

Compatibility with macOS 10.13 - High Sierra

This article provides information about the compatibility of LaCie hardware and software with macOS 10.13 High Sierra.

As with every major new operating system update or release, LaCie evaluates current products to determine their compatibility with a new operating system. Please see the below compatibility information for LaCie hardware and software.

Hardware:

Current Products, which LaCie considers USB 3.0, USB 3.1 and/or Thunderbolt capable, are listed in the following table. Older drives that are not listed in this table may work, but have not been tested.

Product	Hardware
Rugged Family	Yes
d2 Family	Yes
big Family	Yes
Rackmount	Yes
Porsche Family	Yes
Limited Edition/Extreme Products	Yes
Fuel	Yes with latest firmware
Portable Drive	Yes

Note: If a pop-up blocker is installed, you may need to disable it in order to access the links. Or you can press the Command key and click on the link to open it in a new tab.

Software:

Certain applications require an update for proper function with macOS 10.13. Detailed information about each software can be found in its respective support page.

The following lists which LaCie software applications are compatible with macOS 10.13:

Software	Version	Requirements
LaCie RAID Manager v2	2.5.704.24245	Enabling Security Settings may be required. See instructions here .
LaCie Desktop Manager	2.9.1	Enabling Security Settings may be required. See instructions here .
LaCie Setup Assistant	3.1	Some LaCie products that still available for sale might not feature the latest version of LSA. If you are using an older version of LSA, please see here .
LaCie Private-Public	1.9.5	Enabling Security Settings may be required. See instructions here .
Network Assistant	Untested	No, the software was not updated.
Intego Backup Assistant	2	Enabling Security Settings may be required. See instructions here .
Intego Backup Manager Pro	2.1	Enabling Security Settings may be required. See instructions here .

What you need to know about LaCie Setup Assistant (LSA)

Many LaCie products are equipped with the LaCie Setup Assistant (LSA) to assist in formatting and installing the product the first time on either a Mac or a Windows computer. The application is designed to run only once assisting in formatting your device for the first time. LSA assists you creating a single or two partitions: a LaCie **Share** partition that allow to be used in macOS and Windows and **LaCie** a second partition formatted for your operating system (NTFS for Windows or HFS+ for Mac).

In an instance where the software is interrupted during the formatting process, your drive won't be ready to use and will require manual formatting.

The LaCie Setup Assistant is updated for use with new operating systems, but unfortunately some of the older LaCie products still available for sale might not feature the latest version of LSA when a new operating system is release.

If you are unable to run the application or if you are experiencing issues using LaCie Setup Assistant, it's possible that the version included with your device may not be compatible with the operating system of your computer. But it's not necessary to run the LaCie Setup Assistant to be able to use your drive. The drive just needs to be formatted.

Warning: Formatting erases everything on the storage device!

For step-by-step instructions on how to format your drive, please visit one the following articles:

[How to format your drive in macOS 10.11 and above](#)

[How to format your drive in macOS 10.6 to 10.10](#)

[How to format your hard drive in Windows](#)

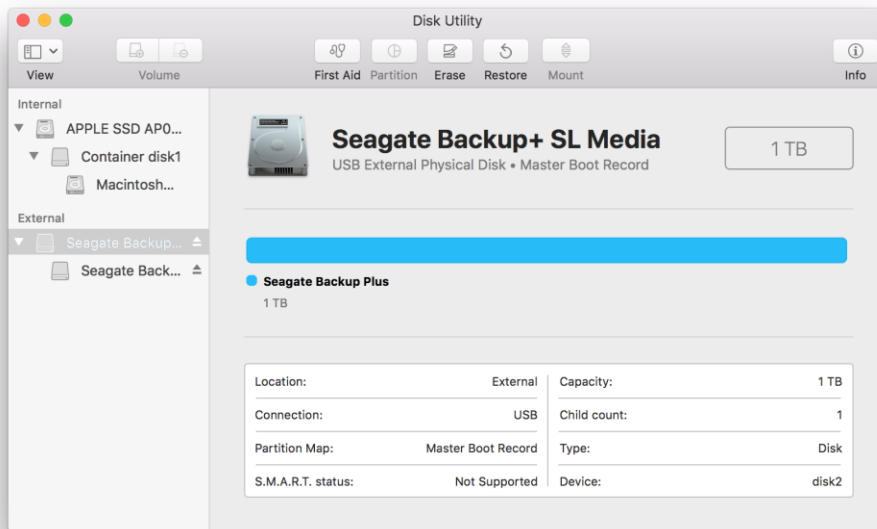
How to format your drive in macOS 10.11 and above

Note: Reformatting the drive will erase all data on the drive, so you should copy any data you want off the drive prior to formatting.

