

AXSM Drive Software Ver 3.5.0 for Win/Mac is released.

This document describes how to install AXSM Drive Software and its precautions.

Refer to the operation manual (here after called "manual") supplied with AXS-CR1 or AXS-AR1, AXS-AR3.

[Additional Items in Ver. 3.5.0]

- Support new version of AXS Memory Card Firmware (Win/Mac)
- Vulnerability fixes (Win)
- Support macOS Tahoe 26.2 (Mac)

Note) When installing on the Mac with Apple Silicon, it is necessary to change the Security Policy setting. See below for details.

[System requirements]

The AXSM Drive Software Ver. 3.5.0 has been tested under the following conditions.

Note) There are some limitations to be aware of when using Windows, so please refer to "About the Windows environment" at the end.

It is required to change security settings of a Mac with Apple Silicon when it is not yet done.

For more details, please reference the section of [How to install this software].

- Operating system

Windows 10 Pro 64bit 22H2 ESU \*1

Windows 11 Pro 64bit 25H2, 24H2

macOS Sonoma 14.8.3 \*2

macOS Sequoia 15.7.3 \*2

macOS Tahoe 26.2 \*2

\*1 Need to purchase the Extended Security Updates (ESU) for Windows 10 provided by Microsoft.

\*2 Intel Mac and Mac products with Apple silicon are supported.

- Memory

4GB or more

- Free hard disk space

10GB or more

- USB (AXS-CR1)

AXS-CR1 works on all of the above operating systems.

Hi-Speed USB (USB 2.0)

(A Hi-Speed USB (USB 2.0) host controller is required to connect a computer to AXS-CR1. )

SuperSpeed USB (USB 3.0)

(A SuperSpeed USB (USB 3.0) host controller is required to connect a computer to AXS-CR1. )

- Thunderbolt (AXS-AR1)

AXS-AR1 works only on Mac.

Thunderbolt 2

(A Thunderbolt 2 host controller is required to connect a computer to AXS-AR1.)

Thunderbolt 3

(A Thunderbolt 3 – Thunderbolt 2 adaptor is required.)

– Thunderbolt (AXS-AR3)

AXS-AR3 runs on Windows 10/11 in addition to Mac. However, Windows 10/11 has restrictions, refer to the [Restrictions] below.

Thunderbolt 3

(A Thunderbolt 3 controller is required to connect to Win/Mac with this unit.)

Notes:

These test results may not apply to all computers.

**【Installing AXSM Drive Software】**

Unzip [AXSMDriveSoftware\_3\_5\_0\_mac.zip] or [AXSMDriveSoftware\_3\_5\_0\_win.zip].

Double-click AXSMDriveSoftware\_3\_5\_0\_mac.dmg or AXSMDriveSoftware\_3\_5\_0\_win.exe and follow the instructions of the installer.

When you upgrade the software on Mac,

the older version is overwritten with the new one. Uninstall is not required.

When you upgrade the software on Windows,

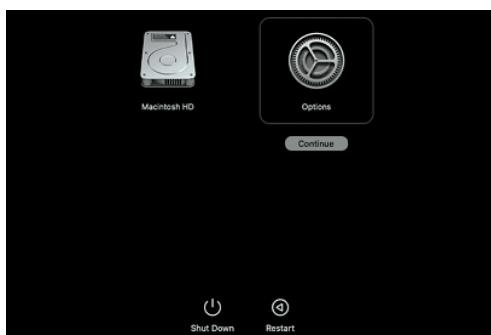
Select the previous version in “Programs and Features”, remove it, and then install it.

After installation, you will be prompted to restart the OS, so restart the PC.

Please restart the OS after installation to ensure that the setting information is reflected.

–When installing on an M1 Mac with Apple Silicon, you need to change the security policy settings. Before installing “AXSM Drive Utility” on a Mac equipped with Apple Silicon, follow the procedure below. You need to change the security policy setting to “Low Security”.

