



Cloud Import Service User Manual & Reference Guide



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Data-Transfer-as-a-Service with Cloud Import

Data-Transfer-as-a-Service from Seagate® is a high-capacity edge storage solution that enables businesses to aggregate, store, move, and activate their data. Scalable and modular, this integrated solution eliminates network dependencies so you can transfer mass data sets in a fast, secure, and efficient manner. With our new cloud import option, your data can be saved securely on the device and imported to the cloud destination of your choice.

The solutions are delivered as a service—you order and pay only for the devices you need, when you need them. Take a right-sized approach to your data transfer needs with flexible service plan options designed to optimize your budget. Adapt to changing project needs by adjusting your subscription at any time.

Cloud Import Process Overview

1. Sign in to Lyve Management Portal. If you do not have an account, register at lyve.seagate.com.
2. Create a cloud import project.
3. Configure the import plan for your project.
4. Move data onto your Lyve Mobile Array(s).
5. Send Mobile Array(s) to a Seagate import site.
6. After completion of the import, verify your files in your cloud destination and confirm the import in Lyve Management Portal.
7. Device(s) are cryptographically erased. A confirmation document detailing the erasure is sent.

Security and Data-Transfer-as-a-Service with Cloud Import

You should always utilize best practices of ensuring encrypted data transfer protocols between Lyve Mobile and your cloud provider. Seagate provides a highly secure data center and network architecture that is built to meet the requirements of most security-sensitive organizations. Third-party agencies also regularly review and test the security of our systems, architecture, and processes. However, ensuring your data is protected is a shared responsibility that requires you to follow your organization's security policies, maintain the sensitivity of your data, and align with applicable laws and regulations.

Key terms

Import destination—An import destination is a cloud and region where your data will be imported to.

Import plan—An import plan is tied to a project and contains the details which Seagate uses to import your data to your specified import destination. These details include credentials required to authenticate access to your cloud destination's resources and services.

IP Address Access

If a firewall or IP restrictions are configured by your organization, you must list Seagate's Cloud Import services' IP address(es) as an allowed source.

Required IP addresses

i Important—If these IP addresses are not listed as allowed sources, Seagate cannot import your data.

Region	IP address(es) to allow
North America	38.104.105.74 38.100.210.253
Europe	185.212.46.0/29

File Naming Guidelines

Seagate follows general S3 file naming conventions.

! Folder names cannot contain forward slash / characters.

Safe characters

Alphanumeric characters

0-9 numerals

a-z lowercase letters

A-Z uppercase letters

Special characters

* asterisk

! exclamation point

- hyphen

(parenthesis (open)

) parenthesis (close)

. period

' single quote

_ underscore

Characters to avoid

& ampersand

ASCII characters

- ASCII ranges 00–1F hex (0–31 decimal) and 7F (127 decimal)
- non-printable ASCII (128–255 decimal characters)

@ at sign

\ backslash

^ caret

: colon

, comma

{ curly brace (left)

} curly brace (right)

\$ dollar sign

= equal sign

/ forward slash

` grave

< greater-than symbol

> less-than symbol

% percent sign

| pipe or vertical bar

+ plus sign

pound character

? question mark

" quotation mark

; semi-colon

space - sequences with spaces, especially multiple spaces, may be lost

[square bracket (left)

] square bracket (right)



Be sure to check the file naming guidelines for your specific cloud destination:

- [Naming guidelines for Amazon S3](#)
- [Naming guidelines for Google Cloud Storage](#)
- [Naming guidelines for Microsoft Azure Blob Storage](#)
- [Naming guidelines for Seagate Lyve Cloud](#)

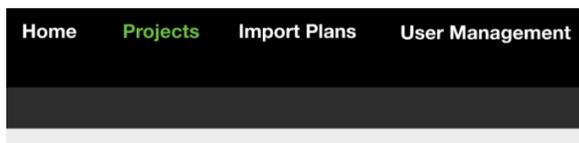
File Size Limitations

In general, Seagate does not recommend importing individual files larger than 5TB. Please refer to your cloud providers file size limitations and best practices.

