete the file **Library/Application Support/National Instruments/nisysapi/nivisaExpert.ini**



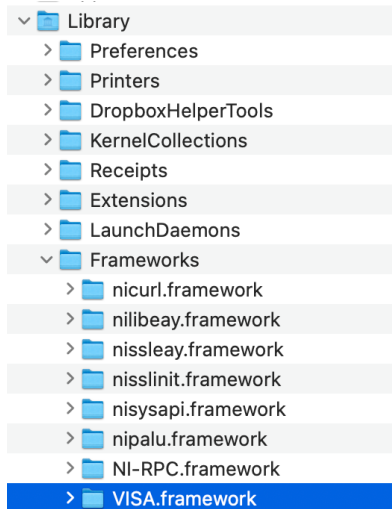
- 15) Delete the file **Library/Application Support/National Instruments/nipal/BootDrivers/NiViPciK.rc**



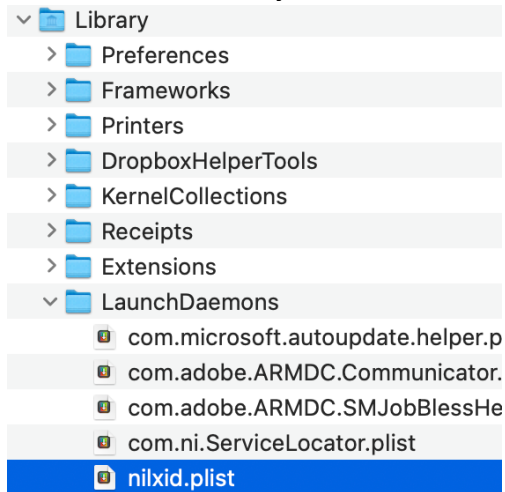
- 16) Delete the folder **Library/Preferences/Nlvisa**



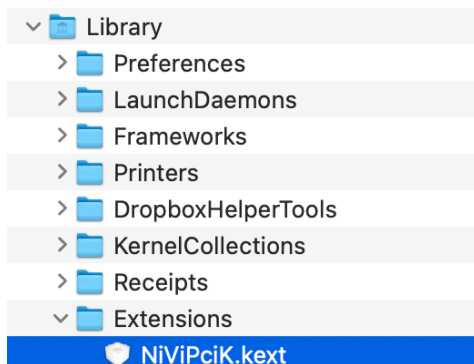
17) Delete the folder **Library/Frameworks/VISA.framework**



18) Delete the file **Library/LaunchDaemons/nltxid.plist**



19) Delete the file **Library/Extensions/NiViPckK.kext**



This completes the NI VISA driver removal process.