1. On the Mac with Apple silicon, select [Shut Down] from Apple menu.
2. Press and hold the power button until you see “Loading startup options.”
3. Click [Options], then click [Continue].



4. In macOS Recovery, if you are prompted for user selection, click [Next] and enter the password for an administrator account, if required.
5. In the Recovery Application, select [Startup Security Utility] from the [Utilities] menu.
6. Select the startup disk you want to use to set the security policy.  
If the disk is encrypted with FileVault, click [Unlock], enter the password, then click [Unlock].
7. Click [Security Policy].
8. Select [Reduced Security], then select the [Allow user management of kernel extensions from identified developers] checkbox to allow installation of software that uses legacy kernel

extensions and enter the password for an administrator account, if required.

9. Restart your Mac to apply the changes.

-Installing on macOS 14.8 or 15.7 or 26.2,

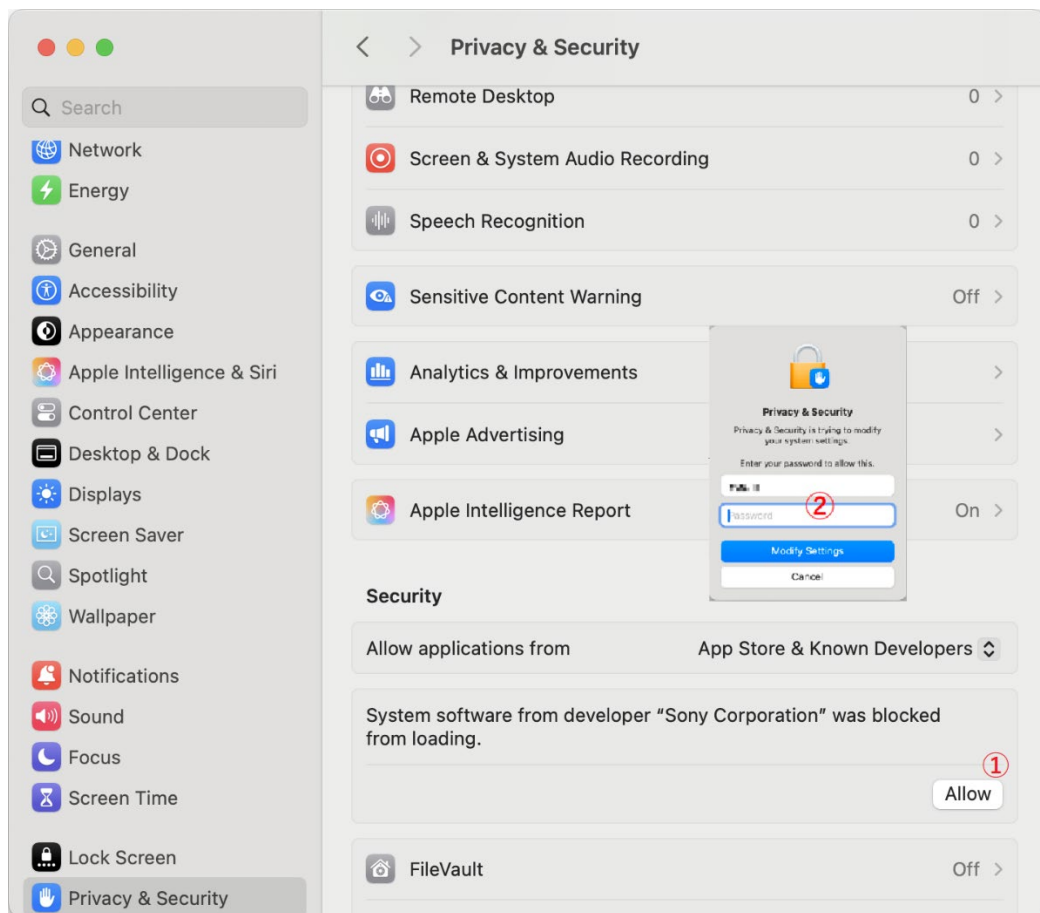
Open the screen of "System Preferences" as shown below, and be sure to "Allow" "Load system software" if read permission is required. Not required if it was already allowed during the previous installation, such as in an overwrite installation. However, if there are any new additions, please check them.

