



Rocsecure EX32
Secure – Encrypted Mobile Drive

rocsecure®

User Manual

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IMPORTANT NOTICES

Safety Notices

- The warranty is void if an unauthorized person attempts and/or repairs the hard disk drive.
- Read all Manuals and instructions carefully before using the device.
- Do not spill any liquid or insert any object into the device.
- Use the device within the specifications indicated, including but not limited to power requirements, temperature, humidity, sunlight and magnetism from other devices such as computers and televisions.
- Please visit the Rocstor website, www.rocstor.com for further information concerning specifications and use of the device.

General Notices

- Consistently make multiple backup copies of your data for your protection. Hard disk drives are subject to failure at any time.
- Rocstorage, Inc. shall not be held liable for loss of data or the restoration or recovery of data on the device. Please view complete Limited Warranty Information in this manual or on the Rocstor website (www.rocstor.com) for further details.

Capacity Disclaimer

Actual accessible hard drive capacity will indicate up to 10% lower than stated under different Operating Systems and formatting.

The storage volume is measured in total bytes before formatting. References to round numbers of gigabytes or terabytes are an approximation only. For example, a disk drive labeled as having 500GB (gigabytes) has space for approximately 500,000,000,000 bytes before formatting. After formatting, the drive capacity is reduced by about 5% to 10% depending on the operating system and formatting used.

Care and Handling

The following instructions concern the proper care and handling of Rocsecure EX32 Drives. Please take a moment to review these instructions.

- As with any storage solution, it is recommended that all data be backed up regularly.
- Ensure that you follow the proper removal procedure to disconnect the Rocsecure EX32 drive.

- Do not move or disconnect this device from your computer while it is reading or writing data. This may cause damage to the EX32 drive.
- Do not place this device near a heat source or expose it to direct flame.
- Do not place the device near any equipment generating strong electromagnetic fields. Exposure to strong electromagnetic fields may cause the device to malfunction or data to be corrupted.
- Do not drop or cause shock to your Rocsecure EX32 drive.
- Do not spill any liquid or insert any object into the device.
- Do not attempt to disassemble and service the Rocsecure EX32 drive during the warranty period.
- Please read the Safety Notices and Limited Warranty information in this Manual and on the Rocstor website www.rocstor.com for further details.



GENERAL

Introduction

ROCSECURE EX32 - Secure – Encrypted Mobile Drive

USB 3.1 Gen1, USB-C interface

Rocsecure EX32 has the world's most technologically advanced real-time hardware encrypted external drive in the market today.



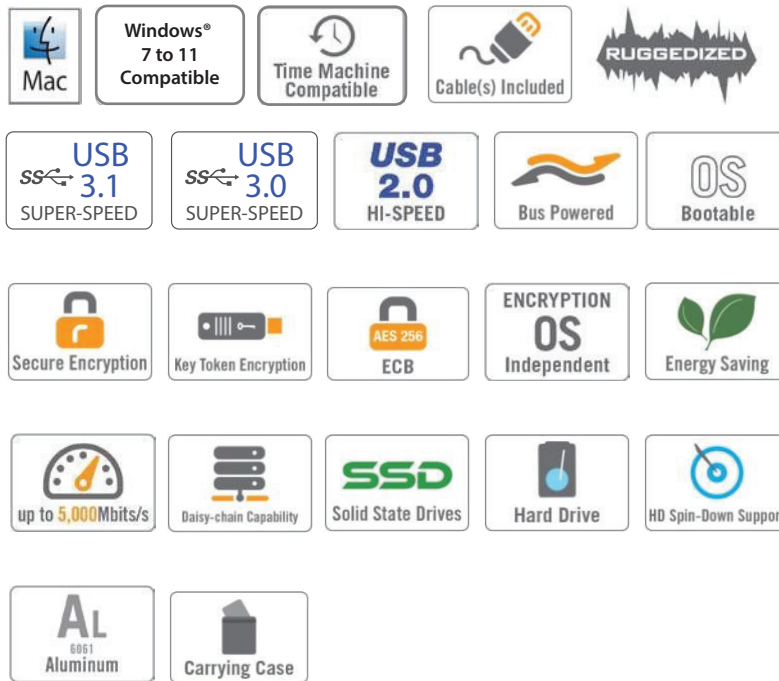
Designed and engineered in the United States to satisfy the requirements of demanding security concerned professionals; the Rocsecure EX32 can support a solid-state drive "SSD" or a fast SATA high-capacity 2.5" hard drive. EX32 can be easily moved from one computer to another using the provided carrying case. Rocsecure EX32 is compatible with both Windows and Macintosh environments without any software or driver installations.

The Rocsecure EX32 external hard drives deliver extraordinary performance, rapid file transfer speeds (up to 450 Mbps), and proven reliability for both Mac and PC users. And because it provides up to 7.68TB in single hard drive, one of the first of its kind, this device is one of the most, if not *the* most, versatile portable external drives in the world.

The Rocsecure EX32 is made with aircraft-grade aluminum, making this enclosure both ruggedized and durable. An exclusive shock absorbing mechanism (patent pending) is built into the enclosure. Its function is to keep the hard drive suspended within the casing while dissipating the heat produced by the hard drive. The Rocsecure EX32 is designed this way to allow peak performance while operating at an optimal temperature.

The bus-power feature offers the user added convenience by eliminating the need to carry nonstandard and sometimes hefty adaptors and cables that are normally required to power typical hard drives.

Choose Rocstor drives and store your future.



Box Contents

- External hard disk drive
- USB-C to USB-C cable
- USB-C to USB Type-A Cable
- Installation user Guide
- Carrying case



EX32



Key Token



USB-C to
USB-C Cable



USB-C to
USB Type-A Cable



Carrying Case



Quick Installation
Guide

Minimum System Requirements

Mac Users:

Hardware: USB 3.1 or USB 3.0 (or 2.0) port(s).

Mac: Intel or Apple M1 processor
Mac OS 10.12 or higher

Recommended memory:
1000 MB RAM

Window Users:

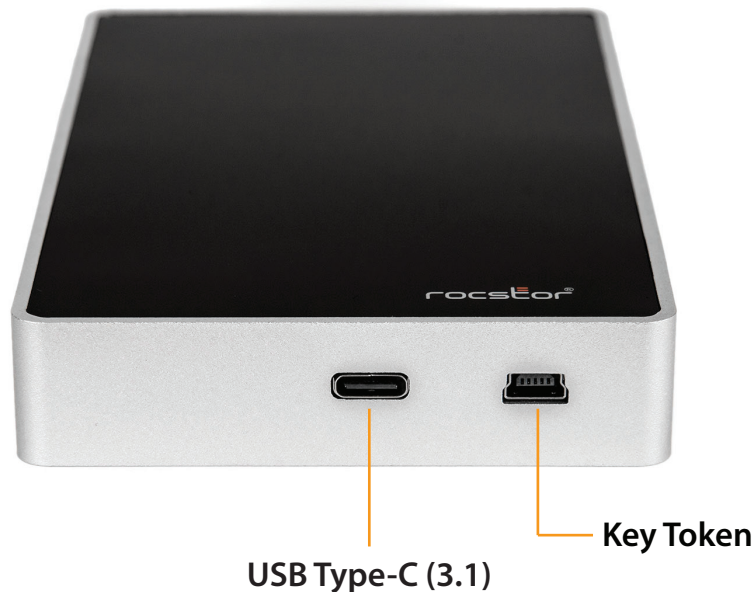
Hardware: USB 3.1 or USB 3.0 (or 2.0) port(s).

Operating Systems: Microsoft Windows
Windows 7, 8, 10, 11 or higher

Recommended memory: 1000 MB RAM

Connectors

- USB-C Port
- Key-token port



MUST BE READ FIRST

Rocsecure EX32 uses the most advanced encryption chip. It encrypts and decrypts all the data that is being read and written simultaneously in realtime. It uses a digital key token to authenticate and authorize to access data in the device.

This device contains three (3) digital key tokens that bear the mini-USB form factor. The three (3) digital keys provided with each device are unique and have the same key codes.

- Each Rocsecure EX32 works *only* with the similar digital key tokens that it has been formatted with.
- You must keep at least one of the digital key tokens in a safe place.
- **If you lose all of your digital key tokens, you lose your data.**
- Rocstor does not keep a note of any key codes nor will be able to copy any digital Keys.
 - In the future, you may order your device with as many keys with similar key codes as you prefer (extra digital keys bear additional costs). Rocstor is not able to reproduce or copy digital keys once it leaves the factory.
- Any set of digital keys can be formatted with as many Rocsecure EX32 Products as you prefer. That means if you have two (2) or more (or even twenty [20]) Rocsecure EX32 Devices you can format all of them with *one* set of digital keys. Digital key(s) with the same key code in this scenario are one set of keys that would authenticate all of the Rocsecure EX32 devices.
- The key token works with the hard drive. If at any time your device ports become defective, but your hard drive is in working condition (not damaged), the hard drive can be installed into another similar enclosure and it will operate with your digital key that it had been formatted with originally.

If you lose one or even two digital keys, you may conduct the following tasks:

- Purchase another set of digital keys from Rocstor.
- You may purchase as many digital key tokens with the same key codes as you prefer (recommendation: not to exceed 11 pieces of digital keys with the same key codes).
- Once you have the new set of digital key tokens in your possession, you may proceed with the following tasks:
 - Using one of the original keys (may be the last key in your possession) that authenticates your drive, back up your data into another external hard drive or into a specific file made in your computer hard drive designated for these data transfer.
 - Once completed, please check and be certain that the data you need is fully transferred; these data if not encrypted are vulnerable at this time.
 - You are now ready to reformat the drive with the new set of digital keys that you received.

NOTE: By reformatting the Rocsecure EX32 device now, you will lose all the data that you have stored in it. However, you had just transferred the data contained into a new temporary device.

- Insert the new set of digital key tokens you received into the Rocsecure EX32 external drive and proceed with formatting. Once the key is inserted, the device operation is similar to any standard external hard drive; therefore, the formatting either for PC under Windows or Mac is the same. (If you seek help in formatting, please proceed with the formatting chapter in this manual; you may start with the Table of Contents on page two (2) of this manual. If you require live assistance, you may call Rocstor tech support toll-free at 818-727-7000, Option 2, or email support@Rocstor.com.)

Once the drive is formatted with a new digital key which you received/purchased, it will authenticate the Rocsecure EX32 device with that key (set of new keys) only. You may dispose of your previous leftover original digital keys.

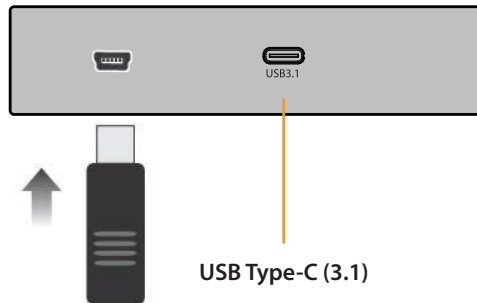
You are now ready to transfer (“move”) back the data you had transferred to your computer or from another external hard drive to the newly formatted Rocsecure EX32. And be sure to remove/delete the unsecure data that was left in your computer or the external hard drive if you desire.