Create a Cloud Import Project

Create project

1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. Click **Projects** in the navigation bar.
3. Click **Add Project**.

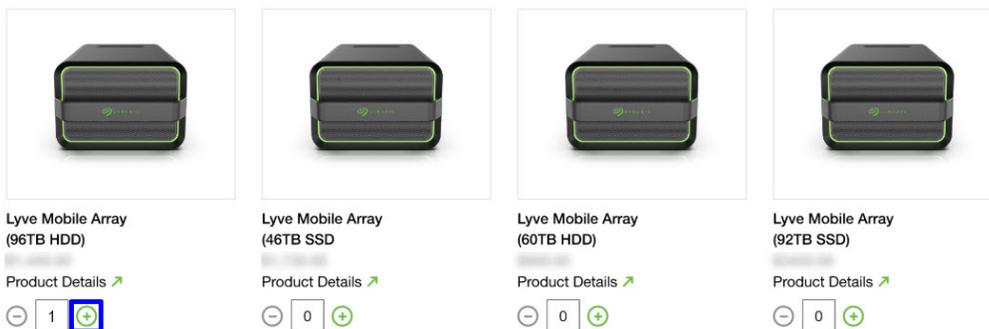


4. On the Select Service Plan page, select **Data Transfer as a Service with Lyve Mobile**.
5. Select **Storage Service with Cloud Import Plan**.
6. Review the associated rate plan selection for this service.

i A one-time import service charge is applied to each storage device in a project with a payment due at checkout.

7. Check the box to acknowledge that you have read and understand our Cloud Import Service Compatibility Guide. Click **Continue**.
8. Add products to your subscription by clicking the Plus (+) icon or entering a quantity to the field below a product.

Lyve Devices:



Click **Continue**.

9. Select the RAID level for each Mobile Array in your project. RAID options are RAID 0 and RAID 5 (default).

Select Configuration

Please select the RAID level for the Lyve Mobile Array. Configuration settings only apply to Lyve Mobile Array products. Any Lyve Mobile accessories or shuttles are not configurable.

Device	RAID Level
 Lyve Mobile Array (96 TB HDD)	RAID 0 ▼



Configuration settings are only displayed for configurable devices.

Click **Continue**.

10. Fill in project details:

- Project name
- Project start and end date
- Contact information
- Shipping information

Project Details

Name your project and provide context regarding the timing and project use so that you and other users can easily recognize projects.

<p>Project Name</p> <p>Test</p> <p>0/30</p>	<p>Project Description</p> <p>Optional</p>
<p>Project Start Date</p> <p>09-14-2022</p> 	<p>Project End Date</p> <p>10-14-2022</p> 

Shipping Information

Please provide the shipping information for your project's devices. Shipping is only available in your region. Please [request assistance](#) for shipping orders outside of your region.

Search by Company or Contact Name  [+ Add New Shipping Contact and Address](#)

Name	Address
Please add a shipping address.	

Continue

Cancel

Click **Continue**.

11. Select an import destination from the table. If there are no previous import destinations listed, or you need to add a new one, see [Adding a new import destination](#) below.



All devices within a project use the same import destination. If you want some devices to use another cloud or region, you'll need to create a separate project.

Ensure that the correct import destination in the table is selected and that the information is accurate. Click Continue.



Once a project has been submitted, the import destination details can't be changed.



Adding a new import destination

Click **Add Import Destination** and enter the following destination details:

- Import destination name and (optionally) description.
- Cloud destination and region.

Import Destination

Name your import destination and provide an optional description for context.

<input type="text" value="Import Destination Name"/>	<input type="text" value="Import Destination Description"/>
--	---

Optional

Cloud Destination

Select the cloud destination from the cloud service providers below, followed by the region:

<input type="text" value="Cloud Destination"/>	<input type="text" value="Region"/>
--	-------------------------------------

[← Back](#) [Save Import Destination](#)

Each import destination must have a unique name, along with a unique cloud and region combination. You will configure the bucket/container and credentials later.

Click **Save Import Destination**.

12. Review your service plan, project details, shipping details, import destination, and devices. If you have a valid promo code, enter it in the order summary section.

