

# 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

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### Overview

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

### Hardware Compatibility

- + Mbox v5 and Mbox Player v2 are compiled for both Apple Silicon and Intel CPUs. They run natively on both CPU types - allowing for better performance and forwards compatibility. Apple Silicon hardware is strongly recommended when using Mbox v5 and Mbox Player v2.
- + Mbox v4 and Mbox Player v1 are compiled for Intel CPUs only. Both are compatible with Apple Silicon hardware.
  - With the use of the Rosetta 2 interpreter, Mbox media server software v4.4.5 and Mbox Player v1.3.2 run on Apple Silicon CPUs without issue.
- + All Mbox v4/v5 and Mbox Player v1/v2 software is written for 64-bit processors only and will not run on 32-bit processors. The Mbox v4/v5 and Mbox Player v1/v2 software will not run on older PowerPC CPUs

### macOS Compatibility

- + Mbox v5.0 - 5.4.1 are compatible with macOS versions 10.14.6 Mojave through 26 Tahoe. Mbox v5.5 and Mbox Player v2 is compatible with macOS versions 12.0 Monterey through 26 Tahoe. Due to known issues with macOS 26 Tahoe, its use is not recommended at this point in time. If you must use Tahoe and experience any issues, please contact [MboxSupport@prg.com](mailto:MboxSupport@prg.com) for assistance.
- + Mbox v4 and Mbox Player v1 are compatible with macOS versions starting with macOS 10.10 Yosemite. Mbox v4.4.5 and Mbox Player v1.3.2 software are compatible with macOS 11 Big Sur, 12 Monterey, and 13 Ventura. Mbox Director and Mbox Remote versions prior to v4.4.4 may exhibit performance issues with Big Sur and newer macOS versions, therefore we recommend the use of v4.4.5.
- + No testing has been performed with Mbox v4 on macOS 14 Sonoma, Sequoia, or Tahoe, and development of the Mbox v4 software has ceased. If need to use Sonoma or newer versions of macOS, please upgrade to Mbox v5.
- + Versions of Mbox software prior to v4.4.1 are not compatible with macOS 10.15 Catalina or newer macOS versions.
- + Versions of Mbox software prior to v4.3.2 are not compatible with macOS 10.14 Mojave or newer macOS versions.
- + The Mbox v3.x media server software is only fully compatible with macOS versions up to 10.10 Yosemite. The Mbox v3 software is obsolete and its usage is strongly discouraged.

### Compatibility Testing

- + We make every attempt to confirm compatibility and full performance/functionality between the Mbox software and Mac hardware/macOS, but you should always test the software on your hardware and/or new macOS 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](mailto:MboxSupport@prg.com)**