7.E GET ANSWERS TO FREQUENTLY ASKED QUESTIONS

Please review the list of questions below. An updated list of may be found at LaCie CloudBox Support.

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.

Troubleshooting the Network Connection

No folders appear on the network.

Q: Does your computer's configuration meet the minimum system requirements?

A: Check minimum system requirements in Confirm your Setup for more information.

Q: Is the device's power supply connected and is the front blue LED on?

A: Make sure: that the power supply is properly connected (see Connect Your LaCie CloudBox); that the system turned on when it received power: push the rear power button if the blue LED is off and it is plugged into a power outlet; make certain that your outlet has a sufficient supply of power.

Q: Is the blue LED on the front of the device flickering for an inordinate period of time?

A: If the blue light is flickering or will not turn on, the power supply may be defective. Please contact your LaCie reseller or LaCie Customer Support.

Q: Did you follow the correct installation steps?

A: Review Connect Your LaCie CloudBox.

Q: Are both ends of the Ethernet cable firmly connected?

A: Disconnect the Ethernet cable and wait 10 seconds before reconnecting it.

Ensure that the interface connectors are properly aligned. The Ethernet cable can only be inserted one way so please make certain that it is correctly oriented.

Check that the Ethernet connectors are straight and fully seated in the Ethernet ports.

Make sure that you use the Ethernet cable that came in the box from LaCie.

Q: IP address problem?

A: By default the LaCie CloudBox is configured to retrieve its IP address from a DHCP server. The DHCP server is standard for most home networks since it is furnished by the internet provider. If your network is managed by a DHCP server and you cannot access the device, contact your internet provider. To learn the IP address of your LaCie CloudBox, try installing and running LaCie Network Assistant (Simplify Local Access with LaCie Network Assistant). If a DHCP server cannot be found by the LaCie CloudBox, it will run assign itself an IP address that may not be compatible with your network.

Q: Does your network require devices to be assigned a static IP address?

A: If it appears that you require a static IP, LaCie recommends that you:

- Contact your internet provider to determine if DHCP is available. If you must assign a static IP, please ask your internet provider for the proper address. You may need to review your router's user manual as well.
- See Set a Static IP Address for instructions on assigning a static IP address to the LaCie CloudBox.

A user does not have access to the Dashboard or his personal folder.

Q: Has the administrator created an account for the user in the Dashboard?

A: A user can connect to the LaCie CloudBox if the administrator has created a username and password on the Dashboard User page (see Review the Dashboard User Settings).

I've noticed a delay in accessing the folders.

Q: Are you and/or other users transferring multiple files simultaneously? Are you using the Dashboard download feature?

A: High-throughput activity can reduce performance. For example, multiple simultaneous file transfers and frequent download activity can create bottlenecks in the network bandwidth.

Troubleshooting the Multimedia Server

I cannot see the media files stored on the LaCie CloudBox on my DLNA/UPnP AV media player or adapter.

Q: Are the media files stored on the Family folder? Is the multimedia service active?

A: UPnP AV devices can discover media files stored on the Family folder. Certain devices may be able to access personal folders but you must provide the correct password. Additionally, the multimedia service must be activated in the Dashboard (see Review the Dashboard General Settings for more information).

Windows Media Player

Q: I can't configure Windows Media Player to find media files on the LaCie CloudBox.

A: Windows Media Player should playback media files stored on the Family folder. However, you will have to log on to your personal folder if you wish to playback media files from it.

Q: Certain files aren't recognized by Windows Media Player.

A: Windows Media Player has file type restrictions. See the Windows Media Player web site for further information: http://windows.microsoft.com/en-US/windows/products/windows-media-player.

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iTunes

Q: Some files appear in my iTunes shared playlist, but some do not.

A: The iTunes Server Service supports certain file types. See the iTunes website for further details: http://www.apple.com/itunes/.

Q: I've activated the LaCie CloudBox's multimedia service, but I don't see its machine name in iTunes.

A: In iTunes preferences, make certain that the box next to **Shared Libraries** is checked.

Q: Why aren't files stored on the network storage appearing in iTunes?

A: iTunes Server Service will only access unprotected folders. Therefore, put your music on Family if you wish to play it using iTunes client.

UPnP/DLNA Compatible Game Consoles and Set Top Boxes

Q: Some files stored on the LaCie CloudBox appear on my UPnP/DLNA compatible device, but others do not.

A: Each UPnP/DLNA media player has its own file type restrictions. See their respective websites and documentation for complete lists of compatible file types.

A hard disk is making clicking noises.

Q: Is the sound a "soft clicking" or "hard clicking"?

A: Soft clicking can be the normal sound of the drive working. If the drive is functional, this is normal. Drives do not typically give an indication of any problems prior to failure, so it does not mean it is about to fail if the drive is making a clicking sound and still functioning. If the drive is non-functional, there are two possible causes:

• The drive could be corrupted. Reformatting the drive can solve this issue.
• The drive could have a failure in the external power supply or power cable. Try using a different one, if possible.

Hard clicking is a very noticeable sound, and is akin to hearing metal-on-metal impacts. This behavior usually indicative of a physical failure. If nothing traumatic happened to the drive prior to this starting, consider it to be soft clicking, and troubleshoot the problem as suggested above.

The LaCie CloudBox IP address and your router's public IP address.

Q: How can I find the IP address of my LaCie CloudBox?

A: Your LaCie CloudBox is assigned an IP address by a DHCP server. Usually, your internet provider will install a router or cable modem with the DHCP service. You can use the Dashboard Network page or LaCie Network Assistant to discover the CloudBox IP address.

Q: How can I find the public IP address for advanced features such as offsite backups and remote FTP access?

A: You can find the public IP address by clicking here. You must use a computer connected to the same router as the LaCie CloudBox.