NETWORK SPACE FAMILY USER MANUAL

CLICK **HERE** TO ACCESS AN **UP-TO-DATE ONLINE VERSION**

of this document for the most recent content as well as for features such as expandable illustrations, easier navigation, and search capability.

INTRODUCTION

Note: This User Manual covers two LaCie network storage products: Network Space 2 and Network Space MAX (single and dual disk). Unless indicated, User Manual content is the same for both products. Note that screenshots and illustrations may appear slightly different than your product.

Congratulations on your purchase of a LaCie Network Space 2 or Network Space MAX. Your LaCie NAS (network-attached storage device) makes it easy to backup, centralize, and share all your family files. You can also store movies, music, and photos for playback on any DLNA/UPnP media player, such as an Xbox or PlayStation 3.

This manual will guide you through the process of connecting the NAS to your home network and will assist you in troubleshooting any issues that might arise. If you encounter problems, check Getting Help. Note that most of the problems users encounter can be resolved by resetting the product to factory conditions (see Update Product Operating System).

BOX CONTENT

Network Space 2 and Network Space MAX

- Ethernet cable
- USB 2.0 cable
- Power supply
- Utilities CD-ROM with software and the User Manual
- Quick Install Guide

Important info: Please save your packaging. In the event that the device should need to be repaired or serviced, it must be returned in its original packaging.

MINIMUM SYSTEM REQUIREMENTS

- Computer with an Ethernet network adapter
- Latest version of Windows® XP, Windows Vista®, Windows 7 / Mac® OS X 10.5, 10.6, 10.7 / Linux 2.6
- Minimum free disk space: 600MB recommended
- Ethernet switch or router
- Web browsers: Internet Explorer™ 7.0, Firefox™ 3.0, Safari™ 3.0, or Chrome 2.0

RECOMMENDED NETWORK AND SYSTEM CONFIGURATIONS

- Broadband or high-speed network connectivity
- Computer(s) with a Gigabit Ethernet network adapter
- Ethernet switch or router that supports Gigabit Ethernet
- Latest version of Windows 7 / Mac OS X 10.6, 10.7 / Linux 2.6
- Web browsers: Internet Explorer™ 8.0, Firefox™ 5.0, and Safari™ 5.0

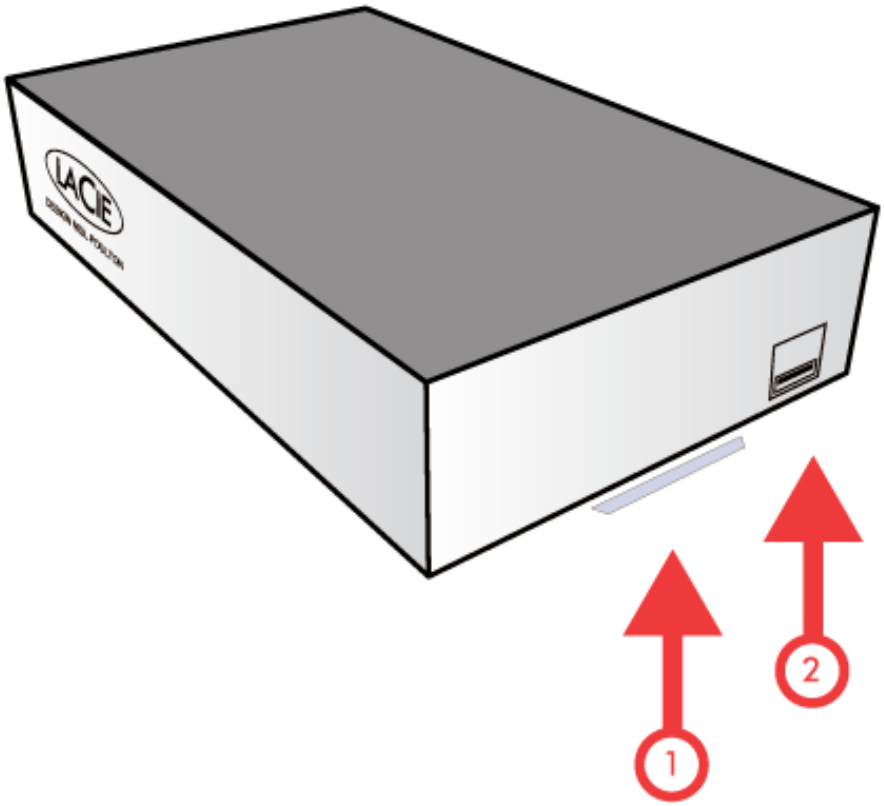
Important info:
Your LaCie product's performance can be affected by such external forces as network activity, hardware, distance, and setup.

For optimal performance, use a Gigabit Ethernet router and a Gigabit Ethernet board in your host computer.

VIEWS OF THE DRIVES

Front View

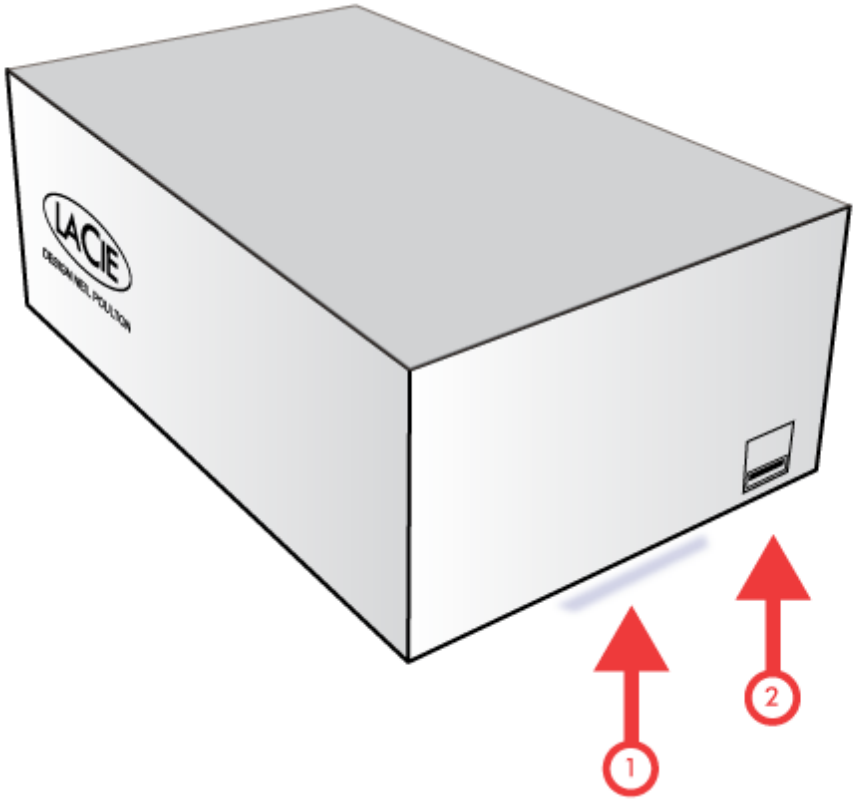
Network Space 2



1. **Activity LED:** The blue LED shows disk activity. To conserve energy, you can turn it off using the Dashboard administration tool (LED Behavior and Dashboard - Eco Management).
2. **USB Expansion and Backup Port:** The front USB port is used to connect an external USB hard drive, USB key, USB printer, digital camera, or any other USB mass storage device (ex. mp3 player). External storage is accessed similar to public folders on the network.

External storage attached to the front USB port may be used for backup. The **Copy** page (Dashboard - Backup) in the Dashboard administration tool enables you to:

- Backup shares on your LaCie NAS to an external disk
- Backup external storage to your LaCie NAS



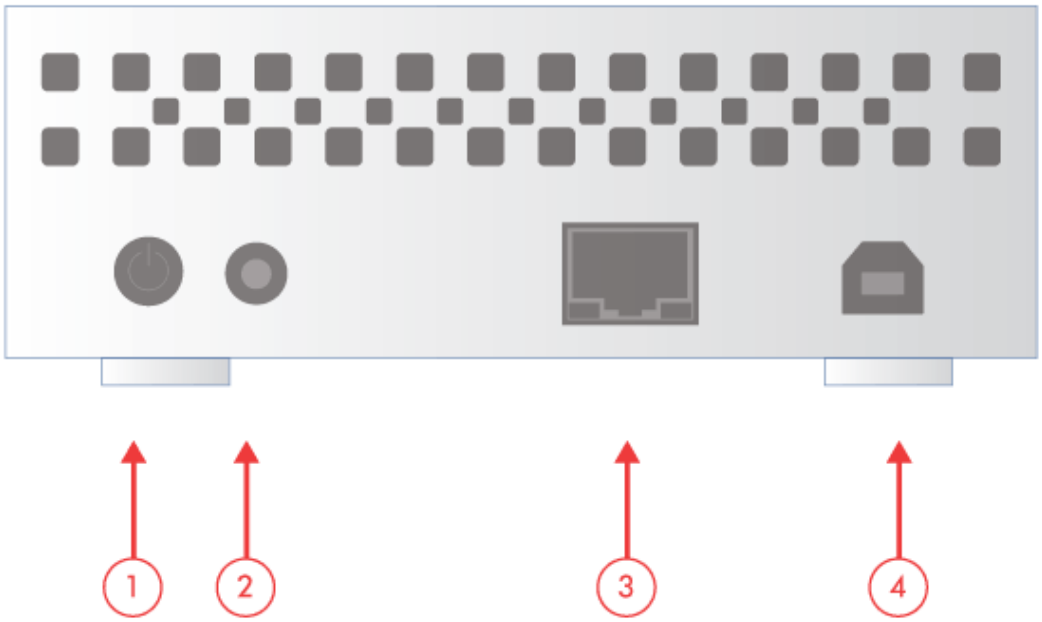
1. **Activity LED:** The blue LED shows disk activity. To conserve power, you turn it off using the Dashboard administration tool (LED Behavior and Dashboard - Eco Management).
2. **USB Expansion and Backup Port:** The front USB port is used to connect an external USB hard drive, USB key, USB printer, digital camera, or any other USB mass storage device (ex. mp3 player). External storage is accessed similar to public folders on the network.

External storage attached to the front USB port may be used for backup. The **Copy** page (Dashboard - Backup) in the Dashboard administration tool enables you to:

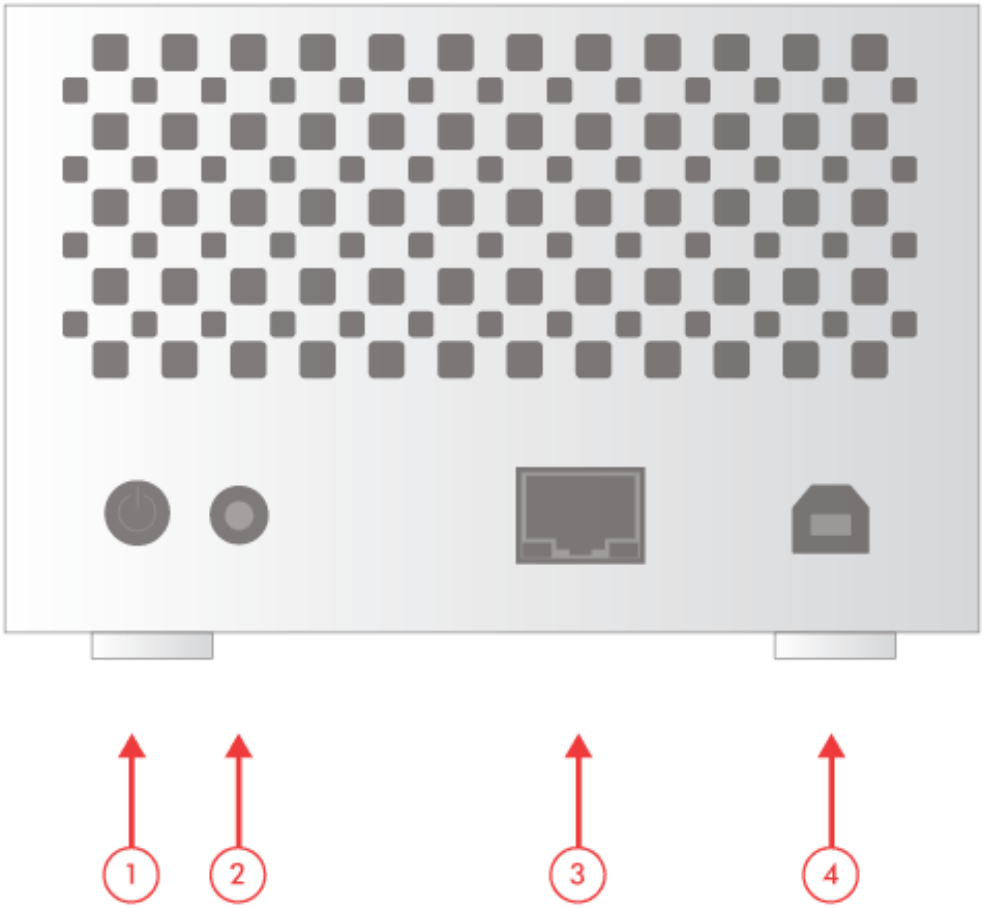
- Backup shares on your LaCie NAS to an external disk
- Backup external storage to your LaCie NAS

Rear View

Network Space 2



1. Power button (ON/OFF)
2. Power connector
3. Gigabit Ethernet
4. USB 2.0 device (direct connection to your computer)



1. Power button (ON/OFF)
2. Power connector
3. Gigabit Ethernet
4. USB 2.0 device (direct connection to your computer)

POWER BUTTON FUNCTIONS

The rear power button allows you to activate/deactivate sleep mode and reset to default.

- **Activate deep sleep mode:** By enabling deep sleep mode in the Dashboard administration tool (Dashboard - Eco Management), you can use the power button to conserve energy. Instead of shutting down when the power button is pressed, the device will enter deep sleep mode.
- **Wake from sleep mode:** Press the power button for two seconds (do not hold it down). You may also use the Wake on LAN function in LaCie Network Assistant (see Wake on LAN) (see also Dashboard - Eco Management).
- **Reset to default:** See Update Product Operating System.

LED BEHAVIOR

The front LED indicates drive status and activity.

Technical note: Even if you have turned off the front LED using the Dashboard administration tool (Dashboard - Eco Management), events triggering a red light will always cause it to turn on.

Network Space 2

Front LED Color	State
Off	The device is: turned off/in Deep Sleep Mode or the **Status light** has been disabled in the Dashboard administration tool (Dashboard - Eco Management)
Blue: Fast blinking	Occurs as the device is booting and will cease once the drives are fully initialized
Blue: Static	Device is ready
Blue: Flickering	Drive working (read/write)
Red: Blinking	Device alert (i.e. temperature warning)
Red: Static	Temperature alert (critical level) – the device will shut off
Red/Blue: Blinking	Automatic backup in progress

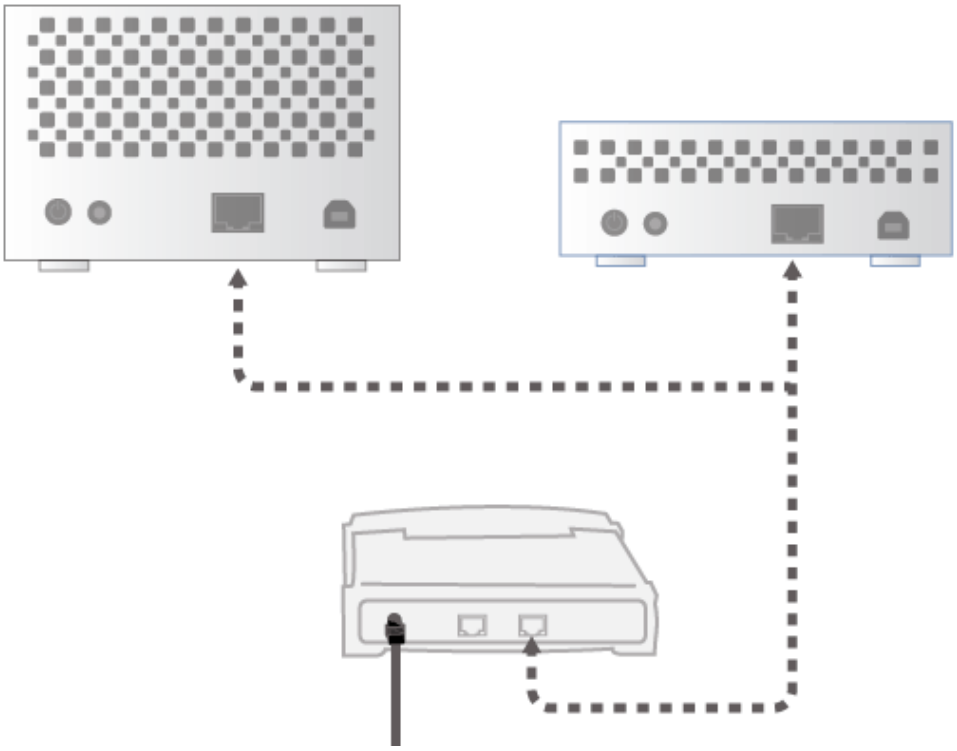
Front LED Color	State
Off	The device is: turned off/in Deep Sleep Mode or the **Status light** has been disabled in the Dashboard administration tool (Dashboard - Eco Management)
Blue: Fast blinking	Occurs as the device is booting; will cease once the drives are fully initialized
Blue: Static	Device is ready
Blue: Flickering	Drive working (read/write) or RAID is building/recovering
Red: Blinking	Device alert (i.e. temperature warning) or RAID is degraded
Red: Static	Temperature alert (critical level – the product will shut off) or RAID is broken
Red/Blue: Blinking	Automatic backup in progress

CONNECT TO THE NETWORK

This chapter explains how to connect your LaCie network storage to a network. For details on connecting your device directly to a computer via USB, see Connect to a Computer via USB.

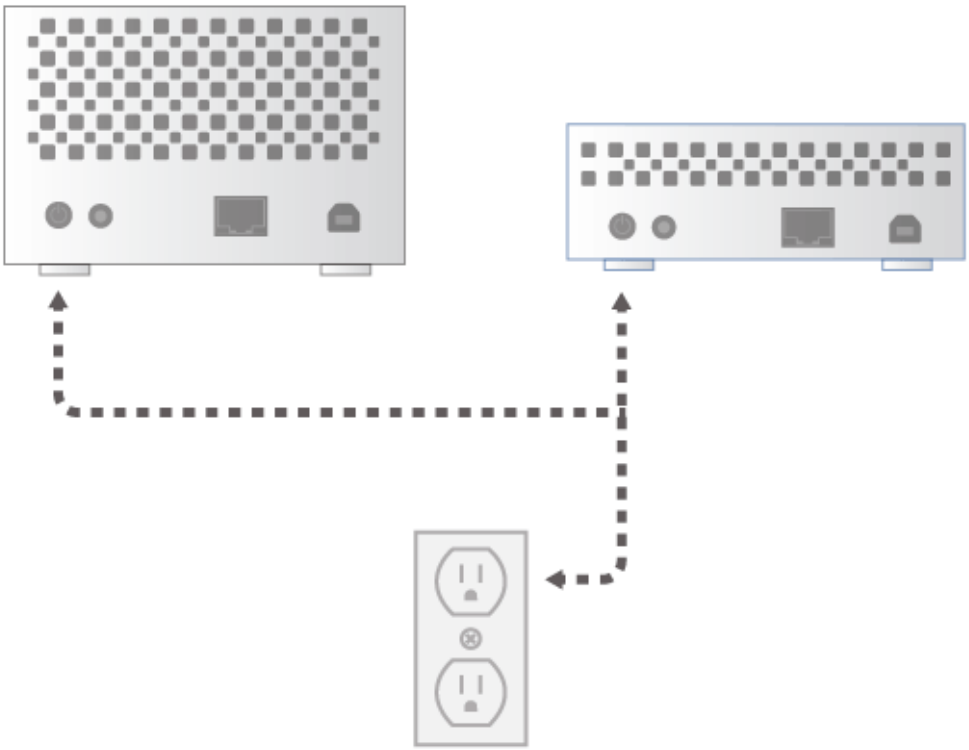
A - CONNECT THE ETHERNET CABLE

1. Connect the Ethernet cable to the Ethernet port on the back of the network storage.
2. Connect the other end of the Ethernet cable into an available Ethernet “out” port on your router or hub (refer to your router or hub’s documentation).



B - CONNECT THE POWER SUPPLY

1. Connect the power supply to a wall outlet and to the device.
2. Turn on the drive by pressing the power button on the back of the drive. The front LED will turn solid blue and then begin blinking.



The device may take up to three minutes to boot and will be ready once the blue LED has stopped blinking.

Caution: Only use the AC adapter supplied with your specific LaCie device. Do not use a power supply from another LaCie device or another manufacturer. Using any other power cable or power supply may cause damage to the device and void your warranty. Always remove the AC adapter before transporting your LaCie device. Failure to remove the adapter may result in damage and will void your warranty.

C - INSTALL LACIE NETWORK ASSISTANT

LaCie Network Assistant detects all LaCie storage devices on your network. Once installed, LaCie Network Assistant will help you to configure and access your LaCie network storage.

Note: If LaCie Network Assistant is already installed on your computer, please go to www.lacie.com/support to find your product and confirm that you are using the most recent version. If your version of LaCie Network Assistant is out of date, download and install the latest update from the LaCie website.

1. Insert the Utilities CD-ROM into your computer's optical drive.
2. Windows users, the CD should appear in **My Computer** / **Computer**. Mac users, the CD should appear on the **Desktop**. Double click the CD icon, then double click **LaCie Network Assistant Setup**.

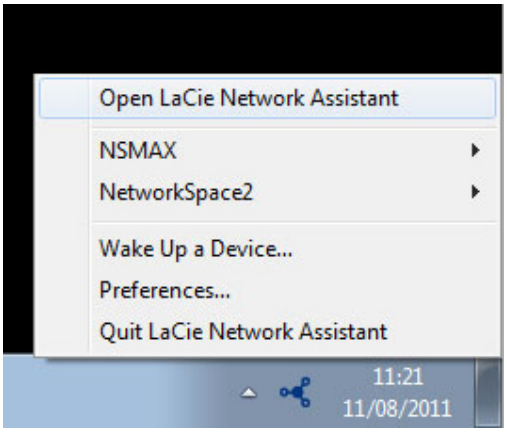
3. Follow the LaCie Network Assistant Setup Wizard to complete the installation.
4. Once LaCie Setup Assistant is installed, go to Administration (Dashboard) to learn how to administrate your LaCie network storage. You will be asked to fill in important information the first time you log in via your preferred web browser. For information on how to access the network storage volumes, go to Access and Transfer Files.

STATIC IP ADDRESS

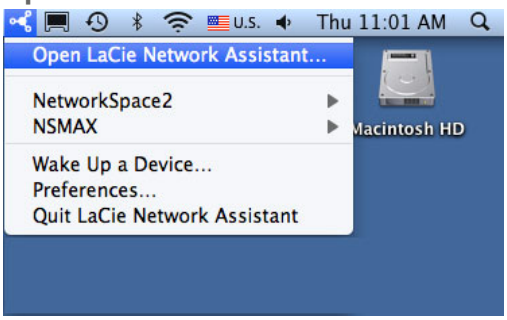
Most home and office routers are DHCP servers, meaning that your device will automatically receive an IP address once it is connected to the network. If a network is not DHCP-managed, the LaCie storage device will use APIPA (automatic private IP addressing) to assign itself a valid IP address within the existing network. In some cases, it will assign itself an IP address following the rule 169.254.xxx.yyy/24.

Since the majority of networks use DHCP addressing, LaCie highly recommends that you do not adjust your IP address without contacting your Internet provider or network administrator.

1. Make sure LaCie Network Assistant is installed on your computer
2. Launch LaCie Network Assistant:
   - *Windows*: Select LaCie Network Assistant in **Start > Programs**. The LaCie Network Assistant icon will appear in the system tray and the program will automatically detect all LaCie storage devices on your network.
   - *Mac*: Go to the **Applications** folder to launch LaCie Network Assistant. The LaCie Network Assistant icon will appear in the menu bar and the program will automatically detect all LaCie storage devices on your network.
3. Right click on the icon in the system tray (Windows) or click once on the icon in the menu bar (Mac) to select **Open LaCie Network Assistant...** (Older versions of LaCie Network Assistant should choose **Configuration Window...**)

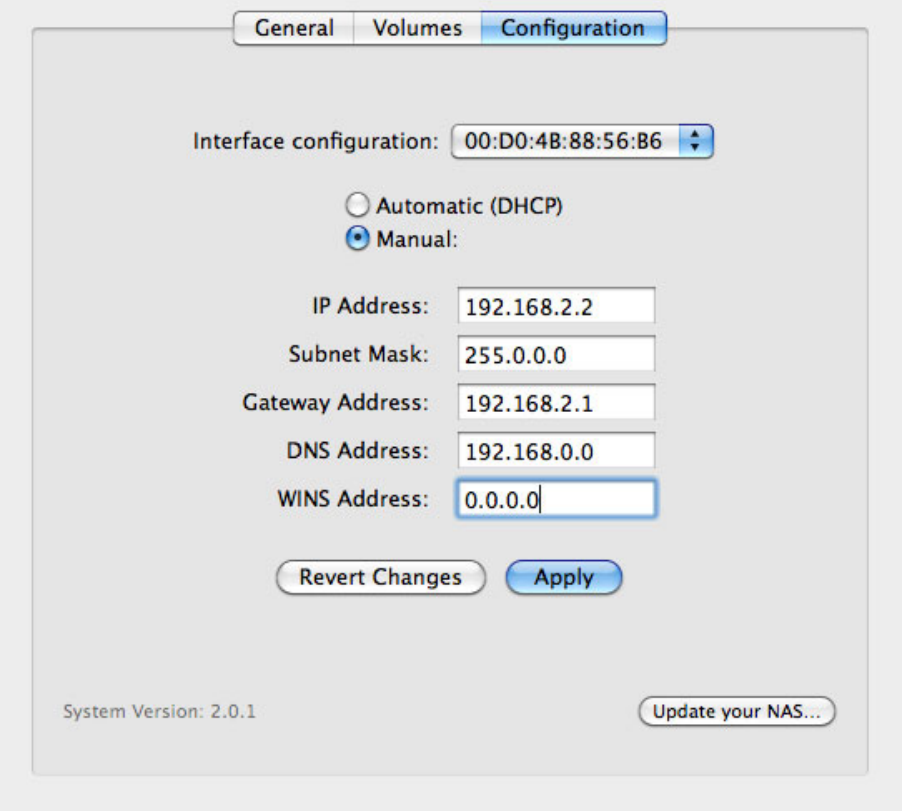


Open LaCie Network Assistant - Windows



Open LaCie Network Assistant - Mac

4. Click the **Configuration** tab and select **Manual**. (Older versions of LaCie Network Assistant should choose the **Network** tab.)
5. Make sure to provide an IP address that is compatible with your network. As well, it must include the the same subnet as your computer's network settings so that the device will be visible to that computer.



Assign a Static IP compatible with your network

6. Click **Apply**. The device will restart.

ACCESS AND TRANSFER FILES

Your LaCie network hard drive provides access to data via storage volumes called **Shares**. You can copy, backup, and read files to and from shares similar to any local storage.

ABOUT DEFAULT AND USER SHARES

Default Shares

Your LaCie network storage has three shares by default (similar to folders): **MyShare**, **OpenShare**, and **USBShare**. USBShare will be created automatically when you allocate space for USB access; see Dashboard - Drive Information for details.

The following table sums up the differences between them:

Name	Accessibility	Login	Availability
OpenShare	Public, accessible to any user on the network	None	When connected to the network (Ethernet) and to networked computers or UPnP/DLNA-certified players/adapters (if the multimedia service is activated)
USBShare	Public, accessible to any user on the network	None	When connected to the network (Ethernet) or to a computer (USB), and through UPnP/DLNA-certified players/adapters (if the multimedia service is activated)
MyShare	Private, accessible only to the administrator by default	Password-protected	When connected to the network (Ethernet) and to networked computers

When your LaCie hard drive is connected to the network, all three shares are accessible to the administrator, and OpenShare and USBShare to guests (USBShare will only be available if you have allocated space for USB access). When the device is connected to a computer via the rear USB port, only USBShare will be accessible.

User Shares

New shares may be created by allotting storage capacity to individual users. For example, you may wish to give 5GB of private space to each member of the family. These shares will have the same names as the user (such as “Jane”, “Logan”, “Jake”, etc.) and can be assigned passwords. See Dashboard - Users for instructions on adding users.

Name	Accessibility	Login	Availability
User Share [“Jane”]	Private with the option to assign a password	Optional password protection	When connected to the network (Ethernet) and to networked computers

ACCESS SHARES

You have several options for accessing shares on your LaCie storage drive.

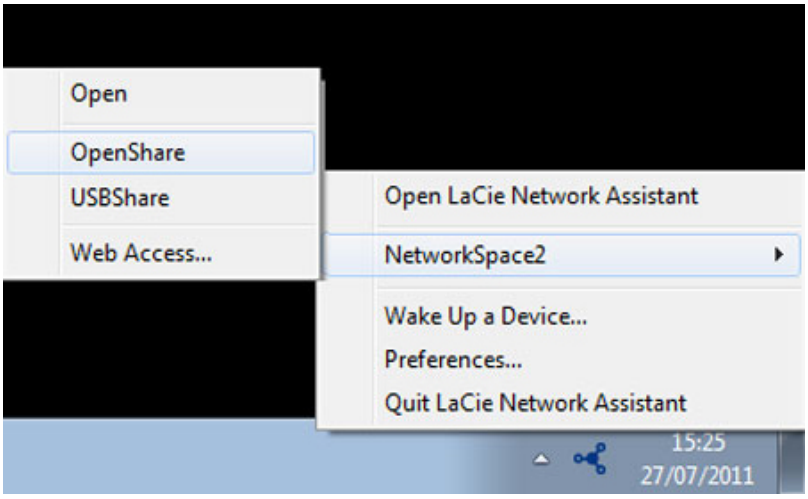
Note: See Advanced Accessibility Features for related features such as accessing your device remotely, creating shortcuts to shares, and multimedia streaming.

Option 1 - LaCie Network Assistant (OpenShare and USBShare)

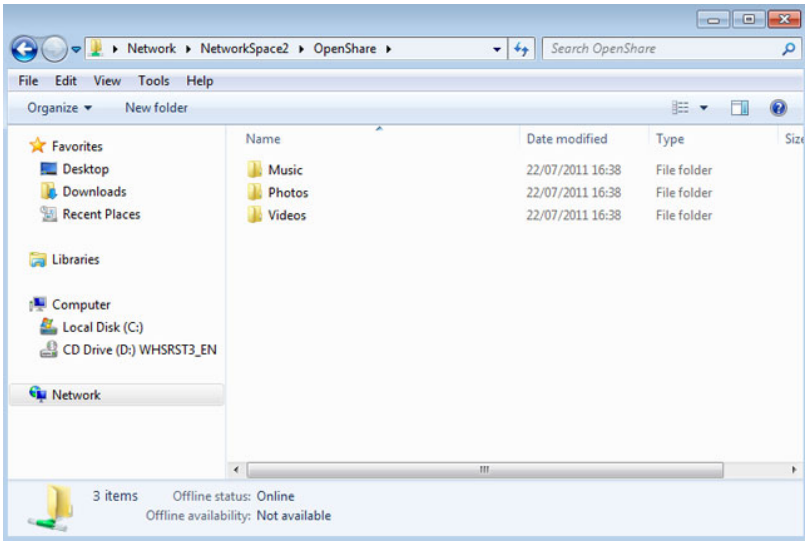
1. Launch LaCie Network Assistant. If you have not installed LaCie Network Assistant, see Connect to the Network for instructions.
   - **Windows Users:**
     1. Select LaCie Network Assistant in **Start > Programs**. The application icon will appear in the system tray and LaCie Network Assistant will automatically detect your LaCie device on the network.
     2. Right-click on the icon in the system tray.

   - **Mac Users:**
     1. Select LaCie Network Assistant in your **Applications** folder. The application icon will appear in the menu bar and LaCie Network Assistant will automatically detect your LaCie device on the network.
     2. Click on the icon in the menu bar.

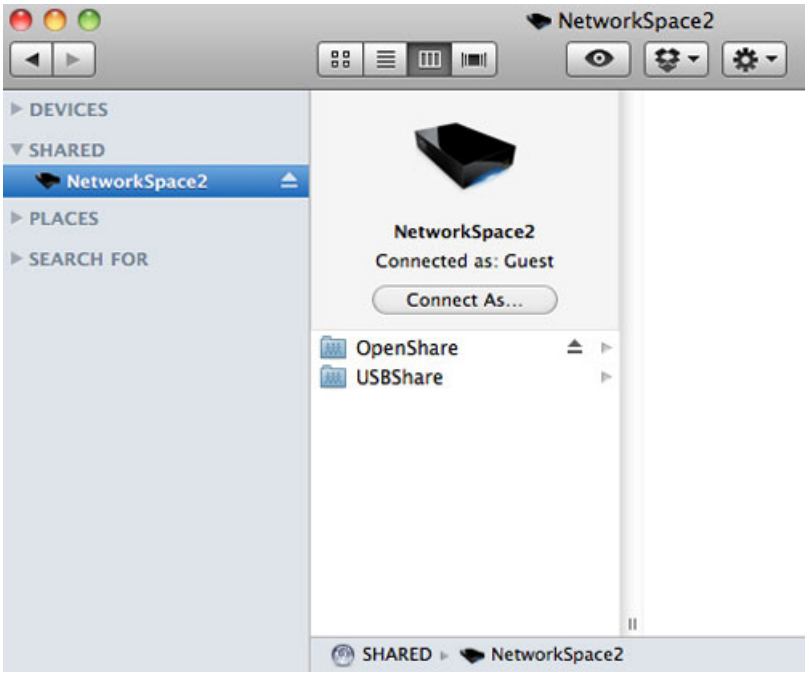
2. Choose the name of your LaCie storage device to select the share you want to access.



3. The share will open in an Explorer window (Windows) or a Finder window (Mac).



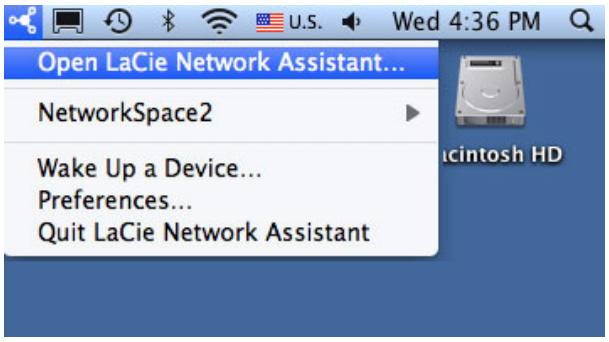
4. Copy and paste or drag and drop files to transfer data between your computer and the share. Mac users: If the share does not open in a Finder window, simply navigate in the Finder to **SHARED > [machine name] > [share name]**.



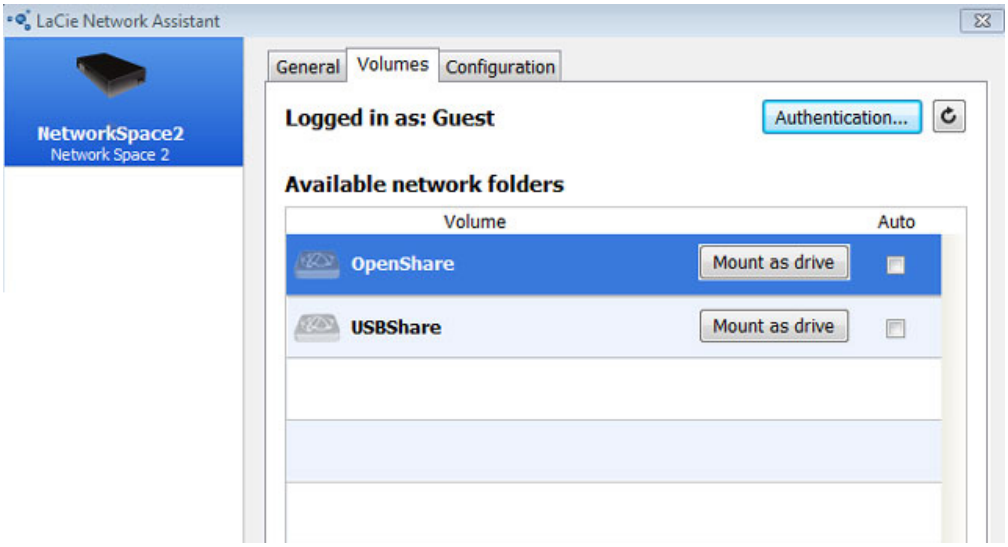
Important info: Please note that MyShare and User Shares will not appear on the list of shares unless the administrator or user has authenticated his Username and Password in LaCie Network Assistant. See Option 2 below.

Option 2 - LaCie Network Assistant (Authentication for MyShare or User Share)

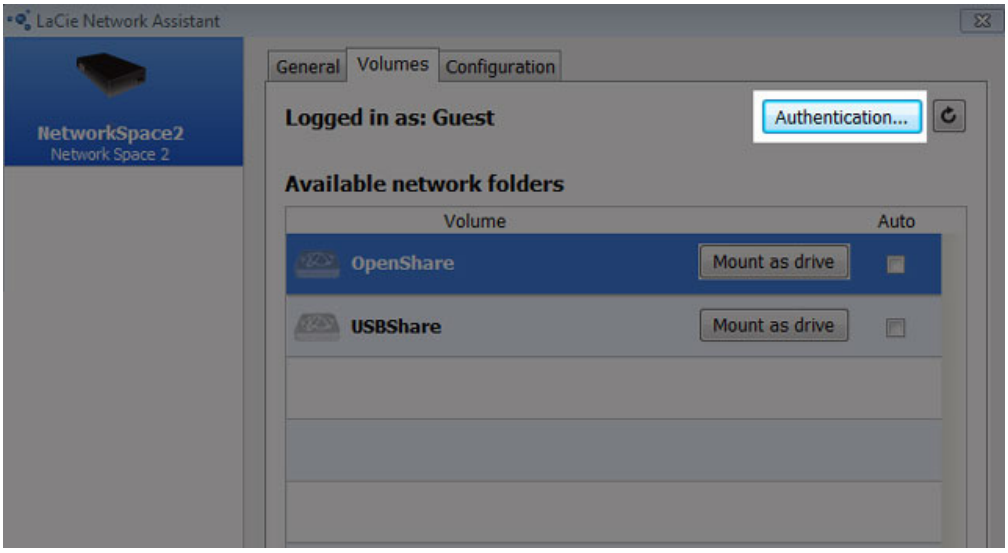
1. Launch LaCie Network Assistant. If you have not installed LaCie Network Assistant, see Connect to the Network for instructions.
   - **Windows Users:** Select LaCie Network Assistant in **Start > Programs**. The application icon will appear in the system tray and LaCie Network Assistant will automatically detect your LaCie device on the network.
   - **Mac Users:** Select LaCie Network Assistant in your **Applications** folder. The application icon will appear in the system tray and LaCie Network Assistant will automatically detect your LaCie product on the network.
2. Open LaCie Network Assistant.
   - **Windows Users:** Click on the LaCie Network Assistant icon in the system tray
   - **Mac Users:** Click the LaCie Network Assistant icon in the menu bar to select **Open LaCie Network Assistant...**



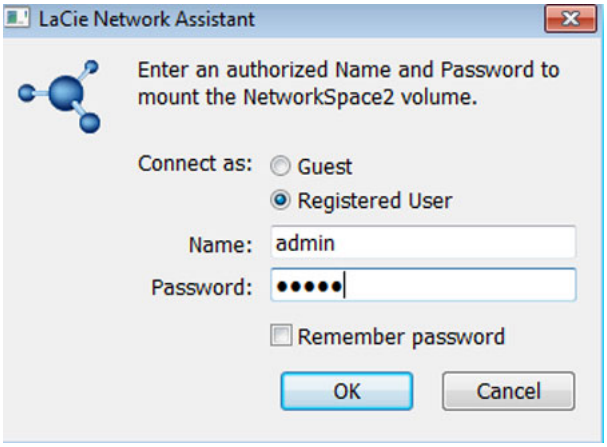
3. Select your LaCie storage device machine name from the list of devices in the left-hand column, then click the **Volumes** tab.



