

# LACIE NAS RESCUE: 5BIG NAS PRO



The LaCie NAS Rescue can help you troubleshoot potential technical problems. The Rescue includes three recovery options:

- **Data Recovery:** Enable FTP Access to the data on your LaCie 5big NAS Pro. Once enabled, you can use FTP client software or a web browser to back up the data stored on your LaCie 5big NAS Pro.
- **System Repair:** The Rescue will reset your LaCie 5big NAS Pro to its factory default while attempting to preserve the shares and data. LaCie cannot guarantee that all your data will be saved. Factory default includes the reversion of all NAS OS parameters (e.g. Users, Settings, Network, etc.) to their original states.
- **Install LaCie NAS OS:** The Rescue will format the LaCie 5big NAS Pro hard drives before reinstalling LaCie NAS OS. Since all data will be deleted during the format, LaCie highly recommends that you back up your files before selecting this option.

## PREPARE FOR THE RESCUE

The LaCie NAS Rescue will prompt you to enter:

1. The LaCie 5big NAS Pro's IP address or network name
2. The LaCie 5big NAS Pro's MAC address (Your LaCie 5big NAS Pro has two MAC addresses, one for each LAN port. You may use either MAC address for the Rescue.)

To find the addresses:

- Check the sticker located on the bottom of your LaCie 5big NAS Pro enclosure for the MAC address.
- Launch Seagate Network Assistant to review MAC and IP address information.
- Connect a VGA monitor to the NAS's VGA port.

VGA Monitor

While not obligatory, you can connect a compatible monitor to the LaCie 5big NAS Pro before following the [Rescue Steps](#). Doing so will help you confirm that the LaCie 5big NAS Pro boots from the LaCie USB Key to enter Rescue mode. You can also review the device's IP and MAC addresses once it has entered Rescue mode.

The VGA signal reverts to energy saving mode within a few minutes. If the monitor appears to be receiving a signal but no image is present, try to connect a USB keyboard to one of the LaCie 5big NAS Pro's USB ports. Tap on one of the keys to view the LaCie 5big NAS Pro VGA signal.

## Seagate Network Assistant

If you do not see the LaCie 5big NAS Pro in Seagate Network Assistant, confirm that your LaCie 5big NAS Pro is:

- Connected to the same network as the workstation you are using.
- Connected to the same network as your computer. Also, confirm that the 5big NAS Pro is connected to the network using its LAN 1 Ethernet port.

If you still do not see your device in Seagate Network Assistant, follow the instructions below:

1. Launch Seagate Network Assistant.
2. Select **Preferences...**
  1. Windows: Right click on the Seagate Network Assistant icon in the system tray.
  2. Mac: Click on the Seagate Network Assistant icon in the menu.
3. Enable IPConf Support by clicking on **Activate**.

**Caution:** Some versions of the LaCie/Seagate Network Assistant Preferences include the button **Recovery Mode**. This option does not launch the Rescue and is not compatible with the LaCie 5big NAS Pro.

## RESCUE STEPS

### Step 1: Update the LaCie USB key

The included USB flash drive allows you to boot the LaCie 5big NAS Pro and run the NAS OS Rescue (*LaCie key*). However, before running the Rescue, it is highly recommended that you download a more recent version of the software as it may have been updated since you received your NAS.



**NAS OS 4 and the USB Key:** Make certain to update the LaCie key to the most recent version to maintain compatibility with NAS OS 4. You can experience problems when attempting a rescue on a NAS OS 4 device with a NAS OS 3 key.

The software that you download onto the LaCie key NAS is not the NAS OS. Rather, it is a utility to run the NAS OS Rescue so that you can install or repair the NAS OS.

To update the LaCie key:

1. Insert it into a USB port on a computer with a connection to the internet.
2. Go to [LaCie 5big NAS Pro support](#).
3. Choose the LaCie NAS OS Installer for your computer, Mac or Windows. The installer downloads as soon as it is selected.
4. Go to your download folder and open the installer.
5. Follow the onscreen directions to update the LaCie key.
6. Eject the key from your computer.