QUICK INSTALLATION

How to Connect the Interface Cables - Connecting the Drive

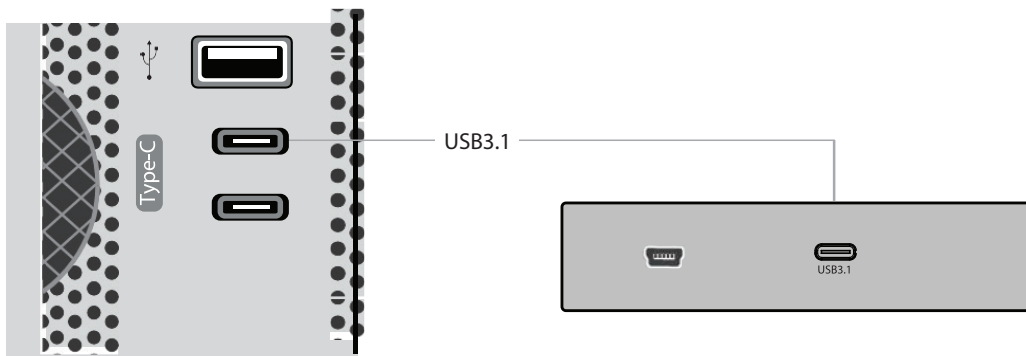
Connecting the Drive

1. Insert the digital key (key-token) in the back of the Rocsecure EX32 for authentication First.



Connecting via USB-C port:

2. Rocsecure EX32 includes USB-C to USB-C and USB-C to USB Type-A cables. Connect the First End of USB-C cable to EX32 corresponding USB-C port. Connect the Second End of the USB cable to the corresponding hosting computer USB port of your computer. Once the USB cable is connected to the USB host computer port, EX32 continuous RED light is turned on.
3. Allow up to 15 seconds for the host computer to validate the EX32 storage Token Key authentication procedure
4. Once the token key authentication procedure is validated, the EX32 RED light will start to blink rapidly
5. The secured Token Key MUST be removed for the Rocsecure EX32 to be mounted
6. Once mounted, EX32 green LED light will blink once indicating the EX32 is ready to be used
7. Rocstor HD icon will show on "My Computer" folder under the Windows OS



NOTE: For security reasons REMOVE (and store in safe place) the Key-token once access to the data is granted. At this stage, the ROCSECURE EX32 device acts as any other standard external

drive. Once the drive is powered OFF for the USB cable is disconnected, you are required to insert the key-token and repeat the procedures for authentication again.

8. The Hard drive is preformatted for Plug-and-Play operation. After a few seconds, a Rocstor HD icon will show on "My Computer" folder under the Windows OS. Under the Mac OS, the Rocsecure EX32HD will appear on the "Desktop."
9. Click (double click) on the Rocstor HD icon to access the drive.

Cable Types



USB supports three data transfer rates:

- **USB 3.1:** A Super-Speed (USB 3.0) rate of up to 5,000 Mbits/s (1GB/3.3sec)
- **USB 3.0:** A Supper-Speed (USB 3.0) rate of up to 5,000 Mbits/s (1GB/3.3sec)
- **USB 2.0:** A Hi-Speed (USB 2.0) rate of 480 Mbits/s (60 MB/sec)



INSTALLING YOUR DRIVE

All Rocstor hard drives are formatted as blank exFAT volumes {unless otherwise stated on the box} that are compatible with most modern Windows and Macintosh operating systems. To begin using your Rocstor drive, simply connectInsert the token key into EX32 and connect the USB data cable to your host computer. Make sure you remove the token key after authentication procedure is complete (follow the quick installation instructions).There's no need to shut down your computer because your Rocstor drive is hot-pluggable. Just plug it in and it's ready to use.

Rocsecure EX32 as a bootable device

Using the drive as a startup device requires installing an authorized copy of the Windows or Mac operating system (available separately from Microsoft and Apple, respectively). To install the macOS X, you must reformat the drive as a Mac OS Extended volume with Disk Utility.

Disconnecting Your Drive

Never disconnect or turn off an external drive when its activity light is ON. External drives must be properly un-mounted (or disconnected) to avoid data loss and possible damage to the hard disk drive or computer.

PC

The easiest ways to safely un-mount an external hard drive on your PC is to right-click the device removal icon next to the clock in the system tray. Then choose Safely Remove Hardware. Choose the external device you want to remove, and then click Stop. An alert will notify you if the drive is in use by an application. If in use close any open documents or applications on the drive and try again. Windows will display an alert when you can safely disconnect or turn off the drive.

Mac

The easiest way to safely un-mount an external hard drive is to drag its Finder icon to the Trash. An alert will notify you if the drive is in use by an application. Close any open documents or applications on the drive and try again. When the drive's icon no longer appears on the Finder's Desktop and the drive's activity light is green, you can safely disconnect or turn off the drive. You MUST remove the USB cable from the host computer after the EX32 is ejected or dismounted.

Reformatting Your Drive

As mentioned previously, all Rocstor hard drives are formatted as blank exFAT volumes (Otherwise noted on the retail packaging) that are compatible with most modern Windows and Macintosh operating systems. However, you can use your normal disk management tools to erase or reformat the drive if needed. For example, Windows users may want to reformat the drive as an NTFS (new technology file system) volume, or Mac OS X users may wish to reformat the drive as a Apple File System APFS or UFS (Unix file system) volume.

Please note that all of your data will be lost if the volume (Hard Drive) is formatted or reformatted.

Reformatting via PC (Window based computers)

Right-click the Rocsecure EX32 drive in the "My Computer" folder, then choose Format. In the dialog window that appears, choose the desired capacity, file system and allocation unit size and then click Start.

Reformatting via Mac

Open Disk Utility (/Applications/Utilities). Select the drive in the list at the left, and then click the Erase tab. Choose the desired volume format, specify a name, and then click Erase.

PARTITIONING AND FORMATTING THE ROCSECURE EX32 DRIVE ON A MAC OS

PARTITIONING AND FORMATTING THE ROCSECURE EX32 DRIVE ON A MAC OS

All Rocstor drives are factory formatted with exFAT, unless otherwise stated on the retail box.

WARNING: Formatting and Partitioning the Rocsecure EX32 Drive will destroy all of its data. To protect your data, back it up before formatting or partitioning this device.

IMPORTANT NOTES:

1. All programs should be closed before beginning.
2. Insert the secure Token Key to the mini-USB port on the back of Rocsecure EX32
3. Connect the EX32 via USB cable to your host computer
4. Turn ON the Rocstor hard disk drive. Some Rocstor HDs are buspowered and turn ON automatically. Look for a Blue or Green light.
5. Remove the Token Key once the EX32 rapid blinking RED light is on (within 20 seconds after USB cable is connected to the host computer)
6. "Click" means left click. "Right Click" will be so labeled.
7. Some computers are set so a single "click" will perform the task, such as opening a window. Depending on your mouse setting, you may have to double click to get to the next window. If a single click does not open the next window, please double click.

INSTRUCTIONS FOR PARTITIONING AND FORMATTING to ExFat and APFS:

Note:

(Check Box Content on page 7 for components required for Instructions)

1. Connect token key into Rocstor drive.
2. Connect the Rocstor drive to the computer via a port using USB Cable.
3. The drive will appear as an icon on the Desktop on the middle right side (figure 1.0 below) the icon will represent the method of connection.




Figure 1.0



USB Connection

Figure 1.1

Note: the Hard Drive is connected via USB port; the desktop would indicate the **USB**  (figure 1.1)

TIP:

You can also use the search tab (figure 1.2) at the top of the page and type “**Disk Utility**” to check if the drive has mounted (figure 1.3) and the file browser as well located on the bottom corner (figure 1.4 has icon image).



Figure 1.2

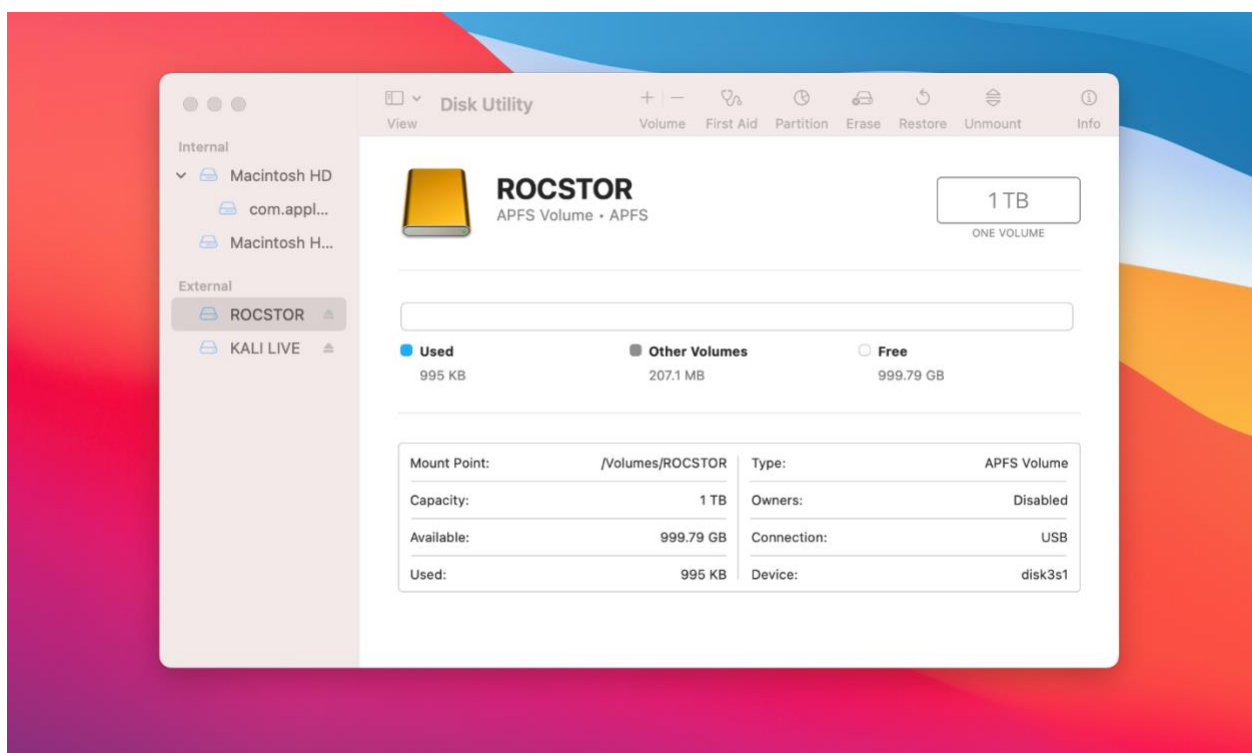


Figure 1.3

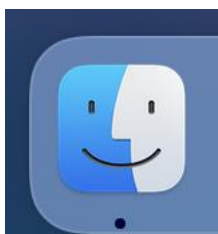


Figure 1.4

4. Go to search (steps in previous page marked “**Tip**”) type “**Disk Utility**” then click disk utility option. This is what it should look like (figure 1.3.)
5. On the left side of the “**Disk Utility**” menu is a list of available drives (figure 1.3.) One will show as Rocstor drive. Click on the Rocstor icon (figure 5.0.)

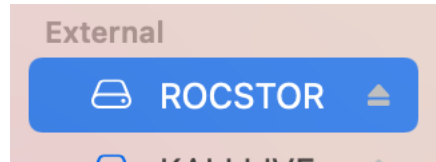


Figure 5.0

6. You are now in the Rocstor menu. Click on the “**Partition**” tab (figure 6.0). This will take you to the partition menu (figure 6.1).