Open [Privacy & Security] form [System Settings]

1. Press the "Allow" button on right side of "System Software was blocked from loading..."

2. Input the Administrator's ID and Password.

(See the figure below)



[Language]

AXSM Drive Software automatically switches between EN and JP according to the language that a system is operating in.

[Restrictions]

-Setting the power saving mode may, in the worst case scenario, damage the media.

When Windows or Mac goes to sleep, an inconsistency occurs between the external device and the OS, which may cause the PC to display a blue screen.

Also, if Windows or Mac goes to sleep while an operation is in progress, it may damage the media.

In particular, be sure not to put the computer to sleep when performing firmware updates or memory formatting.

- Ejecting media:
  - If you eject media from AXS-CR1 first, the icon will remain on the desktop.
  - The icon disappears when you remove the icon to the trash can on the desktop.
- Connecting Mac via USB3.0:
  - Recommend connecting an AXS-CR1 to a USB3.0 port equipped with Mac as standard.
  - Third party USB3.0 cards may not recognize AXS-CR1 properly, or fail to transmit recovery clip data correctly. Especially when you transferred clip files, check to see the result using application software such as RAW Viewer.
- Connecting Win via Thunderbolt3
  - Recommend connecting an AXS-AR3 to a Thunderbolt3 port equipped with Windows PC as standard. Thunderbolt 3 cards made by other companies may not recognize the AXS-AR3 correctly or may not transfer data correctly. When transferring a clip file, be sure to check it with an application such as RAW Viewer.
  - On Windows, even if multiple AXS-AR3 are connected, they may not be recognized correctly.
  - If you set the power saving mode in Windows, it may not work properly with the standard BIOS settings. When Windows goes to sleep, there is a state inconsistency between the external device AXS-AR3 and Windows, which can lead to the worst blue screen. If you really want to use it in power saving mode, please try [2. Setting the machine environment] in the following [Precautions].

## [Precautions]

### 1. Operating Utility

- If you start operating Utility before the mount is completed, the computer may become unstable.
  - Make sure to complete mounting media on OS, and then start operating Utility.
  - If you mount it with the OS standard file system driver, access will be slow, so please mount the media after the OS starts.
- Fully formatting the AXS memory card, and updating the firmware of the AXS memory card.
  - Formatting cannot be performed when a media is accessed or opened by Finder, Explorer and other Application Software.
  - When formatting is completed, the computer automatically unmounts the media. Once all these procedures are completed, re-inject the media to the drive.
  - After updating the firmware, the media will be automatically unmounted except in the followings.

- When using AXS-AR3 on Windows

After unmounting, it will be automatically remounted, so remove the AXS memory card from the drive on the OS.

- When using AXS-CR1 on Mac

It is not automatically unmounted, drag and drop the AXS memory card icon to the "trash can".

- Updating the firmware of the AXS-AR3 drive.

- Follow the dialog displayed after the firmware update is completed.

- Even if you disconnect the Thunderbolt3 cable, it may not restart, so be sure to disconnect the power adapter of the drive unit and then reconnect it.

- If you disconnected the cable while updating the firmware, the media or drive may get damaged or the computer may become unstable and may become stuck. In such cases, wait for a moment and re-inject the media, or restart the computer. The media will work correctly unless the media or drive is seriously damaged.

- Recovering Clip file stored on AXS Memory Card or computer

- We have confirmed the operation with the file created by the firmware version 6.00 of AXS-R7.

- "Recovering Clip" is available for the corrupted Clip-files recorded by AXS-R5 whose firmware version is 2.00 and later.

It is recommended to update AXS-R5 firmware to version 2.00 and later.

If you want to recover the corrupted Clip-files recorded by the older version of AXS-R5, use a "restore" function of AXS-R5.

- "Recovering Clip" does not recover the AXS Memory Card itself.

