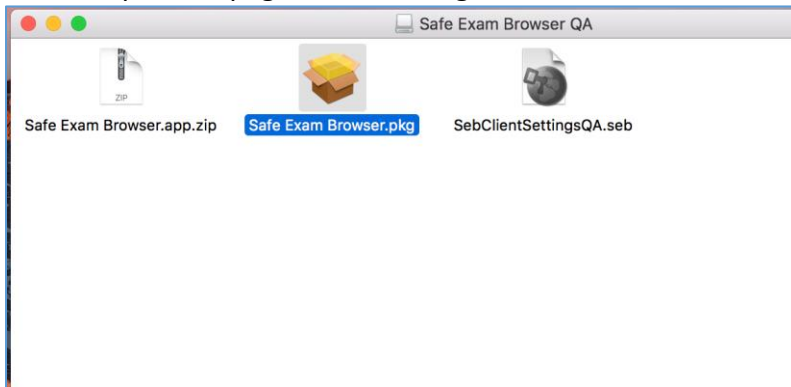


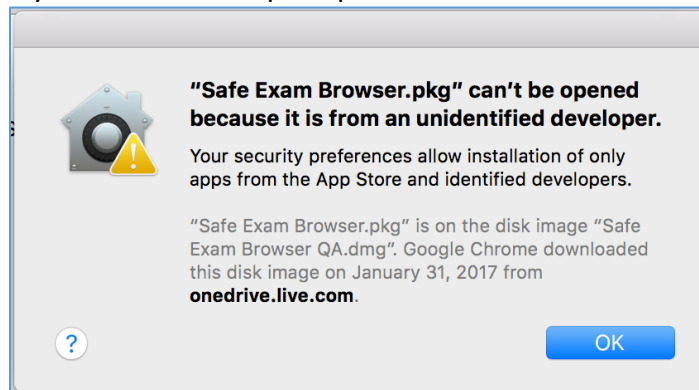
# ISBE-ISA-2017

## Mac SEB Installation & troubleshooting

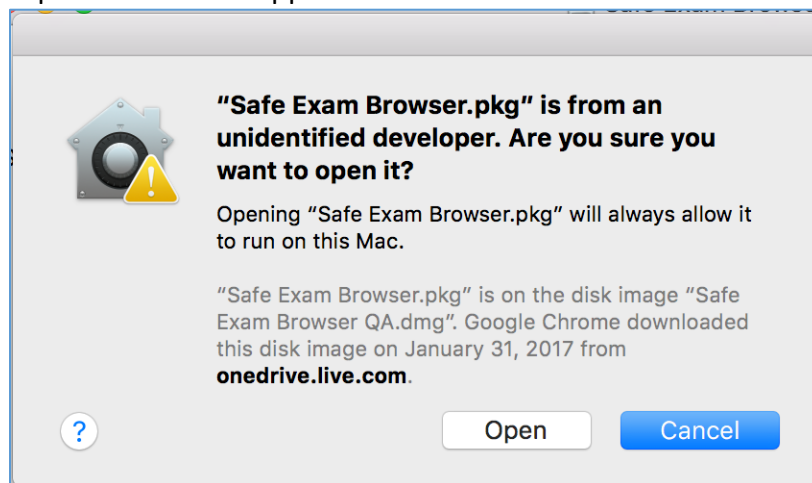
1. Open the Mac SEB dmg file.
2. Click to open the pkg file in the dmg file.



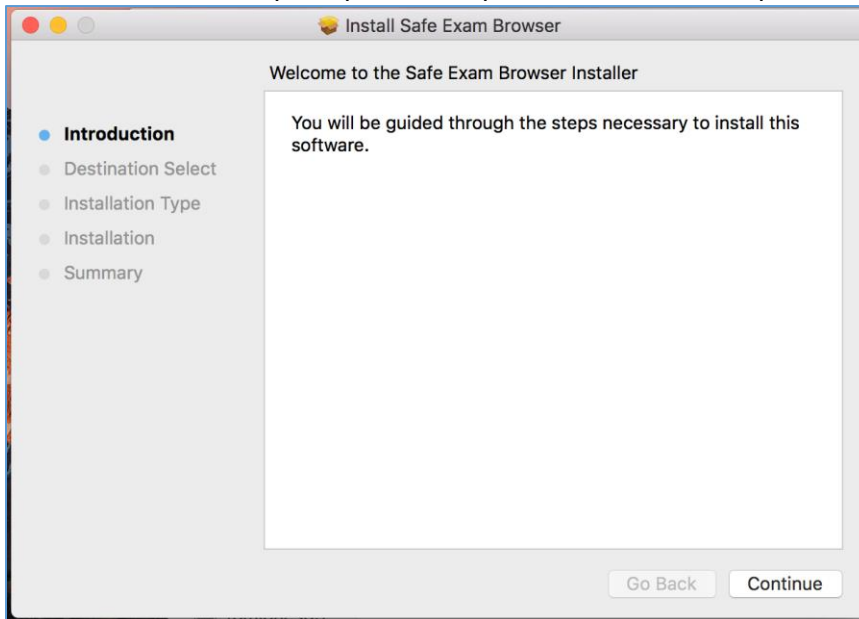
- a. If you see this error prompt:



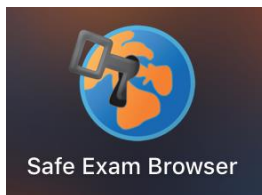
- b. Use the "right-click" menu to open the pkg file. A prompt that includes the "open" button will appear instead:



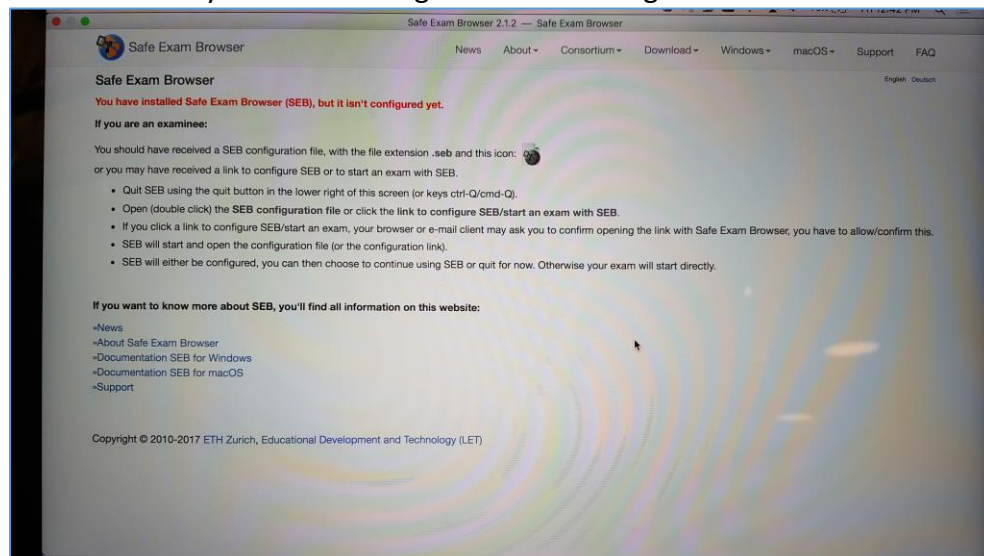
3. Follow the onscreen prompts to complete the installation process.



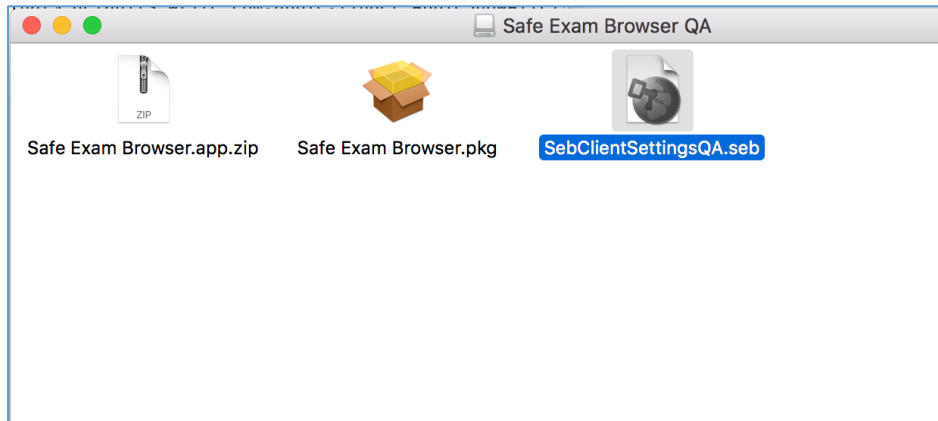
4. After the Install process is complete, you should see the following icon in the Applications folder. If not, drag it into the application folder.



5. Click the icon from Applications to launch the SEB.
  - a. If you see the ISBE Learn start page, the installation was successful.
  - b. Some users may see this message when launching the SEB for the first time:



6. If this message is seen instead of the ISBE Learn Test welcome page when launching the SEB, this indicates that the test configuration process was not completed during the initial installation. Exit the SEB and open the SEBClientSettings.seb file within the dmg file to complete the installation of the SEB configuration.



7. This action will apply the SEB configurations to the installed SEB on that device. After completing this action once, the SEB should open normally using the standard SEB icon.