

## 1 to 1 NVMe/SATA Drive Duplicator and Secure Eraser



*\*Actual product may vary from photos*

## User Manual

SKU: SM2DUPE11

For the latest information and specifications visit  
[www.StarTech.com/SM2DUPE11](http://www.StarTech.com/SM2DUPE11)

## FCC Compliance Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Changes or modifications not expressly approved by StarTech.com could void the user's authority to operate the equipment.

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This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada.

CAN ICES-3 (B)/NMB-3(B)

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference, and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

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## Safety Measures

If product has an exposed circuit board, do not touch the product under power.

## Mesures de sécurité

Si l'un des circuits imprimés du produit est visible, ne pas toucher le produit lorsqu'il est sous tension.

## 安全対策

製品に露出した状態の回路基盤が含まれる場合、電源が入っている状態で製品に触らないでください。

## Misure di sicurezza

Se il prodotto ha un circuito stampato visibile, non toccare il prodotto quando è acceso.

## Säkerhetsåtgärder

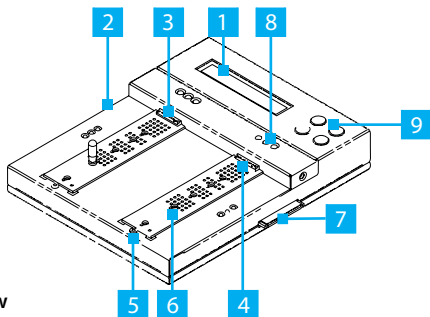
Rör aldrig vid enheter med oskyddade kretskort när strömmen är påslagen.

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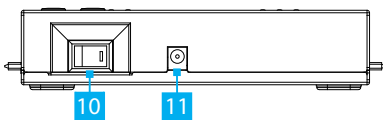
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## Product Diagram

Front View



Top Edge View



| Component |  | Function   |
|-----------|--|--|
| 1         | LCD Display                              | <ul style="list-style-type: none"> <li>Displays <b>Menu</b> options, status, and details</li> </ul>  |
| 2         | 2.5"/3.5" SATA Drive Connector           | <ul style="list-style-type: none"> <li>Connect a source <b>2.5"/3.5" SATA Drive</b></li> </ul>   |
| 3         | M.2 Drive Connector                      | <ul style="list-style-type: none"> <li>Connect a source <b>M.2 SATA or NVMe Drive</b></li> </ul>   |
| 4         | M.2 Drive Connector                      | <ul style="list-style-type: none"> <li>Connect a target <b>M.2 SATA or NVMe Drive</b></li> </ul>   |
| 5         | Drive-Tray Screw /Drive -Tray Screw Hole | <ul style="list-style-type: none"> <li>Secures the <b>Drive Tray</b></li> </ul>  |
| 6         | M.2 Rubber Drive Post Mounting Hole      | <ul style="list-style-type: none"> <li>Secures the <b>M.2 SATA or NVMe Drive</b></li> <li>Supports 2230/2242/2260/2280/22110 M.2 Drive Size</li> </ul> |
| 7         | 2.5"/3.5" SATA Drive Connector           | <ul style="list-style-type: none"> <li>Connect a target <b>2.5"/3.5" SATA Drive</b></li> </ul>   |
| 8         | LED Indicators                           | <ul style="list-style-type: none"> <li>Indicates <b>Drive, Copy, and Erase Status</b></li> </ul>   |
| 9         | LCD Display Buttons                      | <ul style="list-style-type: none"> <li>Navigate menu options on the <b>LCD Display</b></li> </ul>  |
| 10        | Power Switch                             | <ul style="list-style-type: none"> <li>Toggle <b>ON (I)</b> or <b>OFF (O)</b></li> </ul>   |
| 11        | Power Connector                          | <ul style="list-style-type: none"> <li>Connect the included <b>Universal Power Adapter</b></li> </ul>  |

## Package Contents

- Drive Duplicator and Eraser Dock x 1
- SATA Drive Extensions Cable x 2
- Anti-Slip/Vibration Pads x 2
- M.2 Rubber Drive Post x 2
- Universal Power Adapter x 1
- Regional Power Cords (NA, JP, EU, UK, ANZ) x 5
- Quick-Start Guide x 1

