



K.2 Series Active Loudspeakers Technical Notes

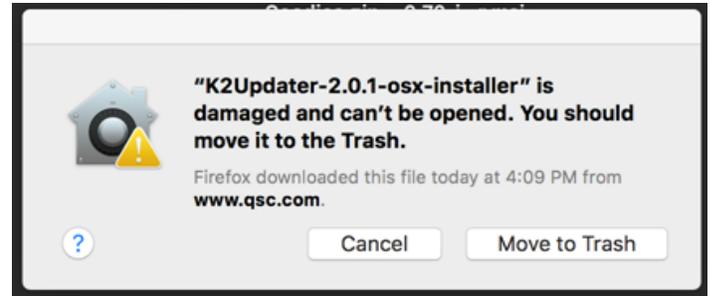
K.2 Firmware Updater – Mac OS Installation

Purpose:

This Technical Note is for users who get an error message from the Mac Operating System (Mac OS) when attempting to install the **K2Updater-2.0.1-osx-installer** app. The error message recommends deletion of the app.

If the **K2Updater-2.0.1-osx-installer** app was successfully downloaded, extracted, and installed, this document is unnecessary.

If the error message appears when you double-click on the **K2Updater-2.0.1-osx-installer** app, use the following procedure to work around it and successfully install the K.2 Firmware updater.



Software required:

- Internet browser (Safari, Firefox, Chrome, etc.)
- K2Updater-2.0.1-osx-installer.tar.gz

MacOS utilities required:

- Archive Utility
- Terminal Utility

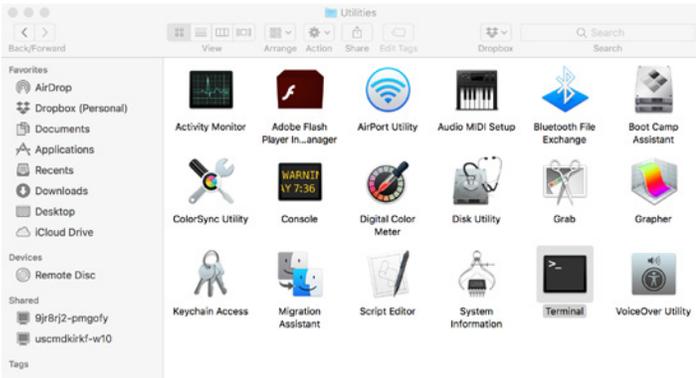
Using Terminal to enable the K.2 Update Installer

NOTE: If you have not done so already, download and extract the file **K2Updater-2.0.1-osx-installer.tar.gz** from the K.2 firmware update page at www.qsc.com.

The Terminal app in the Mac OS is similar to the Command Prompt (CMD) app in Windows. By accessing the OS shell, it allows changes at the root level that allow the K2Updater-2.0.1-osx-installer.app to run.

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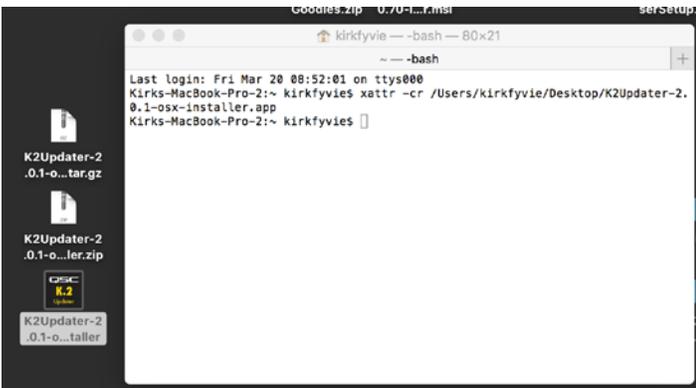
1. Open the folder **Applications/Go/Utilities/Terminal**. Double-click Terminal to launch.



2. In the Terminal window at the prompt, type

xattr<space>**-cr**<space>

but do not press **Return** yet. The space at the end of the command is critical, so do not omit it.

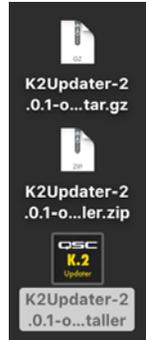


3. Drag the **K2Updater-2.0.1-osx-installer** icon into the Terminal window. Terminal will automatically append the filename **K2Updater-2.0.1-osx-installer.app** onto the command. Press **Return**.

NOTE: If you make an error, double-check the command, especially the spaces.

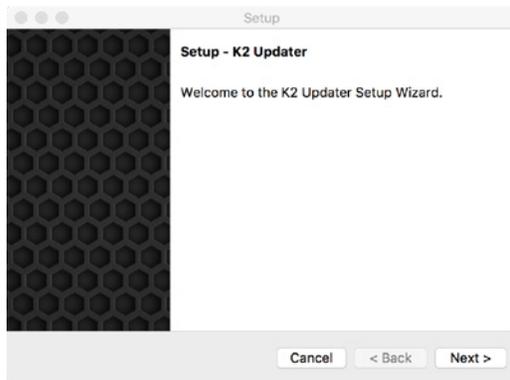
4. The attributes of the K.2 Update Installer app are now updated so it can be run normally. Close Terminal.

