LaCie Rugged Secure User Manual

Contents

Introduction

A mobile storage solution for creative professionals on the go, LaCie Rugged SECURE's self-encrypting magic offers extra protection for your intellectual property. Add to this the drop, rain, and shock protection that Rugged drives are famous for, and you get a drive that vigilantly protects your data.

Review this user manual for instructions on how to set up your Rugged SECURE and begin securely storing your data with AES-256 hardware encryption.

For common questions and answers about your hard drive, see Frequently Asked Questions or visit LaCie customer support.

Box content

- LaCie Rugged Secure
- USB 3.1 Gen 2 (USB-C) cable
- USB 3.1 Gen 1 (USB-C)–to–USB Type A cable (compatible with Type A USB 2.0 and USB 3.0 ports)
- Insert with secure code (SID) and reset code (PSID)

> **Important**—Save your packaging. If you experience problems with your hard drive and want to exchange it, the hard drive must be returned in its original packaging.
>
> It's recommended that you save the insert listing the secure code and reset code for your device. The secure code is required to initially enable security for your device. The reset code is required if you need to reset the device to factory settings. Note: If you no longer have the insert, you can find the codes on stickers located under the protective bumper encasing the hard drive.

Minimum system requirements

Ports

You can connect your LaCie device to a computer with a USB-C or Type A (USB 3.0 or USB 2.0) port.

Operating system

- Windows® 7 or higher
- macOS® 10.10 or higher

Minimum free disk space

600MB recommended

Ingress Protection rating

The Ingress Protection (IP) rating is a standard for defining the types of protection supported by equipment and devices. The two-digit code for IP lets users know the conditions that the device can withstand. The two digits are independent, with each number representing a different level of protection.

LaCie Rugged SECURE is rated IP 52.

5: Protection against dust from entering the device's internal mechanism.

2: Protected against falling drops of water, if the case is disposed up to 15 from vertical.

LaCie Rugged SECURE is also protected when it is dropped from heights up to 1.2 meters / 4 feet (in non-operating mode).

Cables and Connectors

USB-C protocols

USB is a serial input/output technology for connecting peripheral devices to a computer. USB-C is the latest implementation of this standard and it provides higher bandwidth and new power management features.

USB-C supports many protocols:

Thunderbolt 3	transfer rates up to 40Gb/s
USB 3.1 Gen 2	transfer rates up to 10Gb/s
USB 3.1 Gen 1	transfer rates up to 5Gb/s
SuperSpeed USB 3.0	transfer rates up to 5Gb/s
Hi-Speed USB 2.0	transfer rates up to 480Mb/s

The USB-C port on the LaCie Rugged SECURE is USB 3.1 Gen 1. You can connect your Rugged SECURE to any USB-C or USB Type A port but transfer rates vary. See below for more details.

Cables

Your LaCie hard drive is shipped with two cables for universal compatibility with modern computers:

USB 3.1 (USB-C) cable

For optimal transfer rates up to 5Gb/s , use the USB 3.1 (USB-C) cable to connect LaCie Rugged SECURE. Connecting the device is easy since the cable is identical on both ends.

USB 3.1 (USB-C)—to—USB Type A cable

Use the USB 3.1 (USB-C)—to—USB Type A cable to connect LaCie Rugged SECURE to a computer's Type A port (USB 3.0 or USB 2.0).

Transfer rates with USB Type A connections have the potential to reach the following speeds:

SuperSpeed USB 3.0
Hi-Speed USB 2.0

Getting Connected

STEP 1 - Connect the USB cable

Before connecting LaCie Rugged SECURE, confirm the type of USB port on your computer, then choose the appropriate cable to connect your device:

