



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

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

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

Fri, May 8, 2020 at 11:35 AM

Wow, it is working now. Thanks a lot for your support it is a great help.

Bests

--

*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:** Friday, 8 May 2020 at 17:32  
**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 again Amir,

Thank you very much again for your help debugging this issue.

It turns out I had misconfigured our main Website [bioviz.org](http://bioviz.org). It was using the wrong certificate authority file. I think that now you will be able to run IGB without seeing the empty, unclickable dialog box.

If you have time to test it today, I would appreciate it.

Warm regards,

Ann

On Fri, May 8, 2020 at 5:47 AM Amir Mahboubi <[amir.mahboubi@umu.se](mailto:amir.mahboubi@umu.se)> wrote:

I tried it and the same happens. There are actually two shortcut icons on the desktop one is IGB and the other one IGB9. I tried them both but no success. Just let me know if you need me to do anything else to help resolving the problem. Thanks

--

*Amir Mahboubi*

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*Umeå Plant Science Centre*

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

**Date:** Friday, 8 May 2020 at 11:33

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

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

Could you try this and let me know what happens?

- Try starting IGB by clicking the shortcut.

On Fri, May 8, 2020 at 5:09 AM Amir Mahboubi <[amir.mahboubi@umu.se](mailto:amir.mahboubi@umu.se)> wrote:

Thanks for your support, hope the issue will be resolved and igb will get back to functional mode.

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)>  
**Sent:** 07 May 2020 17:20:48  
**To:** Amir Mahboubi  
**Subject:** Re: [JIRA] (HELP-339) The IGB not responding on my macbook

Thank you so much! This is super helpful!

I saw the same thing on a test system yesterday. Unfortunately, I was only able to get the bug to happen once!

However, I think there may be a work-around.

If IGB is not already running (force-quit it if it is running) I think you may be able to double-click the desktop shortcut icon to launch IGB.

I believe this will launch IGB along a slightly different path which omits the empty dialog, which I believe is trying to ask you if you trust the certificate we used to sign the IGB Java code.

However, it might not work. Until I know what is causing the bug specifically, I unfortunately will not be able to give you a sure fix.

Two of my students will be working on it today so hopefully we will have a solution soon.

Thank you very much for reporting this, by the way. It is very likely that other people are experiencing the same problem, causing them to view IGB in a negative light!

Warm regards,

Ann

On Thu, May 7, 2020 at 7:56 AM Amir Mahboubi <[amir.mahboubi@umu.se](mailto:amir.mahboubi@umu.se)> wrote:

Here it comes. Thanks

--

*Amir Mahboubi*

*Postdoc Fellow*

*Umeå Plant Science Centre*

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*SE-907 36 Umeå*

*Phone: 0760743826*

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

**Date:** Thursday, 7 May 2020 at 01:22

**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.

If you could try this, that would be great:

- Can you let me know what happens if you double-click the shortcut icon on your desktop?
- Also, if IGB tries to start but can't, it would be great if you could send a screenshot showing the "hung" confirmation window

On Wed, May 6, 2020 at 5:58 PM Amir Mahboubi <[amir.mahboubi@umu.se](mailto:amir.mahboubi@umu.se)> wrote:

Yes to both your questions. Thanks

--

*Amir Mahboubi*

*Postdoc Fellow*

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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*

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*Umeå University*

*SE-907 36 Umeå*

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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

--

*Amir Mahboubi*

*Postdoc Fellow*

*Umeå Plant Science Centre*

*Department of Plant Physiology*

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*SE-907 36 Umeå*

*Phone: 0760743826*

**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-b04c9bf9

**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 Error! Filename not specified.

 Add Comment

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



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