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	www.lacie.com/support/, select your product, then click the "Troubleshooting" tab
3	User Manual	Includes common troubleshooting topics	See **Troubleshooting Topics** below
4	Customer Support	Create an account on lacie.com, register your product, and fill out a support ticket	Create an account here: www.lacie.com/us/mystuff/login.htm?logout&rtn=mystuff

> **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

> **Note:** Interactive troubleshooting, a highly effective way to resolve problems with your product, is available from www.lacie.com/support/. Select your product, then click the "Troubleshooting" tab.

The LaCie 8big Rack Thunderbolt 2 will not turn on.

Q: Can you confirm that the LaCie 8big is properly connected?

A: Make certain:

- The power cables are properly connected to one or both power supplies and to a live power source.
- The Thunderbolt cable is connected to a computer that supports Thunderbolt 2 technology or first generation Thunderbolt technology.
- The computer connected to the LaCie 8big is powered on.
- The power button on the front of the LaCie 8big was pushed as noted in Setting Up.

Q: Is there a problem with one or both power supply units?

A: Your LaCie 8big has redundant power supplies. Each power supply provides sufficient power to keep the LaCie 8big running in case the other one fails. Contact LaCie technical support if you believe that one or both power supplies have failed. In the rare case in which both power supplies fail at the same time, you may be asked to send the enclosure to LaCie for review.

The LaCie 8big turns off when I daisy chain a device.

Q: Did the product turn off as soon as the device and the LaCie 8big's Thunderbolt 2 port came into contact?

A: The device may not be compatible with Thunderbolt products. Unplug any devices you have connected and reboot the product.

The LaCie 8big is unresponsive.

Q: Have you tried to restart the system?

A: Eject the volume from the computer and shut down the LaCie 8big by applying a short push on the front button. If nothing happens after a few minutes, you can force the LaCie 8big to turn off by applying a long push (more than four seconds), then release it. Once off, restart the product by pushing and immediately releasing the front button.

Note that a long push is not recommended under standard operating conditions as it may result in data loss. Once the status LED stops blinking blue, check your computer for proper connection to the LaCie 8big volumes.

The LaCie 8big is overheating.

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

A: If the ambient temperature is below 40˚C and the ventilation is cleared, you may have one or several malfunctioning fans. Contact LaCie technical support.

I am not certain if the LaCie 8big firmware should be updated.

Q: Where can I check the firmware version?

A: Check LaCie RAID Manager for the firmware version.

Q: How do I know if the firmware is the latest version?

A: Go to the LaCie technical support for the latest information on the product.

Problem: I do not see the LaCie 8big on my computer.

Q: Did you install LaCie RAID Manager?

A: The installer for LaCie RAID Manager includes a driver to recognize and mount the 8big storage.

Q: Are there first generation Thunderbolt technology and/or Thunderbolt 2 devices connected to the same port?

A: Disconnect other Thunderbolt devices and see if the LaCie 8big volume appears on the desktop.

Q: Does the icon/Do the icons for the LaCie 8big volume(s) appear on the desktop?

A: The hard drive icon(s) 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**.

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

A: The connection type for Thunderbolt 2 technology and first generation Thunderbolt technology is the Mini DisplayPort. While older Macintosh computers include Mini DisplayPorts, they are only used to connect one or more monitors. Legacy Macs with Mini DisplayPorts do not support Thunderbolt 2 technology devices such as the LaCie 8big.

Q: Did you follow the correct installation steps?

A: Review the installation steps (Setting Up). Make certain that both ends of the Thunderbolt cable are firmly connected to the ports and that the device is receiving power via the included power supply.

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

A: Thunderbolt 2 storage requires cables specifically constructed for Thunderbolt technology. Use the cable that was shipped with your device.

Q: I connected a cable that supports Thunderbolt technology to my new Mac but the LaCie 8big does: (a.) not power on and/or (b.) not receive sufficient power.

A: The enclosure must also receive power via the included power supply. See Setting Up.

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

A:

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

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 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 Thunderbolt 2 technology storage.

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.

Problem: The hard drive space does not seem right.

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

A: Hard drive space will be reclaimed once files are erased. To remove the files forever:

- Click the **Trash** icon in the Dock.
- A Finder window will open. Click **Empty** in the upper right.

Problem: The bandwidth for the LaCie 8big is not as fast as I had expected. It has the same transfer rates as my first generation Thunderbolt technology storage device.

Q: Does your computer support Thunderbolt 2?

A: The LaCie 8big must be connected to a computer that supports Thunderbolt 2 technology to attain Thunderbolt 2 technology transfer rates.

Q: Did you daisy chain the LaCie 8big with first generation Thunderbolt technology devices?

A: Thunderbolt 2 technology devices can share the same daisy chain with first generation Thunderbolt technology devices. However, the LaCie 8big can only reach Thunderbolt 2 transfer rates if it is connected directly to the computer with the other devices daisy-chained behind it. If your computer supports Thunderbolt 2 technology, make certain that the LaCie 8big is the first device in the daisy chain.

Q: Did you daisy chain the LaCie 8big behind a display?

A: Thunderbolt 2 technology devices can share the same daisy chain as a display. However, the LaCie 8big can only reach Thunderbolt 2 transfer rates if it is connected directly to the computer with the other devices daisy-chained behind it. If your computer supports Thunderbolt 2 technology, make certain that the LaCie 8big is the first device in the daisy chain.