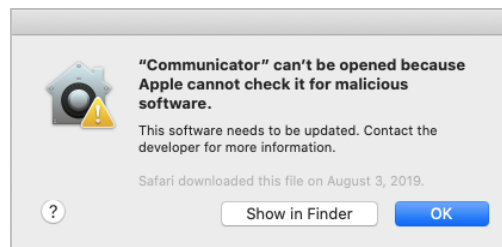# Communicator Desktop for macOS Catalina
Technical Bulletin

Apple released macOS 10.15, or macOS Catalina, in October 2019. With Catalina, Apple has added new security functionality that requires all applications that are distributed outside the App Store and are signed with Developer IDs to be 'notarized' by Apple. While the mechanism isn't brand new, beginning with Catalina, notarization is required by default for all software.

Since the Clearspan Communicator software is not published through the App Store at this time, users may experience a new warning that the application cannot be checked for malicious software.
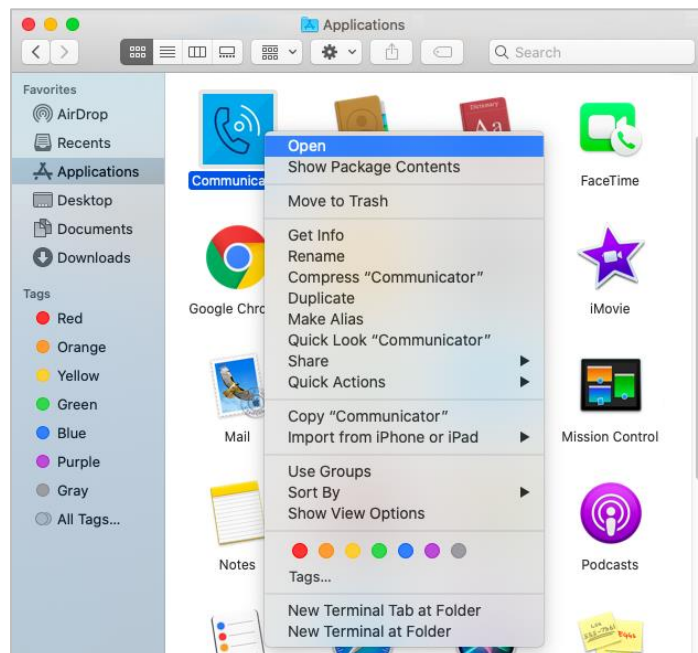
This issue is not unique to Clearspan Communicator as it affects all software run on the macOS. In the meantime, as Mitel investigates the best path forward to resolve this, the user can follow the steps below to successfully launch and use the application.

When the user attempts to launch the Clearspan Communicator application, the following warning may appear:
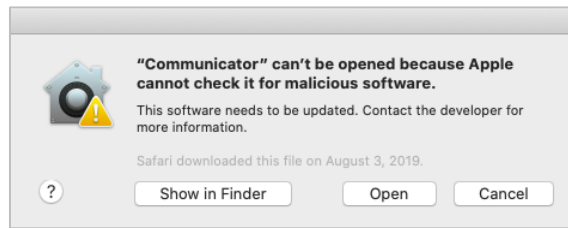

If the warning is presented, select **Show in Finder**.

In Finder, right-click the Communicator application and select **Open** from the menu:

The following window is presented:

> "Communicator" can't be opened because Apple cannot check it for malicious software.
>
> This software needs to be updated. Contact the developer for more information.
>
> Safari downloaded this file on August 3, 2019.
>
> Show in Finder   Open   Cancel

Select **Open** and Clearspan Communicator successfully launches.

 This is a one-time process and the application will launch normally after performing these steps.