Installing the Updater

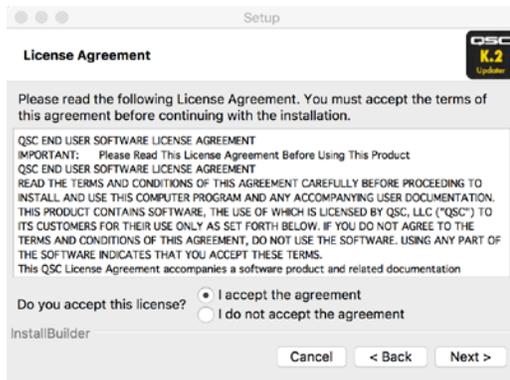


1. Open the K2Updater-2.0.1-osx-installer app.

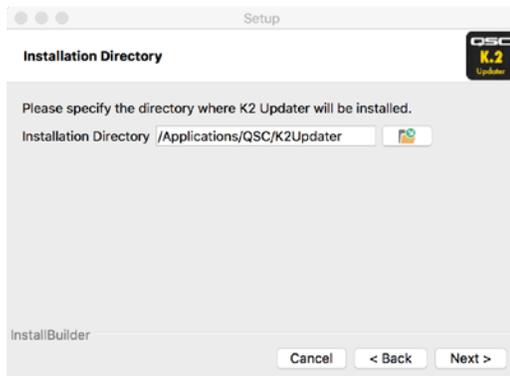
NOTE: The computer may ask for an Administrator Password before allowing the installation. Enter the password and click **OK**.



2. Click **Next** to proceed with the setup.



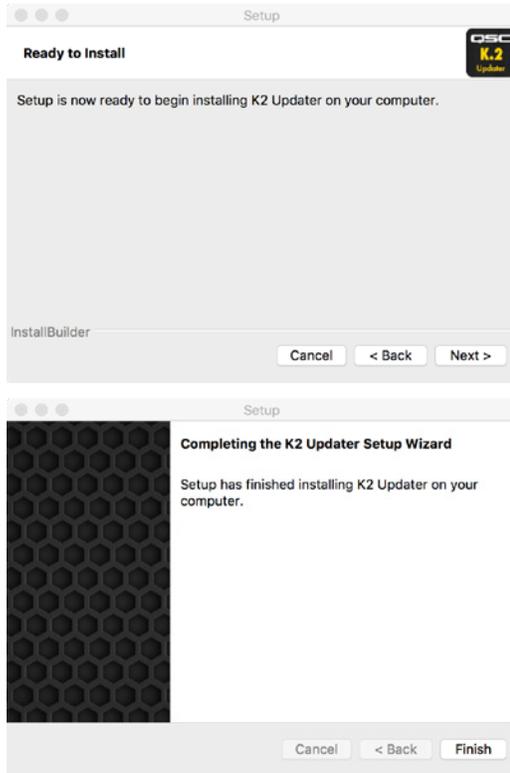
3. Accept the License Agreement and click **Next**.



4. The K.2 Updater will be installed into the default directory shown. You may designate a different one instead. Click **Next**.

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5. Click **Next**.

6. Click **Finish**.

This completes installation of the K.2 Updater app. Open the app to update the firmware in the K.2 Series active loudspeaker.

Preventing archive and download/extraction issues

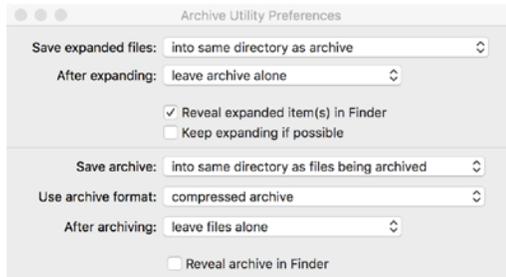
Setting up Archive Utility to avoid file corruption

Archive Utility is a Mac OS application used to extract files from a compressed format. The default settings for Archive Utility will extract all the way down to a root file but may cause corruption of the K.2 Updater Installer. Use this procedure to configure the utility to prevent this happening.

1. Open **Archive Utility**.

NOTE: Archive Utility does not open as a window but it will show as an open app.

2. Select **Archive Utility** in the menu bar and then select **Preferences**.



3. In Archive Utility Preferences, clear **Keep expanding if possible**.

Close Archive Utility and proceed with expanding the downloaded file **K2Updater-2.0.1-osx-installer.tar.gz**.

Downloading and extracting the K2Updater-2.0.1-osx-installer.tar.gz file

1. Delete all previously downloaded versions of the K.2 updater.
2. Download the current K.2 Updater from the K.2 firmware page on the QSC web site <https://www.qsc.com/live-sound/products/loudspeakers/powered-loudspeakers/k2-series/k2-firmware/>
3. Click **Mac Firmware Update** to start the download.
4. Select **Save File** and click **OK**. The file **K2Updater-2.0.1-osx-installer.tar.gz** will be saved in the default download location.
5. When the download is finished, move the file to the desktop.
6. Right-click on the file to open the file's right-click menu.

NOTE: Alternatives to right-clicking: Press Ctrl or Control while you click the mouse or tap the trackpad; or tap on the trackpad with two fingers.

7. Select **Open With > Archive Utility**.

A new file, **K2Updater-2.0.1-osx-installer.tar.zip**, will appear on the desktop.

8. Right-click on **K2Updater-2.0.1-osx-installer.tar.zip**.

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9. Select **Open With > Archive Utility**.

Another new file, **K2Updater-2.0.1-osx-installer**, will appear on the desktop.

This is the file you will run to update the K.2 Series active loudspeaker's firmware. The same file works with all K.2 Series models.