

# 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;rtn=mystuff">www.lacie.com/us/mystuff/login.htm?logout&amp;rtn=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&rtn=mystuff](http://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/](http://www.lacie.com/support/). Select your product, then click the “Troubleshooting” tab.

### All Users

#### Problem: My file transfers are too slow.

Q: Are there other USB devices connected to the same port or hub?

A: Disconnect any other USB devices and see if the drive's performance increases.

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Q: Is the drive connected 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. Otherwise, the USB 3.0 device will operate at the slower USB transfer rates. Consider buying a USB 3.0 PCI Express Card (for desktop computers) or an ExpressCard 34 (for laptops) to allow your computer to achieve full USB 3.0 transfer speeds.

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Q: Is the drive connected to a SuperSpeed USB 3.0 port on your computer?

A: Check to see that the SuperSpeed USB 3.0 drivers for both your host bus adapter and device have been installed correctly. If in doubt, uninstall the drivers and re-install them.

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Q: Does your computer or operating system support SuperSpeed USB 3.0 or FireWire 800?

A: Please refer to the product packaging or consult the product support web page at [www.lacie.com/support/](http://www.lacie.com/support/) to check the minimum system requirements.

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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 will limit the transfer speed since the internal drive's transfer speed will be significantly less than that of your LaCie USB hard drive.

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Q: What do I do if I lose my USB 3.0 or FireWire 800 cable?

A: You can purchase a replacement cable from [www.lacie.com/accessories/](http://www.lacie.com/accessories/). For USB 3.0 if you lose the cable you can use a USB 2.0 cable instead, but in this case your transfer speeds will be limited to USB 2.0 speeds.

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## Problem: I'm receiving file transfer error messages.

Q: Did you get an "Error -50" message while copying to a FAT 32 volume?

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:

? < > / \ :

Check your files and folders to ensure that these types of characters are not being used. The easiest solution is to check for incompatible characters in file names, change them, then resume file transferring.

If this is a recurrent problem or you can't find the files with incompatible characters, consider reformatting the drive to NTFS (Windows users) or HFS+ (Mac users). See [Optional Formatting and Partitioning](#).

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Q: Did you get an error message telling you that the drive has been disconnected when 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.

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## Mac OS X Users

### Problem: The drive icon doesn't appear on my desktop.

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

A: Check both ends of the interface cable and make sure that they are fully seated in their respective ports. Try disconnecting the cable, waiting 10 seconds, and then reconnecting it, or trying a different interface cable. If the drive is still not recognized, restart your computer and try again. Still not working? Read on.

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Q: Is the drive receiving sufficient power?

A: If the drive is connected to your computer via USB and does not appear in Apple System Profiler, the drive may not be receiving enough power from the USB bus on your computer. Try connecting the USB power cable as described in section [Cables and Connectors](#).

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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.

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Q: Is your drive mounting on the operating system?

A: Open Disk Utility (**Applications > Utilities > Disk Utility**). If the drive is listed in the left-hand column, check your Finder preferences to see why it's not being displayed on the desktop. If that is not helpful, you may need to format your drive. See [Optional Formatting and Partitioning](#).

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

A: Please refer to the product packaging or consult the product support web page at [www.lacie.com/support/](http://www.lacie.com/support/) to check the minimum system requirements.

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Q: Did you follow the correct installation steps for the specific interface and operating system?

A: Review the installation steps in [Getting Connected](#). Check if you've misunderstood or omitted a step or followed instructions for a different configuration (such as interface or operating system).

Still not working? There may be a hardware defect or other problem. Time to contact [www.lacie.com/support/](http://www.lacie.com/support/).

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## Windows XP, 2000, Vista, and Windows 7 Users

### Problem: The drive icon doesn't appear in My Computer/Computer.

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

A: Check both ends of the interface cable and make sure that they are fully seated in their respective ports. Try disconnecting the cable, waiting 10 seconds, and then reconnecting it, or trying a different interface cable. If the drive is still not recognized, restart your computer and try again. Still not working? Read on.

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Q: Is the drive receiving sufficient power?

A: If the drive is connected to your computer via USB and does not appear in Disk Manager, the drive may not be receiving enough power from the USB bus on your computer. Try connecting the USB power cable as described in section [Cables and Connectors](#).

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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.

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Q: Does your disk not appear at all?

A: Proceed to physical troubleshooting topics above.

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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/](http://www.lacie.com/support/).

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