

[AXSM Drive Software] 2021/3/5

AXSM Drive Software Ver 3.0.0 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 V3.0.0]

- Support for New AXS-AR3 Drive
- Support for 64bit macOS Big Sur 11.1 (Intel Mac Only)
- Support for 64bit Windows 10

[System requirements]

The AXSM Drive Software Ver. 3.0.0 has been tested under the following conditions.

Note) This software only supports Intel version of Mac. (Not supported on Apple M1 Mac)

- Operating system
 - Windows 8.1 32bit/64bit
 - Windows 10 64bit
 - macOS Big Sur 11.1
 - macOS Catalina 10.15.2
 - macOS Mojave (64bit) 10.14.6
 - macOS High Sierra 10.13.6
- Memory
 - 4GB or more
- Free hard disk space
 - 200MB 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-AR1)
 - AXS-AR3 runs on Windows 10 in addition to Mac. However, Windows 10 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]

Double-click AXSMDriveSoftware_3_0_0_mac.dmg or AXSMDriveSoftware_3_0_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,

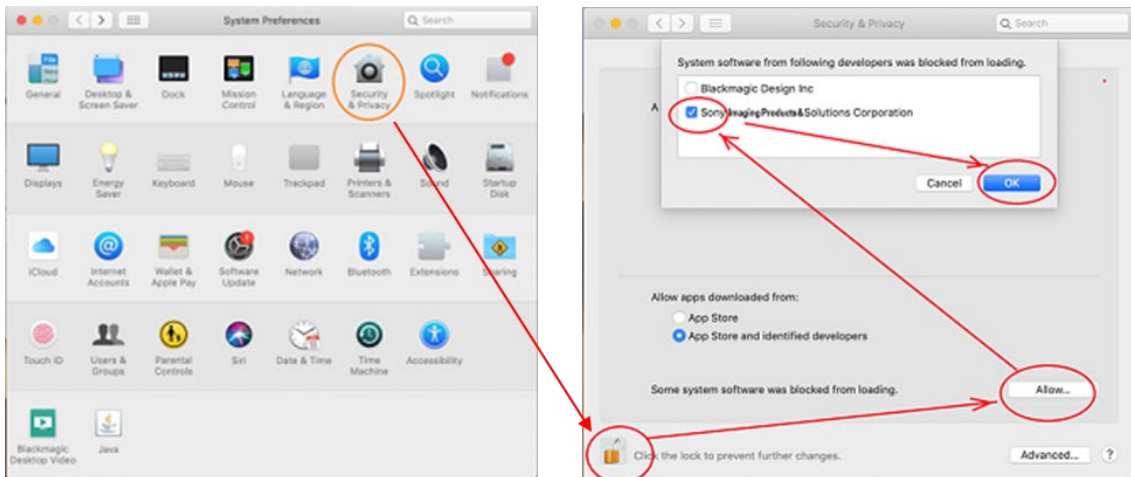
Select the previous version in "Programs and Features", remove it, and then install it.

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

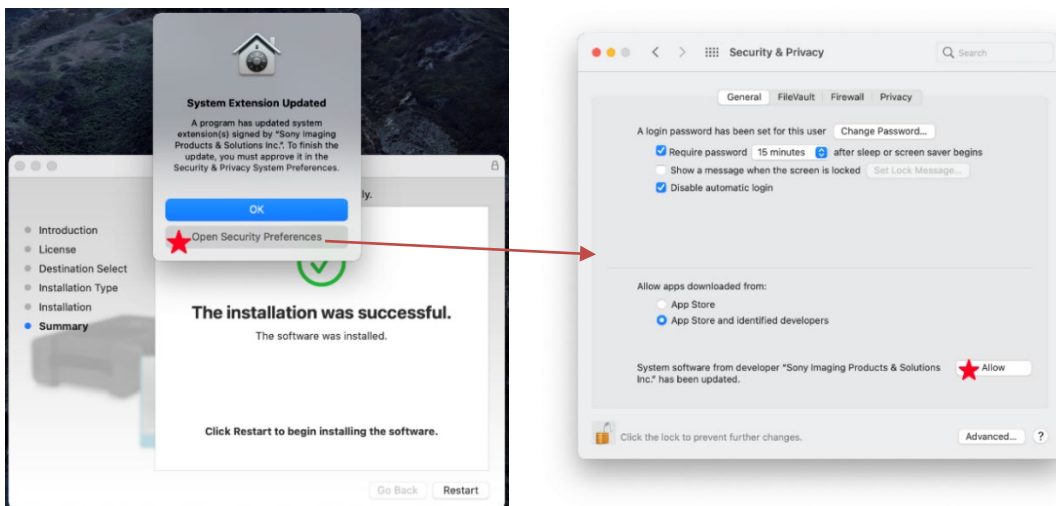
-Installing on macOS 10.13 or 10.14 or 10.15 or 11.1,

Open the "Security & Privacy" screen of "System Preferences" as shown below, and be sure to "Allow" the "Load system software".

1. Open "Security & Privacy" from "System Preference" and
2. Press the "Allow" button on right side of "System Software was blocked from loading..."
3. Check out the System software of "Sony Imaging Products & Solutions" and press "OK" .



If the following dialog is displayed during installation, select "Open Security Preferences". This will open the "Security & Privacy" screen. The following is an example for macOS Big Sur.



Note:

If you do not allow it during installation, it will return to its original state after restarting the OS. In that case, run the installer again and set the permission of the System software.

[Language]

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

[Restrictions]

- 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-CR3 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.
 - 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.

