

Samsung Portable SSD macOS Compatibility Troubleshooting Guide

Revision 1.1

DISCLAIMER

SAMSUNG ELECTRONICS RESERVES THE RIGHT TO CHANGE PRODUCTS, INFORMATION AND SPECIFICATIONS WITHOUT NOTICE.

Products and specifications discussed herein are for reference purposes only. All information discussed herein may change without notice and is provided on an “AS IS” basis, without warranties of any kind. This document and all information discussed herein remain the sole and exclusive property of Samsung Electronics. No license of any patent, copyright, mask work, trademark or any other intellectual property right is granted by one party to the other party under this document, by implication, estoppels or otherwise. Samsung products are not intended for use in life support, critical care, medical, safety equipment, or similar applications where product failure could result in loss of life or personal or physical harm, or any military or defense application, or any governmental procurement to which special terms or provisions may apply. For updates or additional information about Samsung products, contact your nearest Samsung office (www.samsung.com/ssd and www.samsung.com/support). All brand names, trademarks and registered trademarks belong to their respective owners.

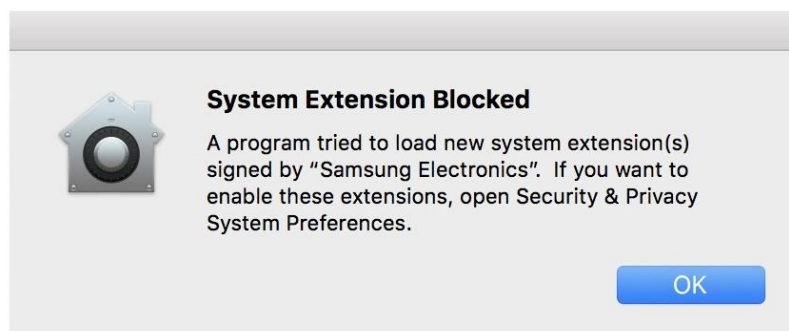
COPYRIGHT © 2021

This material is copyrighted by Samsung Electronics. Any unauthorized reproductions, use or disclosure of this material, or any part thereof, is strictly prohibited and is a violation under copyright law.

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.

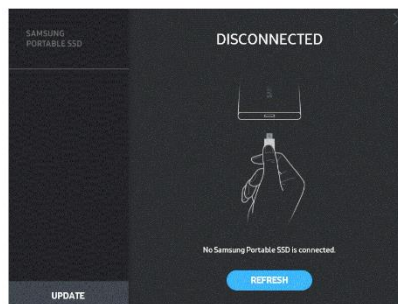
A "System Extension Blocked" message appears when installing Samsung Portable SSD Software



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

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 version¹ 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

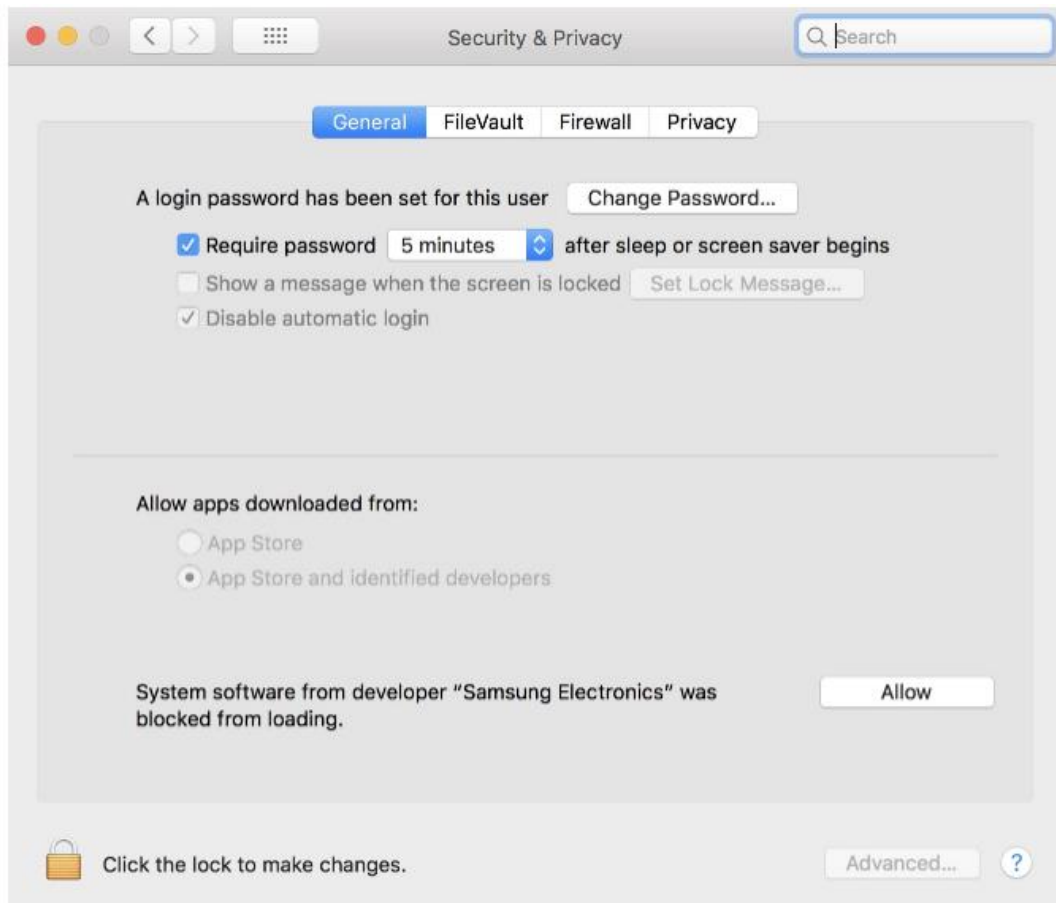
2. Change your system's software settings to enable the use of the software.