Partition

Figure 6.0

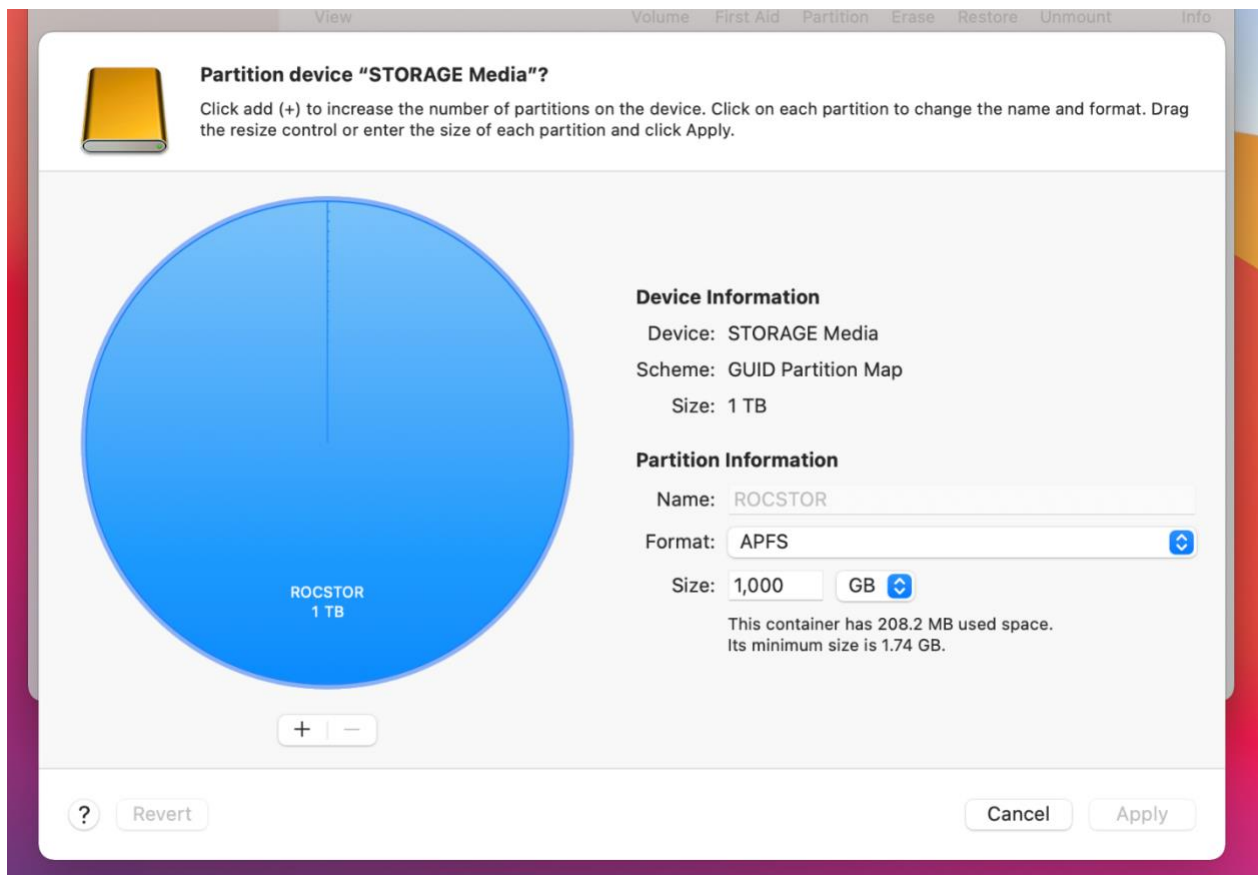


Figure 6.1

7. In the “**Partition**” menu, you may select any number of partitions available under “Partition Information.”
8. Partition Information: Select a name for your drive, select format, choose from dropdown, and input size. When finished click “**Apply**.” (figure 6.1.)
9. You can now Exit or close to return to the desktop.

PARTITIONING AND FORMATTING THE ROCSECURE EX32 DRIVE ON WINDOWS 10

All Rocstor drives are factory formatted with exFAT, unless otherwise stated on the retail box.

WARNING: Formatting and Partitioning the Rocsecure EX32 Drive will destroy all of its data. To protect your data, back it up before formatting or partitioning this device.

IMPORTANT NOTES:

1. All programs should be closed before beginning.
2. Connect the Rocstor hard disk drive to your computer using the appropriate cables.
3. Turn ON the Rocstor hard disk drive.
4. Connect the EX32 via USB cable to your host computer
5. Turn ON the Rocstor hard disk drive. Some Rocstor HDs are bus-powered and turn ON automatically. Look for a Blue or Green light.
6. Remove the Token Key once the EX32 rapid blinking RED light is on (within 20 seconds after USB cable is connected to the host computer)
7. The initial goal is to reach the “Disk Management” or “Create and Format hard disk partition” . If you know how to get there, skip this section and go directly to Instruction 1 (Instructions for Partitioning and Formatting exFAT 32 to NTFS.) A fast way of reaching “Disk Management” is to right click “My PC” icon and left click on “Manage” in the dropdown menu. The next window is “Computer Management.”
In the left menu, click “Disk Management.”
8. The ultimate goal is to reach Disk Management. If you know how to get there, skip this section and go directly to Instruction 4 (Instructions for Partitioning and Formatting from ExFat to NTFS).
9. Due to different views that are possible on Windows operating systems (Windows 8, 10, 11), we will provide various ways of reaching the Control Panel.
10. “Click” means left click. “Right Click” will be so labeled.
11. Some computers are set so a single “click” will perform the task, such as opening a window. Depending on your mouse setting, you may have to double click to get to the next window. If a single click does not open the next window, please double click.

HOW TO GET TO THE DISK MANAGEMENT:

(You may use any one of the following methods)

1. First step, You are going to locate the file browser located at the bottom of your computer tab (Figure 1). Click the file browser icon



Figure 1

2. You will then proceed to the file browser menu: (figure 2)

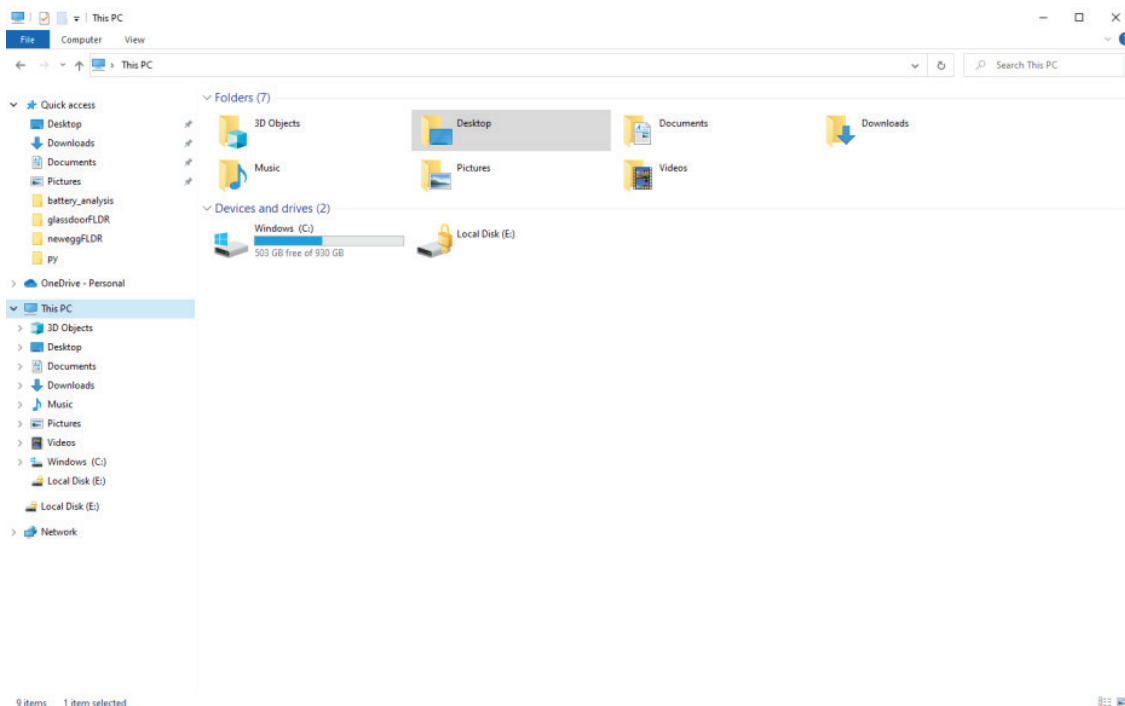


Figure 2

3. RightClick **"This PC"**: (figure 3) . After you right click**"This PC,"** you will see a **"Manage"** option, click it.

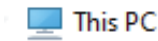


Figure 3

4. You will then proceed to **"Computer Management"** (figure 4).

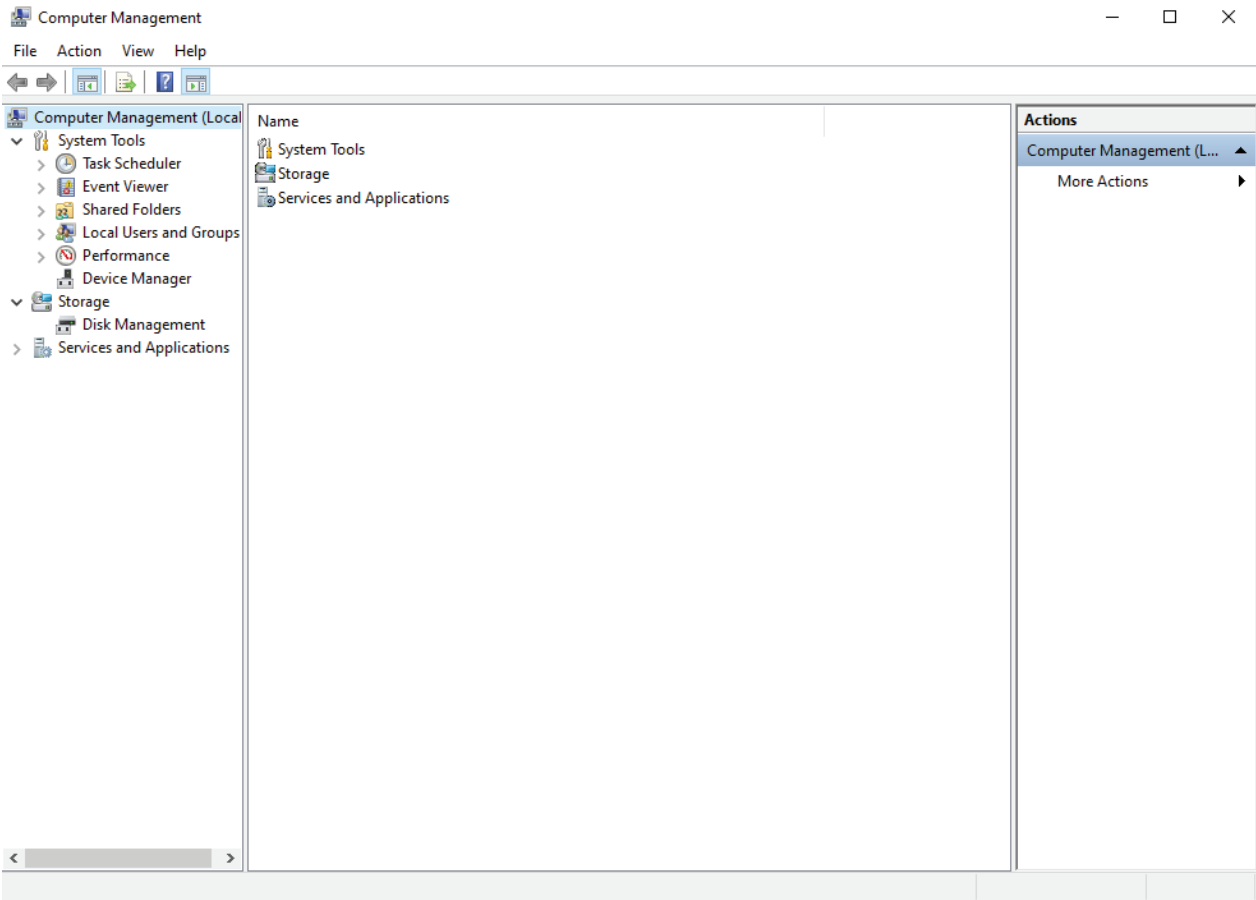


Figure 4

5. Inside **"Computer Management"** select the tab on the left side that says, **"Disk Management"** (figure 5). The **"Disk Management"** menu will look like (figure 5.1)



