

Tuxera's NTFS for Mac Quick Start Guide

We recommend that you try the Trial version first. It is free to use for 14 days. If you have already purchased, thank you! You can still use the product risk-free for 14 days.

When you do purchase Tuxera's NTFS for Mac, you receive a life-time license. Each Personal Use license is good for use on up to five active mac systems at one time. Commercial and professional use requires one license per system. Purchases can be made directly from our website at ntfsformac.tuxera.com. Quantity discounts are automatically calculated.

Installation and Activation

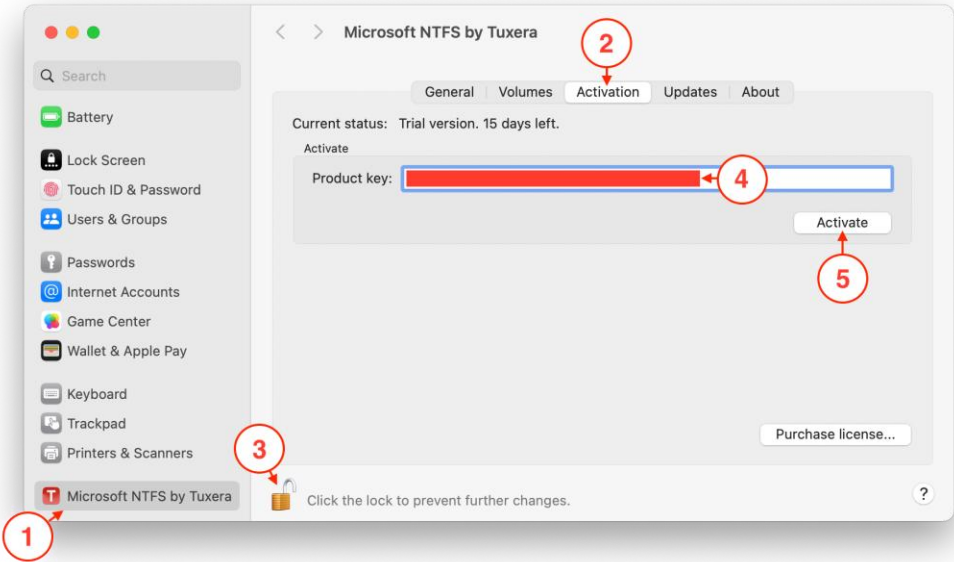
For installation, we suggest that you take a look at our helpful installation video, found [here](#).

For an Apple Silicon system, you may also find [this article](#) helpful as you navigate allowing Kernel Extensions.

For an Intel based system, [this article](#) will be helpful for Kernel Extensions.

Remember to restart your mac after installation.

If you have already installed the trial and just want to activate your software, this is done in the System Settings:



Note: for Step 3, when you type your system password, it will not show on the screen. Simply type your password carefully and hit Enter.

If the 'Activate'-button remains grayed out after entering the product key, the most likely cause is that the key wasn't entered correctly. Please make sure you are typing all the characters in uppercase and including the dashes. Also take care not to confuse similar looking characters (it is common for characters such as the letter 'O' and the number zero '0' to be confused).

The best way to make sure the key is being entered accurately, is to copy & paste it directly from the email message you were sent after purchase.

If you have misplaced your original email with your key, you can visit lostkey.tuxera.com and enter your email address to receive a new email with your key.

Getting Help

You can check out our Help Center through [this link](#) or by pointing your web browser to macsupport.tuxera.com.

The Help Center often has the solutions and answers to questions that are commonly encountered.

If you need additional assistance, you can email to macsupport@tuxera.com

New Downloads and other Common situations

If you need a new version of our software, the latest versions are always available from our website at ntfsformac.tuxera.com. The "Try Free" button will initiate the download. Your already purchased license key can be used for activation. On occasion, there will be a notice and a link for a Release Candidate for a newly released macOS version.

A common error is noted when you try to install the software while having another NTFS driver present on your system. Having more than one NTFS driver does cause problems with disk access. You will need to fully uninstall the other software, preferably using their Uninstall feature so that all software modules are removed from your system. Moving the other software to the Trash will not remove all modules.

Another common situation arises when you update your macOS version. Sometimes this causes the Tuxera software to quit working. The easiest fix is to simply re-install the software. If your current version of the Tuxera software does not support your new macOS version, follow the information above to obtain a new version to install.