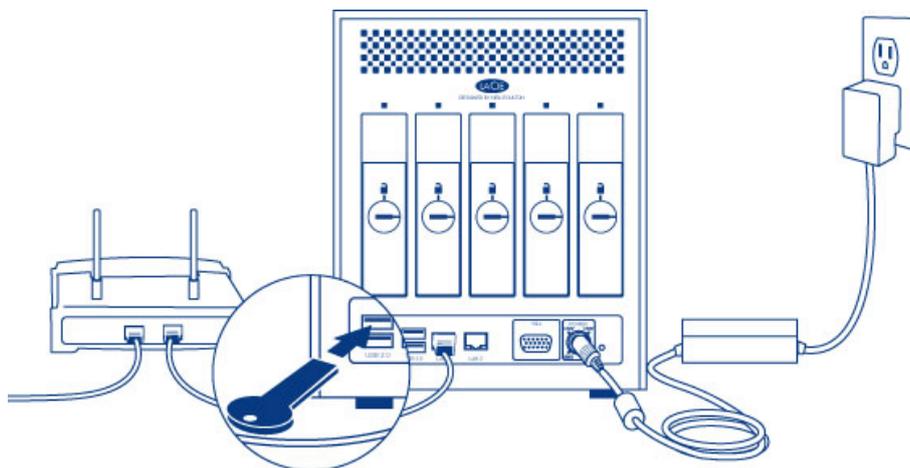
Step 2: Back up and power off the LaCie 5big NAS Pro

The LaCie NAS Rescue will attempt to repair or reset the NAS OS. To guarantee that data stored on the LaCie 5big NAS Pro is preserved, LaCie highly recommends that you back up all shares before moving forward with the Rescue. If you cannot access the NAS volumes, the Rescue provides an option to retrieve data via FTP.

Following the backup (if applicable), turn the NAS off.

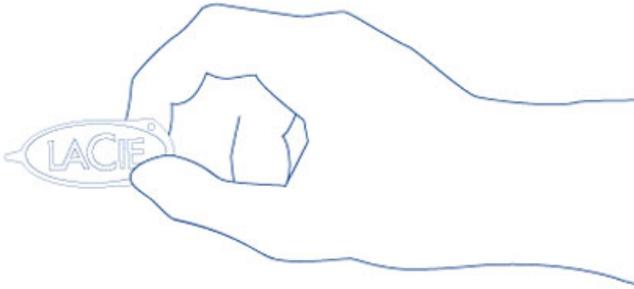
Step 3: Connect the LaCie key to the NAS