Use the USB 3.1 (USB-C) cable if your computer has a USB-C port.
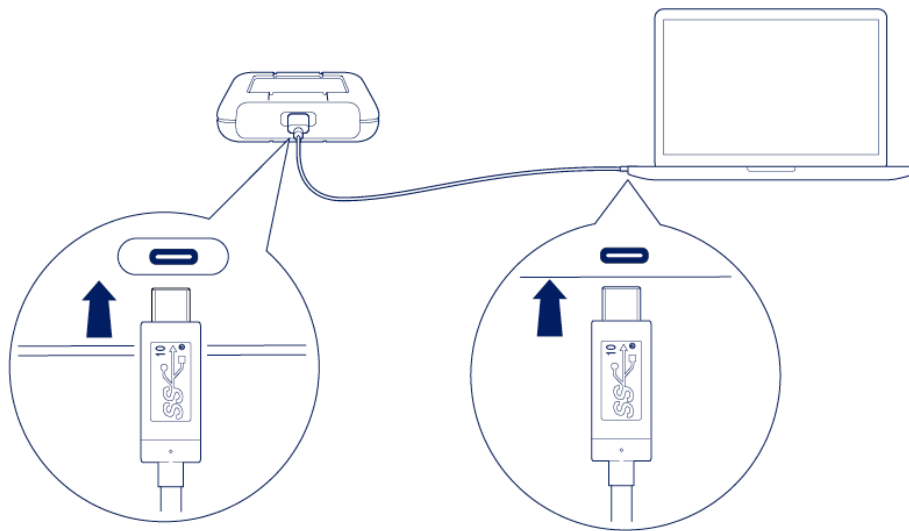
Use the USB-C–to–USB Type A (USB 3.0/USB 2.0) cable if your computer does not have a USB-C port.
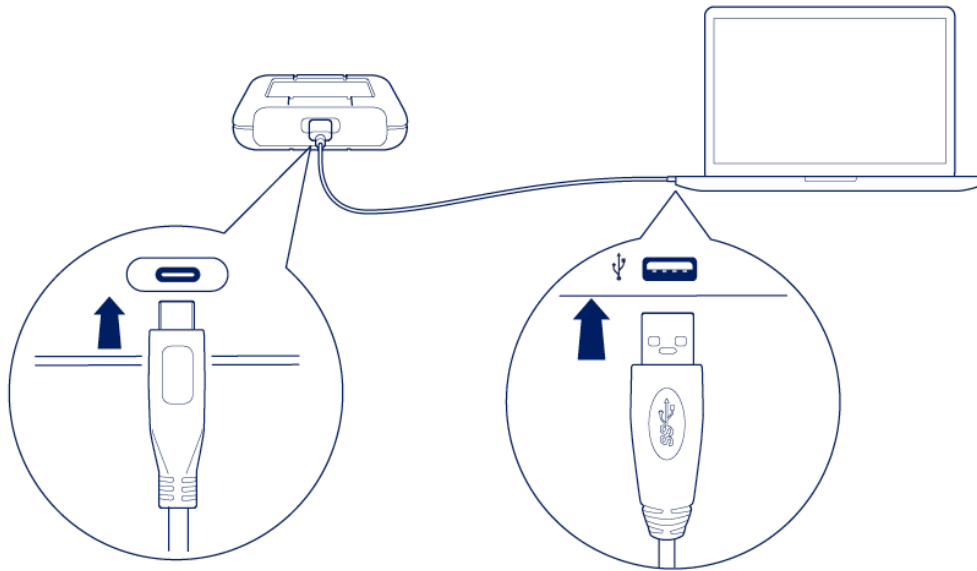
STEP 2 - Set up LaCie Rugged SECURE

An internet connection is required to install the Toolkit app.

1. Using a file manager such as File Explorer or Finder, open LaCie Rugged SECURE and launch Start Here Win or Start Here Mac.

2. Follow the onscreen instructions to register your device and install the Toolkit app, which you'll need to enable security for LaCie Rugged SECURE.

Toolkit is required in order to enable security for LaCie Rugged SECURE. Be sure to install Toolkit in order to password-protect your device using Seagate Secure 256-bit encryption.

Toolkit lets you enter your password whenever you want to lock or unlock the drive, and provides other useful tools such as:

- Changing your password
- Managing backup plans.
- Creating mirror folders.
- Enabling/disabling security.
- Resetting your device to factory settings
- Optimize disk format for performance when used with a specific operating system.

For details on Toolkit features, see the LaCie Toolkit user manual.

Manage Security

Managing the security of your LaCie Rugged SECURE is easy using Toolkit. Enable security, create a password, and rest easy knowing your data is protected with Seagate Secure 256-bit encryption technology.

Enabling security with Toolkit

Toolkit is required to enable security for LaCie Rugged SECURE.

1. Connect LaCie Rugged SECURE to your computer.
2. Open Toolkit.
3. On the Main Menu, click on the LaCie Rugged SECURE device.
4. Click ENABLE SECURITY.
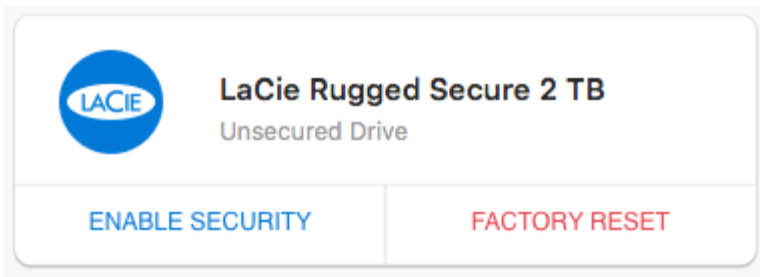
macOS 10.13 or later—A driver needs to be installed. At the prompt, use the Finder to eject the drive, and then disconnect the cable from the computer. Toolkit will prompt you to enable a system extension:
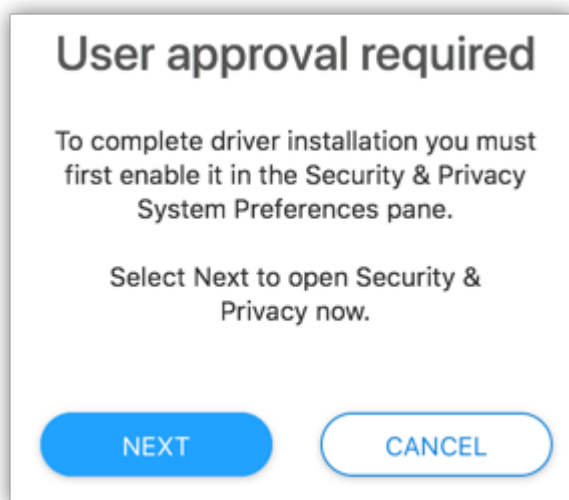
Click NEXT. Navigate to your Security & Privacy System Preferences and enable the system extension signed by "Seagate Technologies LLC".

