

# 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. Check for recent updates to firmware and to Seagate Network Assistant to ensure optimum product performance. See [Settings](#) for information on firmware updates. Visit [LaCie 5big NAS Pro support](#) or [LaCie 2big NAS support](#) for updates to products and software.

## NOTE ON THIS USER MANUAL AND NAS OS INSTRUCTIONS

This user manual provides details on your LaCie NAS's hardware. For instructions on how to use NAS OS 4, see the [Seagate NAS OS 4 user manual](#).

LaCie NAS OS 4 and Seagate NAS OS 4 are similar operating systems with close to identical operations. However, the App Manager has limited functionality for LaCie NAS OS devices. While Seagate NAS OS devices can download the full range of apps, LaCie NAS OS devices only have access to Filebrowser and Sdrive.

## 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, then click the "Troubleshooting" tab.

### Troubleshooting the network connection

#### **No shares appear on the network.**

Q: Is the NAS's power supply connected and is the front blue light on?

A: Make sure that the power supply is properly connected (see [Connect to the Network](#)); that the system has been powered on pushing the button on the back; and that the outlet the power supply is connected to is powered on or has a sufficient supply of power.

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

A: See [LED Behavior and Button Functions](#) for details.

Q: Did you follow the correct installation steps?

A: Review [Connect to the Network](#).

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 that came in the box from LaCie.

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Q: IP address problem?

A: By default the LaCie NAS 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 NAS, try checking your DHCP server's log. To find the IP address for your LaCie NAS, run Seagate Network Assistant. If no DHCP server is detected, the product runs APIPA to assign itself an IP address. Additionally, confirm that your computer is connected to the same network as the LaCie NAS.

Q: How can I find the public IP address for advanced features such as offsite backups and remote FTP access?

A: You can find the public IP address by clicking [here](#). You must use a computer connected to the same router as the LaCie NAS.

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**I think that the hard disk is making unusual noises.**

Q: Is the sound "soft clicking" or "hard clicking"?

A: Soft clicking can be the normal sound of the hard drive working. If the hard drive is functional, this is normal. Hard drives do not typically give an indication of any problems prior to failure, so it does not mean it is about to fail if the hard drive is making a clicking sound and still functioning. You can check the status of your hard drives by running a SMART test (see [Monitoring](#)).

Hard clicking is a very noticeable sound, and is akin to hearing metal-on-metal impacts. This behavior is usually indicative of a physical failure. If nothing traumatic happened to the hard drive prior to this starting, consider it to be soft clicking, and troubleshoot the problem as suggested above.

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**The VGA monitor that I connected to the LaCie 5big NAS Pro appears to be receiving a signal but the screen is black.**

Q: How long has the VGA monitor been connected to the NAS?

A: 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.

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