Figure 5

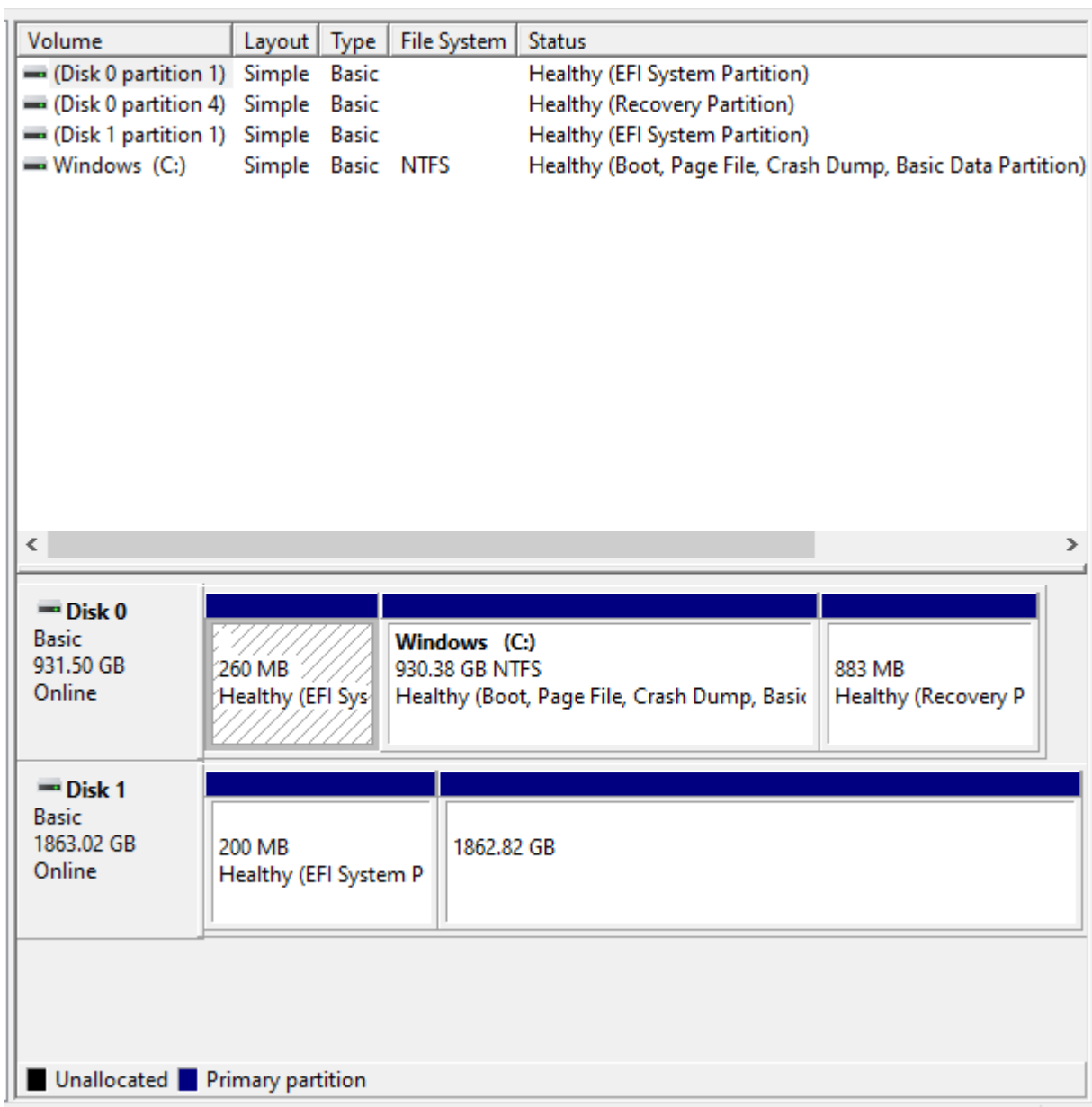


Figure 5.1

6. On the bottom left side you will see a symbol (figure 6). The unallocated symbol, will be on the same page at the bottom section, just in a bigger format. Find the disk you want to format and then right click the unallocated section. You will then select **“New Volume.”** (Figure 6.1).

■ Unallocated

Figure 6

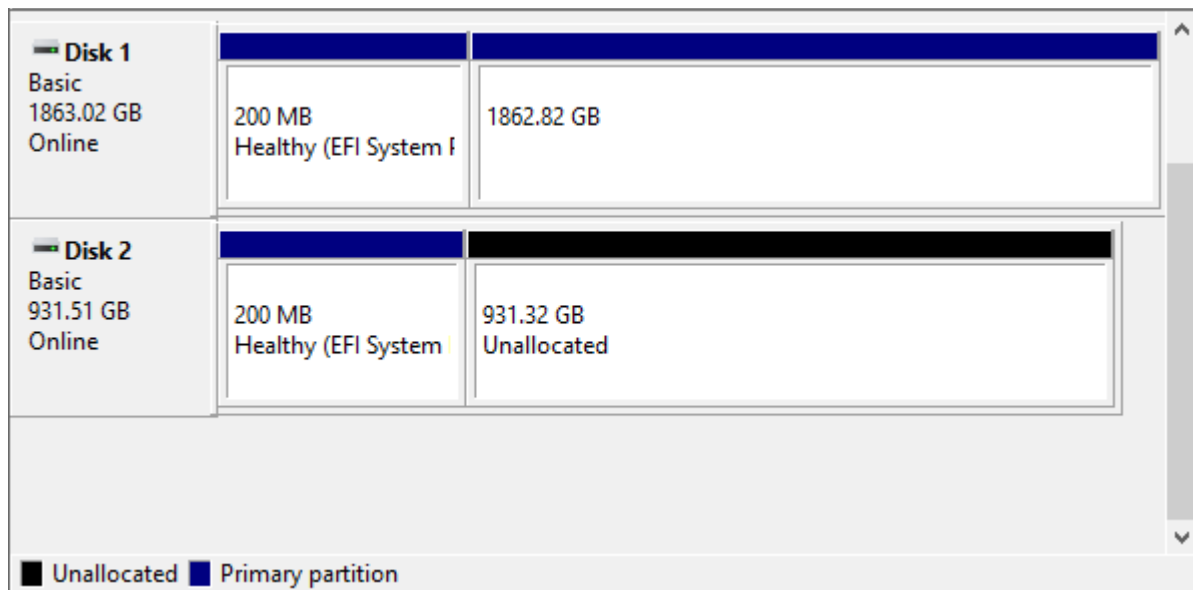


Figure 6.1

7. You will then be taken to the “**New Partition Wizard**,” menu. Click ‘Next’ to continue. (figure 7).

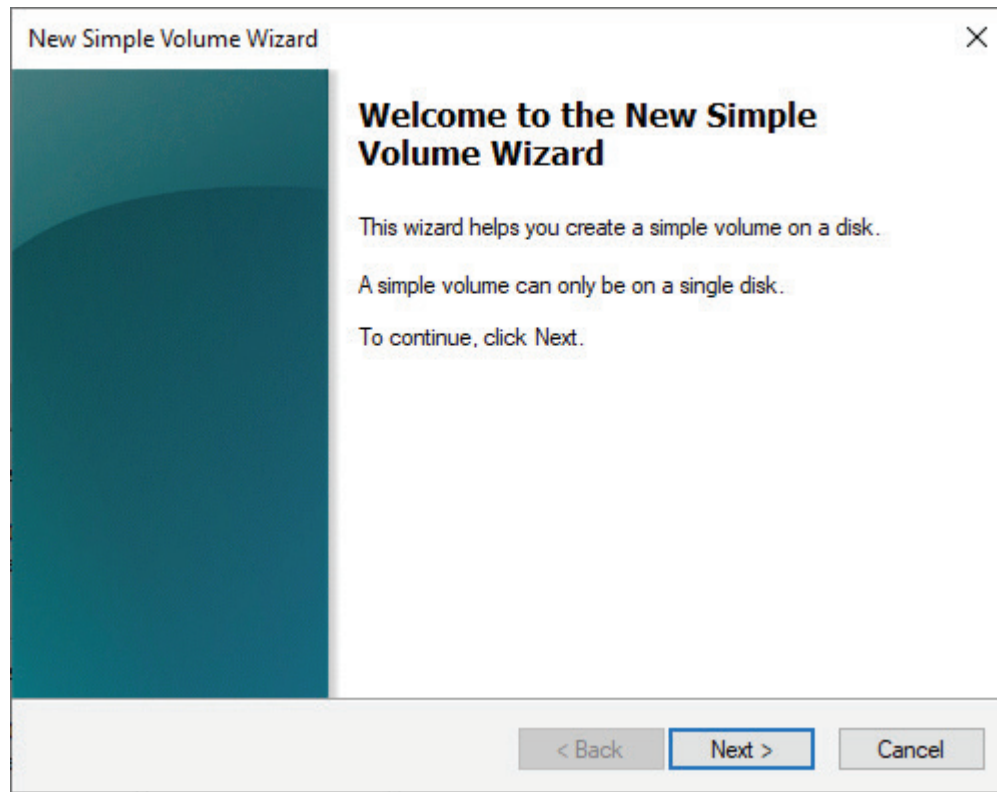
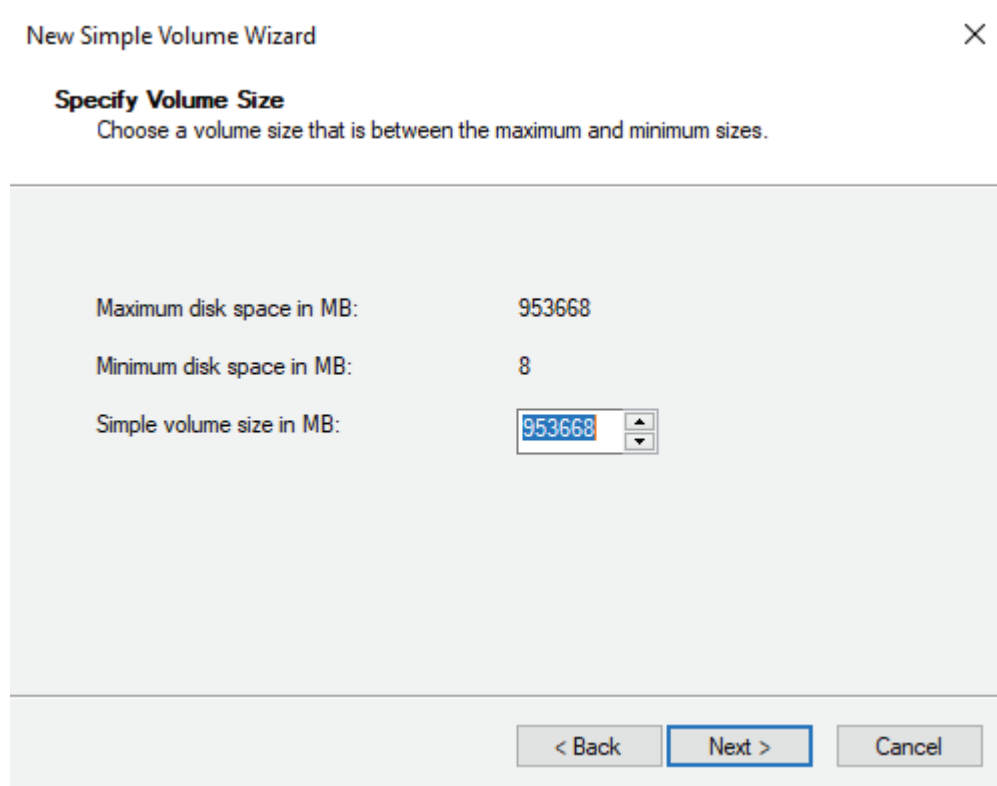