5. A notice appears informing you that you will create a password that you must remember or keep safe, as it can't be recovered. Click the checkbox to acknowledge the notification, and then click NEXT.
6. Enter the 8-character secure code (SID) listed on the insert that was included in your LaCie Rugged SECURE packaging. (Note that the secure code is case-sensitive, meaning that it distinguishes between upper-case and lower-case letters.)

> ✎ If you no longer have the insert, you can find the secure code (SID) on a sticker located under the protective bumper encasing the hard drive.

7. Click NEXT.

> ✎ Incorrect code error? If you enabled security for the device at some point in the past, the password you created may still be active. If you repeatedly receive an Incorrect code error while entering the secure code (SID), try entering the last password you created for the drive.

8. Create a password that you will use to unlock the drive on any computer. In the upper field, enter a password that's easy to remember but difficult to guess. Enter the same password in the lower field to confirm.
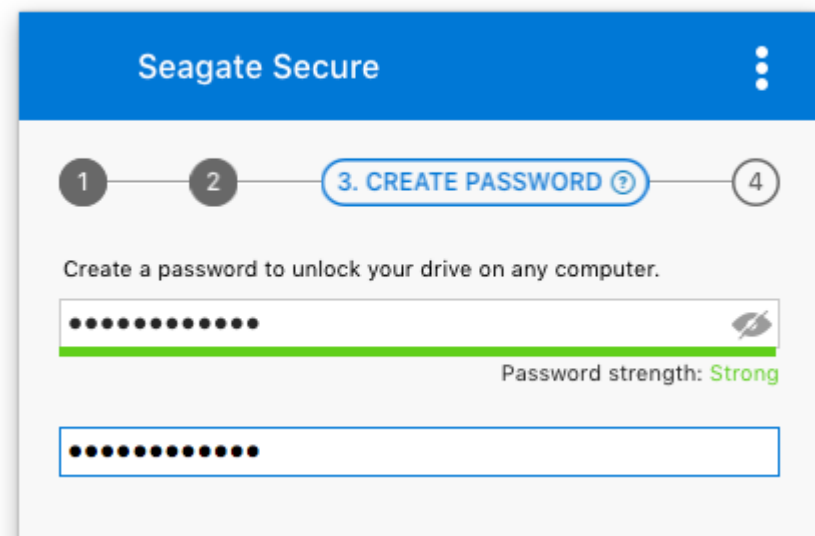
> ✎   Note that the password you create is case-sensitive, meaning that it distinguishes between upper-case and lower-case letters.

9.   Click NEXT.
10.   You've now secured the drive with a password. Click DONE.

> ❗   Keep your password in a safe place. Similar to mobile phones, your password cannot be recovered, not even by LaCie.

Unlocking the drive

To access data on the drive, you must enter the password you created with the Toolkit app. You can enter your password using Toolkit or the Unlock Drive app located on the drive.

Entering your password with Toolkit

Each time you connect your drive to a computer installed with Toolkit, you'll be prompted to enter your password.
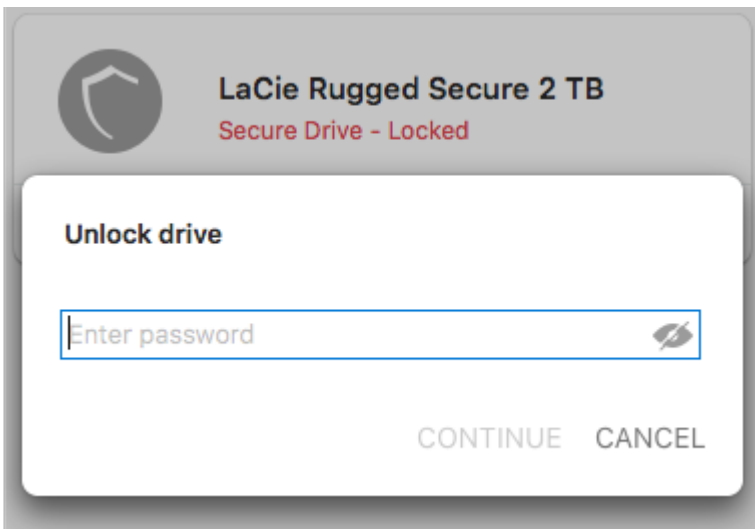
1. Enter the password you created when you enabled security.

✏️ Remember, the password you created is case-sensitive, meaning that it distinguishes between upper-case and lower-case letters.

2. Click CONTINUE.

If the prompt doesn't appear automatically when you connect the drive:

1. Open Toolkit.
2. On the Main Menu, click on the LaCie Rugged SECURE device.
3. Click UNLOCK DRIVE.
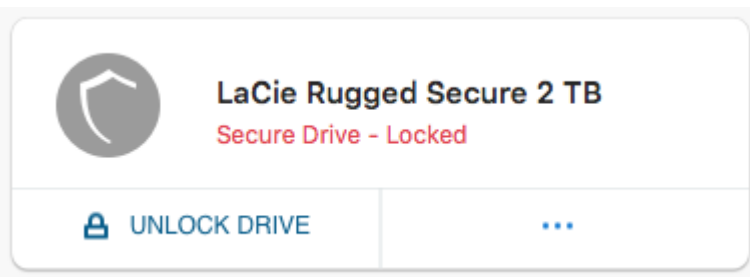
4. Enter your password.
5. Click CONTINUE.

