

KB75762456: ArtPro - Corrupt/Damaged Disk Image or installation file

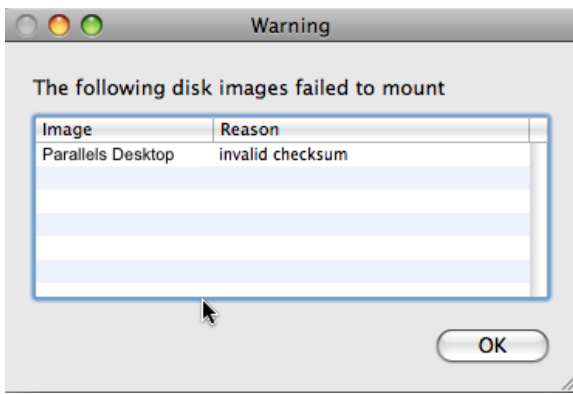
Summary

When installing an (Esko) application (i.e. ArtPro) on a Macintosh workstation, it's possible that the operating system will indicate that the **disk image (.dmg) can't be mounted** or that the **installation file on the disk image is corrupt**. Because of this, you won't be able to install the application. This article highlights some likely causes and offers possible solutions to this behavior.

Symptoms

Likely causes include, but are not limited to:

1. The operating system will display a warning saying that the **disk image can't be mounted**, followed by an explanation.



2. The operating system will display a window saying that the **installation file is damaged and can't be opened**, and that you should eject/remove the disk image.



Solution

The respective solutions are:

Symptom	Cause	Solution
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Article information	
Applies to	ArtPro all versions
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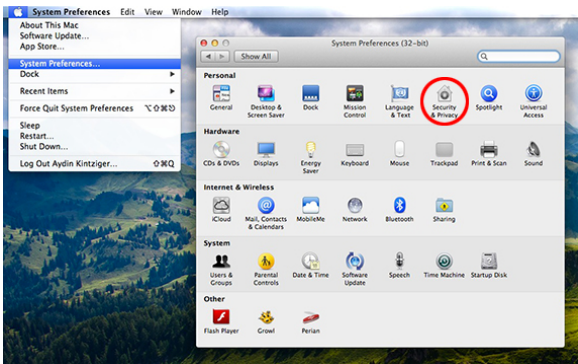
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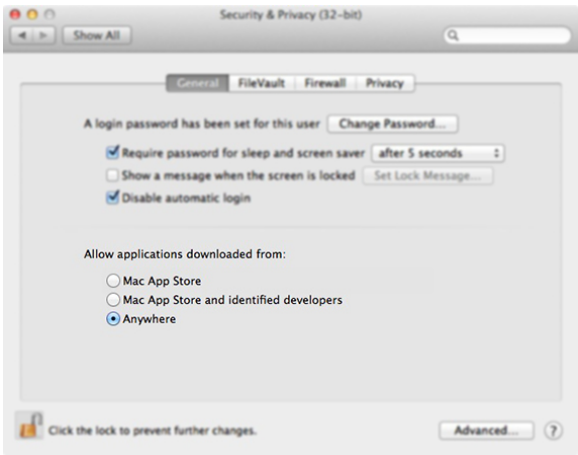
The disk image won't mount.	The disk image was corrupted during the download and /or transfer. -or- Gatekeeper, an OS X security feature, is preventing you from running the installer since Apple doesn't recognize the software developer.	Download the disk image again. -or- Allow Gatekeeper to run installation files from anywhere.
The installation package cannot be opened.	Gatekeeper, an OS X security feature, is preventing you from running the installer since Apple doesn't recognize the software developer.	Allow Gatekeeper to run installation files from anywhere.

In order to allow Gatekeeper to run installation files from anywhere and not just identified developers, please follow the steps below.

1. Open the Gatekeeper options by clicking **Apple menu > System Preferences... > Security & Privacy.**



2. Go to the **General** tab. In the **Allow applications downloaded from:** section, choose **Anywhere**



3. Opening the installation file should now work.