Figure 7

8. You will then be taken to this menu Here you will select the size of the volume in Mega Bytes (figure 8).

8. You will then be taken to this menu Here you will select the size of the volume in Mega Bytes (figure 8).



The image shows a Windows 'New Simple Volume Wizard' window. The title bar says 'New Simple Volume Wizard' with a close button. The main heading is 'Specify Volume Size' with a subtitle 'Choose a volume size that is between the maximum and minimum sizes.' Below this, there are three rows of information: 'Maximum disk space in MB:' with the value '953668', 'Minimum disk space in MB:' with the value '8', and 'Simple volume size in MB:' with a spin box containing '953668'. At the bottom, there are three buttons: '< Back', 'Next >' (which is highlighted with a blue border), and 'Cancel'.

Maximum disk space in MB:	953668
Minimum disk space in MB:	8
Simple volume size in MB:	953668

< Back Next > Cancel

Figure 8

9. After you have selected the capacity of the volume you will go on to the next page. There you will select a letter for the identity of the drive (figure 9). You can select the lett in the dropdown menu (figure 9.1).

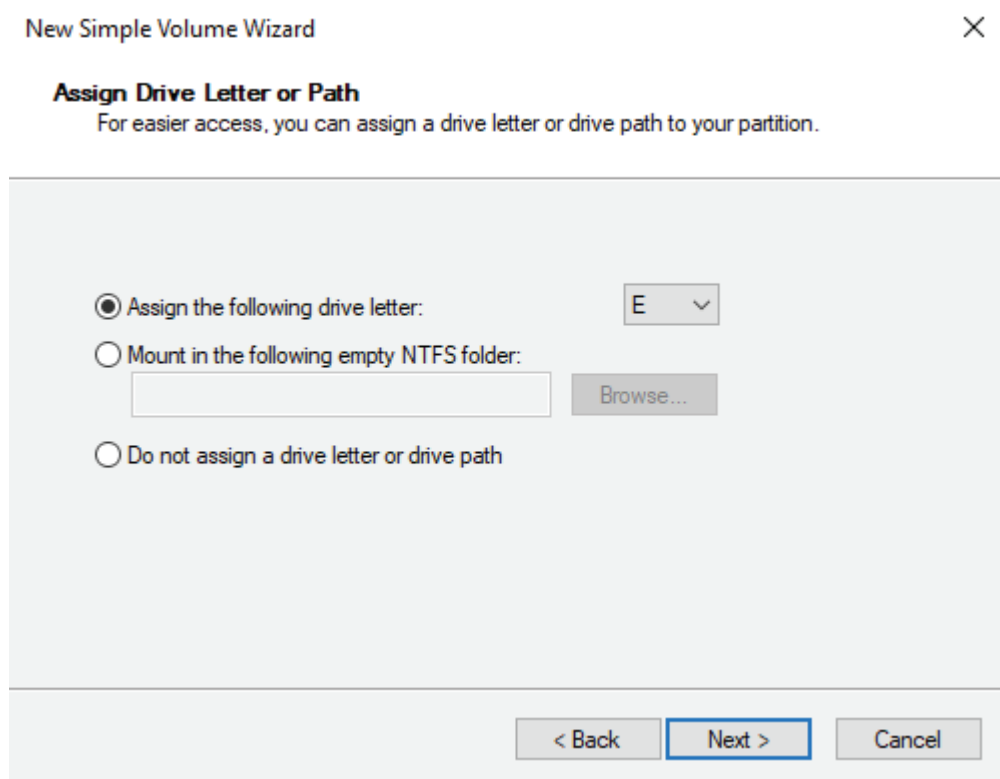


Figure 9

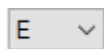
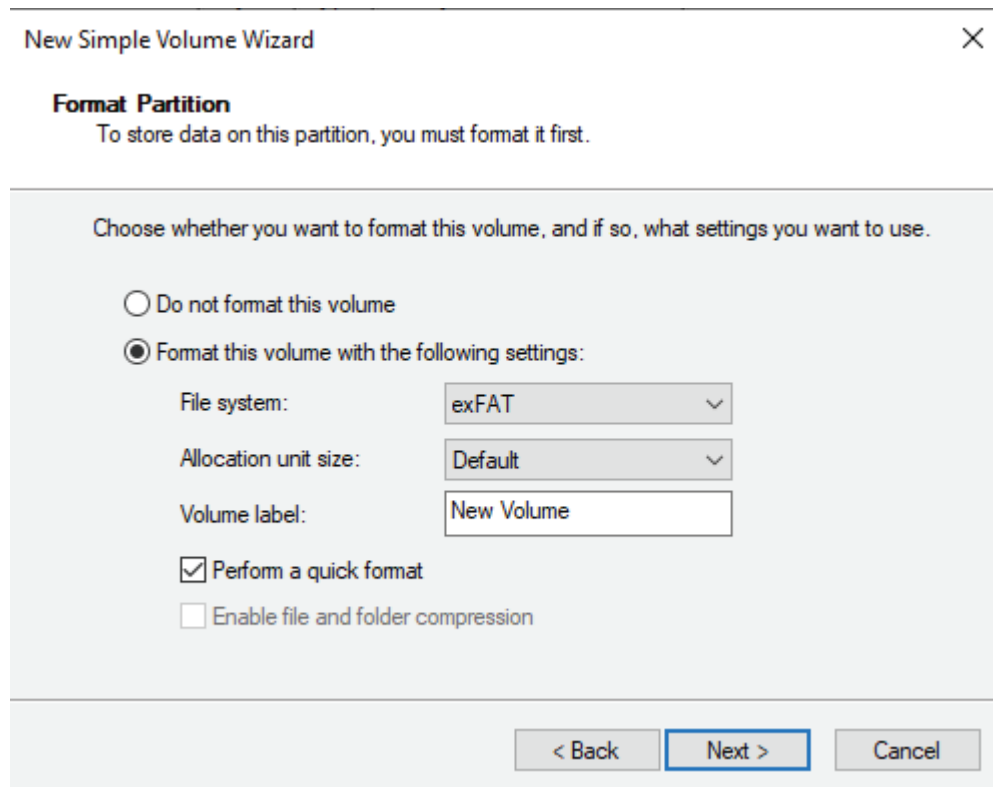


Figure 9.1

10. The next page you will select the format of the partitioned volume. You have the option to select the partition after the volume is created. If you do choose to create a format, you have the selection of choosing **NTFS** or **ExFat**. The next input box, select a name for the volume (figure 10).



The screenshot shows the 'New Simple Volume Wizard' window, specifically the 'Format Partition' step. The window title is 'New Simple Volume Wizard' with a close button (X) in the top right corner. Below the title bar, the section is labeled 'Format Partition' with a subtitle 'To store data on this partition, you must format it first.' The main area contains the instruction 'Choose whether you want to format this volume, and if so, what settings you want to use.' There are two radio button options: 'Do not format this volume' (unselected) and 'Format this volume with the following settings:' (selected). Under the selected option, there are three settings: 'File system:' set to 'exFAT' (dropdown), 'Allocation unit size:' set to 'Default' (dropdown), and 'Volume label:' set to 'New Volume' (text input). There are also two checkboxes: 'Perform a quick format' (checked) and 'Enable file and folder compression' (unchecked). At the bottom right, there are three buttons: '< Back', 'Next >' (highlighted with a blue border), and 'Cancel'.

Figure 10

11. After you have selected the format of your choosing then click next. You will then be brought to the end of the installation. Here you have a display summary before you make permanent changes. Click **finished** when done (figure 11).

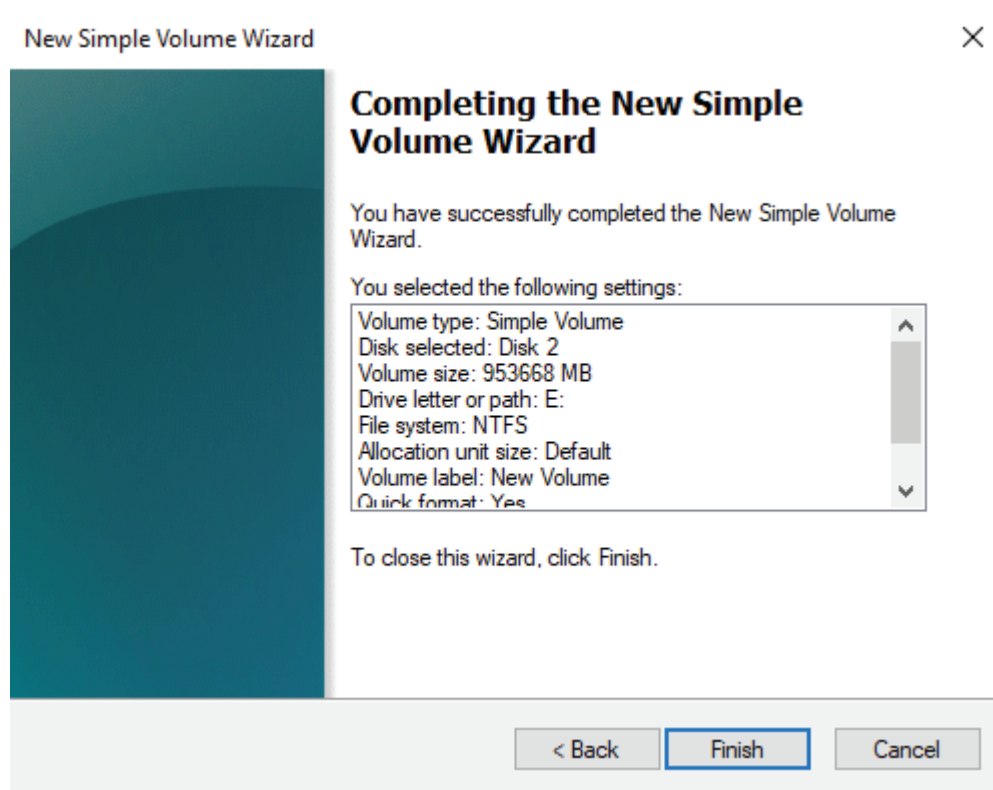


Figure 11

12. When the volume is finished, the partitioned volume should look like this (figure 12)

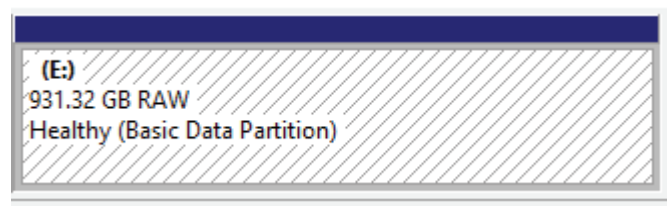


Figure 12

13. You can locate the volume in the file browser on the left side along with the "C" Drive and others.

Troubleshooting

Rocstor data storage products are subjected to several quality control tests before leaving our factory. However, from time to time, the product may not work after shipment or would experience intermittent problems under certain criteria and/or situations. Should you experience a problem with your Rocsecure EX32, please review the Manual and read the possible solutions that fit your problem. (The User Manual is updated regularly so check the Rocstor website for an updated Manual.) Please contact Rocstor technical support listed under contact information at the end of this Manual.