If you want to recover the AXS Memory Card, try to use a "restore" function of AXS-R5 or AXS-R7. However, it does not guarantee complete repair completely.

- This function cannot repair anything other than clip files.

- Execution Time required for recovery varies depending on the size of clip files.

- While recovering a file in the AXS Memory Card, avoid copying other files in same media to the computer.

- When you recovered clip files in AXS Memory Card, check the recovered files using application software such as RAW Viewer.

- When checking clips taken with VENICE 2 etc., please use the Viewer application that supports VENICE 2.

#### <Note>

Catalyst Browse may not be able to recognize the recovered clip in the Recovery Folder.

In that case, drag and drop the recovered clip directly from the Finder to the GUI of the application,

or move it to another folder such as Desktop, you can check the recovered clip.

## 2. Setting a computer

It is recommended to use the computer in "High-performance mode." Other mode setting may interfere with the proper operation of AXS-CR1 or AXS-AR1, AXS-AR3 drive.

It is also recommended to temporarily disable the followings:

Resident programs such as antivirus and backup tools, or self-encrypting drive management services (e.g. Security management software for drives).

If you want to use "SoftRAID",

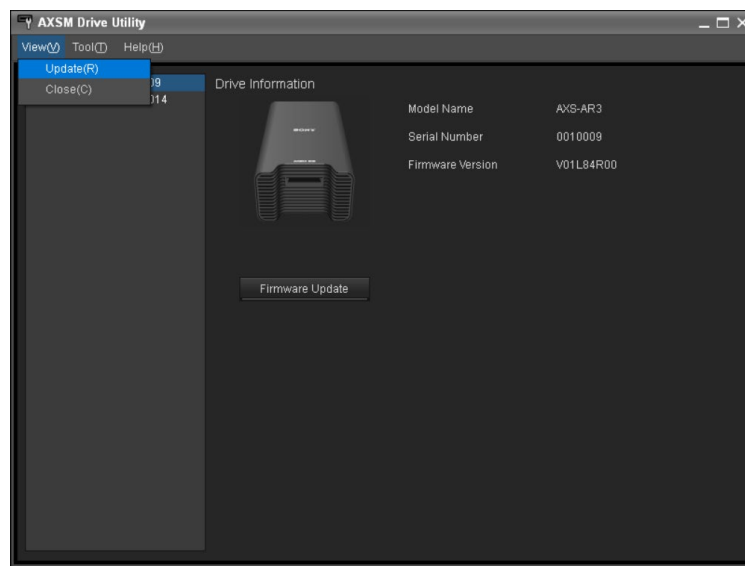
The operation response may be improved by removing AXS Memory from the SMART target device.

Please set in the this application's "DISABLE SMART" menu.

If you really want to use AXS-AR3 in the power saving mode of Windows 10/11, please try 1) or 2) below.

- 1) When removing the media, be sure to click the [Update] button in the [VIEW] menu of Utility and then remove it.

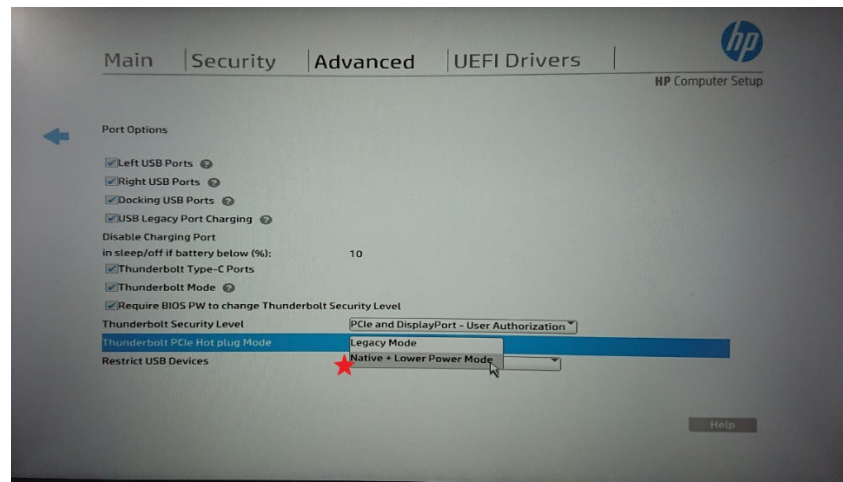
note) The update [update] function of Utility for Windows has a function to notify the OS of the change of state of the drive. However, please note that this does not prevent media failure as described in the [Restrictions].



