Troubleshooting for "macOS InstantVIew.app" is damaged issue

1. Description

For MacOS Ventura 13.0, if the version of macOS InstantView is R11 and before, there may prompt box as below when run the "macOS InstantView.app".



2. Root Cause

MacOS Ventura 13.0 enhances the checking of software notarization information in order to improve system security. The macOS InstantView application makes file copies during installation, which causes its notarization information to be lost with MacOS Ventura 13.0. Therefore, on some platforms, it will cause macOS InstantView damage and can't be open.

3. Trouble Shooting

This problem comes from older version (R11 and before) of macOS InstantView is not compatible with upgraded MacOS Ventura 13.0. SMI had update macOS InstantView to support MacOS Ventura 13.0 from R12 release.

There are two ways to solve this problem. One is downloading the latest macOS InstantView from Website. Another one is changing System Setting.

1) Download the latest macOS InstantView

Please download the latest macOS InstantView (R12 and later) from here: <u>https://www.siliconmotion.com/downloads/index.html</u>. The new macOS InstantView can work fine with MacOS Ventura 13.0.

2) Change the system setting

Please follow bellows steps to change settings for running macOS InstantView if you are inconvenience to download the latest SW from Website.

a. Run "macOS InstantVIew.app", prompt box as below, please click "Cancel" .

"macOS Insta damaged and ca You should move	n't be opened.
This file was dow unknowr	
Move to Trash	Cancel

b. Open "System Setting" and click "Privacy & Security", then click "Open Anyway".

•••	Privacy & Security
Q Search	
🕥 Sound	App Management >
C Focus	Developer Tools
🔀 Screen Time	
() General	Analytics & Improvements
Appearance	Apple Advertising
(i) Accessibility	
Control Center	Security
💽 Siri & Spotlight	Allow applications downloaded from
🕛 Privacy & Security	App Store
🗐 Desktop & Dock	App Store and identified developers
Displays	"macOS InstantView" was blocked from use because it is not from an
🛞 Wallpaper	identified developer.
Screen Saver	Open Anyway
Battery	
Lock Screen	Allow accessories to connect Ask for New Accessories \$
Touch ID & Password	FileVault Turn On

Please enter password to allow this.

Privacy & Security	
Privacy & Security is trying to unlock Privacy & Security settings.	
Enter your password to allow this.	
qa	
Password	
Cancel Unlock	

c. Then click "Open", "macOS InstantVIew.app" will run successfully. The prompt box will not pop up even if the software is reopened.

?
"macOS InstantView" is damaged and can't be opened. You should move it to the Trash.
This file was downloaded on an unknown date.
Open
Move to Trash
Cancel