

2. Mac - License not Found

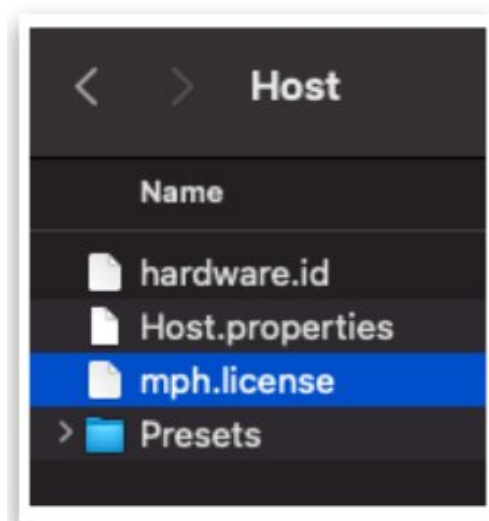
The “License not found” will appear if the file **mph.license** and/or **hardware.id** files are missing from the /MP/Host folder.

Or if using a Mac OS older than MacOS Mojave.

First, ensure you have both files in the MP Host folder as shown here:

“ The hardware.id file is generated automatically when you run the MP Host plugin.

The mph.license file should be downloaded from the **user portal**.



Do not rename the hardware.id and mph.license files.

If the filenames are not exactly as shown above, you will get the error "License not found"

Hardware.id file is not being copied to the Mac's Desktop

If you are using the MP Controller for the first time on a Mac and the **hardware.id** file is **not** being copied to your Desktop when you click on the STEP 1 button in the license registration, open the following folder in Finder

~/Library/Application\ Support/MP/Host

(In the Finder on your Mac, choose Go > Go to Folder)

and see if the hardware.id file present in the folder. If it is not present, strict permissions by MacOS may be the issue.

Paste the following in a terminal:

sudo chmod 777 ~/Library/Application\ Support/MP/Host

It will ask for your password and then enter.

The terminal should not produce any output. If it produces a message then there may something wrong with the command provided. Take a screenshot of the message and send it to us via email.

Then try opening the MPH again and follow the steps to complete the license generation/verification process.

Additionally, it is a good practice to add the DAW in System Settings > Privacy and Security > Full Disk Access.

Note that without the mph.license file, then it will not allow the hardware controller to be connected to the MP Host software.

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