Troubleshooting for MACINTOSH computers

Problem: The computer does not recognize the Rocsecure EX32 drive:

- Rocsecure EX32 includes USB-C to USB-C and USB-C to USB Type-A cables. Connect the First End of USB-C cable to EX32 corresponding USB-C port. Connect the Second End of the USB cable to the corresponding hosting computer USB port of your computer. Once the USB cable is connected to the USB host computer port, EX32 continuous RED light is turned on.
- Allow up to 15 seconds for the host computer to validate the EX32 storage Token Key authentication procedure
- Once the token key authentication procedure is validated, the EX32 RED light will start to blink rapidly
- The secured Token Key MUST be removed for the Rocsecure EX32 to be mounted
- Once mounted, EX32 green LED light will blink once. Indicating the EX32 is ready to be used
- Rocstor HD icon will show on "My Computer" folder under the Windows OS.
- Is the Rocsecure EX32 Green LED light ON and is the cable connected from the EX32 device to the computer. Rocsecure EX32 HD icon should appear on the desktop. Continue to review this guide to find the solution.
- Your computer's Minimum requirements may not meet the minimum system requirements as indicated in this Manual. See Page 8
- Rocsecure EX32 is bus-powered through USB port and turn ON automatically. With USB connections you may need to connect to more ports to receive enough power depending on your computer. When connecting the Rocsecure EX32 drive with a USB port, certain laptop computers may not provide enough power to operate the drive. Please contact your host computer manufacturer for USB power compatibility
- Please review this Manual's installation procedure for the operating system and interface you are using.

- Read the Manual's installation procedure to ensure it was properly followed.
- Please check the cable connections as the cables must be properly and securely attached to the computer and hard drive. Ensure that there is a firm connection. It is suggested that the cables be detached and reattached, and that the computer be shut OFF for 20 seconds and then restarted.
- Ensure that the Rocsecure EX32 drive has been properly reformatted by reviewing the User Manual.
- Have you checked to confirm that the computer's operating system works with the file system?
- Review the manual that came with your computer to ensure that the file system is compatible with the operating system.

Problem: The Rocsecure EX32 drive is not working fast enough.

Solution:

- Rocsecure EX32 best throughput performance is when the EX2 is connected with a USB-C cable directly to the USB-C 3.1 or USB-C 4.0 port of the host computer. Transfer speeds will be reduced to the speed limitations of USB3.0 or USB-2.0 ports on the host computer. Also, You may have too many devices connected to your computer (such as Laptop computers.) Disconnect some devices and observe if there is an improvement in performance.

Problem: There is no increase in performance when the Rocsecure EX32 drive is connected via the USB cable to a USB 3.0 port.

Solution:

- Ensure that the USB 3.0 drivers for the host bus and device have been properly and securely installed. You may reinstall to assure proper installation.

Notes:

- When connecting the device to USB 3.0 port in your computer, please be sure that the connection at the host computer is High Speed USB 3.0 and drivers (if required) are installed; otherwise you may experience slower transfer speed between the host computer and the Rocsecure EX32 device.

Notes - Mac OS 10x:

Notes - Mac OS 10x:

- Rocsecure EX32 drives are designed to save electricity and subsequently the wear and tear of the internal hard drive by having the hard drive stop spinning when the Rocsecure EX32 is not accessed for a certain amount of time (sleeping mode). Under Mac OS 10 it might cause an error please ignore the error message as it might take few seconds to start spinning at the designated speed (wake up.)
- You may require upgrading to a higher version of Mac OS if your host computer does not recognize the Rocsecure EX32 device.
- You must avoid particular characters similar to ^!@< when coping to FAT 32 volume section.

Troubleshooting for PC WINDOWS based computers

Problem: The computer does not appear to recognize the drive

Solutions:

- A window should appear, notifying you that a device is connected and/or the Rocstor icon should appear on the "My Computer" folder.
- Your computer Minimum requirements may not meet the minimum system requirements as indicated in this Manual. See Page 8
- Rocsecure EX32 is bus-powered through USB port and turn ON automatically. With USB connections you may need to connect to more ports to receive enough power depending on your computer. When connecting the Rocsecure EX32 drive with a USB port, certain laptop computers may not provide enough power to operate the drive. To overcome this problem, connect the Rocsecure EX32 drive using a USB Y-connector. This problem is likely to occur when using certain brands of laptop computers
- Please review the Manual's installation procedure in reference to Formatting, Operating Systems and Interfaces you are using to ensure they were properly followed.
- Please check the cable connections as the cables must be properly and securely attached to the computer and hard drive. Ensure that there is a firm connection. It is suggested that the cables be detached and reattached and that the computer be shut off for 20 seconds and then restarted.

- If a conflict with drivers or extensions exists, contact Rocstor for assistance; email tech support at support@rocstor.com or call technical support department at 818-727-7000.

Problem: The computer does not recognize the Rocsecure EX31 drive

1. Rocsecure EX32 includes USBC to USB-C and USB-C to USB Type-A cables. Connect the First End of USB-C cable to EX32 corresponding USBC port. Connect the Second End of the USB cable to the corresponding hosting computer USB port of your computer. Once the USB cable is connected to the USB host computer port, EX32 continuous RED light is turned on.
2. Allow up to 15 seconds for the host computer to validate the EX32 storage Token Key authentication procedure
3. Once the token key authentication procedure is validated, the EX32 RED light will start to blink rapidly
4. The secured Token Key MUST be removed for the Rocsecure EX32 to be mounted
5. Once mounted, EX32 green LED light will blink once. Indicating the EX32 is ready to be used
6. Rocstor HD icon will show on "My Computer" folder under the Windows OS

Problem: The Rocsecure EX32 drive is not working fast enough

Solution:

- You may have too many devices connected to your computer (in particular in case of Laptops.) Disconnect some devices and observe if there is an improvement in performance.

Problem: The performance and/or transfer speeds are slow when the Rocsecure EX32 drive is connected to my USB port.

Solution:

- Rocsecure EX32 best throughput performance is when the EX32 is connected with a USB-C cable directly to the USB-C 3.1 or USB-C 4.0 port of the host computer. Transfer speeds will be reduced to the speed limitations of USB-3.0 or USB-2.0 ports on the host computer. Also, You may have too many devices connected to your computer (such as Laptop computers.) Disconnect some devices and observe if there is an improvement in performance.

Problem: There is no increase in performance when the Rocsecure EX32 drive is connected via the USB cable to a USB 3.0 port.

Solution:

- Ensure that the USB 3.0 drivers for the host bus and device have been properly and securely installed. You may reinstall to assure proper installation.

Problem: The drive is working slow when connected directly to a USB 3.0 port on your computer?

Solution:

- Review the minimum system requirements for your computer to ensure it supports Super Speed USB 3.0.

General Notes:

- When connecting the device to USB 3.0 port in your computer please be sure that the connection at the host computer is High Speed USB 3.0 and drivers (if required) are installed otherwise you may experience slower transfer speed between the host computer and the Rocsecure EX32 device.

Front Light:

Problem: The front Light does not come ON.

Solutions:

- The Rocsecure EX32 Green LED light only turns on when the HDD is in READ/Write mode. The LED light is off during all other times.

Situation: The LED RED light is ON but it also flickers.

Solutions:

- During LED rapid RED blinking, you may remove the token key from the back of the EX32. This enables the host computer mount the drive.

KNOWLEDGE BASE

Rocsecure EX32 Unique Features

Special Features:

- Secure Encrypted Mobile Ruggedized external storage drive
- Secured by AES-256 Real-Time Hardware Encryption
- The encryption chipset bears certifications from the **NIST** and **FIPS 140-2** for a Cryptographic Module
- Authentication: Key-Token
- Incorporates SATA Hard Drive or Solid State
- Contains USB 3.1 connection
- Compatible with USB 2.0 3.0 & 3.1 ports
- Bus powered and bootable
- Speeds up to 5,000 Megabytes per second
- Enhanced with shockresistant chamber, despite its small size
- Reduces power consumption with hard drive spindown support
- Compatible with both Windows® and Macintosh®
- Includes all necessary cables, software and carrying case
- 2 year limited warranty
- 2 year unlimited toll-free telephone tech support



Specifications:

Dimension: ~ 5.0 x 2.9 x 0.7 inches or ~12.7 x 7.4 x 1.8 cm

Weight: ~ 8 Ounces– ~0.5 Lb- 0.23 Kilogram

Transfer rates: USB 3.1 Gen1 up to 5Gbps



Key Token

Encryption Technology

One of the most secure and cutting-edge hardware-based encryption chipsets is integrated into the internal circuitry of the Rocsecure EX32 lines. The chipset contains features such as Advanced Encryption Standard Algorithm AES 256 bit key strength, and real-time encryption so that there is virtually zero time in encrypting and decrypting the data. While in either CBC or ECB modes, the encryption chipset bears certifications from the National Institute of Standards and Technology (NIST), and FIPS Level 2 for a Cryptographic Module. The Rocsecure EX32 is authenticated by a digital key token, which is inserted for authentication, and removed soon after the device is authenticated, and then ready for secure data transfer.



How Does Rocsecure EX32 Encrypted External Hard Drives Protect Your Data?

Q: What security technology does Rocsecure EX32 external hard drives adopt?

A: Several security schemes are popularly employed to protect data, including:

- Password security without hardware encryption- This basic OS/software solution blocks unauthorized data access by requiring a password. While this may be adequate for a coffee break, this form of security is very easy to bypass.
- Biometric security without hardware encryption- This form of security requires a combination of a unique physical characteristic, such as a fingerprint, retinal scan, or vocal signature. While more secure than simple password security, it can be circumvented too, leaving unencrypted data at risk. Biometric security also requires a substantial hardware investment and additional administrative burden.
- Hardware security—Hardware security is by far the most thorough, cost-effective, and easily implemented form of advanced security.

Rocsecure—Rocsecure EX32 external drives use hardware-based security, performed by the most advanced and technological encryption engine. It provides reliable security for your stored data. Every bit and byte on the hard drive is strongly encrypted by AES (Advanced Encryption Standard). There is no possibility that clear text will remain on the hard drive.

Q: What is hardware-based encryption?

A: Encryption is a sophisticated mathematical calculation (or algorithm) combining a “secret key” and clear text. The resulting “cipher text” is an unreadable code that can only be decrypted with the original “secret key.” The hardware encryption delivers significant performance improvement over software encryption, works with every operating system found today, and requires no additional training to use. This encryption methodology protects your valuable data with minimum Total Cost of Ownership (TCO).

Q: How does encryption function?