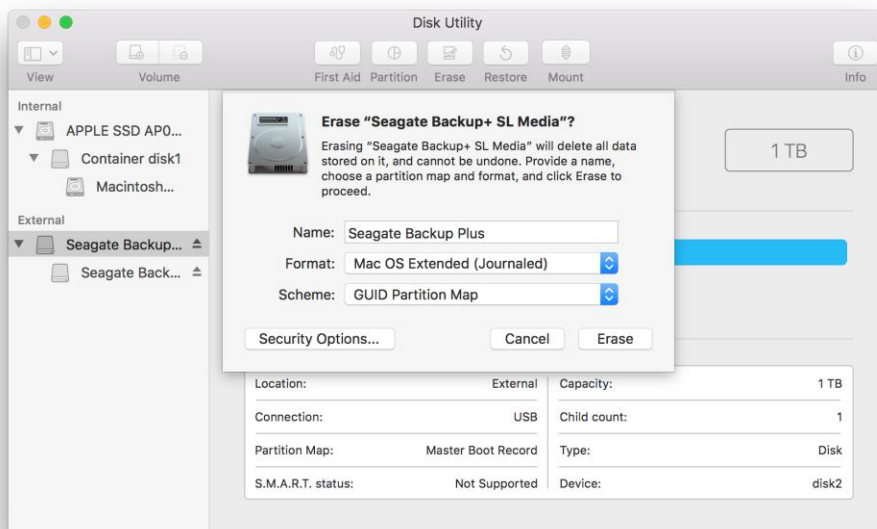
The following is based on the latest version of macOS.

1. Open Disk Utility
Applications > Utilities > Disk Utilities
2. Select the Seagate drive on the left.

Note: If you don't see the drive listed then change the view in disk utility. The view button is in the upper left-hand side, change to show all devices. This feature was introduced in macOS 10.13 and not available in 10.11 or 10.12.



3. Select Erase which opens the following window.



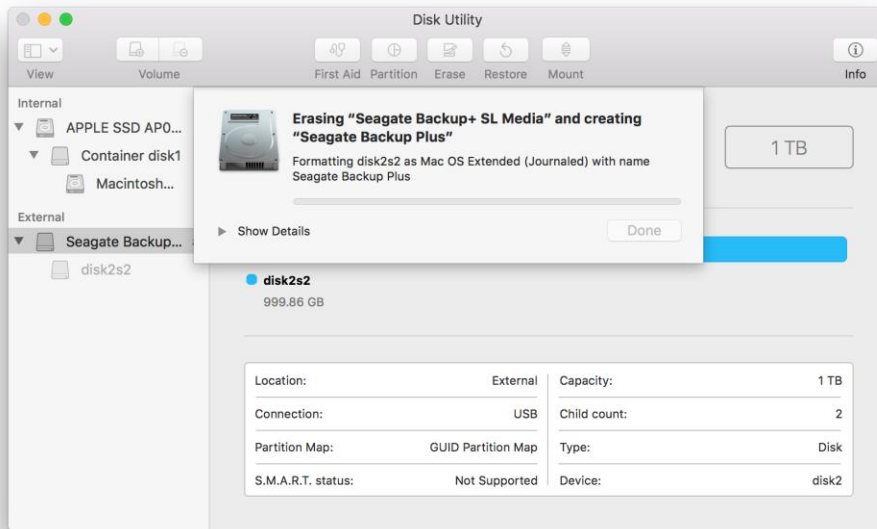
4. Rename the drive

5. Select OS X Extended (Journaled) for Format

6. Select GUID Partition Map for Scheme

Warning: Formatting the drive will erase all data on the drive, so you should copy any data you want off the drive prior to formatting.

