



LaCie Rugged Secure User Manual



Click here to access an up-to-date online version of this document. You will also find the most recent content as well as expandable illustrations, easier navigation, and search capability.

Contents

1	Introduction	4
	Box content	4
	Minimum system requirements	4
	• Ports	4
	• Operating system	4
	• Minimum free disk space	5
	Ingress Protection rating	5
2	Cables and Connectors	6
	USB-C protocols	6
	USB 3.1 (USB-C) cable	6
3	Getting Connected	7
	STEP 1 - Connect the USB cable	7
	STEP 2 - Set up LaCie Rugged SECURE	7
4	Use Toolkit to Set Up Security, Backups, and More	9
	Enable security	9
	Set up a mirror folder	9
	Start a backup plan (Windows only)	9
	Optimize disk performance	9
5	Works with iPad USB-C	11
6	Safely Remove Device From Your Computer	12
	Windows	12
	Mac	12
	• Eject via Finder window	12
	• Eject via Desktop	12
7	Optional Formatting and Partitioning	14
	Choosing a file system format	14
	• Compatibility with both Windows and Macs	14
	• Optimized performance for Windows	14
	• Optimized performance for macOS	14
	• Learn more	15
	Formatting instructions	15

8 Frequently asked questions	16
All users	16
• Problem: I'm enabling security, and I get an "Incorrectcode" error when I enter my secure code (SID)	16
• Problem: My file transfers are too slow	16
• Problem: I have an older computer with USB 3.0 (Type A) ports	16
• Problem: I must use a USB hub for my USB devices	17
• Problem: The provided USB cables are too short	17
• Problem: I'm receiving file transfer error messages	17
Mac	18
• Problem: The hard drive icon does not appear on my desktop	18
Windows	18
• Problem: The hard drive icon doesn't appear in Computer	18

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
- Quick start guide
- 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

Use the included cable to connect your LaCie device to a computer with a USB-C port.

Operating system

Go to [Operating System Requirements for Seagate Hardware & Software](#).

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.

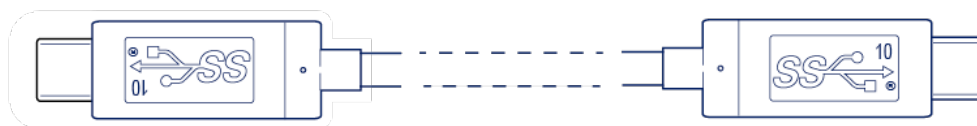
USB-C supports many protocols:

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 port on your computer.

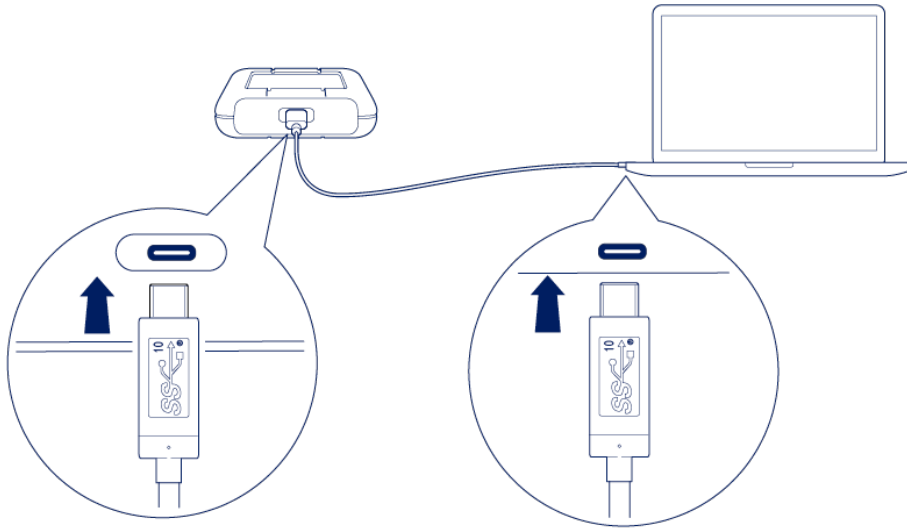
USB 3.1 (USB-C) cable

Use the USB 3.1 (USB-C) cable to connect LaCie Rugged SECURE to your computer's USB-C port.



Getting Connected

STEP 1 - Connect the USB cable



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.

Use Toolkit to Set Up Security, Backups, and More

Toolkit provides useful tools that let you easily manage security, set up backup plans and mirror folders, and much more.

Enable security

Toolkit is required 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.

- [Click here](#) for details on enabling security.

