

TECH BULLETIN



Product: Mbox
Manufacturer: PRG
Subject: Hardware and OS Compatibility for Mbox Software
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HARDWARE AND OS COMPATIBILITY FOR MBOX SOFTWARE

Overview

This document outlines the compatibility of the Mbox media server and media playback software applications with regard to Apple's Mac computer hardware and different versions of the Mac operating system. In most cases, recent versions of the Mbox software applications are compatible with recent Apple Mac hardware and recent versions of the macOS. However, there are some exceptions or warnings that are highlighted below.

Hardware Compatibility

- + All Mbox software is currently written and optimized for Intel CPUs. At present time, the Mbox software is not native to the Apple Silicon Arm64 CPUs (M1-series), and will not run on older PowerPC CPUs.
 - Mbox Player v1.3.2 and Mbox media server software v4.4.4 and v4.4.5 should run on Apple Silicon CPUs without issue, but will use Rosetta for compatibility. Therefore, Intel CPUs are still preferred to Apple Silicon CPUs. If you use an Apple Silicon computer and experience issues with the Mbox software, please contact MboxSupport@prg.com and we will work with you to resolve the issue.
- + Current Mbox software is written for 64-bit processors only and will not run on 32-bit processors. Much older versions of the Mbox applications may work on 32-bit processors, but this is strongly discouraged.

macOS Compatibility

- + The Mbox v4.x media server and Mbox Player software is compatible with macOS versions starting with OS X 10.10 Yosemite.
- + The most recent versions of Mbox (v4.4.5) and Mbox Player (v1.3.2) software are compatible with macOS 11 Big Sur and macOS 12 Monterey. However, Mbox Director and Mbox Remote versions prior to v4.4.4 will exhibit performance issues with Big Sur and Monterey and we recommend the use of v4.4.4 or v4.4.5.
- + Versions of Mbox software prior to v4.4.1 are not compatible with macOS Catalina, Big Sur, or Monterey.
- + Versions of Mbox software prior to v4.3.2 are not compatible with macOS 10.14 Mojave or any newer macOS versions.
- + The Mbox v3.x media server software is only fully compatible with operating system versions up to OS X 10.10 Yosemite. While the v3 Mbox software may run on newer versions of macOS, there may be stability, performance, or functionality issues and such usage is strongly discouraged.

Compatibility Testing

- + While we make every attempt to confirm compatibility and full performance/functionality between the Mbox software and Mac hardware/macOS, you should always test the software on your hardware and/or new OS versions before purchasing a license or committing to using that hardware/OS on a show.
- + In all cases where the Mbox software is working correctly on an existing installation of macOS, upgrading the macOS version is not recommended, as doing so may lead to unforeseen issues.

If you have any questions regarding hardware/software compatibility, please contact MboxSupport@prg.com