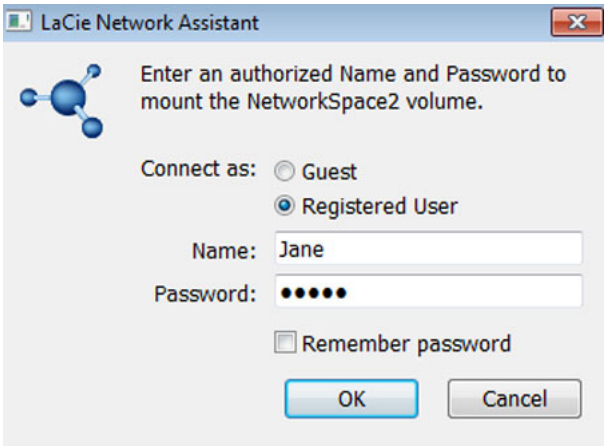
4. Click **Authentication...**



5. In the pop-up window, choose **Registered User** and enter the administrator Username and Password to view MyShare. To access a User Share, enter the User's name and Password created in the Dashboard administration tool (Dashboard - Users). Click **OK**.

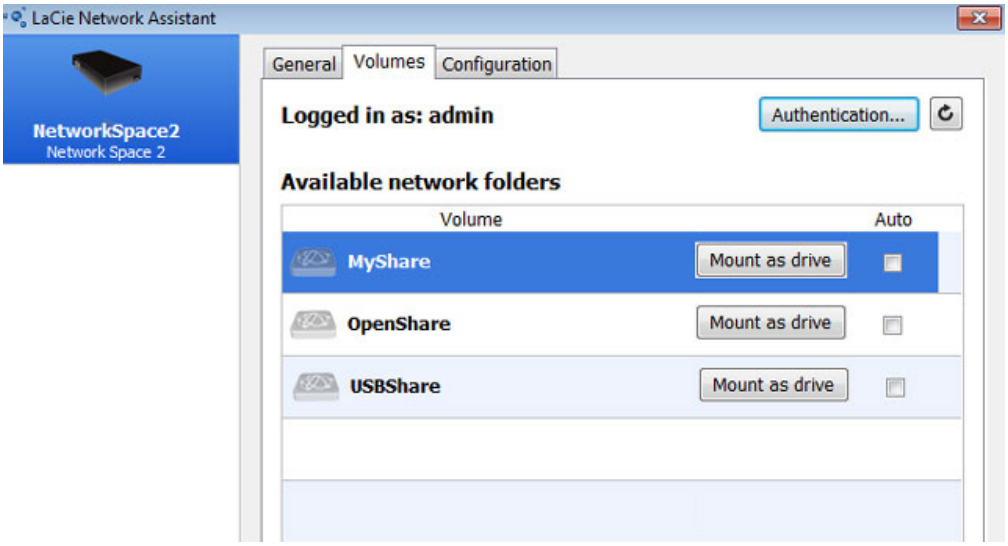


Administrator Authentication

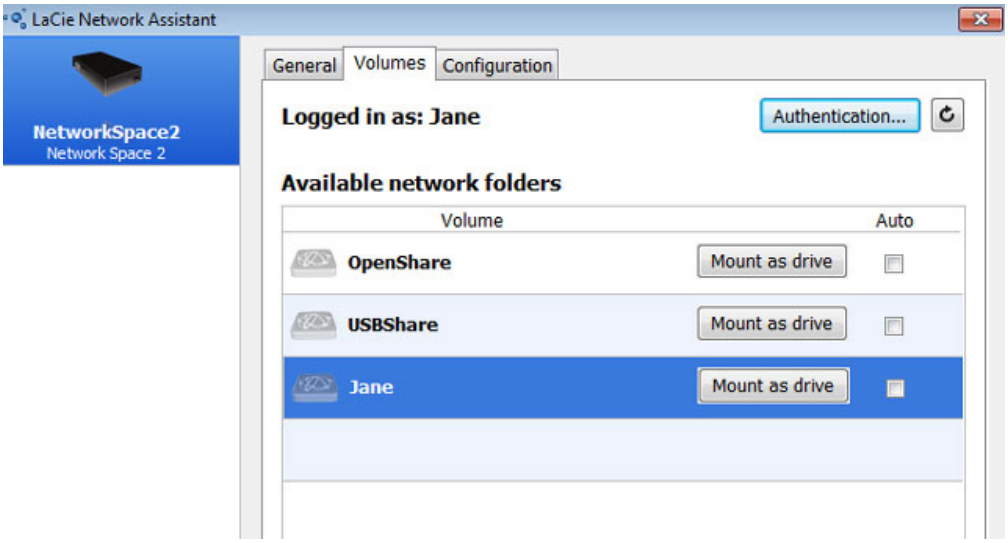


User Authentication

6. MyShare or the User Share (“Jane”, in this example) will appear in the list of shares.

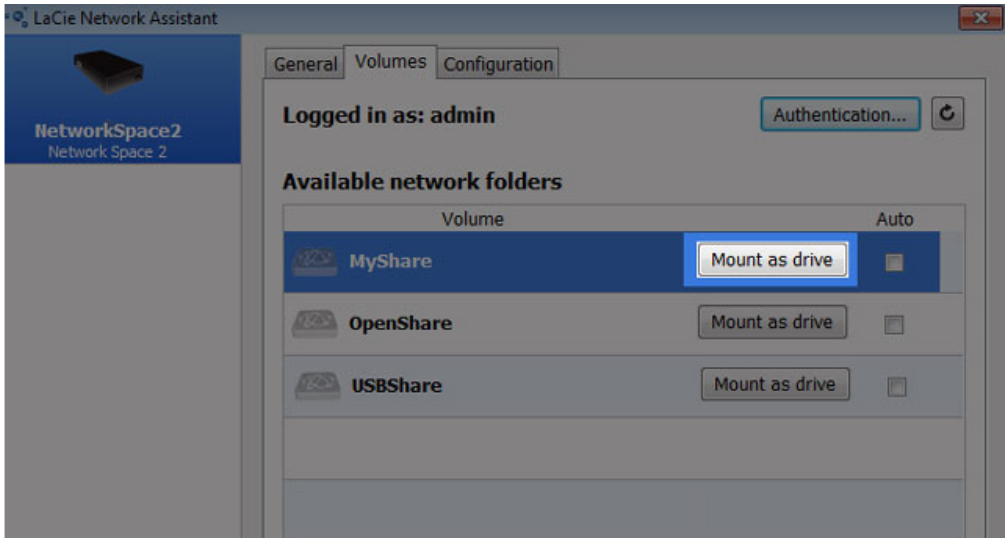


MyShare

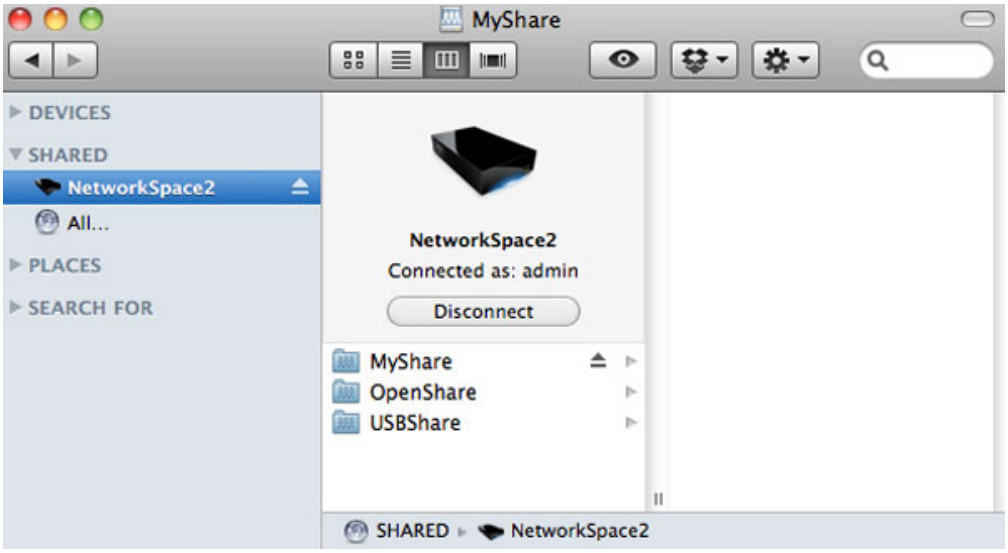


User Share

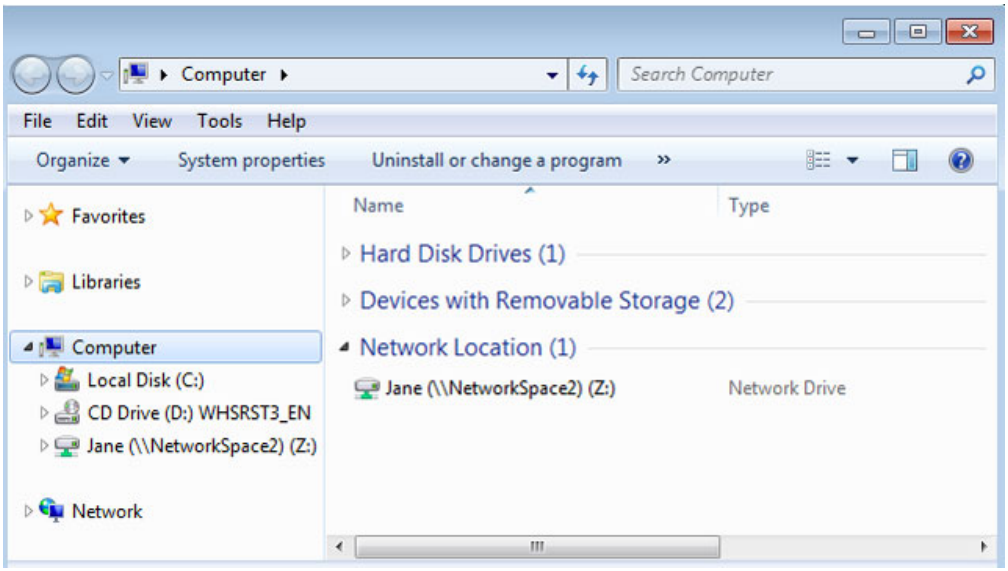
7. Click on **Mount as drive** (Windows) or **Mount** (Mac) to open the share.



8. The share will be available in an Explorer window (Windows) or a Finder window (Mac). Copy and paste or drag and drop files to transfer data between your computer and the share.



MyShare

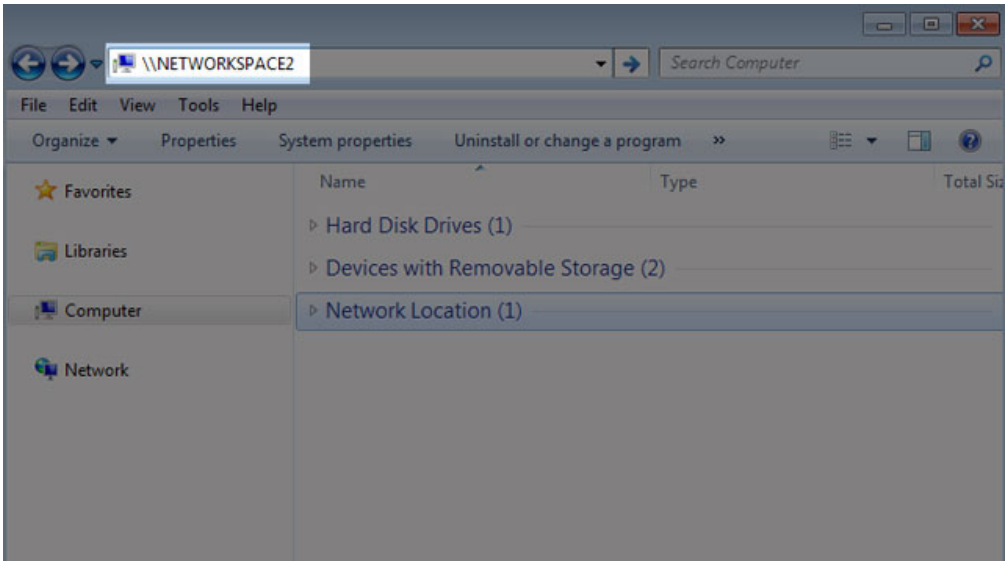


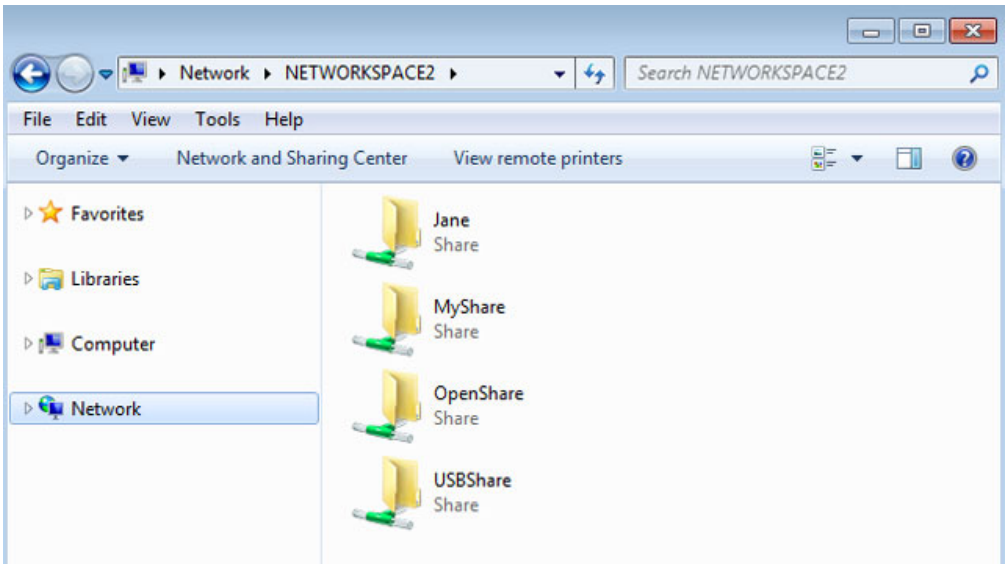
User Share

Option 3 - Operating System

Windows 7 and Vista Users

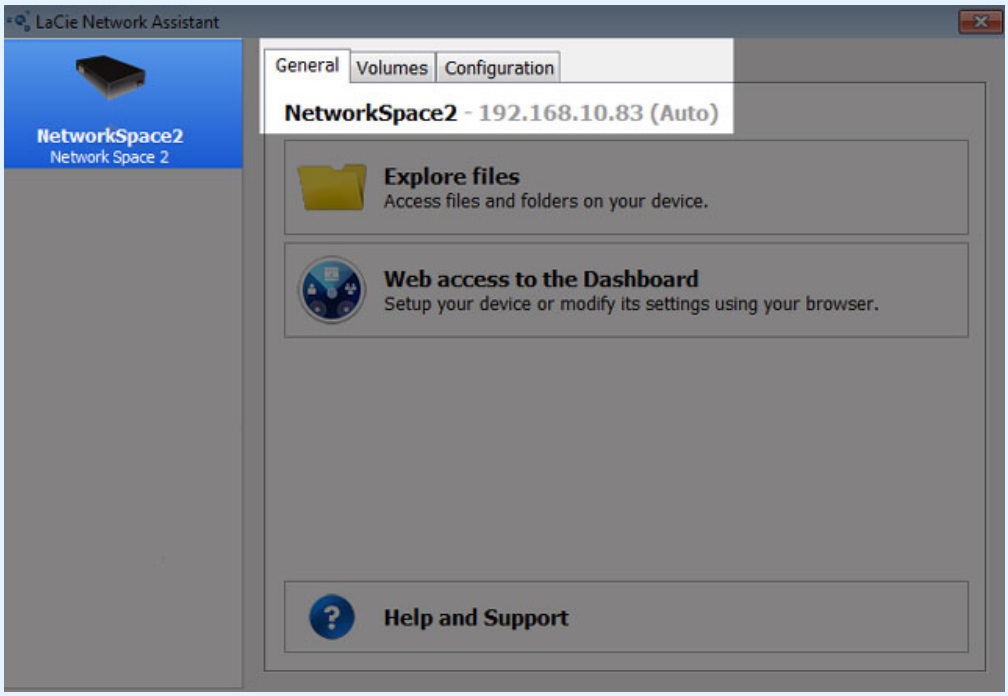
1. In an Explorer window address field, type **\\[machine name]** or **\\[IP address]** and hit **Enter**.





2. Click twice on OpenShare or USBShare to open either folder. You will be prompted for the Username and Password when clicking twice on MyShare (administrator) or a User Share.

Technical note: To find the IP address of your LaCie storage device, open **LaCie Network Assistant** and choose the **General** tab. The address will be listed next to the name of the device.

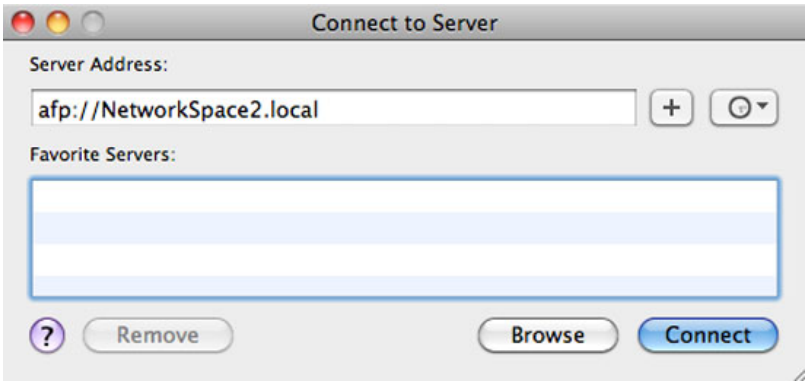


Windows XP Users

1. In an Explorer window address field, type **\\[machine name]** or **\\[IP address]** and click **Go**. Alternatively, from the Start menu, click **Run**, type **\\[machine name]** or **\\[IP address]** and click **OK**.

Mac Users

1. In your Finder, navigate to **Go > Connect to Server**.
2. In the dialogue window that opens, type one of the following:
   afp://[machine name].local
   smb://[machine name].local
   afp://[IP address]
   smb://[IP address]



3. Click **Connect** then enter the administrator Username and Password. Enter the Name and Password of a User to access his share.

ADMINISTRATION (DASHBOARD)

The **Dashboard** is an easy-to-use browser-based administration tool that will allow you to manage users, shares, backups, and many other features.

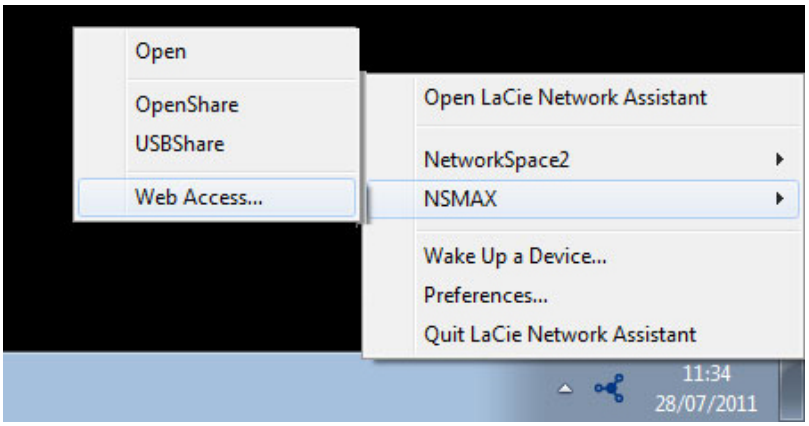
DASHBOARD - ACCESSING

There are two ways to access the Dashboard:

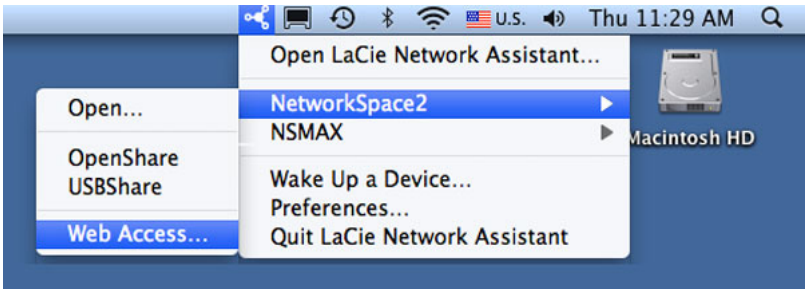
- LaCie Network Assistant
- Web browser

Dashboard Access Using LaCie Network Assistant

1. Open LaCie Network Assistant:
   - Windows: Right-click on the LaCie Network Assistant icon in the system tray
   - Mac: Click on the LaCie Network Assistant icon in the menu bar
2. Choose **[machine name] > Web Access**



Windows



Mac

3. The login page will open in a new browser window or tab. If your browser is not open, LaCie Network Assistant will open it for you.
4. You will be prompted to complete a quick Setup Wizard the first time the Dashboard is accessed. Your password can run from 4-20 alphanumeric characters and symbols, and your username should be from 1-20 alphanumeric characters (see Dashboard - First Logon). In subsequent logins, simply type in the username and password you selected.

5. Click **LOG ON**.

Dashboard Access Using a Browser

1. Open your Internet browser (Firefox, Internet Explorer, Safari, etc.) and type your storage device's IP address or machine name in the browser's URL (web address) field.
   For example: **http://[IP-address]** or **http://[machine name]** (Windows) or **http://[machine name].local** (Mac)

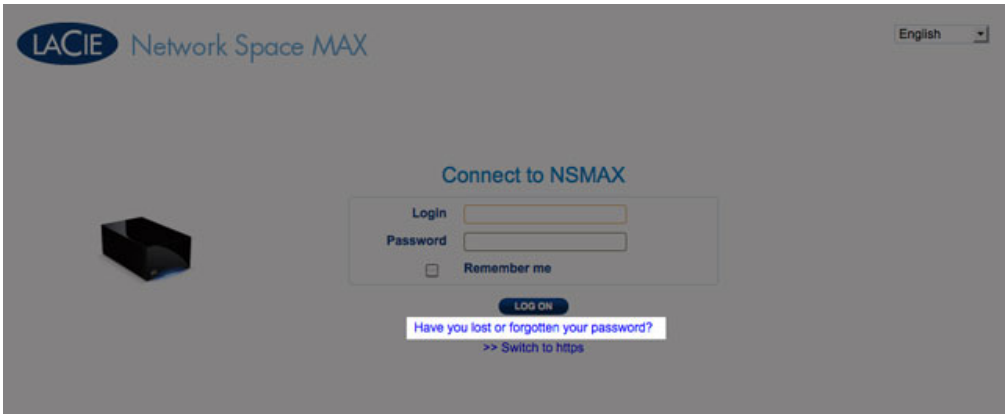
2. You will be prompted to complete a quick Setup Wizard the first time the Dashboard is accessed. Your password can run from 4-20 alphanumeric characters and symbols, and your username should be from 1-20 alphanumeric characters (see Dashboard - First Logon). In subsequent logins, simply type in the username and password you selected.

3. Click **LOG ON**.

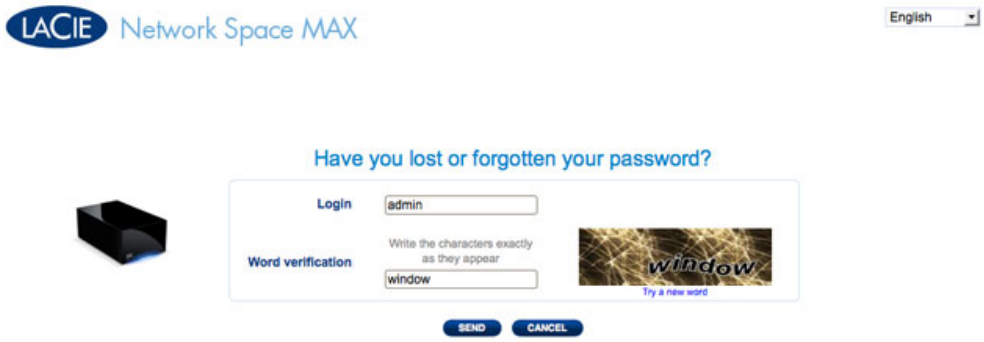
Recovering a Lost Password

If the administrator has forgotten his password, it can be recovered if an SMTP server has been assigned with an email address. See Dashboard - Network for instructions on adding an email address.

1. On the login page, click **Have you lost or forgotten your password?**.



2. On the next page, type in the username. Then type the word you see in the image on the right (this ensures that the request is coming from a person) and click **SEND**.



3. The message will arrive in the administrator's email inbox. In the email, click the **Click here** link.
4. In the **Reinitialize your password** screen, type your login, new password, then reconfirm the new password, then click **Send**.

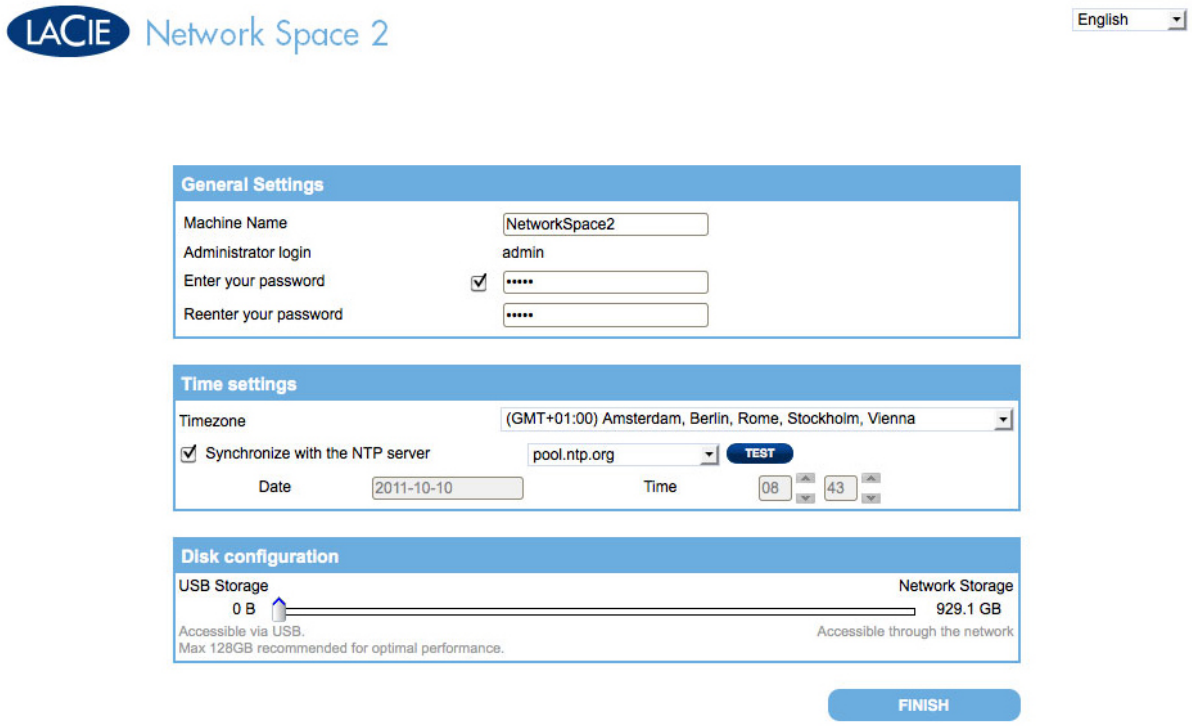
Dashboard - First Logon

The first time you log onto your network storage, you will be asked:

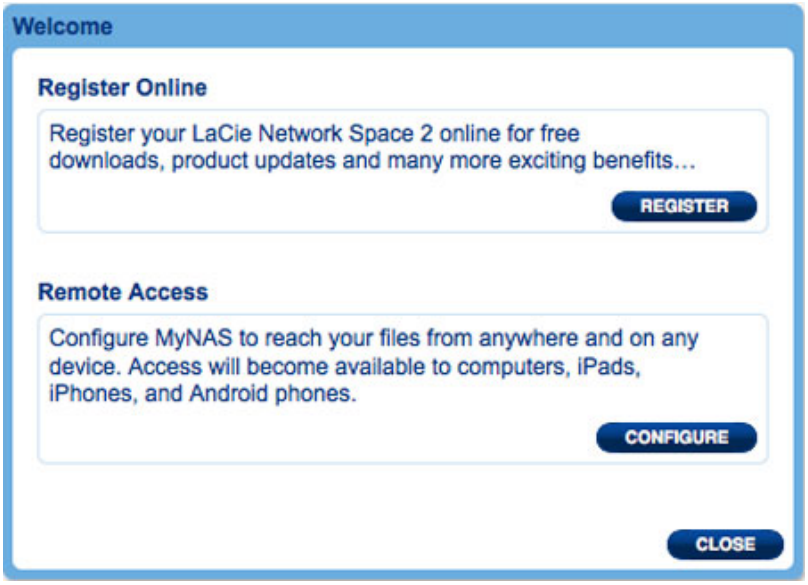
- To enter a few initial settings, such as a login and password.
- To configure your LaCie MyNAS address. A MyNAS address allows you to access your network storage from a remote location with a connection to the Internet.

To begin, log onto your LaCie network storage via LaCie Network Assistant or enter the address manually in an Internet browser:

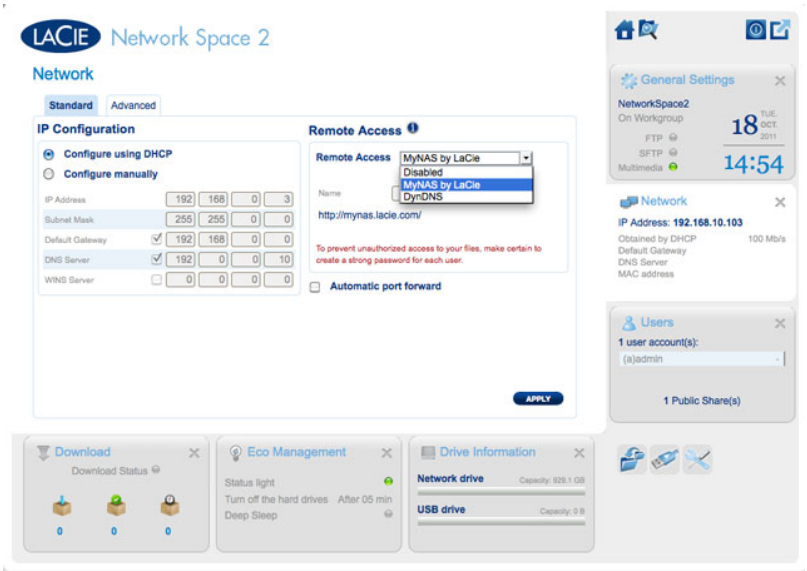
1. Complete the initial settings for your device:
    1. Language (upper right): Select your preferred language.
    2. Machine Name: You may keep the default name of your device or enter a new one.
    3. Administrator login: This field cannot be changed.
    4. Enter your password: Use a password that is easy for you to remember but difficult for others to guess. Strong passwords include a mix of capital and small letters with at least one number.
    5. Time settings: You can enter the time manually or use a NTP (network time protocol) server. You can test the NTP server by selecting the **TEST** button.
    6. Set the size of your USB storage (USBShare).



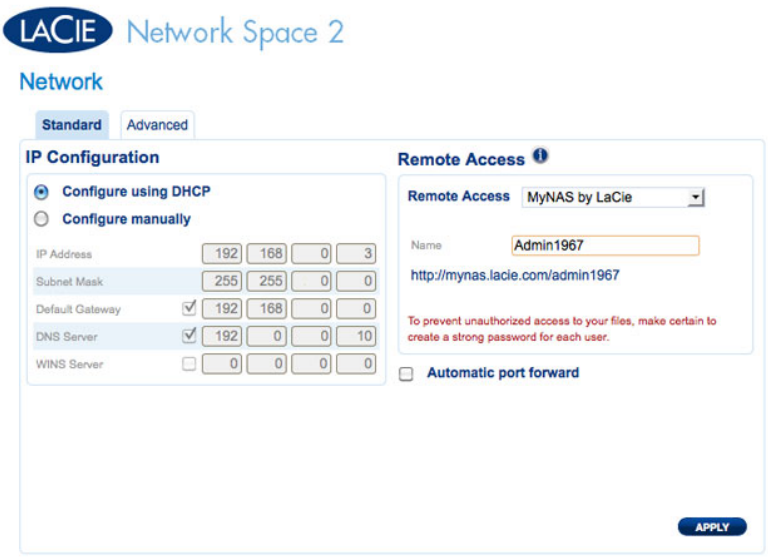
2. Select **FINISH**.
3. A window prompt will offer to configure remote access to your LaCie network storage. Click **Configure** to begin the quick setup.



4. The Dashboard Network page will open. In the Remote Access pulldown menu, select **MyNAS by LaCie**.



5. Enter the name you would like to use for your MyNAS remote address. Since the address will always begin with **http://mynas.lacie.com**, LaCie recommends using a short name that is easy to remember.

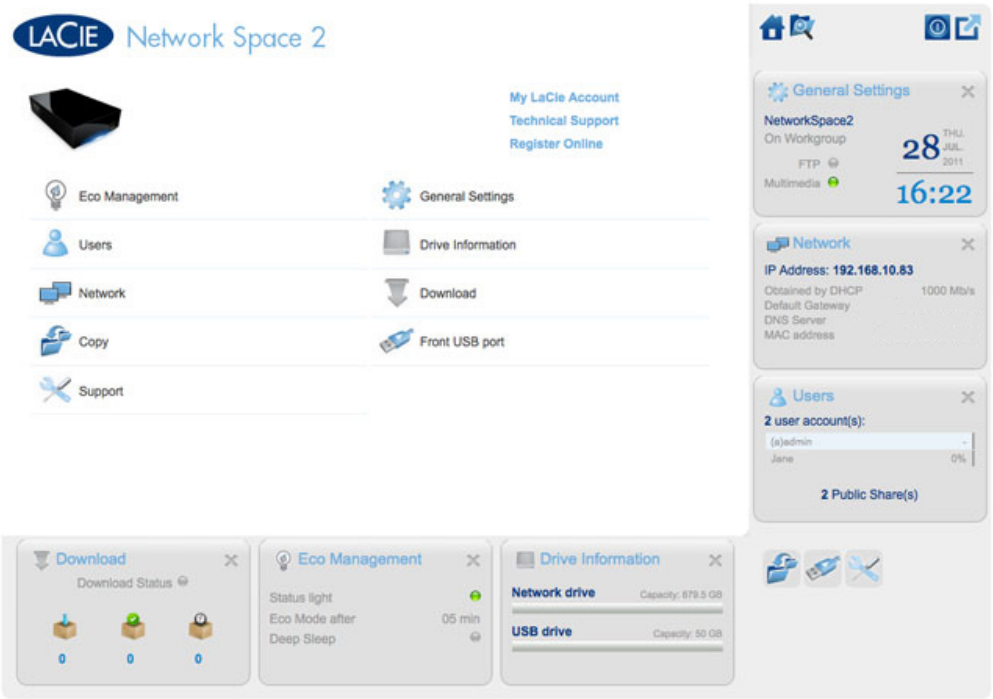


6. Click **APPLY**.

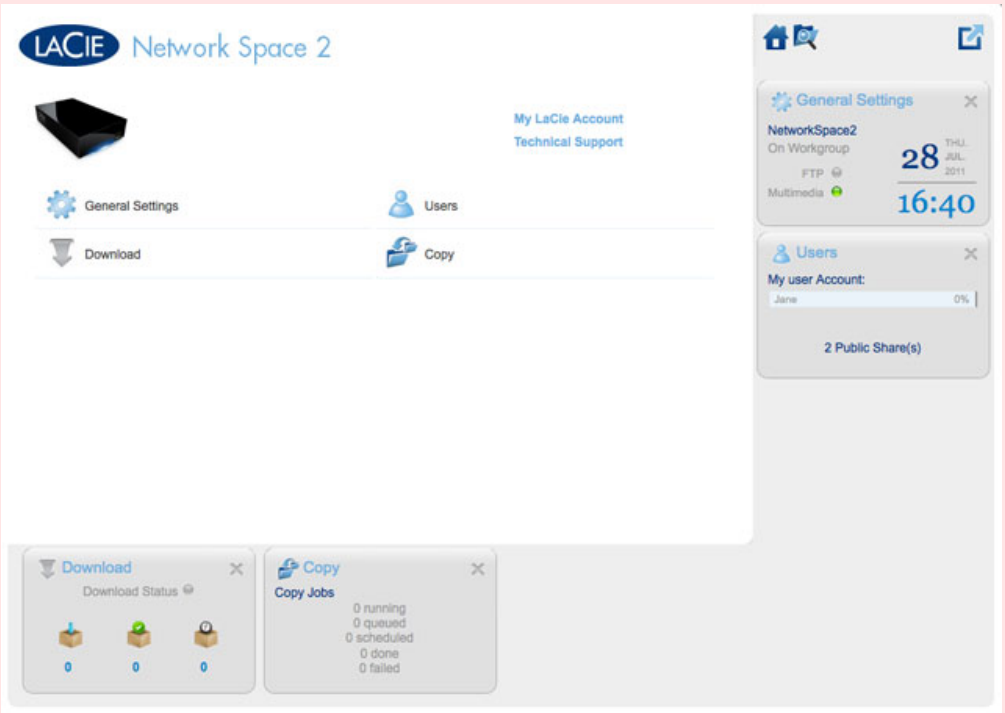
Your LaCie network storage and MyNAS address are ready for use. See Remote Access for more information on MyNAS.

DASHBOARD - WELCOME

The Welcome page contains links to helpful documents from the LaCie website, the ability to change details for the administrator, and a list of the different pages that make up the Dashboard.



Important info: Logging into the Dashboard with administrative credentials gives you full access to its features. Without administrative privileges, the only pages available to a user will be **Welcome**, **Copy**, **User**, and **General Settings**.

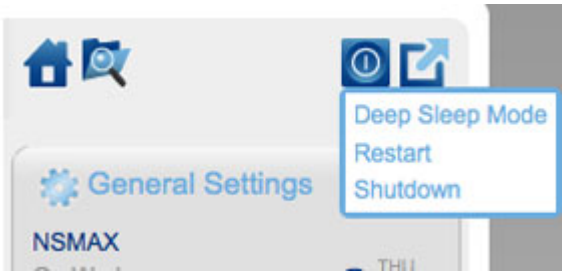


Support and Online Registration

- To log into your account with www.lacie.com, click on **My LaCie Account**.
- For product updates, software downloads, and important support information from LaCie, click **Technical Support**. You will be directed to the LaCie online **Support & Downloads** page.
- If you have not created a personal account at www.lacie.com, click **Register Online** to receive the latest information on your device as well as updates on other LaCie products.

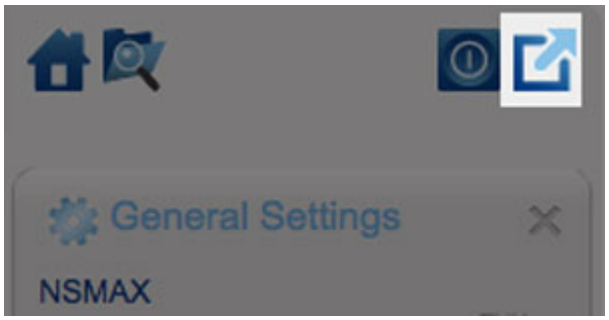
Deep Sleep Mode, Restart, or Shut Down

To **Shut Down**, **Restart**, or put the network storage device into **Deep Sleep Mode**, click on the power button in the upper right of the Dashboard window. Since it is not available by default, Deep Sleep Mode must be enabled by the administrator (see Dashboard - Eco Management).

