

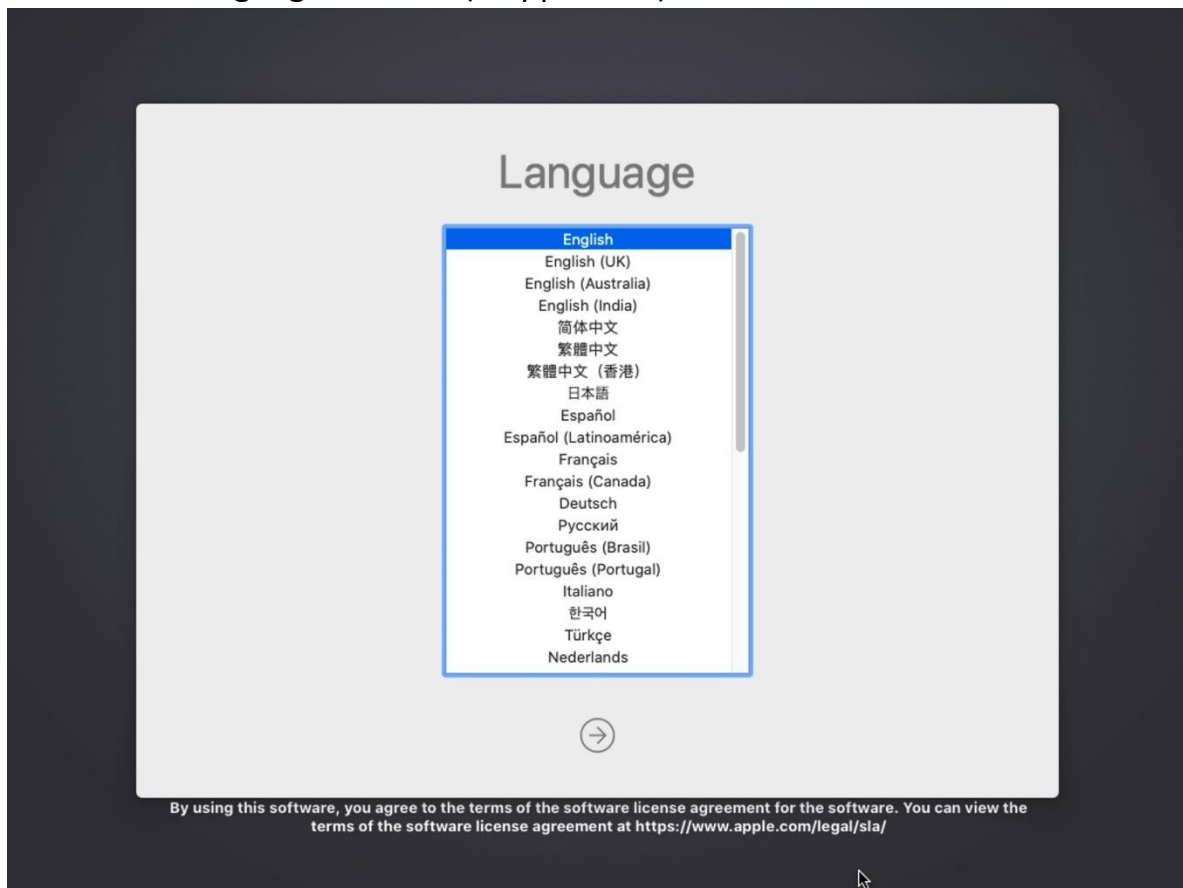
Mac OS 10.15 (Catalina) | Printer Driver Installation Problem