Submit your order or request a quote from Seagate.



To receive a quote, click on the link at the bottom of the page.

Submit Order

If you'd rather receive a quote from Seagate, [click here.](#)

Start import plan configuration

Once you submit your cloud import project, you'll see a confirmation page.

Thank You for Your Order!

We will begin processing your order and will notify you when your order ships. In the meantime, please take the next step by following the Configure Plan button to provide your cloud details for this project.

Submission of the import plan is required in order to receive a return shipping label.

[Go to Plans](#) →

[Back to Projects](#) →

Click the **Go to Plans** button to start your plan configuration. If you click **Back to Projects**, you can complete your import plan configuration at a later time. An import plan will remain in draft status until the details are configured and submitted.



You'll only see the confirmation screen above if you **submit a project**. If you **request a quote** or **register a deal**, you can configure your import plan after the quote/deal has been approved. There are two other ways to start configuring your import plan:

From the Import Plans page

1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. Click **Import Plans** in the navigation bar.
3. In the Import Plans table, locate the project that you would like to configure the plan for and click the **Configure Plan** button in the Actions column.

Project	Devices	Cloud Destination	Actions
✓ Import Plan 1	⚠ 4	LYVE Cloud Seagate Lyve Cloud	Configure Plan

Note—If you requested a quote or submitted a deal, you will be able to configure the plan once your project is approved and active.

From the Import Plans page

1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. Click **Projects** in the navigation bar.
3. Click on the cloud import project that you would like to configure a plan for.
4. Click **Configure Plan**.

← Back to Projects

Project Details	Service Details
Project Title Project 123	Service Type DTaaS (Storage Service with Cloud Import Plan)
Project Description This is a project for the Solar Energy, LLC with 5 Mobile Array Devices.	Total Project Size 60 TB

[Configure Plan](#) ⚠ **Required Action:** A cloud import plan is required for this project. Please complete at your earliest convenience.

For details on configuring your import plan for your specific cloud destination, see the following:

- [Import to Amazon S3](#)
- [Import to Google Cloud Storage](#)
- [Import to Microsoft Azure Blob Storage](#)
- [Import to Seagate Lyve Cloud](#)

Import to Amazon S3

Prerequisites

Before sending your device(s) for import, make sure the following prerequisites have been met so that Seagate can successfully import your data to your cloud destination:

Seagate authorizations—Ensure that Seagate is authorized to read, write, and list to an existing bucket. Your cloud import credentials must have the following permissions:

- s3:ListBucket
- s3:PutObject
- s3>DeleteObject
- s3:GetObject

See [Example Amazon S3 Bucket Policy \(JSON\)](#) below.

IP address access—If configured by your organization, list Seagate's IP address(es) as an allowed source. See [IP Address Access](#).

Recommendations

Seagate recommends the following:

- Create a bucket dedicated to your Lyve project.
- Block all public access for your bucket.
- Disable bucket versioning



Important note on file sizes—In general, Seagate does not recommend importing individual files larger than 5TB. Please refer to your cloud providers file size limitations and best practices.

Example Amazon S3 Bucket Policy (JSON)

```
{
  "Version": "2012-10-17",
  "Statement": [
    {
      "Effect": "Allow",
```

```

    "Principal": {
      "AWS": " arn:aws:iam::YOUR_ACCOUNT_NUMBER:user/YOUR_USERNAME"
    },
    "Action": "s3:ListBucket",
    "Resource": "arn:aws:s3:::YOUR_BUCKET_NAME",
    "Condition": {
      "ForAnyValue:IpAddress": {
        "aws:SourceIp": "161.97.246.16"
      }
    }
  },
  {
    "Effect": "Allow",
    "Principal": {
      "AWS": "arn:aws:iam::YOUR_ACCOUNT_NUMBER:user/YOUR_USERNAME"
    },
    "Action": [
      "s3:PutObject",
      "s3:DeleteObject",
      "s3:GetObject"
    ],
    "Resource": " arn:aws:s3:::YOUR_BUCKET_NAME/*",
    "Condition": {
      "ForAnyValue:IpAddress": {
        "aws:SourceIp": "161.97.246.135"
      }
    }
  }
]
}

```

Configure your import plan

Enter credentials

An access key and secret key are required to authenticate requests to your cloud resources. To learn more, see [Making requests](#).

