

# 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;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

### Thunderbolt 2 connection (Mac)

**Problem:** I do not see the LaCie d2 when using the Thunderbolt 2 port.

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

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

---

Q: Does the icon/Do the icons for the volumes appear on the desktop?

A: The drive icons 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 enclosure connected to a computer that supports Thunderbolt 2 technology or first generation Thunderbolt technology?

A: 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. Legacy Macs with Mini DisplayPorts do not support Thunderbolt technology peripherals.

---

Q: Did you follow the correct installation steps?

A: Review the installation steps ([Getting Connected](#)) and make certain that: both ends of the Thunderbolt technology 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 computer with an older Mini DisplayPort cable that I use for my monitors. Why can't I see the volumes on the desktop?

A: The storage requires a cable specifically constructed for Thunderbolt technology. Use the Thunderbolt cable shipped with your LaCie device.

---

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

A: Thunderbolt enclosures must also receive power via the included power supply. See [Getting Connected](#).

---

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

A:

- Only use the included Thunderbolt cable.
- Check both ends of the Thunderbolt technology cable to make sure they are fully seated in their respective ports.

- Try disconnecting the Thunderbolt technology cable then wait 10 seconds before reconnecting it.
- If the drive is still not recognized, restart your computer and try again.

## USB 3.0 (PC/Mac)

### Problem: My file transfers are too slow.

Q: Is the hard drive connected via a USB 3.0 to a USB 2.0 port on your computer or hub?

A: If your hard drive is connected to a USB 2.0 port or hub, this is normal. A SuperSpeed USB 3.0 device can only operate at USB 3.0 performance levels when it is connected directly to a USB 3.0 port or hub. Otherwise, the USB 3.0 device will operate at the slower USB transfer rates.

---

Q: Are you using a USB 3.0 hub, host bus adapter, or peripheral connection device?

A: Check to see that the SuperSpeed USB 3.0 drivers for your USB 3.0 device have been installed correctly. If in doubt, uninstall the drivers and re-install them.

---

Q: Does your computer or operating system support SuperSpeed USB 3.0?

A: Refer to the product packaging or consult the product support web page at [www.lacie.com/support/](http://www.lacie.com/support/) to check the minimum system requirements.

---

Q: Is your computer's internal hard drive limiting transfer speeds?

A: If your computer has a low-performance internal hard drive (typically a notebook or netbook computer), it will limit the transfer speed since the internal hard drive's transfer speed will be significantly less than that of the LaCie hard drive.

---

## General

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

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

A: Simply ignore this message. The hard drive will remount to the desktop. LaCie hard 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 hard drive enough time to spin-up from its sleep mode.

---

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

Q: I just moved a lot of files into the Trash/Recycle Bin from my hard drive. Why isn't this reflected in the displayed available space?

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

---

Q: Why is the volume capacity less than advertised?

A: After formatting, the available capacity of a hard 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.

---

## Mac

**Problem:** The hard drive isn't appearing on my computer.

Q: Is your Finder configured to show hard drives on the desktop?

A: Check **Finder > Preferences > General tab > Show these items on the desktop:**. Make certain that **Hard Disks** is selected.

---

Q: Did you follow the correct installation steps?

A:

- Review the installation steps ([Getting 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 d2 and the power strip (if applicable) is turned on.
  - Check both ends of the interface 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 hard drive is still not recognized, restart your computer and try again.
-

**Problem: I'm receiving file transfer error messages and/or 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 your product. See [Optional Formatting and Partitioning](#) for help in choosing a file system. Additionally, Time Machine is only compatible with hard drives formatted in HFS+ or HFS+ (Journaled). Reformat the hard drive for Time Machine compatibility.

---

## Windows

### Problem: The hard drive does not appear on my computer.

Q: Are both ends of the USB 3.0 cable securely attached?

A:

- Only use a USB 3.0 cable.
  - Check both ends of the 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 hard drive is still not recognized, restart your computer and try again.
- 

Q: Is the power supply connected?

A: Make sure that the power supply is connected to a functioning power outlet or power strip, and that the power button on the LaCie d2 and the power strip (if applicable) is turned on.

---

Q: Is the hard drive listed in Device Manager?

A: All LaCie hard drives appear in at least one place in Device Manager.

To access Device Manager, click on **Start** and select **Run** from the menu. In Windows Vista, the 'Run' option doesn't appear by default, so press [Windows-button] and [R] on your keyboard.

Enter the command: **devmgmt.msc**

Click **OK** and the Device Manager program will open. For troubleshooting, look in the **Disk Drives** section. It might be necessary to click on **+** on the left side.

If you're not sure if your hard drive is listed, unplug it, then reconnect it. The entry that changes is your LaCie hard drive.

---

Q: Is your hard drive listed next to an unusual icon?

A: Windows Device Manager can usually provide information about failures in accessories. It does not display the exact cause, or a solution, but it can assist in troubleshooting most problems.

A problematic device can be found by its unusual icon. Instead of the normal icon based on the type of device, it is instead an exclamation point, question mark, or an X.

Right-click this icon, then choose **Properties**. The **General** tab will show why the device is not working.

Still not working? There may be a hardware defect or other problem. Time to contact [www.lacie.com/support/](http://www.lacie.com/support/).

---