Entering your password with the Unlock Drive app

If you connect LaCie Rugged SECURE to a computer that does not have Toolkit installed, you can enter your password using the Unlock Drive app located on the drive.

1. Using a file manager such as File Explorer or Finder, open the DriveLocked volume.

2. Click on Unlock Drive for Windows or Unlock Drive for Mac.

Unlock Drive for Windows

Unlock Drive for Mac

macOS 10.13 or later—A driver needs to be installed. At the prompt, use the Finder to eject the drive, and then disconnect the cable from the computer. Toolkit will prompt you to enable a system extension:
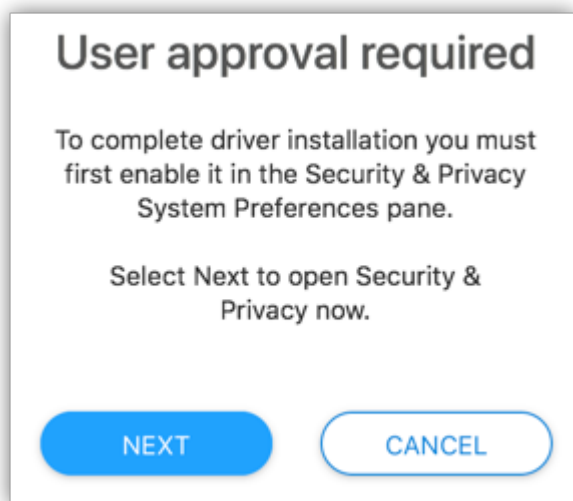
Click NEXT. Navigate to your Security & Privacy System Preferences and enable the system extension signed by "Seagate Technologies LLC".

3. Enter the password you created for the drive.
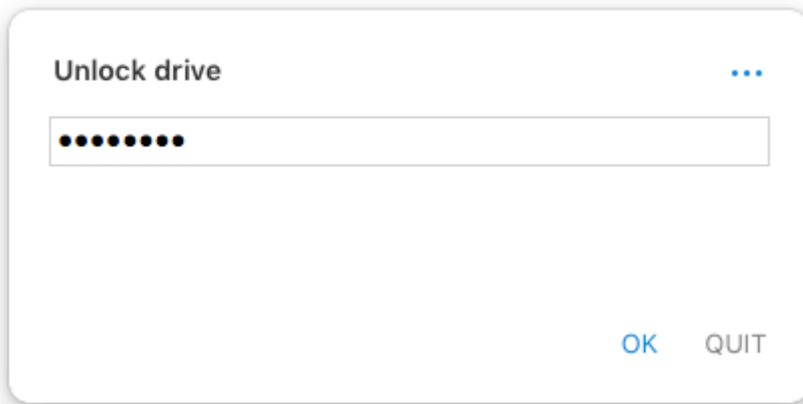
> Remember, the password you created is case-sensitive, meaning that it distinguishes between upper-case and lower-case letters.

4. Click OK.

Locking the drive

The drive is locked automatically whenever LaCie Rugged SECURE is ejected or disconnected from your computer. You must enter your password again when you reconnect the drive.

You can also manually lock the drive while it's connected to a computer.

1. Open Toolkit.
2. On the Main Menu, click on the LaCie Rugged SECURE device.
3. Click LOCK DRIVE.
4. Enter your password and click CONTINUE.

> Remember, the password you created is case-sensitive, meaning that it distinguishes between upper-case and lower-case letters.

Changing your password

1. Open Toolkit.
2. On the Main Menu, click on the LaCie Rugged SECURE device.
3. Click on the More menu icon and then click CHANGE PASSWORD.
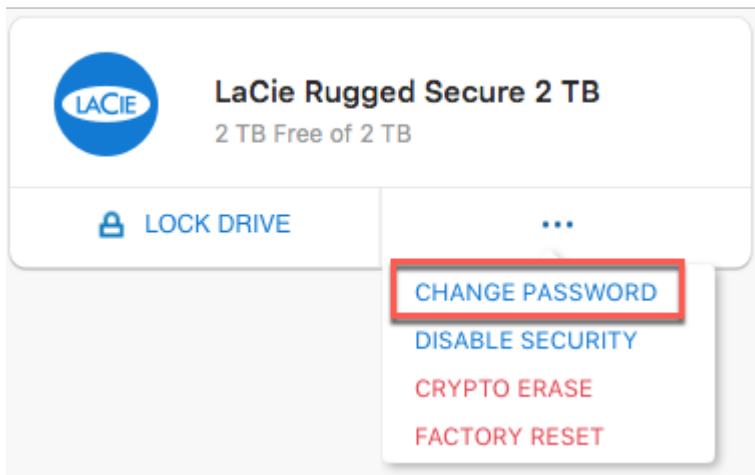
4. A notice appears informing you that you will create a password that cannot be recovered. Click NEXT.
5. In the upper field, enter your current password.
6. Enter your new password in the middle field, and then enter the same new password in the lower field to confirm. Click NEXT.
7. You've now secured the drive with a new password. Click DONE.

