

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&rtm=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&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. Please check frequently for recent updates to firmware and to LaCie Network Assistant to ensure optimum product performance. See [Update Product Operating System](#) for details.

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.

Troubleshooting the Network Connection

No shares appear on the network.

Q: Does your computer's configuration meet the minimum system requirements?

A: Check minimum system requirements in [Introduction](#) for more information.

Q: Is the device's power supply connected and is the front blue LED on?

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

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

A: If the blue light is flickering or will not turn on, the power supply may be defective. Please contact your LaCie reseller or LaCie Customer Support.

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 and wait 10 seconds before reconnecting it.

Ensure that the interface connectors are properly aligned. The Ethernet cable can only be inserted one way so please make certain that 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 cord that came in the box from LaCie.

Q: IP address problem?

A: By default the LaCie storage device is configured to retrieve its IP address from a DHCP server. If your network is managed by a DHCP server and you cannot access the device, try checking your DHCP server's log. To get the IP address, run LaCie Network Assistant, which is located on the LaCie Storage Utilities CD-ROM. If no DHCP server detected, the product will run APIPA to assign itself an IP address. If your network requires that you assign a static IP, see [Connect to the Network](#) for instructions.

Q: Does your network require devices to be assigned a static IP address?

A: See [Administration \(Dashboard\)](#) for information on assigning a static IP address. Static addresses may also be assigned in LaCie Network Assistant (see [Connect to the Network](#)).

A user does not have access to the Dashboard or his shares.

Q: Has the administrator created an account for the user?

A: In order for a user to access the LaCie storage device, two conditions must be met: 1) the LaCie storage device must be connected to the network via Ethernet; 2) the administrator must create and provide a username and password for each user. Shares will be created with the name of the user. Please note that OpenShare and USBShare are available to anyone connected to the network.

I cannot access my account on the Dashboard. I enter my login and password and receive an error message.

Q: Is your password correct?

A: If you input an email address in the User page, you can retrieve your password. To do this, click on the “forgot my password” link on the login page. Follow the instructions to complete the retrieval. See [Administration \(Dashboard\)](#) for more information.

I've noticed a delay in accessing the shares.

Q: Are you transferring multiple files simultaneously, using the download feature, or rebuilding the RAID array?

A: Accessing a share with high-throughput activity can reduce performance. For example, multiple simultaneous file transfers, frequent download activity, and rebuilding the RAID array,

Troubleshooting the Multimedia Server

I cannot see the media files stored on the LaCie storage device on my UPnP AV media player or adapter.

Q: Are the media files stored on OpenShare and is the multimedia service active?

A: UPnP AV devices will only discover media files stored on OpenShare. Files stored on other shares are not accessible to UPnP devices. Additionally, the multimedia service must be activated on the global level or for the share in question. See [Administration \(Dashboard\)](#) for more information.

Windows Media Player

Q: I can't configure WMP to find files on the LaCie network storage.

A: Only USBShare will be available if you connect the device directly to your computer via USB. If you want to play files located on OpenShare, disconnect the USB cable and connect the network storage to the network.

Q: Certain files aren't recognized by WMP.

A: WMP has certain file type restrictions. See the Windows Media Player web site for further information: <http://windows.microsoft.com/en-US/windows/products/windows-media-player>

iTunes

Q: Some files appear in my iTunes shared playlist, but some do not.

A: The iTunes Server Service supports certain file types. See the iTunes website for further details: <http://www.apple.com/itunes/>

Q: I've activated my network storage device's multimedia service, but I don't see its machine name in iTunes.

A: In iTunes preferences, make certain that the box next to **Shared Libraries** is checked.

Q: Why aren't files stored on the network storage appearing in iTunes?

A: iTunes Server Service will only access unprotected shares. Therefore, put your music on OpenShare if you wish to play it using iTunes client.

Xbox/PlayStation 3

Q: Some files stored on the LaCie storage device appear on my Xbox/PlayStation 3, but others do not.

A: Xbox and PS3 have certain file type restrictions. See their respective websites for a complete list of compatible file types: www.xbox.com and www.playstation3.com

Troubleshooting Expansion Device Connection

The hard drive, key, or USB printer connected to my network storage expansion port is not recognized.

