

# 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.

## 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.

### Problem: I do not see my Thunderbolt Series disks.

Q: Are there other Thunderbolt technology devices connected to the same port?

A: Disconnect any other Thunderbolt devices and see if the Thunderbolt Series volume appears on the desktop.

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Q: Does the icon/Do the icons for the Thunderbolt Series volume(s) appear on the desktop

A: The drive icon(s) for the Thunderbolt Series storage should appear on your desktop. Please confirm that the Finder preference for displaying external disks on the desktop is selected at **Finder > Preferences > General**.

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Q: Is the Thunderbolt Series enclosure connected to a Macintosh computer that supports Thunderbolt technology?

A: The connection type for Thunderbolt technology on the Mac is the Mini DisplayPort. 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: Did you follow the correct installation steps?

A: Review the installation steps ([Getting Connected](#)). Please make certain that both ends of the Thunderbolt technology cable are firmly connected to the ports and that the device is receiving power via the included power supply.

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Q: I connected the Thunderbolt Series enclosure to my new Mac with an older Mini DisplayPort cable that I use for my monitors. Why can't I see the Thunderbolt Series volume(s) on the desktop?

A: The Thunderbolt Series storage requires 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: I connected a cable that supports Thunderbolt technology to my new Mac but the Thunderbolt Series enclosure does: (a.) not power on and/or (b.) not receive sufficient power.

A: The Thunderbolt Series enclosure must receive power via the included power supply. See [Getting Connected](#).

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Q: Are both ends of the Thunderbolt technology cable securely attached?

A:

- Only use a cable that supports Thunderbolt technology on a Mac.
- Check both ends of the Thunderbolt technology cable to make sure they are fully seated in their respective

ports.

- Try disconnecting the Thunderbolt technology cable then wait 10 seconds before reconnecting it.
- If the drive is still not recognized, restart your computer and try again.

## Problem: I'm receiving file transfer error messages and 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 Thunderbolt Series storage. Please consider formatting the drive as HFS+ Journaled with a Striped or Mirrored RAID Set. See [Formatting](#). 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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Q: Did you get an error message telling you that the drive has been disconnected when coming out of sleep mode?

A: Ignore this message. The drive will remount to the desktop.

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## Problem: The disk space does not seem right.

Q: I just threw a lot of files into the Trash from my Thunderbolt Series storage. Why don't I see more space to copy new files?

A: Disk space will not be reclaimed until the file is erased. To remove the files forever:

- Click the **Trash** icon in the Dock.
  - A Finder window will open. Click **Empty** in the upper right.
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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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## Problem: I have to rebuild the Mirrored RAID Set.

Q: I just received my replacement drive from LaCie. How do I rebuild my Mirrored RAID Set?

A: Please see [Apple Support](#) for instructions on rebuilding a Mirrored RAID Set.