Affected models : All Inkjet printers

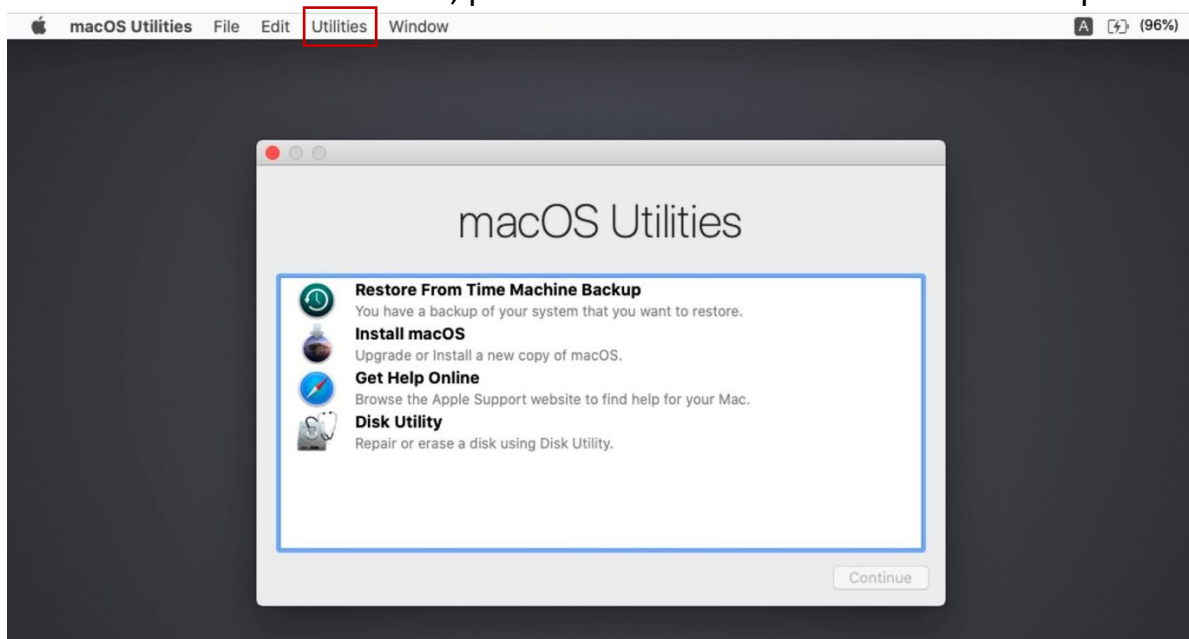
Issue summary : When trying to install the printer driver on macOS 10.15 (Catalina), the error message “ It is not available to install ” is displayed.

Solution :

1. Boot into Mac OS Recovery Mode as usual by holding down the Command and “R” keys during system start
2. Choose the language as usual (if applicable)



