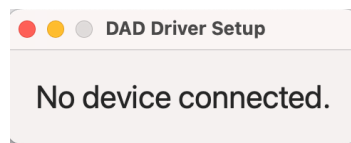


ISSUE			
Date:	14/03/2025	Status	Fix Offered
Issue:	Thunderbolt Connection not working on MAC OSX Sequoia.		
Versions	MacOS 15.3.2 Sequoia, DADTBDriver CoreAudio1.2.2, DADMan 5.8.0.8		
Products Affected	All Thunderbolt Interfaces, DADMan, MAC OSX Sequoia.		
Tags	Thunderbolt, ThunderCore, OSX, Mac, DADMan, driver, connection, permissions, Apple, no device connected		
Process	Workaround for a permissions issue with Thunderbolt drivers on Mac OSX Sequoia by going into the Login Items & Extensions in the General Settings, deleting the driver and reinstalling it to force Mac OSX to reapprove the driver, allowing the Thunderbolt connection to your ThunderCore interface to work as expected.		
Conclusion	This workaround has been verified on multiple instances, both laptop and desktop machines. A potential permanent solution for installation is being explored.		

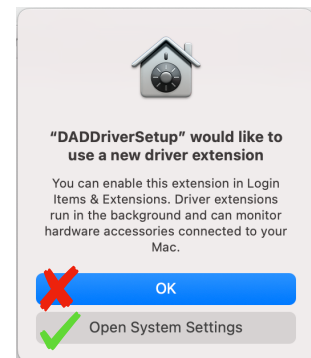
In some cases the permissions system in Mac OSX will prohibit a Thunderbolt connection between our interfaces and MacOS.

It will typically look like this:



This most commonly occurs around one of these situations:

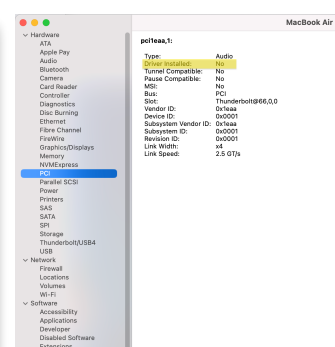
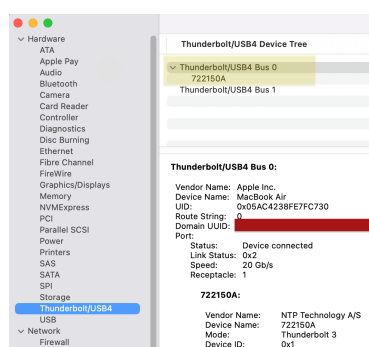
- Upgrading the OS.
- Not approving the driver right away in the permissions in the installation process.
(Usually just pressing "OK and not "Open System Settings")
- Having a security profile activated (commonly a VPN).



If you are sure that you have your ThunderCore interface connected to your Mac via an approved Thunderbolt cable, there are a few ways to try and fix the issues that we are having here:

In the **System Profiler** utility:

- Does your interface show up in the **Thunderbolt/USB** field?
- Has the audio driver loaded in the **PCI** field?



A device that */S* detected in the Thunderbolt window, but gives us a “No” in the Audio Driver panel is the most likely scenario when it comes to permissions getting in our way.

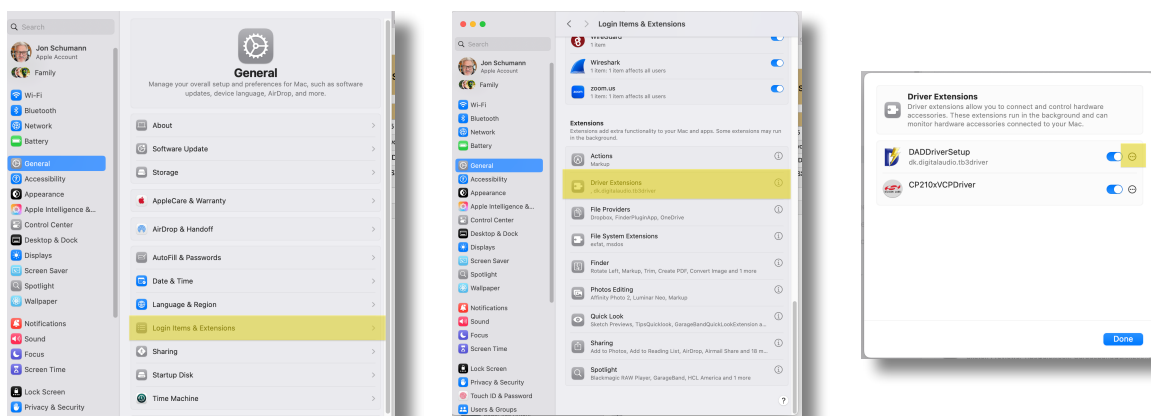
We can also check in the **Terminal**, to see if our driver is even available.