Disabling security

You can disable security so that a password is no longer needed to unlock LaCie Rugged SECURE. It will function as an unsecured drive with no password protection. You can always re-enable security again at a later date using the password you created.

1. Open Toolkit.
2. On the Main Menu, click on the LaCie Rugged SECURE device.
3. Click on the More menu icon and then click DISABLE SECURITY.

4. A notification appears informing you that you will disable security. Enter your password to confirm, and then click CONTINUE.

Re-enabling security

If you disabled security at some point, you can re-enable it using the password you created.

1. Open Toolkit.
2. On the Main Menu, click ENABLE SECURITY.

3. Enter the password you created when you first enabled security.

> ✎ Remember, the password you created is case-sensitive, meaning that it distinguishes between upper-case and lower-case letters.

4. Click CONTINUE.

Crypto-erasing the drive

A crypto-erase securely deletes all data on the drive—it can never be recovered—while keeping your security settings in place. Your password remains the same.

1. Open Toolkit.
2. On the Main Menu, click on the LaCie Rugged SECURE device.
3. Click on the More menu icon and then click CRYPTO ERASE.
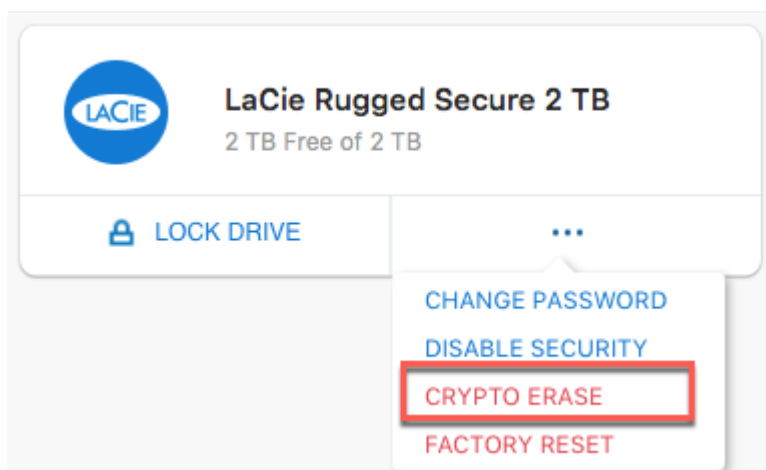
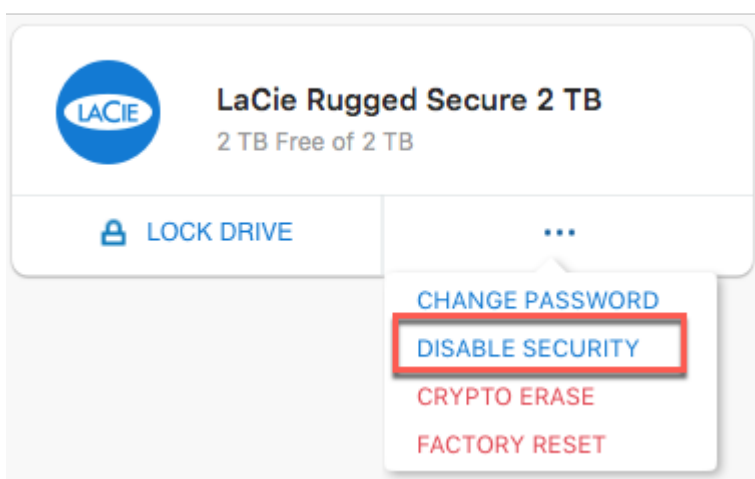4. A notification appears informing you that you will erase all the data on the drive but maintain your security settings. Click ERASE.

5. A dialog box appears. Enter your password to confirm, and then click CONTINUE.

 Your system prompts you to allow Toolkit to make this change. Enter the system password for your computer to confirm the crypto-erase.

 If you are logged in to your computer as an admin user, confirm that you want to allow Toolkit to make this change. If you are logged in as a standard user, enter the system password for your computer to confirm the crypto—erase.

Resetting the drive to factory settings

A factory reset deletes all data on the drive and removes all security settings, including your password. The drive reverts to its original factory settings.