A: The advanced FIPS 140-2 encryption engine sits between the PCI Bridge and the device on the SATA interface. It intercepts, interprets, translates, and relays real-time commands and data to and from the disk drives, encrypting the data with AES-256 bit key strength. The following illustration best describes how the security chipset functions.

Q: What is the secure key and why use it?

A: The secure key (or digital key or key token) is a physical key that contains the “secret key” necessary for encryption and decryption operations. The hard drive must be partitioned and formatted using the secure key the first time the hard drive is used. When complete, the entire content of the hard drive is associated with the unique secure key. Only a secure key containing the identical “secret key” can be used for authentication and decryption of the hard drive at power up.

Q: Do I need to establish a separate “encrypted folder” under file directory as required by some software solutions?

A: No. Everything you write to the disk drive is automatically strongly encrypted. There is no need to establish a separate “encrypted folder.”

Q: Does encryption chip or technology increase the original file size after encryption?

A: No. AES is a complicated mathematical algorithm that computes the original data with 256 bit key length. Regardless of the size of the encryption key, the size of data file after encryption remains unchanged.

Q: Are Rocsecure EX32 encrypted drives compatible with all disk drive types?

A: Rocsecure EX32 encrypted hard drives are compatible with eSATA compliant disk HDD & SSD drives in real-time performance.

Q: Can Rocsecure EX32 external drives work with any operating system?

A: Rocsecure EX32 external drives require no device drivers and are independent from all operating systems. A host controller with a USB/SATA mass storage driver typically provided by the OS is required. The only requirement is an eSATA compliant disk drive.

Q: How do I know my Rocsecure EX32 encrypted external drives are really secured?

A: The AES hardware engine has been validated by FIPS (US Federal Information Processing Standard) 140-2 Level 2 & 3 Cryptographic Engine for Physical Security and certified by the NIST (National Institute of Standards and Technology) of USA and CSE

(Communications Security Establishment) of Canada certified hardware AES (Advanced Encryption Standard) algorithm. These hardware algorithms are certified to provide reliable security; at full strength, it is virtually impossible to access the encrypted data by guessing or deriving the right AES key. Because everything on the disk is encrypted, your data is safe even if attackers try to boot from their own disk, or to move your disk to an unprotected machine.

Q: Can I remove the secure key while my PC is on?

A: Yes, You MUST remove the key in order for the drive to mount to the host computer. You MUST remove the secure key for safekeeping after your operating system has fully loaded. Remember that the secure key *must* be used again the next time you power up your system.

Encryption Algorithm Overview

The *encryption engine* (Application Specific Integrated Circuit) is engineered specifically to encrypt/decrypt entire SATA hard drive including boot sector and operating system in real-time performance. The cryptographic engine is **NIST** (National Institute of Standards and Technology) of **USA** and **CSE** (Communications Security Establishment) of Canada certified hardware **AES** (Advanced Encryption Standard) algorithm.



Key Management

Rocsecure EX32 Key Management with includes PIN/Password through Pre-boot authentication a USB type external key token.

Key Benefits

- Offers fast wire speed performance at high speed sustained rates on all encryption strengths

- Operating System independent (No software installations required)
- FIPS (US Federal Information Processing Standard) 1402 Level 2 Cryptographic Engine validated for Physical Security
- Provides iron-clad security through hardwarebased NIST & CSE certified cryptographic AES engine
- Simplify engineering design for security targets

As the entire SATA hard drive is encrypted, there is no possibility of any secret being left unprotected on the drive, including password and "Secret Key." The encryption engine protects system (drive), there is no simple way to read the data without the right "Secret Key." Only YOU have the right Key to unlock your data.

Features

- Power-On-Self-Test (POST) ability to ensure product reliability
- Versatile Key Management through either serial interface or builtin API (Application Programming Interface)
- 100% hardware AES cryptographic engine producing a sustained rates of up to 450MB/sec Read / Write speed performance
- RoHS & Lead-free compliant
- Very low power consumption at less than 350mW at 1.8V under constant burst mode

System Requirement

- Microsoft Windows and macOS Operating Systems*
- Linux OS
- All embedded OS with SATA support

Introductions: Formatting

exFAT (Extensible File Allocation Table)

exFat is a file system introduced by Microsoft in 2006 and optimized for flash memory such as USB flash drives and SD cards. exFAT was proprietary until 28 August 2019, when Microsoft published its specification. Microsoft owns patents on several elements of its design.

exFAT can be used where NTFS is not a feasible solution (due to data-structure overhead), but a greater file-size limit than the standard FAT32 file system (i.e. 4 GB) is required.

exFAT has been adopted by the SD Association as the default file system for SDXC cards larger than 32 GB.

File Allocation Table (FAT)

FAT is a file system developed by Microsoft for MS-DOS and is the primary file system for consumer versions of Microsoft Windows.

The FAT file system is relatively uncomplicated and is supported by virtually all existing operating systems for personal computers. This makes it an ideal format for hard drives and other storage devices and a convenient way of sharing data between disparate operating systems installed on the same computer (a dual boot environment).

FAT 32 is a disk formatting scheme which allows a maximum file size of 4 GB. Larger files require another formatting type such as HFS+ or NTFS.

Microsoft's Scan-Disk utility, included with Windows 95/98, places a volume limit of 127.53 gigabytes.

FAT 32 was introduced with Windows 95 OSR2. Windows 98 introduced a utility to convert existing hard disks from FAT16 to FAT32 without loss of data. In the NT line, native support for FAT32 arrived in Windows 2000.

Windows 2000 and Windows XP can read and write to FAT32 file systems of any size, but the format program included in Windows 2000 and higher can only create FAT32 file systems of 32 GB or less. This limitation is by design and was imposed because many tasks on very large FAT32 files become slow and inefficient when file systems exceed

32GB.http://en.wikipedia.org/wiki/File_Allocation_Table_-_note-TechNet_on_FAT32This limitation can be bypassed when using the Windows command line Format utility or by using third-party formatting utilities.

The maximum possible size for a file on a FAT32 volume is 4 GB minus 1 byte. Video capture and editing applications and some other software can easily exceed this limit.

Until mid-2006, those who run dual boot systems or who move external data drives between computers with different operating systems had little choice but to stick with FAT32. Since then, full support for NTFS has become available in Linux and many other operating systems, by installing the FUSE library (on Linux) together with the NTFS-3G application. Data exchange is also possible between Windows and Linux by using the Linux-native ext2 or ext3 file systems through the use of external drivers for Windows, such as ext2 IFS. However, Windows cannot boot from ext2 or ext3 partitions.

HFS Plus or HFS+

This is a file system developed by Apple Inc. to replace their Hierarchical File System (HFS) as the primary file system used in Macintosh computers (or other systems running Mac OS). It is also one of the formats used by the iPod digital music player. HFS Plus is also referred to as **Mac OS Extended** (or, erroneously, "HFS Extended"), where its predecessor, HFS is also referred to as *Mac OS Standard* (or, erroneously, as "HFS Standard"). During development, Apple referred to this file system with the codename *Sequoia*.

HFS Plus is an improved version of HFS, supporting much larger files (block addresses are 32-bit length instead of 16-bit) and using Unicode (instead of Mac OS Roman or any of several other character sets) for naming the items (files, folders). Names were normalized to a form very nearly the same as NFD (there are some minor differences derived from the fact that the HFS Plus format was finalized before Unicode had standardized the NFD format). HFS Plus permits filenames up to 255 UTF-16 characters in length, and n-forked files similar to NTFS, though almost no software takes advantage of forks other than the data fork and resource fork. HFS Plus also uses a full 32-bit allocation mapping table, rather than HFS's 16 bits. This was a serious limitation of HFS, meaning that no disk could support more than 65,536 allocation blocks under HFS. When disks were small, this was of little consequence, but as larger capacity drives became available, it meant that the smallest amount of space that any file could occupy (a single allocation block) became excessively large, wasting significant amounts of space. For example, on a 1 GB disk, the allocation block size under HFS is 16 KB, so even a 1 byte file would take up 16 KB of disk space.

HFS Plus volumes are divided into sectors (called logical blocks in HFS), that are usually 512 bytes in size. These sectors are then grouped together into allocation blocks which can contain one or more sectors. The number of allocation blocks depends on the total size of the volume. HFS Plus uses a larger value to address allocation blocks than HFS, 32 bits rather than 16 bits. This means it can access 4,294,967,296 ($=2^{32}$) allocation blocks rather than the 65,536 ($=2^{16}$) allocation blocks available to HFS.

Apple File System (APFS)

Apple File System (APFS) is now the default file system for Mac computers using macOS 10.13 or later, space sharing, snapshots, fast directory sizing, and improved file system fundamentals. While APFS is optimized for the Flash/SSD storage used in recent Mac computers, it can also be used with older systems with traditional hard disk drives (HDD) and external, direct-attached storage. macOS 10.13 or later supports APFS for both bootable and data volumes.

APFS allocates disk space within a container (partition) on demand. When a single APFS container has multiple volumes, the container's free space is shared and is automatically allocated to any of the individual volumes as needed. If desired, you can specify reserve and quota sizes for each volume. Each volume uses only part of the overall container, so the available space is the total size of the container, minus the size of all the volumes in the container.

LIMITED WARRANTY

This Limited Warranty is provided by Rocstorage, Inc. (hereinafter: Rocstor) for all lines of products.

General Terms

EXCEPT AS EXPRESSLY SET FORTH IN THIS LIMITED WARRANTY, ROCSTOR MAKES NO OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ROCSTOR EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD. SOME STATES OR COUNTRIES DO NOT ALLOW A LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS. IN SUCH STATES OR COUNTRIES, SOME EXCLUSIONS OR LIMITATIONS OF THIS LIMITED WARRANTY MAY NOT APPLY TO YOU.

This Limited Warranty applies to the Rocstor branded hardware products sold by or leased from Rocstorage, Inc., its worldwide subsidiaries, affiliates, authorized resellers, or country distributors (collectively referred to in this Limited Warranty as “Rocstor”) with this Limited Warranty. This Limited Warranty is applicable in all countries and may be enforced in any country where Rocstor or its authorized service providers offer warranty service subject to the terms and conditions set forth in this Limited Warranty. However, warranty service availability and response times may vary from country to country and may also be subject to registration requirements in the country of purchase.

Rocstor warrants that the Rocstor hardware product and all the internal components of the product that you have purchased or leased from Rocstor are free from defects in materials or workmanship under normal use during the Limited Warranty Period. The Limited Warranty Period starts on the date of purchase or lease from Rocstor. Your dated sales or delivery receipt, showing the date of purchase or lease of the product, is your proof of the purchase or lease date. You may be required to provide proof of purchase or lease as a condition of receiving warranty service. You are entitled to warranty service according to the terms and conditions of this document if a repair to your Rocstor branded hardware is required within the Limited Warranty Period. This Limited Warranty extends only to the original purchaser or lessee of this Rocstor branded product and is not transferable to anyone who obtains ownership of the Rocstor branded product from the original purchaser or lessee.

Rocstor products are manufactured using new materials or new and used materials equivalent to new in performance and reliability. Spare parts may be new or equivalent to new. Spare parts are warranted to be free from defects in material or workmanship for thirty (30) days or for the remainder of the Limited Warranty Period of the Rocstor hardware product in which they are installed, whichever is longer.