Q: Is the network storage connected to your computer via the rear USB device port?

A: Devices connected to the front USB expansion port (hard drive or printer) are automatically unmounted when you connect the LaCie network storage device to a computer via USB. To make the hard drive or printer accessible, disconnect the drive from your computer and connect it to the network using the Ethernet cable.

I connected a USB drive to the front USB expansion port, but the drive does not mount and it is not listed in LaCie Network Assistant.

Q: Is the drive's file system supported by the LaCie product?

A: Your LaCie storage device only recognizes external hard drives with the following file systems: MS-DOS (FAT32), NTFS, HFS+ (non-journaled only), EXT3, or XFS. If your drive's file system is not one of those listed, reformat it, then reconnect to the LaCie storage device. Please note that storage formatted using HFS+ are read only.

Q: Is the drive formatted in MS-DOS (FAT32) and has (a) volume(s) larger than 2TB?

A: Due to a limitation inherent in MS-DOS, volumes larger than 2TB will not be recognized by the LaCie device.

I cannot copy a file from a connected external hard drive to a share on my LaCie storage device.

Q: Is the drive formatted in MS-DOS (FAT32) and the file size is larger than 2GB?

A: Due to a limitation inherent in MS-DOS, files larger than 2GB cannot be transferred to a share on the LaCie storage device.

Troubleshooting the USB Connection

I connected my network device to a computer via USB, but it is not recognized.

Q: Does an icon for the drive appear on the desktop?

A: There should be an icon for the LaCie device in **My Computer / Computer** (Windows) or on the desktop (Macs). If the drive does not appear, follow the rest of the Troubleshooting tips to isolate the problem. Mac only: Check **Finder > Preferences...** to confirm that External disks can appear on the desktop.

Q: Does your computer's configuration meet the minimum system requirements for use with this drive?

A: Check the minimum system requirements in [Introduction](#) for more information. Also, try changing the computer you are using. Computer problems can manifest themselves in many ways. Even if the computer appears to be working properly, this is a worthwhile test.

Q: Is the drive's power supply connected?

A: Make sure that the power supply is properly connected (see [Connect to the Network](#)) and that it is connected to a working outlet.

Q: Did you follow the correct installation steps for the USB connection?

A: Review [Connect to a Computer via USB](#).

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

A: Only use a USB cable provided by LaCie. Check both ends of the USB cable to make sure they are fully seated in their respective ports. Try disconnecting the cables, waiting 10 seconds, and then reconnecting them. If the drive is still not recognized, restart your computer and try again.

Q: Is there a conflict with other device drivers or extensions?

A: Contact LaCie Technical Support for help.

You receive error messages when copying files to the drive.

Q: Did you get an "Error -50" message while copying to drive when connected via USB?

A: The USB share of the drive that mounts on the computer is formatted in MS-DOS (FAT32). Under this format, file names with certain characters cannot be copied. These characters include, but are not limited to:

? < > / \ :

Check your files and folders to ensure that these types of characters are not being used.

I cannot copy a file larger than 4GB to the drive.

Q: Are you connected to the computer via USB?

A: When you connect the LaCie storage device to a computer via USB, the USB share of the drive that mounts on the computer is formatted in MS-DOS (FAT32). This format limits file sizes to 4GB.

To transfer files larger than 4GB to the LaCie storage device, disconnect the USB cable and connect the Ethernet cable. Alternatively, you can reformat the USBShare to NTFS, which permit larger file sizes.

The capacity of the product is not the total I see on the packaging.

Q: Why is there a difference in capacity?

A: When you connect the drive to your computer via USB, only the portion of the total storage capacity that you

allocated to USBShare will be available according to the computer.

A hard disk is making clicking noises.

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

A: Soft clicking can be the normal sound of the drive working. If the drive is functional, this is normal. 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 drive is making a clicking sound and still functioning. If the drive is non-functional, there are two possible causes:

- The drive could be corrupted. Reformatting the drive can solve this issue.
- The drive could have a failure in the external power supply or power cable. Try using a different one, if possible.

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