1. In Lyve Management Portal, click **Import Plans** in the navigation bar, and then click **Configure Plan**.
2. Enter your access key and secret key.



Characters you enter in security-related fields are always masked.

- 1 Enter Credentials
- 2 Review & Submit

Access Key

Access Key

Secret Key

Secret Key

Bucket

Use an existing bucket/container that is designated for this project. Input must match your bucket/container name exactly and is case-sensitive.

See [Prerequisites](#). 

Bucket
Bucket 1

Folder

Provide the name of an existing folder or provide a name for Seagate to use to create a new folder. Each device in your project will have its own folder and can be identified by the serial number which will be automatically appended to the folder name. See [Naming Guidelines](#). 

Folder
Folder 123

Optional

[Validate Credentials](#)

I have read and understand the following information:
[IP Address Access Guide](#) 

Next

Cancel

3. Enter your bucket name.

 To learn more, see [Creating a bucket](#).

4. Enter a name for your folder.

Each storage device in your project will have a designated folder in your bucket. The device's serial number will be automatically appended to the folder name at the time of import.



- Provide a name for Seagate to use to create the folder(s) in your bucket on your behalf. (Recommended)
- If you leave this field blank, Seagate will create a folder(s) for your files and will use the device's serial number as its name.
- Alternatively, if you have an existing folder within your bucket that you would like to import your files to, provide the name of this folder.
- **Important**—Make sure that your bucket policy does not block folder creation. If you are providing a name for a new folder to be created, ensure that the name follows the [Naming Guidelines](#).

5. Click **Validate Credentials**.



If the validation fails, check that the access key, secret key, and bucket name entered are accurate, then revalidate.

6. Check the box to confirm that you have read and understand the details in [IP Address Access](#).

7. Click **Next**.

Review and submit your import plan

1. Review your import destination and credential details. If you need to make changes to the credentials provided, click the Edit icon.
2. Check the box to confirm that you've read and understand the information in this reference guide.
3. Click **Submit Plan**.

Inviting another user to configure an import plan

If a different member of your organization needs to configure the import plan for a project, you can invite them to do so in Lyve Management Portal. See [Invite Another User to Configure an Import Plan](#).

Naming guidelines

Safe characters

Alphanumeric characters

0-9 numerals

a-z lowercase letters

A-Z uppercase letters

Special characters

* asterisk

! exclamation point

- hyphen

(parenthesis (open)

) parenthesis (close)

. period

' single quote

_ underscore

Characters to avoid

& ampersand

ASCII characters

- ASCII ranges 00–1F hex (0–31 decimal) and 7F (127 decimal)
- non-printable ASCII (128–255 decimal characters)

@ at sign

\ backslash

^ caret

: colon

, comma

{ curly brace (left)

} curly brace (right)

\$ dollar sign

= equal sign

/ forward slash

` grave

<	greater-than symbol
>	less-than symbol
%	percent sign
	pipe or vertical bar
+	plus sign
#	pound character
?	question mark
"	quotation mark
;	semi-colon
	space - sequences with spaces, especially multiple spaces, may be lost
[square bracket (left)
]	square bracket (right)

Best practices

See the following knowledge base articles:

- [Security Best Practices for Amazon S3](#)
- [Access control best practices](#)

Troubleshooting

See the following knowledge base article:

- [Troubleshooting](#)

Import to Google Cloud Storage

Prerequisites

Before sending your device(s) for import, make sure the following prerequisites have been met so that Seagate can successfully import your data to your cloud destination:

Seagate authorizations—Ensure that Seagate is authorized to read, write, and list to an existing bucket. Your cloud import credentials must have the following permissions:

- storage.buckets.list
- storage.objects.create
- storage.objects.delete
- storage.objects.get

IP address access—If configured by your organization, list Seagate's IP address(es) as an allowed source. See [IP Address Access](#).

