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Getting Started with Toolkit

Toolkit helps you get the most out of your storage solution with easy-to-use tools for backing up your files, managing security, and much more. Toolkit activities and features include:

Protecting your data with automated backups. Create folders on your drive that mirror folders on your computer, so your files are always available in both places.

Optimizing your drive’s performance with just a few simple clicks. Let Toolkit format the drive in the native file system for your operating system.

Managing security for Seagate and LaCie self-encrypting drives. Use Toolkit to enable security, create a password, and rest easy knowing your data is protected with Seagate Secure AES 256-bit encryption technology.

Setting up RAID. Toolkit helps you easily configure the initial RAID level and formatting for compatible Seagate and LaCie dual-drive devices.
Quickly importing files from memory cards. Simply insert a memory card into the drive’s integrated card reader and Toolkit automatically copies your files to the drive—no need to open folders and drag files.

Some Toolkit activities and features are available only for supported Seagate and LaCie drives. See the chapters in this user manual to learn more about the drives supported by a given activity or feature.

System requirements

Toolkit runs on Windows and Mac computers that meet the following requirements:

- **Windows® 7 Service Pack 1 or higher**
  - 1 GB RAM

- **macOS® 10.10 or higher**
  - The Sync Plus activity requires macOS® 10.11 or higher

The system requirements for your storage device hardware may be different.

Download and install Toolkit

Use the Start Here app on your storage drive to quickly download and install Toolkit.

Your computer must be connected to the internet to install and run Toolkit.

1. Using a file manager such as Finder or File Explorer, open your device and launch Start Here Win or Start Here Mac.
2. On the Register page, enter your information and click Register.
3. On the Download page, click the **Download** button.

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

   - **Windows**: Click on the **SeagateToolkit.exe** file to launch the application.
   - **Mac**: Open the **SeagateToolkit.zip** file. Click on the **Seagate Toolkit Installer** to launch the application.
Open Toolkit

Open Toolkit using any of the following methods:

- Double-click the Toolkit icon on your desktop. For easy access, you can add the Toolkit icon to your taskbar.
- Click in the Search Windows bar and type **Toolkit**, then select the app.
- Click on the Start menu and select **Toolkit** from the menu.

- Click in the Spotlight bar and type **Toolkit**, then select the app.
- Using Finder, open your Applications folder and double-click **Toolkit**.

Main menu

When you open Toolkit, the Main Menu appears.

If your drive doesn't include the Start Here app, you can download the Toolkit installer at Toolkit Support.
1. Drives—Click to view details about the device.
2. Activities—Click to set up or edit an activity. Note: Some Toolkit activities are available only for supported Seagate and LaCie drives. See the chapters in this user manual to learn more about the drives supported by a given activity or feature.
3. More—Click on the icon to change settings or quit Toolkit.
Mirror Activity

The Mirror activity lets you 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.

Create a mirror plan

Quick setup

Toolkit can quickly set up a mirror folder in your computer's user folder.

1. Open Toolkit.
2. On the Main Menu, click on the Mirror activity.
3. Click Mirror Now.

Toolkit performs the following actions:

- Adds a folder named "Mirror" in your user folder on the computer.
- Adds a folder named "Mirror" to your storage device. The default location is in the Toolkit folder.

Custom setup

A custom setup lets you choose the location of the mirror folder on your computer.

1. Open Toolkit.
2. On the Main Menu, click on the Mirror activity.
3. Click Custom.
4. Click on the Mirror to... card.
5. Select a location on your computer for the mirror folder.
6. Click Create.
Toolkit performs the following actions:

- Adds a folder named "Mirror" to the selected location on your computer.
- Adds a folder named "Mirror" to your storage device. The default location is in the Toolkit folder.

Adding files to mirror folders

To add content, drag files to either Mirror folder. Whenever you add, edit, or delete files in one Mirror folder, Toolkit automatically updates the other Mirror folder with your changes.

⚠️ The Mirror folders must each be named “Mirror” in order to sync. Do not rename the folders.

Pause/resume a mirror plan

1. Open Toolkit.
2. On the Main Menu, click on the Mirror activity.
3. Click on the More icon (・・・) and select Pause.

To resume the Mirror plan, click on the More icon (・・・) and select Resume.

Edit a mirror plan

1. On the Main Menu, click on the Mirror activity.
2. Click on More icon (・・・) and select Edit.
3. Select a new location for the Mirror folder on your computer.
4. Click Create.

The new Mirror folder is now synced with the Mirror folder on your storage device.

✏️ When Toolkit creates the new Mirror folder, it does not delete the previous folder. The previous folder is no longer synced with your storage device and can be deleted.

Delete a mirror plan

1. On the Main Menu, click on the Mirror activity.
2. Click on the More icon (・・・) and select Delete.
3. Click OK to confirm.
View report

You can review a report of mirror activity. The report lists files that were not synced, and includes details on the cause as well as file paths on the host computer and backup drive.

