

# Why macOS-Catalina 64-Bit is Incompatible with Your Encrypted Drives and Remote Management

If your organization has hardware-encrypted data storage devices that are using desktop user-authentication software (“launchers”) the coming **macOS-Catalina 64-bit OS (v10.15)** may cause your devices to stop working due to incompatibility.

The issue is that many of these hardware-encrypted drives use older (legacy) encryption chips, software drivers, and applications that support only 32-bit based operating systems. The upcoming Catalina revision requires 64-bit apps without exception, and it will not support 32-bit applications. As a result, many existing hardware encrypted USB storage devices in the field will NOT work with the new Catalina OS. Some providers of such solutions have already notified their customers about the unsupported 32-bit applications.

Additionally, the secure data storage devices that are using software-based Remote Management (RM) solutions will require users to install the updated software on the host, if/when it is available.

## COMPATIBILITY CONCERNS WITH NEW MACOS V10.15

When macOS v10.13.4 (High Sierra) was released, as well as with the current v10.14 (Mojave) release, macOS users were given a one-time warning whenever a 32-bit application was launched. Until now, the user has been able to bypass that warning in those versions. That will no longer be the case with the release of Catalina.

In some cases, and only for recent devices, users might be able to upgrade the software inside their USB device. When/if such an update is available, this requires manually updating the software on each device to support the 64-bit OS. However, users must first complete a backup of their files before reformatting the device, as that type of update will erase all the data stored.

Encrypted data storage drives that are OS dependent, and that are not capable of updating, will become obsolete. See more about potential compatibility issues [here](#).

## SOLUTIONS FOR THE PROBLEM

If you suspect that your organization’s secure data storage devices may no longer be compatible with the latest OS update, your organization may want to review the needs of the company and update the software on the existing devices, if possible. If that is not possible due to a number of reasons, including that an update is unavailable from the vendor, then your company may want to look at other products that are **immune** to the Host/OS updates and can replace the current devices and their RM, if needed.

If you are searching for a secure storage device that is Host/OS independent by design, the SecureDrive® and SecureUSB® product lines (both KP and BT series) can be your solution.



SecureData’s award-winning FIPS 140-2 Level 3 certified hardware-encrypted data storage solutions are OS-independent and work across all systems with a USB port. They do not have any software that needs to be updated.

The SecureDrive® BT and SecureUSB® BT products come RM ready and use a web-based management portal (with time- and geo-fencing, Remote Wipe, and other useful features). Remote management can be accessed through any device via internet and eliminates the problem of incompatible management software.

For a free product evaluation, or to find out how the SecureData products could help benefit your organization while also providing your customers with the peace of mind that their data is protected in the most secure way possible with existing and new OS releases, please contact us at **1-800-875-3230**.