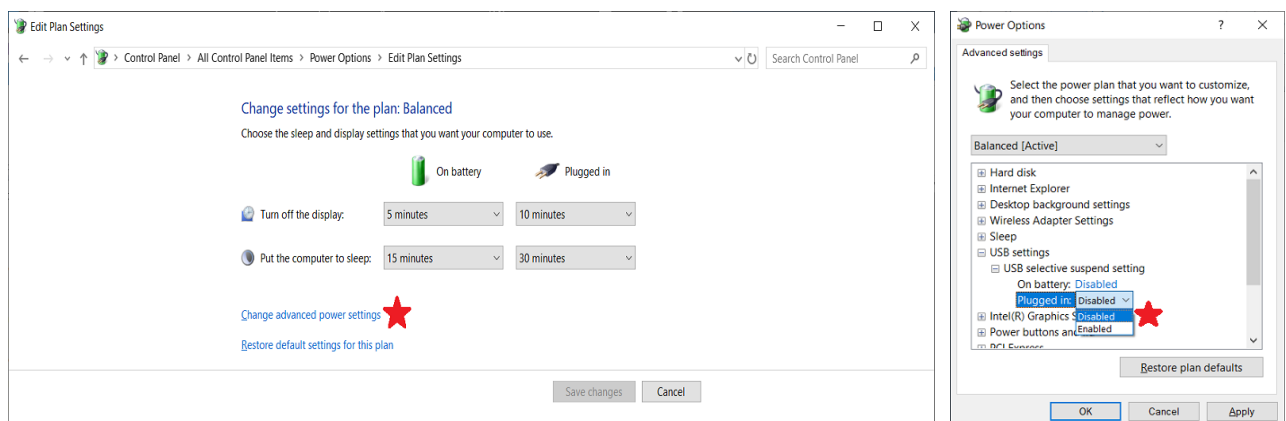
- 2) Make settings related to the power saving mode of Thunderbolt devices on Windows PC.

Please contact your PC manufacturer for proper BIOS settings for your PC. The following is an example of an HP EliteBook.

- i) Set Advanced> Port Options> Thunderbolt PCIe Hot plug Mode in UEFI BIOS to "Native + Lower Power mode" and confirm with [Save and Exit] in Main Menu.



- ii) Open Advanced Setting of Power Options in the Windows OS Control Panel and set Plugged in in the USB Selective Suspend setting to Disable.



### 3. Initializing AXS Memory

Make sure to perform formatting media by full format function of AXSM Drive Software or by AXS-R5 or AXS-R7 or VENICE 2; not by using formatting function of the operating system.

### 4. About AXS memory card life data display

AXSM Drive Utility version 3.1 or later will display the life data of AXS memory cards (when less than 80%).

### 5. About AXS-CR1/AXS-AR1/AXS-AR3

When using them, be sure to use the power adapter.  
Refer to AXS-CR1/AXS-AR1/AXS-AR3 manual for details.

### 6. To use SxS Memory Card

The SxS UDF Driver needs to be installed when using an SxS Memory Card function by AXS-AR1. Please download it from Sony's web site and install it to your Mac.

### 7. About Drive Firmware for SxS PRO X memory card

In rare cases, when using SxS PRO X memory with AXS-AR1, the connection may be unstable.

It can be improved by updating to the latest Firmware for SxS Drive.

If you already have such as SBAC-T40 or SBAC-US30 that supports SxS PRO X memory, please use that.