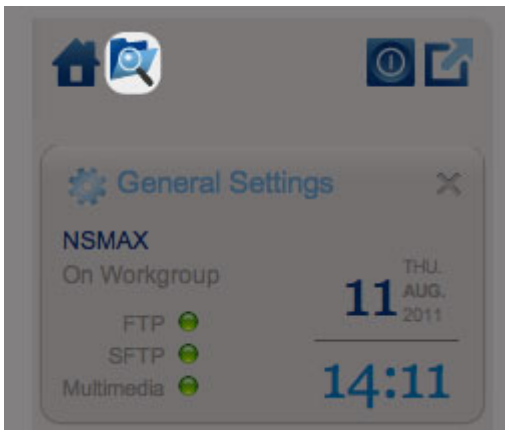


Log Out

To log out of the Dashboard, click the **Log Out** button in the upper right of the Dashboard window. For security reasons, LaCie recommends logging out of the Dashboard if it is no longer needed.



File Browser



File Browser icon

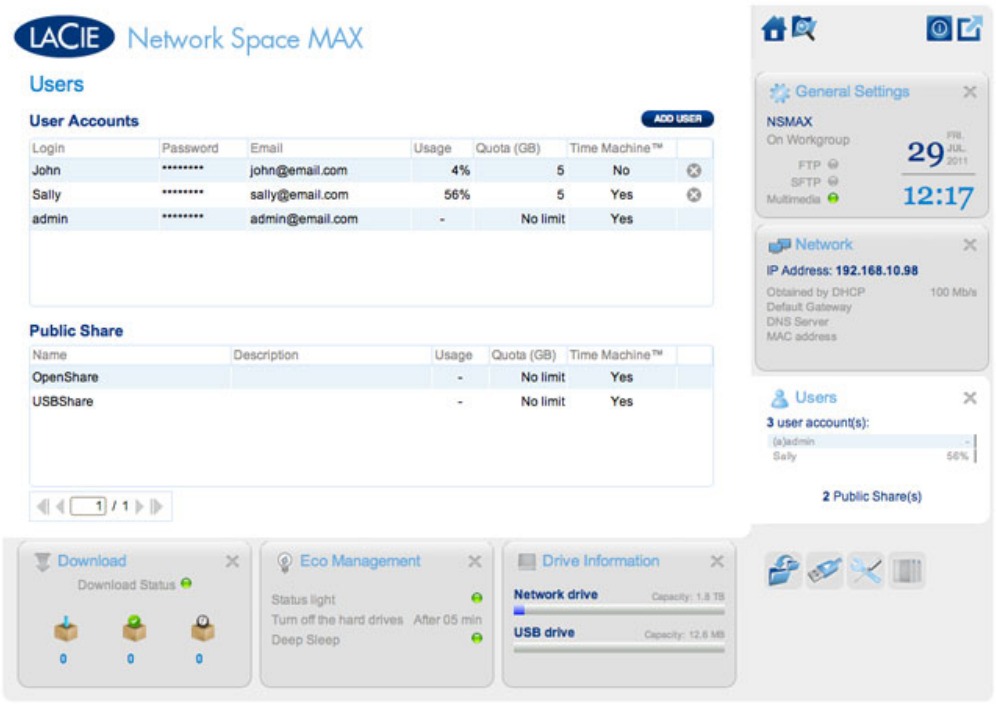
See Dashboard - File Browser.

DASHBOARD - NAVIGATION

The Dashboard is made up of a central area surrounded by widgets, or small boxes that represent the different pages. The widget displays a summary of the information contained in the page. For full details, navigate to the page itself.

- To **navigate to a page**, click the widget below its title; or, drag and drop a widget to the center of the window.
- To **minimize a widget**, click the **X** next to its title.
- To **expand a minimized widget**, drag its icon over an expanded widget or to an open widget space.
- To **rearrange widgets**, drag the minimized widget icon or the expanded widget's heading onto the place of another widget.

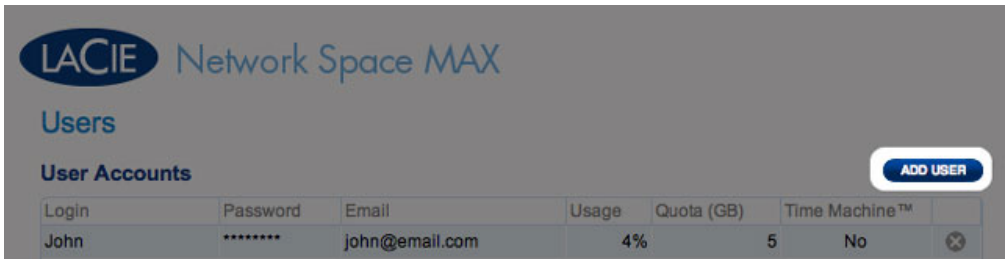
DASHBOARD - USERS

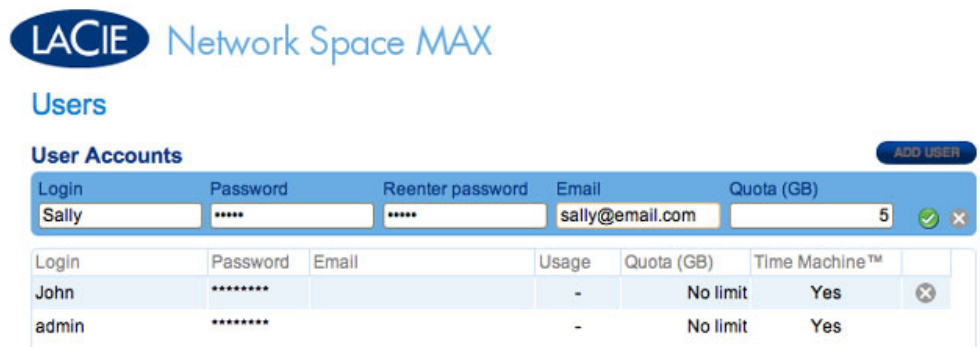


This page allows you to manage user accounts.

New User

To create a new user, click the **ADD USER** button, then fill out the required fields.



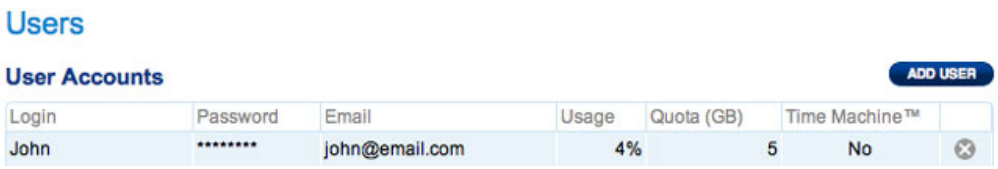


Important info:
The password is case-sensitive.

In text fields, you may enter 1 to 20 characters using letters, numbers, symbols, hyphen, and underscore. Do not begin or end with a hyphen or underscore.

Existing User

User data is organized in a table:

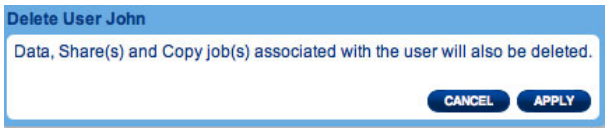


- Click the text in the **Login** column to change the user name.
- Click the text in the **Password** column to change the user's password.
- Click the text in the **Email** column to change the user's email address.
- Click the text in the **Quota** column to assign the storage capacity available to the user.

- Click the text in the **Time Machine** column to turn the option on or off. Choose **Yes** if the user's computer runs Mac OS X and expects to back up to the share.

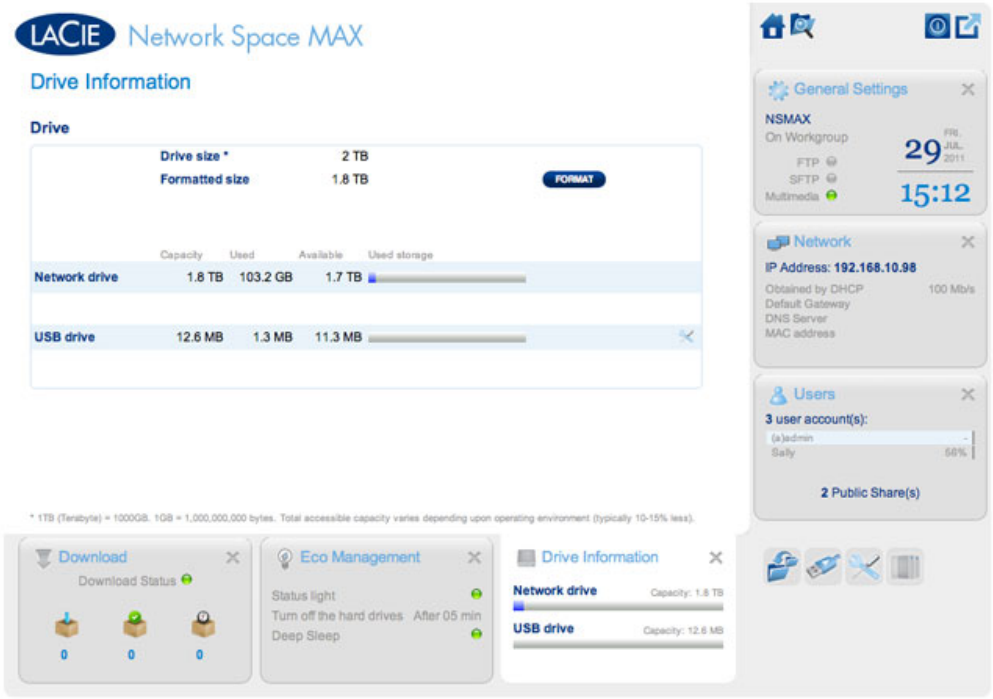
Delete a User

To delete a user, click the gray **X** on the far right of the user's row. A pop-up window will ask for confirmation. By clicking **APPLY**, you will delete the user's share and all of his data.



Note: The admin does not have an **X** since the account cannot be deleted.

DASHBOARD - DRIVE INFORMATION



This page shows you information about disk usage and will allow you to reformat the Network drive or the USB drive (USBShare).

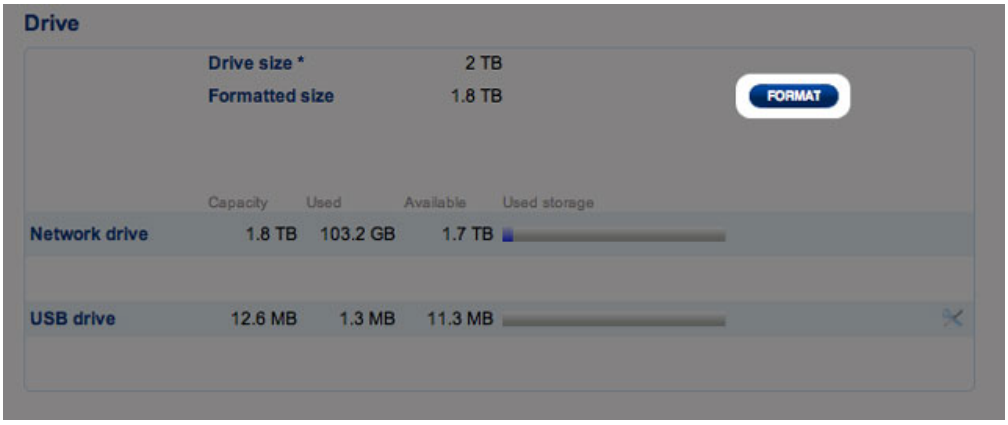
Network Drive

When you click the top **FORMAT** button, ALL data on the disk(s) (including USBShare and User Shares) will be erased and the disk(s) will be formatted. Data on any USB Key or hard drive connected to the front expansion port will not be affected.

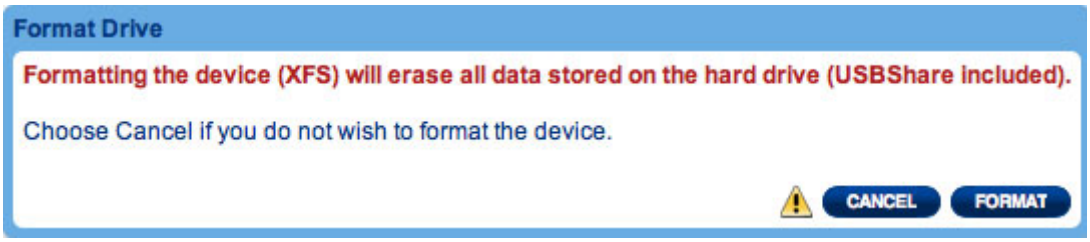
Caution: Formatting will erase all the data on your drive (but will not remove users or settings). Make sure to back up all your data onto another volume before proceeding. LaCie cannot be held for responsible for the loss of data occurring during formatting.

To reformat the Network Drive:

1. Click the **FORMAT** button.



2. In the blue window that opens, confirm by clicking the **FORMAT** button.



USB Drive (USBShare)

See Connect to a Computer via USB for details on connecting your LaCie network storage to a computer via the rear USB device port.

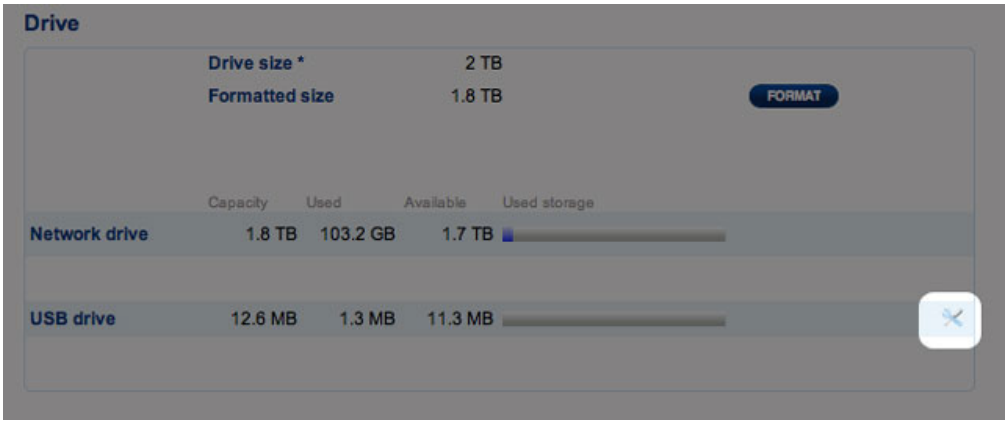
On this page, you can:

- Increase or decrease the storage capacity allocated to the USB Drive
- Format the USB Drive

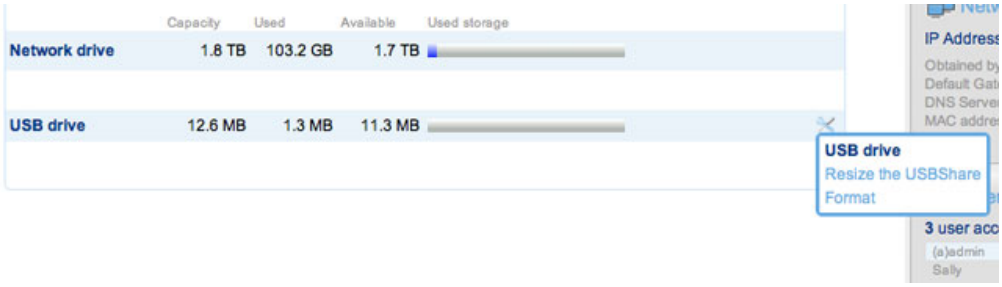
Caution: Formatting and resizing the USBShare will erase all the data on this volume. Make sure to back up all your data onto another volume before proceeding. LaCie recommends you use the File Browser (see Dashboard - File Browser) instead of using desktop copy. LaCie cannot be held responsible for the loss of data occurring during formatting.

To change the storage allocated to USBShare:

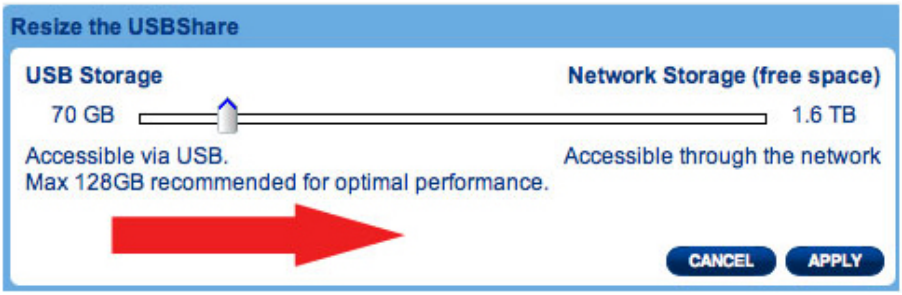
1. Click the configuration icon (the intertwined wrench and screwdriver) in the USB drive row



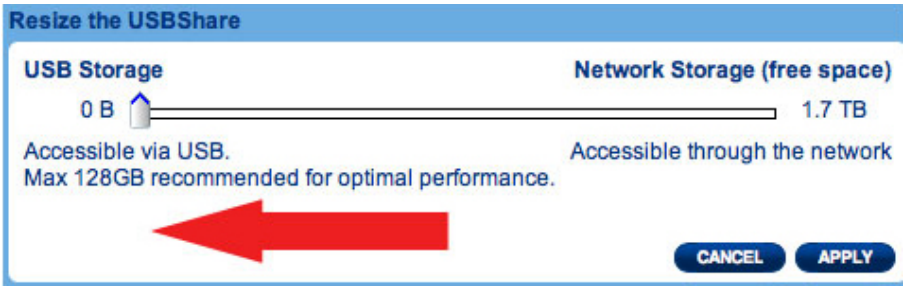
2. From the selection window, choose **Resize the USBShare**



3. Drag the slider to the right (increase capacity up to the maximum 500GB) or to the left (decrease capacity). Once you click on the slider, you can also use the right or left arrow keys on your keyboard to fine-tune the capacity.

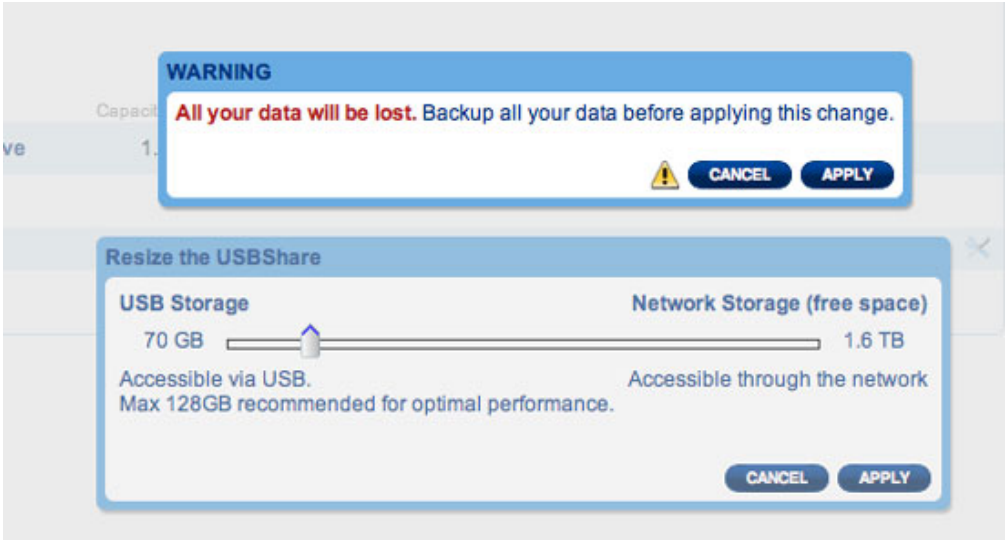


Increase USBShare Storage Capacity



Decrease USBShare Storage Capacity

4. Once you have selected the capacity, click **Apply**.
5. A warning will ask you to confirm the change in capacity. Doing so will delete all the data on the USBShare. However, data stored on other volumes (i.e. MyShare, OpenShare, User Share) will remain intact.



6. Click **APPLY** to confirm the change in USBShare storage capacity

To format the USBShare:

1. Click the wrench and screwdriver icon in the USB driver o

w

2. From the selection window, choose **Format**

3. A warning will

I
a
s
k
y
o
u
t
o
c
o
n
f
i
r
m
t
h
e
s
h
a
r
e
f
o
r
m
a
t
. D
o
i
n
g
s
o
w
i
l
l
d
e
l
e
t
e
a
l
l

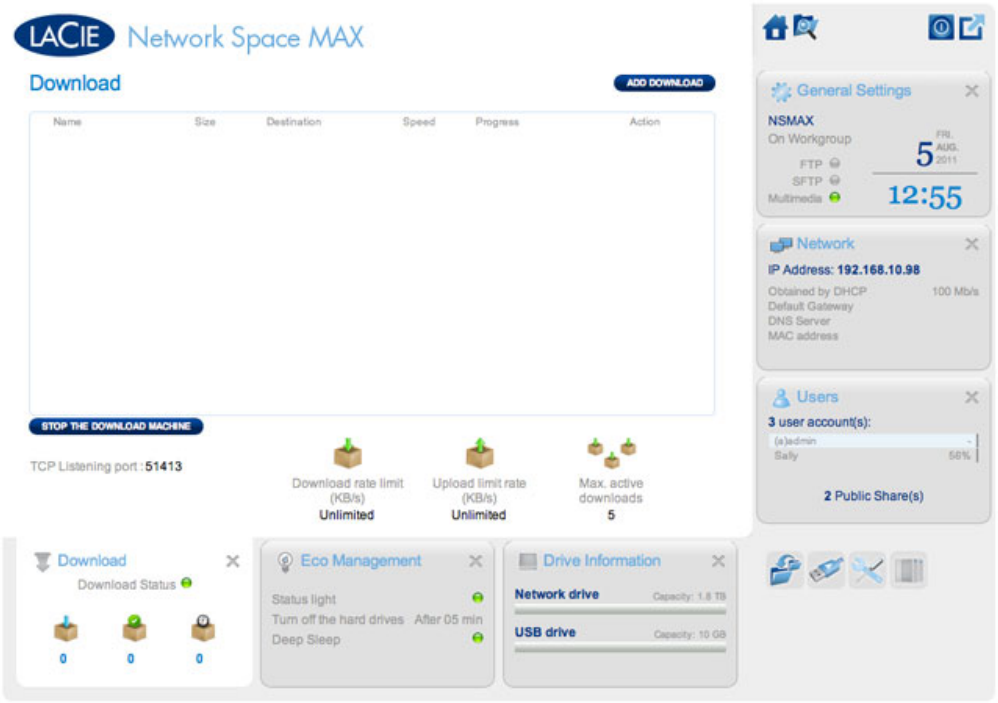
the data on the USB Share. However, data stored on other volume

s
(
. i
. e
M
y
S
h
a
r
, e
O
p
e
n
S
h
a
r
, e
U
s
e
r
S
h
a
r
) e
w
i
l
l
r
e
m
a
i
n
i
n
t
a
c
t
.

4.
C
l
i

c
k
F
O
R
M
A
T
t
o
c
o
n
t
i
n
u
e
.

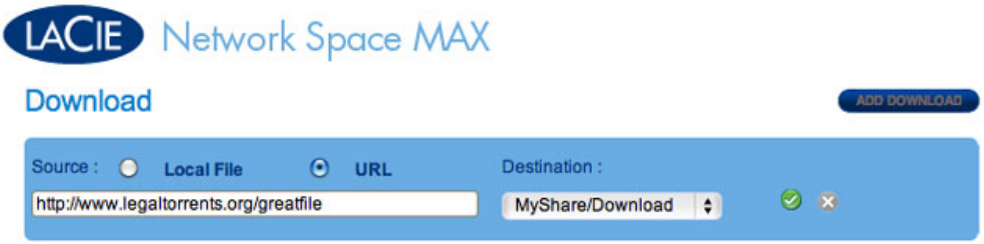
DASHBOARD - DOWNLOAD



The Dashboard features a torrent server that will allow you to download torrent files. For more information on torrents, see:

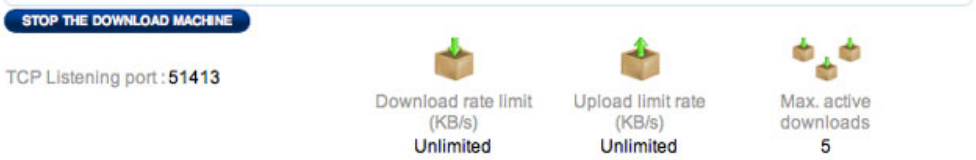
http://en.wikipedia.org/wiki/BitTorrent_protocol

1. Click the **Start Download Machine** button on the lower left of the window.
2. To start a download, click the **Add Download** button.



3. Choose whether the torrent source is a file or a URL, then navigate to the source.
4. Choose the destination (i.e., on which share the downloaded file will be stored) and click the green check mark.
5. The file will begin downloading. It may take a few minutes to start the download.

Download Page Settings

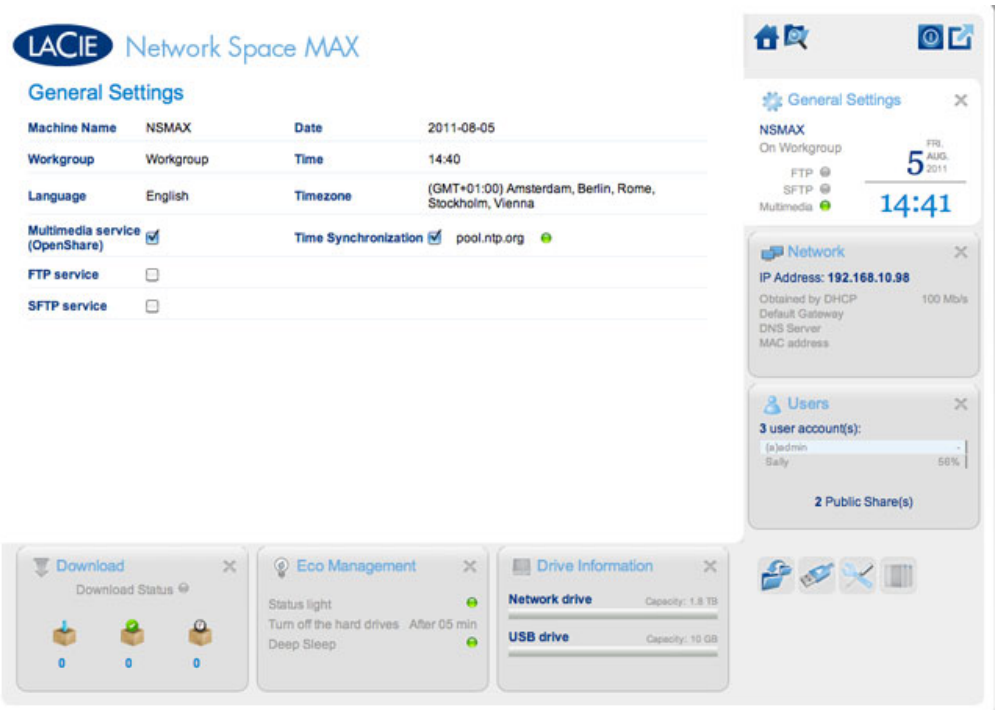


Below the list of downloads are several settings.

- **TCP Listening port:** Click the number to choose a router port through which the torrent service will operate.
- **Download rate limit:** Click the number here to type a maximum download speed.
- **Upload limit rate:** Click the number here to type a maximum upload speed.
- **Max. active downloads:** Click the number here to limit the number of torrents that can download/upload simultaneously. Type zero for no limit.

Technical note: Because the torrent client service uses bandwidth and system resources, multiple simultaneous downloads can impact your LaCie network storage performance. Further, even after a download has completed it may still be active (i.e. uploading), which will continue to use system resources.

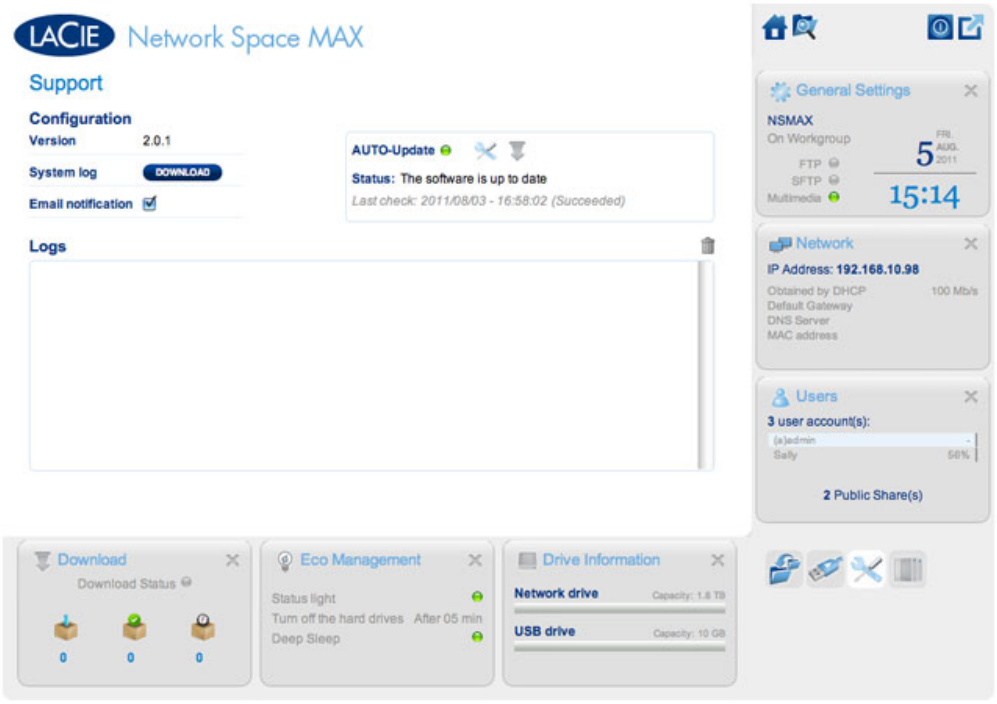
DASHBOARD - GENERAL SETTINGS



- **Machine Name**: The machine name identifies your LaCie storage device on your network. You can change it from the default by clicking on the text and typing a new one. Keep in mind that the machine name: is limited to 15 characters, is case-sensitive, and can consist only of alphanumeric characters without spaces or symbols.
- **Workgroup**: Click the text, then type a Windows workgroup name (use from 1 to 15 alphanumeric characters).
- **Language**: Click the text to change the Dashboard language.
- **Multimedia service (OpenShare)**: Multimedia service allows you to stream media files from your LaCie network storage to UPnP-enabled players (such as cell phones, computers, and game consoles). Media files must be stored on OpenShare to be played.
- **FTP service**: Standard network protocol used to copy files from one host to another over a TCP-based network.
- **SFTP service**: SSH File Transfer Protocol. While this offers a more secure FTP service, transfer rates will be slower due to encryption.
- **Date**: The date and time are set automatically if you assign an NTP server (see below). If not, click the text and select a day from the calendar.
- **Time**: If the time is not set by the NTP server, click the text and select the proper time.
- **Timezone**: Select your timezone from the drop down window.
- **Time Synchronization**: This option allows your network storage to sync the time and date with an NTP (network time protocol) server. Setting the time automatically will avoid the need to adjust the time settings for daylight savings.

DASHBOARD - SUPPORT

Configuration



- **Version:** The LaCie NAS OS version used by your network storage device. This information can be important when updating the OS or speaking with LaCie technical support.
- **System Log:** Click the **Download** button to save the system log to your computer. The log may be useful if you are troubleshooting with LaCie technical support.
- **Email notification:** By default, the checkbox is selected. Note that an SMTP server must be defined and the administrator must have added an email address on the Users page.

Email Notification Triggers

The following events will trigger an email notification if an email address has been provided in the User page:

Event Identifier	Description	Recipient
Capacity	When the total available capacity is less than 90%	Admin
Quota event	When capacity reaches 90% of the amount set by the quota	Admin
Download	When a download has completed or when a download error has occurred	Admin
Backup	When a backup begins, ends, is cancelled, or fails	Admin
Temperature	The product has remained at maximum temperature for at least one minute	Admin
Password recovery	A user has recovered his/her password	Admin or user, depending on who made the request

AUTO-Update

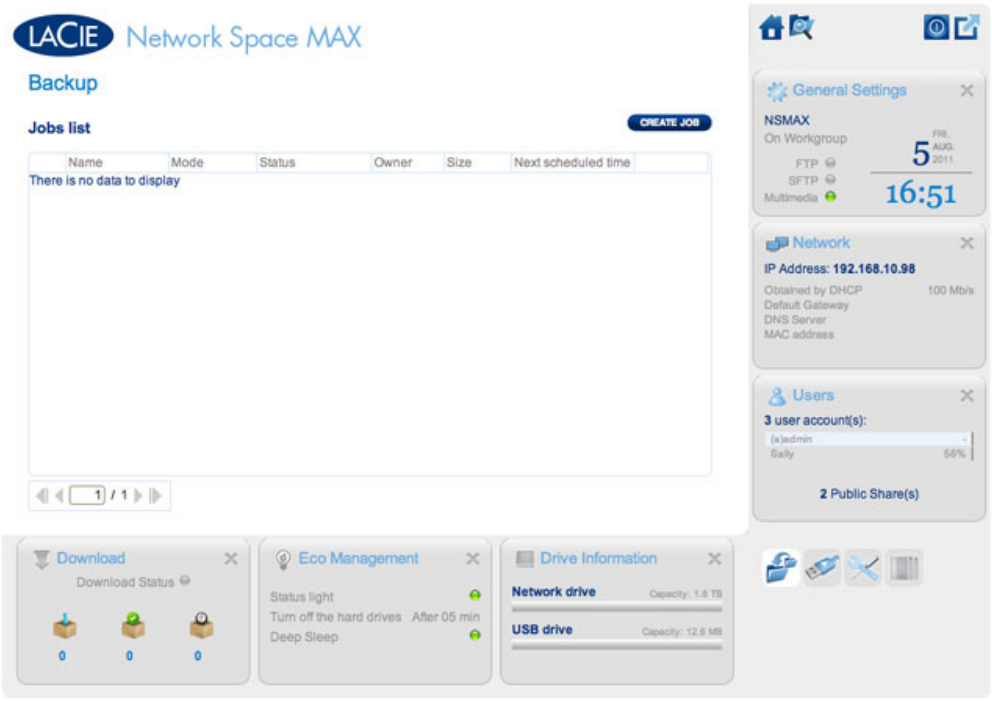
By default, your LaCie network storage will search for updates to its operating system on a weekly basis. If an update is found, the system will install it for you. See Update Product Operating System for details on adjusting the update settings.

Logs

The Logs section will list important events, such as warnings and RAID change results (RAID is only available on the Network Space MAX).

To purge the text from the list, click the **Trash** icon.

DASHBOARD - BACKUP



Your LaCie network storage features a robust backup and restore system that allows you to back up files:

- From your LaCie network storage to an external hard drive connected to the front USB port
- From an external hard drive connected to the front USB port to the LaCie network storage
- Between shares on the network storage (i.e. from OpenShare to MyShare, MyShare to USBShare, etc.)

Examples:

Backup: To secure the family media and other important files, you wish to backup the contents of your LaCie network storage onto an external USB hard drive. Once the external hard drive is plugged into the front USB expansion port, you can use the Backup page to schedule the frequency and type of backup. Backups are flexible, allowing you to choose every day, once a week, or once a month.

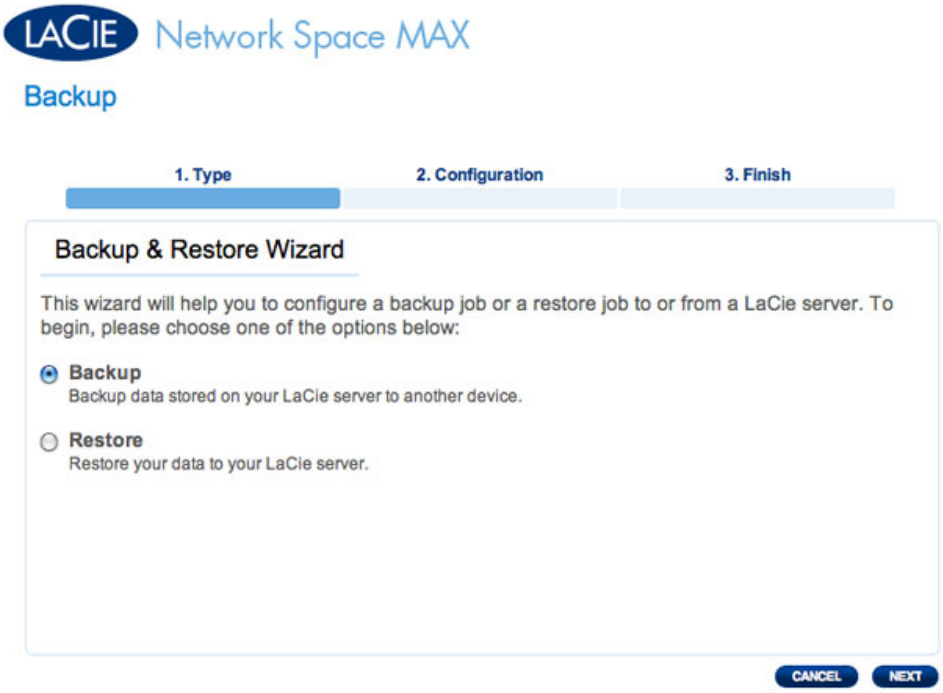
Restore: Someone in the household accidentally deleted a critical term paper from his LaCie network storage share. Thankfully, you have backed up the network storage every night onto an external hard drive. Once the external hard drive is plugged into the front USB expansion port, you can go to the Backup page to restore the missing document.

The **Backup & Restore Wizard** will help you set up backup jobs and to restore files that may have been deleted or lost. The system saves up to 10 versions of backups, giving you the flexibility to restore earlier versions of files.