## Product Information

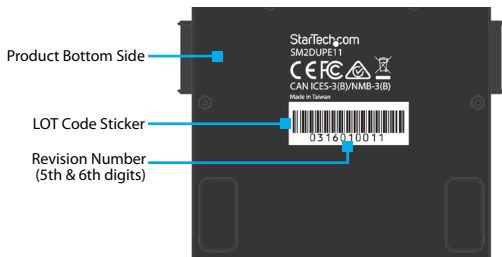
For product information, technical specifications, manuals, and Declarations of Conformance please visit: [www.startech.com/SM2DUPE11](http://www.startech.com/SM2DUPE11)

## Product Requirements

- M2 SATA/NVMe SSD x 2
- 2.5"/3.5" SATA Drive x 2

## How to Identify the LOT Code Revision Number

The Revision Number (Rev #) is the fifth and sixth digits of the LOT code, found on the sticker on the product and packaging. If the LOT code sticker is missing, the product is Version 1. The Version 2 design starts from Rev 07.



# Installation

## Connect a 2.5"/3.5" SATA Drive

**Note:** Do not connect drives directly into the Hard Drive Duplicator and Secure Eraser, as it puts undue strain on the device connectors.

1. Connect the **SATA Drive Connector Cable(s)** from the **2.5"/3.5" SATA Drive(s)** and to the **2.5"/3.5" SATA Drive Connector(s)** on the **Drive Duplicator and Eraser Dock**.
2. Place the **Drive Duplicator and Eraser Dock** on the **Anti-Slip/Vibration Pads** (included).

**Note:** Avoid placing drives directly on a metal surface.

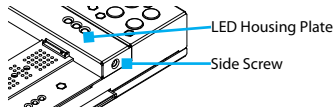
## Connect an M.2 SATA or NVMe Drive

### Position the M.2 Rubber Drive Post

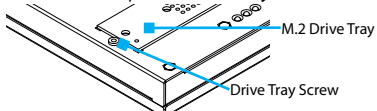
**VERSION 1:** The M.2 Rubber Drive Post comes pre-installed on earlier SM2DUPE11 units. Use a Philips Head Screwdriver to reposition it. Refer to Page 2 to identify the Revision Number from the LOT code.

1. Determine the size of the **M2. SATA or NVMe Drive(s)**.
2. Follow the steps below to adjust the position of the **M.2 Rubber Drive Post** to the appropriate M.2 drive size (22110, 2280, 2260, 2242, 2230) on the **Drive Tray**. The default position is 2280.

**a.** Remove the left and right **Side Screws** from **LED Housing Plate** using a **Philips Head Screwdriver**:

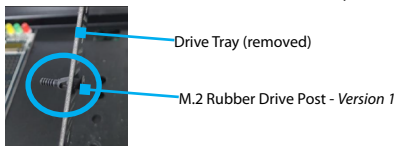


**b.** Remove the Philips head **Drive-Tray Screw** from the bottom of the **M.2 Drive Tray**:



**c.** To remove the **Drive Tray** from the unit, gently pull downward along the upper part of the **Drive Tray**.

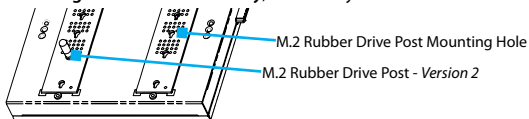
**d. Pull the M.2 Rubber Drive Post to remove and re-position it along the Drive Tray:**



3. Re-insert the **Drive Tray** back into the **Drive Duplicator and Eraser Dock** and tighten the **Drive-Tray Screw**. Do not over-tighten. Re-attach the **LED Housing Plate** with the left and right **Side Screws**.

**VERSION 2:** Newer SM2DUPE11 units feature a redesigned M.2 Rubber Drive Post. No disassembly is need to remove or reposition it. Refer to Page 2 to identify the Revision Number from the LOT code.

1. Insert the **M.2 Rubber Drive Post** into the corresponding **M.2 Rubber Drive Post Mounting Hole** on the **Drive Tray**, based on your M.2 drive size.



## Install the M.2 SATA or M.2 NVMe Drives

1. Gently insert the connector end of the **M.2. SATA or NVMe Drive(s)** into the corresponding **M.2 Drive Connector(s)** on the **Duplicator and Eraser Dock**.

**Note:** The **Connector** on the **M.2. SATA or NVMe Drive(s)** is keyed so that it only fits one way.

2. Lightly push the **M.2. SATA or NVMe Drive(s)** down, ensuring the **M.2 Rubber Drive Post** connects with the mounting notch on the **M.2. SATA or NVMe Drive(s)**.

