Samsung Portable SSD macOS Compatibility Troubleshooting Guide

Revision 1.2

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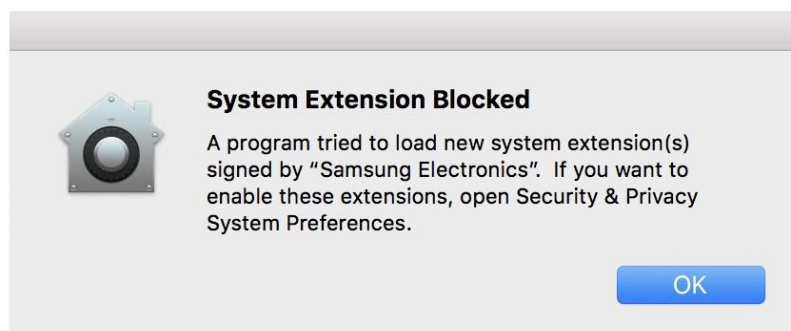
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Background

As macOS security policies are subject to ongoing updates, some macOS users may encounter compatibility issues when using devices equipped with software that is not directly distributed by Apple. This may lead some Samsung Portable SSD users who use macOS to experience compatibility problems with the Portable SSD Software.
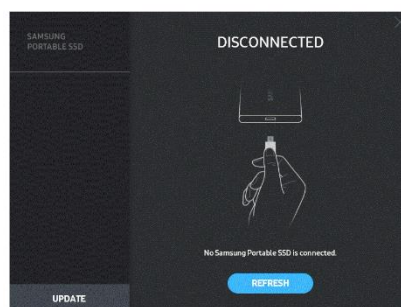
A "System Extension Blocked" message appears when installing Samsung Portable SSD Software

Example of error message

Or…

A "No Samsung Portable SSD is connected" notice appears even though the Samsung Portable SSD Software is installed on your device

Example of error message

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Troubleshooting Guide

The way this issue presents varies depending on the version of macOS you have. If you encounter a problem running the Samsung Portable SSD software on a system running macOS, please follow the steps below:

1. Check which version of macOS your system is running and whether you have the latest version[1] of the Portable SSD Software (version 1.6.6 or higher).

   The latest version of the Portable SSD Software can be found at
   https://www.samsung.com/semiconductor/minisite/ssd/download/tools/

   Please note that the software for the T7 Touch and T7 is different from the software for previous generations of portable SSD (T5, X5, and lower).

PORTABLE SSD SOFTWARE

Samsung Portable SSD Software for T7 Touch(2)	+
Samsung Portable SSD Software for T5, X5(2)	+