Recommendations

Seagate recommends creating a bucket dedicated to your Lyve project.

i **Important note on file sizes**—In general, Seagate does not recommend importing individual files larger than 5TB. Please refer to your cloud providers file size limitations and best practices.

Configure your import plan

Enter credentials

An access key and secret key are required to authenticate requests to your cloud resources. To learn more, see [Manage HMAC keys for service accounts](#).

1. In Lyve Management Portal, click **Import Plans** in the navigation bar, and then click **Configure Plan**.
2. Enter your access key and secret key.



Characters you enter in security-related fields are always masked.

- 1 Enter Credentials
- 2 Review & Submit

Access Key

Access Key

Secret Key

Secret Key

Bucket

Use an existing bucket/container that is designated for this project. Input must match your bucket/container name exactly and is case-sensitive.

See **Prerequisites.** [↗](#)

Bucket
Bucket 1

Folder

Provide the name of an existing folder or provide a name for Seagate to use to create a new folder. Each device in your project will have its own folder and can be identified by the serial number which will be automatically appended to the folder name. See **Naming Guidelines.** [↗](#)

Folder
Folder 123

Optional

[Validate Credentials](#)

I have read and understand the following information:

IP Address Access Guide [↗](#)

Next

Cancel

3. Enter your bucket name.



To learn more, see [Create storage buckets.](#)

4. Enter a name for your folder.

Each storage device in your project will have a designated folder in your bucket. The device's serial number will be automatically appended to the folder name at the time of import.



- Provide a name for Seagate to use to create the folder(s) in your bucket on your behalf. (Recommended)
- If you leave this field blank, Seagate will create a folder(s) for your files and will use the device's serial number as its name.
- Alternatively, if you have an existing folder within your bucket that you would like to import your files to, provide the name of this folder.
- **Important**—Make sure that your bucket policy does not block folder creation. If you are providing a name for a new folder to be created, ensure that the name follows the [Naming Guidelines](#).

5. Click **Validate Credentials**.



If the validation fails, check that the access key, secret key, and bucket name entered are accurate, then revalidate.

6. Check the box to confirm that you have read and understand the details in [IP Address Access](#).

7. Click **Next**.

Review and submit your import plan

1. Review your import destination and credential details. If you need to make changes to the credentials provided, click the Edit icon.
2. Check the box to confirm that you've read and understand the information in this reference guide.
3. Click **Submit Plan**.

Inviting another user to configure an import plan

If a different member of your organization needs to configure the import plan for a project, you can invite them to do so in Lyve Management Portal. See [Invite Another User to Configure an Import Plan](#).

Naming guidelines

Object names must meet the following requirements:

- Object names can contain any sequence of valid Unicode characters, of length 1-1024 bytes when UTF-8 encoded.
- Object names cannot contain a carriage return or [Line Feed](#) characters.
- Object names cannot start with `.well-known/acme-challenge/`.
- Objects cannot be named `.` or `..`.

To learn more, see [Object naming guidelines](#).

Best practices

See the following knowledge base articles:

- [Best Practices for Cloud Storage](#)
- [Access control best practices](#)

Troubleshooting

See the following knowledge base articles:

- [Frequently asked questions](#)
- [Troubleshooting](#)

Import to Microsoft Azure Blob Storage

Prerequisites

Before sending your device(s) for import, make sure the following prerequisites have been met so that Seagate can successfully import your data to your cloud destination:

Azure storage account—To learn more, see [Create an Azure storage account](#).

Seagate authorizations—Ensure that Seagate is authorized to read, write, and list to an existing bucket.

IP address access—If configured by your organization, list Seagate's IP address(es) as an allowed source. See [IP Address Access](#).

Additionally, see [How to configure the Azure Storage Firewall](#).

Recommendations

Seagate recommends creating a bucket dedicated to your Lyve project.

i **Important note on file sizes**—In general, Seagate does not recommend importing individual files larger than 5TB. Please refer to your cloud providers file size limitations and best practices.

Configure your import plan

Enter credentials

An access key and secret key are required to authenticate requests to your cloud resources.

