SUPPORT

CONFIGURATION

- **Firmware:** The LaCie NAS's operating system version will be listed here. This information is important when updating the NAS operating system or if you need to speak with LaCie technical support.
- **Email notifications:**
  - Choose the **Edit** button to configure email notifications. **Important: Make certain to enter the SMTP address for your email server. The LaCie NAS cannot send notifications without an email server.** You may use an in-house SMTP server or third-party providers such as gmail, hotmail, etc.
  - If verification is necessary, check the box next to **Authentication required** to enter the valid email address and password. (See **Email Notifications Triggers** below for events that will generate emails.)

Email server prompt

5big NAS Pro - LaCie-5big-Pro May 13, 2013 3:40 PM
To: David
Test email 2

Host : LaCie-5big-Pro
Model : 5big NAS Pro
System Time : Mon, 13 May 2013 15:37:59

This is a test email to check the SMTP configuration.
Current server is 192.168.25.16:25.

==
[This message is automatically generated by the LaCie email notification service.]
www.lacie.com

Test email from the NAS

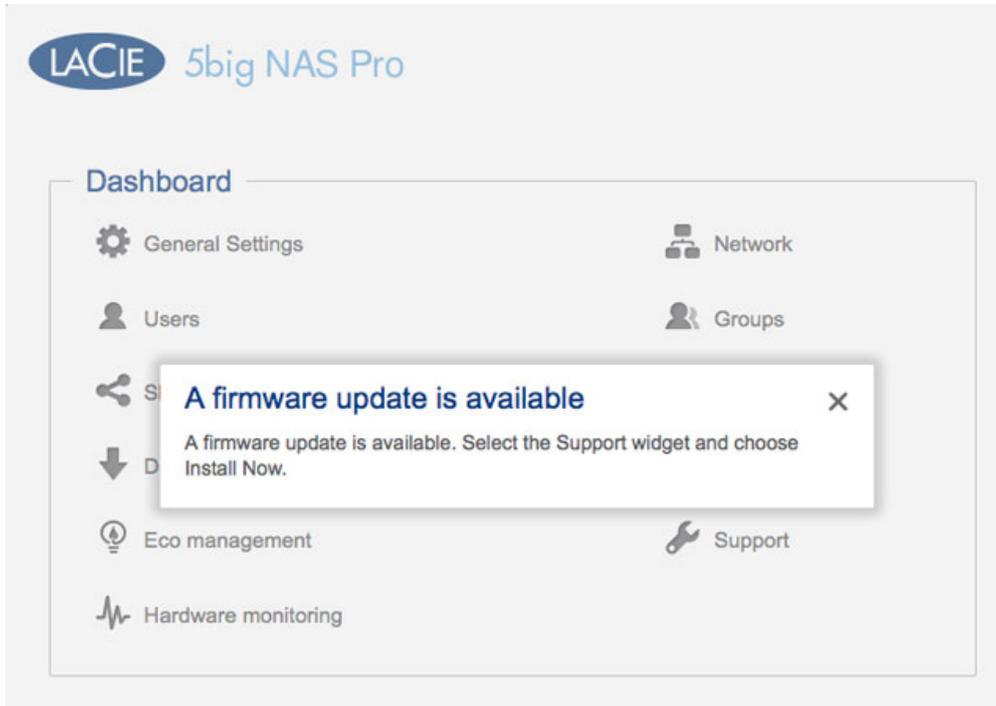- **System log:** Choose the **Download** button to save the system log to your computer.

Email notification triggers

The following events will trigger an email notification if an email address has been provided on the User page:

Event identifier	Description	Recipient
Capacity	The total available capacity is less than 10%	Administrator
Download	A download job has completed or a download job error has occurred	Administrator
Backup	A backup job has: started, ended, been cancelled, or failed	Administrator
Test email	Email sent as a test on the Support page	Administrator
RAID	Creation of a RAID volume; unprotected volume or broken RAID	Administrator
Fan	The fan has stopped (5big NAS Pro only)	Administrator
Temperature	The product has remained at maximum temperature for at least one minute	Administrator
Password recovery	A user has recovered his/her password	Administrator or user, depending on who made the request

