

# 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.

## SOFTWARE UPDATES

LaCie frequently releases firmware updates to improve the functionality of products. Please check frequently for recent updates to firmware and to LaCie Network Assistant to ensure optimum product performance.

## SYSTEM LOG

The system log allows you to review the type, date, time, source, and event ID of activities on the LaCie . Additionally, if you ever need help from LaCie technical support, the log will be important. For more information, refer to chapter [Dashboard:Support](#).

## 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 to click the “Troubleshooting” tab.

### Troubleshooting the Network Connection

#### The CloudBox is not recognized by the computer.

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

A: Check [Recommended System Hardware and Software](#) for more information.

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Q: Is the system's power supply connected and is the LED on the front of the drive on?

A: Make sure that: the power supply is properly connected; that the system has been powered on pushing the power button; and that the power supply outlet has a sufficient supply of power.

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

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

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Q: Did you follow the correct installation steps?

A: Review the installation steps [Connecting to your Network](#).

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

A: Disconnect the Ethernet cable, wait 10 seconds and then reconnect.

Ensure that the interface connectors are properly aligned. The Ethernet cable can only be inserted one way. Make sure 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 provided with the LaCie CloudBox.

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#### The CloudBox does not appear on the network.

By default the LaCie CloudBox is configured to retrieve its IP address from a DHCP server. If your network is managed by a DHCP server and you cannot access your LaCie CloudBox, try checking your DHCP server's log.

To get the IP address, run LaCie Network Assistant, which is located on the LaCie Storage Utilities CD-ROM. If no DHCP server detected, the product will run APIPA to assign itself an IP address.

Q: Is the IP address properly set?

A: For more information, please see [Dashboard: Network](#).

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

A: To assign a static IP address, see [Dashboard: Network](#).

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## LaCie Network Assistant is not working as described in this manual.

Q: Are you using an obsolete version of LaCie Network Assistant?

A: Confirm the latest version of LaCie Network Assistant to ensure all features work correctly.

1. If LaCie Network Assistant is not running, launch the program.
  2. Go to **LaCie Network Assistant > Preferences** to find the current version of LaCie Network Assistant.
  3. Go to [www.lacie.com](http://www.lacie.com) to find the latest version of LaCie Network Assistant.
  4. If there is a more recent version LaCie Network Assistant, follow the online instructions to download and install it.
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## A user does not have access to his CloudBox user folder.

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

A: In order for a user to access his LaCie CloudBox user folder, two conditions must be met:

1. The administrator must create and provide the user with username and password.
  2. The LaCie CloudBox must be connected to the network via Ethernet for users to access the storage.
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## I have noticed a delay in accessing the user folder.

Q: Are you transferring multiple files simultaneously?

A: Access to a user folder can slow down during simultaneous file transfers.