7. Select Erase again.
8. Disk Utility will start formatting the drive.



9. Once complete, click done.



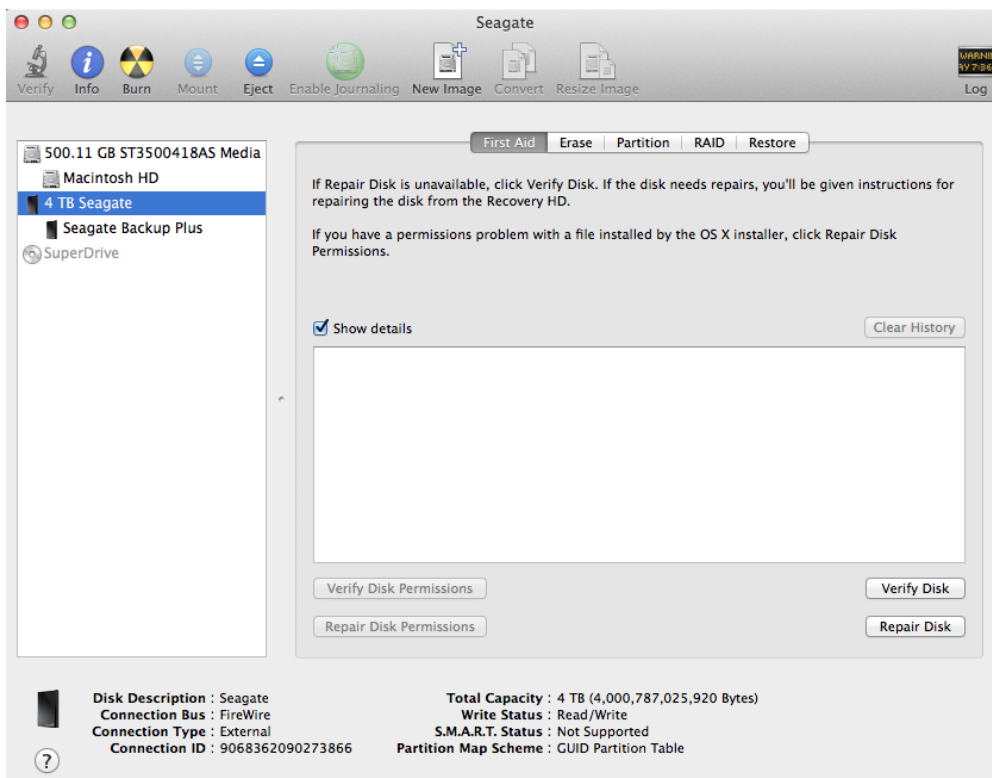
How to format a drive in Mac OS 10.6 to 10.10

Reformatting the drive will erase all data on the drive, so you should copy any data you want off the drive prior to formatting.

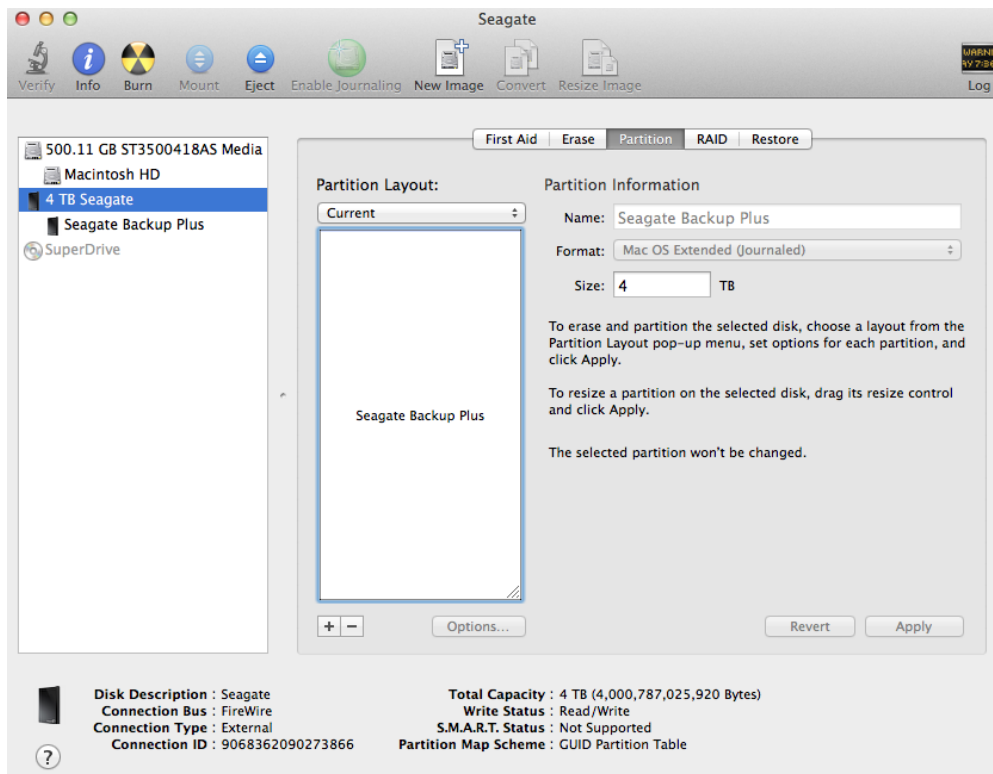
The following is based on Mac OS X version 10.10.5. However, the steps are suitable for Mac OS X 10.6.8 to 10.10.5. For instructions on how to format a drive in Mac OS 10.11 (El Capitan) and above click [here](#).

