INTERACT On MacOS

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1 INTERACT On MacOS

The **Mangold INTERACT** Mac Edition has been tested on both **Intel**-chip, **M1, M2** and **M4** Chip devices, running **macOS 12, 13, 14*** and **15** (Monterey, Ventura, Sonoma, and Sequoia).

*) Requires an up-to-date version of **INTERACT**.

If you need to play multiple videos in sync, we recommend an M# Chip because it is far more powerful.

Note: *The macOS version is available for all INTERACT customers with a* **valid Scientific Service** *period.*

Licensing Method

We offer different licensing models, using either USB-dongles or personal license codes, and basically all work for both macOS and Windows.

If you have a **License Code** that is currently used on a Windows PC, contact us to move the license to a your mac.

Required Software Downloads

Download the required software through the following links:

➔ **License Software** - For both the **License Code** and the **License Key** method, the ***CodeMeter Runtime kit*** for macOS must be installed:
https://www.wibu.com/support/user/user-software.html

- Allow CodeMeter downloads.
- Mount the `CmRuntimeUser dmg` by double-clicking the downloaded CodeMeter `*.dmg` file.
- Double-click the `CmInstall.pkg` file available on the disk image (dmg).

If you use your **CodeMeter License Key** on macOS for the FIRST time, check its compatibility at this point:

- Start the just installed ***CodeMeter Control Center*** app.
- Insert the license key.

If the **serial number of the stick pops-up** in the left pane of the Control Center, **your stick is compatible** so that you can continue with the installation of INTERACT.

If nothing appears, your stick is NOT compatible, at least not in its current state.

- Please get in touch with our support team.

COMPATIBLE LICENSE KEYS

Customers that already own a **CodeMeter License Key** (dongle) need to check the serial number of the stick.

- Old sticks with a ***serial number*** starting with `1-.....` are NOT compatible with macOS.
  You need to contact our sales team to discuss exchange conditions.
- Sticks starting with `2-.....` or `3-.....` might work right out of the box, if they are recognized by the CodeMeter Control Panel, which is part of the license communication software.

If the **CodeMeter Runtime** **kit on macOS does NOT recognize your license key**, *contact our support team to upgrade your license key during an online session on a Windows PC on which you have administrator rights.*

USING A LICENSE CODE

If you use a License Code, or your license key is visible in the Code Meter Control Center, you can install and run the **INTERACT** software on macOS:

➔ **INTERACT Software** - The **latest** macOS version of Mangold INTERACT is always available through these links, so make sure your service is up-to-date.
Pick the version that fits your mac:

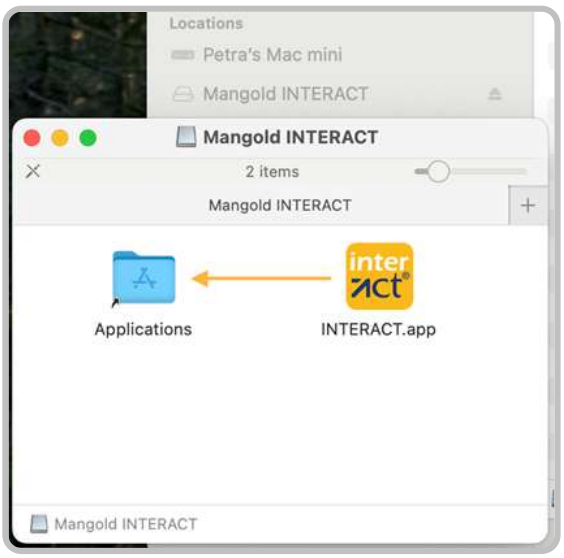
- INTERACT macOS **Intel**: https://www.videoanalysis.net/setup/INTMac
- INTERACT macOS **Silicon**/ARM (Mx): https://www.videoanalysis.net/setup/INTMacM

IMPORTANT: Make sure your **license is still covered by an active service period** if you install the latest version!

- Download the INTERACT DMG file that fits your processor (Intel or ARM).

Installation on macOS

- Double-click the DMG file to mount it and drag the INTERACT app into the application folder:



- Start the INTERACT app, now available in your application folder.

The first time you start the application you'll most likely get this message:

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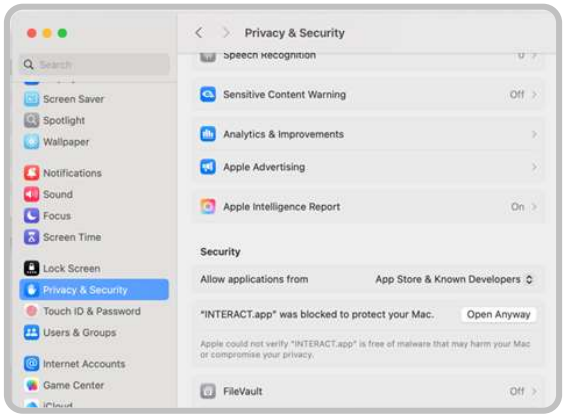
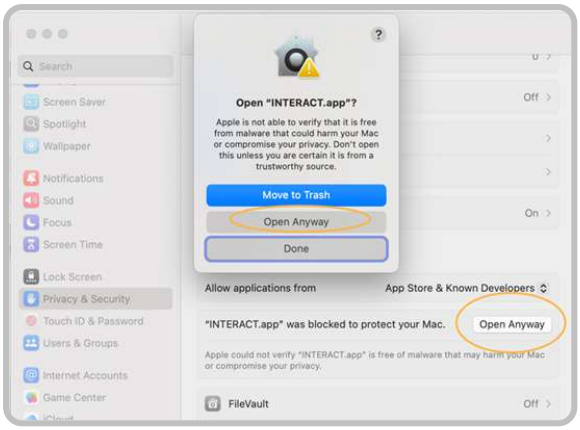
- Click ***Done***.
- Open the ***System Settings*** and navigate to the ***Privacy & Security*** section:
- Scroll down to the ***Security*** section where the message "INTERACT.app" was blocked…. is shown:



- Click ***Open anyway.***

- If prompted, enter your credentials to confirm this action.
- After this, you may need to start INTERACT again, or it reopens automatically.

