

## CHIRP - Bug # 7731

<b>Status:</b>	Closed	<b>Priority:</b>	Normal
<b>Author:</b>	Rach Levi	<b>Category:</b>	
<b>Created:</b>	03/24/2020	<b>Assignee:</b>	
<b>Updated:</b>	10/04/2020	<b>Due date:</b>	
<b>Chirp Version:</b>	daily		
<b>Model affected:</b>	(All models)		
<b>Platform:</b>	MacOS		
<b>Subject:</b>	CHIRP is damaged and can't be opened. You should move it to the trash - Error		
<b>Description</b>	<p>Running Catalina 10.15.4 - Updated today, even though I've been having the error (7727) since yesterday.</p> <p>Chirp was running fine as of 3/20. I began having the same issue as being reported in issue of 7727. I chose to delete and reinstall from a new download on 3/23. Since then, I am now unable to install the latest unified version and get the error listed in the subject. I have generated a debug log.</p>		
<b>Related issues:</b>			
related to Bug # 7663: Mac OSX 10.15.3 Catalina file access denied with chirp...	<b>Closed</b>	<b>02/26/2020</b>	
duplicated by Bug # 7917: Chirp error on MAC Catalina 10.15.4	<b>Closed</b>	<b>05/26/2020</b>	
duplicated by Bug # 7733: #7731	<b>Closed</b>	<b>03/25/2020</b>	
duplicated by Bug # 8849: "CHIRP.app" is damaged and can't be opened	<b>Closed</b>	<b>02/28/2021</b>	

### History

#### #1 - 03/25/2020 06:50 pm - Bernhard Hailer

- Status changed from New to Feedback
- Target version set to chirp-daily

Have you tried what the debug log suggests?

```
Try running the command
gdk-pixbuf-query-loaders > /usr/local/lib/gdk-pixbuf-2.0/2.10.0/loaders.cache
to make things work again for the time being.
```

#### #2 - 03/25/2020 07:43 pm - Rach Levi

I am new to Mac and using command line as a whole. It makes me nervous as I've done BAD things in the past. Can you please provide a little more detail and I will give it a whirl and report back. Thanks.

#### #3 - 03/25/2020 09:24 pm - Bernhard Hailer

Sorry, I'm not a Mac user at all, just found that in the log.

#### #4 - 05/17/2020 06:42 pm - Bernhard Hailer

Have you been able to resolve this on your own since you submitted this?

However, this is a question best asked on the [mailing list](#).

You might get (much) quicker feedback there.

**#5 - 05/18/2020 10:10 am - Rach Levi**

Bernhard Hailer wrote:

*Have you been able to resolve this on your own since you submitted this?  
However, this is a question best asked on the [mailing list](#).  
You might get (much) quicker feedback there.*

Nope.

**#6 - 05/18/2020 09:20 pm - Bernhard Hailer**

Then you really should ask on the [mailing list](#).

This is a bug tracking system, and your issue doesn't really belong here.

Furthermore, a solution has already been suggested, so we will have to close this ticket soon.

The mailing list community might be able to help you with details you need.

*Try running the command  
gdk-pixbuf-query-loaders > /usr/local/lib/gdk-pixbuf-2.0/2.10.0/loaders.cache  
to make things work again for the time being.*

**#7 - 10/04/2020 01:10 pm - Bernhard Hailer**

*- Status changed from Feedback to Closed*

No more traffic on this ticket.

Does #7663 help?

**Files**

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debug.log	32.5 kB	03/24/2020	Rach Levi
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