<table>
<thead>
<tr>
<th>Result</th>
<th>Host Path</th>
<th>Size</th>
<th>Drive Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔄 Synced</td>
<td>Mirror</td>
<td>30 KB</td>
<td>Backup Plus/Toolkit/Mirror</td>
</tr>
<tr>
<td>🔄 Skipped, system file</td>
<td>Icon</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>🔄 Skipped, system file</td>
<td>.DS_Store</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>🔄 Skipped, system file</td>
<td></td>
<td></td>
<td>Backup Plus/Toolkit/Mirror/Icon</td>
</tr>
</tbody>
</table>

1. Open Toolkit.
2. On the Main Menu, click on the Mirror activity.
3. Click the More icon (•••) and select Report.
Backup Activity (Windows Only)

The Backup activity lets you create a plan customized for the content, storage device, and schedule of your choosing. Backup is available for the Windows version of Toolkit.

File types and procedure

Toolkit backs up your data but excludes program files, application data, temporary files, and other types of system files and folders. Toolkit initially saves a full backup of the selected data to your storage device when a Backup plan is created. With successive backups, Seagate only saves the data that has changed since the preceding backup. This helps reduce the time and space required for each scheduled backup.

Set up a quick backup

You can quickly back up personal files with just a few clicks. Your personal files include all non-system files on Windows.

1. Open Toolkit.
2. On the Main Menu, click Backup.
3. Click Back Up Now.

Toolkit backs up your personal files and creates a new backup plan. The plan is set to continuously back up personal files to the storage device whenever files are added to your computer or changed. You can change details of the auto-generated plan—see Edit a backup plan.

Create a custom backup plan

A custom Backup plan lets you choose the content, device, and schedule for your backups.

1. Open Toolkit.
2. On the Main Menu, click on the Backup activity.
3. Click Custom.
4. Proceed through the steps in Define your Backup plan.
Edit a backup plan

You can change the content, destination, and schedule of your Backup plan.

1. Open Toolkit.
2. On the Main Menu, click on the Backup activity.
3. Click on the More icon (…) and select Edit.
4. Proceed through the steps in Define your Backup plan.

Define your backup plan

Toolkit guides you through the steps needed to define your Backup plan.

Step 1: Select content

There are two ways to select the content to include in your backups: Basic and Advanced.

Basic

1. Click the checkboxes to include the following non-system content:

<table>
<thead>
<tr>
<th>All files</th>
<th>Windows root drive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal files</td>
<td>User folder</td>
</tr>
<tr>
<td>Documents</td>
<td>Documents library</td>
</tr>
<tr>
<td>Music</td>
<td>Music library</td>
</tr>
<tr>
<td>Pictures</td>
<td>Pictures library</td>
</tr>
<tr>
<td>Videos</td>
<td>Videos library</td>
</tr>
</tbody>
</table>

2. When you’re finished selecting content, click Next.

Advanced

1. To select content with greater control, click Advanced.
2. Use the sidebar and the content window to manually select folders.
You can select (highlight) multiple items using the Shift or Ctrl key on your keyboard.

To select a series of items in a list:

1. Click on the first folder.
2. Hold down the Shift key on your keyboard.
3. Click on the last folder.

To select multiple, non-consecutive items anywhere on the computer:

1. Click on a folder.
2. Hold down the Ctrl key on your keyboard.
3. Continue to click on folders.

When you’re finished selecting content, click Next.

Step 2: Select the destination drive

1. Click the destination drive for your backup.
2. Once you’ve selected a device, click Next.

Step 3: Schedule backups

1. Click on a time period to select how often you want to back up your content.
2. Adjust settings for the selected time period, for example, selecting a specific hour or day.
3. Click Start Backup.

Your changes are saved. Toolkit backs up selected folders at the scheduled time when:

- Your PC is on.
- Your storage device is connected to the PC.
- Toolkit is running.

A continuous backup plan saves a file whenever you add or remove content or update a file. While continuous backups provide greater flexibility to restore specific data, it uses more system resources.

Pause/resume a backup plan

You can pause your scheduled backups.

1. Open Toolkit.
2. On the Main Menu, click on the Backup activity.
3. Click Pause on your drive.

To resume the backup plan, return to the Backup screen and click Resume.

Delete a backup plan

1. Open Toolkit.
2. On the Main Menu, click on the Backup activity.
3. Click the More icon (•••) and select Delete.
4. (optional) If you want to remove all files that have been backed up to the device, select the checkbox next to Delete all files backed up to the device.
5. Click Delete to confirm.

Restore files

1. Open Toolkit.
2. On the Main Menu, click on the Backup activity.
3. Click the More icon (•••) select Restore.
4. Proceed through the steps.

View report

You can review a report of backup activity. The report lists files that were not backed up or only partially backed up, and includes details on the cause as well as file paths on the host computer and backup drive.

