

### How to Create a Mersive Solstice App Dongle for Windows

1. On a Windows PC, plug a USB drive into a USB port.
2. On the USB drive, create a new directory (i.e. folder) called “Windows 7-8-10”.
3. Download the **Windows 7/8/10** Solstice Client zip file onto the PC.
4. Extract the Solstice Client zip file (right click > Extract Files) into the Windows directory you created on the USB drive.

### How to Create a Mersive Solstice App Dongle for Mac/OSX

1. On a Mac OS X computer, plug a USB drive into a USB port.
2. On the USB drive, create a new directory (i.e. folder) called “Mac”.
3. Download the **OSX** Solstice Client zip file onto the Mac OS X computer.
4. Double-click the Solstice Client zip file to extract the files.
5. Place the Solstice Client app folder into the Mac directory you created on your USB drive.

### Troubleshooting

#### Why is my MacOS device saying the app is corrupt?

If you are storing the Mac client on a FAT32 thumb drive, you may get a notification that the app is corrupt. To resolve this, the app must be stored on a Mac-formatted thumb drive (e.g. a Mac OS Extended thumb drive).

#### I stored the app on a Mac-formatted thumb drive. Why is the app still not launching?

This may be due to the Gatekeeper security feature. To resolve this, you can **control+click** the app and select **Open** from the menu. This allows you to open and store the override.