## Power On the Drive Duplicator and Eraser Dock

1. Connect the **Universal Power Adapter** to the appropriate **Regional Power Cord**.
2. Connect the **Universal Power Adapter** to the **Power Connector** on the **Drive Duplicator and Eraser Dock**.
3. Toggle the **Power Switch** to On. Refer to Page 5 & 6 for Mode Descriptions.

## Mode Descriptions

| Mode              | Description  |
|-------------------|--|
| 1. Copy           | Copies data from source drive to targets. (There are four copy modes in function "6.1 Copy Mode")  |
| 2. Compare        | Compares the source and targets to ensure copy accuracy  |
| 3. Copy + Compare | Automatically launches compare function after copy is completed  |
| 4. Erase          | <b>4.1 Quick Erase</b><br>Erase drive(s)' index table  |
|                   | <b>4.2 1-Pass Erase</b><br>Erases entire drive(s), complying with NIST 800-88 Standards  |
|                   | <b>4.3 DoD 3-Pass Erase</b><br>Erases drive(s) 3 times, complying with DoD 5220.22-M Standards   |
|                   | <b>4.4 Secure Erase</b><br>Erases the non-loadable sectors complying with NIST 800-88 Standards  |
|                   | <b>4.5 Enhanced Secure Erase</b><br>Erases drives that support this feature  |
|                   | <b>4.6 Cryptographic Erase</b><br>The HDD/SSD's internal Cryptographic Erase command is executed   |
| 5. Utility        | <b>5.1 Show Device Info</b><br>Displays basic drive information such as model, name, capacity, etc   |
|                   | <b>5.2 Update System</b><br>Updates system firmware through the source drive port  |
|                   | <b>5.3 System Info</b><br>Displays system information such as controller, model number, software version, etc  |
|                   | <b>5.4 Read Speed</b><br>Calculate the drive's read speed by reading   |
|                   | <b>5.5 Write Speed</b><br>Calculates the drive's write speed by writing and reading data<br><b>Warning:</b> this function will erase all data on the drive |

| Mode   | Description   |  |
|--|---|--|
| 6. Setup   | 6.1 Copy Mode   | <b>6.1.1 System and Files</b><br>Copies data and skips empty sectors. Only supports standard formats |
|  |   | <b>6.1.2 All Partitions</b><br>Copies all partitions and data, unallocated partitions not included   |
|  |   | <b>6.1.3 Whole Drive</b><br>Copies all source data, sector-by-sector                                 |
|  |   | <b>6.1.4 Percentage (%)</b><br>Sets percentage of source capacity to copy                            |
|  | <b>6.2 Reduce Partition in Copy - Disabled/Enabled</b><br>Reduce partition size during copy |  |
|  | 6.3 HPA Copy Mode   | <b>Keep Target HPA</b><br>Does not copy HPA, but keeps target drive's original HPA setting           |
|  |   | <b>Clear Target HPA</b><br>Does not copy HPA, and clears the HPA setting on the target drive         |
|  |   | <b>Setting Target HPA</b><br>Copies HPA setting from source drive to target                          |
|  |   | <b>Copy and Setting</b><br>Copies HPA setting and data from source drive to target                   |
|  | <b>6.4 Skip Bad Sectors</b><br>Skips source bad sectors                                     |  |
|  | <b>6.5 Erase Source Port</b><br>Allows user to erase the source port or not                 |  |
|  | <b>6.6 Unknown Format</b><br>Allows user to copy or skip unknown format(s)                  |  |
|  | <b>6.7 Erase Pattern</b><br>Sets whether to overwrite data in One-Byte or Big Random Data   |  |
|  | 6.8 Clear HPA at Erase  | <b>Clear HPA Setting</b><br>Clears HPA setting during erase  |
|  |   | <b>Keep HPA Setting</b><br>Keeps original HPA setting during erase                                   |
| <b>6.9 Language</b><br>Sets preferred language: English, Spanish, and Japanese |   |  |
| <b>6.10 Restore Defaults</b><br>Reinstates manufacturer settings               |   |  |

# Operation

## 1. Copy a Drive

**Note:** The **Drive Duplicator and Eraser Dock** is capable of 1 to 1 duplication from M.2 to SATA, SATA to M.2, SATA to SATA, and M.2 to M.2 drives. **Target drive must be equal to or larger than the source.**

**Note:** The **Drive Duplicator and Eraser Dock** accepts one source and one target drive per operation. If two sources are connected, only the 2.5"/3.5" SATA drive will be recognized.