Rocstor's Obligation under the Limited Warranty

During the Limited Warranty Period, Rocstor will repair or replace the defective component parts or the hardware product. All component parts or hardware products removed under this Limited Warranty become the property of Rocstor. The replacement part or product takes on either the Limited Warranty status of the removed part or product or the thirty (30) day limited warranty of the spare part. In the unlikely event that your Rocstor product has a recurring failure, Rocstor, at its discretion, may elect to provide you with a replacement unit of Rocstor's choosing that is at least equivalent to your Rocstor branded product in hardware performance. Rocstor reserves the right to elect, at its sole discretion, to give you a refund of your purchase price or lease payments (less interest) instead of a replacement. This is your exclusive remedy for defective products. The original Limited Warranty is not extended when the product, or a part of the product, is repaired or replaced during the Limited

Warranty period. Rocstor shall not be responsible or liable for backing up any data that is on a drive being returned for service

YOU SHOULD MAKE PERIODIC BACKUP COPIES OF THE DATA STORED ON YOUR HARD DRIVE OR OTHER STORAGE DEVICES AS A PRECAUTION AGAINST POSSIBLE FAILURES, ALTERATION, OR LOSS OF THE DATA. BEFORE RETURNING ANY UNIT FOR SERVICE, BE SURE TO BACK UP DATA AND REMOVE ANY CONFIDENTIAL, PROPRIETARY, OR PERSONAL INFORMATION. ROCSTOR IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF ANY PROGRAMS, DATA, OR REMOVABLE STORAGE MEDIA. ROCSTOR IS NOT RESPONSIBLE FOR THE RESTORATION OR REINSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN SOFTWARE INSTALLED BY ROCSTOR WHEN THE PRODUCT WAS MANUFACTURED.

Rocstor does not warrant that the operation of this product will be uninterrupted or error-free. Rocstor is not responsible for damage that occurs as a result of your failure to follow the instructions that came with the Rocstor branded product.

This Limited Warranty does not apply to expendable parts. This Limited Warranty does not extend to any product from which the serial number has been removed or that has been damaged or rendered defective (a) as a result of accident, misuse, abuse, or other external causes; (b) by operation outside the usage parameters stated in the user documentation that shipped with the product and/or posted on the Rocstor website; (c) by the use of parts not manufactured or sold by Rocstor; (d) as a result of normal wear; or (e) by modification or service by anyone other than (i) Rocstor, (ii) a Rocstor authorized service provider, or (iii) your own installation of end-user replaceable Rocstor or Rocstor approved parts if available for your product in the servicing country.

These terms and conditions constitute the complete and exclusive limited warranty agreement between Rocstor and you regarding the Rocstor branded product you have purchased or leased. These terms and conditions supersede any prior agreements or representations including representations made in Rocstor sales literature or advice given to you by Rocstor or an agent or employee of Rocstor-that may have been made in connection with your purchase or lease of the Rocstor branded product. No change to the conditions of this Limited Warranty is valid unless it is made in writing and signed by an authorized representative of Rocstor.

Buyer's Obligation under the Warranty

The person requesting coverage under this warranty shall prove that he or she is the original purchaser and declares that the product has not been sold, leased, bartered or otherwise changed possession. **The purchaser shall frequently backup the Rocsecure EX32hard drive and backup the data immediately prior to returning the drive for warranty service.**

The buyer must notify Rocstor and show proof of notification, through any reasonable means of communication. See full street address email address and toll free phone numbers below or updated contact information are available on Rocstor.com website. The notification shall identify any defect, malfunction, or nonconformity promptly upon discovery. Rocstor will acknowledge receipt of the communication and issue a Return Merchandise Authorization (RMA) code. The buyer is obligated to securely and safely package(s) the product, preferably in the original packing materials, WITH THE RMA number, and deliver it together with a copy of the original purchase receipt and a description of the problem to the Rocstor home office. Buyer is responsible for the product until it is received by Rocstor. It is recommended that the product be insured during transportation by the sender. You must prepay any shipping charges, taxes, or duties associated with transportation of the product. In addition, you are responsible for insuring any product shipped or returned for service. You assume risk of loss during shipping.

Limitation of damages (Liability)

IF YOUR ROCSTOR BRANDED HARDWARE PRODUCT FAILS TO WORK AS WARRANTED ABOVE, THE ORIGINAL PURCHASER'S SOLE AND EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT. ROCSTOR'S MAXIMUM LIABILITY UNDER THIS LIMITED WARRANTY IS EXPRESSLY LIMITED TO THE LESSER OF THE PRICE YOU HAVE PAID FOR THE PRODUCT OR THE COST OF REPAIR OR REPLACEMENT OF ANY ROCSTOR HARDWARE COMPONENTS THAT MALFUNCTION IN CONDITIONS OF NORMAL USE. ROCSTOR IS NOT LIABLE FOR ANY DAMAGE TO ANY OTHER PRODUCT CONNECTED TO A ROCSTOR PRODUCT.

Limitation on Consequential Damages

ROCSTOR IS NOT LIABLE FOR ANY DAMAGES CAUSED BY THE PRODUCT OR THE FAILURE OF THE PRODUCT TO PERFORM, INCLUDING ANY LOST PROFITS OR SAVINGS OR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. ROCSTOR IS NOT LIABLE FOR ANY CLAIM MADE BY A THIRD PARTY OR MADE BY YOU FOR A THIRD PARTY. THIS LIMITATION OF LIABILITY ALSO APPLIES WHETHER DAMAGES ARE SOUGHT OR A CLAIM IS MADE UNDER THIS LIMITED WARRANTY OR AS A TORT CLAIM (INCLUDING NEGLIGENCE AND STRICT PRODUCT LIABILITY), A CONTRACT CLAIM OR ANY OTHER CLAIM. THIS LIMITATION OF LIABILITY CANNOT BE WAIVED OR AMENDED BY ANY PERSON. THIS LIMITATION OF LIABILITY WILL BE EFFECTIVE EVEN IF YOU HAVE ADVISED ROCSTOR OR AN AUTHORIZED REPRESENTATIVE OF ROCSTOR OF THE POSSIBILITY OF ANY SUCH DAMAGES.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE OR FROM COUNTRY TO COUNTRY. YOU ARE ADVISED TO CONSULT APPLICABLE STATE OR COUNTRY LAWS FOR A FULL DETERMINATION OF YOUR RIGHTS.

Disclaimer

We accept no liability for any loss of data, damages and the inability of Rocstor products to work with any third party equipment. Nor can Rocstor accept any liability or responsibility for software or third party hardware products.

Limited Warranty Period

The limited warranty period for Rocsecure EX32 is two (2) Years Parts and Labor. This Limited Warranty extends only to the original purchaser or lessee of this Rocstor branded product and is not transferable to anyone who obtains ownership of the Rocstor branded product from the original purchaser or lessee.

Types of Limited Warranty Service

Your Rocstor Limited Warranty consists of repair or replacement of defective parts, including hard drives identified by Rocstor Support Organization as "pre-failure."

Carry-in Limited Warranty Service Available Monday - Friday

Under the terms of carry-in service, you may be required to deliver your Rocstor product to the Rocstor Service Center or an authorized service location for warranty repair. You must prepay any shipping charges, taxes or duties associated with transportation of the product. In addition, you are responsible for insuring any product shipped or returned for service. You assume risk of loss during shipping.

YOU SHOULD MAKE PERIODIC BACKUP COPIES OF THE DATA STORED ON YOUR HARD DRIVE OR OTHER STORAGE DEVICES AS A PRECAUTION AGAINST POSSIBLE FAILURES, ALTERATION OR LOSS OF THE DATA. BEFORE RETURNING ANY UNIT FOR SERVICE, BE SURE TO BACK UP DATA AND REMOVE ANY CONFIDENTIAL, PROPRIETARY OR PERSONAL INFORMATION. ROCSTORAGE IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF ANY PROGRAMS, DATA OR REMOVABLE STORAGE MEDIA. ROCSTORAGE IS NOT RESPONSIBLE FOR THE RESTORATION OR REINSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN SOFTWARE INSTALLED BY ROCSTORAGE WHEN THE PRODUCT WAS MANUFACTURED.

Rocstorage shall not be responsible or liable for backing up any data that is on a drive being returned for service. Expect that all data on the drive will be destroyed and not retrievable when returned for warranty service.

Rocstor Replaceable Parts Program

Where available, the Rocstor Replaceable Parts program ships approved replacement parts directly to you to fulfill your warranty. This will save considerable repair time. After you call the Rocstor Technical Support Center at **1.818.727.7000** a replaceable part can be sent directly to you. Once the part arrives, call the Rocstor Technical Support Center. A technician will assist you over the phone to ensure that the installation is quick and easy.

Service Upgrades

Rocstor offers extra coverage for your product. For information on service upgrades, visit www.rocstor.com. Service upgrades purchased in one country are not transferable to another country.

Capacity Disclaimer

Actual accessible hard drive capacity will indicate up to 10% lower than stated under different Operating Systems and formatting.

The storage volume is measured in total bytes before formatting. References to round numbers of gigabytes or terabytes are an approximation only. For example, a disk drive labeled as having 500GB (Gigabytes) has space for approximately 500,000,000 bytes before formatting. After formatting, the drive capacity is reduced by about 5% to 10% depending on the operating system and formatting used or "1GB = 1,000,000,000 bytes.

Options and Software

The Limited Warranty terms and conditions for Rocstor options are as indicated in the Limited Warranty applicable to Rocstor options. ROCSTOR DOES NOT WARRANTY SOFTWARE PRODUCTS, INCLUDING ANY SOFTWARE PRODUCTS OR THE OPERATING SYSTEM PREINSTALLED BY ROCSTOR. Rocstor's only obligations with respect to software distributed by Rocstor under the Rocstor brand name are set forth in the applicable end-user license or program license agreement. Non-Rocstor hardware and software products are provided "AS IS" and without any Warranty. However, non-Rocstor manufacturers, suppliers or publishers may provide their own warranties directly to you.

The data stored in Rocstor and Rocsecure storage product lines are not guaranteed by Rocstor (or the hard disk manufacturer.) We are not responsible for any loss of data. Always back up data regularly

TECHNICAL SUPPORT

Software Technical Support

Software technical support is defined as assistance with questions and issues about the software that was either preinstalled by Rocstor on the Rocstor branded product or that was included with the Rocstor branded product at the time of your purchase or lease of the product. Technical support for software is available for the first ninety (90) days from date of product purchase or lease. Your dated sales or delivery receipt, showing the date of purchase or lease of the product, is your proof of the purchase or lease date. You may be required to provide proof of purchase or lease as a condition of receiving software technical support. After the first ninety (90) days, technical support for software that was either preinstalled by Rocstor on the Rocstor branded product or included with the Rocstor branded product at the time of your purchase or lease of the product is available for a fee.

WARNING: The individual user should take care to determine prior to use whether this device is suitable, adequate or safe for the use intended. Since individual applications are subject to great variation, the manufacturer "Rocstor" makes no representation or warranty as to the suitability or fitness of these devices for any specific application.

Technical Support

All Rocstor hard drives are backed by free telephone technical support for two (2) years from the date of purchase. Please register your product with Rocstor. To register, fill in the Limited Warranty Registration form in the Support tab at www.rocstor.com.

Free telephone technical support is available weekdays from 9 AM until 6 PM Pacific Standard Time. Customers in the United States and Canada can call toll-free: **(855) 245-1616**; all others must call **(818) 727-7000**.

When calling for support, please have the product's serial number (printed on the label on the bottom of the drive) and system hardware information available.

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Corporate, Government and Academic Customers

Our Corporate Sales Team's goal is to help our U.S.A. and Canadian customers find a storage solution that best serves their needs. We will help you determine your best purchasing options. For more information please contact the appropriate department below or call us at +1 1-855-245-1616

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