Anyway, you get a similar warning as the first time, except that you now have the option to click ***Open Anyway:***



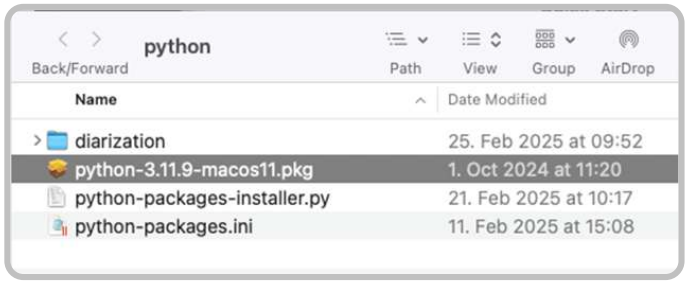
From now on, INTERACT will start directly – at least until the next update.

IMPORTANT: In addition to our INTERACT software, installing the license communication software CodeMeter Runtime kit for macOS from WIBU Systems is mandatory.

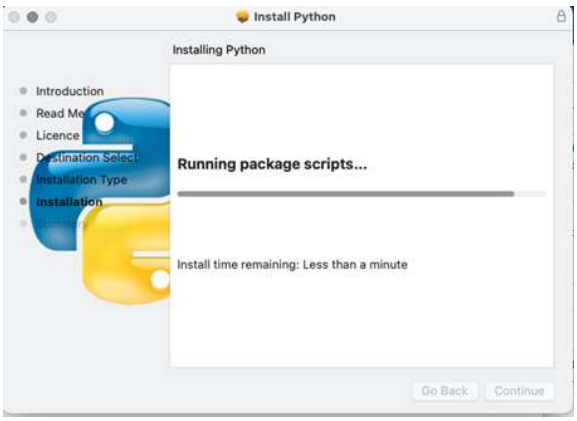
Python installation

Once you run INTERACT **for the first** time on your computer, **INTERACT** will most likely discover that Python 3.11 is missing and it will show the following prompt:

- Click OK.
- Double-click the `python-3.11.9-macos11.pkg`, if the installer is not started automatically.



Now the Python Installer wizard appears, prompting you to install this software.



- Proceed through the installer by clicking ***Continue*** a couple of times
- When you get prompted about the license agreement, click ***Agree.***
- Wait until the installation is finished:

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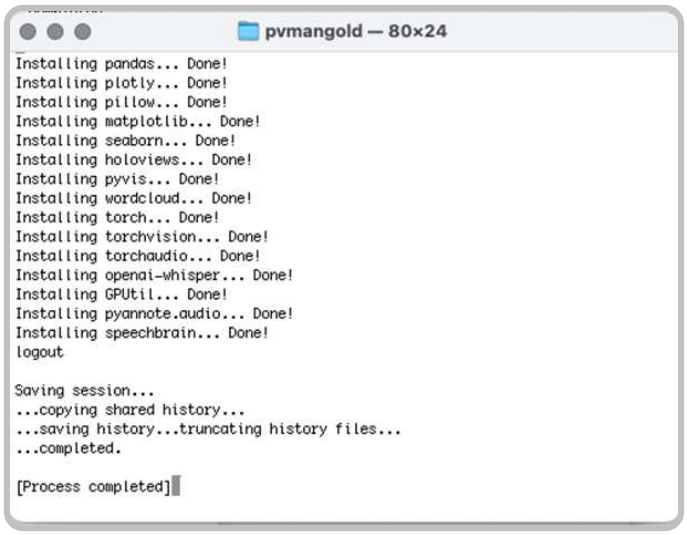
- Now restart the INTERACT application, so it can start downloading the required python packages. (This only works if Python in already available)
- Wait a few minutes so until all packages are downloaded.

You can verify this in the Terminal window that is open somewhere in the background:



- Wait until the [Process completed] message appears before you close this Terminal window!
- Now - if your license provides access to these features - all Python related routines, like Boxplots, Word Clouds and AI-based transcriptions should work as expected.

Troubleshooting

If Visualizations or the AI-based transcription do not work, allthough your license includes these features, there i probably a Python package conflict.

Especially if an older version of INTERACT (versions < 21.2) was previously installed on your Mac.

This is especially likely on Macs with a Silicon chip when earlier versions of INTERACT were installed, or whenever accidentally the wrong version was installed.*

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* Also referred to as ARM. The ones with an M1, M2, M4 etc. processor

DELETE ALL OLD PYTHON COMPONENTS

- Delete the folder `Users/Shared/ Mangold Python`
- Delete the folder `Users/Shared/Mangold Python Data`
- Delete the folder `Users/Shared/ffmpeg`
- Delete the folder `HD/Library/Frameworks Python`
- Start **INTERACT** again and wait for all modules to download and install.

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