

Limitation (WEB) - MAC VM can't be open because of active Perfecto Connect

Problem

Opening MAC VM results an error in the HTML5 UI if [Perfecto Connect](#) is active.

Solution

[Perfecto Connect](#) is currently not supported by MacOS so the tunnel should be deactivated before opening MAC VM.

The availability of [Perfecto Connect](#) for MacOS is in process to be implemented - please see [Release Notes](#) for details.

Currently affected versions:

1. MacOS High Sierra with Safari 10.
2. OS X El Capitan with Safari 10.
3. OS X El Capitan with Safari 11.
4. OS Mojave with Safari 12.
5. OS Mojave with Safari 13.

Related articles

- [Legacy | Eclipse on Mac OS - The Eclipse plugin re-connects to the Perfecto Lab when changing perspectives.](#)
- [Limitation \(WEB\) - MAC VM can't be open because of active Perfecto Connect](#)
- [Limitation \(WEB\) - MAC VM Geolocation limitation](#)
- [Driver for Mac Takes Extensive Time](#)
- [Troubleshooting \(WEB\) - Mac/Safari Certificate warning override](#)