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".

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>



Security & Privacy settings

Re-connect your Portable SSD to your device and execute the Samsung Portable SSD Software.

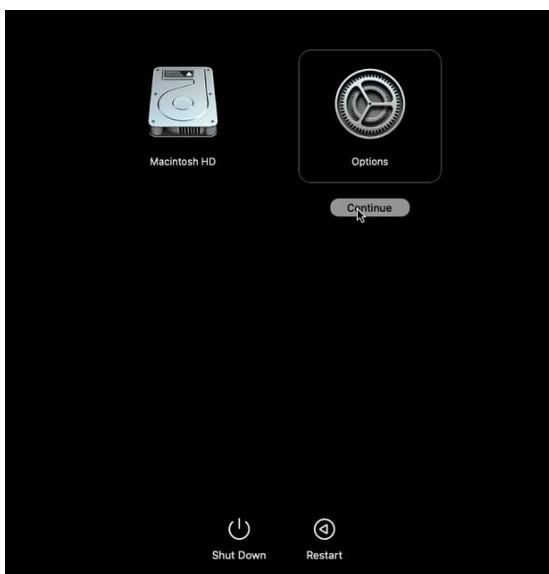
3. If the problem continues, delete and re-install the Samsung Portable SSD Software.
4. If the issue persists after you have followed the above troubleshooting guidelines, please contact an authorized Samsung service center.

Troubleshooting Guide for MacPC with M1 Chip & Big Sur OS

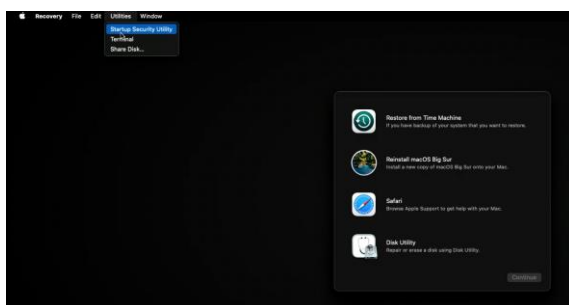
If you encounter a problem when running the Samsung Portable SSD software on macOS, follow the steps below:

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.