1. Open Toolkit.
2. On the Main Menu, click on the Backup activity.
3. Click the More icon (•••) and select Report.
Sync Plus Activity

The Sync Plus activity provides a continual sync of data between your computer and your drive, ensuring your files are available in both places.

---

**Stay in sync**

Sync folders on your PC or Mac with folders on your drive. Whenever you add, edit, or delete files on one device, Sync Plus automatically updates the files on the other.

**Archive deleted files**

Automatically copy files you’ve deleted to the archive folder on your drive.

---

Toolkit will not sync some types of data. See [Files and folders excluded from syncing](#).

---

Sync Plus is available for the following premium products:

<table>
<thead>
<tr>
<th>Supported devices</th>
<th>Product support page</th>
<th>User manual</th>
</tr>
</thead>
<tbody>
<tr>
<td>LaCie 1big Dock</td>
<td>Product</td>
<td>Documentation</td>
</tr>
<tr>
<td>LaCie 1big Dock SSD Pro</td>
<td>Product</td>
<td>Documentation</td>
</tr>
<tr>
<td>LaCie Rugged SSD Pro</td>
<td>Product</td>
<td>Documentation</td>
</tr>
<tr>
<td>Seagate Barracuda Fast SSD</td>
<td>Product</td>
<td>Documentation</td>
</tr>
<tr>
<td>Seagate FireCuda Gaming SSD</td>
<td>Product</td>
<td>Documentation</td>
</tr>
<tr>
<td>Seagate One Touch SSD</td>
<td>Product</td>
<td>Documentation</td>
</tr>
<tr>
<td>Seagate Ultra Touch</td>
<td>Product</td>
<td>Documentation</td>
</tr>
</tbody>
</table>

---

**Set up a quick sync**

You can quickly create a plan to sync your PC or Mac’s user folder. Toolkit performs the following actions in a quick sync:

- Creates a default plan syncing your PC or Mac’s user folder with your drive.
- Files and folders you delete are automatically copied to the archive folder on the drive.

To create a quick sync:

1. Open Toolkit.
2. On the Main Menu, click on the **Sync Plus** activity.
3. Click **Sync**.
4. Review settings and click **Got It**.

### Create a custom Sync Plus plan

A custom Sync Plus plan lets you:

- Choose folders to sync with your drive.
- Customize your sync and archive settings.

To set up your custom Sync Plus plan:

1. Open Toolkit.
2. On the Main Menu, click on a drive.
3. Click **Create a new Sync Plus plan**.
4. Click **Next**.
5. Select the computer folders you want to sync. Click **Next**.
6. Select the destination on your drive for the synced folder(s). Click **Next**.
7. Click on the toggle switches to change the following settings:

<table>
<thead>
<tr>
<th>Setting</th>
<th>On</th>
<th>Off</th>
</tr>
</thead>
<tbody>
<tr>
<td>2-way sync</td>
<td>Changes made to files on your computer are synced with your drive, and vice versa.</td>
<td>Your drive stays synced to changes made to files on your computer. However, changes made to files on your drive are not synced to your computer. Files deleted from your computer are not deleted from your drive. Turning off 2-way sync disables the Archive deleted files option.</td>
</tr>
<tr>
<td>Archive deleted files</td>
<td>Files and folders deleted from your computer or drive are saved to the archive folder. Turning off 2-way sync disables the Archive deleted files option.</td>
<td>Deleted files and folders are not saved. Turning off 2-way sync disables the Archive deleted files option.</td>
</tr>
</tbody>
</table>
8. Click **Create**.
9. Review settings and click **Got It**.

### Pause/resume a Sync Plus plan

To pause a Sync Plus plan:

1. Open Toolkit.
2. On the Main Menu, click on a drive.
3. On the Sync Plus plan, click **Pause**.

To resume the Sync Plus plan, click **Resume**.

### View synced folders and archive

To view synced folders and archives in your file manager:

1. Open Toolkit.
2. On the Main Menu, click on a drive.
3. On the Sync Plus plan, click **View**.

### Edit a Sync Plus plan

To edit a Sync Plus plan:

1. Open Toolkit.
2. On the Main Menu, click on a drive.
3. On the Sync Plus Plan, click on the More icon (👀) and select **Edit**.
4. Select source and destination folders, and change sync and archive settings as needed.

### Delete a Sync Plus plan

To delete a Sync Plus plan:

1. Open Toolkit.
2. On the Main Menu, click on a drive.
3. On the Sync Plus Plan, click on the More icon (👀) and select **Delete**.
4. Click **OK** to confirm.

### Restore files

To restore files from the archive:
1. Open Toolkit.
2. On the Main Menu, click on a drive.
4. Toolkit opens a file browsing window so you can copy data from the archive folder to another location.