To begin:

1. Choose the **Backup** page in the Dashboard
2. Click the **CREATE JOB** button

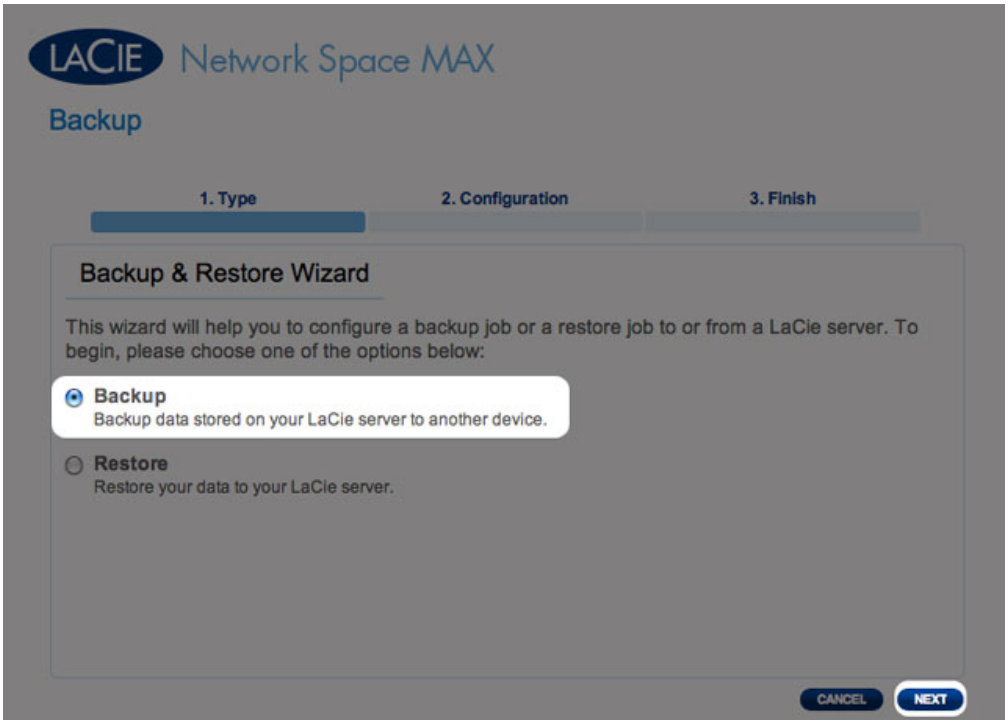
3. Choose between **Backup** and **Restore**



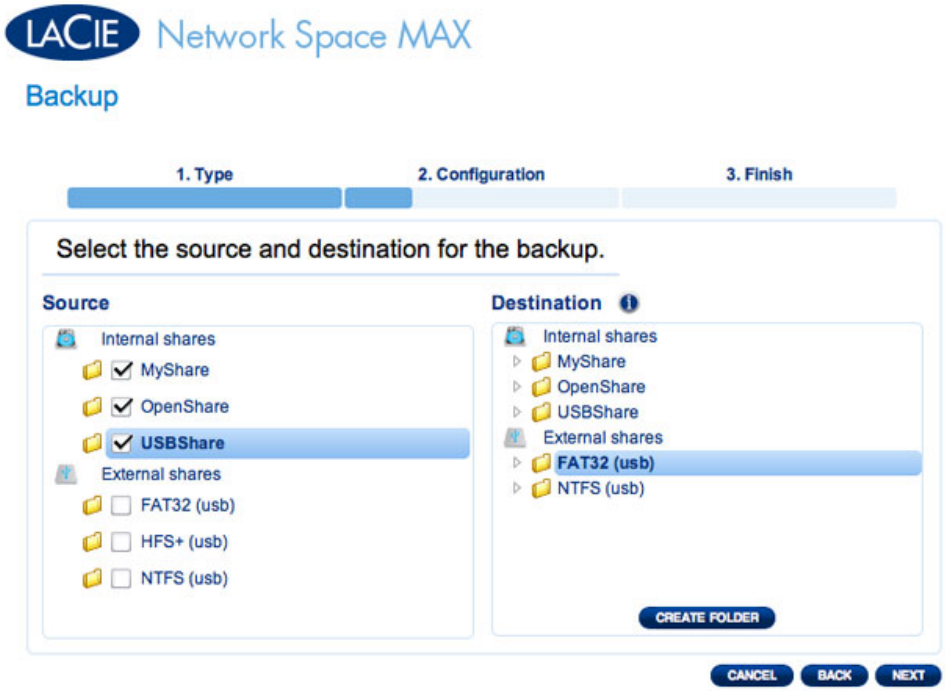
4. Follow the directions below

Backup

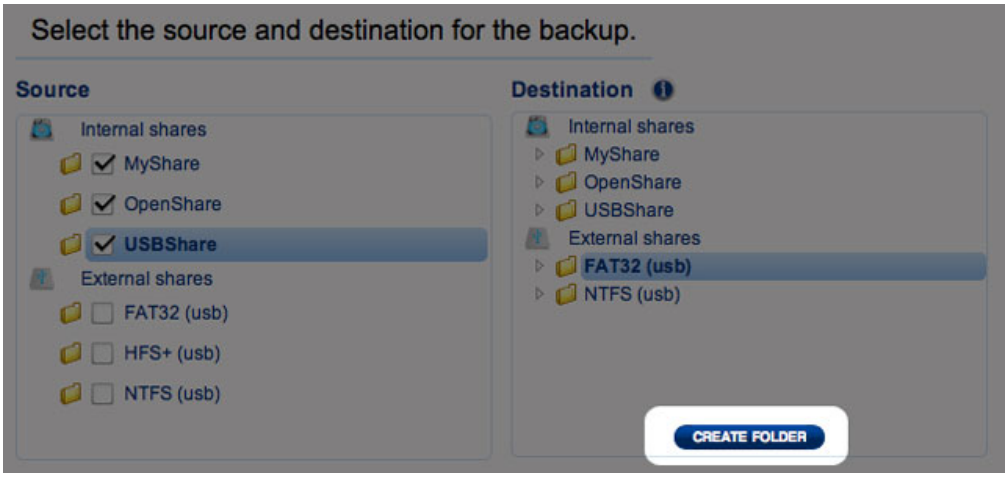
1. Select **Backup**, then click **NEXT**.

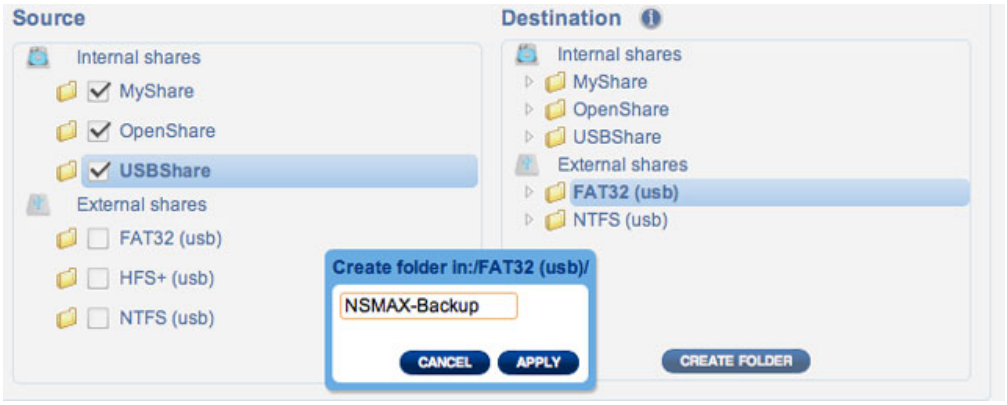


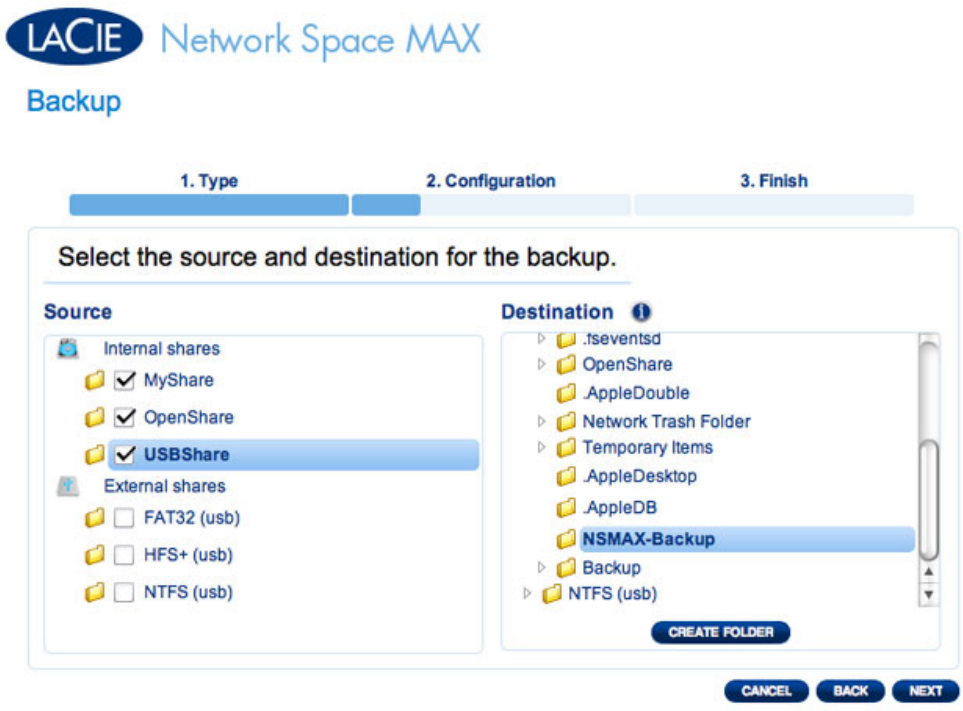
2. In the next screen, choose one or multiple sources (i.e., what will be backed up) in the left-hand column. Then choose a destination (i.e., where the files will be backed up) in the right-hand column.



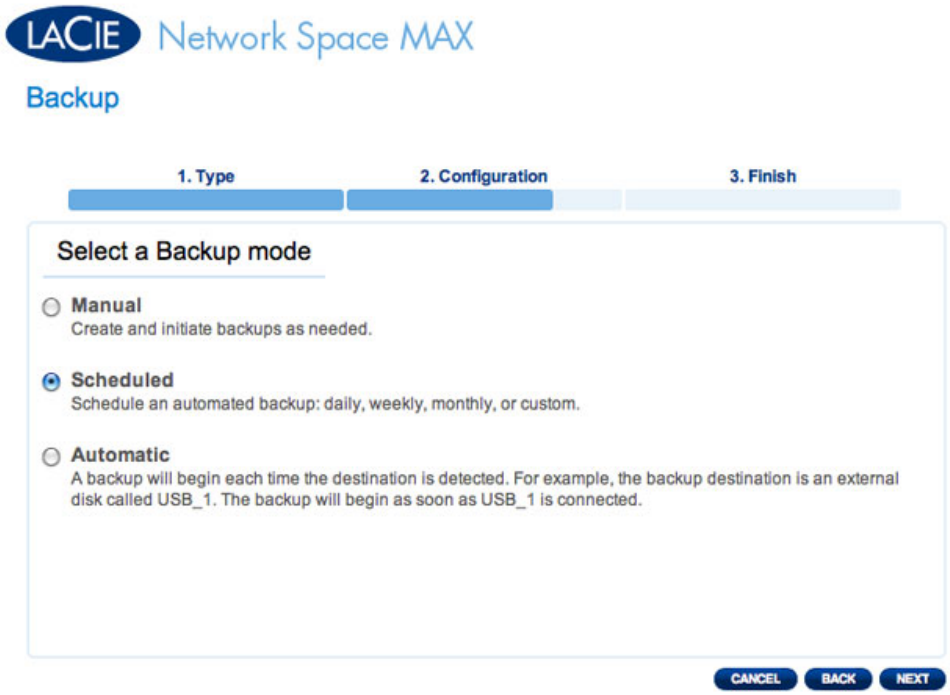
3. To create a new folder, navigate to an ideal location on the destination volume then click the **CREATE FOLDER** button. Note that shares or folders to which you do not have write access will not be listed. For example, volumes that are formatted in HFS+ (Mac) can be read but not written to.





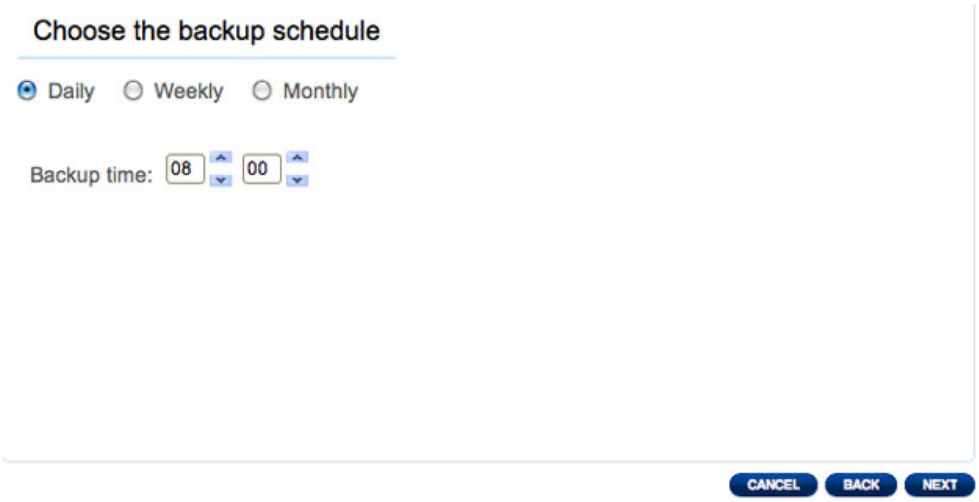


4. Click **NEXT**.
5. Select a backup mode, then click **NEXT**.

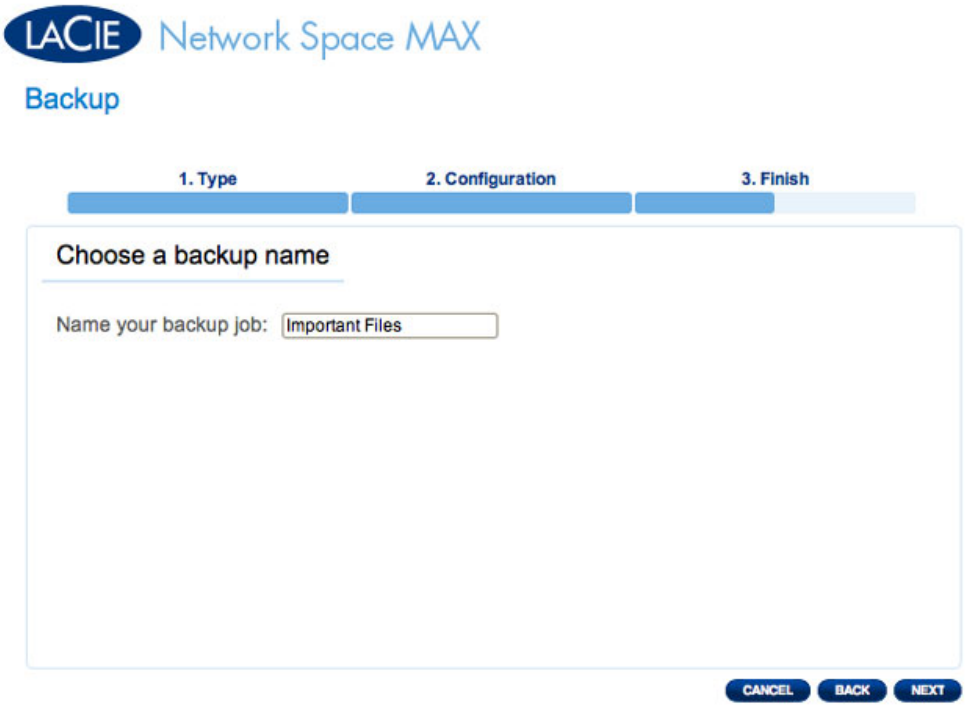


- **Manual** means that the backup job will only run when you execute it.
- **Scheduled** means that the backup job will run according to a schedule you set.
- **Automatic** means that the backup job will run automatically when both the backup source and destination are available. This option is only available if one of the devices (*Source* or *Destination*) is an external hard drive. Once Automatic is selected, you will have the option to select **Auto eject** to unmount the external hard drive once the backup has completed.

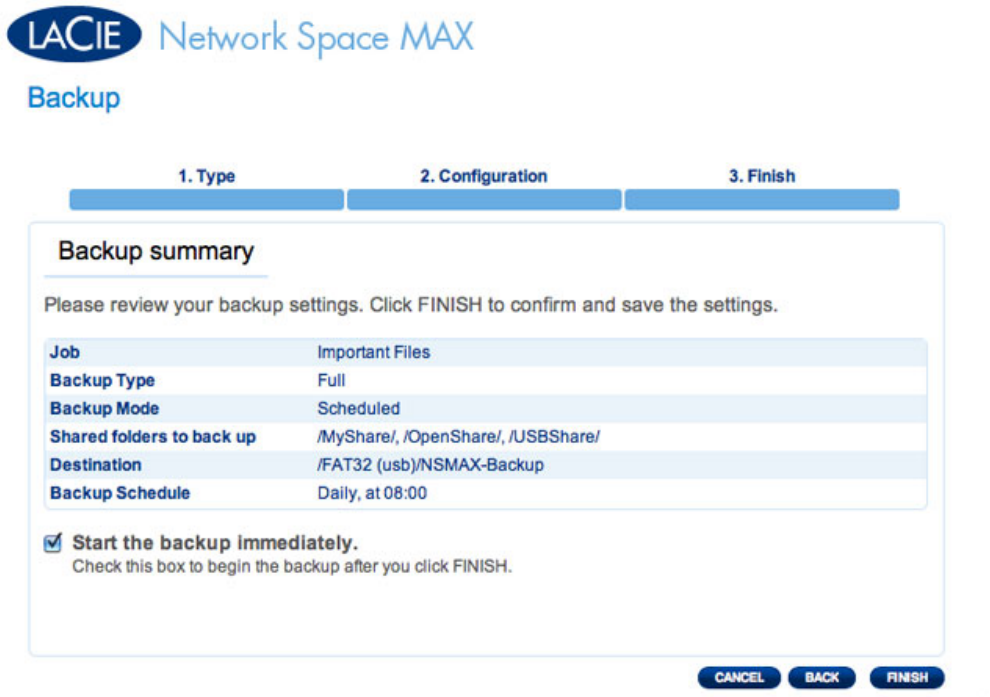
6. If you selected **Scheduled** as a backup mode, another window will ask you to choose a frequency and a time before clicking **NEXT**.



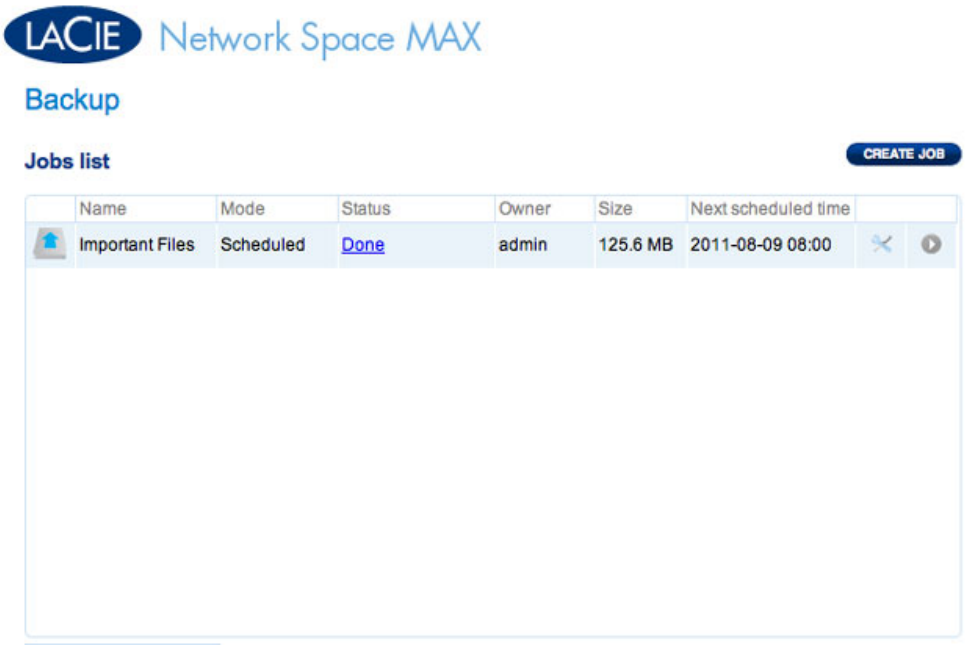
7. Type a name for the backup job then click **NEXT**.



8. The next screen will display a summary for the backup job. You will have the option to begin the backup by checking the box next to **Start the backup immediately.** Click **FINISH**.

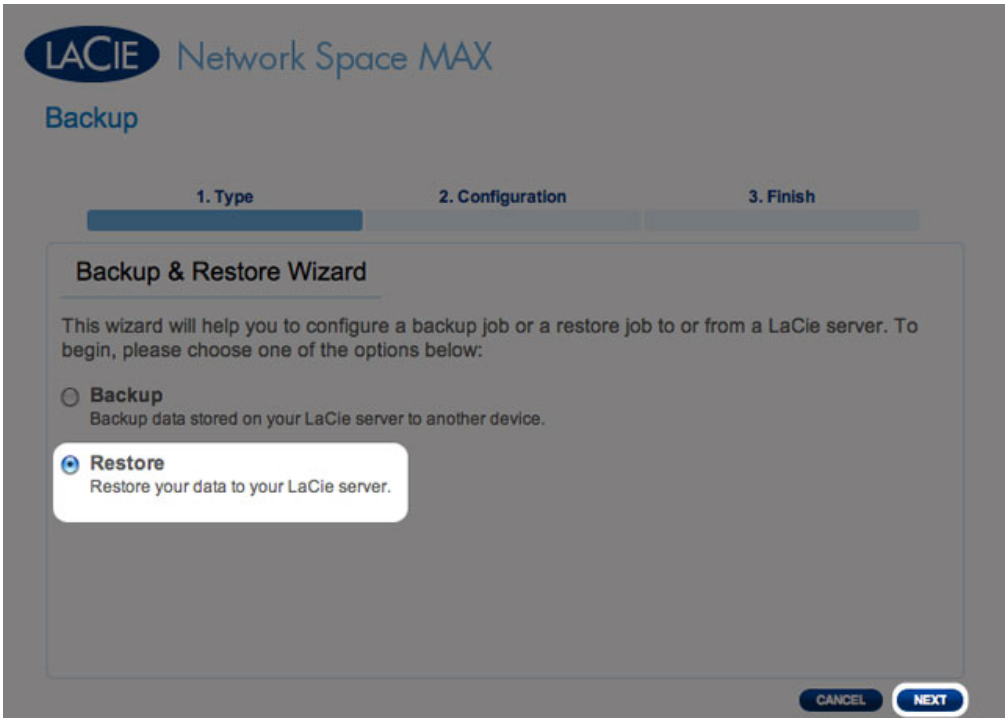


9. The backup will be added to the **Jobs list**.

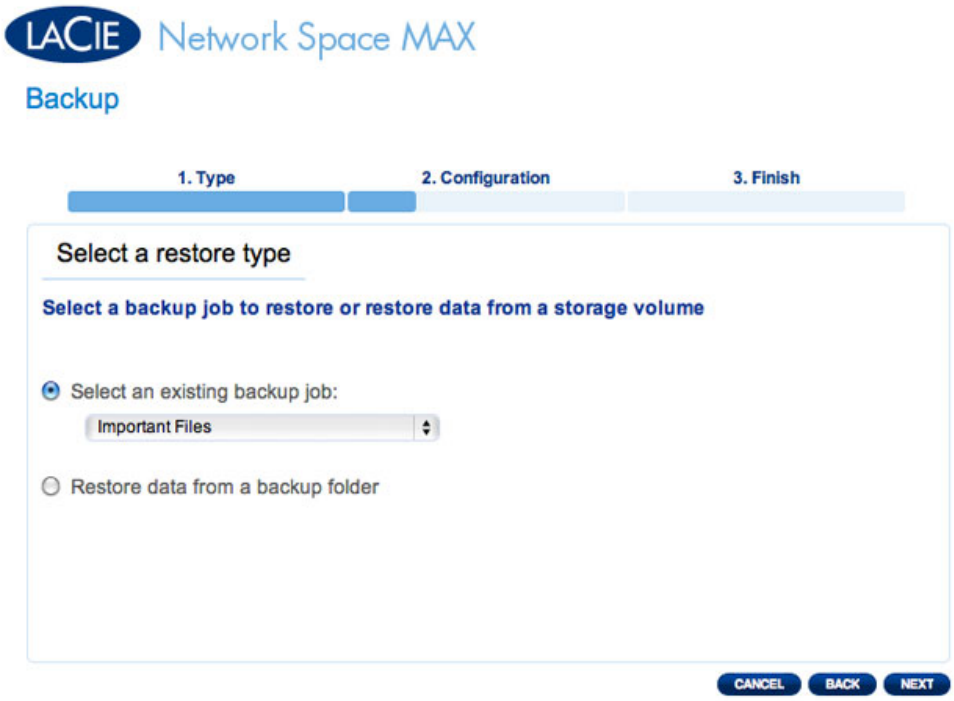

LACIE
Network Space MAX
Backup
Jobs list
CREATE JOB
Name
Mode
Status
Owner
Size
Next scheduled time
Important Files
Scheduled
Done
admin
125.6 MB
2011-08-09 08:00

Restore

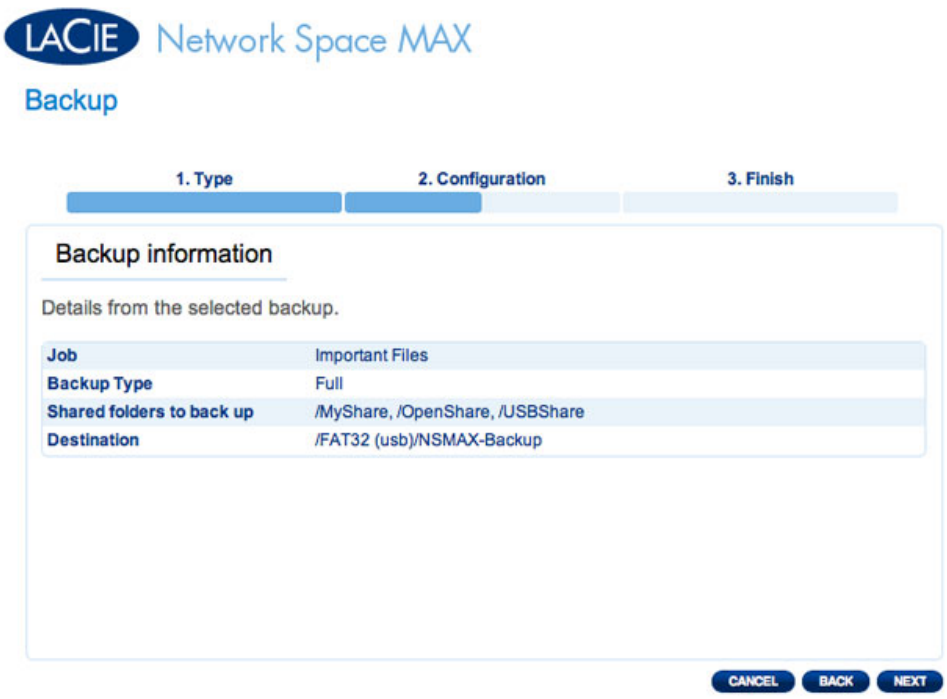
1. Select **Restore**, then click **NEXT**.



2. Select a restore type, either from an existing backup job, or from a backup folder. Click **NEXT**.



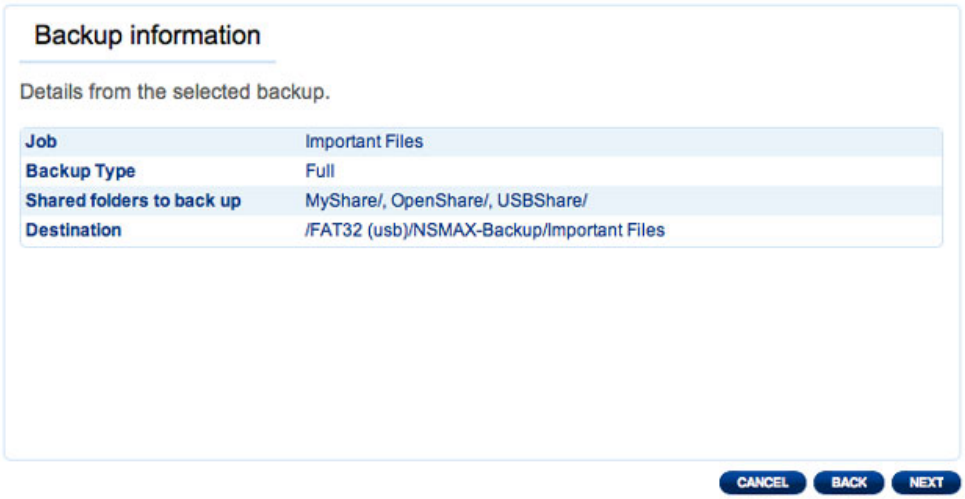
- If you chose to restore from an existing backup job, information about that job will be listed in the next screen for your confirmation. Click **NEXT**.



- If you chose to restore data from a backup folder, the next screen will allow you to select the source from which you want to restore the data. Valid backups will have a red folder icon. Choose the backup directory, then click **NEXT**. Information about that backup source will be listed in the next screen for your confirmation. Click **NEXT**.

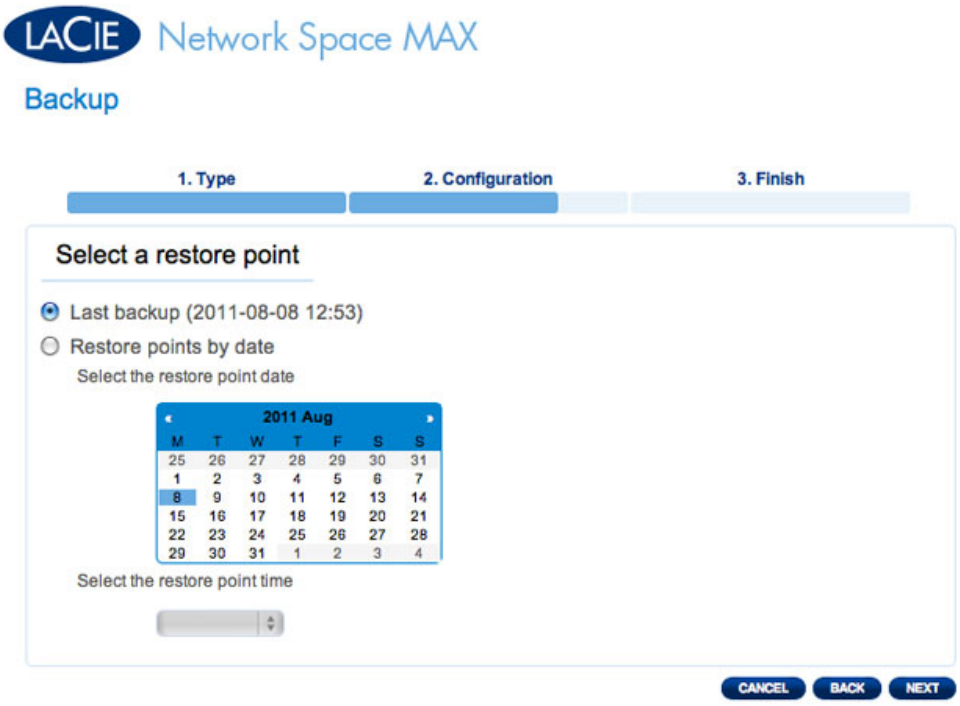
Browse to the Source data location

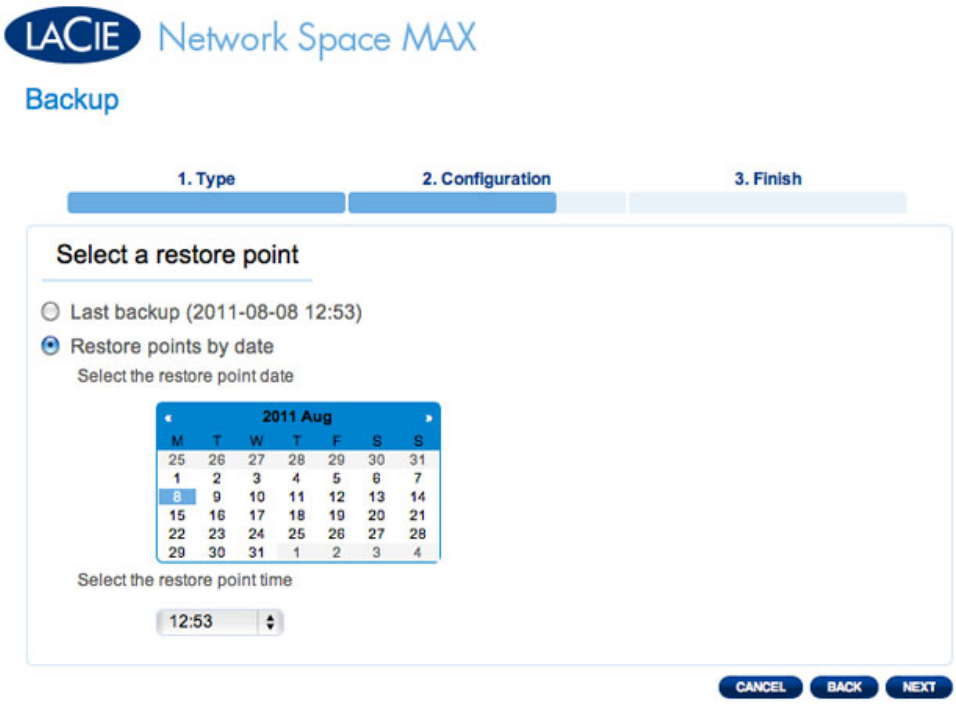
A valid Backup to Restore will appear as red



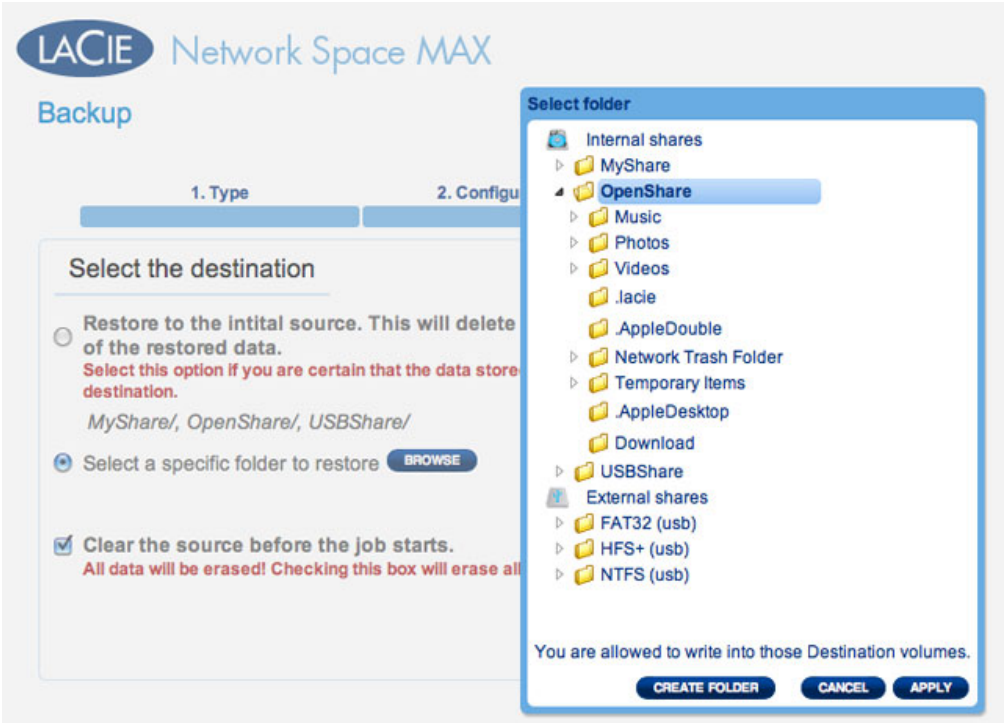
Summary of the Backup that will be Restored

3. In the next screen, choose a restore point. A restore point corresponds to a version of the directory for each time it was backup up. Choose to either restore the directory from the last backup, or by date. If you choose by date, select the date in the calendar, and the time from the drop-down menu. Then click **NEXT**.

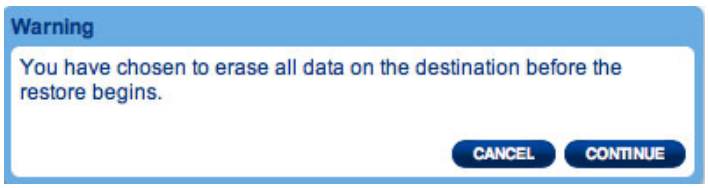




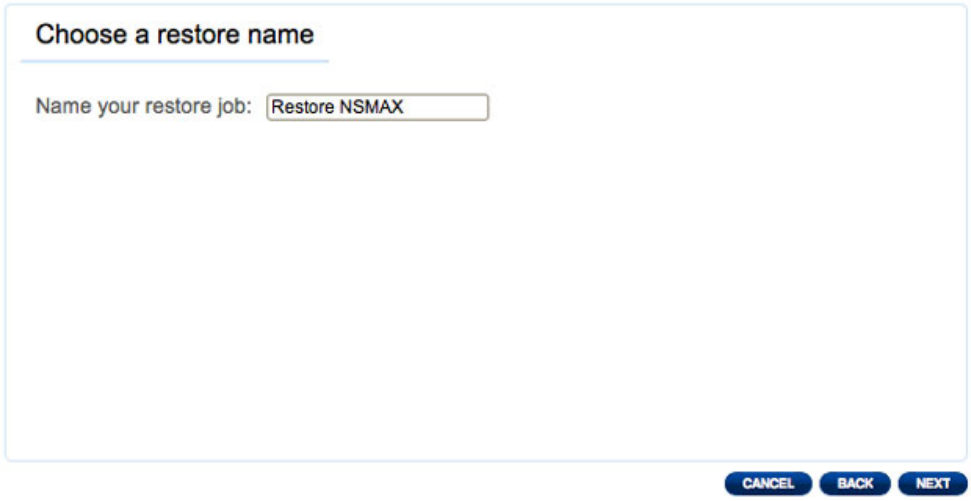
4. In the next screen, choose where to restore the backup.
   - Restore to the initial location of the data, which will save over the source folder with the backed up folder. This gives priority to the backup and will replace the source folder contents.
   - If you want to restore the backup to a specific folder, click this option, then click the **BROWSE** button. Navigate to the destination, then click **APPLY**.



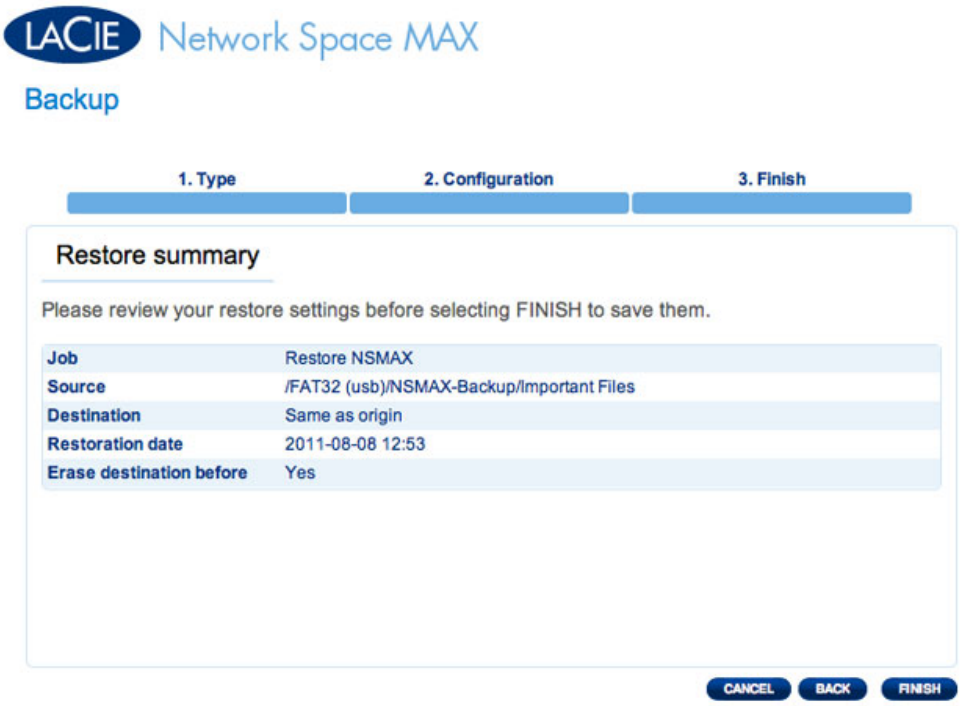
- To free disk space, you can choose to clear the source before the job starts. By checking the box in this step, all data will be erased in the source directory. Before continuing to the next step, a prompt will ask you to acknowledge that all data will be erased in the source before the restore begins.



