Clickshare and Mac OS 10.14 Mojave

Those of you with Mac laptops will recall how Clickshare stopped working for a while when OS 10.12 Sierra was rolled out; when Clickshare released an update for their software most courts seemed unaware of this and failed to upgrade their Clickshare base stations and dongles. For quite a long time Mac users were told, wrongly, that Clickshare did not work for them.

History seems to be repeating itself with OS 10.14 Mojave if my experience is anything to go by.

When trying to use Clickshare the software did not load automatically when I plugged in the dongle – using a USB-c adaptor on my new MacBook Pro which only has USB-c ports.

It was not clear whether the Clickshare software needed to be updated but after asking the court clerk to update the Clickshare software I tried again: still nothing and the white ring light continued to flash.

I then opened the Clickshare disk image on my desktop and tried manually running the Mac OS launcher and to my surprise I got the welcome "you are now connected to the base unit message" and Clickshare was up and running.

There remained one small problem. My laptop did not seem to recognise the software <u>was</u> running, even though it was.
I could not eject the dongle [not yank it out manually – eject it as one is supposed to do so as not to corrupt the software] as my machine gave me the message "can not be ejected as the software is in use". On checking what software was running [Press and hold 'Command-tab' to show the open programs] there was no sign of Clickshare. I tried to 'Force Quit' the software [Select 'Force Quit' from the Menu] but it did not appear in the list of active programs.
So I just pulled the dongle out.