Files and folders excluded from syncing

Toolkit will not sync program files, application data, temporary files, and other types of system files and folders. A full listing of items excluded from syncing can be found in this knowledge base article.
Seagate Secure

The Seagate Secure activity lets you manage security for Seagate and LaCie self-encrypting drives. Use Toolkit to enable security, create a password, and rest easy knowing your data is protected with AES 256-bit encryption technology.

<table>
<thead>
<tr>
<th>Supported devices</th>
<th>Product support page</th>
<th>User manual</th>
</tr>
</thead>
<tbody>
<tr>
<td>LaCie Rugged RAID Shuttle</td>
<td>Product</td>
<td>Documentation</td>
</tr>
<tr>
<td>LaCie Rugged Secure</td>
<td>Product</td>
<td>Documentation</td>
</tr>
<tr>
<td>LaCie Rugged SSD</td>
<td>Product</td>
<td>Documentation</td>
</tr>
<tr>
<td>Seagate Backup Plus Ultra</td>
<td>Product</td>
<td>Documentation</td>
</tr>
</tbody>
</table>

Enable security with Toolkit

Toolkit is required to enable security for self-encrypting drives.

1. Connect the device to your computer.
2. Open Toolkit.
3. On the Main Menu, click on the Seagate Secure activity.
4. Click Enable.

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 to 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 device packaging. Note that the secure code is case-sensitive, meaning that it distinguishes between upper-case and lower-case letters. Click Next.

If you no longer have the insert, you can find the secure code (SID) on a sticker on the drive enclosure. Note for LaCie Rugged Secure and Rugged RAID Shuttle drives—the sticker is located under the protective bumper.

7. Click Next.

Incorrect code error? If you receive an Incorrect code error and can no longer enter the secure code (SID), safely eject the hard drive and then disconnect it from the computer. Locate the correct SID, reconnect the drive, and try again. This error could also occur if you enabled security for the device at some point in the past and the password you created is still active. 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. Note that the password you create is case-sensitive, meaning that it distinguishes between upper-case and lower-case letters. Enter the same password in the lower field to confirm, and click Next.

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

9. (optional) Create a password hint. In the event you forget your password, you can view your hint to help you remember it. Enter your password hint and click Next.

Because personal details can limit data security, use a hint that only you understand. Note that your hint is stored on your computer—the hint does not travel with the drive.

10. Click Done.

Unlock 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. If Toolkit is not installed on the computer, you can run the appropriate Unlock
Drive app for your operating system located on the drive.

**Entering your password with Toolkit**

Each time you connect your drive to a computer with Toolkit installed, you'll be prompted to enter your password.

1. At the prompt, 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 device.
3. Click **Unlock**.
4. At the prompt, enter your password.
5. Click **Continue**.

**Entering your password with the Unlock Drive app**

If you connect the device 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**.

**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** to 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.
4. Click **OK**.

**Exceeding the maximum number of failed password attempts**

If you reach the maximum number of consecutive failed password attempts, your drive will be temporarily disabled. Disconnect and reconnect your drive, and then retry with the correct password.

**Lock the drive**

The drive is locked automatically whenever it 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 device.
3. Click **Lock**.
4. Enter your password and click **Continue**.

**Change your password**

Use Toolkit to change your password.

1. Open Toolkit.
2. On the Main Menu, click on the device.
3. Click on the More icon (・・・) and select **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.
7. (Optional) You can create a password hint, which you can view later in the event you've forgotten your password. Enter the password hint in the field.

---

*Remember, the password you created is case-sensitive, meaning that it distinguishes between upper-case and lower-case letters.*
Because personal details can limit data security, use a hint that only you understand. Note that your hint is stored on your computer—the hint does not travel with the drive. If you do not want a hint, leave the field blank.

8. Click Next.
9. You've now secured the drive with a new password. Click Done.

**Trusted computers**

You can configure Toolkit to automatically unlock a drive when it's connected to a computer that you've designated as "trusted". Use this setting only on a computer that no one else uses. You'll still need a password to unlock the drive when connected to other computers.

1. Connect your drive to a computer installed with Toolkit.
2. At the prompt, enter the password you created when you enabled security.

3. Check the Trust this computer checkbox.
4. 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 device.
3. Click Unlock.
4. At the prompt, enter your password.
5. Check the Trust this computer checkbox.
6. Click Continue.

If your connected drive is already unlocked, do the following:

1. Open Toolkit.
2. On the Main Menu, click on the device.
3. Click on the More icon (•••) and select Trusted Computer.
4. Click the Trust this computer toggle to enable the setting.
5. At the prompt, enter your password and click Continue.
6. Click Done.

**Removing trusted computer status**
To remove trusted computer status from a computer:

1. Connect your drive to the trusted computer.
2. Open Toolkit.
3. On the Main Menu, click on the device.
4. Click on the More icon (・・・) and select Trusted Computer.
5. Click the Trust this computer toggle to disable the setting.
6. Click Done.

**Disable security**

You can disable security so that a password is no longer needed to unlock the device. 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 device.
3. Click on the More icon (・・・) and then click Disable.
4. A notification appears informing you that you will disable security. Enter your password to confirm, and then click Continue.