5. In the next screen, name the restore job, then click **NEXT**.



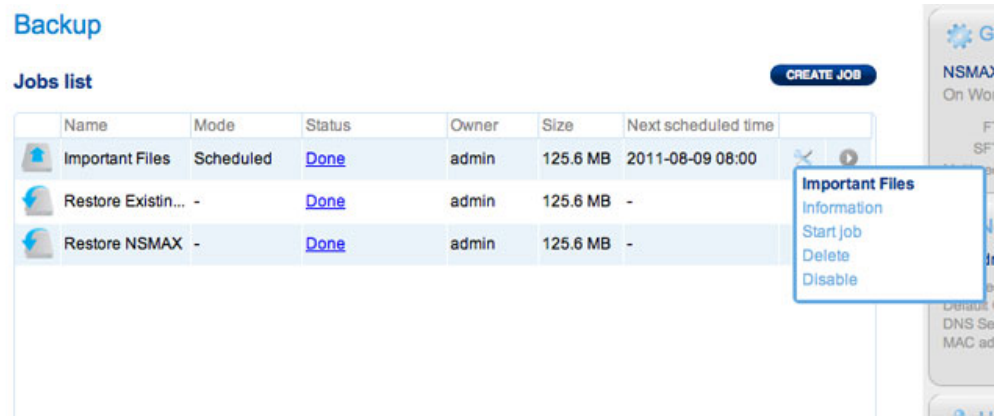
6. The next screen will display a summary for the restore job. Click **FINISH** to add the job.


LACIE Network Space MAX
Backup
1. Type
2. Configuration
3. Finish
Restore summary
Please review your restore settings before selecting FINISH to save them.
Job
Restore NSMAX
Source
/FAT32 (usb)/NSMAX-Backup/Important Files
Destination
Same as origin
Restoration date
2011-08-08 12:53
Erase destination before
Yes
CANCEL
BACK
FINISH

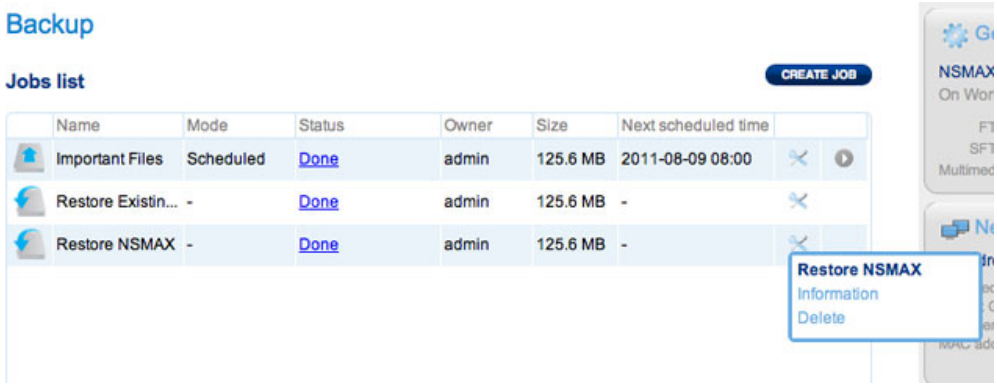
Modifying Existing Jobs

Jobs you have created will be listed in the table on the Backup page. This table will display useful information that will help you to manage the jobs. Click the configuration (intertwined screwdriver and wrench) icon in the far-right column for options. You can get detailed information on a job, start it, delete it, or enable/disable it.

If you disable a scheduled job, it will not run until it is enabled.

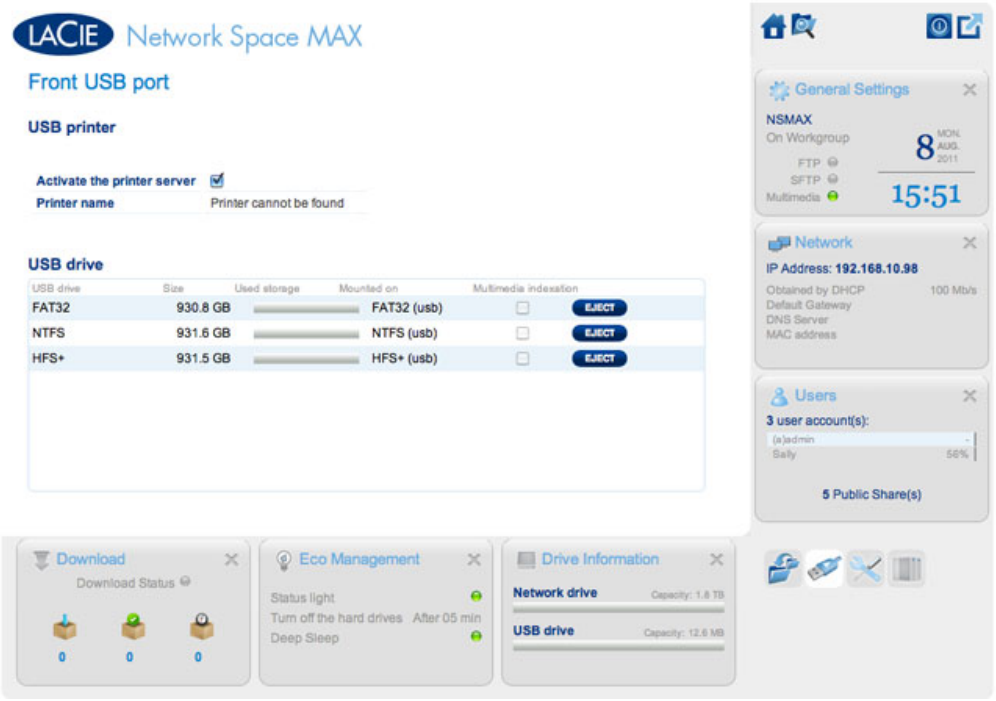


Modify a Backup Job



Modify a Restore Job

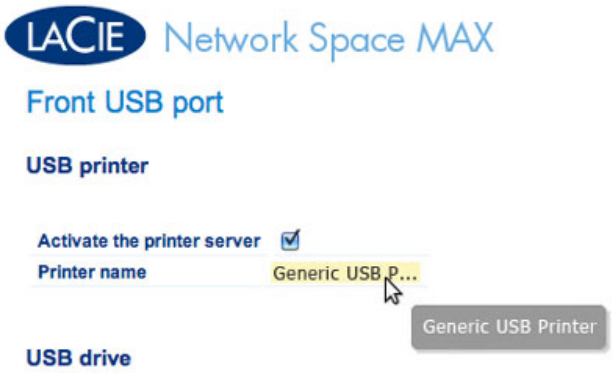
DASHBOARD - FRONT USB PORT (EXPANSION)



This page provides information on devices connected to the front USB expansion port. Please note that the rear USB device port is meant to plug the network storage device to your computer.

USB Printer

Your LaCie network storage device features a printer server.



To activate it:

1. Check the box next to **Activate the printer server**
2. Power on the printer and connect it to the front USB expansion port.
3. Once connected, the printer will be listed on the **Dashboard - External Ports** page, and it will become available throughout your network. Correct printer drivers must be installed on the host computer.

Important info: For multi-function printers, only the print feature is supported. If your printer has a scan feature, for example, it will not work when connected to LaCie NAS.

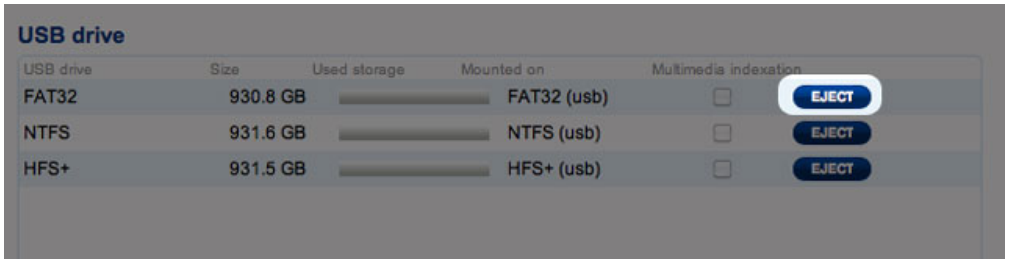
In addition, only PostScript printers are supported. If your printer does not display on the Dashboard - External Ports page, it is likely that the printer does not support PostScript printing. This is frequently the case with multi-function and photo printers. LaCie cannot guarantee that your printer supports the proper protocols to make it a networked printer.

External Drives

Connect an external hard drive to the front USB port and it will be listed on this page. Once connected, the drive's partition(s) will behave similarly to OpenShare or USBShare on your LaCie network storage. You may view the volume(s) on the **Dashboard - Shares** page and access data using your operating system's file system (an Explorer window for Windows users, and the Finder for Mac users).

Important info: External hard drives connected to the USB expansion port are always fully public on the network and their names cannot be changed.

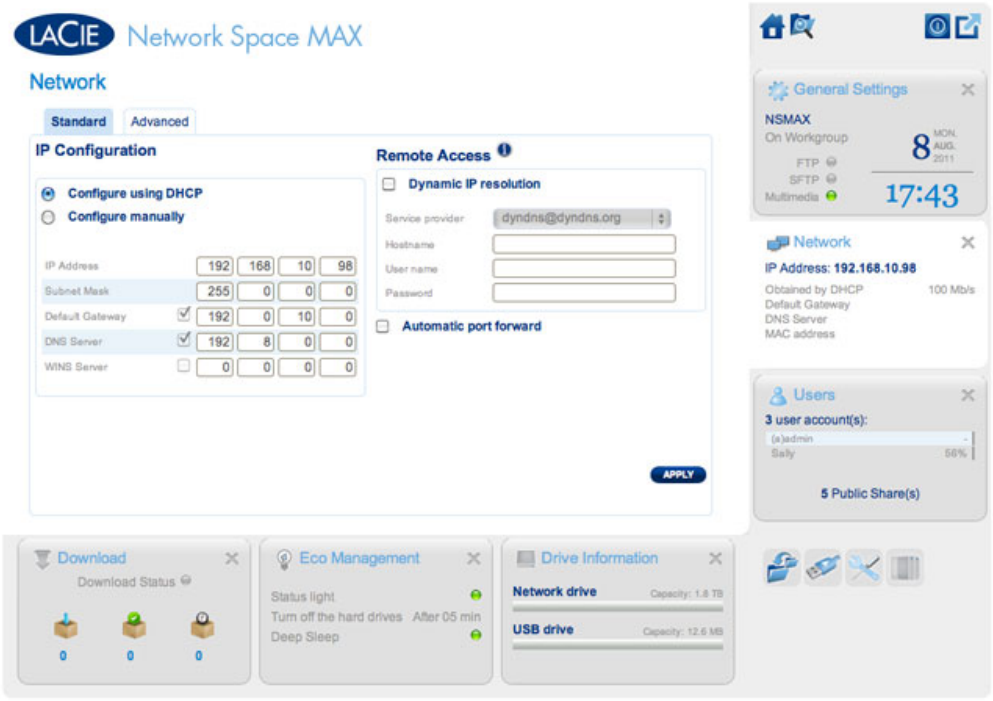
To avoid damaging your external hard drive's file system, click the **EJECT** button before disconnecting it from your LaCie NAS.



Technical note: External USB hard disks must be formatted in one of the supported systems to be compatible with your LaCie storage device: MS-DOS (FAT32), NTFS, HFS+ (non-journaled only), EXT3, or XFS. Please note that HFS+ is read only.

DASHBOARD - NETWORK

Standard Tab



IP Configuration

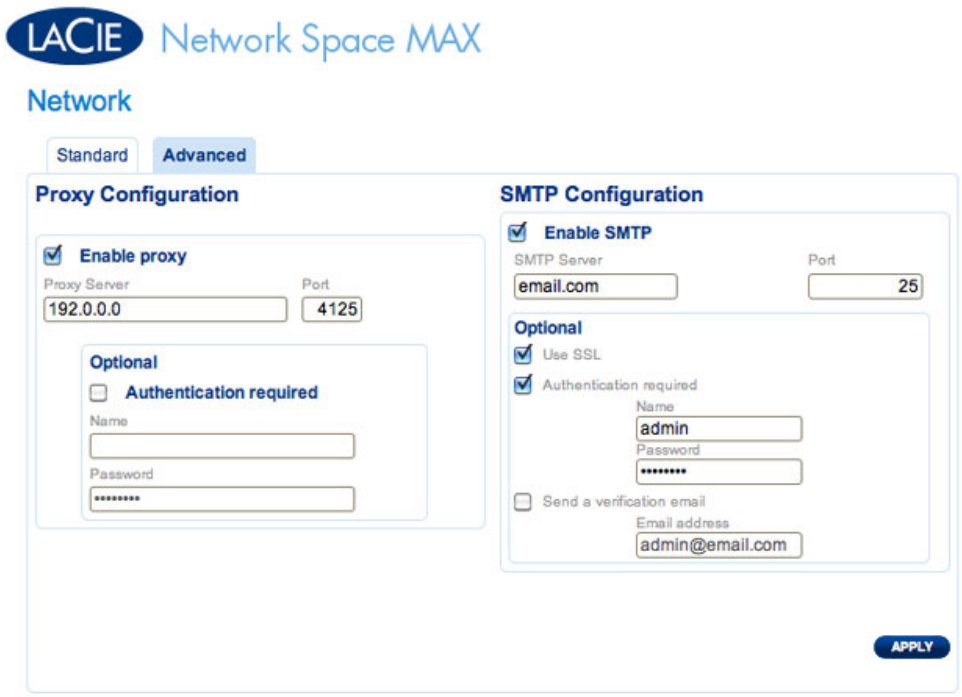
Choose between **Configure using DHCP** and **Configure manually**. If your network is DHCP-enabled, as are most consumer networks, the LaCie network storage will automatically be assigned an IP address. As a result, most users will see that the table has been filled in with values. If you select **Configure manually**, you will be able to modify the table values to conform to your non-DHCP-managed network.

Important info: Please make certain that you do not change the IP address without a complete understanding of your network. You may risk losing contact with your network storage device if the IP address is not compatible with your network. Contact your Internet provider or network administrator for further information.

Remote Access

See Advanced Accessibility Features.

Advanced Tab



Proxy Configuration

Your LaCie network storage can be configured to connect to a proxy server:

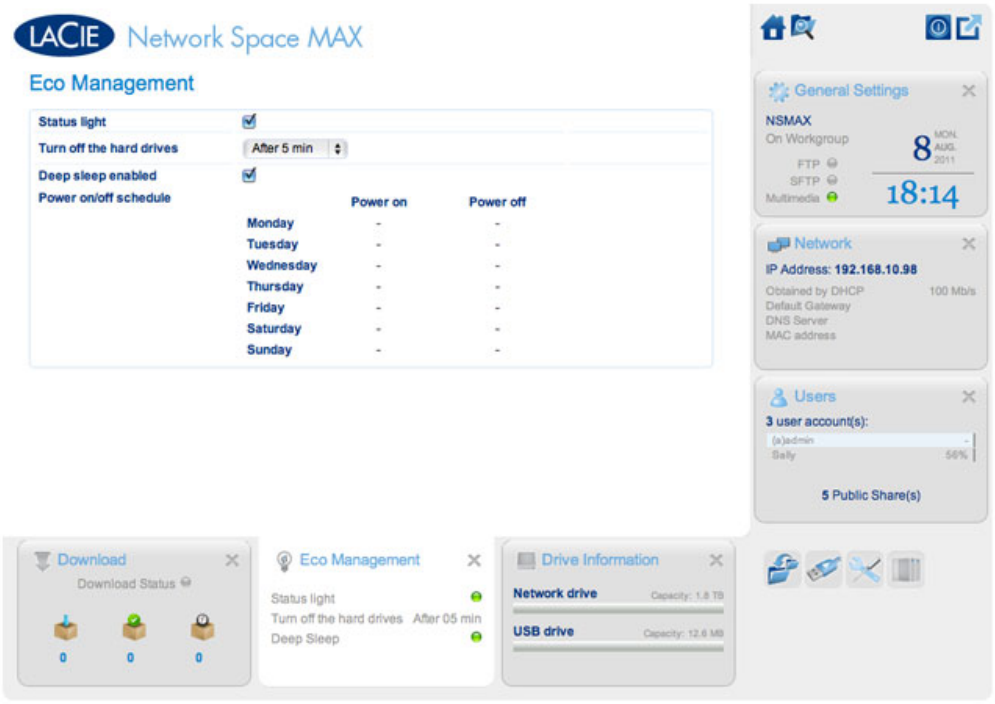
1. Activate the feature by clicking the **Enable proxy** box
2. Fill in the proxy server address, port, and optional authentication information
3. Click **APPLY**

SMTP Configuration

To permit your LaCie network storage to send alert emails to users, configure the SMTP settings in this section. Verify that the alert system works by:

1. Check the box next to **Send a verification email**
2. Fill in the field for **Email address**
3. Clicking the **APPLY** button.

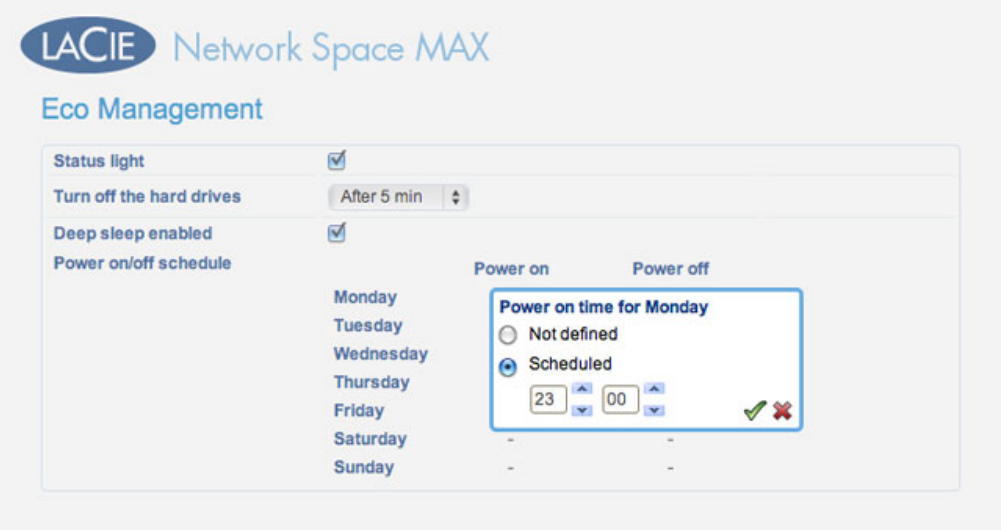
DASHBOARD - ECO MANAGEMENT



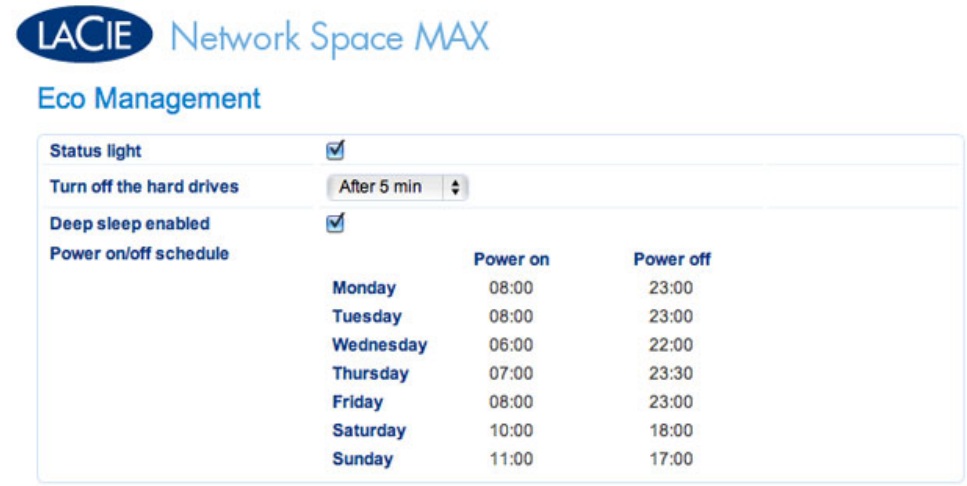
- **Status light on:** Uncheck this box to turn off the front blue LED. Note that this will not disable warning indicators.
- **Turn off the hard drives:** Set the duration of inactivity after which the disks will revert to Eco mode. In Eco mode, the disks spin down to reduce power consumption. The product leaves Eco mode automatically when a request is sent to the drive.
- **Deep sleep enabled:** Deep sleep means that the drive will enter a very low energy consumption mode when you activate it using the **Shutdown Options** button on the Dashboard. This mode can also be triggered by holding the device's power button. To wake the drive from Deep Sleep Mode, press the power button or use the Wake on LAN function in the LaCie Network Assistant (see Wake on LAN).

Important info: When deep sleep mode is activated, all processes, including downloads and backups, will be terminated.

- **Power on/off schedule:** Set the drive to activate/deactivate deep sleep mode at a certain time to save energy. Click the setting in the **Power on** and **Power off** columns to enter the time for each day of the week.



Schedule Deep Sleep Mode

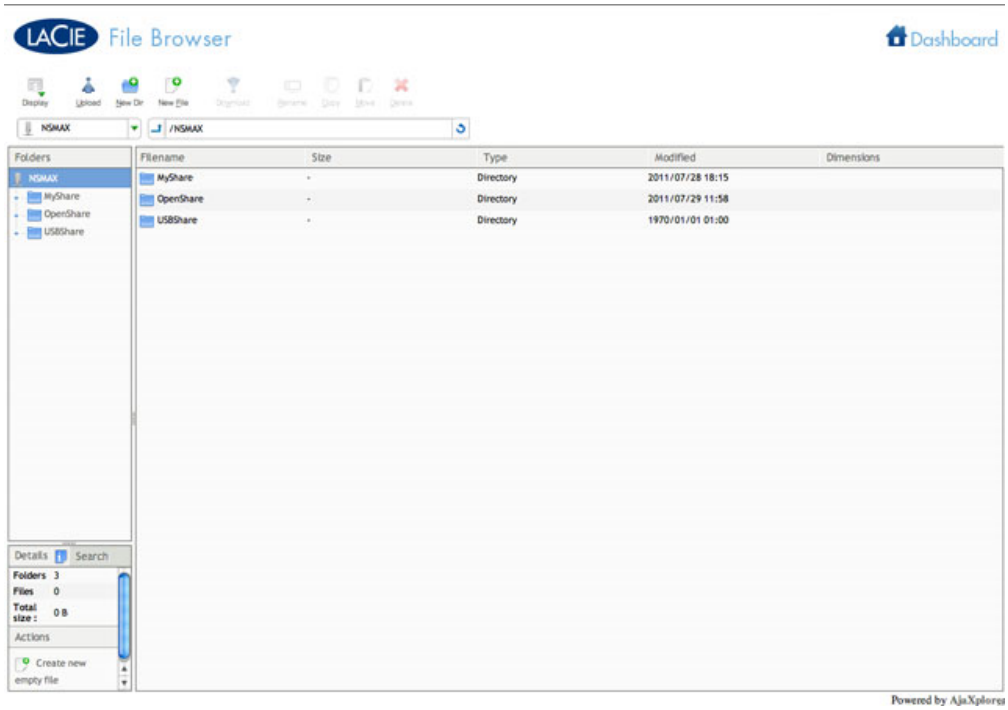


Example of a Deep Sleep Mode Schedule

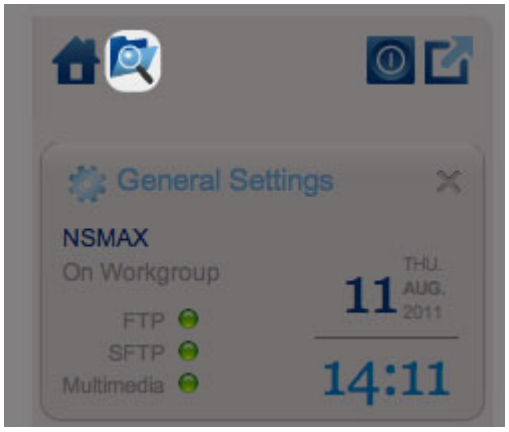
DASHBOARD - RAID MANAGEMENT

See Manage RAID and Adding a Disk.

DASHBOARD - FILE BROWSER



The Dashboard features an interactive file browser that allows you to manage and transfer files via HTTP. Access the File Browser by clicking its icon in the upper right-hand corner of the Dashboard.



File Browser icon

The File Browser allows you to transfer, copy, and delete files, as well as view photos in thumbnails and even stream multimedia content such as mp3 music files. It is a convenient way to interact with files stored on your external hard drives through the network, whether they are connected via the local network or the Internet (see Remote Access). Also, since the File Browser offers faster transfers than desktop drag-and-drop, it is more effective when copying large files.

The File Browser is composed of four parts:

1. The toolbar allows you to perform various functio

n
, s
s
u
c
h
a
s
c
h
a
n
g
i
n
g
t
h
e
w
a
y
f
i
l
e
s
a
r
e
d
i
s
p
l
a
y
e
d
a
n
d
u
p
l
o
a
d
i
n

g
f
i
l
e
s
t
o
s
t
r
e
a
m
i
n
g
f
i
l
e
s
a
n
d
c
r
e
a
t
i
n
g
f
o
l
d
e
r
s
.
2.
F
o
l
d
e
r
s
s
h

o
w
s
t
h
e
f
o
l
d
e
r
s
t
r
u
c
t
u
r
e
o
n
t
h
e
s
e
l
e
c
t
e
d
s
h
a
r
e
.

3. **D**
e
t
a
i
l
s
d
i
s

p
l
a
y
s
i
n
f
o
r
m
a
t
i
o
n
o
n
a
s
e
l
e
c
t
e
d
f
i
l
, e
s
u
c
h
a
s
n
a
m
, e
t
h
u
m
b
n
a
i
l

(image files), file type, dimensions (photos), or duration (v

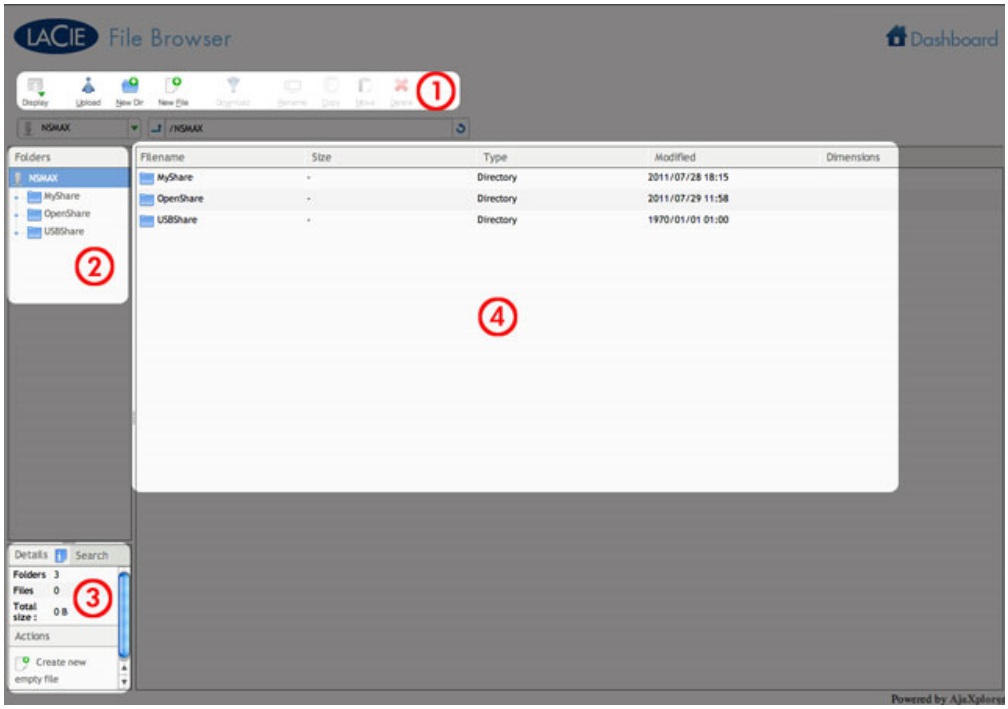
i
d
e
o
s
) ,
w
h
i
l
e
S
e
a
r
c
h
a
l
l
o
w
s
y
o
u
t
o
s
e
a
r
c
h
f
o
r
f
i
l
e
s
b
a
s
e
d
o
n
f

ilename.

4. This section displays the files contained in a selected

e
c
t
e
d
f
o
l
d
e
r
.
T
o
v
i
e
w
t
h
e
f
i
l
e
s
a
s
t
h
u
m
b
n
a
i
l
s
,
s
c
l
i
c
k
T
h
u
m
b
s
i
n

t
h
e
T
o
o
l
b
a
r
.


LACIE File Browser
Dashboard
Display
Upload
New Dir
New File
Duplicate
Rename
Copy
Move
Delete
1
NSMAX
/NSMAX
Folders
NSMAX
MyShare
OpenShare
USBShare
2
Filename
Size
Type
Modified
Dimensions
MyShare
Directory
2011/07/28 18:15
OpenShare
Directory
2011/07/29 11:58
USBShare
Directory
1970/01/01 01:00
4
Details
Search
Folders 3
Files 0
Total size : 0 B
3
Actions
Create new empty file
Powered by AjaXplorer

You can view photos, edit text files, and stream certain types of music. Select the file, then:

- **Photo and TXT files:** Click the **Open with...** button on the toolbar to choose

lbar

- **Music**: Click the play button on in the **Details** panel

ADVANCED ACCESSIBILITY FEATURES

This chapter will describe advanced accessibility features such as remote access, creating shortcuts to your shares, and multimedia streaming.

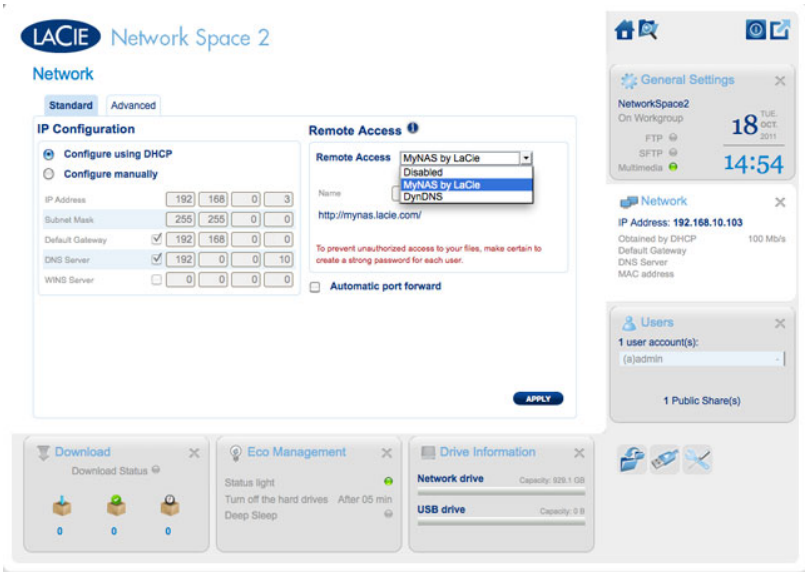
REMOTE ACCESS

With your MyNAS address, you can log onto the Dashboard from remote locations. Enjoy your files anywhere via the File Browser or access the Dashboard to make adjustments in your settings.

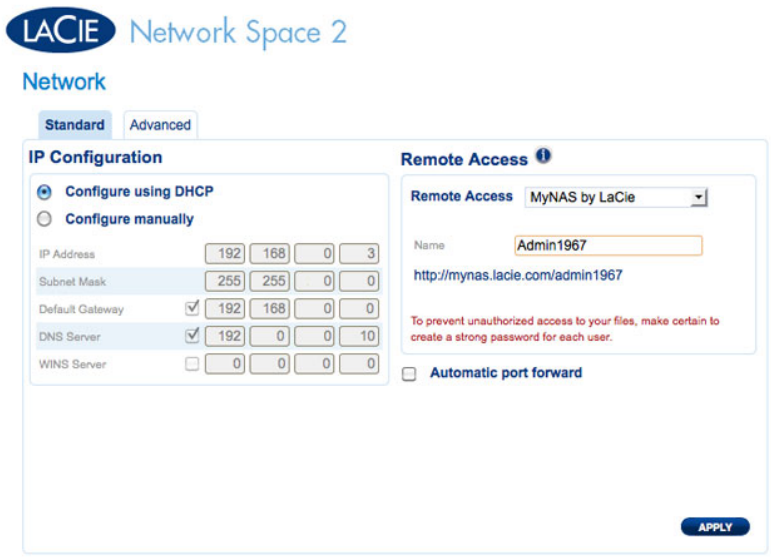
MYNAS ADDRESS

If you do not have a MyNAS address, follow these easy steps to get started:

1. Go to the Dashboard Network page.
2. In the Remote Access pulldown menu, select **MyNAS by LaCie**.



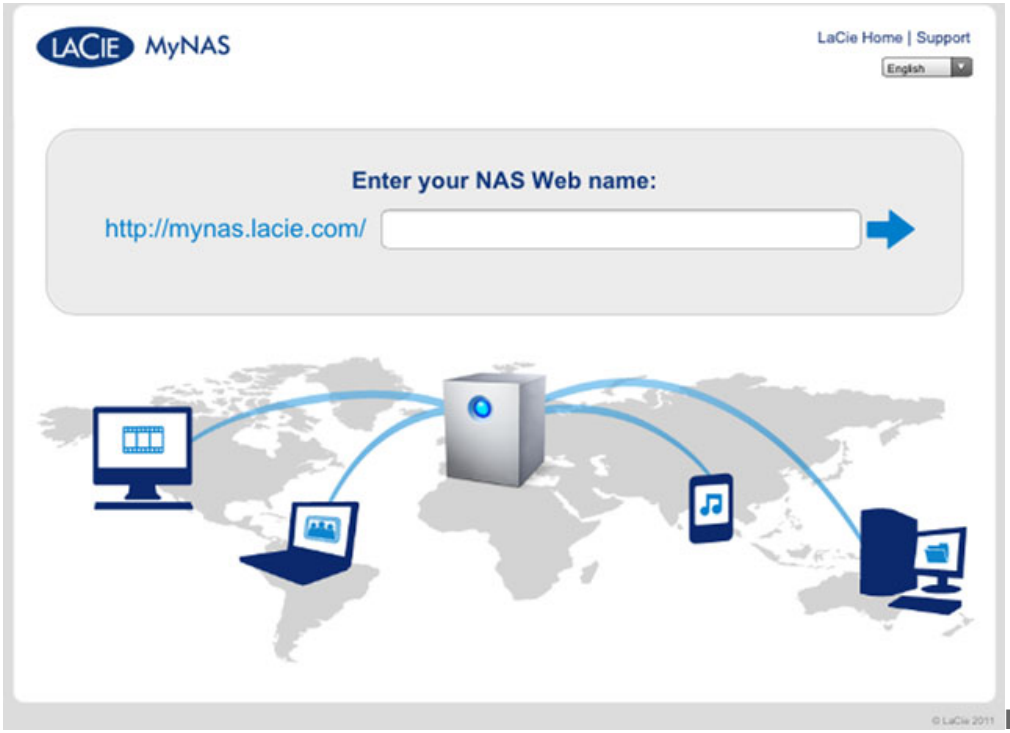
3. Enter the name you would like to use for your MyNAS remote address. The name you enter here will follow **http://mynas.lacie.com**. For example, mynas.lacie.com/admin1967.



4. Click **APPLY**.

To access LaCie MyNAS from a remote location:

1. Launch an Internet browser
2. Go to http://mynas.lacie.com



MyNAS Logon

3. Enter your MyNAS name in the available field
4. Click on the arrow to the right of the field
5. Log into your Dashboard

DYNDNS

You may also choose DynDNS for remote access. For more information on creating an account with DynDNS, please see their website.

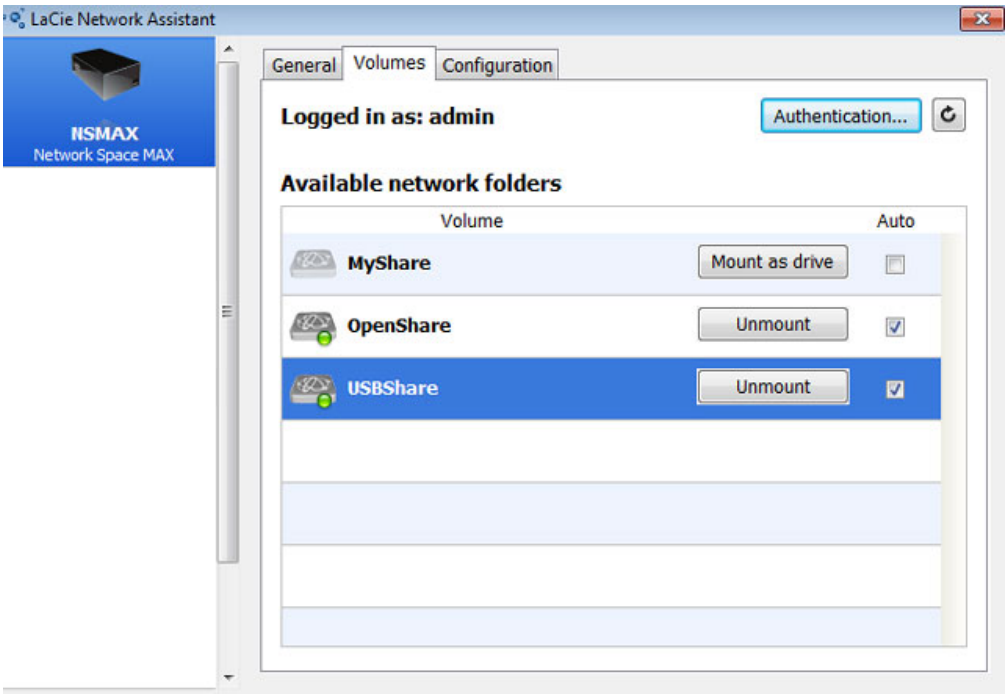
CREATING SHORTCUTS TO SHARES

You can create shortcuts to shares using LaCie Network Assistant and your operating system.

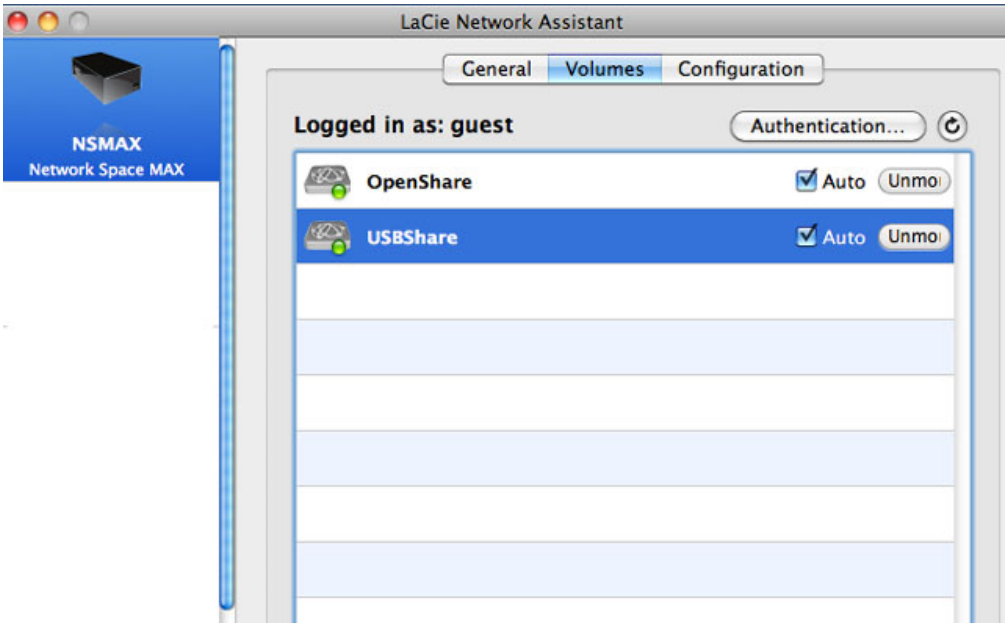
Create a Shortcut Using LaCie Network Assistant

LaCie Network Assistant can be configured to automatically mount shares on your computer, which allows you quick access to the files they store:

1. From the LaCie Network Assistant menu, click **Open LaCie LaCie Network Assistant...**. (Choose **Configuration Window** with earlier versions of LaCie Network Assistant.)
2. Select your network storage from the left-hand column (i.e. Network Space 2 and/or Network Space MAX).
3. Click the **Volumes** tab.
4. Next to the share(s) you wish to map, check the box under the column **Auto**.



