



Ann Loraine &lt;aloraine@uncc.edu&gt;

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**Re: [JIRA] (HELP-339) The IGB not responding on my macbook**

1 message

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**Amir Mahboubi** <amir.mahboubi@umu.se>  
To: Ann Loraine <Ann.Loraine@uncc.edu>

Thu, May 7, 2020 at 8:00 AM

I should also add that it just freezes on the little confirm window until you force quit it.

Bests

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*Amir Mahboubi*

*Postdoc Fellow*

*Umeå Plant Science Centre*

*Department of Plant Physiology*

*Umeå University*

*SE-907 36 Umeå*

*Phone: 0760743826*

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**From:** Ann Loraine <[Ann.Loraine@uncc.edu](mailto:Ann.Loraine@uncc.edu)>**Date:** Wednesday, 6 May 2020 at 23:00**To:** Amir Mahboubi <[amir.mahboubi@umu.se](mailto:amir.mahboubi@umu.se)>**Subject:** Re: [JIRA] (HELP-339) The IGB not responding on my macbook

Thank you for letting me know.

I have two questions:

- Could you open your Applications folder and tell me if you see a folder named "Integrated Genome Browser" ?
- Has a shortcut named "Integrated Genome Browser" appear on your desktop?

Thank you ... I think the problem may have something to do with a security certificate mismatch between your computer and the certificates we are using to digitally "sign" IGB. Hopefully we can fix it!

Warm regards,

Ann

On Wed, May 6, 2020 at 4:21 PM Amir Mahboubi <[amir.mahboubi@umu.se](mailto:amir.mahboubi@umu.se)> wrote:

It is a Mojave 10.14.4.

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*Amir Mahboubi*

*Postdoc Fellow*

*Umeå Plant Science Centre*

*Department of Plant Physiology*

*Umeå University*

*SE-907 36 Umeå*

*Phone: 0760743826*

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**From:** Ann Loraine <[Ann.Loraine@uncc.edu](mailto:Ann.Loraine@uncc.edu)>

**Date:** Wednesday, 6 May 2020 at 22:18

**To:** Amir Mahboubi <[amir.mahboubi@umu.se](mailto:amir.mahboubi@umu.se)>

**Subject:** Re: [JIRA] (HELP-339) The IGB not responding on my macbook

Thank you for your fast reply!

Can you let me know what version of MacOS you are running?

On Wed, May 6, 2020 at 4:00 PM Amir Mahboubi <[amir.mahboubi@umu.se](mailto:amir.mahboubi@umu.se)> wrote:

Thanks for your response, issue not resolved yet though.

Bests

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*Amir Mahboubi*

*Postdoc Fellow*

*Umeå Plant Science Centre*

*Department of Plant Physiology*

*Umeå University*

*SE-907 36 Umeå*

*Phone: 0760743826*

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**From:** Ann Loraine <[Ann.Loraine@uncc.edu](mailto:Ann.Loraine@uncc.edu)>

**Date:** Wednesday, 6 May 2020 at 21:48

**To:** Amir Mahboubi <[amir.mahboubi@umu.se](mailto:amir.mahboubi@umu.se)>

**Subject:** Re: [JIRA] (HELP-339) The IGB not responding on my macbook

Hello,

Thank you for letting me know about the problem.

Can you try again today?

I made some updates to our Website, and this may help.

Thank you and best regards,

Ann

On Tue, May 5, 2020 at 8:49 AM Support (JIRA) <[lorainelabuncc@gmail.com](mailto:lorainelabuncc@gmail.com)> wrote:

Support **created** an issue

User Support / HELP-339

## The IGB not responding on my macbook

**Issue Type:** Bug**Assignee:** Ann Loraine**Created:** 05/May/20 12:49 PM**Labels:** collector-b04cfbf9**Reporter:** Support

Dear recipient,

I have recently been having a problem opening the IGB on my Macbook Pro. I just download the software, install it and then it stops at confirmation window.

Can you please help me with the problem?

Thanks

**Reporter:** Amir Mahboubi**E-mail:** amir.mahboubi@umu.se 

Add Comment

This message was sent by Atlassian JIRA (v6.3.15#6346-sha1:dbc023d)