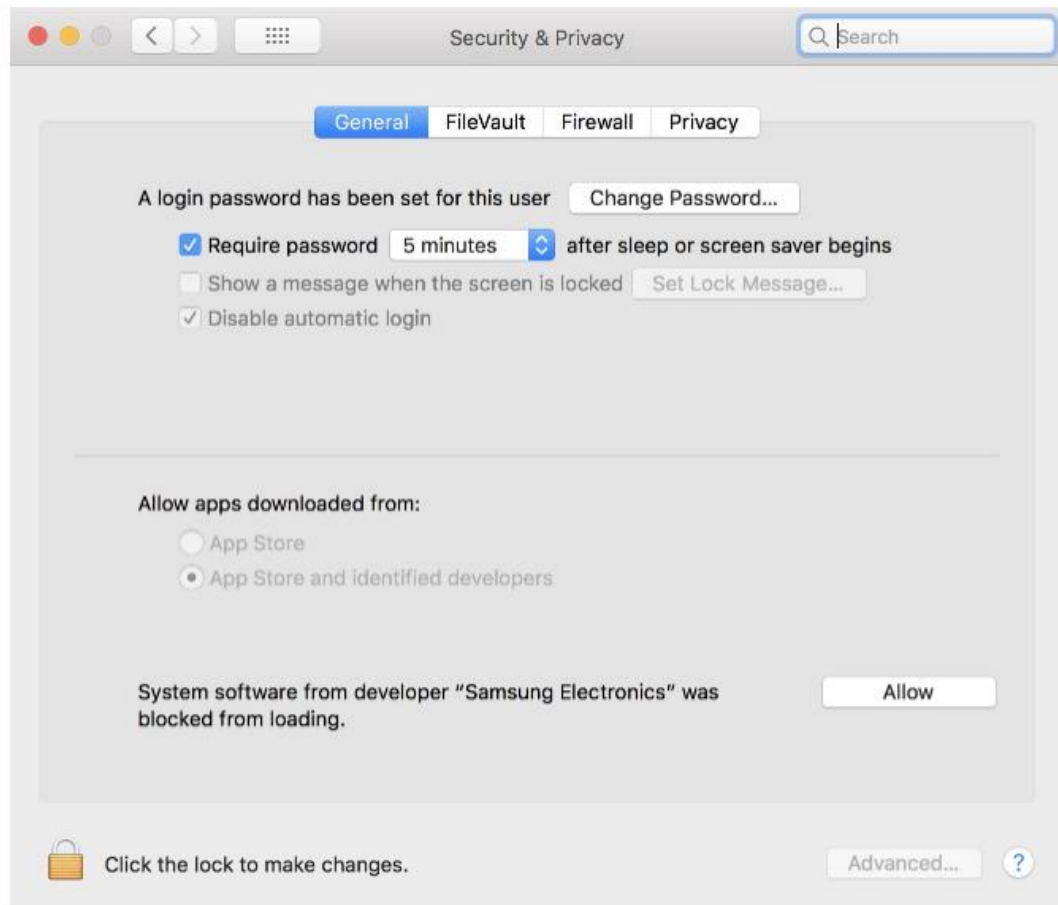*Software available on the SSD minisite*

2. Change your system's software settings to enable the use of the software.

   Open "Security & Privacy" in the "System Preferences" menu.

   Click the "Allow" button next to the message, "System software from developer "Samsung Electronics" was blocked from loading".

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[1] Please refer to the following link for more details on how to find out which macOS version you are using -
https://support.apple.com/en-us/HT201260

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Security & Privacy settings

Re-connect your Portable SSD to your device and execute the Samsung Portable SSD Software.
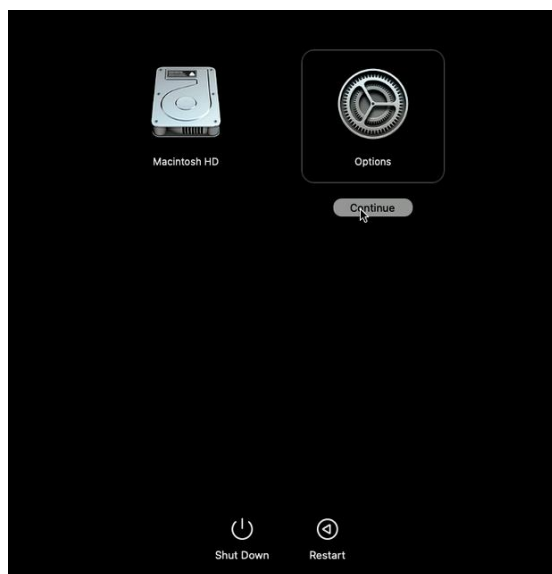
3. If the problem continues, delete and re-install the Samsung Portable SSD Software.

4. If the issue persists after you have followed the above troubleshooting guidelines, please contact an authorized Samsung service center.

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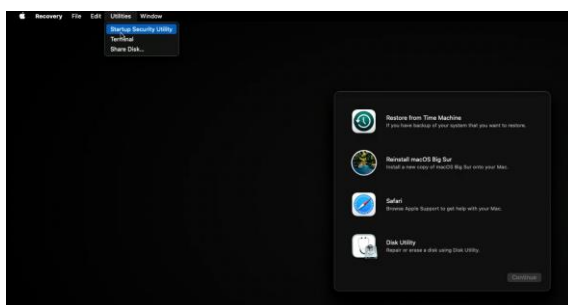# Troubleshooting Guide for MacPC with M1 Chip & Big Sur OS

If you encounter a problem when running the Samsung Portable SSD software on macOS, follow the steps below:

1. Prior to installing the Portable SSD software on your MacPC (Apple M1 chip + macOS Big Sur), you must select the "allow user management of kernel extensions from identified developers." After that, reboot your system.
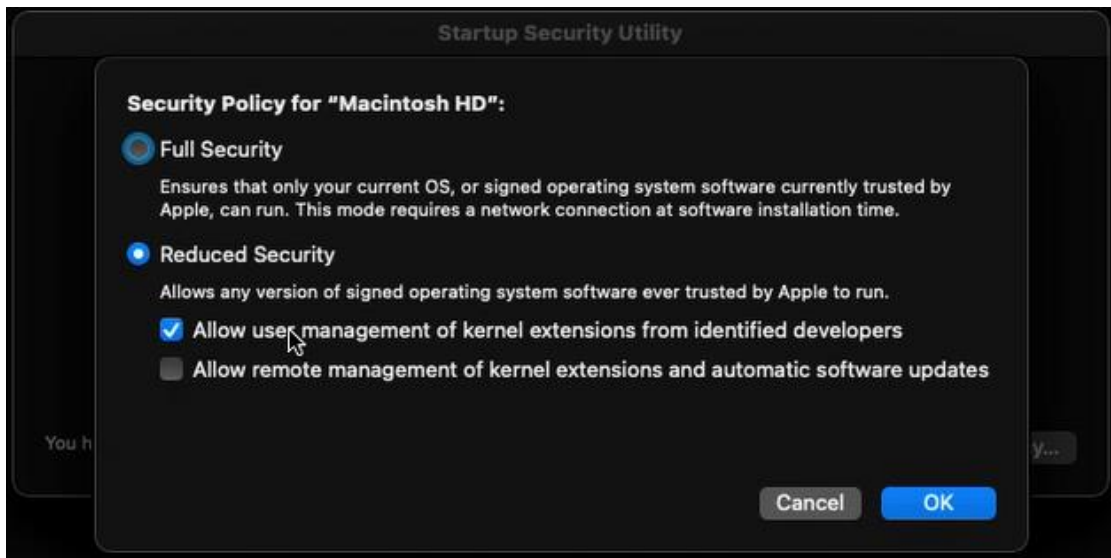
Settings navigation: "Utilities" → "Startup Security Utility" → "Security Policy" → "Reduced Security" → "Allow user management of kernel extensions from identified developers" → "OK" → "Restart"
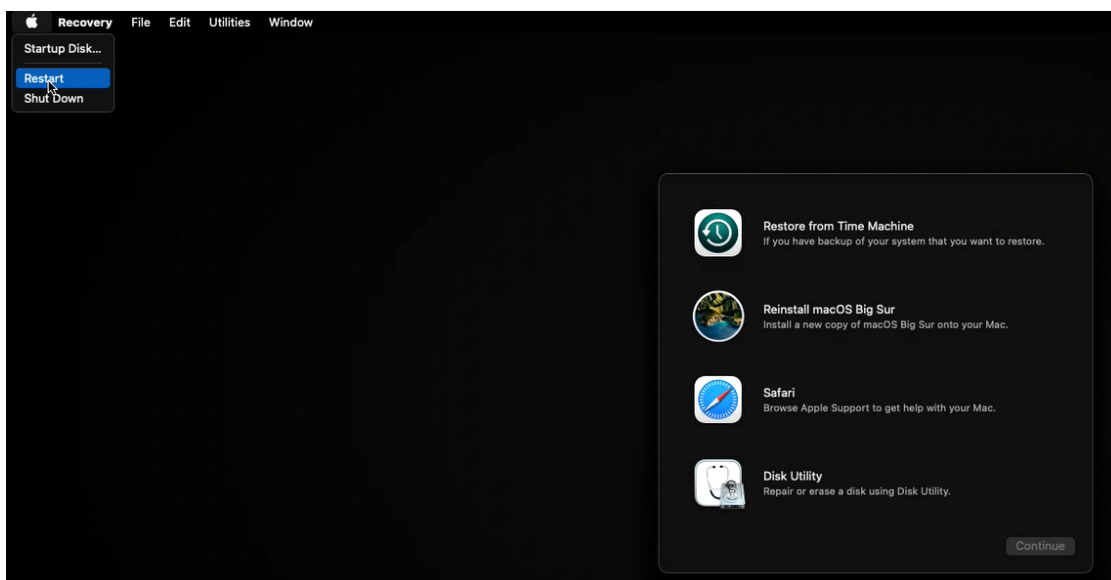

Utilities

Start Startup Security Utility

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Security Policy

Check the box next to "Allow user management…"– Under "Reduced Security"

PC rebooting

2. Once you have completed these steps, please visit
https://semiconductor.samsung.com/consumer-storage/support/tools/ to install the
updated version of the Portable SSD software.