3. At the MacOS Utilities screen, pull down the Utilities menu from the top of the screen.

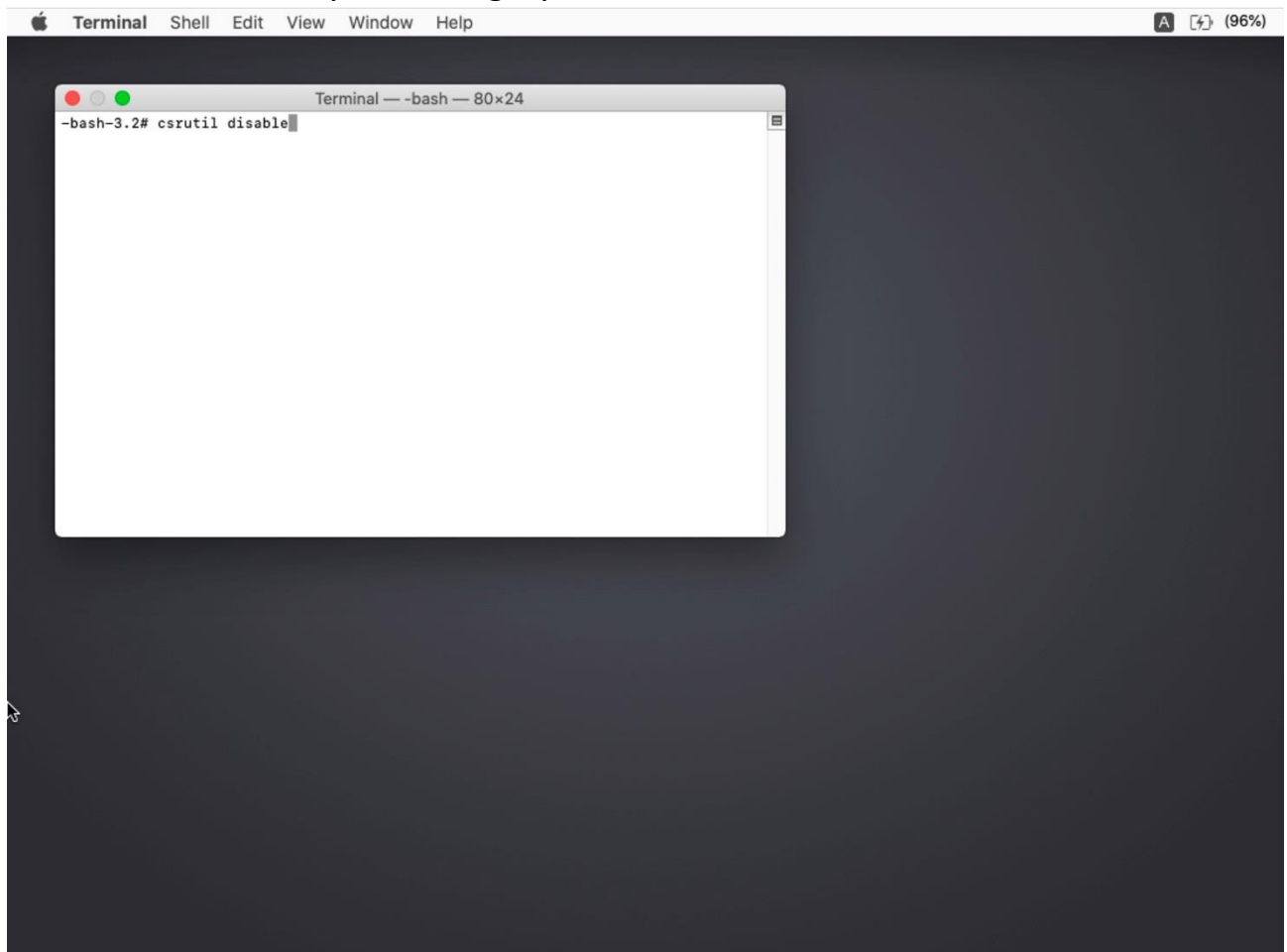


4. Select Terminal to