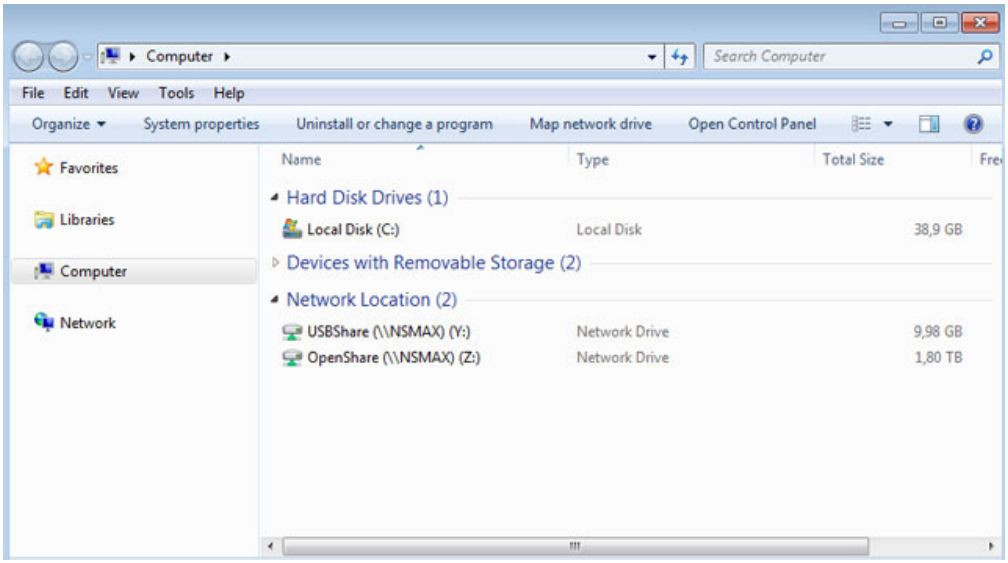
Auto Mount Shares - Administrator



Auto Mount Shares - User

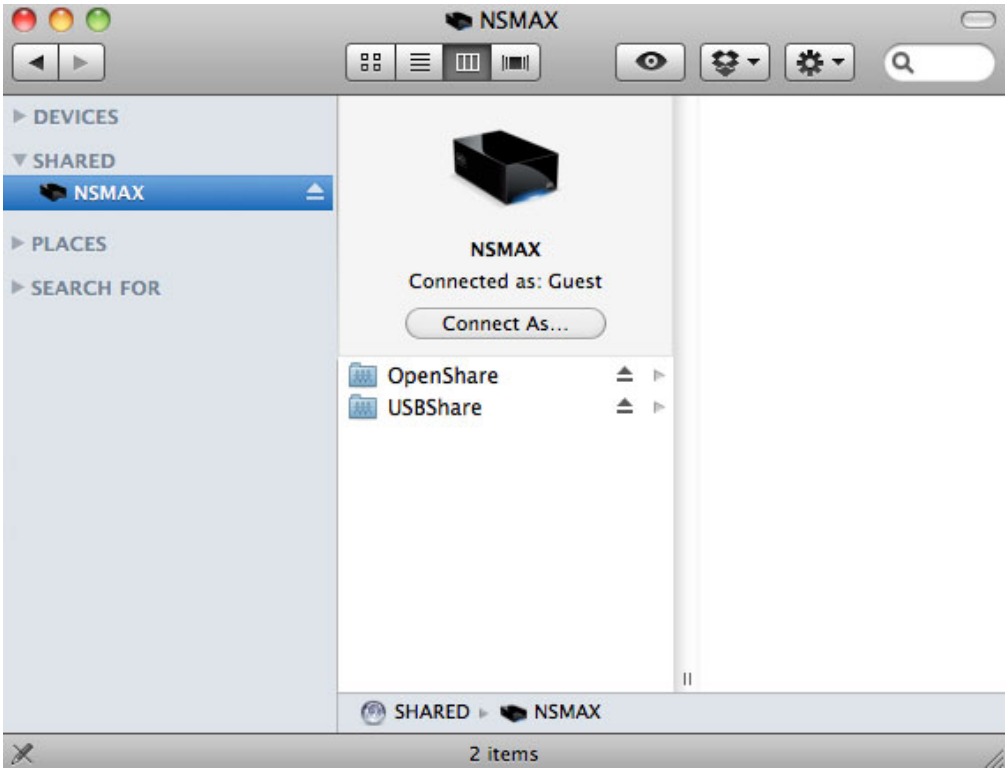
If you see the message “can't list volumes,” it may be because you are using an outdated version of LaCie Network Assistant. Download the most recent version from the LaCie website (http://www.lacie.com/support).

5. **Windows users:** The share will mount in **My Computer/Computer** automatically when the computer detects it on the network.



Auto Mount Shares - Windows

Mac users: The share volume icon will appear on your desktop and in your Finder automatically when the computer detects it on the network.

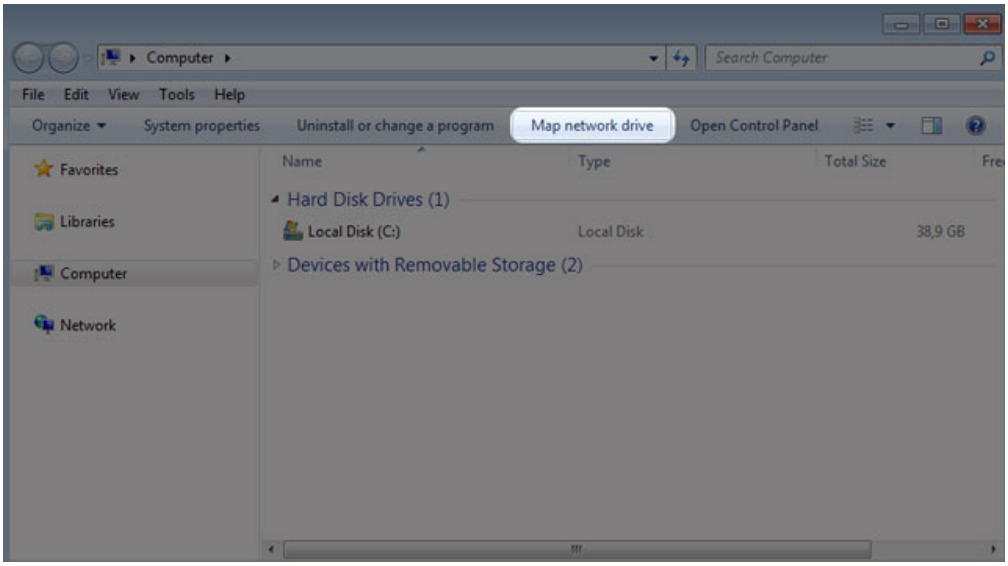


Auto Mount Shares - Mac

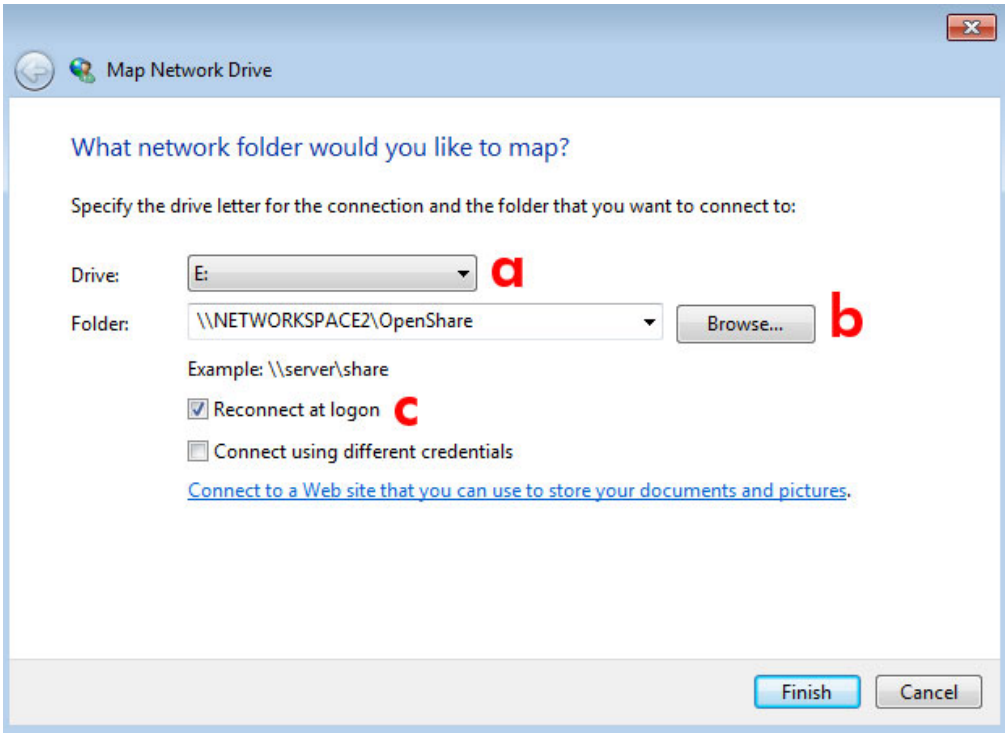
Create a Shortcut Using the Operating System

Windows XP, Vista, and Windows 7 Users

1. From an Explorer window in Windows XP, select **Tools > Map Network Drive**. For Windows Vista and Windows 7, navigate to **Computer** in an Explorer window to click **Map Network Drive**.



2. Browse to and select the share you wish to auto mount.



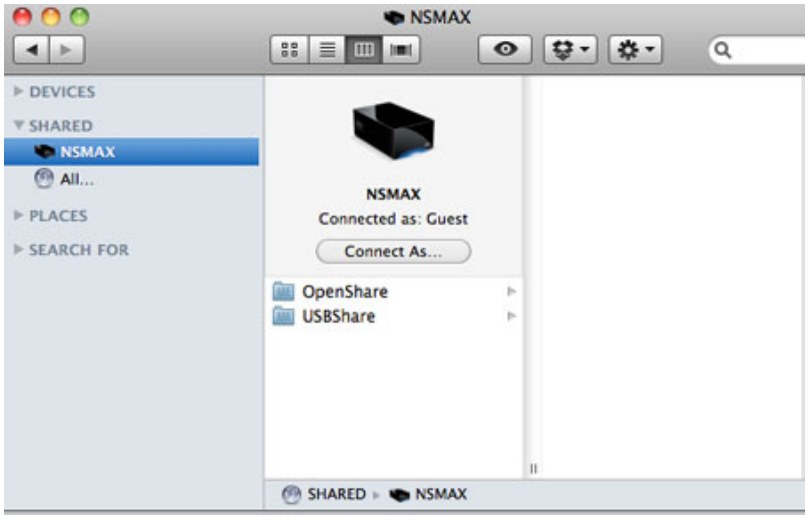
- a. Choose a free letter to assign to the share
- b. Browse the network for the share you wish to mount
- c. Check the box next to **Reconnect at logon** to have the share mount each time you log onto your computer

3. Repeat the steps for other shares.

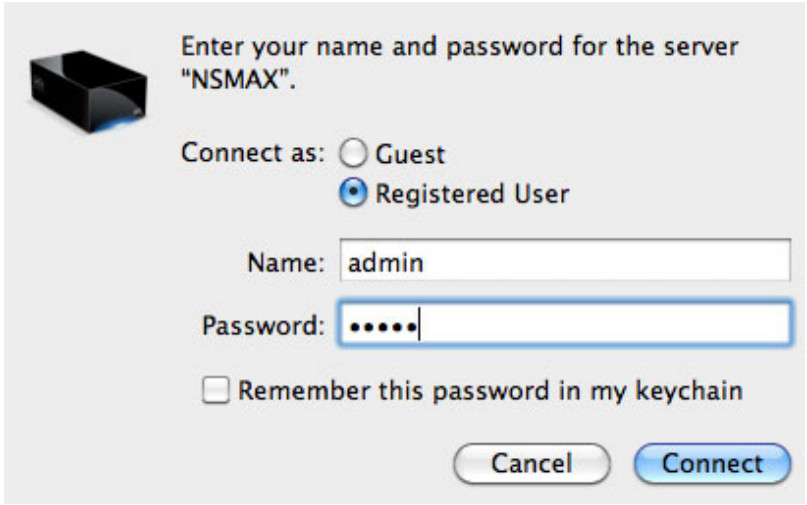
Mac Users

Mount

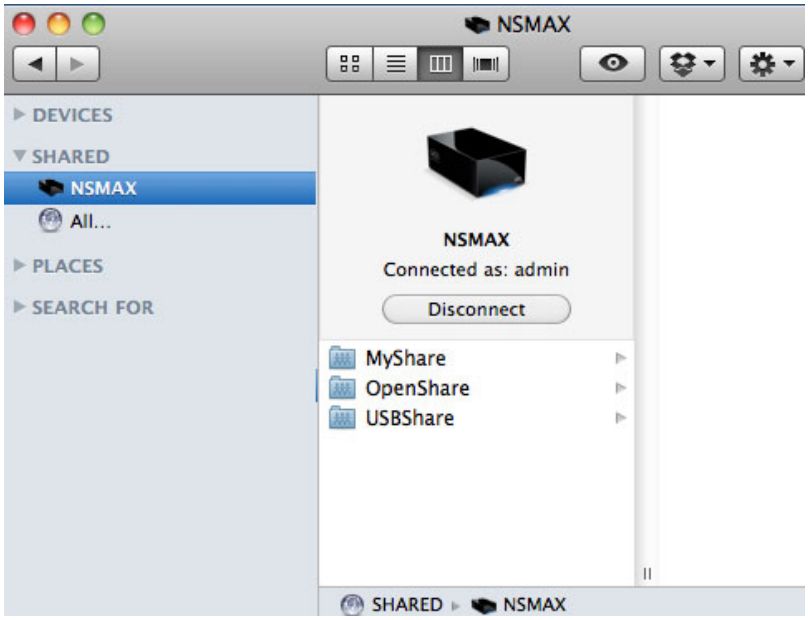
1. Open a new Finder window. On the left of the window, navigate to **Shared > [machine name] > [share]**. OpenShare and USBShare will be available to all users on the network.
2. For access to MyShare and User Shares:
   - Select the LaCie network storage in **SHARED**



   - Select **Connect As...** to enter the **Name** [user or administrator username] and Password



   - The user share or MyShare will mount

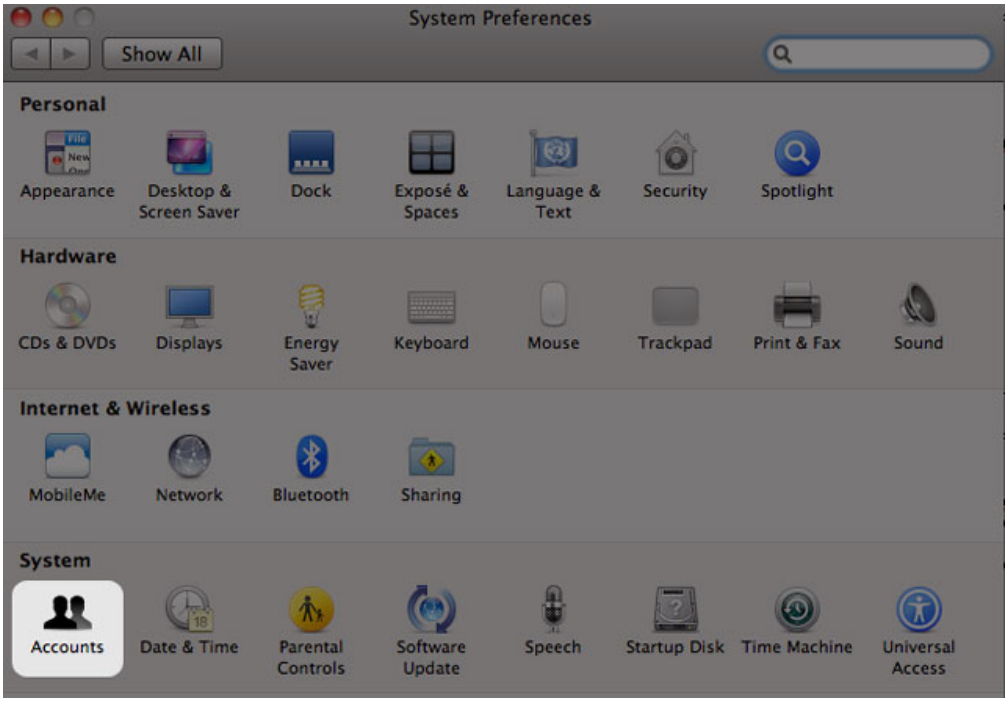


3. Repeat the steps for each share.

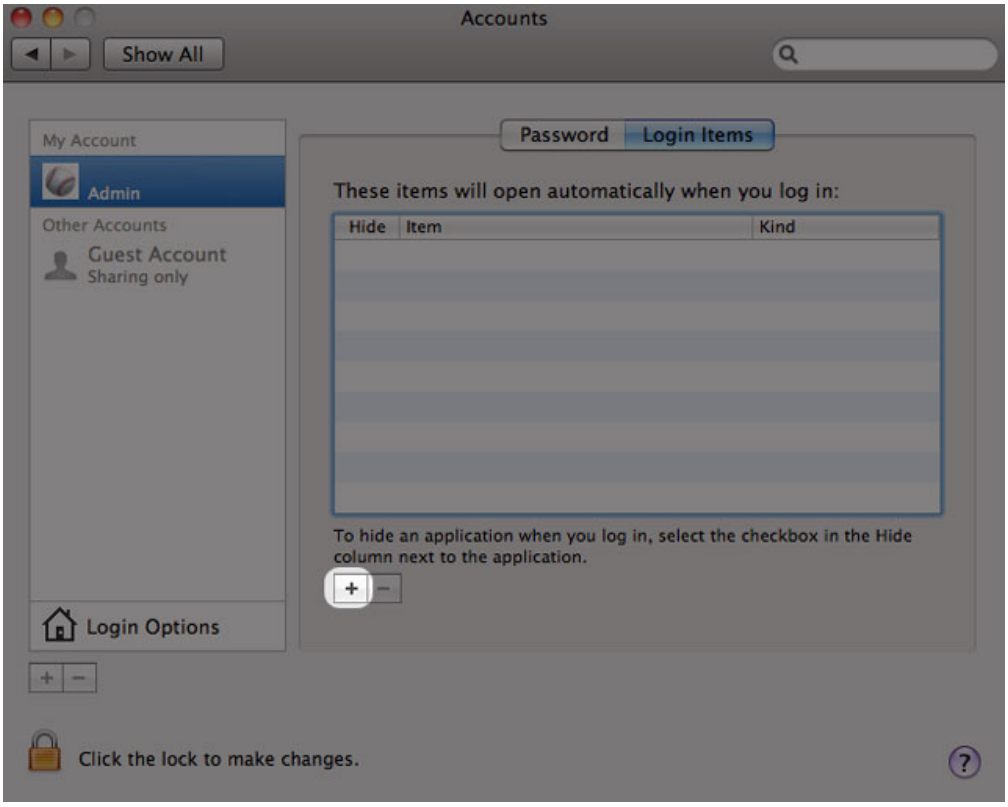
Auto Mount

Your share can be available each time you log onto your Apple computer:

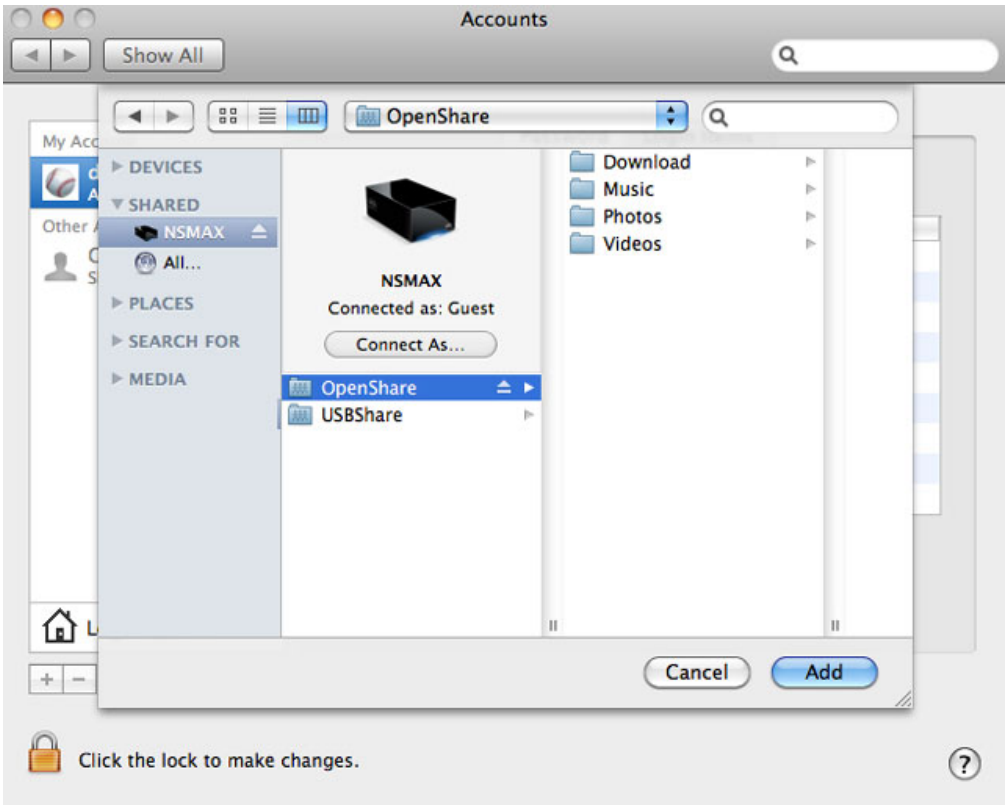
1. Follow the directions above to mount the share you wish to configure. The share must be available to the operating system in order to begin the setup for auto mounting.
2. From the Apple icon in the menu bar, select **System Preferences...**
3. Select **System > Accounts**



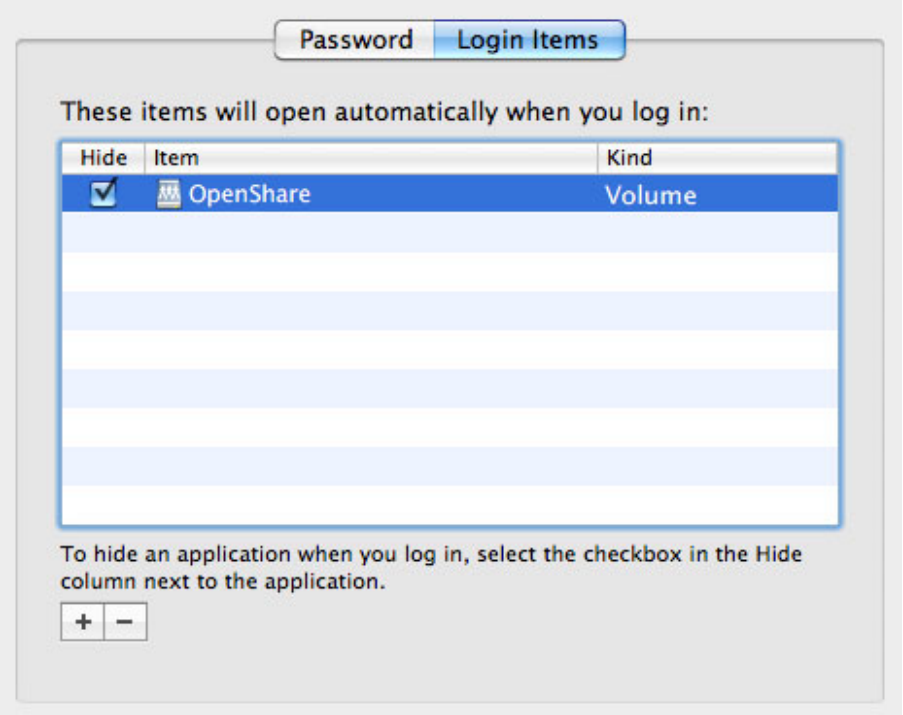
4. Select the tab **Login Items**
5. Click the **+** symbol



6. Navigate to the share and click **ADD**



7. The share(s) will be available each time you log onto the Mac. If you do not want the window for the share to open each time you log into your Mac, select the checkbox for **Hide** next to the share.


Password
Login Items
These items will open automatically when you log in:
Hide
Item
Kind
OpenShare
Volume
To hide an application when you log in, select the checkbox in the Hide column next to the application.
+
−

Technical note: If you wish to have the shares mount on the desktop, go to **Finder > Preferences**. Select the **General** tab and check the box next to **Connected servers**.

ACCESSING SHARES VIA FTP

The FTP protocol is used to transfer files from one computer to another via the local network or the Internet. This protocol allows you to exchange files with your friends or relatives securely, as only people with a user account will have access.

The FTP service is disabled by default, so you must enable it in on the Dashboard - Network page.

Enter the network storage IP address in the FTP client's address field:

ftp://[IP-address]

Example: ftp://192.168.10.149

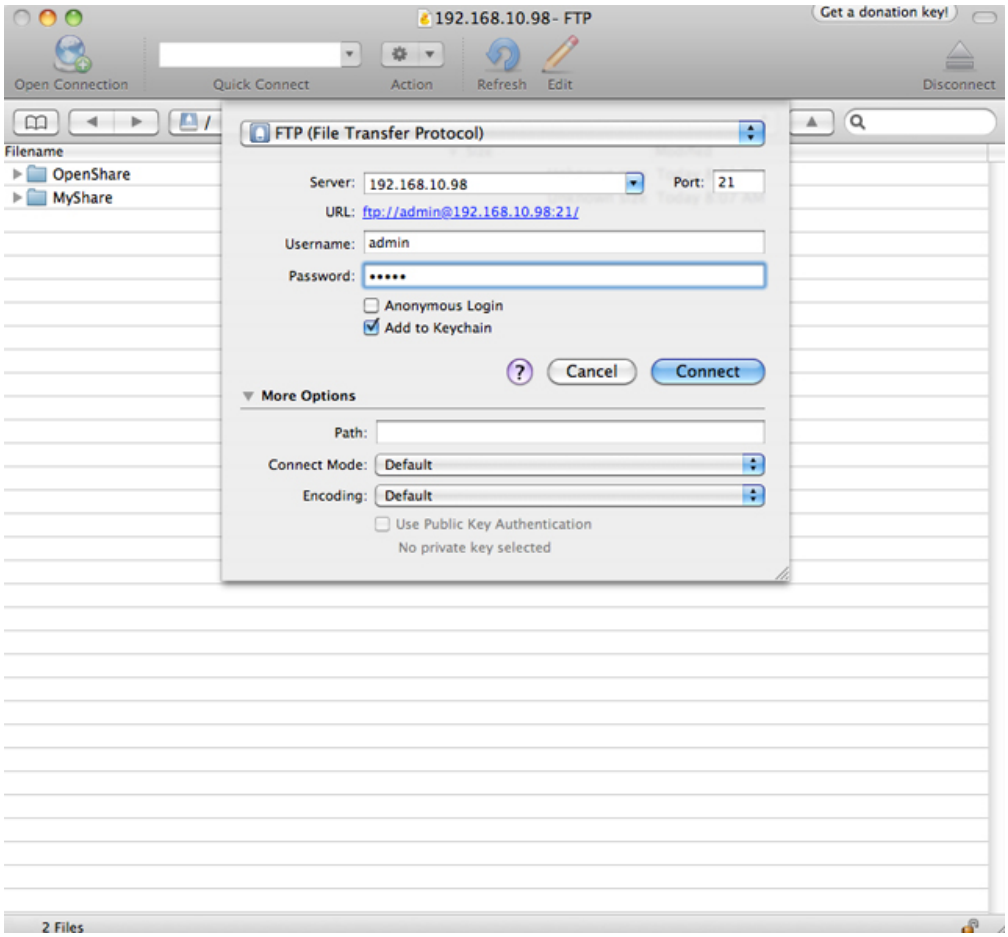
Technical note: Find your network storage IP address in LaCie Network Assistant: **Open LaCie Network Assistant > General**. (Older versions, go to **Configuration Window > General**).

OR

ftp://[username:password]@[ip or machine name]/

Example: ftp://ringo:4xtp23@lacie-NSMAX/

To login, enter your Dashboard username and password. (By default, admin/admin.)



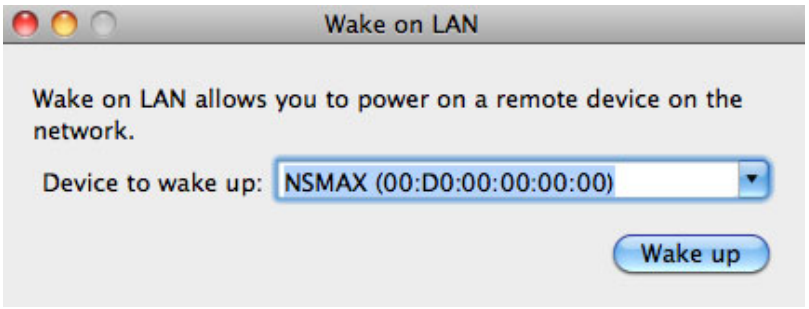
Access files via third-party FTP applications

To remotely access the share from a computer that is not on your network, refer to Remote Access. Instead of the machine name or the local IP address, you will use the host name created by the DYNDNS service.

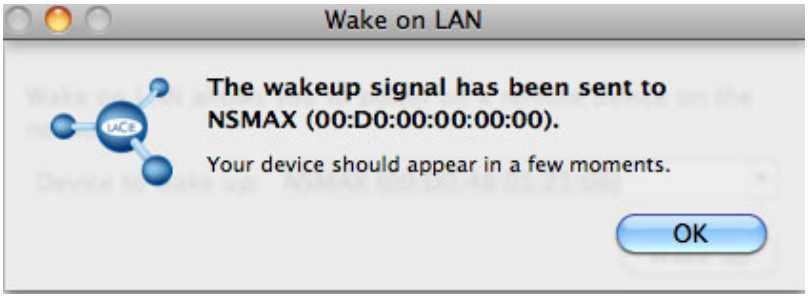
WAKE ON LAN (WOL)

You can use LaCie Network Assistant to wake your LaCie network storage from Deep Sleep Mode.

1. Go to **LaCie Network Assistant > Wake Up a Device...**
2. Select your device from the pulldown menu **Device to wake up:**. You will see the device listed by its name and MAC address.



3. Click **Wake up**
4. A prompt will inform you that the message has been sent to your network storage.



MEDIA SERVERS

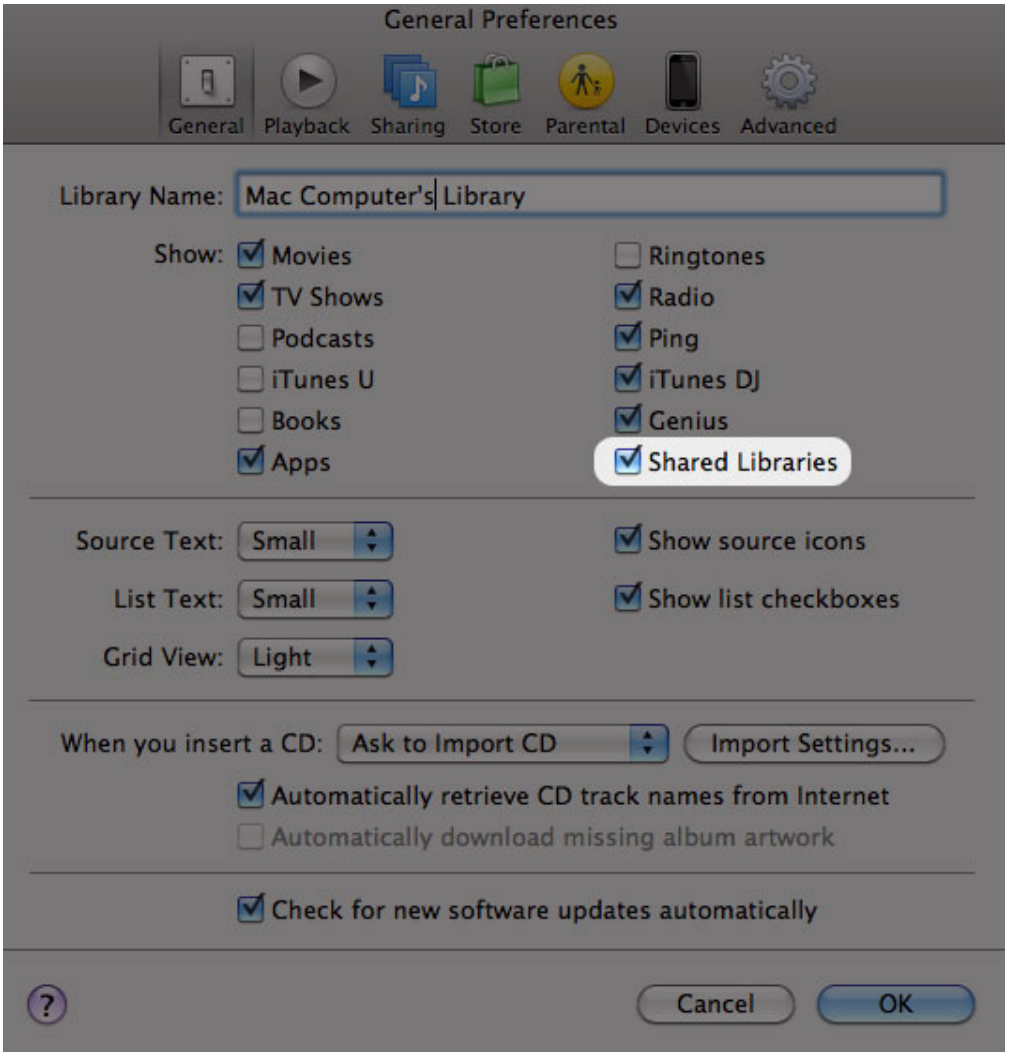
You can configure your LaCie network storage to share files (read-only) with UPnP/DLNA devices connected to the same network. Follow these steps:

1. Make sure your LaCie network storage is connected to your network as described in Connect to the Network.
2. Enable the Multimedia service on the Dashboard (see Dashboard - General Settings)
3. Now you will be able to play media files located on OpenShare (i.e. compatible photos, movies, and music). You must use a media player/adapter that is:
   - UPnP/DLNA-certified, such as an Xbox® 360, PlayStation® 3, a DLNA mobile phone, etc.
   - Connected to the same network as the LaCie network storage

Media Servers - iTunes®

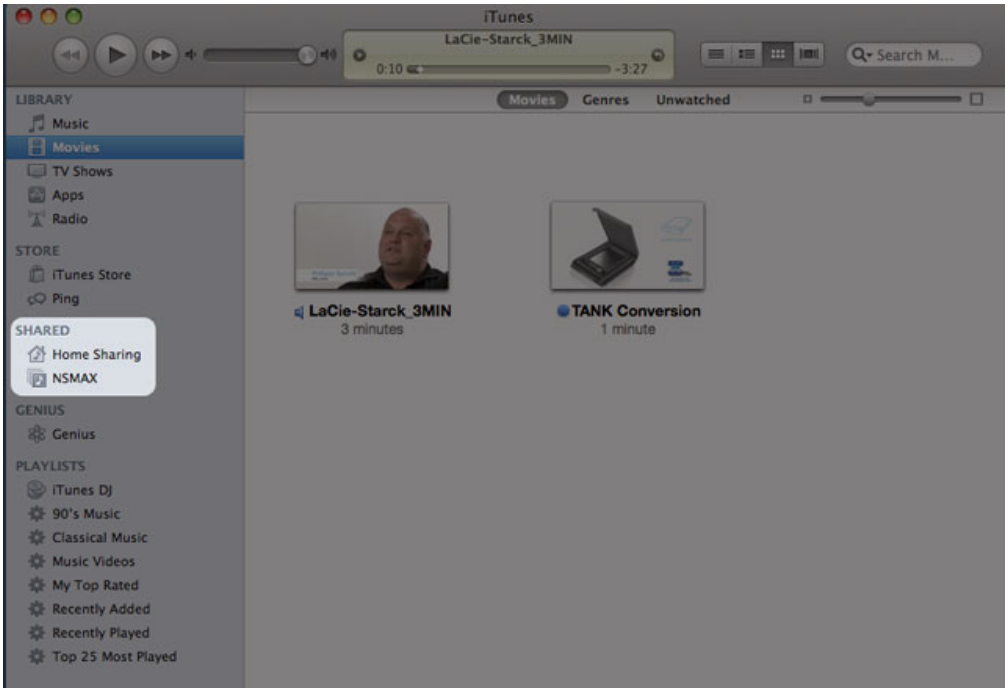
Your LaCie network storage can act as an iTunes Music server, streaming audio files to a computer on the network that is running iTunes. Once configured, your network storage's machine name will appear in the **SHARED** category within iTunes.

1. Make sure your network storage is connected to your network as described in Connect to the Network.
2. Enable the Multimedia service on the Dashboard (see Dashboard - General Settings).
3. In iTunes, make sure Library sharing is enabled in **Preferences > General > Shared libraries**.



iTunes Preferences - Check Shared Libraries

4. Access the media files from **SHARED** in iTunes.

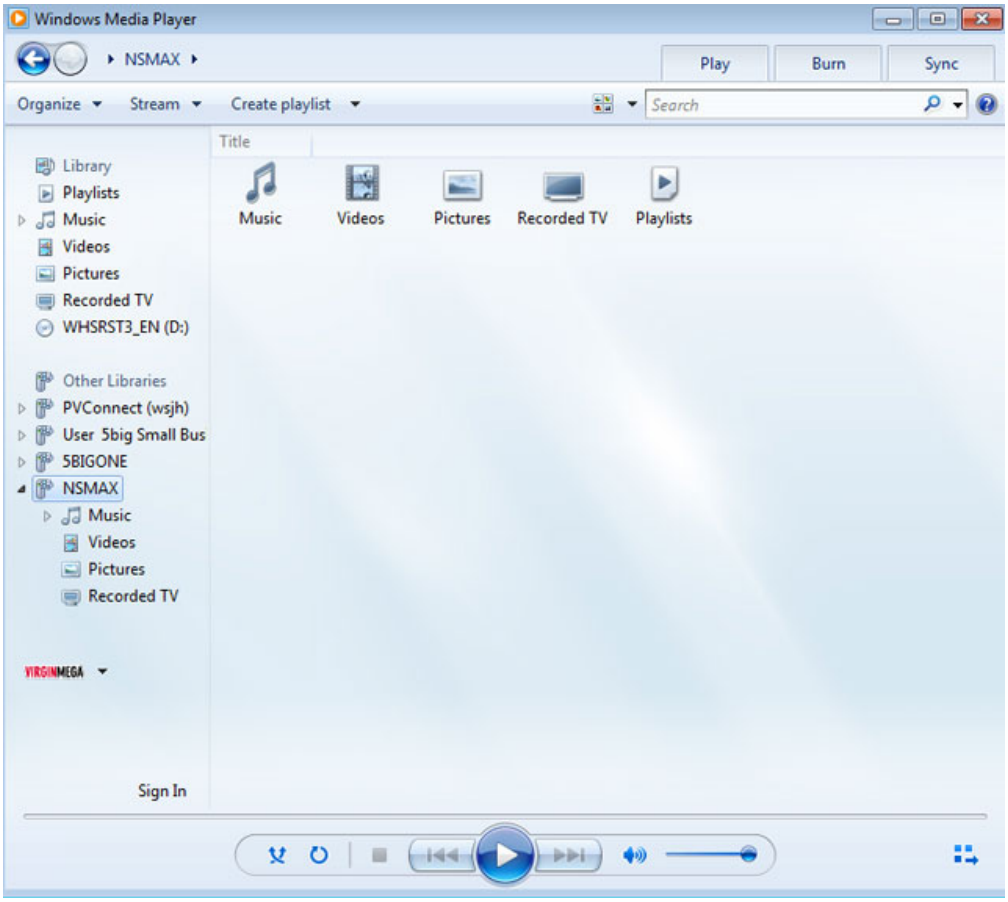


Note: For a list of media formats supported by iTunes, please visit www.apple.com/itunes.