1. In Lyve Management Portal, click **Import Plans** in the navigation bar, and then click **Configure Plan**.
2. Enter your access key and secret key.

i Characters you enter in security-related fields are always masked.

- 1 Enter Credentials
- 2 Review & Submit

Access Key

Access Key

Secret Key

Secret Key

Bucket

Use an existing bucket/container that is designated for this project. Input must match your bucket/container name exactly and is case-sensitive.

See [Prerequisites](#). 

Bucket
Bucket 1

Folder

Provide the name of an existing folder or provide a name for Seagate to use to create a new folder. Each device in your project will have its own folder and can be identified by the serial number which will be automatically appended to the folder name. See [Naming Guidelines](#). 

Folder
Folder 123

Optional

[Validate Credentials](#)

I have read and understand the following information:

[IP Address Access Guide](#) 

Next

Cancel

i Important—If you rotate your account access keys at any point, make sure that the import plan for your Lyve project is updated with the new credentials.

3. Enter your container name.

i Important—The name you enter is case-sensitive and must match your existing container name exactly. To learn more, see [Create and manage containers](#).

4. Enter a name for your folder.

Each storage device in your project will have a designated folder in your container. The device's serial number will be automatically appended to the folder name at the time of import.



- Provide a name for Seagate to use to create the folder(s) in your container on your behalf. (Recommended)
- If you leave this field blank, Seagate will create a folder(s) for your files and will use the device's serial number as its name.
- Alternatively, if you have an existing folder within your container that you would like to import your files to, provide the name of this folder.
- **Important**—Make sure that your container policy does not block folder creation. If you are providing a name for a new folder to be created, ensure that the name follows the [Naming Guidelines](#).

5. Click **Validate Credentials**.



If the validation fails, check that the access key, secret key, and container name entered are accurate, then revalidate. If you have a key expiration policy in place, ensure that the access key provided has not expired. See [Manage storage account access keys](#).

6. Check the box to confirm that you have read and understand the details in [IP Address Access](#).

7. Click **Next**.

Review and submit your import plan

1. Review your import destination and credential details. If you need to make changes to the credentials provided, click the Edit icon.
2. Check the box to confirm that you've read and understand the information in this reference guide.
3. Click **Submit Plan**.

Inviting another user to configure an import plan

If a different member of your organization needs to configure the import plan for a project, you can invite them to do so in Lyve Management Portal. See [Invite Another User to Configure an Import Plan](#).

Naming guidelines

Note the following naming guidelines:

- Every folder within a container must have a unique name.
- A folder name can contain any combination of characters.
- For blobs in Azure Storage, a folder name must be at least one character long and cannot be more than 1,024 characters long.
- Folder names are case-sensitive.

- Reserved URL characters must be properly escaped.
- Avoid folder names that end with a dot `.`, a forward slash `/`, or a sequence or combination of the two.

For additional information on naming folders, see [Naming and Referencing Containers, Blobs, and Metadata](#).

Best practices

See the following knowledge base articles:

- [Security recommendations for Blob storage](#)
- [Best practices for monitoring Azure Blob Storage](#)

Troubleshooting

See the following knowledge base articles:

- [Monitor, diagnose, and troubleshoot Microsoft Azure Storage](#)
- [Troubleshoot Azure RBAC](#)
- [Azure Blob Storage FAQ](#)
- [Microsoft Q&A question page](#)
- [Azure Storage on Stack Overflow](#)

Import to Seagate Lyve Cloud

Prerequisites

Before sending your device(s) for import, make sure the following prerequisites have been met so that Seagate can successfully import your data to your cloud destination:

Lyve Cloud account—Work directly with a [Lyve Cloud Expert](#) to create your Lyve Cloud account.

Seagate authorizations—Ensure that Seagate is authorized to read, write, and list to an existing bucket.

IP address access—If configured by your organization, list Seagate's IP address(es) as an allowed source. See [IP Address Access](#).

Recommendations

Seagate recommends creating a bucket dedicated to your Lyve project.

i **Important note on file sizes**—In general, Seagate does not recommend importing individual files larger than 5TB. Please refer to your cloud providers file size limitations and best practices.

