

December 17, 2020

# Tech Bulletin

## *Work around Big Sur Gatekeeper for XtendSAN*

With the release of macOS Big Sur, Apple has deprecated the socket we use to plug the ATTO Xtend SAN virtual SCSI driver into their kernel. In the past, Apple allows the user to “allow” the use of the driver but this option is not available in Big Sur.

In order to support our customers who want to use Xtend SAN in Big Sur, we have found a work around which will allow the Xtend SAN driver to load. After running the Xtend SAN installer, perform the following procedure.

### **Notes:**

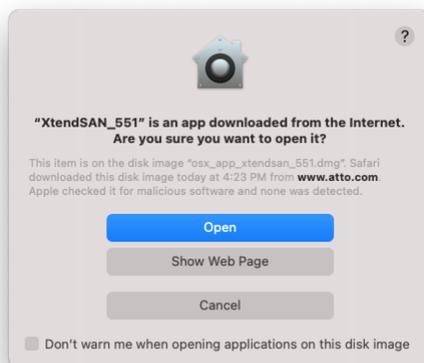
- *You may need a wired USB Keyboard for this procedure*
- *If this is a fresh install of Big Sur, then you do not need to pre-install Xtend SAN prior to running this procedure. Perform the initial install in step 6.*

- 1.) Fully power off your Mac.
- 2.) Enter recovery mode - Power on the Mac and immediately press and hold the **Command (⌘) + R** keys until you see the Apple logo, spinning globe, or other startup screen.
- 3.) Click the **Utilities** menu and select **Terminal**.
- 4.) Enter the following commands in **Terminal**

```
spctl kext-consent add FC94733TZD
```

- 5.) Reboot the Mac
- 6.) Install/Reinstall Xtend SAN. If you need to download the installer again, you can from this link.  
<https://www.atto.com/downloads/121/driver/29300390>

If you downloaded Xtend SAN from the ATTO website, you will see the following prompt. Click **Open**.



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When you start the Xtend SAN installer, macOS will prompt you with the following warning. Select **OK** to proceed with the install.



MacOS may also prompt you with the following warning. Select **Open** to proceed with the install.



7.) **Allow Xtend SAN driver to load** – When Xtend SAN installation completes, you may see a pop up window similar to the following warning you that the ATTO driver could not load. Click **Open Security Preferences**.

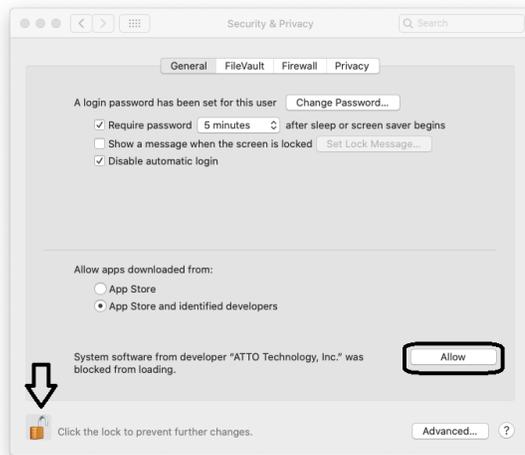


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If you do not get the pop up window, you can manually get to this location by opening **System Preferences** then click **Security & Privacy**.

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Once you are in **Security & Privacy**, click the **General** tab and then click the **Lock** icon at the bottom left of the page and enter the system admin and password. Once the page is unlocked, the **Allow** icon should become active. Click the **Allow** icon then reboot the workstation.



8.) After the reboot completes, Xtend SAN should operate normally at this point.