- 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".
 - If the cable is disconnected during updating the AXS memory card firmware, the media may get damaged or the computer may become unstable. In such cases, wait for a moment and re-inject the media, or restart the computer. The media will work correctly unless the media is seriously damaged.
- 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.
- 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.
 - 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.
- <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.

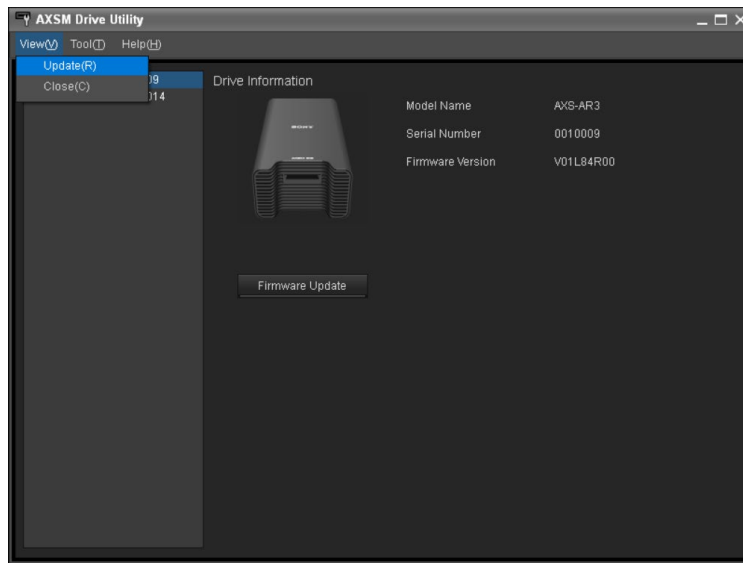
It is also recommended to temporarily disable the followings:

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

If you really want to use AXS-AR3 in the power saving mode of Windows 10, 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.

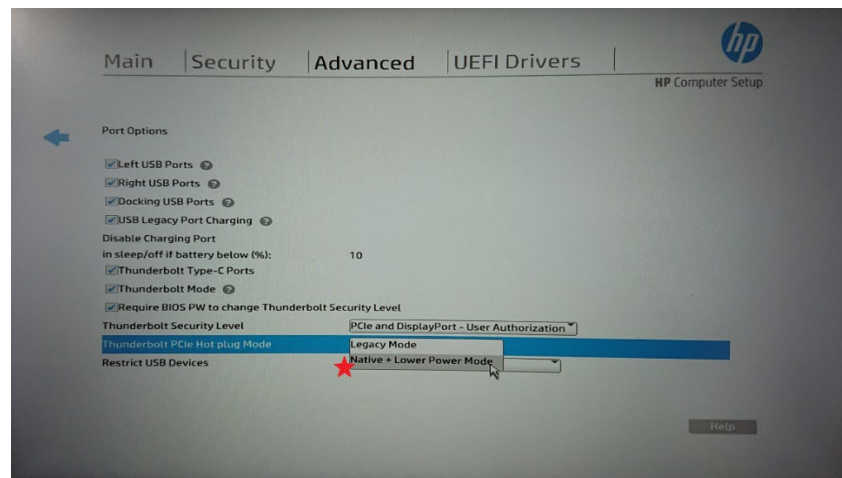
note) The update [update] function of Utility for Windows has a function to notify the OS of the change of state of the drive.



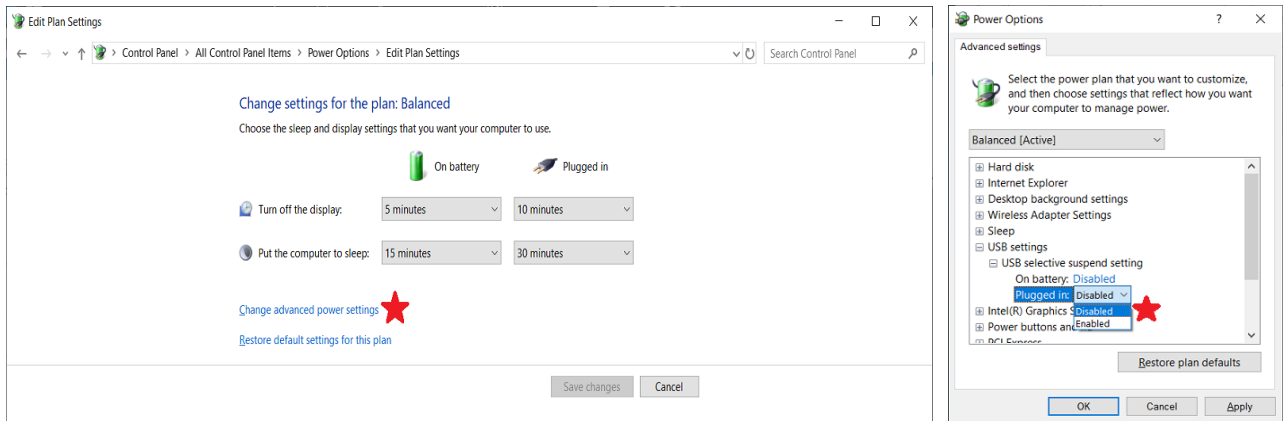
2) Make settings related to the power saving mode of Thunderbolt devices on Windows PC.

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; not by using formatting function of the operating system.

4. About AXS-CR1/AXS-AR1

Electric power is not supplied to the drive via cable. Use the supplied AC adapter. Refer to AXS-CR1/AXS-AR1 manual for details.

5. 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.

6. About Drive Firmware for SxSPROX memory card

In rare cases, when using SxSPROX 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 SxSPROX memory, please use that.

7. 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.