AUTOMATIC UPDATE

LaCie may improve your LaCie NAS's software or add new features over time. Your LaCie NAS automatically checks for new firmware and, if an update is found, prompts you to install it at login.
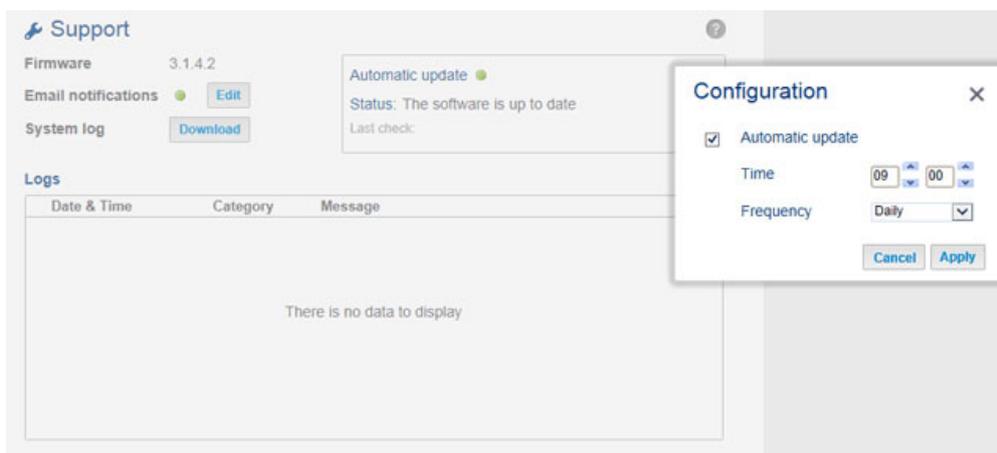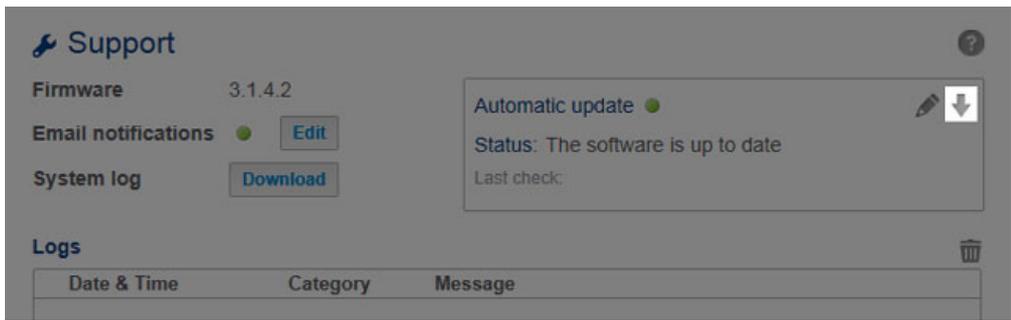

Review the additional options below:

Update Using the Dashboard

1. Launch the Dashboard and navigate to the **Support** page.
   1. Automatic: Select the **Automatic update**, configuration icon (pencil). Choose the Frequency and Time for the NAS to check the update server.

   2. Manual: Check for an update manually by choosing the grey, downward arrow.

If a link appears, choose it to begin the download and follow the update instructions. During the process, the LaCie NAS will reboot.
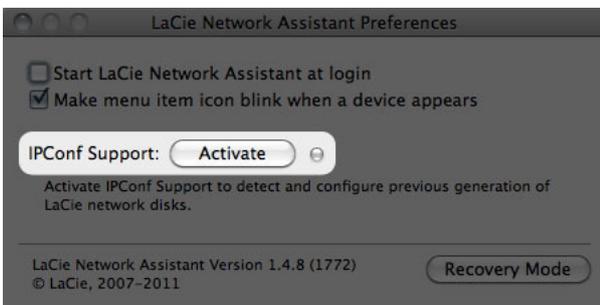
Update Using LaCie Network Assistant (LaCie 2big NAS only)

Follow the steps below if you wish to download the LaCie NAS OS update from the product support website. This update procedure will not erase your configuration or files saved to the drive.
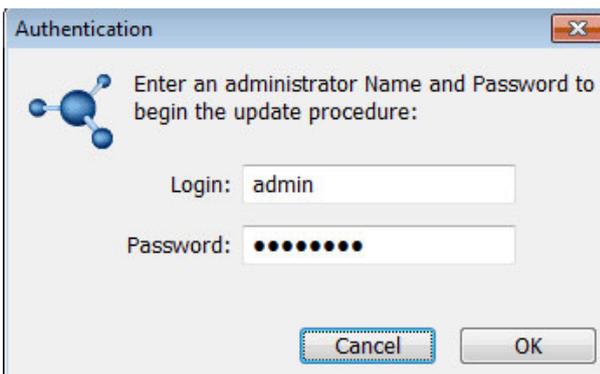
> **Important info:** Before proceeding, make sure to:

- Connect your PC/Mac to the network using an Ethernet cable (turn off wireless connections).
- Make sure users on your network have stopped data transfers to the NAS.
- Turn off other NAS on the network except the one you wish to update.
- Disconnect all connections to shares on the NAS you want to update.

1. Make sure you are using the latest version of LaCie Network Assistant. If you download a newer version, uninstall previous versions before continuing with the update.
2. Download the software update for your NAS here.
3. Run LaCie Network Assistant.
4. Go to **Preferences** and make sure **IPConf Support** is deactivated.

5. Select your product from the list on the left and then choose the **Configuration** tab.
6. Choose the **Update your NAS...** button, then enter your administrator username and password.
7. Enter your LaCie NAS administrator login and password.

8. Browse to and load the update package (.capsule file) you downloaded from the LaCie website.
9. Choose **Continue...** to begin the update. Mac users may be prompted to enter the computer's administrator password.
10. Once complete, verify the update:
    - Launch LaCie Network Assistant then select the **Configuration** tab. Choose your NAS on the left of the window. The system version will be listed on the lower left.

> **Important info:** During the update process, the front LED will blink red and blue.

LOGS

The **Logs** section will list important events, such as RAID changes, downloads, warnings, and much more.

To purge the listings from this list, choose the trash icon.