1. Navigate to the **Setup** menu using the **LCD Display Buttons**, and press the **OK** button.
2. Navigate to option **6.1 - Copy Mode** and press the **OK** button.

| Copy Modes             |   |
|------------------------|---|
| 6.1.1 System and Files | Copies data and skips empty sectors. Only supports standard formats |
| 6.1.2 All Partitions   | Copies all partitions and data, unallocated partitions not included |
| 6.1.3 Whole Drive      | Copies all source data, sector-by-sector                            |
| 6.1.4 Percentage (%)   | Sets percentage of source capacity to copy                          |

3. Select a **Copy Mode** and press the **OK** button.
4. Navigate back to the **Main Menu**.
5. Select **Copy** and press the **OK** button to start the copying process. The **LCD Screen** displays the following information during duplication:

| Function        | Total Data          |
|-----------------|---------------------|
| Copy x3         | 40G                 |
| 1:38 25%        | (4) 10.3G           |
| Copied Time & % | Slowest Copied Data |
|                 | Port                |

**Warning!** Do not disconnect the drives or interrupt the process until the copy process has completed. Doing so may result in damage to the drive or lost data.

6. When the **Green LED Indicator** is no longer flashing and remains solid the copying process is complete.

**Note:** After duplication, the LCD displays the number of passed and failed target drives,

## Operation

### 2. Compare a Drive

Navigate to option **2 - Compare** and press the **OK** button to start the verification process. The **LCD Screen** displays the number of connected and responsive target drives.

### 3. Copy+Compare

Navigate to option **3 - Copy+Compare** and press the **OK** button to start the automated duplication and verification process. Function **2 - Compare** will begin automatically after duplication.

### 4. Erase

**Note:** *Cryptographic Erase is available in firmware 2.52.3 and later, which can be downloaded from the website. See section 5.2 (Page 9) for update instructions.*

1. Connect the target drive(s) to the **Drive Duplicator and Eraser Dock**.
2. Navigate to option **4 - Erase** and press the **OK** button to view the **Erase Modes**.

| Erase Modes               |  |
|---------------------------|--|
| 4.1 Quick Erase           | Erase device's index table   |
| 4.2 1-Pass Erase          | Erases entire device(s), complying with NIST 800-88 Standards        |
| 4.3 DoD 3-Pass Erase      | Erases device(s) 3 times complying with DoD 5220.22-M Standards      |
| 4.4 Secure Erase          | Erases the non-loadable sectors complying with NIST 800-88 Standards |
| 4.5 Enhanced Secure Erase | Erases devices that support this feature                             |
| 4.6 Cryptographic Erase   | The HDD/SSD's internal Cryptographic Erase command is executed       |

3. Select an **Erase Mode**, and press the **OK** button to start the erasing process.
4. When the **Green LED Indicator** is no longer flashing and remains solid the erasing process is complete.

# Operation

## 5. Utility

Navigate to option **5 - Utility** and press the **OK** button to display the following submenus and functions:

### 5.1 Show Device Info

Displays basic drive information such as device model, name, and capacity.

### 5.2 Update System

**Note:** *The M.2 drive must be formatted to FAT16 or FAT32. Ensure the M.2 drive is properly formatted and in good working condition.*

1. Connect an **M.2 SATA** or **M.2 NVMe Drive** to a computer and download the latest firmware from the SM2DUPE11 [Drivers & Downloads](#) page. Unzip the firmware and save it to the root directory of the **M.2 Drive**.
2. Insert the **M.2 Drive** into the **Source Drive Port** on the **Drive Duplicator and Eraser Dock**. Navigate to option **5.2 - Update System** and press the **OK** button to start the firmware update process.

**Warning!** *The firmware update process may take longer than 5 minutes. Do not disconnect the power during the update.*

### 5.3 System Info

Select option **5.3 - System Info** and press the **OK** button to display information on the connected drives, such as device model and capacity.

### 5.4 Read Speed

Select option **5.4 - Read Speed** and press the **OK** button to select a drive. Press the **OK** button again to display the read speed of the selected drive.

### 5.5 Write Speed

Select option **5.5 - Write Speed** and press the **OK** button to select a drive. Press the **OK** button again to display the write speed of the selected drive.

