

Under certain conditions, the Mac preset installers may yield an installation failure.

We've had a few reports of this and we have assessed that this is due to a permissions conflict.

The preset installers need to create a folder called "Glitchmachines" in the presets directory, but this requires a password in certain circumstances.

Without the proper permissions the installer is lacking the password needed to create this folder and the installers fail.

This can be resolved as follows:

- 1) Holding the **OPTION** key on your computer keyboard, while viewing the **GO** menu from your **Desktop**, reveals the hidden **LIBRARY** path in the GO menu.
- 2) Click LIBRARY and you will be taken to the Finder where you can proceed to navigate to the correct location.
- 3) From there, you can access the correct directory, which is: *Library* > Audio > Presets > **Glitchmachines**
- 4) In the locations highlighted red above, create a new empty folder and label it "Glitchmachines" (see screenshot for reference)
- 5) Now that the "master" Glitchmachines presets folder is created, you can run the preset installers again and this time they will not fail.
- 6) Reboot your Mac and then launch your DAW - the presets should now load

