

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.

Problem: I do not see the eSATA volumes connected to my eSATA Hub Thunderbolt Series.

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

A: Disconnect all Thunderbolt devices except for the eSATA Hub. If the eSATA volumes appear on the desktop, determine which device on the Thunderbolt daisy chain is causing the problem.

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

A: The drive icon(s) for the eSATA volumes should appear on your desktop. Please confirm that the Finder preference for displaying external disks on the desktop is selected at **Finder > Preferences > General**.

Q: Is the eSATA Hub connected to a Macintosh computer that supports Thunderbolt technology?

A: The connection type for Thunderbolt technology on the Mac is shaped similar to the Mini DisplayPort. Please note that legacy Macs with Mini DisplayPorts do not support Thunderbolt technology peripherals such as the eSATA Hub.

Q: Did you follow the correct installation steps?

A: Review the installation steps ([Getting Connected](#)). Please make certain that both ends of the Thunderbolt technology and eSATA cables are firmly connected to their ports and that the devices are receiving power.

Q: I connected the eSATA Hub to my new Mac with an older Mini DisplayPort cable that I use for my monitors. Why can't I see the eSATA volumes on the desktop?

A: The eSATA Hub requires a cable specifically constructed for Thunderbolt technology. Go to www.lacie.com for more information on cables that support Thunderbolt technology.

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

A: The eSATA Hub receives power via the included power supply. See [Getting Connected](#).

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

A:

- Only use a cable that supports Thunderbolt technology on a Mac.
- 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.

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 eSATA drives attached to the eSATA Hub?

A: When copying files or folders from a computer to a FAT32 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 FAT32 file system with your eSATA drives. Please consider formatting the drives as HFS+ Journaled. Additionally, Time Machine is only compatible with disks formatted in HFS+ or HFS+ Journaled.

Problem: The disk space does not seem right.

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

A: Disk space will not be reclaimed until the file is erased. To remove the files forever:

- Click the **Trash** icon in the Apple Dock.
 - A Finder window will open. Right-click **Empty** in the upper right.
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Q: Why is the volume capacity less than advertised on the eSATA drives?

A: 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.