launch Terminal app within Recovery Mode

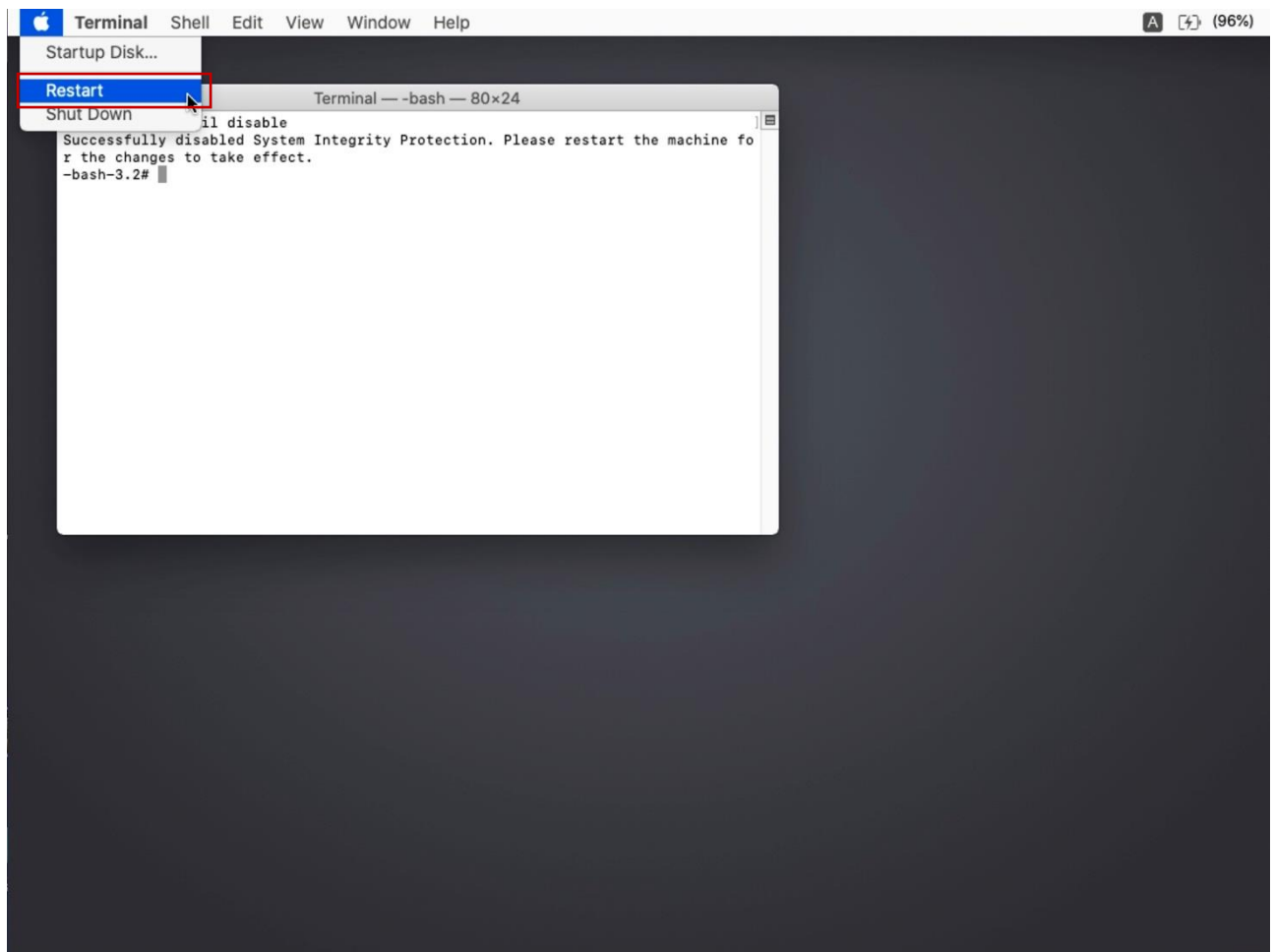


The Terminal app will launch within Recovery Mode, ready for your commands.