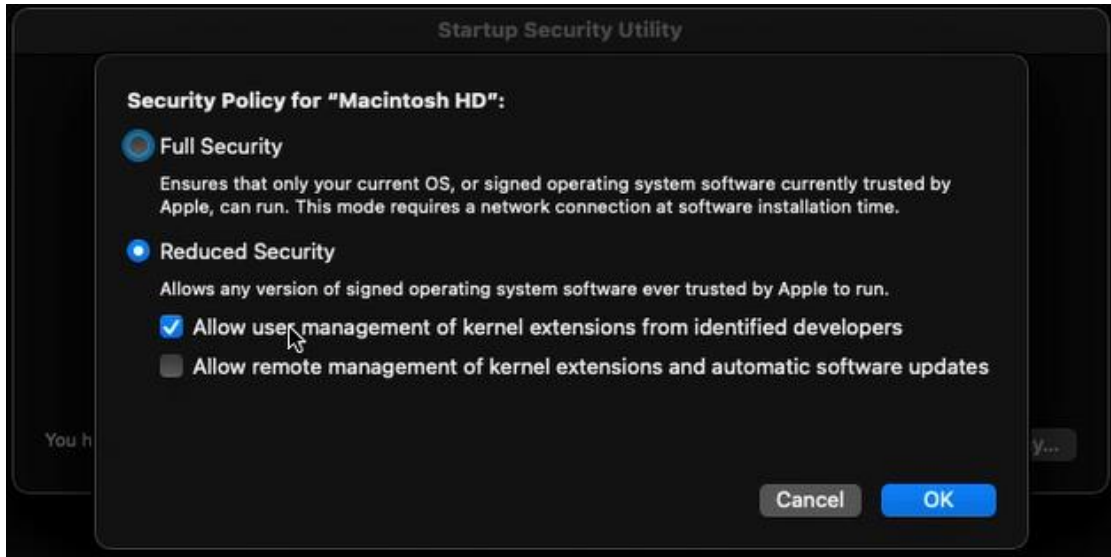
Settings navigation: "Utilities" → "Startup Security Utility" → "Security Policy" → "Reduced Security" → "Allow user management of kernel extensions from identified developers" → "OK" → "Restart"



Utilities

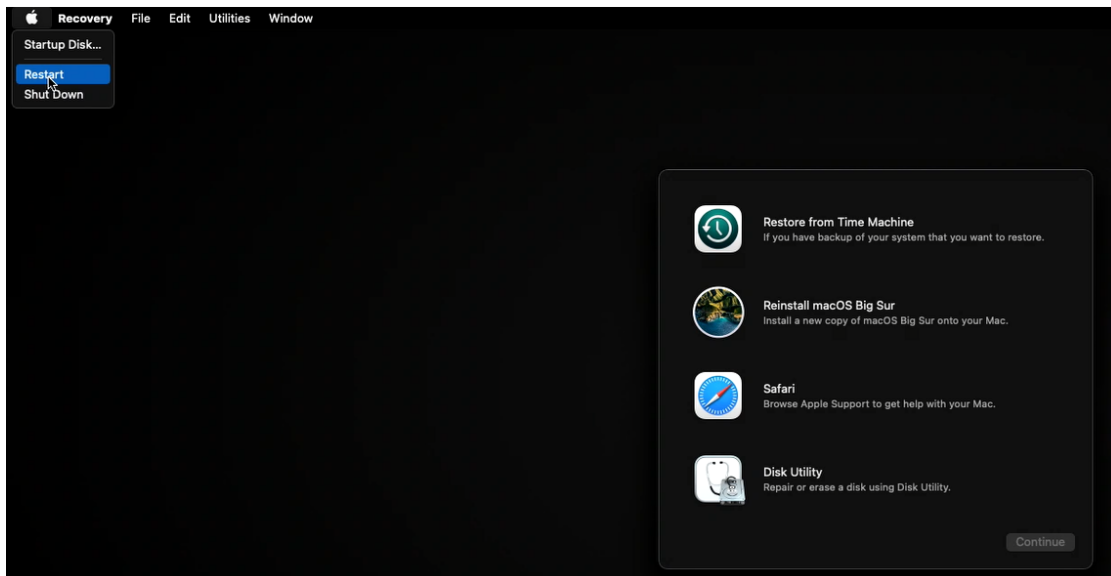


Start Startup Security Utility



Security Policy

Check the box next to “Allow user management...”– Under “Reduced Security”



PC rebooting

2. Once you have completed these steps, please visit www.samsung.com/samsungssd to install the updated version of the Portable SSD software (for Big Sur).

Samsung Portable SSD Software for T7 | T7 Touch (4)

• Portable SSD Software 1.0 for Windows

Version 1.72 | 708MB [DOWNLOAD](#)

• Portable SSD Software 1.0 for Mac

Version 1.72 | 9.82MB [DOWNLOAD](#)

• **Portable SSD Software 1.0 for Mac (The macOS Big Sur user's only)**

Version 1.73 | 22.8MB [DOWNLOAD](#)

• Portable SSD Software Compatibility Troubleshooting Guide for MacOS

Version 1.0.0 | 198MB [DOWNLOAD](#)