



LaCie Mobile Drive Secure User Manual

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Contents

1	Introduction	3
	Box content	3
	Minimum system requirements	3
	• Ports	3
	• Operating system	3
	• Minimum free disk space	3
2	Getting Started	4
	Connect the USB cable	4
	Set up LaCie Mobile Drive Secure	4
	• Start here	5
	• Register your device	5
	• Download Toolkit	6
	• Install Toolkit	6
3	Use Toolkit to Set Up Security and More	8
	Enable security	8
	Start a backup plan (Windows only)	8
	Set up a mirror folder	8
4	Frequently Asked Questions	9
	All users	9
	• Problem: My file transfers are too slow	9
	• Problem: I have an older computer with USB 3.0 (Type A) ports	9
	• Problem: I must use a USB hub for my USB devices	9
	• Problem: The provided USB cables are too short	10
	• Problem: I'm receiving file transfer error messages	10
	Mac	10
	• Problem: The hard drive icon does not appear on my desktop	10
	Windows	11
	• Problem: The hard drive icon doesn't appear in Computer	11
5	Regulatory Compliance	12
	China RoHS 2	12
	Taiwan RoHS	13

Introduction

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

Box content

- LaCie Mobile Drive Secure
- USB 3.1 Gen 2 (USB-C) cable
- Quick start guide

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](#).

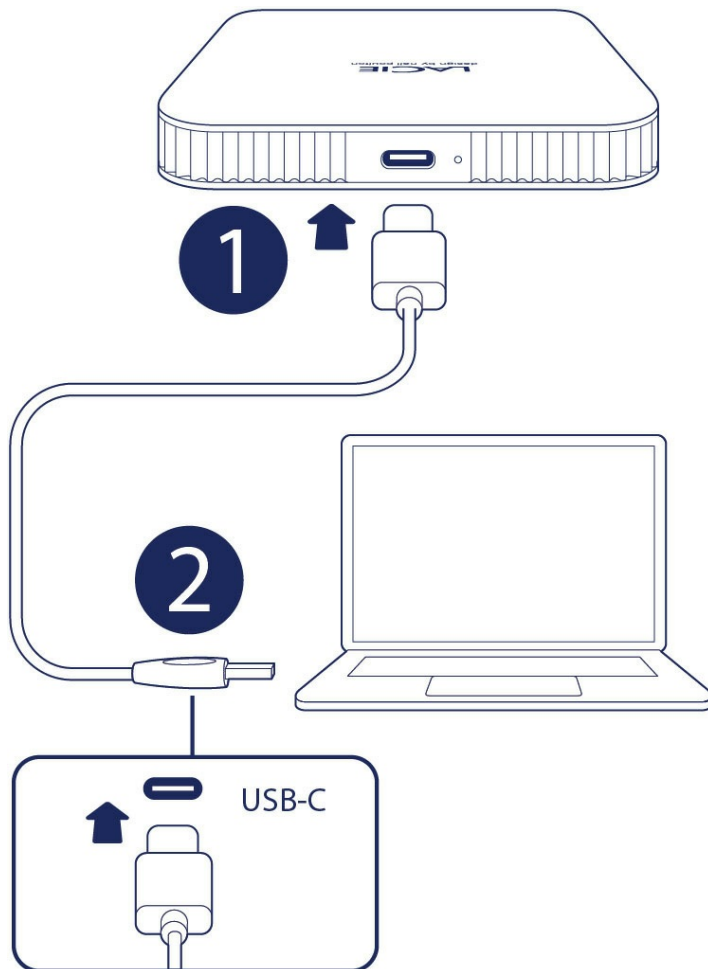
Minimum free disk space

600MB recommended.

Getting Started

Connect the USB cable

Use the USB-C cable to connect LaCie Mobile Drive to a computer's USB-C port.



Set up LaCie Mobile Drive Secure

The setup process lets you:

Register your LaCie Mobile Drive Secure

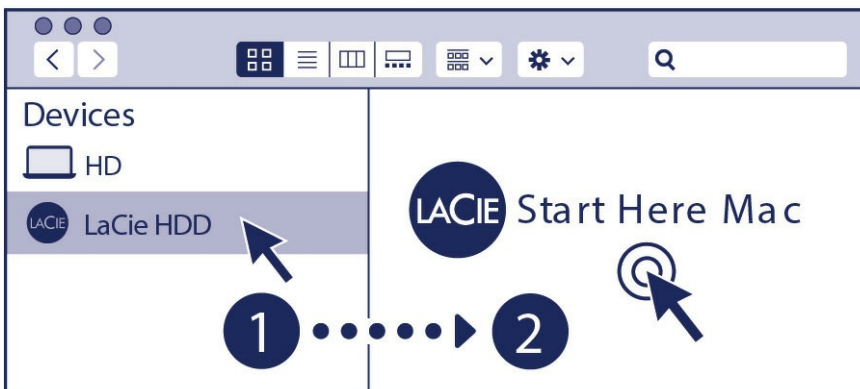
Get the most from your drive with easy access to information and support.