## Operation

### 6. Setup

Navigate to option **6 - Setup** and press the **OK** button to display the Setup and Utility submenus and functions:

#### 6.1 Copy Mode

Select option **6.1 - Copy Mode** and press the **OK** button to view the four copy modes. Use the **Arrow** buttons to select a mode, then press the **OK** button again to save. These modes affect copy time only; target drive must match or exceed source drive's capacity.

| Copy Mode                     | Description   |
|-------------------------------|---|
| <b>6.1.1</b> System and Files | <ul style="list-style-type: none"> <li>Copies only system and file data. Skips unused sectors</li> <li>Supports FAT16/32/64, NTFS, EXT2/3/4, HFS/HFS+/HFSX</li> </ul>               |
| <b>6.1.2</b> All Partitions   | <ul style="list-style-type: none"> <li>Copies all partitions, including HPA, DCO, unknown or modified formats</li> </ul>  |
| <b>6.1.3</b> Whole Drive      | <ul style="list-style-type: none"> <li>Sector-by-sector duplication of the entire source drive, including empty sectors</li> <li>Copies all content regardless of format</li> </ul> |
| <b>6.1.4</b> Percentage       | <ul style="list-style-type: none"> <li>Copies a user-defined percentage of source drive's capacity</li> <li>Set upper/lower limits, then press OK to save</li> </ul>                |

## Operation

### 6.2 Reduce Partition in Copy

Enable this function to reduce partition size during copy if the target has less space, but total capacity must still be sufficient for all source data.

### 6.3 HPA Copy Mode

Select option **6.3 - HPA Copy Mode**, then press the **OK** button to view options for managing HPA (Host Protected Area) handling during copy operations. Use the **Arrow** buttons to select a mode, then press the **OK** button again to save.

**Note:** The Copy and Set HPA function may modify the target drive's original HPA setting. To reset, select '6.8 Clear HPA at Erase >> Clear HPA Setting', then run option 4. Erase.

| HPA Copy Mode                                   | Description   |
|---|---|
| <b>6.3.1 Do not Copy HPA - Keep Target HPA</b>  | <ul style="list-style-type: none"> <li>Does not copy HPA data, but keeps target drive's original HPA setting</li> </ul> |
| <b>6.3.1 Do not Copy HPA - Clear Target HPA</b> | <ul style="list-style-type: none"> <li>Does not copy HPA data and clears target drive's HPA setting</li> </ul>          |
| <b>6.3.2 Set Target HPA</b>                     | <ul style="list-style-type: none"> <li>Copies HPA setting from source drive to target drive</li> </ul>                  |
| <b>6.3.3 Copy and Set HPA</b>                   | <ul style="list-style-type: none"> <li>Copies HPA setting and data from source drive to target drive</li> </ul>         |

### 6.4 Skip Bad Sectors

Select option **6.4 - Skip Bad Sectors**, then press the **OK** button to set a value range from 0 to 65,464, or unlimited. For critical data or full cloning, set the value to 0.

**Note:** Use the Copy+Compare function to enhance cloning accuracy.

### 6.5 Erase Source Port

This setting enables or disables the source port for disk sanitization and erase functions. Select **Enable** or **Disable**, then press the **OK** button to save.

## Operation

### 6.6 Unknown Format

Select option **6.6 - Unknown Format**, then press the **OK** button to select one of the following options. Press the **OK** button again to save.

**Note:** Works only with 6.1.1 System and Files copy mode.

**Copy Unknown** - Copies unknown formats and partitions

**Skip Unknown** - Skips all unknown or unsupported formats

### 6.7 Erase Pattern

Select option **6.7 - Erase Pattern**, then press the **OK** button to select one of the following options. Press the **OK** button again to save.

1. **One Byte** - Writes a random character to each byte
2. **Big Random Data** - Writes random data in larger block segments

### 6.8 Clear HPA at Erase

Select option **6.8 - Clear HPA at Erase**, then press the **OK** button to select one of the following options. Press the **OK** button again to save.

**6.8.1 Release** - Clears HPA setting and data during erase

**6.8.2 No Release** - Keeps original HPA setting and data during erase

### 6.9 Language

Select option **6.9 - Language**, then press the **OK** button to select between **English** or **Japanese**. Press the **OK** button again to save.

### 6.10 Restore Defaults

Restores all settings to factory defaults. To execute, select option **6.10 - Restore Defaults**, then press the **OK** button to reset all settings.

### LED Status Indicators

| LED Color | State    | Activity                   |
|-----------|----------|----------------------------|
| Yellow    | Solid    | Device is powered On       |
|           | Off      | Device is Off              |
| Green     | Solid    | Operation completed / Pass |
|           | Blinking | Operation in progress      |
| Red       | Solid    | Error / Operation failed   |

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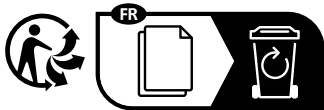
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