1. Open Toolkit.
2. On the Main Menu, click on the LaCie Rugged SECURE device.
3. Click on the More menu icon and then click FACTORY RESET.
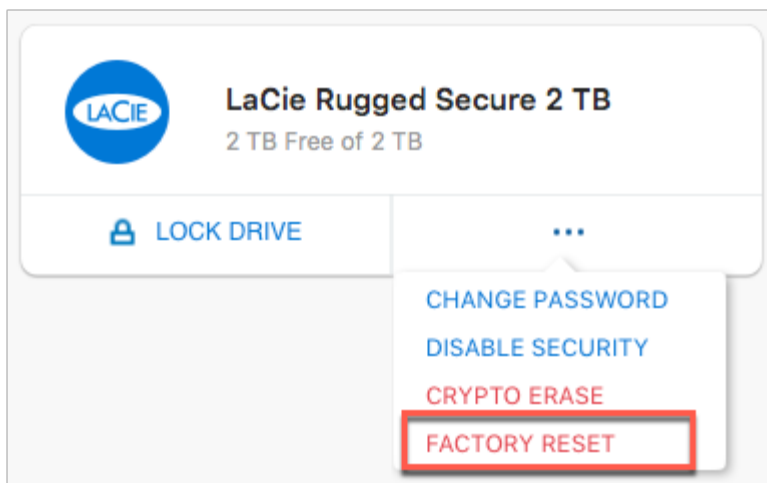
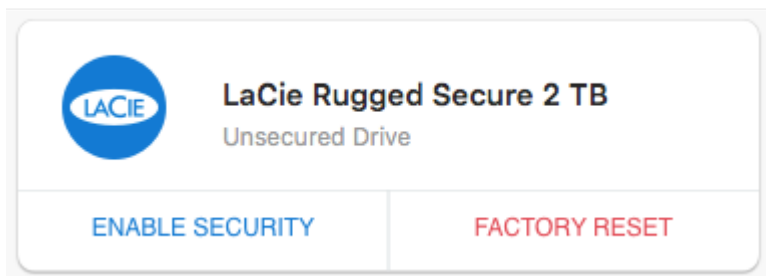4. A notification appears informing you that you will erase all the data on the drive and remove your security settings. Click RESET.
5. You're prompted to enter your PSID. This is the 32-character reset code listed on the insert that was included in your LaCie Rugged SECURE packaging. Enter the 32-character PSID. (Toolkit will automatically change lower-case letters to upper-case.)

> If you no longer have the insert, you can find the PSID on a sticker located under the protective bumper encasing the hard drive.

6. Click CONTINUE.

   Your system prompts you to allow Toolkit to make this change. Enter the system password for your computer to confirm the crypto-erase.

   If you are logged in to your computer as an admin user, confirm that you want to allow Toolkit to make this change. If you are logged in as a standard user, enter the system password for your computer to confirm the crypto—erase.
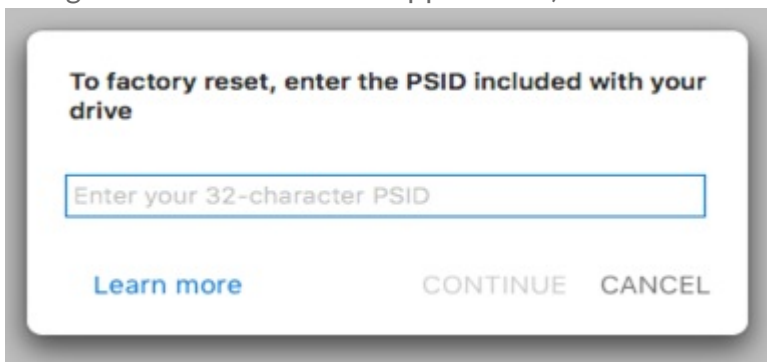
Optional Formatting and Partitioning

LaCie Rugged SECURE is delivered formatted in exFAT for compatibility with both Windows and Mac computers. If you use the drive with only one type of computer, you can optimize file copy performance by formatting the drive in the native file system for your operating system—NTFS for Windows or HFS+ for Macs. There are two ways you can optimize performance:

Toolkit Optimize—Format your drive for optimal performance with just a few simple clicks.

Manual formatting—Use Disk Management (Windows) or Disk Utility (Mac) to format your drive in non-native formats.

About file system formats

NTFS—The native files system for Windows. macOS can read NTFS volumes but cannot natively write to them.

Mac OS Extended (HFS+)—The native hard drive file system for macOS. Windows cannot natively read or write to HFS+ (journaled) volumes.

exFAT—Compatible with Mac and Windows. exFAT is not a journaled file system which means it can be more susceptible to data corruption when errors occur or the drive is not disconnected properly from the computer.

FAT32—Compatible with Mac and Windows. However, FAT32 is a legacy file system designed for low capacity hard drives and it is not recommended for modern hard drives or operating systems. A FAT32 partition can reach up to 32GB when formatted on a Windows PC.

How to choose the file system format

Use NTFS if:
...you connect the storage device to Windows computers, and you don't need to allow a Mac to write to the disk.
Use HFS+ if:
...you connect the storage device to Mac computers, and you don't need to allow a Windows computer to read or write to the disk.
Use exFAT if:
...you need to allow both Mac and Windows computers to read and write to the disk.

You can use FAT32 if:

...you connect the storage device to older Windows and Mac computers. FAT32 is not recommended for modern operating systems and computers.

Toolkit Optimize

Use Toolkit Optimize to format your drive for optimal performance with your operating system's native file format— NTFS for Windows or HFS+ for macOS. File transfer rates can be significantly better with the native format.

> Formatting erases everything on the storage device. LaCie highly recommends that you **back up all data** on your storage device before performing the steps below. **LaCie is not responsible for any data lost due to formatting, partitioning or using a LaCie storage device.**

1. Connect LaCie Rugged SECURE to your computer.
2. Open Toolkit.
3. On the Main Menu, click on the LaCie Rugged SECURE device.
4. Click on the More menu icon for the volume you want to optimize. There are two options:
   OPTIMIZE—Let Toolkit choose the optimal format for your computer system and configure the volume for you with just a few clicks.