## 8. About log acquisition

In the Help of Utility, it is stated that the log folder will be changed from “/Library/Logs/AXSM” to “/Library/Application Support/AXSM/Logs/” after macOS Mojave. Even MacOS before Mojave will be changed to “/Library/Application Support/AXSM/Logs/” in the latest environment.

## 9. How to obtain software and documents.

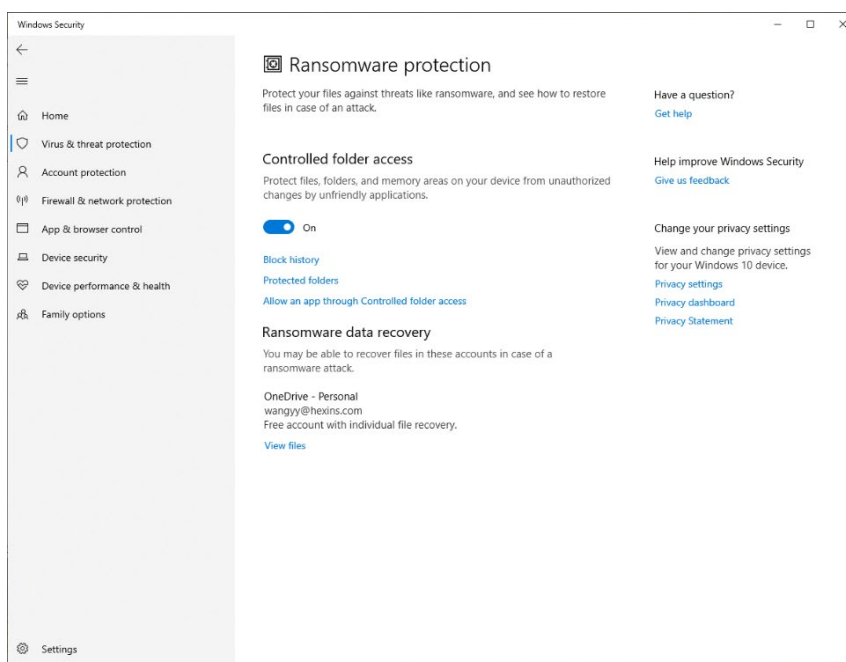
Software and documentation can be obtained by searching for the model name (e.g., AXS-AR3) on the Product Resources Search – Sony Pro website.

<https://pro.sony/product-resources/product-resources-search>

[About the Windows environment]

## About the impact of the new Defender features

We would like to inform you about the impact of the new Defender features introduced in Windows 10 and Windows 11. Defender now includes a “ransomware prevention” feature, but if Controlled Folder Access is set to “ON” in the “Ransomware Protection Settings” on the Windows Security screen, AXSMemory Drive Utility Software may not function properly.



If this doesn't work, add the following three applications to the “Add allowed applications” list:

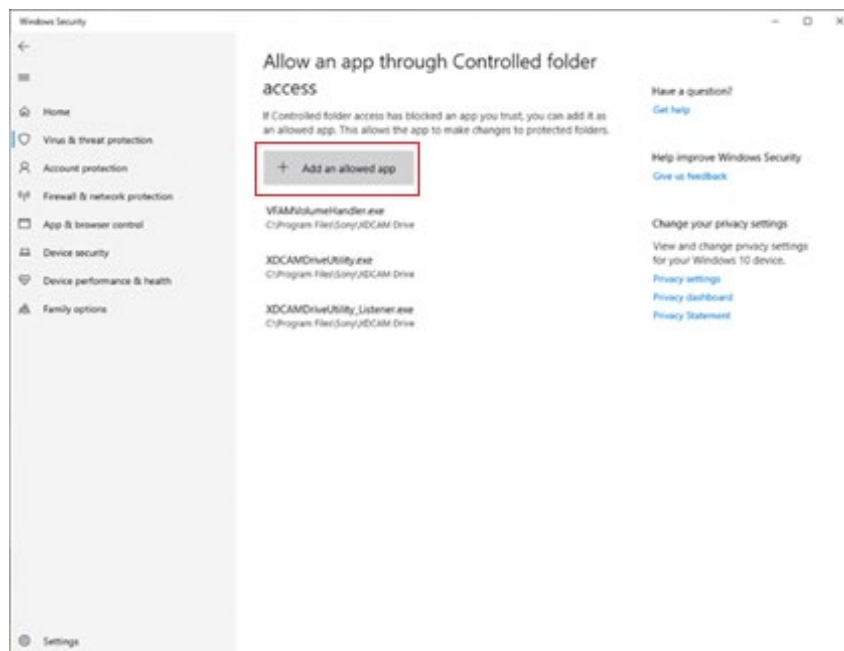
Folder : C:\Program Files (x86)\Sony\AXSM