**Re-enable 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.
3. Enter the password you created when you first enabled security.
4. Click Continue.

**Multi-user access**

You can provide a second user with secure access to your storage device.

Adding another user changes the unlock prompt when connecting the secure drive to a computer. When only a single user is enabled, the secure drive requires a single password for the owner or 'admin' of the drive:
With multi-user enabled, the user unlocking the drive must enter both their username and password.

As the owner of the secure drive, your username is “Admin” and you continue to enter the same password. You’ll provide the second user with a username and an initial password. The second user can access content on the drive but cannot perform all security actions:

<table>
<thead>
<tr>
<th>Secure Actions</th>
<th>Admin</th>
<th>User</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change Password</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Disable</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>Trusted Computer</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Manage Multi-User</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>Crypto-Erase</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>Reset</td>
<td></td>
<td>Anyone with the PSID can reset the drive</td>
</tr>
</tbody>
</table>

1. Open Toolkit.
2. On the Main Menu, click on the device.
3. Click on the More icon (•••) and select Manage Multi-User.
4. Click the Multi-user radio button, and then click Next.
5. You're prompted to confirm your administrator password. Enter your password and click Next.
6. Click Add User. A dialog box appears.
7. Enter a username for the second user. This is the username the second user will enter when unlocking the drive.
8. Enter a password for the second user. This is the password the second user will enter when unlocking the drive. Choose a password that's easy to remember but difficult to guess. Note that the password you create is case-sensitive, meaning that it distinguishes between upper-case and lower-case letters.
9. Enter the same password in the lower field to confirm.
10. (optional) Create a password hint. You can create a hint to help you remember the password you created for the second user.

Note that your hint is stored on your computer—the hint does not travel with the drive.

11. Click Save.

**Editing the second user**

The administrator can edit the second user's username and password.

1. Open Toolkit.
2. On the Main Menu, click on the device.
3. Click on the More icon ( ) and select Manage Multi-User.
4. At the prompt, enter your admin password and click Continue.
5. In the user listing, click on the More icon ( ) and select Edit.
6. Edit the user's details and click Save.
7. Click Done.

**Disabling the second user**

The administrator can disable the second user but maintain their details so they can be re-enabled later.

1. Open Toolkit.
2. On the Main Menu, click on the device.
3. Click on the More icon ( ) and select Manage Multi-User.
4. At the prompt, enter your admin password and click Continue.
5. In the user listing, click on the More icon ( ) and select Disable.
6. At the prompt, click Disable to confirm.
7. Click Done.

**Deleting the second user**

The administrator can delete the second user.
1. Open Toolkit.
2. On the Main Menu, click on the device.
3. Click on the More icon (・・・) and select Manage Multi-User.
4. In the user listing, click on the More icon (・・・) and select Delete.
5. At the prompt, click Delete to confirm.
6. Click Done.

Crypto-erase 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 device.
3. Click on the More 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.

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.

Reset 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 device.
3. Click on the More icon (・・・) and then click 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 device packaging. Enter the 32-character PSID. (Toolkit will automatically change lower-case letters to upper-case.)

No longer have the insert with the PSID?

You can also find the PSID on a sticker on the hard drive. Note for LaCie Rugged Secure and Rugged RAID Shuttle drives—the sticker is located under the protective bumper.
6. Click **Continue**.

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 factory reset.

Your system prompts you to allow Toolkit to make this change. Enter the system password for your computer to confirm the factory reset.
Optimize

Many Seagate and LaCie drives are preformatted exFAT for compatibility with both Mac and Windows 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. Only available when initially setting up Toolkit for your drive. |
| 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 file 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. This is the best format if you intend to use your drive with Time Machine.

**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.

**Toolkit Optimize**

Toolkit is designed to help you initially choose the appropriate drive format for your storage needs.

1. Follow the instructions in your product user manual for setting up your device and installing Toolkit.
2. Toolkit will prompt you to choose between formatting the drive for compatibility with both Windows and macOS, or optimal performance with your computer’s operating system.
3. Follow any additional onscreen instructions to complete the setup.
Formatting erases everything on the storage device. It's highly recommended that you back up all data on your storage device before performing the steps below. Seagate and LaCie are not responsible for any data lost due to formatting, partitioning, or using a storage device.
Import

Import lets you quickly import files from Secure Digital (SD) and microSD memory cards to compatible Seagate and LaCie storage solutions with integrated card readers. Simply insert a memory card and Toolkit automatically copies your files to your device—no need to open folders and drag files.

Unlike other features in Toolkit, Import is not available as an activity on the home page. Instructions are available in this section to access Import.