To reformat the drive in Mac OS X:

1. Open Disk Utility
Applications>Utilities>Disk Utilities
2. Select the Seagate drive on the left that shows the capacity



3. Select the Partition tab on the right hand side of the Disk Utility Window

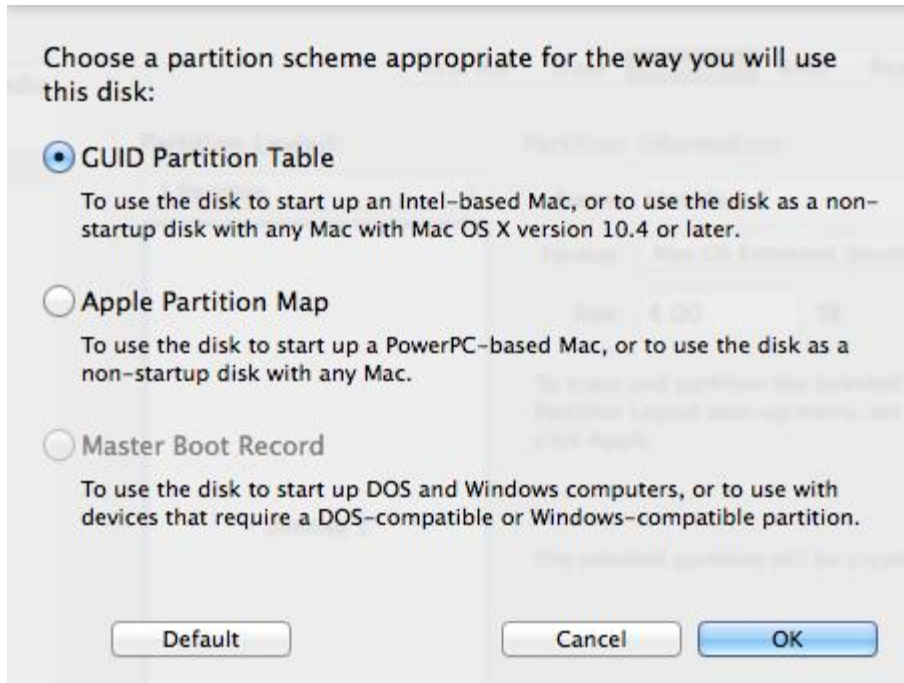


4. Select Partition Layout and select **1 partition**

5. Next to name you will see untitled 1 where you can name the drive. This will be the name shown when the drive mounts.

6. Change **Format** to **Mac OS Extended (Journaled)**

7. Select **Options** and select **GUID Partition Table**



8. Select OK

9. Select Apply

You will get the follow window advising you that this is a data destructive process and any data currently on the drive will be deleted



10. Select Partition to finish the formatting process

How to format your hard drive

Seagate branded **external drives** come preformatted, some for PCs, some for Macs, and some of them have special utilities allowing them to work between both without formatting.


Seagate **internal drives** must be formatted before use. Drives that will be bootable are formatted during the process of installing the operating system (ie, Windows or MacOS).

Drives that will be used for storage can be formatted according to the instructions below.

Or, if you have a drive that is formatted for a different type of computer or a drive that is not preformatted, you will need to format the drive before you can use it.

Warning! Formatting erases all data on the drive. So if you are formatting a drive that has already been used, be sure to copy any files you will ever want to see again onto a computer or backup drive.