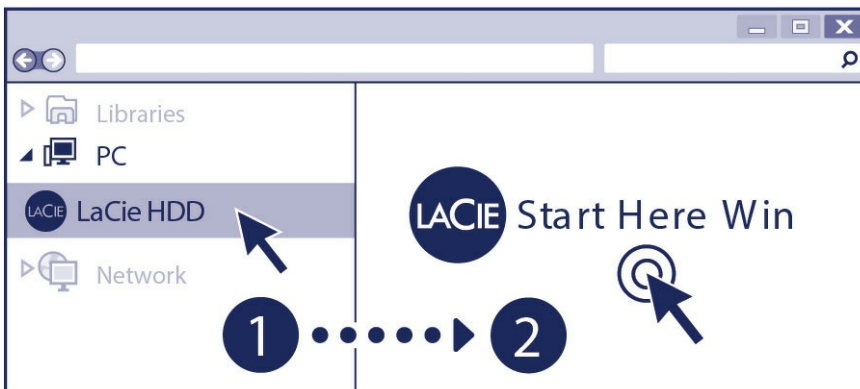
Your computer must be connected to the internet to register your device and install Toolkit.

Start here

Mac®



Windows®



Using a file manager such as Finder or File Explorer, open LaCie Mobile Drive Secure and launch [Start Here Win](#) or [Start Here Mac](#).

Register your device

Register

I have read and agree to...

- Terms and Conditions
- Privacy Statement
- Optional Offers

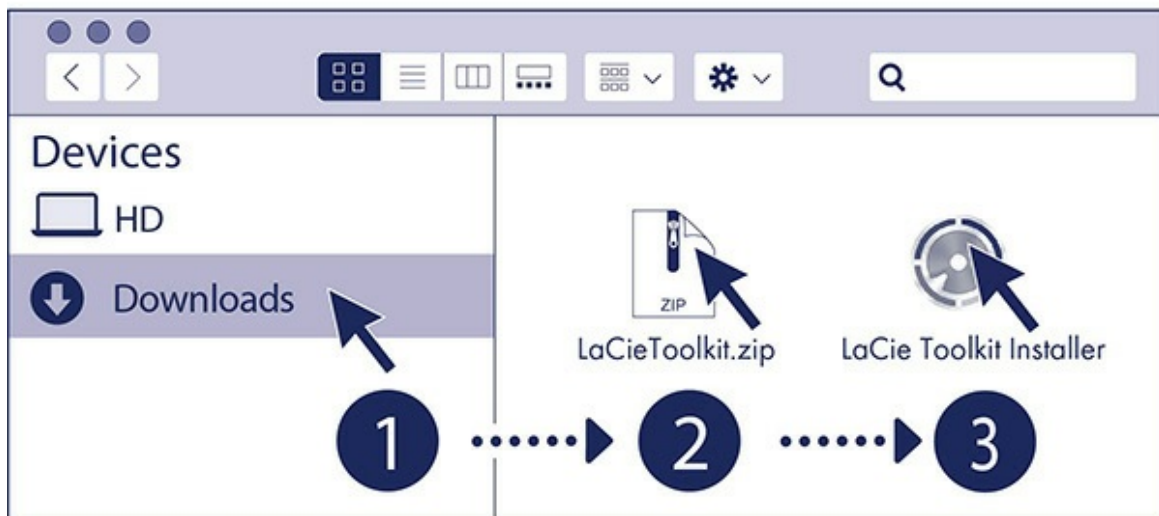
Enter your information and click [Register](#).

Download Toolkit

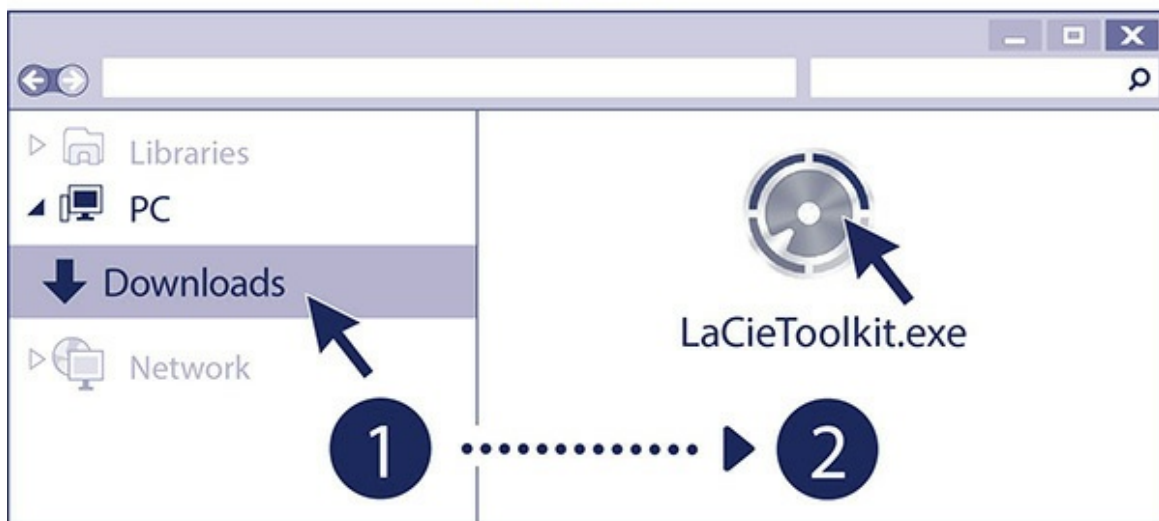
Click the [Download](#) button.