Configure your import plan

Enter credentials

An access key and secret key are required to authenticate requests to your cloud resources. To learn more, see [Manage service account](#).

1. In Lyve Management Portal, click **Import Plans** in the navigation bar, and then click **Configure Plan**.
2. Enter your access key and secret key.

i Characters you enter in security-related fields are always masked.

- 1 Enter Credentials
- 2 Review & Submit

Access Key

Access Key

Secret Key

Secret Key

Bucket

Use an existing bucket/container that is designated for this project. Input must match your bucket/container name exactly and is case-sensitive.

See [Prerequisites](#). 

Bucket
Bucket 1

Folder

Provide the name of an existing folder or provide a name for Seagate to use to create a new folder. Each device in your project will have its own folder and can be identified by the serial number which will be automatically appended to the folder name. See [Naming Guidelines](#). 

Folder
Folder 123

Optional

[Validate Credentials](#)

I have read and understand the following information:
[IP Address Access Guide](#) 

Next

Cancel

3. Enter your bucket name.



To learn more, see [Provisioning storage buckets](#).

4. Enter a name for your folder.

Each storage device in your project will have a designated folder in your bucket. The device's serial number will be automatically appended to the folder name at the time of import.



- Provide a name for Seagate to use to create the folder(s) in your bucket on your behalf. (Recommended)
- If you leave this field blank, Seagate will create a folder(s) for your files and will use the device's serial number as its name.
- Alternatively, if you have an existing folder within your bucket that you would like to import your files to, provide the name of this folder.
- **Important**—Make sure that your bucket policy does not block folder creation. If you are providing a name for a new folder to be created, ensure that the name follows the [Naming Guidelines](#).

5. Click **Validate Credentials**.



If the validation fails, check that the access key, secret key, and bucket name entered are accurate, then revalidate.

6. Check the box to confirm that you have read and understand the details in [IP Address Access](#).

7. Click **Next**.

Review and submit your import plan

1. Review your import destination and credential details. If you need to make changes to the credentials provided, click the Edit icon.
2. Check the box to confirm that you've read and understand the information in this reference guide.
3. Click **Submit Plan**.

Inviting another user to configure an import plan

If a different member of your organization needs to configure the import plan for a project, you can invite them to do so in Lyve Management Portal. See [Invite Another User to Configure an Import Plan](#).

Naming guidelines

Safe characters

Alphanumeric characters

0-9 numerals

a-z lowercase letters

A-Z uppercase letters

Special characters

* asterisk

! exclamation point

- hyphen

(parenthesis (open)

) parenthesis (close)

. period

' single quote

_ underscore

Characters to avoid

& ampersand

ASCII characters

- ASCII ranges 00–1F hex (0–31 decimal) and 7F (127 decimal)
- non-printable ASCII (128–255 decimal characters)

@ at sign

\ backslash

^ caret

: colon

, comma

{ curly brace (left)

} curly brace (right)

\$ dollar sign

= equal sign

/ forward slash

` grave

<	greater-than symbol
>	less-than symbol
%	percent sign
	pipe or vertical bar
+	plus sign
#	pound character
?	question mark
"	quotation mark
;	semi-colon
	space - sequences with spaces, especially multiple spaces, may be lost
[square bracket (left)
]	square bracket (right)

Note the following additional requirements:

- An object name matching a prefix is not supported. For example, an object with the name /A/B, where A is a prefix and B is the object name, should not be imported with another object named A.
- A standalone period `.` in the prefix folder is not supported.
- A standalone period `.` as an object name is not supported.

Best practices

See the following knowledge base article:

- [Frequently asked Questions](#)

Troubleshooting

See the following knowledge base articles:

- [Known Issues](#)
- [Troubleshooting Guide](#)
- [Release Notes](#)

Invite Another User to Configure an Import Plan

If a different member of your organization needs to configure the import plan for a project, you can invite them to do so in Lyve Management Portal.

- Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
- Click **User Management** in the navigation bar.
- Click on the **Quick Action** dropdown menu and select **Add User**. Alternatively, click **Add User** in one of the user role descriptions.
- Provide details for the new user such as their name and contact information.
- Select the project(s) that you would like to assign to this user.
- Select the import destination(s) that this user can view and add to import plans.

The invited user will receive an email with a link to register their account. The user will need to complete the account registration in order to configure the plan.

Move Data to a Lyve Mobile Array



Lyve Mobile Array can be used as direct-attached storage. See the [Lyve Mobile Array user manual](#).



Lyve Mobile Array can also support connections via Fibre Channel, iSCSI and Serial Attached SCSI (SAS) connections using the Lyve Rackmount Receiver. For details, see the [Lyve Rackmount Receiver user manual](#).



For high-speed mobile data transfers, connect Lyve Mobile Array using the Lyve Mobile PCIe Adapter. See the [Lyve Mobile Mount and PCIe Adapter user manual](#) or [Lyve Mobile Mount and PCIe Adapter - Front Loader user manual](#).

Send a Lyve Mobile Array to a Seagate Import Site

Send your Lyve Mobile Array for cloud import after you have completed the following:

- Created a cloud import project in Lyve Management Portal
- Configured the import plan with your cloud service credentials
- Moved data to your Lyve Mobile Array



Sending a Lyve Mobile Array to a Seagate import site is a separate process from other types of hardware returns:

Returning a Lyve Mobile accessory— If you need to return an accessory, see [How do I return a device?](#) in the **Lyve Management Portal User Manual**.

Returning a Lyve Mobile Array for another reason—There may be situations in which you need to return a device for non-import reasons, for example, the device is no longer needed or needs to be replaced. Contact your sales representative or customer success manager or, use the Lyve Virtual Assistant in Lyve Management Portal.

1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. Click **Import Plans** in the navigation bar.
3. From the Import Plans table, click on a project to expand the row and view the Mobile Arrays within that project.
4. Find the Mobile Array you would like to send to a Seagate import site and click **Send for Import**. This will initiate a cloud validation process which may take several minutes.



A cloud validation process is initiated. The process may take several minutes.

5. Once the validation is complete, click **Print Shipping Label** to view and print your shipping label in a separate browser tab.



You will also receive an email that contains a UPS link to print this shipping label.

6. Print out the shipping label and follow the shipping and packing instructions provided in the email.

! Issues preventing successful validation

The validation may fail if there were issues with the following:

Security credentials provided in the import plan—You are prompted to edit the credentials and revalidate the import plan. In the Actions column, click the **Edit Credentials** button for the applicable project.

Connecting to the cloud destination—In the Actions column, click the **Troubleshoot** button for the applicable project. Follow the onscreen instructions.

Track Import Status

The status of your import plan(s) can be tracked in Lyve Management Portal.

1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. Click **Import Plans** in the navigation bar.
3. Find your project in the Import Plans table and click to expand it.
4. View the status of the import plan in the Status column. You can also hover over the infographic icons to see more information about a status.



Projects with the orange warning icon contain import plan(s) that require one or more actions to be taken. Click the project to expand it and view the action(s) required.

Confirm Import Completion

Upon completion of your cloud import, verify that your files have been successfully imported to your cloud destination.

- ! **Important**—Ensure that all your files have been successfully imported to your cloud destination. If there's an issue with your import, contact your sales representative or use the Lyve Virtual Assistant to report the issue.

After verifying the files in your cloud destination, confirm the import in Lyve Management Portal.

- ! **Important**—Confirmation of the import plan is required. Once you confirm the import in Lyve Management Portal, Seagate will purge the AES encryption key used to write data to the drive, making the data irretrievable. This erasure follows NIST SP 800-88 r1 standards.

To confirm import completion:

1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. Click **Import Plans** in the navigation bar.
3. Find your project in the Import Plans table and click to expand it.
4. Find the import plan for the applicable device and click **Confirmation Needed**.
5. Check the box to confirm your understanding of the device erasure.
6. Click **Confirm Import**.

After the device has been cryptographically erased, Seagate will send a certificate confirming the erasure of the device.