<table>
<thead>
<tr>
<th>Supported devices</th>
<th>Product support page</th>
<th>User manual</th>
</tr>
</thead>
<tbody>
<tr>
<td>LaCie 1big Dock</td>
<td>Product</td>
<td>Documentation</td>
</tr>
<tr>
<td>LaCie 1big Dock SSD Pro</td>
<td>Product</td>
<td>Documentation</td>
</tr>
<tr>
<td>LaCie Rugged RAID Pro</td>
<td>Product</td>
<td>Documentation</td>
</tr>
<tr>
<td>Seagate DJI Fly Drive</td>
<td>Product</td>
<td>Documentation</td>
</tr>
</tbody>
</table>

Install Import

Your computer must be connected to the internet to install Import.

To install Import:

1. Connect your supported Seagate or LaCie device to your computer. Make certain to follow the instructions in your device’s user manual.
2. Open Toolkit. Toolkit automatically detects the supported device and adds Import to Toolkit.
3. Insert an SD or microSD memory card containing files into your device’s card reader. Toolkit asks you whether you want to automatically import the content of inserted cards to your storage drive.
4. Click Import to confirm that you want Toolkit to automatically copy content from a memory card to your drive whenever Toolkit detects that a card has been inserted. If you prefer to activate Import at a later
When Import is activated, Toolkit will automatically copy content from the memory card to your device’s storage.

Toolkit creates the following folders for all of your imports: DriveName > Toolkit > Import. During an import, Toolkit adds a uniquely named folder containing the imported files. The following naming convention is used:

\[
YYYY-MM-DD_HH.MM.SS_CardName
\]

<table>
<thead>
<tr>
<th>YYYY</th>
<th>Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>MM</td>
<td>Month</td>
</tr>
<tr>
<td>DD</td>
<td>Day</td>
</tr>
<tr>
<td>HH</td>
<td>Hour (24-hour clock)</td>
</tr>
<tr>
<td>MM</td>
<td>Minutes</td>
</tr>
<tr>
<td>SS</td>
<td>Seconds</td>
</tr>
</tbody>
</table>

The name of your memory card

When Import is activated, Toolkit initiates an automated import whenever it detects that a card has been inserted in the device, regardless of whether the files are duplicates of content in a previous import folder. For example, it’s possible to create import folders containing duplicate files if you:

- Eject the memory card, remove the card from the device, and then reinsert the card.
- Eject the drive and then reconnect the device while the memory card is still inserted.
- Restart your computer while the device is connected and the memory card is inserted.
- Quit Toolkit and restart the app while the device is connected and the memory card is inserted.

**Activate/deactivate Import**

To activate or deactivate the automated Import:

1. Open Toolkit.
2. Click on the More icon and select Settings.
3. Click on the Import switch.

**Frequently Asked Questions for Import**
Q: Does Import delete the content on my memory card after it has finished importing content to my drive?

A: No. Files are not removed from the memory card while importing.

Q: Can I use Import with an external card reader?

A: No. Import is designed for use with select Seagate and LaCie devices featuring integrated card readers. See Supported devices above.
RAID Setup

Toolkit helps you easily configure the initial RAID level and formatting for compatible drives.

<table>
<thead>
<tr>
<th>Supported devices</th>
<th>Product support page</th>
<th>User manual</th>
</tr>
</thead>
<tbody>
<tr>
<td>LaCie 2big RAID</td>
<td>Product</td>
<td>Documentation</td>
</tr>
<tr>
<td>LaCie Rugged RAID Pro</td>
<td>Product</td>
<td>Documentation</td>
</tr>
<tr>
<td>LaCie Rugged RAID Shuttle</td>
<td>Product</td>
<td>Documentation</td>
</tr>
</tbody>
</table>

Additional resources from LaCie RAID Manager

Toolkit is designed for quick configuration of your initial RAID level. Toolkit will not launch the RAID Setup wizard once the RAID level or drive format was changed from its factory setting.

Use LaCie RAID Manager if you need to make further changes to your RAID or drive format. LaCie RAID Manager helps you configure and manage arrays, set up important email alerts, measure the health of hard drives, and more.

Learn more about LaCie RAID Manager

LaCie RAID Manager for 2-Bay Devices
Download LaCie RAID Manager
Supported operating systems

RAID explained
RAID stands for **redundant array of independent disks**. RAID contains the word **array**, and the two terms are often used interchangeably. An array is a combination of two or more physical disks that are presented to the operating system as a single volume.