1. Connect the LaCie USB key to one of the USB ports on the LaCie 5big NAS Pro.

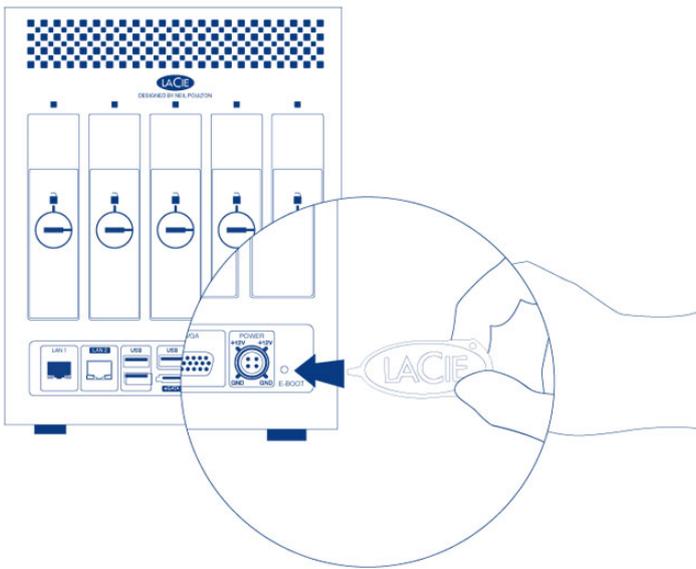


Step 4: Boot the LaCie 5big NAS Pro from the LaCie key

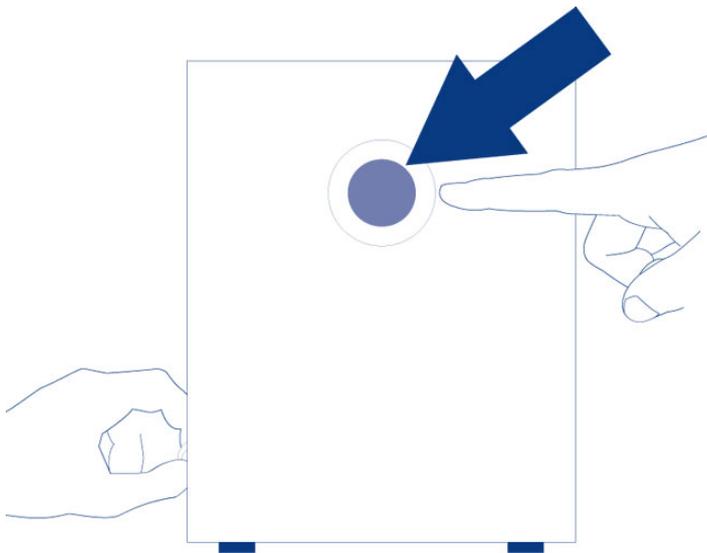
1. Locate the LaCie drive lock tool provided with your LaCie 5big NAS Pro.



2. Insert the pointed end of the drive lock tool into the E-boot port on the back of the device. You will feel minor resistance as you push the reset button.



3. While you are pushing the reset button with the drive lock tool, turn on the LaCie 5big NAS Pro by pushing the front LED button. DO NOT remove the drive lock tool as the LaCie 5big NAS Pro powers on. Doing so will prevent the LaCie 5big NAS Pro from using the LaCie USB Key as the boot device.

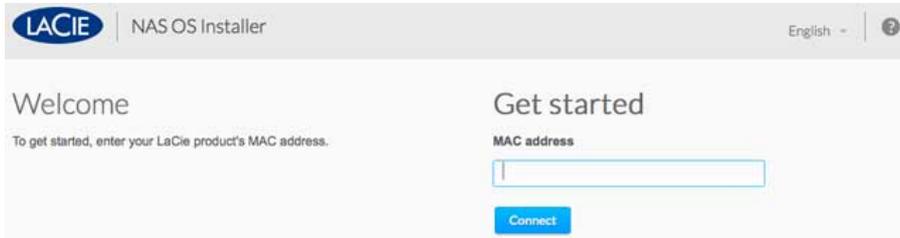


4. Release the reset button 10 seconds after all the rear disk LEDs turn solid blue.

The reset button is required when disks are present in the NAS since it sets the boot priority to the key. If there are no disks in the NAS, the device will boot directly from the LaCie key.

Step 5: Launch the LaCie 5big NAS Pro Rescue

1. Go to Seagate Network Assistant to select **LaCie-5big-pro > Web Access....** If the LaCie NAS Rescue does not appear, enter the IP address or name in your browser's address bar (URL). For example, <http://192.168.10.40> or <http://lacie-5big-pro.local>. (The default name of your LaCie 5big NAS Pro, *lacie-5big-pro*, will differ if you have changed it.)
2. Enter one of the MAC addresses in the available field. It is not necessary to enter the colons.



3. At the prompt, select your preferred type of Rescue and follow the onscreen instructions.

The NAS OS Rescue will perform a file system check (*fsck*) to determine if the device was improperly powered off or crashed, causing an inconsistent state for the NAS OS. The *fsck* will attempt to repair or recover damaged system files.