   FORMAT—Opens the disk management utility for your operating system, which you can use to manually format your drive. Use this option if you want to format the drive in non-native formats.
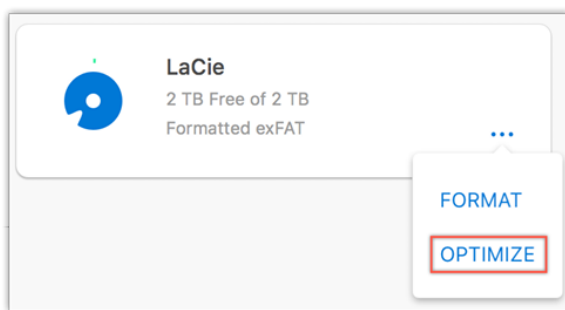
5. Click OPTIMIZE.
6. A notice appears asking you to confirm the format operation. Click FORMAT.

Manual formatting

The steps below help you format and partition a storage device.

> **!** Formatting erases everything on the storage device. LaCie highly recommends that you **back up all data** on your storage device before performing the steps below. **LaCie is not responsible for any data lost due to formatting, partitioning or using a LaCie storage device.**

Mac

macOS version 10.11 or later

1. Open the Finder and go to Applications | Utilities | Disk Utility.
2. In the sidebar to the left, select your LaCie Rugged SECURE drive.

> macOS 10.13 and later: Make sure to select the disk and not just the volume. If you don't see two entries listed in the sidebar, change the view in disk utility to show both the drive and the volume. The view button is in the upper left side of the Disk Utility window. Change the view to Show All Devices. This feature was introduced in macOS 10.13 and is not available in 10.11 or 10.12.
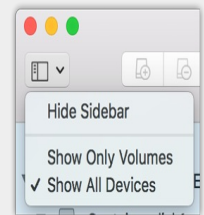
3. Select Erase.
4. A dialog box opens. Enter a name for the drive. This will be the name displayed when the drive mounts
5. For Format, select **OS X Extended (Journaled).**
6. For Scheme, select **GUID Partition Map.**
7. Click Erase.
8. Disk Utility will format the drive. When it's finished, click Done.

> **!** If security for the drive was disabled when you formatted, you will enable security once the format process is complete. During the security setup sequence, you will be asked to enter your secure code (SID). This will be the password you created previously, and not the secure code found on the insert included with your package.

macOS version 10.9 to 10.10

1. Open the Finder and go to **Applications | Utilities | Disk Utility.**
2. In the sidebar to the left, select the LaCie Rugged SECURE drive that shows the capacity.
3. In the Disk Utility window, select the **Partition** tab.
4. Under Partition Layout, select **1 partition**.
5. Enter a name for the drive. This will be the name displayed when the drive mounts.
6. For Format, select **OS X Extended (Journaled)**.
7. Click on Options. Select **GUID Partition Map**, and then click OK.
8. Click Apply.
9. A dialog appears advising you that this is a data destructive process and any data currently on the drive

will be deleted.

10. Select Partition to complete the formatting process.

> **!** If security for the drive was disabled when you formatted, you will enable security once the format process is complete. During the security setup sequence, you will be asked to enter your secure code (SID). This will be the password you created previously, and not the secure code found on the insert included with your package.

Windows

1. Make sure the storage device is connected to and mounted on the computer.
2. Go to Search and then type **diskmgmt.msc.** In the search results, double click **Disk Management**.
3. From the list of storage devices in the middle of the Disk Management window, locate your LaCie device.
4. The partition must be available to format. If it is currently formatted, right click on the partion and then choose Delete.
5. To create a new partition, right click on the volume and select New Simple Volume. Follow the on-screen instructions when the **New Simple Volume** Wizard appears.

> **!** If security for the drive was disabled when you formatted, you will enable security once the format process is complete. During the security setup sequence, you will be asked to enter your secure code (SID). This will be the password you created previously, and not the secure code found on the insert included with your package.

Safely Remove Rugged SECURE From Your Computer

Always eject a storage drive from your computer before physically disconnecting it. Your computer must perform filing and housekeeping operations on the drive before it is removed. Therefore, if you unplug the drive without using the operating system's software, your files can become corrupt or damaged.

Mac

There are several ways you can eject your hard drive from a Mac. See below for two options.

Eject via Finder window

1. Open a Finder window.
2. On the sidebar, go to Devices and locate the drive you want to eject. Click the eject symbol to the right of the drive name.
3. Once the hard drive disappears from the sidebar or, the Finder window closes, you can disconnect the hard drive's cable from your Mac.

Eject via Desktop

1. Select the desktop icon for your hard drive and drag it to the Trash.
2. When the hard drive's icon is no longer visible on your desktop, you can physically disconnect the hard drive from your Mac.

Windows

Use the Safely Remove tool to eject a hard drive.

1. Click the Safely Remove icon in your Windows System Tray to view the devices you can eject.

   - Windows 7:

- Windows 8 / Windows 10:
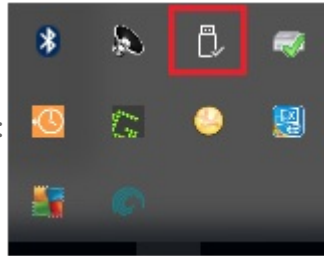
2. If you don't see the Safely Remove Hardware icon, click the Show hidden icons arrow in the system tray to display all icons in the notification area.
3. In the list of devices, choose the device you want to eject. Windows displays a notification when it is safe to remove the device.
4. Disconnect the hard drive from the computer.

