How to Remove Password of Encrypted Seagate Drive by DRS

1. Case Background

A customer finds himself unable to view the Seagate drive data which is suspected to be encrypted. By the physical diagnosis of DRS, we find the drive data encrypted. And by the hex viewer, we can only see numbers as "444..."
2. Operations

① Primary Method

Step 1. After connecting the drive directly to the DRS, we go to the physical diagnosis result page and use "One Key Unlock" to decrypt the data.
Step 2. Power off the drive after "One Key Unlock" and then power on it again.
Step 3. Click "Re-diagnose", then we can view the data in "Sector View".
② Secondary Method
In another way, connect the drive to the same computer with DRS by Serial Command Transmitter, we can decrypt the data by removing the password in "Firmware Fix" section.
Step 1. Get the serial command transmitter connected, and ensure the drive and DRS connection correct.
USB port connected to computer

DRS connected to the same computer

JP4 adapter for Seagate drive with 4 pins COM port
Step 2. Enter the "Firmware Fix" of DRS, and choose the Seagate brand.

Step 3. Choose the exact "COM Port", and adjust the "Baud Rate", then open "Serial Port" to enter "COM mode".
Step 4. Here we can press "Ctrl" + "Z" to check T Level.

Step 5. Click "Load From Disk", choose the exact drive model, then load from the Seagate drive.
Step 6. Click "Other Operation" and then click "Remove Password".
Step 7. Power off the drive and then turn on. Click "Re-diagnose", if the sectors can be viewed, this operation succeeds.
3. Conclusion

In the case of the drive locked by ATA password, there are two methods of DRS as "One Key Unlock" and "Remove Password" could help us easily unlock the drive.