

# 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://www.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;rtn=mystuff">www.lacie.com/us/mystuff/login.htm?logout&amp;rtn=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&rtn=mystuff](http://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

**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.

### Problem: The front LED is solid red.

Fan malfunction. Log in to LaCie [technical support](#) and create a support ticket for warranty service.

### Problem: One or more of the rear disk LEDs isn't on.

Is a compatible disk installed in the disk tray corresponding to that LED?

The LED turns on only if a compatible disk has been installed. For compatibility information, refer to [Install Disks](#).

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Does the installed compatible disk fail to mount on your desktop?

This could indicate disk failure. If the disk was purchased from LaCie, log in to LaCie [technical support](#) and create a support ticket for warranty service.

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

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

When copying files or folders from a computer to a FAT 32 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 FAT 32 file system with your product. Additionally, Time Machine is only compatible with disks formatted in HFS+ or HFS+ (Journaled). Reformat the drive for Time Machine compatibility.

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### Problem: I got an error message telling me that the drive has been disconnected.

Did it happen when the computer was coming out of sleep mode?

Simply ignore this message. The drive will remount to the desktop. LaCie drives conserve power by spinning down when you set your computer to sleep mode, and when the computer is awoken from sleep, it may not give

the drive enough time to spin-up from its sleep mode.

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## Problem: The displayed available capacity doesn't seem right.

I just moved a lot of files into the trash from my product. Why isn't this reflected in the displayed available space?

Disk space will not be reclaimed until the file is completely erased. To remove the files forever, empty your trash.

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Why is the volume capacity less than advertised on my storage?

After formatting, the available capacity of a 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: My product doesn't appear to be mounting on my computer.

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

Disconnect any other Thunderbolt devices and see if the Thunderbolt Series volume appears on the desktop.

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Does the icon/Do the icons for the Thunderbolt Series volume(s) appear on the desktop?

The drive icon(s) for the Thunderbolt Series storage should appear on your desktop, as long as the disks are compatible, are installed correctly, and have been formatted in HFS+ for use with a Mac computer. Please also confirm that the Finder preference for displaying external disks on the desktop is selected at **Finder > Preferences > General**.

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Is the Thunderbolt Series enclosure connected to a Mac that supports Thunderbolt technology?

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. Please note that legacy Mac computers with Mini DisplayPorts do not support Thunderbolt technology peripherals such as the LaCie Thunderbolt Series storage.

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Did you follow the correct installation steps?

A:

- Review the installation steps ([Get Connected](#)).
- Make sure that the power supply is connected to a functioning power outlet or power strip, and that the power button on the LaCie 5big and the power strip (if applicable) is turned on.
- Check both ends of the Thunderbolt cable to make sure they are fully seated in their respective ports.
- Try disconnecting the cable then wait 10 seconds before reconnecting it.
- If the product is still not recognized, restart your computer and try again.

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I connected the Thunderbolt Series enclosure to my new Mac with an older Mini DisplayPort cable that I use for my monitors. Why can't I see the Thunderbolt Series volume(s) on the desktop?

The Thunderbolt Series storage requires cables specifically constructed for Thunderbolt technology. Go to [www.lacie.com](http://www.lacie.com) for more information on cables that support Thunderbolt technology.

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

The Thunderbolt Series enclosure is not bus-powered through the Thunderbolt cable. You must connect the included power supply. See [Get Connected](#).

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## Problem: My LaCie 5big had a disk failure.

Was it configured in a RAID 1 array?

If your RAID array was protected, the disk failure did not result in data loss. Follow these steps:

1. Purchase a [LaCie 5big Spare Drive](#), [new disk from LaCie](#) or a [compatible third-party disk](#).
  2. Install the disk. Refer to [Install Disks](#) for details.
  3. Rebuild the RAID array. Refer to this [article](#) from Apple for instructions.
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Was it configured in a RAID 0 or JBOD array?

If your RAID array was not protected, the disk failure resulted data loss. Replace the disk as described in [Install Disks](#).

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