Formatting your drive in Windows

- To open the **Disk Management** press and hold the Windows key () + (R)
- Type **compmgmt.msc**
- If you are prompted for an administrator password or confirmation, type the password or provide confirmation.
- In the pane on the left, under **Storage**, click **Disk Management**.
- If the drive is secondary storage and hasn't been initialized previously you may be prompted to initialize the disk first.

Note: MBR for drives under 2TB and GPT for drives over 2TB

- The drive should say unallocated

Note: If it does not you will need to right-click and delete the volume first.

If the external hard drive is pre formatted for Mac, Disk Management will list 3 partitions and you will not be able to delete the "Health (EFI System Partition)" because it's a protected partition. To delete this partition you have to use Microsoft Diskpart Erase utility. Please see [here](#) the instructions.

- Right-click and select new simple volume
- Click next 3 times
- Type the name of the drive in "Volume Label"
- Make sure quick format is selected
- Click next then finished

Accelerate Your Backup with USB 3.0

With the LaCie Porsche Design Desktop Drive's USB 3.0 interface, you'll be able to get the job done faster than ever before. Speeds up to 5 Gb/s allow you to transfer a 700MB video file in just under 7 seconds*. Back up your photos, exchange audio and video files with your friends, or make sure that your important files are kept safe. With the LaCie Desktop Drive, the possibilities are endless.

Mobile devices and power requirements

Mobile drives are commonly referred to as "Bus-Powered" devices. They don't typically require an external power supply, and are powered by the ports on a computer. Most mobile drives require approximately 4 watts of energy to run. Most computers produce this, so it isn't usually a problem.

Multiple Drives

It is possible to run multiple bus powered drives, but note the amount of power taken. Two drives takes the power requirement to 8 watts, which few computers can do comfortably. Also, a laptop will quickly have its battery drained, and that can cause an interruption in communication with the hard disk (which can translate to data loss)

Use the FireWire connection if possible, as the amount of available power is usually much greater than that of USB. It doesn't solve the issue of a rapidly draining battery, but it does avoid other power-loss problems that can occur.

Daisy-chaining

A "Daisy-chain" is a computer jargon term for connecting devices in a linear chain, rather than each device going to a central point. Bus-powered devices can be set up in this way, but it is not advised. Doing this places stress on a single port, which may tax the port beyond its specifications (up to causing physical harm.) It is best to not go beyond two devices in a chain in

most situations. Contact the computer manufacturer of the machine the drives will connect to for additional guidelines and suggestions.

Available disk space does not increase after deleting files

When a file is deleted, the space used on the disk is not reclaimed until the file is truly erased. The trash (recycle bin on Windows) is actually a hidden folder located in each hard drive. To completely delete the file, another step must be performed.

Macintosh:

Files, when deleted, are sent to the "Trash". To remove the file and reclaim the space, click the trash icon. A Finder menu will appear with an "erase" button in the upper right. Click that button to erase everything in the trash.

Windows:

Files are sent to the "Recycle Bin" when they are deleted from a Windows machine. To empty this folder and reclaim the space, right-click its icon, and left-click "Empty Recycle Bin" on the menu that appears.

Explanation of the 'normal' and 'quick' formats available on Windows

When formatting a drive, Windows offers the option to "Perform a quick format". An explanation of what that is, however, is not offered. Quick formats take a few seconds, whereas a normal format procedure can take several hours.

The reason for this behavior is explained on Microsoft's website:

"When you choose to run a regular format on a volume, files are removed from the volume that you are formatting and the hard disk is scanned for bad sectors. The scan for bad sectors is responsible for the majority of the time that it takes to format a volume.

If you choose the Quick format option, format removes files from the partition, but does not scan the disk for bad sectors. Only use this option if your hard disk has been previously formatted and you are sure that your hard disk is not damaged."

Windows or Macintosh find a TUSB 6250 device, instead of a hard drive

Some computers mistakenly identify a LaCie hard disk as a "TUSB 6250 Boot Device." If this is happening, follow the procedure below to correct the issue.

1. Remove all the cords from the back of the drive. Both power and USB.
2. Reconnect only the power supply.
3. Manually power the drive. The blue activity light on the front is also the power button.
4. After about 15 seconds, regardless if the light is solid or flashing, reconnect the USB cable.

During this procedure, we suggest using a port directly on the computer, and if the computer is a desktop, a rear port. No hubs or port replicators are advised, powered or otherwise. Front ports on a tower computer, as well as ports on a monitor, are examples of things not to connect through, for troubleshooting purposes.