Install Toolkit

Mac®



Windows®



Using a file manager such as Finder or File Explorer, go to the folder where you receive downloads.



Open the [LaCieToolkit.zip](#) file. Click on the [LaCie Toolkit Installer](#) to launch the application.



Click on the [LaCieToolkit.exe](#) file to launch the application.

Use Toolkit to Set Up Security and More

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

Enable security

Toolkit is required to enable security for LaCie Mobile Drive 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.

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.

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.

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: 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 Started](#).

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.

Regulatory Compliance

Product Name LaCie Mobile Drive Secure

Regulatory Model Number LRD0TUB

China RoHS 2



China RoHS 2 refers to the Ministry of Industry and Information Technology Order No. 32, effective July 1, 2016, titled Management Methods for the Restriction of the Use of Hazardous Substances in Electrical and Electronic Products. To comply with China RoHS 2, we determined this product's Environmental Protection Use Period (EPUP) to be 20 years in accordance with the Marking for the Restricted Use of Hazardous Substances in Electronic and Electrical Products, SJT 11364-2014.

中国 RoHS 2 是指 2016 年 7 月 1 日起施行的工业和信息化部令第 32 号“电力电子产品限制使用有害物质管理办法”。为了符合中国 RoHS 2 的要求，我们根据“电子电气产品有害物质限制使用标识”(SJT 11364-2014) 确定本产品的环保使用期 (EPUP) 为 20 年。

部件名称 Part Name	有害物质 Hazardous Substances					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr ⁶⁺)	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
硬盘驱动器 HDD	X	O	O	O	O	O
外接硬盘印刷电路板 Bridge PCBA	X	O	O	O	O	O
电源 (如果提供) Power Supply (if provided)	X	O	O	O	O	O
接口电缆 (如果提供) Interface cable (if provided)	X	O	O	O	O	O
其他外壳组件 Other enclosure components	O	O	O	O	O	O

本表格依据 SJ/T 11364 的规定编制。

This table is prepared in accordance with the provisions of SJ/T 11364-2014

O: 表示该有害物质在该部件所有均质材料中的含量均在 GB/T 26572 规定的限量要求以下。

O: Indicates that the hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement of GB/T26572.

X: 表示该有害物质至少在该部件的某一均质材料中的含量超出 GB/T 26572 规定的限量要求。

X: Indicates that the hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirement of GB/T26572.

Taiwan RoHS

Taiwan RoHS refers to the Taiwan Bureau of Standards, Metrology and Inspection's (BSMI's) requirements in standard CNS 15663, Guidance to reduction of the restricted chemical substances in electrical and electronic equipment. Beginning on January 1, 2018, Seagate products must comply with the "Marking of presence" requirements in Section 5 of CNS 15663. This product is Taiwan RoHS compliant. The following table meets the Section 5 "Marking of presence" requirements.

台灣RoHS是指台灣標準局計量檢驗局(BSMI)對標準CNS15663要求的減排電子電氣設備限用化學物質指引。從2018年1月1日起, Seagate 產品必須符合CNS15663第5節「含有標示」要求。本產品符合台灣RoHS。下表符合第5節「含有標示」要求。

產品名稱: 外接式固態硬碟, 型號: LRD0TUB		Product Name: LaCie Mobile Drive Secure, Model: LRD0TUB					
單元 Unit		限用物質及其化學符號			Restricted Substance and its chemical symbol		
		鉛 (Pb)	汞 (Hg)	鎘 (Cd)	六價鉻 (Cr ⁺⁶)	多溴聯苯 (PBB)	多溴二苯醚 (PBDE)
硬盤驅動器	HDD	—	○	○	○	○	○
外接硬盤印刷電路板	Bridge PCBA	—	○	○	○	○	○
電源 (如果提供)	Power Supply (if provided)	—	○	○	○	○	○
傳輸線材 (如果提供)	Interface cable (if provided)	—	○	○	○	○	○
其他外殼組件	Other enclosure components	○	○	○	○	○	○

備考 1. "○" 係指該項限用物質之百分比含量未超出百分比含量基準值。
 Note 1. "○" indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.

備考 2. "—" 係指該項限用物質為排除項目。
 Note 2. "—" indicates that the restricted substance corresponds to the exemption.