Learn more

- [Unlock/lock drive](#)
- [Change password](#)
- [Disable security](#)
- [Crypto-erase drive](#)
- [Reset drive to factory settings](#)

Set up a mirror folder

Create a Mirror folder on your PC or Mac that is synced to your storage device. Whenever you add, edit, or delete files in one folder, Toolkit automatically updates the other folder with your changes.

- [Click here](#) for details on creating a mirror folder.

Start a backup plan (Windows only)

Create a plan customized for the content, storage device, and schedule of your choosing.

- [Click here](#) for details on setting up a backup plan.

Optimize disk performance

LaCie Rugged SECURE is preformatted exFAT. 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.

- [Click here](#) for details on Toolkit Optimize.



You can also manually format your drive. See [Optional Formatting and Partitioning](#) for details.



Formatting erases everything on the storage device. LaCie strongly 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 Seagate storage device.

Works with iPad USB-C

Your LaCie storage devices can be used with higher-end iPads. This is a great option for moving files between computers, cloud services and external storage. The iPad is also a perfect mobile editing station for importing media to more advanced imaging and video apps.

See [External Storage and iPadOS](#) for details on the following:

- Connecting Storage to Compatible iPads
- Available Actions
- Selecting Multiple Items
- Accessing Storage Devices in an App
- Supported External Storage Devices and USB Hubs
- External Storage Performance on iPad Versus a Computer
- Thunderbolt Storage Devices
- Battery Use
- Ejecting
- Storage Formats
- Password Protection
- Toolkit and First Use Connections

Safely Remove Device 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.

Windows

Use the Safely Remove tool to eject a device.

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

Mac

There are several ways you can eject your device 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 device disappears from the sidebar or, the Finder window closes, you can disconnect the interface cable from your Mac.

Eject via Desktop

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

Optional Formatting and Partitioning

Your device is preformatted exFAT (Extended File Allocation Table) for compatibility with both Mac and Windows computers.

Choosing a file system format

When choosing a file system format, consider whether **compatibility** or **performance** is more important in your everyday use of the drive.

- **Compatibility**—You need a cross-platform format because you connect your drive to both PCs and Macs.
- **Performance**—You connect your drive with only one type of computer, so you can optimize file copy performance by formatting the drive in the native file system for your computer operating system.

Compatibility with both Windows and Macs

exFAT is a lightweight file system compatible with all versions of Windows and modern versions of macOS. If you use your drive with both PCs and Macs, format your drive in exFAT. While exFAT offers cross-platform access to both computers, keep in mind the following:

- exFAT is not compatible or recommended for built-in backup utilities such as File History (Windows) and Time Machine (macOS). If you want to use one of these backup utilities, you should format the drive in the native file system for the computer running the utility.
- 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.

Optimized performance for Windows

NTFS (New Technology File System) is a proprietary journaling file system for Windows. macOS can read NTFS volumes, but it can't natively write to them. This means your Mac can copy files from an NTFS-formatted drive, but it can't add files to or remove files from the drive. If you need more versatility than this one-way transfer with Macs, consider exFAT.

Optimized performance for macOS

Apple offers two proprietary file systems.

Mac OS Extended (also known as Hierarchical File System Plus or HFS+) is an Apple file system used since 1998 for mechanical and hybrid internal drives. macOS Sierra (version 10.12) and earlier use HFS+ by

default.

APFS (Apple File System) is an Apple file system optimized for solid state drives (SSDs) and flash-based storage systems, though it also works with hard disk drives (HDDs). It was first introduced with the release of macOS High Sierra (version 10.13). APFS can only be read by Macs running High Sierra or later.

When choosing between Apple file systems, consider the following:

- Windows cannot natively read or write to APFS or HFS+ volumes. If you need cross-platform compatibility, you should format the drive in exFAT.
- If you intend to use your drive with Time Machine:
 - The default format for macOS Big Sur (version 11) and later is APFS.
 - The default format for macOS Catalina (version 10.15) and earlier is HFS+.
- If you intend to use your drive to move files between Macs running older OS versions, consider formatting your drive in HFS+ rather than APFS.
- macOS file systems and Android: Formatting your drive for macOS may not be supported with connections to Android mobile devices.

Learn more

For additional considerations when choosing a file system format, see [File System Format Comparisons](#).

Formatting instructions

For instructions on formatting your drive, see [How to format your drive](#).

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: 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 3.0 (Type A) ports

Q: Will my hard drive's USB 3.1 Gen 1 port work with my computer's USB 3.0 port?

A: Yes, the device is compatible with USB 3.0 ports, however, the product does not include a cable with a USB Type A connector. Transfer rates are much slower with USB 3.0.

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.

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.