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IronKey Compatibility with Mac OS X version 10.8 ("Mountain Lion")

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Apple's updates in Mac OS X version 10.8 ("Mountain Lion") have made a number of software applications and USB devices incompatible with the new OS. This includes a number of Ironkey secure flash drives, specifically, the IronKey S200 and D200 devices, and Ironkey Defender F100, F150 and H100 secure USB flash and hard drives.

Solution

- **IronKey Personal and Enterprise S200 and D200 users** should update their devices to IronKey software update release 2.5.2.0. Please refer to the following Knowledge Base article for information regarding updating your device: How to update your IronKey device.

  Note: Software updates must be performed in a Windows environment. We apologize for any inconvenience.

- **IronKey Basic S200 and D200 users** should contact support and refer to IronKey and Mountain Lion.

Compatible Drives

Please note that the following Ironkey secure USB devices are not affected and are compatible with Mac OS X 10.8 Mountain Lion:

- IronKey x250 devices
- McAfee ePO managed devices
- Ironkey Defender F200 and H200 biometric devices (when using biometrics for access)

Error Text

When running the IronKey application in Mountain Lion, the device Control Panel appears without text or graphics. After approximately 1 minute, the following error is displayed:

```
Unsupported Device
Was unable to establish a connection to this device....
```