# macOS Ventura Update Troubleshooting

Major macOS updates tend to have bugs and errors which could lead to connectivity and power-related issues.

Our partner, Silicon Motion, regularly updates their display application (macOS InstantView) accordingly with any major macOS updates. If macOS InstantView under the **HYPERDISPLY** drive is damaged or corrupted, such as the error message below pops up.
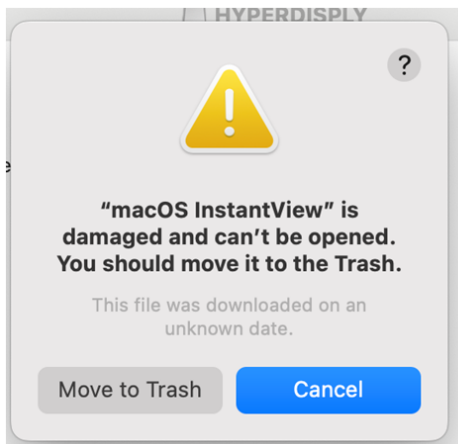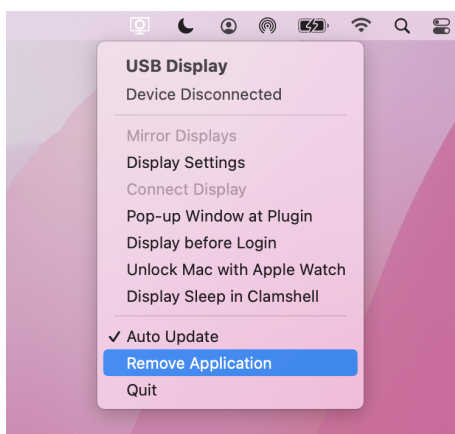

Step by step instructions

Click here for a step-by-step video tutorial to troubleshoot it.

1.) Please remove the macOS InstantView app from computer first

- Move a mouse cursor to "USB Display" icon at the menu bar, control key + click on touch pad > select "Remove Application"

2.) Proceed with a re-download of macOS InstantView (Recommended version)

Driver download page: https://www.siliconmotion.com/downloads/index.html

macOS

OS Description	Version	Release Date	Download
Recommended: InstantView display application with UI. Support macOS 13 Ventura, 12 Monterey, 11 Big Sur and 10.15 Catalina including MacBook Air/Pro (M1/M2 & Intel powered)	V3.14 R04	Jan 3, 2023	⬇

3.) Install macOS InstantView to your applications folder and allow the necessary security & privacy settings for screen recording if prompted
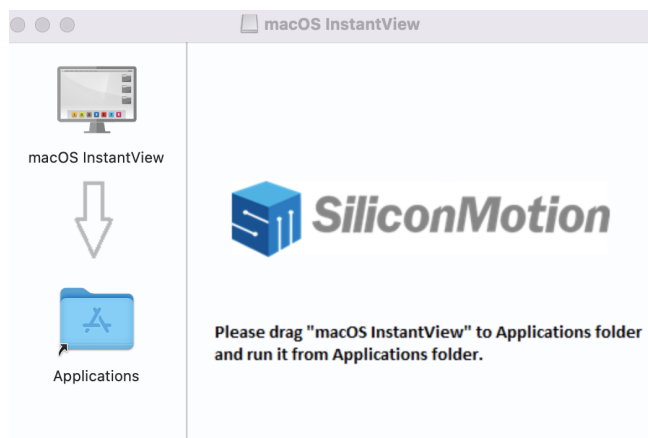
4.) Once all the settings are allowed, launch and run macOS InstantView from your applications folder

If you continue to run into any issues, a power reboot will be helpful. Please follow the power reboot steps below carefully:

1. Disconnect the HyperDrive from your computer along with any other accessories (Power cord, HDMI cables, keyboards, mice, etc.) from the HyperDrive.

2. Select the "Shut Down" option on your computer.

3. Keep the computer off for approximately 30 seconds. After 30 seconds, power up the computer and log back in.

4. Once you are logged back in, reconnect the HyperDrive first and applicable accessories after.

If you continue to experience issues, please contact us through support@hypershop.com.