

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 Little Big Disk Thunderbolt 2 on my computer.

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 Little Big Disk Thunderbolt 2 volume appears on the desktop.

Q: Does the icon/Do the icons for the Little Big Disk Thunderbolt 2 volume(s) appear on the desktop?

A: The drive icon(s) for the storage should appear on your desktop. Confirm that the Finder preference for displaying external disks 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 Little Big Disk Thunderbolt 2.

Q: Did you follow the correct installation steps?

A: Review the installation steps ([Getting Connected](#)). 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 2 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 Little Big Disk Thunderbolt 2 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 [Getting Connected](#).

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

A:

- Only use a cable that supports Thunderbolt 2 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 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. Consider formatting the drive as HFS+ Journaled (Mac) with a Striped or Mirrored RAID Set. See [Formatting](#). Additionally, Time Machine is only compatible with disks formatted in HFS+ or HFS+Journaled. Reformat the drive for Time Machine compatibility

Q: Did you get an error message telling you that the drive has been disconnected when coming out of sleep mode?

A: Ignore this message. The drive will remount to the desktop.

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

- Click the **Trash** icon in the Dock.
 - A Finder window will open. Click **Empty** in the upper right.
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Problem: The bandwidth for the Little Big Disk Thunderbolt 2 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 Little Big Disk Thunderbolt 2 must be connected to a computer that supports Thunderbolt 2 technology to attain Thunderbolt 2 technology transfer rates.

Q: Did you daisy chain the Little Big Disk Thunderbolt 2 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 Little Big Disk Thunderbolt 2 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 Little Big Disk Thunderbolt 2 is the first device in the daisy chain.

Q: Did you daisy chain the Little Big Disk Thunderbolt 2 behind a display?

A: Thunderbolt 2 technology devices can share the same daisy chain as a display. However, the Little Big Disk Thunderbolt 2 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 Little Big Disk Thunderbolt 2 is the first device in the daisy chain.
