

## AlephObjects.com

3D Printers, Parts, and Plastics

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### Service Bulletin

**Affected product:** Cura LulzBot® Edition, LulzBot TAZ, LulzBot Mini  
**Effective date:** February 10, 2016  
**Service issue:** Mac OS X users that upgrade to El Capitan (10.11) may lose the ability to 3D print through USB.

#### Symptoms:

Changes made in OS X El Capitan (10.11) have resulted in the loss of some serial port functionality. This change can potentially cause Cura LulzBot Edition to fail to connect to your LulzBot 3D printer. This appears to occur with both clean installs of Cura LulzBot Edition and existing users that upgrade from previous versions of Mac OS X. **If you have not upgraded to OS X 10.11, you are not affected.** Hold off on upgrading your operating system until a fix is developed. We are working on a fix for affected users.

#### Corrective Action:

LulzBot TAZ users:

- Load the model into Cura and save the resulting GCODE file onto the SD card included with your 3D printer.
- Print your model through the Graphical LCD controller (GLCD). Information on using the GLCD can be found in the full user manual included with your 3D printer.

LulzBot Mini users:

These options **can result in losing data**. We highly recommend backing up all your data before doing either of the following options. If you encounter difficulty more support can be obtained directly from Apple:

<https://www.apple.com/support/contact/>

- Downgrade to OS X Yosemite: <https://support.apple.com/kb/PH21950>, or
- Clean installation of OS X Yosemite: <https://support.apple.com/en-us/HT204904>

Alternatively, use an alternate operating system. We recommend Debian

(<https://www.debian.org/releases/stable/installmanual>.) In general, GNU/Linux, Windows, and older versions of Mac OS X (Lion 10.7, Mountain Lion 10.8, Mavericks 10.9, and Yosemite 10.10) will work.

If you are using Mac OS X El Capitan 10.11 and cannot connect to some serial devices or your 3D printer through Cura LulzBot Edition, please let us know here: <https://code.alephobjects.com/T340>.

Please include:

- Mac OS X version
- Screen shot of any errors and screen shot of the control window in Cura LulzBot Edition
- List of installed 3D printing, microcontroller IDE (e.g., Arduino), or other applications that use serial ports