Running `systemextensionsctl list` should give you a list of drivers running, and in OS15 Sequoia we also get a hint to where to fix the problem:

```
jonschumann — -zsh — 176x14
Last login: Sun Mar 16 17:26:32 on ttys000
jonschumann@Jons-Laptop ~ % systemextensionsctl list
2 extension(s)
--- com.apple.system_extension.driver_extension (Go to 'System Settings > General > Login Items & Extensions > Driver Extensions' to modify these system extension(s))
enabled active teamID bundleID (version) name [state]
2025-03-16 17:27:46 137 systemextensionsctl[3076:72917] Cannot getLocalizedStringForKey: Completely failed to resolve bundle info, returning empty results
* * 52444F6B5C com.silabs.cp210x (6.0.2/1) [activated enabled]
* * R7RXZYFSR7 dk.digitalaudio.tb3driver (1.2.2/1.2.2) dk.digitalaudio.tb3driver [activated enabled]
jonschumann@Jons-Laptop ~ %
```

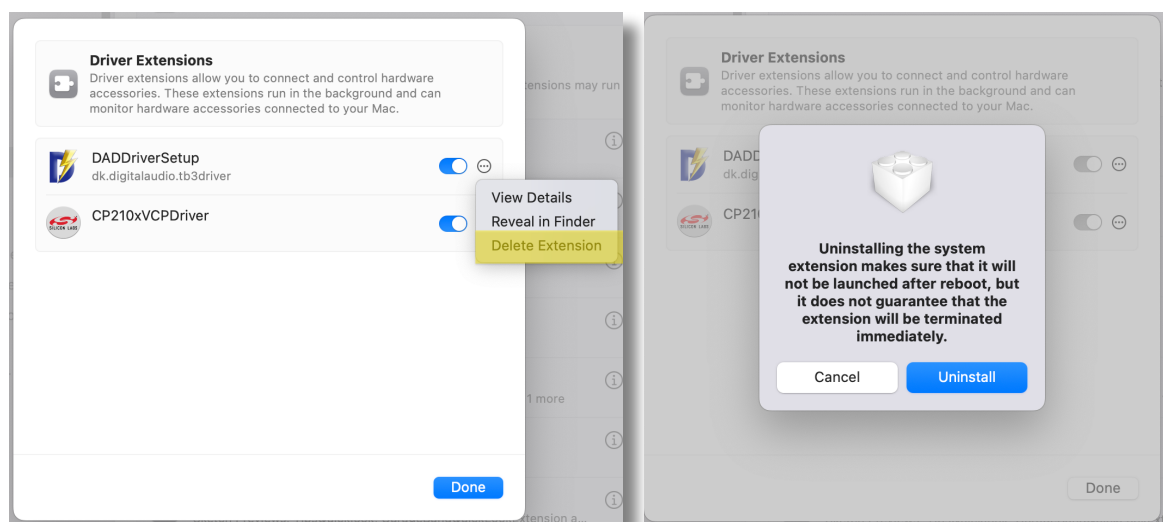
My `dk.digitalaudio.tb3driver` is installed and working here, but let’s say we still have issues.

Terminal actually tells us to “Go to ‘System Settings > General > Login Items & Extensions > Driver Extensions’ to modify these system extension(s)” - so we’ll do just that.

