

# GETTING HELP

If you are having problems with your LaCie product, consult the table below for a list of available resources.

Order	Source	Description	Location
1	Quick Install Guide	Concise steps to follow for getting your product up and running	Either a printed leaflet or accessory box and included in the product box, or download PDF from the product page
2	Support Pages	Includes interactive troubleshooting topics for most common problems	<a href="http://www.lacie.com/support/">www.lacie.com/support/</a> , select your product, then click the "Troubleshooting" tab
3	User Manual	Includes common troubleshooting topics	See <b>Troubleshooting Topics</b> below
4	Customer Support	Create an account on <a href="http://lacie.com">lacie.com</a> , register your product, and fill out a support ticket	Create an account here: <a href="http://www.lacie.com/us/mystuff/login.htm?logout&amp;rtm=mystuff">www.lacie.com/us/mystuff/login.htm?logout&amp;rtm=mystuff</a>

**Note:** LaCie is dedicated to providing high quality products that enrich the lives of our customers. To help LaCie offer the best customer support, we encourage you to create an account and register your product at [www.lacie.com/us/mystuff/login.htm?logout&rtm=mystuff](http://www.lacie.com/us/mystuff/login.htm?logout&rtm=mystuff). You can give us important feedback as well as receive updated information on your LaCie device.

## TROUBLESHOOTING TOPICS

**Note:** Interactive troubleshooting, a highly effective way to resolve problems with your product, is available from [www.lacie.com/support/](http://www.lacie.com/support/). Select your product, then click the “Troubleshooting” tab.

### Thunderbolt 2 connection (Mac)

**Problem:** I do not see the LaCie 2big when using the Thunderbolt 2 port.

Q: Are there other Thunderbolt technology devices connected to the same port?

A: Disconnect other Thunderbolt devices and see if the volume appears on the desktop.

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Q: Does the icon/Do the icons for the volumes appear on the desktop?

A: The drive icons for the storage should appear on your desktop. Confirm that the Finder preference for displaying external hard drives on the desktop is selected at **Finder > Preferences > General**.

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Q: Is the enclosure connected to a computer that supports Thunderbolt 2 technology or first generation Thunderbolt technology?

A: The connection type for Thunderbolt technology on the Mac is the Mini DisplayPort. While earlier Macintosh computers include one or more Mini DisplayPorts, they are only used to connect one or more monitors. Legacy Macs with Mini DisplayPorts do not support Thunderbolt technology peripherals.

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Q: Did you follow the correct installation steps?

A: Review the installation steps ([Getting Connected](#)) and make certain that: both ends of the Thunderbolt technology cable are firmly connected to the ports; and, that the device is receiving power via the included power supply.

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Q: I connected the enclosure to my computer with an older Mini DisplayPort cable that I use for my monitors. Why can't I see the volumes on the desktop?

A: The storage requires a cable specifically constructed for Thunderbolt technology. Use the Thunderbolt cable shipped with your LaCie device.

Q: I connected a cable that supports Thunderbolt technology to my computer but the enclosure does: (a.) not power on and/or (b.) not receive sufficient power.

A: Thunderbolt enclosures must also receive power via the included power supply. See [Getting Connected](#).

Q: Are both ends of the Thunderbolt technology cable securely attached?

A:

- Only use the included Thunderbolt cable.
- Check both ends of the Thunderbolt technology cable to make sure they are fully seated in their respective ports.
- Try disconnecting the Thunderbolt technology cable then wait 10 seconds before reconnecting it.
- If the drive is still not recognized, restart your computer and try again.

## USB 3.0 connection (PC/Mac)

### Problem: My file transfers are too slow.

Q: Are there other USB devices connected to the same port or hub?

A: Disconnect any other USB devices and see if the drive's performance increases.

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Q: Is the device connected to a USB 2.0 port on your computer or hub?

A: If the LaCie 2big is connected to a USB 2.0 port or hub, this is normal. A SuperSpeed USB 3.0 device can only operate at USB 3.0 performance levels when it is connected to a computer with a USB 3.0 port. Otherwise, the USB 3.0 device will operate at the slower USB transfer rates.

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Q: Is the LaCie 2big connected to a SuperSpeed USB 3.0 port on your computer?

A: Third-party USB 3.0 adapters: Check to see that the SuperSpeed USB 3.0 drivers for your host bus adapter has been installed correctly. If in doubt, uninstall the drivers and re-install them.

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Q: Does your computer or operating system support SuperSpeed USB 3.0?

A: Refer to the product packaging or consult the product support web page at [www.lacie.com/support/](http://www.lacie.com/support/) to check the minimum system requirements.

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Q: Do you require additional drivers for USB 3.0?

A: Certain versions of Windows require additional drivers to support USB 3.0.

Q: Is your computer's internal hard drive limiting transfer speeds?

A: If your computer has a low-performance internal hard drive (typically a notebook or netbook computer), it can limit the transfer speed.

## General

### Problem: I'm receiving file transfer error messages and Time Machine does not work.

Q: Did you get an "Error -50" message while copying to the storage?

A: When copying files or folders from a computer to a FAT32 volume, certain characters cannot be copied. These characters include, but are not limited to:

? < > / \ :

Since it does not offer optimal performance, LaCie does not recommend using the FAT32 file system with Thunderbolt 2 and/or USB 3.0 storage. Consider formatting the hard drive as HFS+ Journaled with a Striped or Mirrored RAID Set. See [Formatting](#). Additionally, Time Machine is only compatible with hard drives formatted in HFS+ or HFS+Journaled. If necessary, reformat the hard drive for Time Machine compatibility.

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Q: Did you get an error message telling you that the hard drive has been disconnected when coming out of sleep mode?

A: Ignore this message. The hard drive will remount to the desktop.

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## Problem: The hard drive space does not seem right.

Q: I just threw a lot of files into the Trash from my LaCie storage device. Why don't I see more space to copy new files?

A: Hard drive space will not be reclaimed until files are deleted or emptied from the Trash.

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Q: Why is the volume capacity less than advertised?

A: After formatting, the available capacity of a hard drive will show less than advertised on the box. The difference is based upon how capacity is viewed by the operating system. For example, a hard drive that can store 500,000,000,000 bytes is divided by 1,000,000,000 to equal 500GB. This is the actual capacity listed on the manufacturer's box. The operating system uses slightly different math, dividing 500,000,000,000 by 1,073,741,824 to equal 466GB.

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## Problem: I have to rebuild the RAID SAFE.

Q: I just received my replacement hard drive from LaCie. How do I rebuild my RAID SAFE?

A: See [Removing and Replacing a Hard Drive](#) for instructions on how to replace the hard drive and [Manage RAID](#) if you want to change the RAID mode.

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