

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

All Users

Problem: My file transfers are too slow.

Q: USB 3.0 connection: Is the drive connected via a USB 3.0 to a USB 2.0 port on your computer or hub?

A: If your drive is connected to a USB 2.0 port or hub, this is normal. A SuperSpeed USB 3.0 device can only operate at USB 3.0 performance levels when it is connected directly to a USB 3.0 port or hub.

Q: USB 3.0 connection: Does your computer or operating system support SuperSpeed USB 3.0?

A: Refer to the product packaging or consult the product support web page at [LaCie technical support](#) to check the minimum system requirements.

Q: Is your computer's internal hard drive limiting transfer speeds?

A: If your computer has a low-performance internal hard drive (typically a notebook or netbook computer), it can limit the LaCie device's transfer speed.

Problem: I'm receiving file transfer error messages and/or 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 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 FAT 32 file system with your product. See [Optional Formatting and Partitioning](#) for help in choosing a file system. Additionally, Apple Time Machine is only compatible with disks formatted in HFS+ or HFS+ (Journaled). Reformat the drive for Time Machine compatibility.

Problem: I got an error message telling me that the drive has been disconnected

Q: Did it happen when the computer was coming out of sleep mode?

A: Simply ignore this message. The drive will remount to the desktop. LaCie drives conserve power by spinning down when you set your computer to sleep mode, and when the computer is awoken from sleep, it may not give the drive enough time to spin-up from its sleep mode.

Problem: The displayed available capacity doesn't seem right.

Q: I just moved a lot of files into the Trash/Recycle Bin from my Thunderbolt hard drive. Why isn't this reflected in the displayed available space?

A: Disk space will not be reclaimed until the file is completely erased. To remove the files forever, empty your trash/recycle bin.

Q: Why is the volume capacity less than advertised on the Thunderbolt storage (hard drives only)?

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.

Mac

Problem: The drive isn't appearing on my computer.

Q: Is your Finder configured not to show hard drives on the desktop?

A: Go to your Finder and check if **Preferences > General tab > Show these items on the desktop:** and then **Hard Disks** is selected. If not, go on to the next topic.

Q: Is it connected to a Mac that supports Thunderbolt technology?

A: The Thunderbolt connector on your Mac looks similar to the Mini DisplayPort connector. While earlier Macintosh computers include one or more Mini DisplayPorts, they are only used to connect one or more monitors. Please note that legacy Macs with Mini DisplayPorts do not support Thunderbolt technology peripherals such as the LaCie Thunderbolt storage.

Q: Why doesn't my Thunderbolt product mount on my computer?

A: Thunderbolt storage devices require cables specifically constructed for Thunderbolt technology. Go to www.lacie.com for more information on cables that support Thunderbolt technology.

Q: Did you follow the correct installation steps?

A:

- Review the installation steps ([Getting Connected](#)).
 - Only use a cable that supports Thunderbolt technology on a Mac.
 - Check both ends of the cable to make sure they are fully seated in their respective ports.
 - Try disconnecting the cable then wait 10 seconds before reconnecting it.
 - If the drive is still not recognized, restart your computer and try again.
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Windows

Problem: The drive isn't appearing on my computer.

Q: Are you connecting the product to a host computer via the Thunderbolt interface, and have not installed Thunderbolt drivers?

A: Drivers are required for the Thunderbolt interface. Disconnect the Thunderbolt cable and attach the USB cable. To install drivers, launch LaCie Setup Assistant provided with your device. Once the driver is installed, disconnect the USB cable and connect the Thunderbolt cable. If you no longer have LaCie Setup Assistant on your device, go to [LaCie technical support](#) to download the installer.

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

A:

- Check both ends of the cable to make sure they are fully seated in their respective ports.
- Try disconnecting the cable then wait 10 seconds before reconnecting it.
- If the drive is still not recognized, restart your computer and try again.

Q: Is the drive listed in Device Manager?

A: All LaCie drives appear in at least one place in Device Manager.

To access Device Manager, click on **Start** and select **Run** from the menu. In Windows Vista, the 'Run' option doesn't appear by default, so press [Windows-button] and [R] on your keyboard.

Enter the command: **devmgmt.msc**

Click **OK** and the Device Manager program will open. For troubleshooting, look in the **Disk Drives** section. It might be necessary to click on **+** on the left side.

If you're not sure if your drive is listed, unplug it, then reconnect it. The entry that changes is your LaCie drive.

Q: Does your disk not appear at all?

A: Proceed to physical troubleshooting topics above.

Q: Is your drive listed next to an unusual icon?

A: Windows Device Manager can usually provide information about failures in accessories. It does not display the exact cause, or a solution, but it can assist in troubleshooting most problems.

A problematic device can be found by its unusual icon. Instead of the normal icon based on the type of device, it is instead an exclamation point, question mark, or an X.

Right-click this icon, then choose **Properties**. The **General** tab will show why the device is not working.

Still not working? There may be a hardware defect or other problem. Time to contact www.lacie.com/support/.

Blinking red LED

Q: The LED continues to blink red but I can access my data. What should I do?

A: A constant blinking red LED can mean that one or both hard drives have failed. If the device is formatted for RAID 1 and it can be accessed, you should immediately copy the data to another hard drive. **Do not swap one or both hard drives onsite or in the field.** Doing so will void the LaCie Rugged RAID's warranty. Contact [LaCie technical support](#) to learn how best to repair the device.

Q: The LED continues to blink red and I cannot access my data. What should I do?

A: A constant blinking red LED can mean that one or both hard drives have failed. Unfortunately, all data is lost if a hard drive fails in a RAID 0 configuration. **Do not swap one or both hard drives onsite or in the field.** Doing so will void the LaCie Rugged RAID's warranty. Contact [LaCie technical support](#) to learn how best to repair the device.