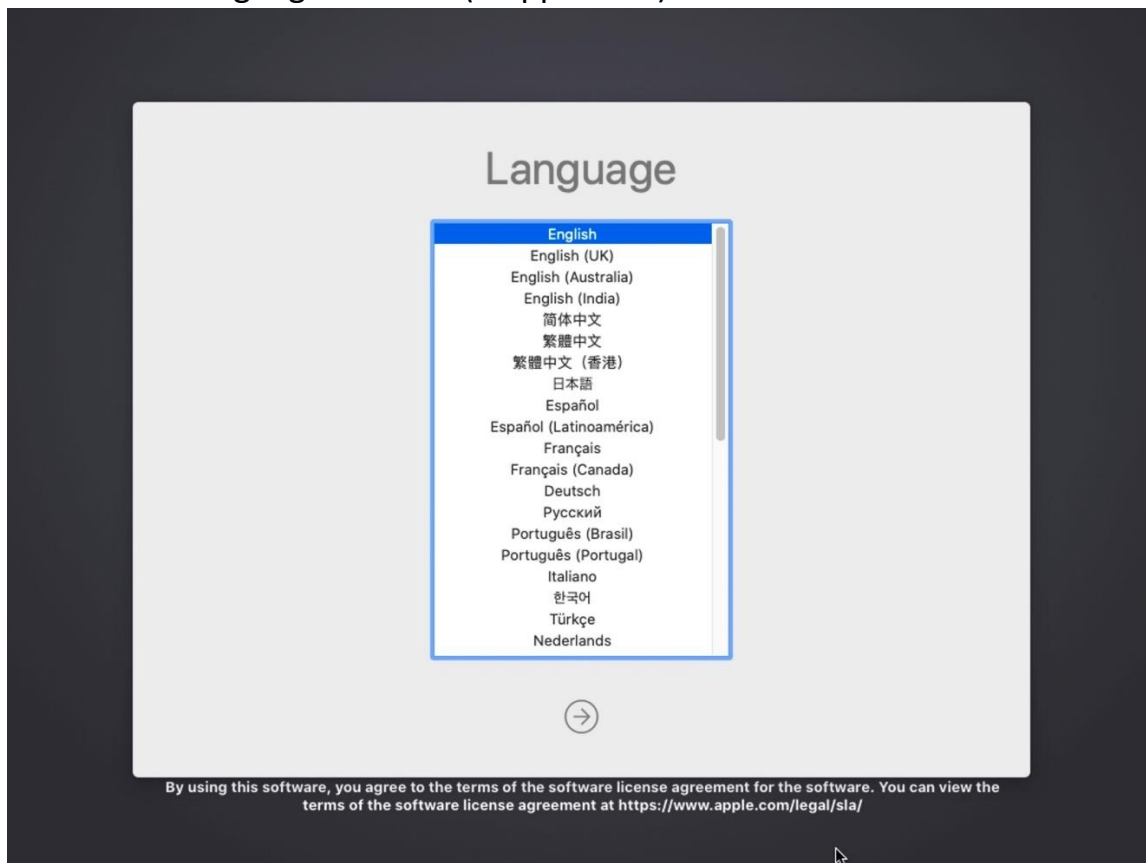
5. In the Terminal window and type in “**csrutil disable**” and then press Enter/Return key. This will disable the System Integrity Protection: So now SIP is OFF



6. Restart the Mac.



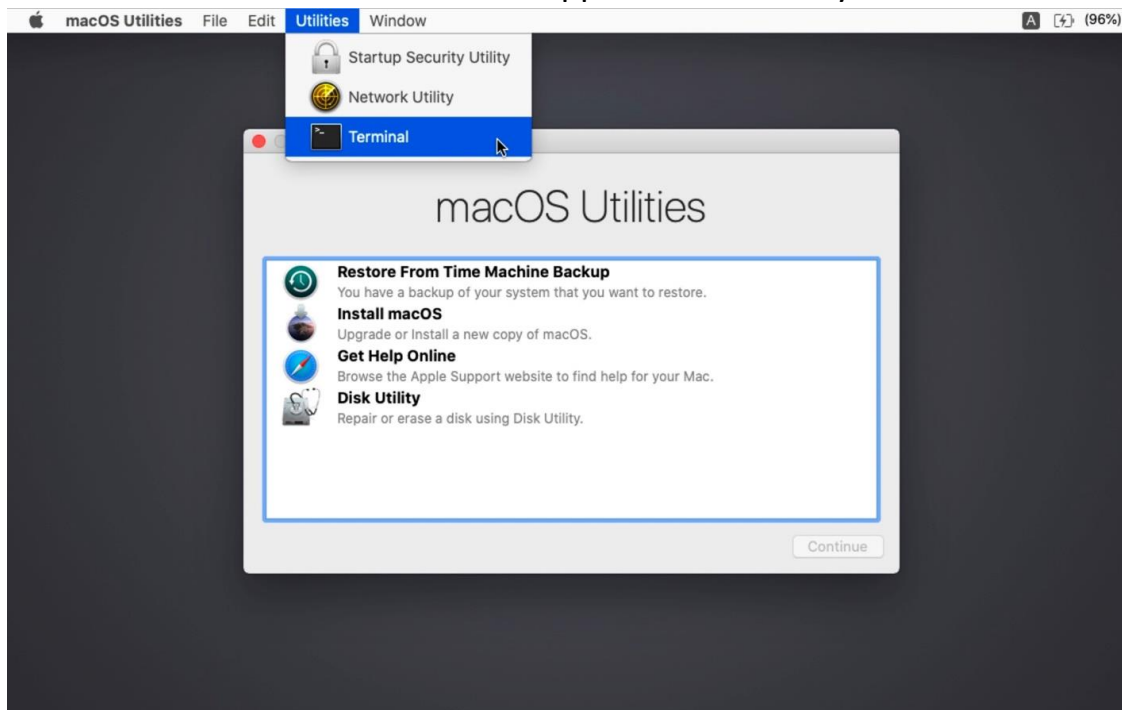
7. Install the required printer driver.
8. After installation Restart macOS with Recovery mode, by holding down the Command and "R" keys during system start.
9. Choose the language as usual (if applicable)