Application Software: AXSMDriveUtility.exe

AxsMemSvc.exe

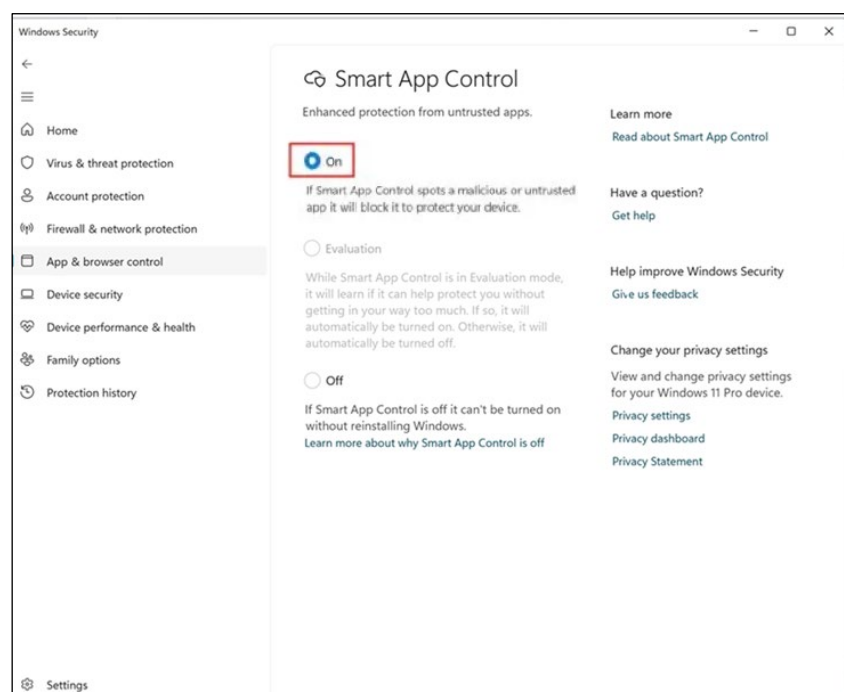
AxsMemUtilityListener.exe





About the impact of Smart App Control (SAC), which was introduced in Windows 11 22H2

If Smart App Control (SAC), which became available in Windows 11 22H2, is set to "On," you may see the message "Parts of this app have been blocked" when launching the AXSM Drive Utility application. This occurs when SAC is unable to check the app's digital signature on the cloud.



The main specifications of SAC are as follows.

1. SAC will not be enabled on PCs upgraded from versions prior to Windows 11 22H2.
2. PCs with a new installation of Windows 11 22H2 will initially be in evaluation mode. There will be no effect during evaluation mode, but if Windows learns how the PC is being used during evaluation mode and decides to turn SAC on, it will be turned on.
3. After SAC is turned on due to evaluation mode, manually changing SAC to OFF will permanently turn it off.

If the message "A portion of this app has been blocked" is displayed,

- You can use the software by connecting to the Internet.
- If you want to use the software in an environment without an Internet connection, connect to the Internet, uninstall and reinstall the software once, then restart the Windows OS and verify that the software's Utility application launches without being blocked. From then on, you will be able to use the software without a network connection.

You can also disable the SAC function itself, but this is a security feature and is not recommended.

<Reference>

The SAC feature may be enabled on PCs initially set up with Windows 22H2 or later, or on PCs that have had a clean OS install.

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