Frequently Asked Questions

- App is damaged and can't be opened.

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This is a MacOS error due to the way apple signs it's files. Compressing them and transferring them over the internet (so you can download it), causes the signing to no longer apply properly.

To fix this, you will need to run a series of commands in the terminal to fix it and remove it from apple's quarantine. Follow these steps to do so:

1. Open Terminal
2. Enter in "**xattr -l** " (make sure to include the space at the end, but don't include the quotes)
3. Drag the TranceParent.app file into the terminal and hit the enter key
4. Enter in "**xattr -dr com.apple.quarantine** " (make sure to include the space at the end, but don't include the quotes)
5. Drag the TranceParent.app file into the terminal and hit the enter key
6. Right click TranceParent.app and click open