GETTING HELP

If you are having issues with your product, first consult the troubleshooting topics below. If the problem persists, refer to Warranty Information to understand your warranty rights and responsibilities.

> **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&rtn=mystuff. You can give us important feedback as well as receive updated information on your LaCie device.

TROUBLESHOOTING TOPICS

The 4big Rack Office won't turn on.

Q: Can you confirm that the 4big Rack Office is receiving power?

A: Make sure the power cord is properly connected, then push the power button until the power LED turns ON.

Q: Have you connected a USB storage device?

A: The 4big Rack Office may be attempting to boot from it. Unplug the device and retry to reboot the system.

Q: Has one of the drives storing the operating system failed?

A: Check Technical Brief: RAID for details.

Q: Does the motherboard battery need to be replaced?

A: A non-functioning motherboard battery could prevent the system from booting. The best way to verify that this is the problem is to connect a monitor, mouse, and keyboard to the 4big, and reboot. If the display reads "CMOS Checksum Error", the motherboard battery is probably the cause of the problem. Contact LaCie support for confirmation and help.

Q: Is my power supply unit malfunctioning?

A: Connect a monitor, mouse, and keyboard, and turn your product on. If you don't see anything on the monitor, that means that the problem may result from the 4big's internal power supply unit (PSU). Contact LaCie support for confirmation, then return your product for PSU replacement.

The 4big Rack Office turns off when I connect a USB device.

Q: Have you connected more than three bus-powered USB devices or is one of your devices drawing an inordinate amount of power?

A: Connect no more than three bus-powered USB devices and/or make sure that none of the devices is drawing an inordinate amount of power.

Q: Did the product turn off as soon as the USB device and the 4big's USB port came into contact?

A: The USB device may have caused a short circuit. Unplug any USB devices you have connected since the failure and reboot the product.

The 4big Rack Office is unresponsive.

Q: Have you tried to restart the system manually?

A: Shut down and restart the 4big Rack Office manually by pushing and immediately releasing the front button. If nothing happens after a few minutes, then force the 4big Rack Office to turn off by pressing and holding the

front button for more than four seconds, then release it. Once off, restart the product by pushing and immediately releasing the front button. Note that this is not recommended as it may result in data loss.

The 4big Rack Office is overheating.

Q: Is the ambient temperature too high? Is the air output blocked? Are one or several of the fans malfunctioning?

A: If the ambient temperature is below 95˚F/35˚C and the fan output is cleared, you may have one or several malfunctioning fans. Contact LaCie support for confirmation, then send your product to LaCie for fan repair.

The 4big Rack Office encounters frequent system failures.

Q: Have you set up a backup of your server onto a direct-attached storage (DAS) device?

A: You can perform a Server Recovery following the procedure explained in the [technical brief](). This brief also explains how to create a backup of your server. Note that even if you did not set up a backup onto a DAS, you can always reset your 4big Rack Office to factory settings using to the recovery DVD provided.

My backup is taking a long time.

Q: Is this the first backup?

A: The first backup includes all of your data and could take up to several hours depending on how much data is stored on your computer. Subsequent backups will only include modified files (incremental backup) and should dramatically reduce the backup time.

I'm receiving a security certificate error in my browser when I access the web admin.

Q: Are you accessing web admin from a computer where Windows Connector is not installed?

A. If Windows Connector is not installed on you computer, you can connect to the web admin, but you will receive an invalid security certificate warning.

Where can I check my software version and how can I proceed for updates?

A. Navigate to **Help > About**. If your unit is connected to the Internet, you will receive a notification with a corresponding web link in the dashboard alert bar. Please refer to the appropriate Technical Brief.

Why do I receive the message "Can only partially assess the heath of this computer"?

Q: Have you installed the latest Windows updates on your computer?

A. To ensure you can properly monitor the status of your computer, the latest Windows components must be installed on your Windows OS. Make sure your OS is up to date as well as optional software updates available from Microsoft.