

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.