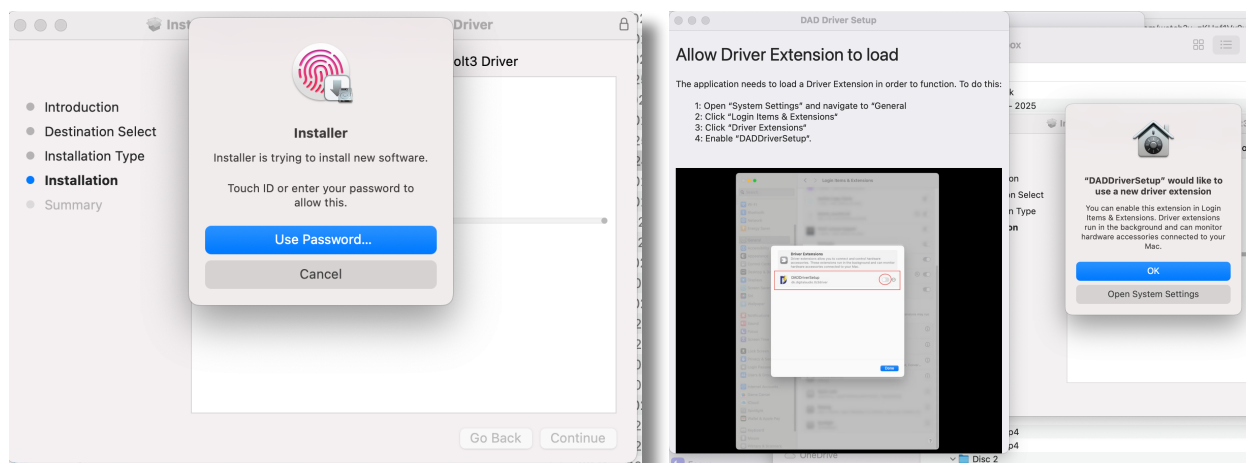


In some instances you can possibly get away with just toggling the extension switch On/Off, but for now let’s delete the `DADDriverSetup` by clicking the three dots and choosing “Delete” - this also is a great opportunity to check if you have the latest software downloaded. (Always install the latest version from your account on www.digitalaudiosupport.com)

Then we can go right to reinstalling the `DADTBDriver` software again.



This time, during the installation process you should now be met with this window:

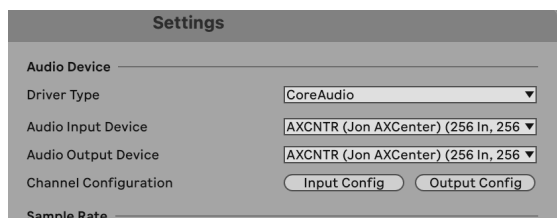
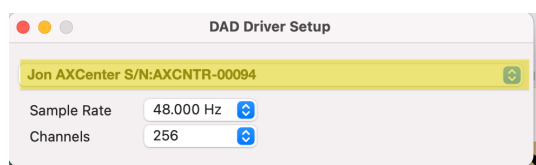


Take the advice of the pop-up window and go through the steps:

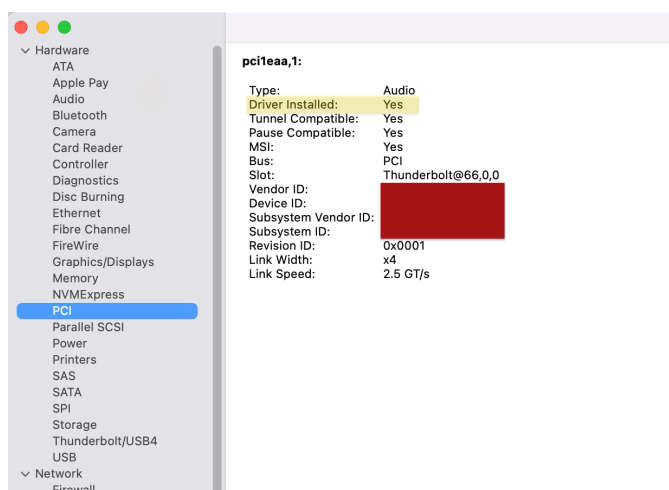
1. Open "System Settings" and navigate to "General"
2. Click "Login & Extensions"
3. Click "Driver Extensions"
4. Enable "DADDriverSetup"

A restart may or may not be requested - so follow the advice and when you're back up it is time to fire up the "DAD Driver Setup" again and hopefully you should now have full and permanent control and connection over Thunderbolt with your ThunderCore family product.

Let's check here:



... and even here.



... and here.

Please let us know if you have any other issues or if this little run-down doesn't do the trick for you in your Thunderbolt issues.

support@ntp.dk
www.digitalaudiosupport.com