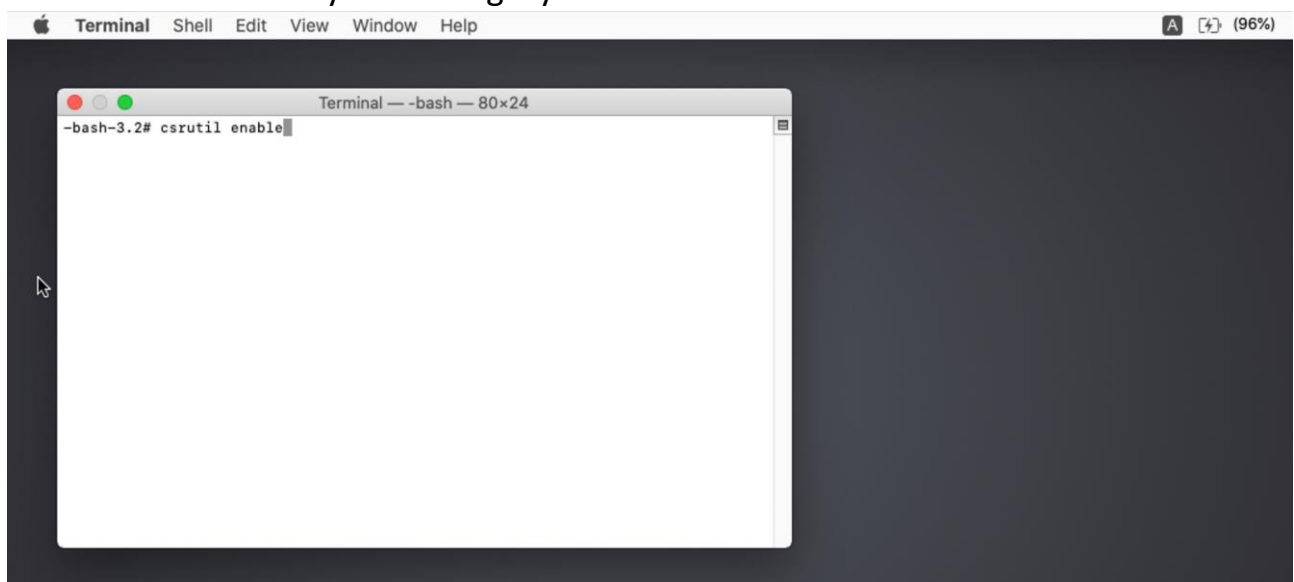
10. At the macOS Utilities screen, pull down the Utilities menu from the top of the screen



11. Select Terminal to launch Terminal app within Recovery Mode



12. In the Terminal window and type in "csrutil enable" and then press Enter/Return key. This will enable the System Integrity Protection: So now SIP is ON.



13. Restart the Mac



14. Completed