Frequently asked questions

For help setting up and using your LaCie hard drive, review the frequently asked questions below. For additional support resources, go to LaCie customer support.

All users

Problem: I'm enabling security, and I get an "Incorrect code" error when I enter my secure code (SID)

Q: Did you correctly enter uppercase letters?

A: The secure code (SID) provided by the factor is case-sensitive. Letters that appear in uppercase on the insert in your package must be entered in Toolkit in uppercase:

Q: Are you enabling security after formatting the drive?

A: If you disabled security and then later formatted the drive, you'll have to go through the security setup sequence again. You'll be prompted to enter the secure code (SID)—however, you should enter the password you created when you initially enabled security, and not the secure code found on the insert included with your package.

Problem: My file transfers are too slow

Q: Are both ends of the USB cable firmly attached?

A: Review troubleshooting tips for cable connections below:

- Check both ends of the USB cable and make sure that they are fully seated in their respective ports.
- Try disconnecting the cable, waiting 10 seconds, and then reconnecting it.
- Try a different USB cable.

Q: Is the hard drive connected to a Hi-Speed USB 2.0 port on your computer or hub?

A:If your hard drive is connected to a Hi-Speed 2.0 port or hub, the inferior performance is normal. LaCie Rugged SECURE performance will improve when it is connected to a USB 3.1 port or a SuperSpeed USB 3.0 port. Otherwise, the device operates at slower USB transfer rates.

Q: Are there other USB devices connected to the same port or hub?

A: Disconnect other USB devices and see if the hard drive's performance improves.

Problem: I have an older computer with USB 2.0 ports

Q: Will my hard drive's USB 3.1 Gen 1 port work with my computer's USB 2.0 port?
A: Yes, the cable end that plugs into the computer (USB Type A) is compatible with both USB 3.0 and USB 2.0. Make certain to use the included cable with the correct USB Type A connector. However, the transfer rates are much slower with USB 2.0.

Problem: I must use a USB hub for my USB devices

Q: Can I use my hard drive with a USB hub?

A: Yes, the hard drive can be connected to a USB hub. If you use a hub and encounter detection problems, slower than normal transfer rates, random disconnection from your computer or other unusual issues, try connecting the hard drive directly to the computer's USB port.

Some USB hubs are less than efficient with power management, which can be problematic for connected devices. In such a case, consider trying a powered USB hub that includes a power cable.

Please note that USB 2.0 hubs limit your hard drive's transfer rates to USB 2.0 speeds.

Problem: The provided USB cables are too short

Q: Can I use my hard drive with a longer cable?

A: Yes, provided it is certified according to USB standards. However, LaCie recommends using the cable shipped with your hard drive for the best results. If you use a longer cable and experience problems with detection, transfer rates or disconnection, use the original cable included with your hard drive.

Problem: I'm receiving file transfer error messages

Q: Did you get an "Error -50" message while copying to a FAT32 volume?

A: When copying files or folders from a computer to a FAT32 volume, certain characters in the names cannot be copied. These characters include, but are not limited to: ? < > / \ :

Check your files and folders to ensure that these characters are not in the names.

If this is a recurring problem or you cannot find files with incompatible characters, consider reformatting the drive to NTFS (Windows users) or HFS+ (Mac users). See Optional Formatting and Partitioning.

Q: Did you get an error message telling you that the drive has been disconnected when coming out of sleep mode?

A: Ignore this message since the drive remounts on the desktop despite the pop-up. LaCie drives conserve power by spinning down when you set your computer to sleep mode. When the computer awakes from sleep mode, the drive may not have enough time to spin up, causing the pop-up to appear.

Mac

Problem: The hard drive icon does not appear on my desktop

Q: Is your Finder configured to hide hard drives on the desktop?

A: Go to Finder and then check **Preferences | General tab | Show these items on the desktop.** Confirm that Hard Disks is selected.

Q: Is your hard drive mounting in the operating system?

A: Open Disk Utility at **Go | Utilities | Disk Utility.** If the hard drive is listed in the left-hand column, check your Finder preferences to see why it is not displayed on the desktop (review the question above).

Q: Does your computer's configuration meet the minimum system requirements for use with this hard drive?

A: Refer to the product packaging for the list of supported operating systems.

Q: Did you follow the correct installation steps for your operating system?

A: Review the installation steps in Getting Connected.

Windows

Problem: The hard drive icon doesn't appear in Computer

Q: Is the hard drive listed in Device Manager?

A: All drives appear in at least one place in Device Manager.

Type Device Manager in Search to launch it. Look in the Disk Drives section and, if necessary, click the Plus (+) icon to view the full list of devices. If you're uncertain that your drive is listed, safely unplug it and then reconnect it. The entry that changes is your LaCie hard drive.

Q: Is your hard drive listed next to an unusual icon?

A: Windows Device Manager usually provides information about failures with peripherals. While the Device Manager can assist with troubleshooting most problems, it may not display the exact cause or provide a precise solution.

An unusual icon next to the hard drive can reveal a problem. For example, instead of the normal icon based on the type of device, it has an exclamation point, question mark or an X. Right click this icon and then choose Properties. The General tab provides a potential reason why the device is not working as expected.