Samsung Portable SSD macOS Compatibility Troubleshooting Guide

Revision 1.0

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Background

macOS security policies are continuously updated, so some users may encounter software that is not distributed by Apple incompatible with macOS. Portable SSD Software included in Samsung Portable SSDs may run into such incompatibility issue.
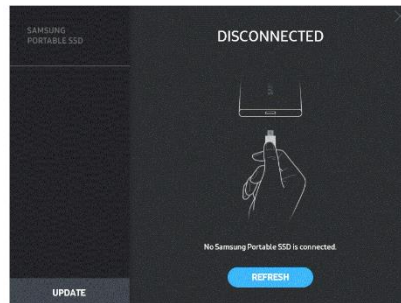
[Examples]

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

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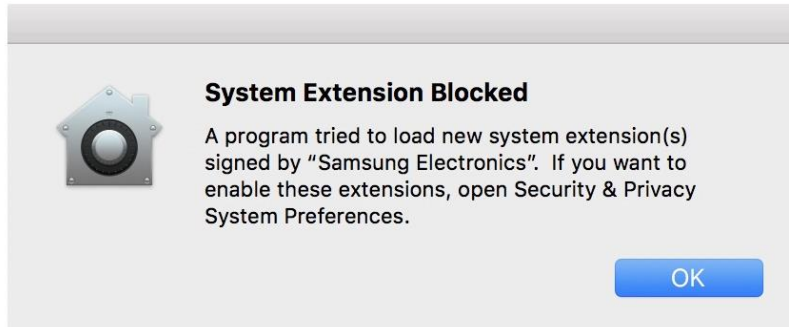
Example of error message

"No Samsung Portable SSD is connected." message appears even though the Samsung Portable SSD Software has been installed on the device running macOS

Example of error message

Troubleshooting Guide

The issues vary depending on the macOS version. If you encounter a problem when running the Samsung Portable SSD software on 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
   http://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

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Portable SSD Software Compatibility Troubleshooting Guide for MacOS	+
Samsung Portable SSD Software for T7 Touch(3)	+
Samsung Portable SSD Software for T5, X5(3)	+

Software available on the SSD mini-site

2. Change software settings in your system running macOS in order to use 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 your macOS version –
https://support.apple.com/en-us/HT201260
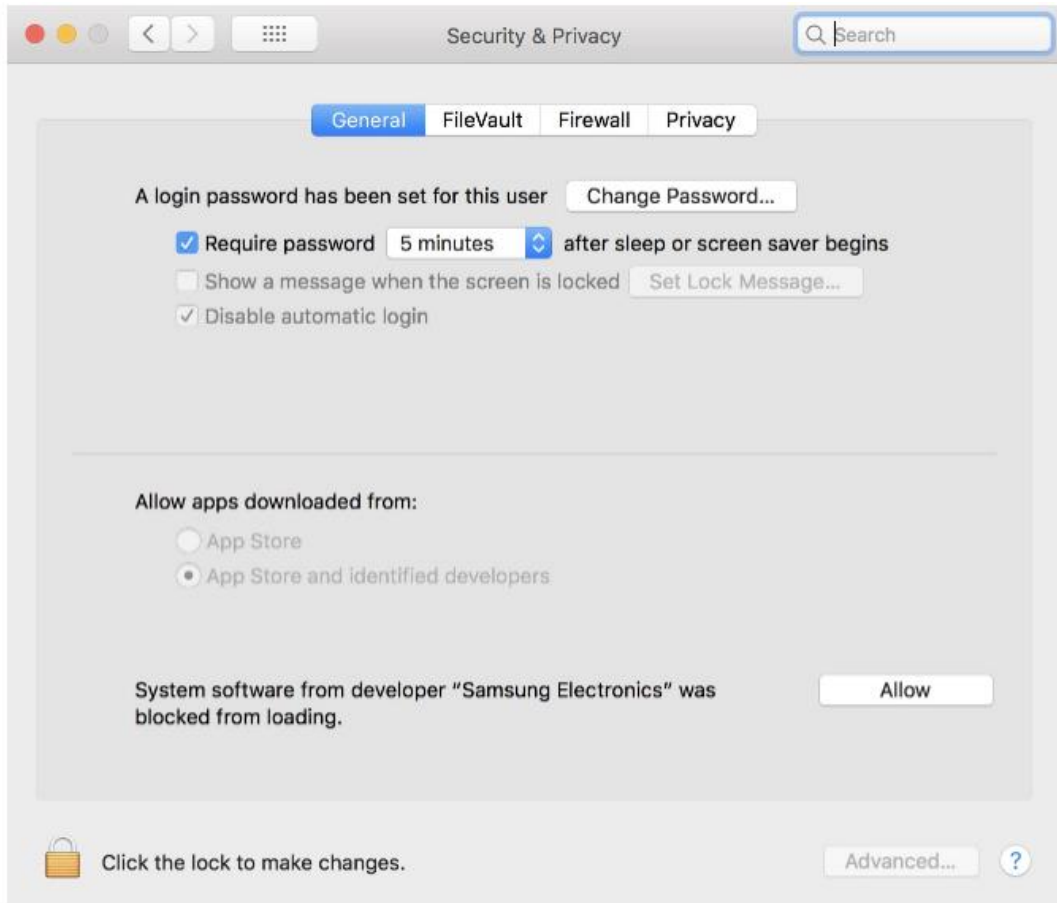
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Security & Privacy settings

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

3. If the problem continues, delete and re-install the Samsung Portable SSD Software.

4. If the problem does not get resolved even after following the troubleshooting guidelines, please contact an authorized Samsung service center.

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