

# 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: 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. 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: USB 3.0 connection: Have you installed USB 3.0 drivers 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: USB 3.0 connection: Does your computer or operating system support SuperSpeed USB 3.0?

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 the LaCie hard drive.

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#### 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 FAT 32 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, Time Machine is only compatible with disks formatted in HFS+ or HFS+ (Journaled). Reformat the drive for Time Machine compatibility.

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## 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.

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## 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 Series 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.

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Q: Why is the volume capacity less than advertised on the Thunderbolt Series 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.

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## Mac Users

### 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.

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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 Series storage.

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Q: I connected the Thunderbolt Series product to my new Mac with an older Mini DisplayPort cable that I use for my monitors. Why doesn't my Thunderbolt Series product mount on my computer?

A: Thunderbolt storage devices require cables specifically constructed for Thunderbolt technology. Go to [www.lacie.com](http://www.lacie.com) for more information on cables that support Thunderbolt technology.

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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 Users

### 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, follow the steps in [Install Drivers \(Windows Only\)](#). Then disconnect the USB cable and connect the Thunderbolt cable.

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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.

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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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