Media Servers - Windows Media Player®

Once configured, Windows Media Player can play media files located on OpenShare via compatible network devices.

1. Make sure your LaCie network storage is connected to your network as described in Connect to the Network.
2. Enable the Multimedia service on the Dashboard (see Dashboard - General Settings).
3. Launch Windows Media Player.
4. Even if OpenShare is not mounted, your LaCie network storage device should appear in the section called **Other Libraries**.



Windows Media Player

Note: To learn more about Windows Media Player, please visit the website http://windows.microsoft.com/en-US/windows/products/windows-media.

USING BACKUP SOFTWARE

Your LaCie storage device is fully compatible with Apple Time Machine®, Windows Backup and Restore®, and Genie Timeline®. A share can be set as the target network storage for most backup solutions. Please note that a user must have access to a share in order to backup his computer.

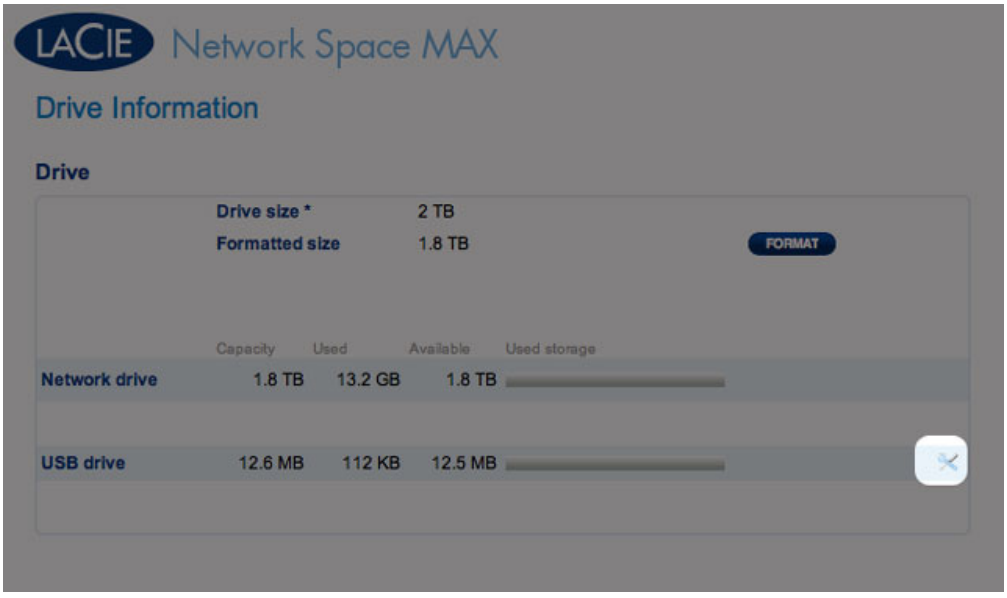
CONNECT TO A COMPUTER VIA USB

This chapter explains how to connect your LaCie network storage to a computer via USB. For details on connecting the device to a network, see Connect to the Network.

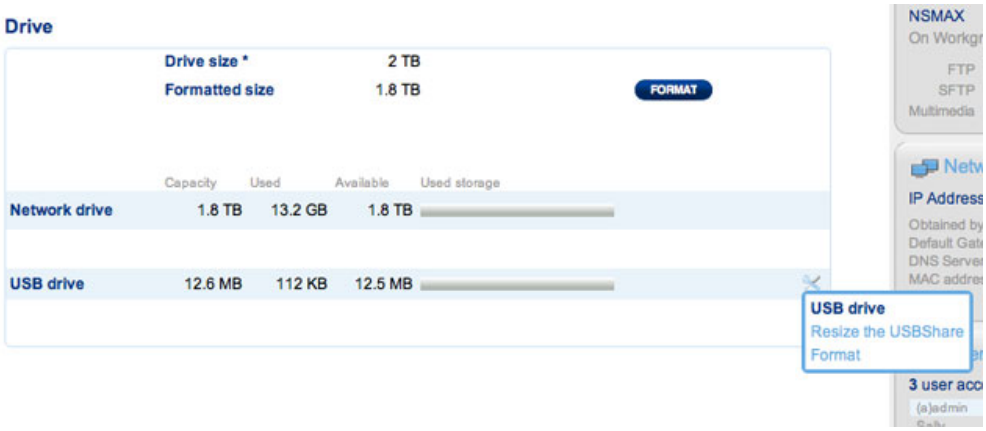
If your network is limited to 10/100 megabit transfer speeds or if you use Wi-Fi, the USB connection will generally permit faster transfer rates. In such cases, LaCie suggests that you copy large quantities of files from your computer to your LaCie network storage via USB. Please note that your network storage device should not be connected to the network while it is attached to a computer via USB.

CONNECTION STEPS

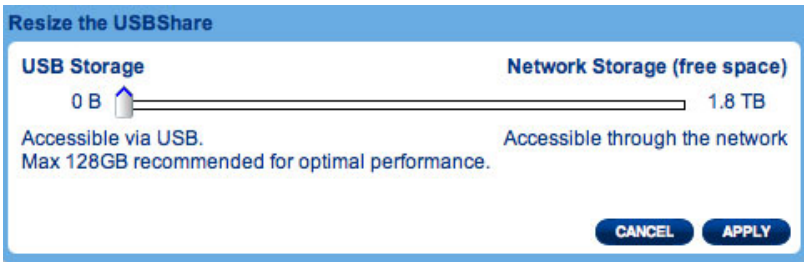
1. Before attempting to create the USBShare, you must successfully complete the brief Setup Wizard for the Dashboard. The wizard will appear the first time you connect the device to the network and log into the Dashboard via your web browser (see Connect to the Network and Administration (Dashboard)).
2. By default, USBShare has 0GB of storage. Before connecting the device to your computer via USB, please allocate storage to USBShare:
   1. While the network storage is still connected to the network, access **Dashboard - Drive Information**.
   2. In the USB drive row, click the configuration icon (intertwined screwdriver and wrench).



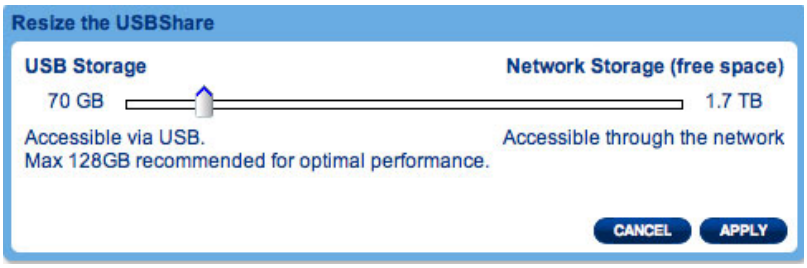
   3. Click **Resize the USBShare**.



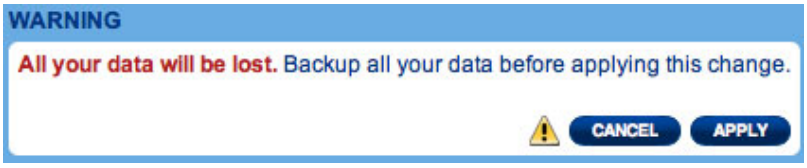
4. A slider to adjust the size of the USBShare will appear.



5. Drag the slider to the right to allocate more space to USBShare (maximum is 500GB). After clicking on the slider, you may press the right and left arrow keys on your keyboard to fine-tune the amount of storage.

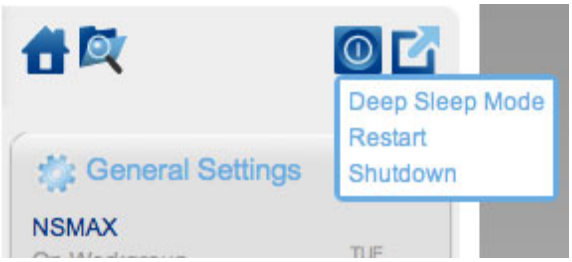


6. Click the **Apply** button.
7. A pop-up window will ask you to confirm the change. Please note that any data stored on the USBShare will be deleted. If you wish to preserve existing files, select **CANCEL** and backup the data. To continue, select **APPLY**.



8. The new storage capacity will be listed on the Drive Information page.

3. Shut down the network storage using the power button on the top right of the Dashboard.



4. Once the blue LED has shut off, disconnect the device's Ethernet cable from the network.
5. Connect the included USB cable to the rear device port and to your computer. DO NOT use the front USB expansion port.
6. Turn on the network storage using the power switch on the rear of the product. The LED will begin blinking.
7. USBShare will mount on your computer. Copy and paste or drag and drop files to the USBShare.

Technical note: USBShare, when it is created by the LaCie NAS OS, is formatted in MS-DOS (FAT32) for use with PCs and Macs. You may format USBShare into a different file format (NTFS or HFS+) using your computer's native disk management application.

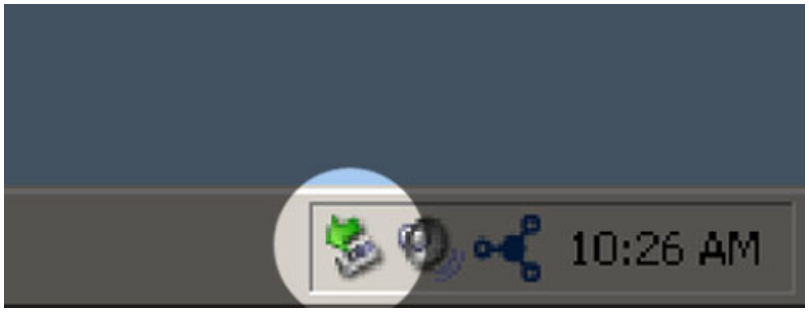
DISCONNECTING THE USB DEVICE

DISCONNECT THE USB CONNECTION

USB, FireWire, eSATA, and Thunderbolt external devices feature “plug & play” connectivity, which means that your drive can be connected and disconnected while the computer is running. To prevent failures, however, it is important to follow these steps when disconnecting your LaCie hard disk.

Windows XP Users

From the System Tray (located in the lower right-hand side of your screen), click the Eject icon (a small green arrow over a hardware image). A message will appear, listing the devices the Eject icon controls (it should say, “Safely remove…”). Click on the LaCie hard disk in this prompt.



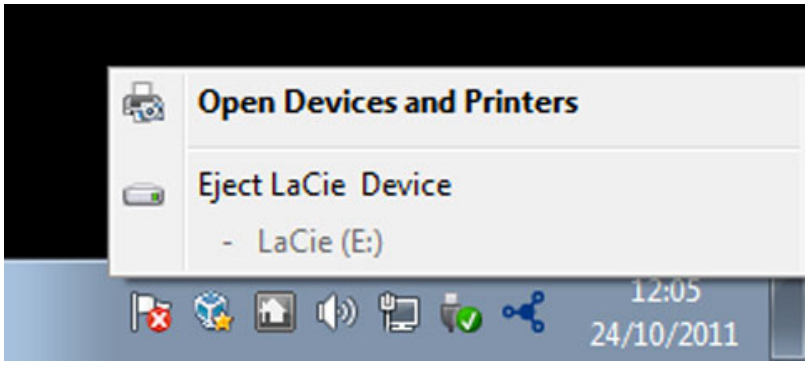
This message will appear: “Safe to Remove Hardware” (or similar). It is now safe to disconnect the device.

Windows Vista & Windows 7 Users

From the System Tray (located in the lower right-hand side of your screen) click on the plug icon (note the white check mark inside a green circle).

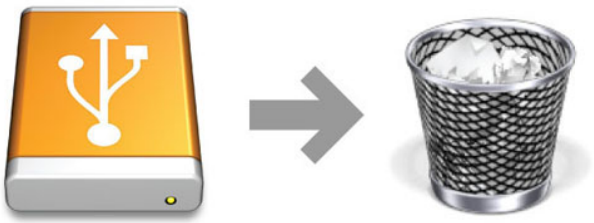
A message will appear, detailing the devices that may be safely unmounted.

Select **Eject** for the device you wish to unmount. A message will appear notifying you that it is safe to remove the device.



Mac Users

Drag the hard drive icon to the trash. (The icon pictured below is a generic USB device icon. Your drive may be represented by an icon that looks like the drive itself.)



When the icon disappears from the desktop, the drive can be disconnected.

MANAGE RAID AND ADDING A DISK

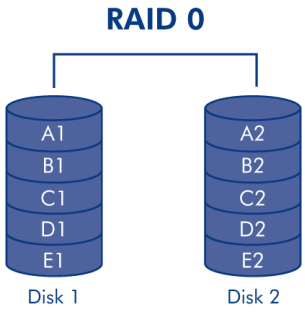
Use the Dashboard's RAID Management page to monitor and manage the RAID configuration of your Network Space MAX.

Note: This chapter refers to the Network Space MAX only. Please note that the Network Space MAX must have two drives in order to assign RAID 0 or rebuild to a true RAID 1.

Note for Network Space 2 users: While the Network Space 2 casing houses one drive, you may still take advantage of its robust backup features. Go to Dashboard - Backup to learn how to secure data by configuring automatic backups to an external USB hard drive.

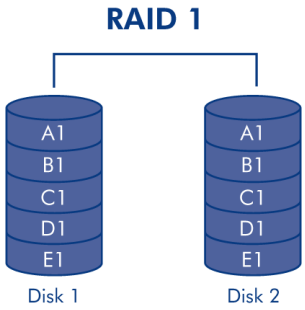
ABOUT RAID MODES

RAID 0: RAID 0 is the fastest RAID mode. In a RAID 0 array, the available capacities of each disk are added together so that one logical volume mounts on the computer. It offers the best performance but no protection should a disk fail.



Caution: If one physical disk in a RAID 0 array fails, all data will be inaccessible since parts of every single file have been written to both disks.

RAID 1: RAID 1 offers protection since all data is written to each disk at the same time. In the event of a single disk failure, data remains available on the other disk. Due to the time it takes to write the data twice, performance is slightly reduced. RAID 1 is a good choice when safety is more important than speed. However RAID 1 also reduces the available disk space by 50% due to the need to write each bit of data on each hard drive.



DEFAULT RAID - SINGLE AND DUAL DISK

The default RAID mode depends upon the model of the Network Space MAX:

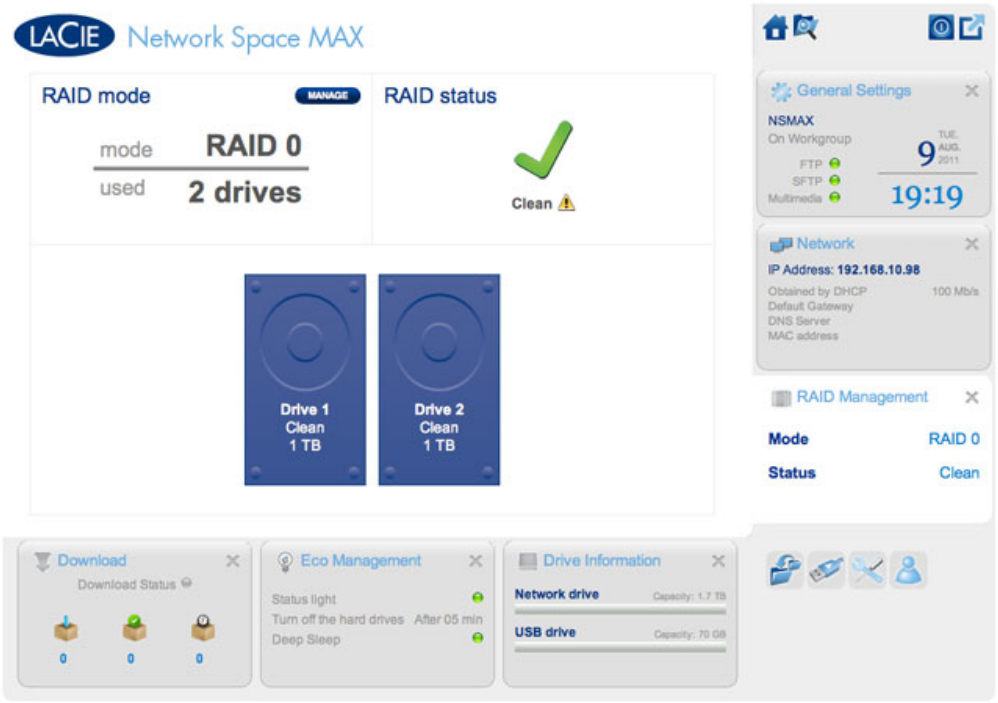
RAID Mode	Capacity	Protection	Factory Default
RAID 0	100%	★★★★★	Network Space MAX dual disk
RAID 1	50%	★★★★★	Network Space MAX single disk[1]

[1] Since it has only one disk, the Network Space MAX single disk cannot work in a true RAID 1 configuration that writes all data to a partner hard drive. However, it is shipped “RAID-ready” in preparation for RAID 1. See below for further details on rebuilding a RAID 1 array after adding a second disk.

Important info on adding a hard drive to the Network Space MAX: Both drives in the Network Space MAX should have the same capacity. Examples:

- The Network Space MAX single disk includes a 1TB hard drive. When adding a second drive, make certain it also has a capacity of 1TB.
- The 4TB Network Space MAX has two disks, each with a capacity of 2TB. If one disk should fail, please replace it with a hard drive of equal capacity.

DASHBOARD - RAID MANAGEMENT



- **RAID mode:** This box shows you the current RAID scheme for network storage, as well as the number of disks involved in the scheme. Selecting the **MANAGE** button will launch the RAID Setup Wizard.
- **RAID status:** This box lets you know whether the array is Clean (healthy), Degraded, or Synchronizing (building the RAID). A yellow warning icon will inform you if your array is unprotected in the case of a single disk failure. This may be due to a degraded protected RAID array or if you have chosen RAID 0.
- **Drive map:** Click the illustrations to learn the slot positions for each disk. Bottom slot = 1 and Top slot = 2

Modifying the RAID

You can change your RAID configuration at any time. For example, you may have started with a RAID 0 array but decide that you want to move to RAID 1 to protect data stored on the Network Space MAX. The RAID Setup Wizard is an easy tool for adjusting the RAID, offering a few simple steps to suit your needs. However, it is critical that you understand the potential consequences that reconfiguring the RAID will have upon existing data.

Effects and Time Required to Modify the RAID

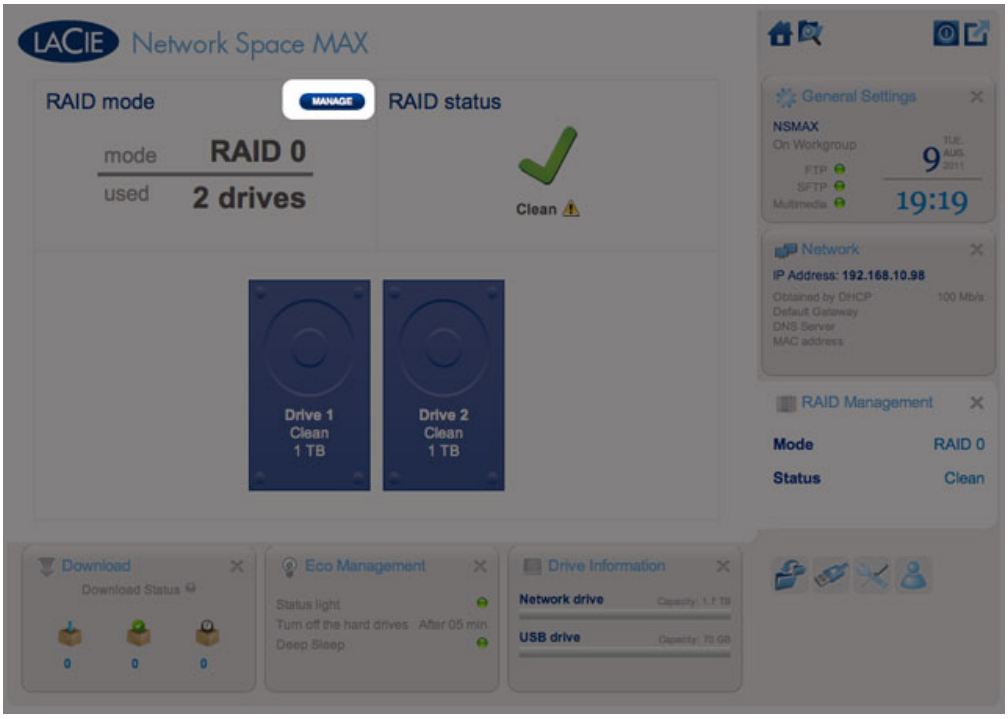
1. Changing from RAID 0 to RAID 1:
   - All data will be deleted on all shares. Please copy and backup all media stored on the Network Space MAX before changing the RAID.
   - The USBShare will lose its allotted capacity, returning to 0GB.
   - RAID Synchronizing (moving from RAID 0 to RAID 1) may take three to four hours.
   - You may use and administrate the Network Space MAX during the RAID synchronization. Please note that using the device while it is Synchronizing will prolong the time it takes to build the RAID.

2. Changing from RAID 1 to RAID 0:
   - All data will be deleted on all shares. Please copy and backup all media stored on the Network Space MAX before changing the RAID.
   - The USBShare will lose its allotted capacity, returning to 0GB.
   - RAID Synchronizing (moving from RAID 1 to RAID 0) will take up to five minutes.
3. Building a RAID when adding a new disk to a Network Space MAX single disk:
   - All data and the USBShare will be preserved when creating a RAID 1 array. The RAID will take many hours to build, depending on the capacity of the disks.
   - All data and the USBShare will be deleted when creating a RAID 0 array.
4. Rebuilding a protected RAID 1 array with a replacement disk:
   - This may be used when:
     - Adding a second hard drive to a Network Space MAX single disk
     - Replacing a failed hard drive with a new disk
   - Data will be preserved.
   - The USBShare will maintain its allotted capacity.
   - The RAID rebuild will take many hours, depending on the capacity of the disks.
   - You may use and administrate the Network Space MAX during the RAID synchronization. Please note that using the device while it is Synchronizing will prolong the time it takes to build the RAID.

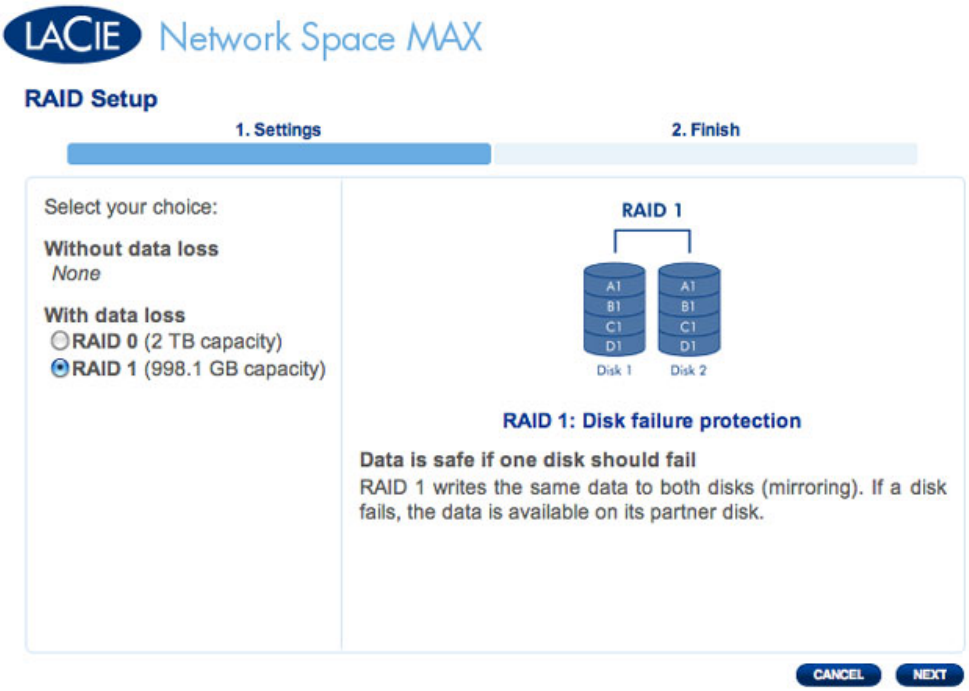
RAID Setup Wizard

Changing an Existing RAID

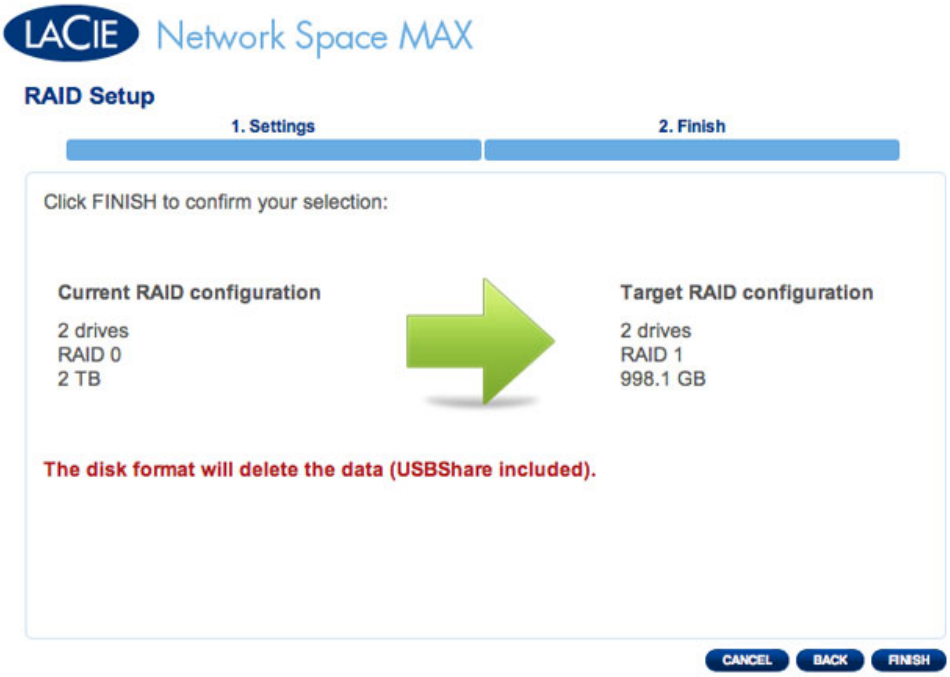
1. Click the **MANAGE** button to launch the RAID Setup Wizard.



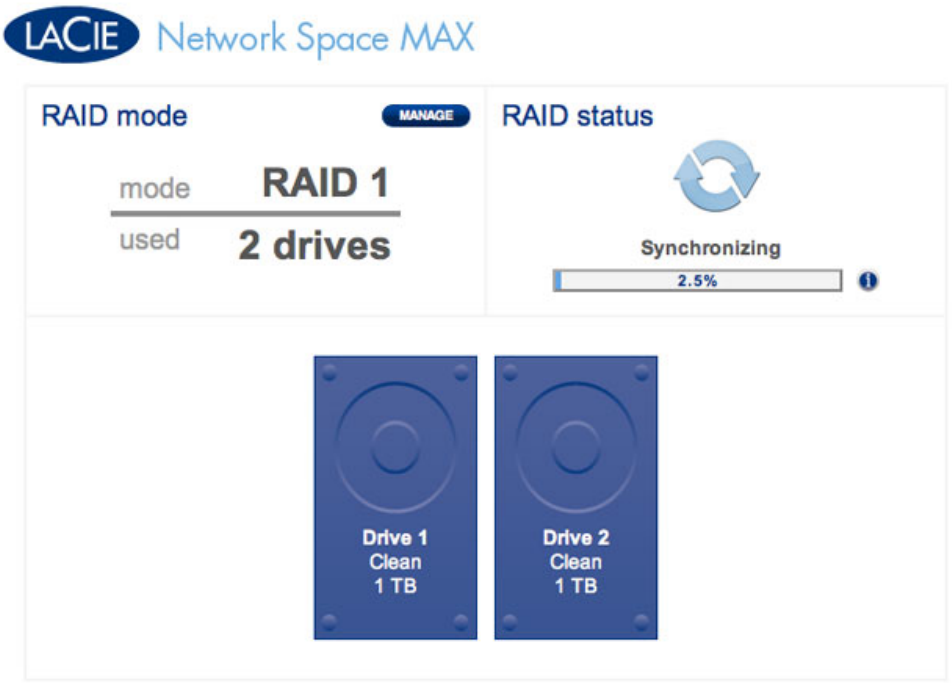
2. On the left side of the window, choose between **RAID 0** and **RAID 1**.



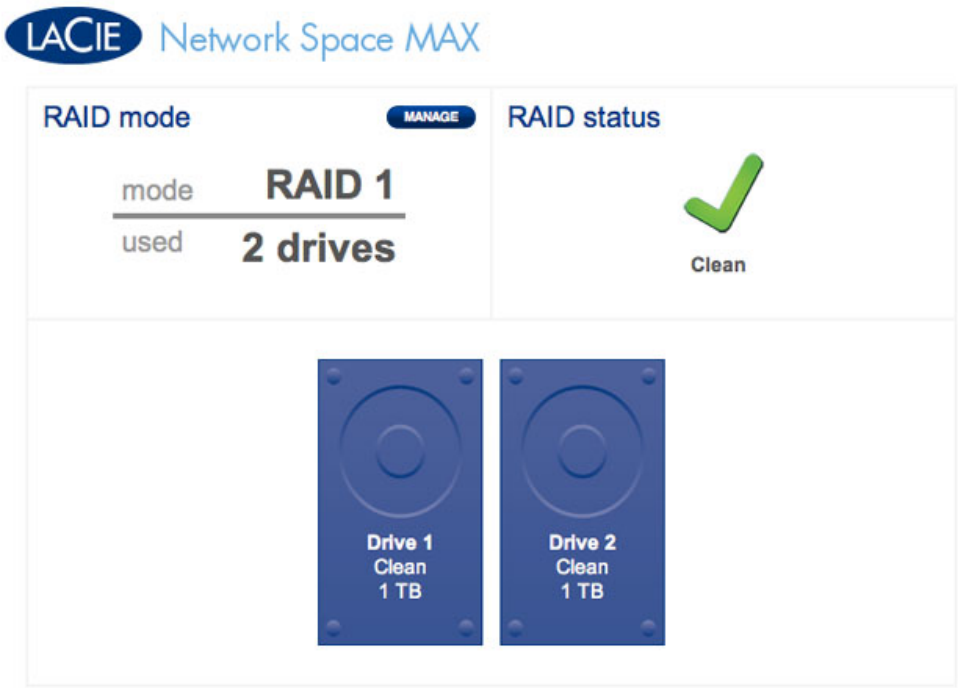
3. The RAID will be configured once you select **FINISH**. ALL DATA WILL BE DELETED. DO NOT continue if you wish to preserve data stored on ALL SHARES of your network storage. Instead, select **CANCEL** to back up your media on all the shares. Once the data is backed up, you may run the RAID Setup Wizard again.



4. If you wish to configure the RAID, click **FINISH**.
5. A confirmation window will ask if you wish to continue. Click **YES** to initiate the RAID configuration.
6. Synchronizing from RAID 0 to RAID 1 will take four or more hours depending upon the capacity of the hard drives. While the network storage will briefly go offline when resetting the RAID configuration, you will have access to the storage once Synchronize begins. A green check mark will appear in the RAID status window once the RAID configuration is complete.



RAID - Synchronizing



RAID - Complete

REMOVING AND INSTALLING DRIVES/ENCLOSURES

If you have discovered that one of the hard drives has failed (see LED Indicators) or the chassis no longer works, please contact your LaCie reseller or LaCie Customer Support. If the product is still under warranty, a LaCie Customer Support representative will instruct you on how to return the drive or casing for replacement. See Getting Help for contact information.

If your LaCie storage device is no longer within the warranty period, please use the directions below to replace a failed disk with a healthy disk purchased from a third party. LaCie recommends selecting a disk that is the same model number and capacity as the one it will replace.

REPLACE A HARD DRIVE

Follow the directions below to remove and replace a failed drive.

Remove the hard drive

Caution: After continuous use of the LaCie storage device, drives may be hot. Please use caution when removing one or both drives.

Note on Warranty: While performing the operation below, you may encounter stickers that warn of voiding the warranty. Please make certain that a LaCie Technical Support representative has confirmed the problem and instructed you to move ahead with the disk removal. Performing the action before speaking with a technician may void the warranty.

1. Identify the failed disk.
2. Hard Disk MAX: The drive's LED has a

u
r
n
e
d
r
e
d
. d
N
e
t
w
o
r
k
S
p
a
c
e
M
A
X
: C
o
n
s
u
l
t
t
h
e
R
A
I
D
p
a
g
e
i
n
t
h
e
D
a
s
h

board.

2. HardDiskMAXonly: Note the RAID switch position (BIG

=RAID0 SAFE=RAID1).

- **HardDiskMAX(USB20.)**
- **HardDiskMAX(Qu**

address).

3. Turn off and unplug the LaCie device.

4. The top enclosur

e
m
u
s
t
b
e
r
e
m
o
v
e
d
t
o
a
c
c
e
s
s
t
h
e
d
r
i
v
e
s
. U
s
e
y
o
u
r
i
n
d
e
x
f
i
n
g
e
r
t

o
g
e
n
t
l
y
p
u
l
l
t
h
e
f
r
o
n
t
l
i
p
o
f
t
h
e
c
a
s
i
n
g
, s
p
e
c
i
f
i
c
a
l
l
y
i
n
t
h
e

c
e
n
t
e
r
,
w
h
e
r
e
t
h
e
t
o
p
s
h
e
l
l
c
l
a
s
p
s
t
o
t
h
e
b
o
t
t
o
m
p
l
a
t
e
.

5. O
n
c
e

i
t
i
s
u
n
c
l
a
s
p
e
, d
c
a
r
e
f
u
l
l
y
p
r
y
t
h
e
t
o
p
s
h
e
l
l
f
r
o
m
t
h
e
b
o
t
t
o
m
p

. Iate

6. Unfastent hescrewsholding the drive to the bay Each

d
i
s
k
i
s
f
a
s
t
e
n
e
d
t
o
a
b
a
y
b
y
f
o
u
r
s
c
r
e
w
s
,
t
w
o
o
n
e
a
c
h
s
i
d
e
.

7. R
e
m

o
v
e
t
h
e
f
a
i
l
e
d
d
r
i
v
e
.

8.
R
e
t
u
r
n
t
h
e
f
a
i
l
e
d
d
r
i
v
e
t
o
L
a
C
i
e
a
s
e
x

p
l
a
i
n
e
d
b
y
t
h
e
L
a
C
i
e
C
u
s
t
o
m
e
r
S
u
p
p
o
r
t
r
e
p
r
e
s
e
n
t
a
t
i
v
e
.

Replace the hard drive

Important info: LaCie recommends using a disk that is the same model number and capacity as the one it will replace.

Once you have received the replacement drive:

1. Carefully insert the replacement drive into the empty drive bay. When fastening the drive to the bay, please make certain to use the same four screws that were included with the device. Using other screws could damage the unit and void your warranty.
2. Close the casing.
3. Hard Disk MAX only: Please make certain that the RAID switch position (BIG, SAFE) has not changed.
4. Turn on the LaCie storage device. If the RAID setting is RAID 1, the front LED will blink blue and the rear LED will blink red during the rebuild. A RAID 1 rebuild may take several hours depending upon the capacity of your disks.

Technical note: Data is accessible during a RAID 1 rebuild. However, performance may be affected.

REPLACE THE ENCLOSURE

Follow the directions below to remove and replace a failed or failing enclosure.

Caution: After continuous use of the LaCie storage device, drives may be hot. Please use caution when removing one or both drives.

Note on Warranty: While performing the operation below, you may encounter stickers that warn of voiding the warranty. Please make certain that a LaCie Technical Support representative has confirmed the problem and instructed you to move ahead with the disk removal. Performing the action before speaking with a technician may void the warranty.

Remove the disks from the enclosure

Hard Disk MAX only: Before removing the enclosure, please note the position of the RAID switch (BIG or SAFE).

1. Turn off and unplug the LaCie storaged device.
2. The enclosur

e
m
u
s
t
b
e
o
p
e
n
e
d
t
o
r
e
m
o
v
e
t
h
e
d
r
i
v
e
s
. U
s
e
y
o
u
r
i
n
d
e
x
f
i
n
g
e
r
t
o

g
e
n
t
l
y
p
u
l
l
t
h
e
f
r
o
n
t
l
i
p
o
f
t
h
e
c
a
s
i
n
g
, s
p
e
c
i
f
i
c
a
l
l
y
i
n
t
h
e
c

e
n
t
e
, r
w
h
e
r
e
t
h
e
t
o
p
s
h
e
l
l
c
l
a
s
p
s
t
o
t
h
e
b
o
t
t
o
m
p
l
a
t
e
.

3. O
n
c
e
i

t
i
s
u
n
c
l
a
s
p
e
, d
c
a
r
e
f
u
l
l
y
p
r
y
t
h
e
t
o
p
s
h
e
l
l
f
r
o
m
t
h
e
b
o
t
t
o
m
p
l

ate

4. Unfastenthescrewsholdingthedrivetothebay Eachd

i
s
k
i
s
f
a
s
t
e
n
e
d
t
o
a
b
a
y
b
y
f
o
u
r
s
c
r
e
w
s
,
t
w
o
o
n
e
a
c
h
s
i
d
e
.

5.
R
e
m
o

v
e
t
h
e
d
r
i
v
e
s
f
r
o
m
t
h
e
b
a
y
s
o
f
t
h
e
f
a
i
l
i
n
g
e
n
c
l
o
s
u
r
e
.
P
l
e
a
s
e
p

l
a
c
e
t
h
e
d
i
s
k
s
i
n
a
s
a
f
e
p
l
a
c
e
a
l
o
n
g
w
i
t
h
t
h
e
e
e
i
g
h
t
s
c
r
e
w
s
t
h
a

t
h
o
l
d
t
h
e
m
t
o
t
h
e
e
n
c
l
o
s
u
r
e
.
N
o
t
e
t
h
e
b
a
y
t
h
a
t
e
a
c
h
d
i
s
k
c
a
m
e
f

r
o
m
(
b
o
t
t
o
m
a
n
d
t
o
p
)
.

