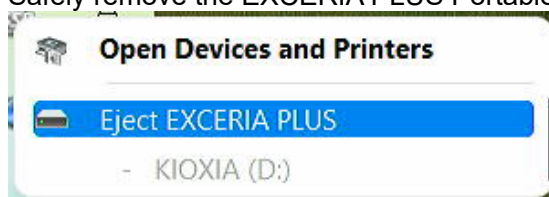**Procedure for confirming that the EXCERIA PLUS Portable SSD is locked with password protection**
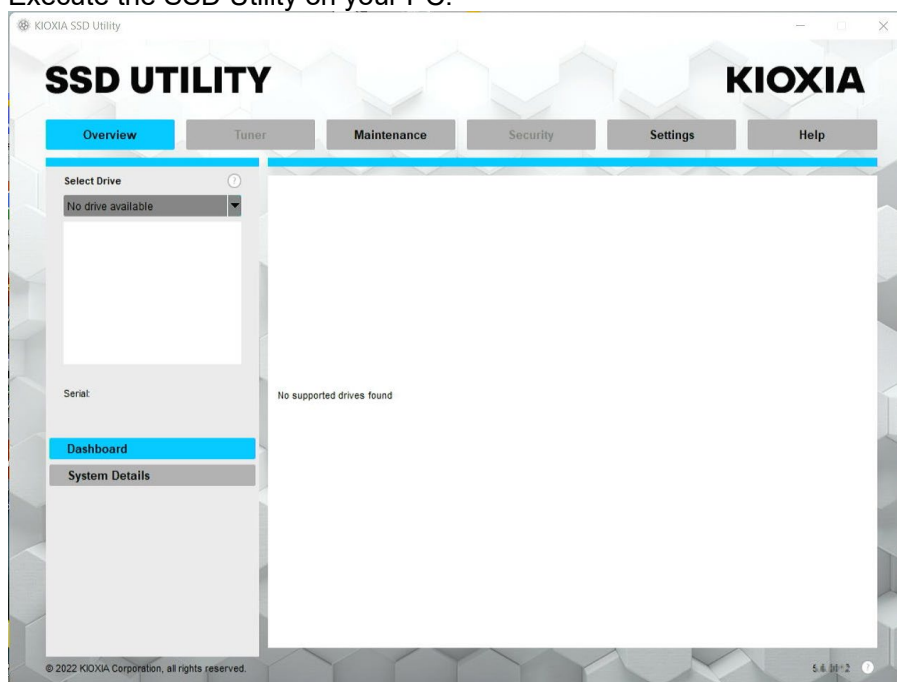
To ensure that your EXCERIA PLUS Portable SSD is password protected by SSD Utility, please follow the steps below.

● How to confirm password protection on EXCERIA PLUS Portable SSD

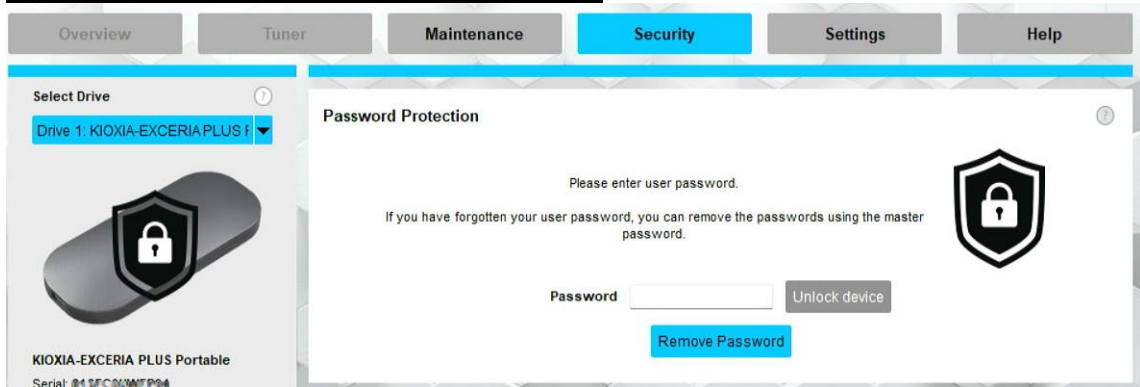1. Safely remove the EXCERIA PLUS Portable SSD from your PC.


2. Execute the SSD Utility on your PC.

3. Connect the EXCERIA PLUS Portable SSD to your PC.

4. If the SSD Utility recognizes the EXCERIA PLUS Portable SSD and a black shield icon appears, **the device is locked by password protection.**

If the black shield icon does not appear, select "KIOXIA-EXCERIA PLUS Portable" from "Select Drive" and select the "Security" tab. If the "Remove Password" button appears even though you have not "Unlocked the device" as shown below, the password protection may not be set correctly. In this case, please click the "Remove Password" button to remove the passwords, and then try "Set Password" again.
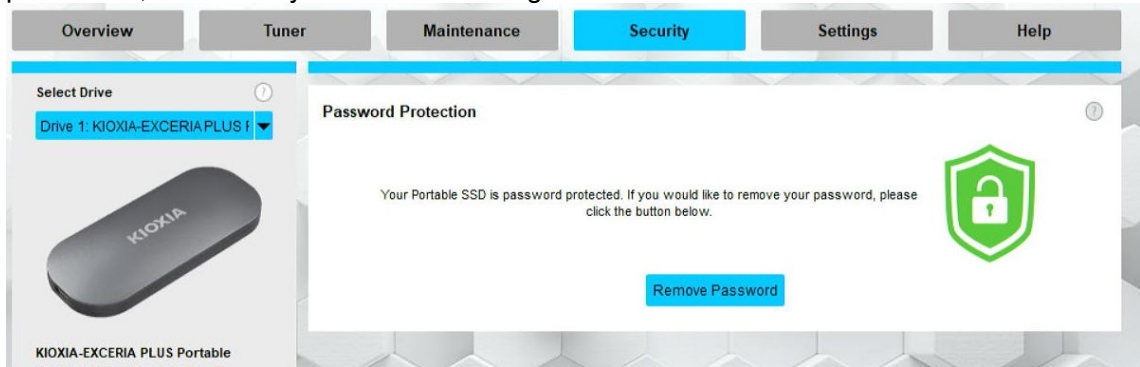
If none of the above is the case, please contact our support office.

https://personal.kioxia.com/support

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