Disks are combined into different RAID configurations known as **RAID levels**. The RAID level you choose depends on which storage attributes are most important to you:

<table>
<thead>
<tr>
<th>RAID level</th>
<th>Capacity</th>
<th>Performance</th>
<th>Protection</th>
<th>Factory default</th>
</tr>
</thead>
<tbody>
<tr>
<td>RAID 0</td>
<td>100%</td>
<td>Excellent</td>
<td>None</td>
<td>Yes</td>
</tr>
<tr>
<td>RAID 1</td>
<td>50%</td>
<td>Good</td>
<td>Excellent</td>
<td>No</td>
</tr>
</tbody>
</table>

**RAID and data security**

While RAID 1 can protect data in case of a single drive failure, it cannot guarantee complete data protection for all cases of hardware failure or data corruption. To help prevent data loss due to any extreme event, it's recommended that you maintain copies of your files on more than one device—for example, keep one copy on your 2-bay device and another copy on one of the following:

- Another direct-attached storage (DAS) device
- A network attached storage (NAS) device
- Some form of removable or archival storage
Any loss, corruption or destruction of data while using a Seagate or LaCie hard drive or hard drive system is the sole responsibility of the user. Under no circumstances will Seagate or LaCie be held liable for the recovery or restoration of data.

Setting RAID level and formatting with Toolkit

1. Follow the instructions in your product user manual for setting up your device and installing Toolkit.
2. Toolkit will prompt you to set the RAID level for the newly detected RAID device. (If you don’t see the prompt—or you rejected it in the past—click on the RAID device on the Toolkit Main Menu.)

<table>
<thead>
<tr>
<th>Configuration</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Capacity and Better Transfers (RAID 0)</td>
<td>Configures the device as RAID 0. Full storage capacity is available for your files and your data transfers are faster. However, RAID 0 lacks an important feature: data protection. If a hard drive fails, all data in the array is lost.</td>
</tr>
<tr>
<td>File Protection (RAID 1)</td>
<td>Configures the device as RAID 1. Each file is stored on both drives in the array, which means your data is still available if a single drive fails. However, storage space is cut by 50% and data transfers are not as fast as RAID 0.</td>
</tr>
</tbody>
</table>

3. Follow any additional onscreen instructions to complete the setup.

Toolkit will not launch the RAID Setup wizard if the RAID level or drive format was previously changed from its factory setting. See Additional resources from LaCie RAID Manager.
LED Management

Toolkit allows you to configure LED settings for compatible Seagate and LaCie storage devices.

**Pattern LED settings**
Choose from preset patterns or create custom patterns of your own. Select colors that complement your work or play environment.

**Status LED settings**
Enable/disable status LED.

LED management is available for the following premium products:

<table>
<thead>
<tr>
<th>Supported devices</th>
<th>Supported LEDs</th>
<th>Product support page</th>
<th>User manual</th>
</tr>
</thead>
<tbody>
<tr>
<td>LaCie 1big Dock</td>
<td>Status LED</td>
<td>Product</td>
<td>Documentation</td>
</tr>
<tr>
<td>LaCie 1big Dock SSD Pro</td>
<td>Status LED</td>
<td>Product</td>
<td>Documentation</td>
</tr>
<tr>
<td>LaCie 2big RAID</td>
<td>Status LED</td>
<td>Product</td>
<td>Documentation</td>
</tr>
<tr>
<td>Seagate FireCuda Gaming Dock</td>
<td>Pattern LED Status LED</td>
<td>Product</td>
<td>Documentation</td>
</tr>
<tr>
<td>Seagate FireCuda Gaming SSD</td>
<td>Pattern LED Status LED</td>
<td>Product</td>
<td>Documentation</td>
</tr>
</tbody>
</table>

**Edit LED settings**

To manage LED settings for your storage device:

1. Connect your storage device to your computer.
2. Open Toolkit.
3. On the Home page, click on your storage device.

The Device screen appears. Depending on the LEDs supported by your device, some or all of the following controls are displayed:
A. **Status LED**—Turn off/on Status LED.
B. **Pattern LED brightness**—Set the brightness of the Pattern LED.
C. **Edit**—Edit Pattern LED colors, transitions, and other settings.

## Edit Patterns

The Pattern LED settings let you:

- Select a pattern type.
- Choose colors for the selected pattern.
- Control animation times.
- Change global settings.

To edit Pattern LED settings, click on the Edit icon (🛠). The LED Settings screen appears:
A. **Select Pattern**— Select a pattern type.
B. **Preview**—Preview the current pattern. Specify animation times for applicable patterns (see table below).
C. **Change Color**—Add/remove colors for applicable patterns (see table below).
D. **Global Settings**—Change global settings.
E. **Done**—Confirm changes to pattern settings.

### Select a pattern

Select from the following pattern types:

<table>
<thead>
<tr>
<th>Pattern</th>
<th>Description</th>
<th>Total animation time</th>
<th>User selections</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toolkit</td>
<td></td>
<td>9/18/20</td>
<td></td>
</tr>
<tr>
<td>Mode</td>
<td>Description</td>
<td>Hold and Transition Options</td>
<td>Duration Options</td>
</tr>
<tr>
<td>------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------</td>
<td>-----------------------------------------</td>
</tr>
<tr>
<td><strong>Solid</strong></td>
<td>Displays a single color continuously.</td>
<td>• 100% color hold</td>
<td>Single color</td>
</tr>
<tr>
<td><strong>Blink</strong></td>
<td>Turns a single color of your choosing on/off.</td>
<td>• 6s</td>
<td>Single color</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 50% color hold</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 50% off</td>
<td></td>
</tr>
<tr>
<td><strong>Breathe</strong></td>
<td>Fades a single color of your choosing on/off.</td>
<td>• User selected (default=6s)</td>
<td>Single color</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 25% color hold</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 25% fade off</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 25% off</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 25% fade on</td>
<td></td>
</tr>
<tr>
<td><strong>Spectrum</strong></td>
<td>Transitions between six colors: red, orange, yellow, green, blue, and violet.</td>
<td>• User selected (default=18s)</td>
<td>Total animation time</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 50% color holds (8.33% per color)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 50% color transitions (8.33% per transition)</td>
<td></td>
</tr>
<tr>
<td><strong>Custom 1</strong></td>
<td>Displays a custom pattern you've created.</td>
<td>• User selected (default=6s)</td>
<td>Multiple colors</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Color hold time</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Color transition time</td>
<td></td>
</tr>
<tr>
<td><strong>Custom 2</strong></td>
<td>Displays a custom pattern you've created.</td>
<td>• User selected (default=21s)</td>
<td>Multiple colors</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Color hold time</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Color transition time</td>
<td></td>
</tr>
<tr>
<td><strong>Custom 3</strong></td>
<td>Displays a custom pattern you've created.</td>
<td>• User selected (default=2s)</td>
<td>Multiple colors</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Color hold time</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Color transition time</td>
<td></td>
</tr>
</tbody>
</table>

**Preview selected pattern**

The Preview window lets you view the colors, transitions, and timing of the selected pattern.

![Preview Window](image)

The total animation time (the time it takes for one cycle of the pattern to be completed) appears below the Preview window:
For longer total animation times (starting at 15 seconds), the Preview window will automatically speed up the playback animation so that you can see your changes faster. The current playback speed is displayed next to the total animation time.

Timing controls
Timing controls are displayed in the Preview section for the following pattern types:

- Breathe
- Spectrum
- Custom

Breathe
Use the slider to set the total animation time:

The total animation time is broken down evenly between color holds and transitions:

- 25% color hold
- 25% fade off
- 25% off
- 25% fade on

Spectrum
Use the slider to set the total animation time:
The total animation time is broken down evenly between color holds and transitions:

- 50% color holds (8.33% per color)
- 50% color transitions (8.33% per transition)

**Custom**
Use the sliders to control color hold and transition times:

A. **Color hold setting**—Represents the total time spent holding on colors. The total time is divided by the number of colors in the pattern.
B. **Color transition setting**—Represents the total time spent transitioning from one color to the next color. The total time is divided by the number of transitions in the pattern.

Note that the color hold setting and color transition setting together determine the total animation time.

**Change colors**

**Single color patterns**
Solid, Blink, and Breathe patterns only allow one color to be selected:

A. Click on a color to select it.
B. Click on the Reset icon to select the default orange color.
Custom patterns
Custom patterns allow you to select up to six colors:

A. Click on the Add icon to add a color to the sequence.
B. Click to select a color in the sequence.
C. Click on the Grid icon to drag the selected color to a different position in the sequence.
D. Click on the Remove icon to remove the selected color from the sequence.
E. Click to change the selected color.
F. Click on the Reset icon to select the default colors and settings for the custom pattern.

Change global settings
Use the following settings to control your storage device’s pattern LED:

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Brightness</strong></td>
<td>Move the slider to control pattern LED brightness. The default setting is 100%.</td>
</tr>
<tr>
<td><strong>Always on</strong></td>
<td>When enabled, the pattern LED is illuminated whenever the storage device is powered on. Enabling <strong>Always on</strong> disables <strong>Sleep with display</strong>.</td>
</tr>
<tr>
<td><strong>Sleep with display</strong></td>
<td>When enabled, the pattern LED is not illuminated when the host computer is asleep or powered off. Enabling <strong>Sleep with display</strong> disables <strong>Always on</strong>.</td>
</tr>
</tbody>
</table>
To view app settings as well as support, documentation, and software information, click the More icon (●●●) on the Main Menu and select Settings.

**Start Toolkit automatically at startup**

*When enabled, Toolkit opens automatically when the computer is started. Note that Toolkit must be open in order to run scheduled backups.*

### Toolkit updates

Toolkit checks for updates provided the app is open and the computer is connected to the internet. Toolkit will automatically check for updates in the following events:

- The computer restarts and Toolkit is relaunched.
- You quit Toolkit and relaunch Toolkit.
- 24-hours have elapsed since the last check.
Toolkit and Thunderbolt Daisy Chaining

Toolkit does not currently support daisy chaining.

- Toolkit lists only the drive directly connected to your computer, and not the other drives in the daisy chain.
- The listed drive shows a capacity equal to all the drives on the Thunderbolt daisy chain.

For more information, see this knowledge base article at Seagate Support.