6. R
e
t
u
r
n
t
h
e
f
a
i
l
i
n
g
e
n
c
l
o
s
u
r
e
t
o
L
a
C
i

e
a
s
e
x
p
l
a
i
n
e
d
b
y
t
h
e
L
a
C
i
e
C
u
s
t
o
m
e
r
S
u
p
p
o
r
t
r
e
p
r
e
s
e
n
t
a
t
i
v

. e

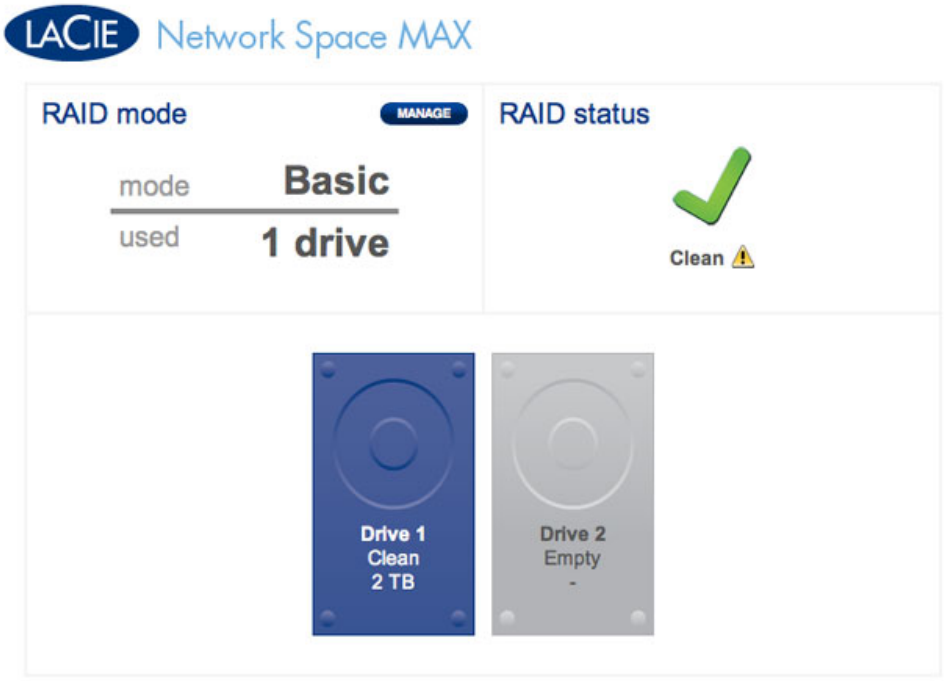
Insert the disks into the replacement enclosure

Once you have received the replacement enclosure from LaCie:

1. Open the replacement enclosure and carefully insert the drives into the same bay locations they held in the original enclosure. When fastening the drives to their bays, please make certain to use the same eight screws that were included with the device. Using other screws could damage the unit and void your warranty.
2. Close the replacement enclosure and make certain that the RAID switch is the same as the original enclosure.
3. Connect the enclosure to your computer and turn it on.

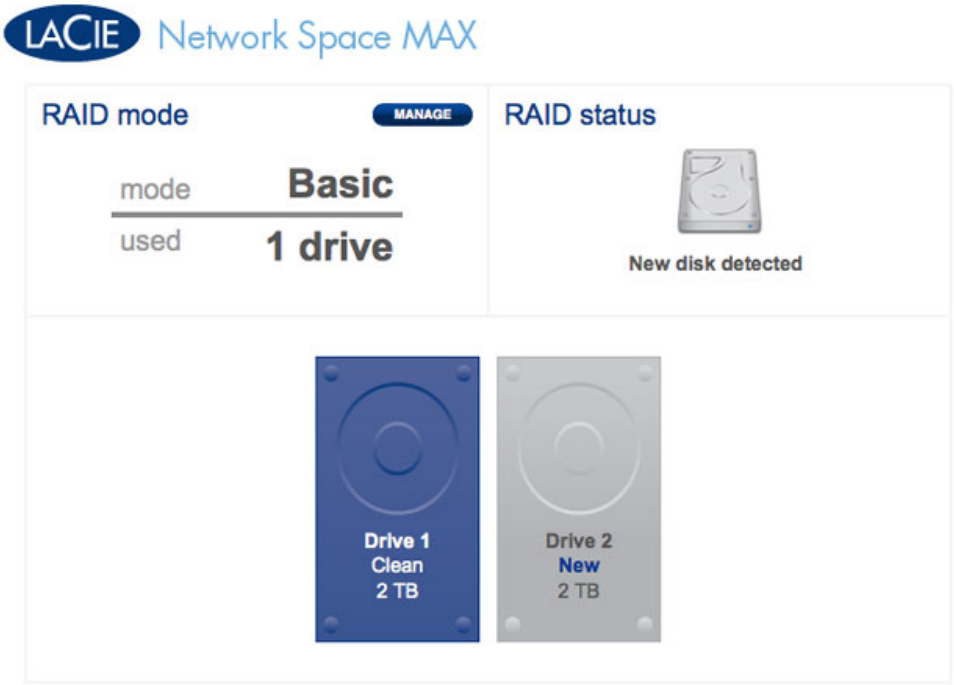
Rebuilding the RAID with a New or Replacement Disk

Note: Insert the new or replacement disk before beginning the steps below. You cannot build a RAID 0 or RAID 1 array if there is only one drive within the casing.

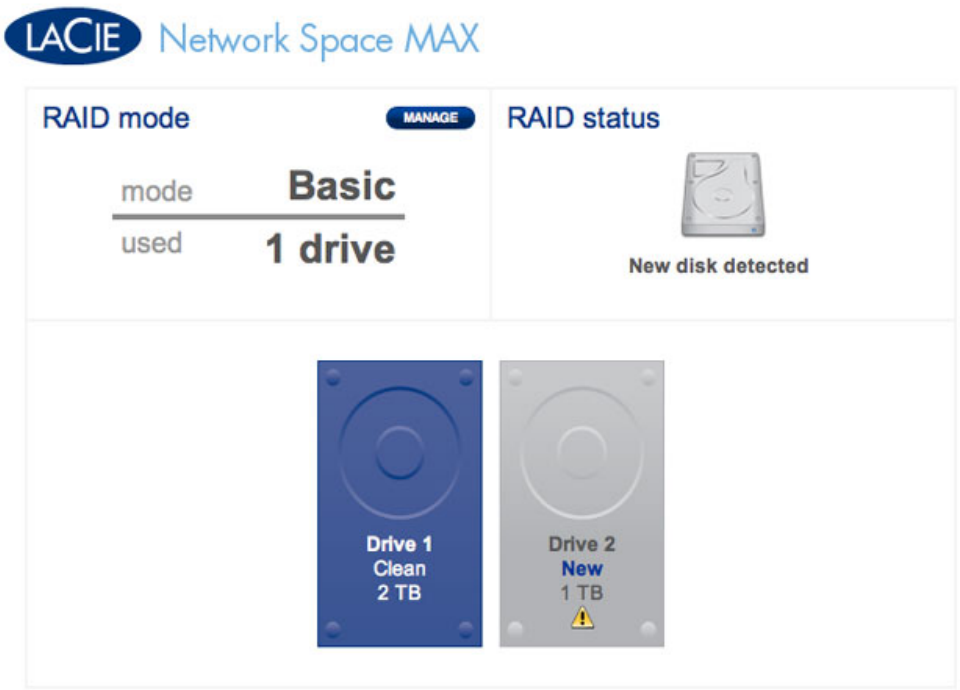


One drive only

1. Once the new drive has been inserted, navigate to **Dashboard > RAID Management**.
2. In the drive map, the new disk will be represented by a light grey with the label **New**. A yellow warning symbol will appear if you have inserted a disk that does not have the same capacity as the existing hard drive.

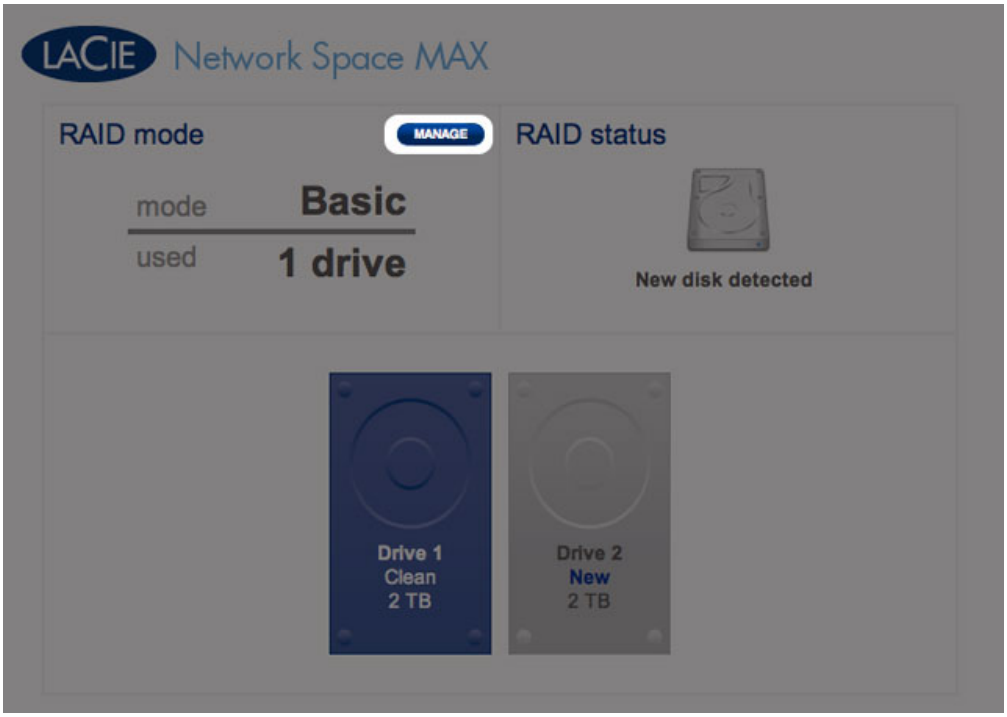


New disk - equal capacity

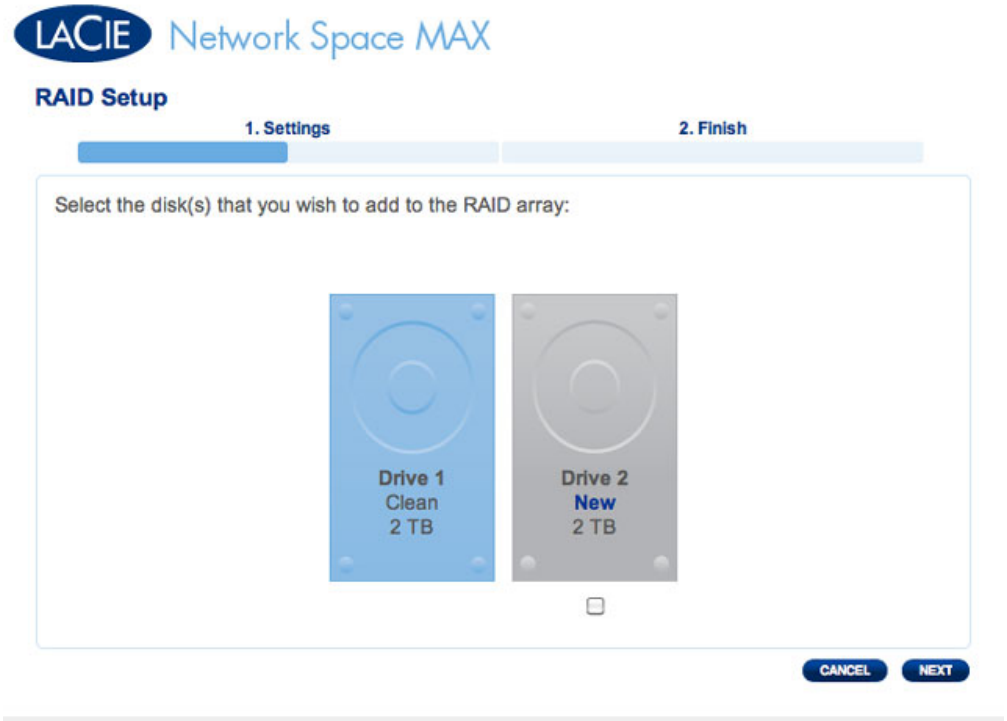


New disk - unequal capacity. Not recommended

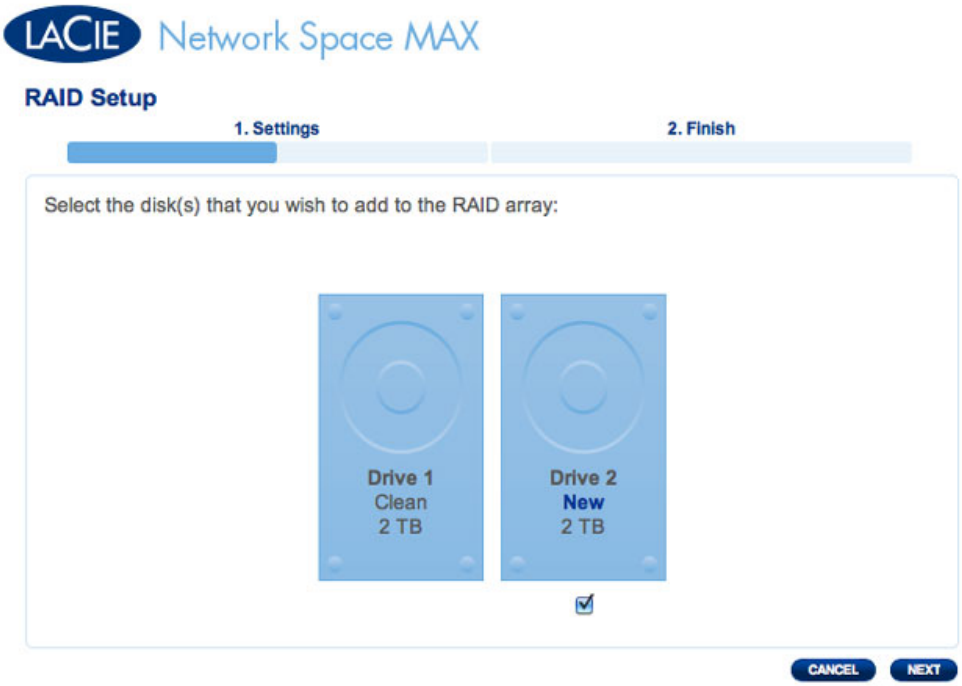
3. Click the **MANAGE** button.



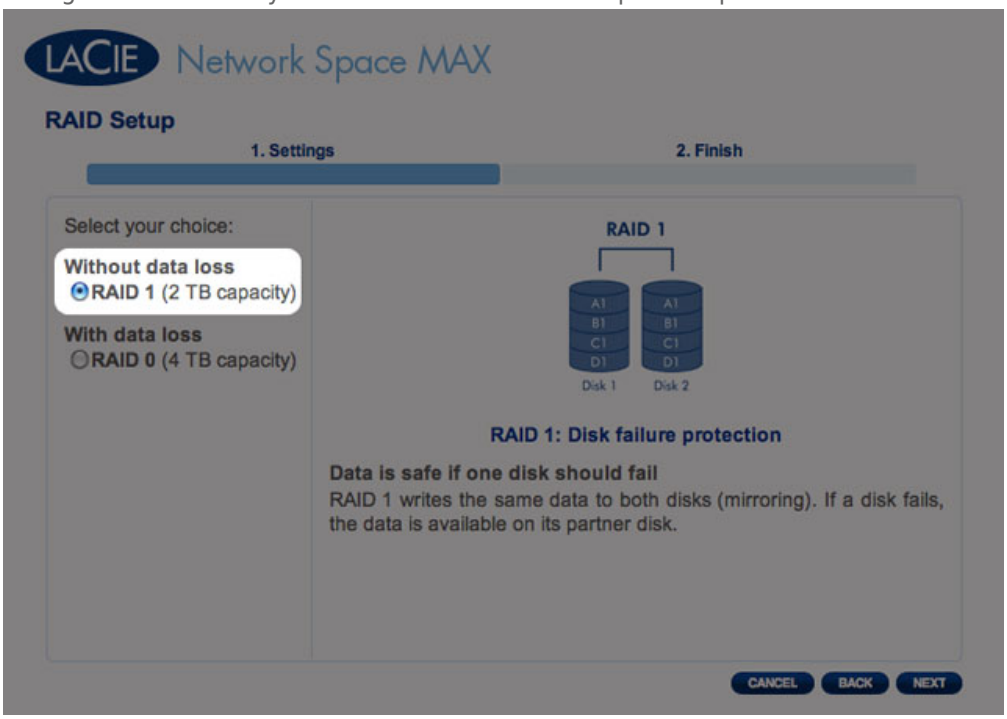
4. You will be asked to select the disk(s) for the RAID array.



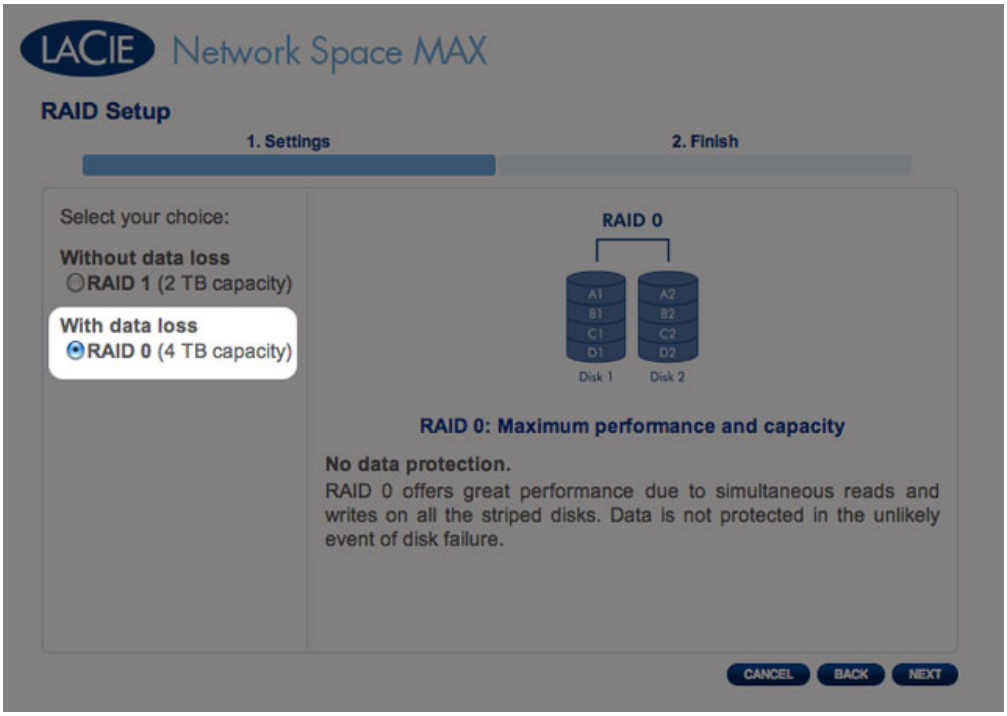
5. Check the box under the new disk, then click **NEXT**.



6. Choose a RAID level. Note that selecting RAID 1 will preserve all your data while RAID 0 will delete it. If you wish to build a RAID 0 array and you have not backed up all your data, select **CANCEL** to end the RAID configuration. You may return once the data backup is complete.

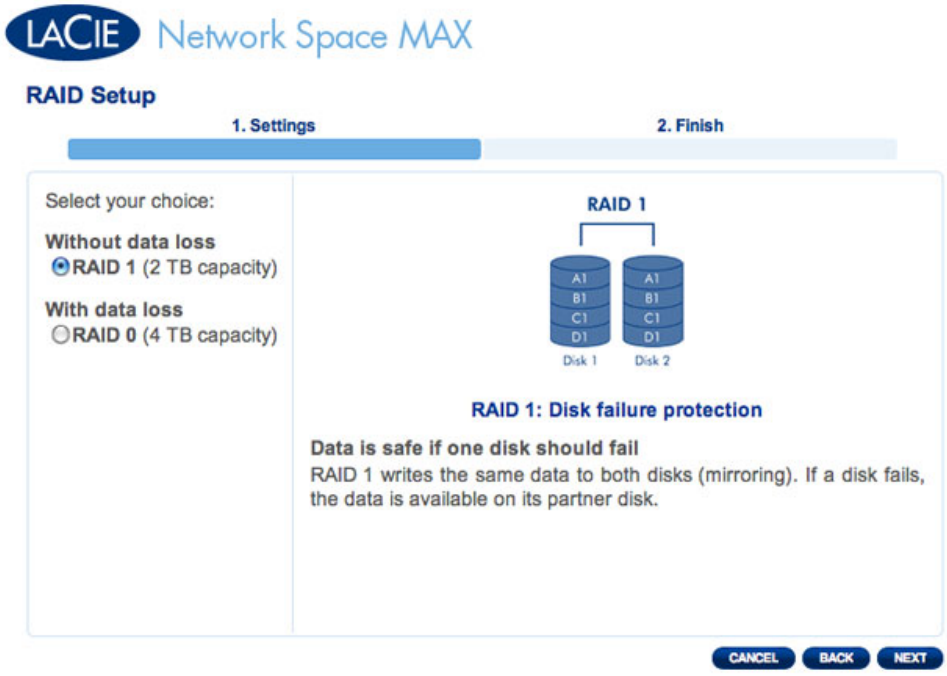


RAID 1 is non-destructive

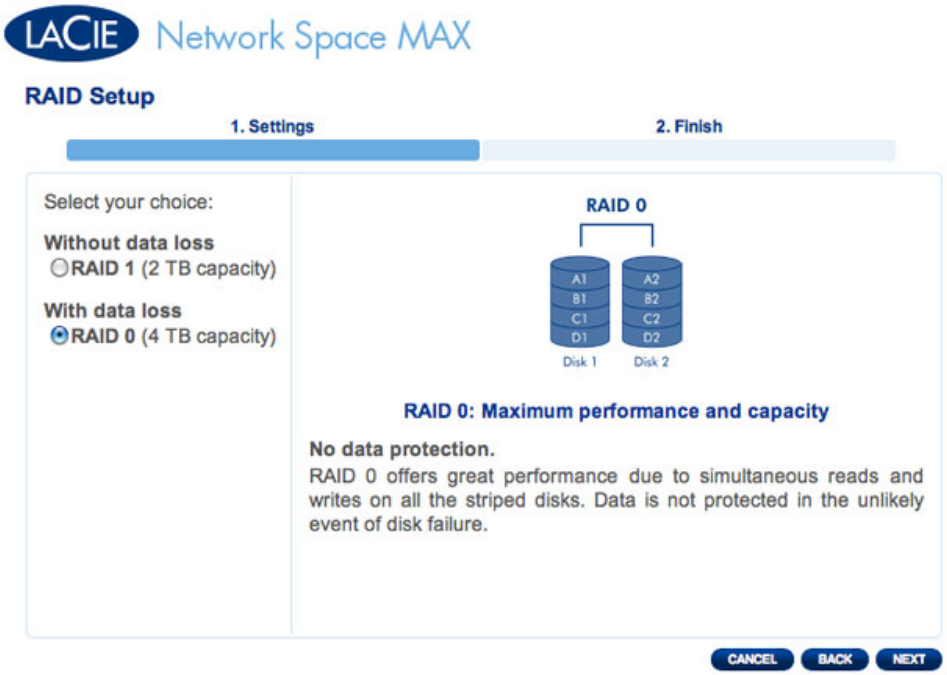


RAID 0 will delete all data

7. If you are certain of the selected RAID, click **NEXT**.

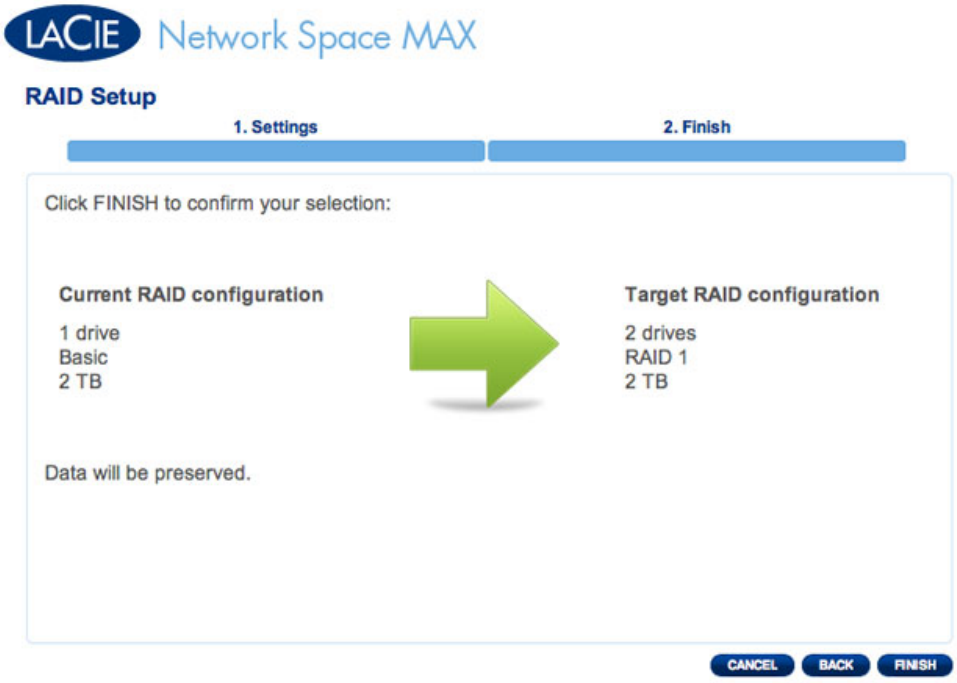


RAID 1 selected

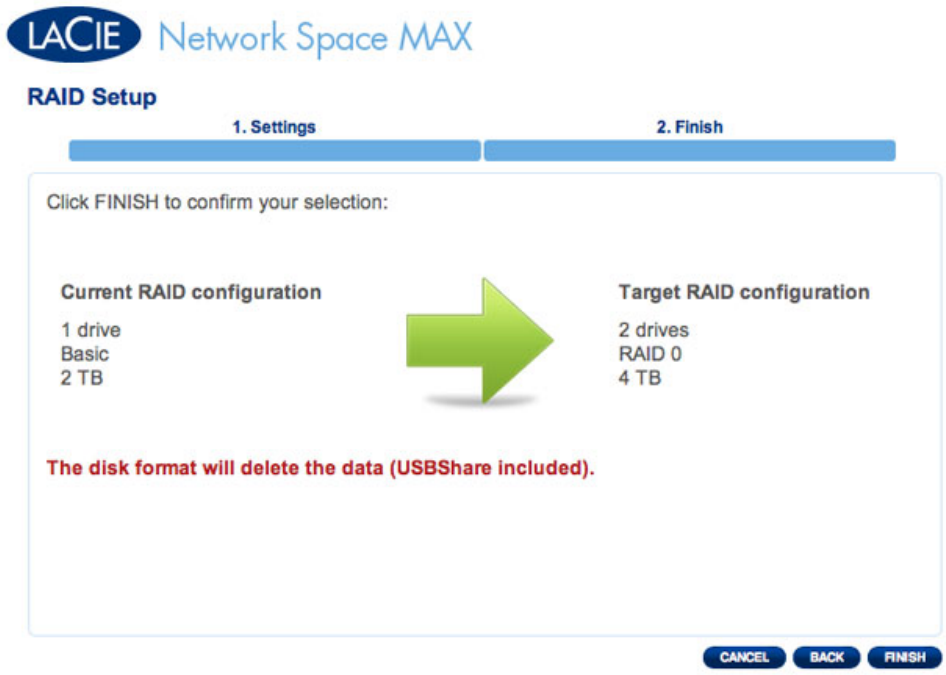


RAID 0 selected

8. A short summary will explain the target RAID. Click **FINISH** to begin building the RAID array.



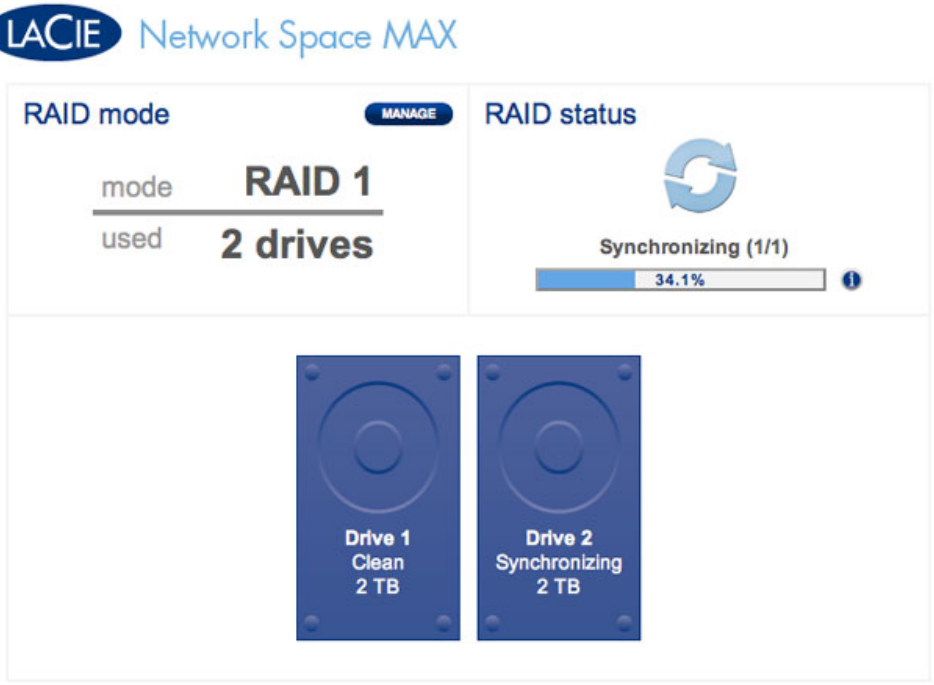
RAID 1 build



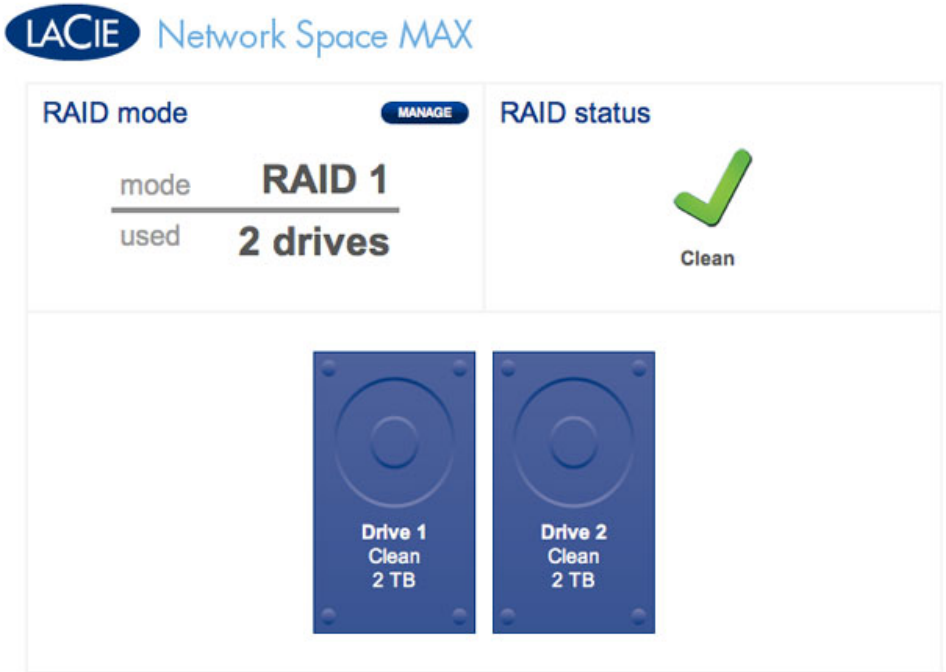
RAID 0 build

9. RAID 0 only: You must confirm your selection. Read the warning and click **YES** if you agree to continue.

10. Synchronizing to RAID 1 will take four or more hours depending upon the capacity of the hard drives. RAID 0 should not take longer than five minutes. While the network storage will briefly go offline when building the RAID configuration, you will have access to the storage once Synchronizing begins. A green check mark will appear in the RAID status window once the RAID configuration is complete.



RAID - Synchronizing



RAID - Complete

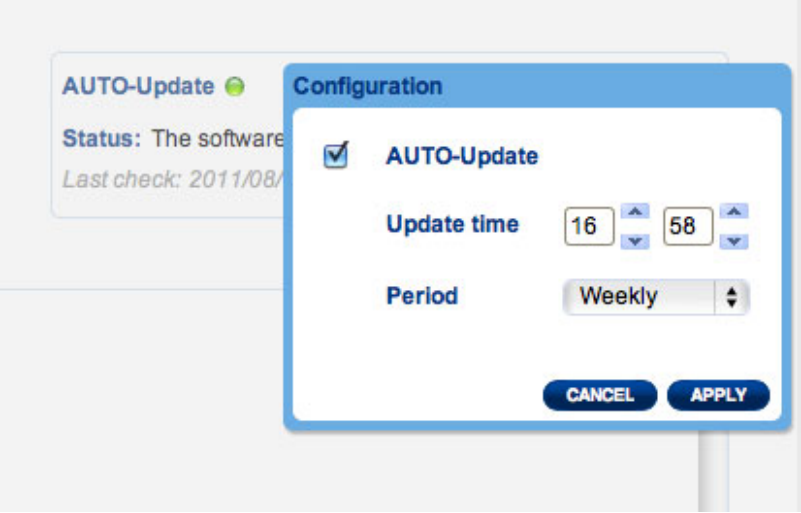
UPDATE PRODUCT OPERATING SYSTEM

LaCie may improve your LaCie software or add new features over time. This chapter explains how to update your LaCie network storage operating system (LaCie NAS OS) via the Dashboard or using LaCie Network Assistant.

In case of difficulty with your device or as an aid for troubleshooting, please see the section on how to reset it to factory condition.

UPDATE USING THE DASHBOARD

1. Launch the Dashboard as described in Administration (Dashboard) and navigate to the **Support** page.
2. To set up your network storage to update automatically:
   1. Click on the configuration icon (intertwined screwdriver and wrench) next to **AUTO-Update**.
   2. Select a frequency and time for the network storage to check the update server.



   3. The Dashboard will prompt you if a new update is available.
3. To check for an update manually:
   1. Click the grey, downward arrow.
   2. If a link appears, click it to begin the download.
   3. When the download completes, follow the onscreen instructions to complete the update.
4. During an update, the device will reboot and disappear from the network temporarily. When it reappears, you can verify the new software version on the **Support** page.

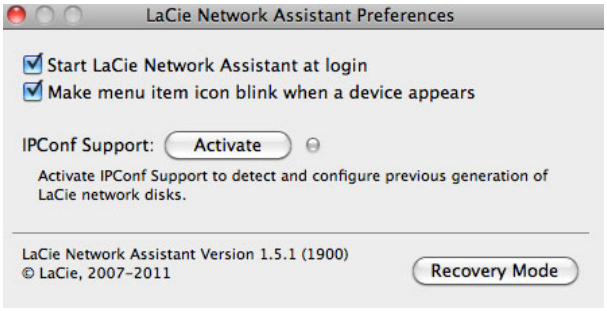
UPDATE USING LACIE NETWORK ASSISTANT

This update procedure will not erase your configuration or files saved to the network storage.

Important info: Before proceeding, make sure to follow the recommendations below:

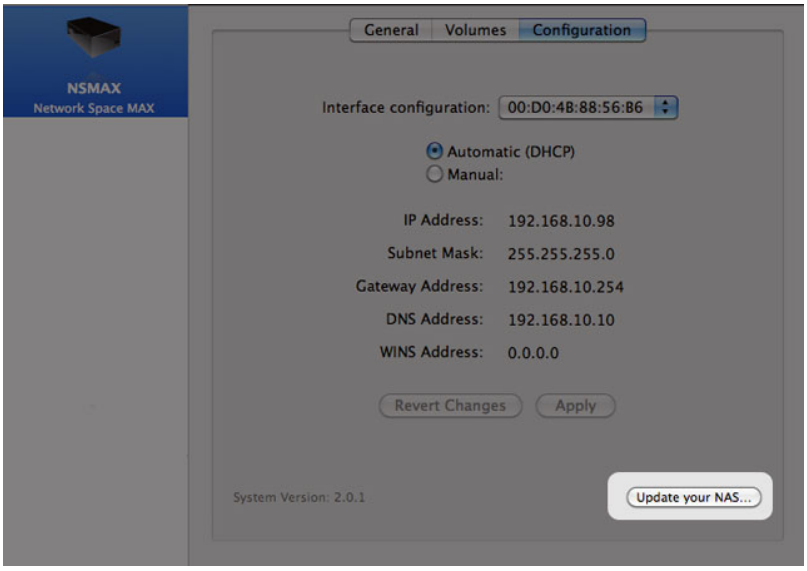
- Connect your PC or Mac to the network using an Ethernet cable (turn off all wireless connections)
- Make sure users on your network have stopped data transfers to the network storage
- Turn off other storage devices on the network except the one you wish to update
- Disconnect all computers from the shares of the network storage you intend to update

1. Make sure you are using the latest version of LaCie Network Assistant. If you download a newer version, make sure to uninstall previous versions.
2. Download the latest software update for your product from here. Keep it in a known location on your computer as you will be prompted to browse for it in step 9.
3. Run LaCie Network Assistant.
4. Go to **Preferences** and make sure **IPConf Support** is deactivated. You will know it is off if the button reads *Activate*.

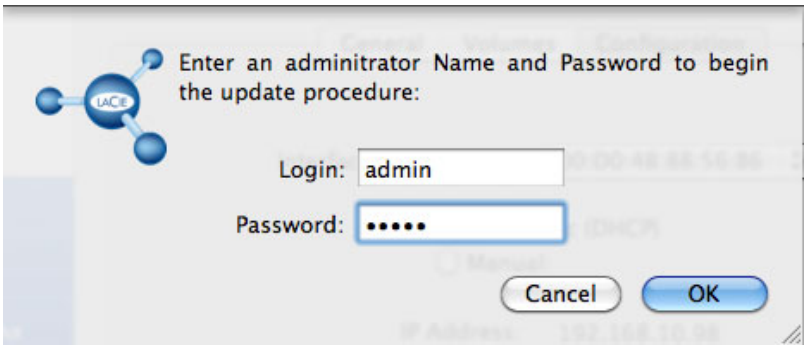


IP Config is off

5. Click the **Configuration** tab if you are running LaCie Network Assistant 1.5.1 or higher.
6. If you have more than one LaCie network storage device on your network, select your product from the list on the left.
7. Click on the ***Update your NAS...** button.



8. Enter your administrator username and password.



9. Browse to and load the update package (.capsule file) you downloaded from the LaCie website.
10. Click on **Continue...** to begin the update. Mac users may be prompted to enter their computer's administrator username and password.
11. Once the update is complete, verify the update in **Dashboard - Support** or LaCie Network Assistant:
    1. Go to LaCie Network Assistant and choose **Open LaCie Network Assistant...**. Older versions of LaCie Network Assistant should select **Configuration Window**.
    2. Select the **Configuration tab**. Older versions of LaCie Network Assistant click the **Network** tab
    3. The system version will be listed.

RESET TO FACTORY

Caution: Resetting the product will erase all Dashboard data such as users, groups, shares, and settings.

If for any reason you wish to reset your hard drive to its out-of-the-box state, follow the procedure below. After resetting to default, all files will be moved to a folder called Recovery in MyShare and so by default will be available only to the administrator.

1. Make sure the device is turned OFF.
2. Press and hold the power button for 10 seconds. Release the button immediately when the LED becomes solid red.

3. The moment the LED begins to blink red, press the button again. Please note that the LED will only blink red for five seconds, so you must press the button again to confirm the reset before it turns solid. If you do not press the button while the red light is blinking, the drive will start normally and the Reset to Factory process will be aborted.
4. When successfully reset, the device will restart automatically, returning to its factory settings.

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.

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.

PRECAUTIONS

Caution: It is essential that you use only the power supply that shipped with your product, since it is a shielded-type power cord that meets FCC emission limits as well as to prevent interference to the nearby radio and television reception.

Caution: Modifications not authorized by the manufacturer may void the user's authority to operate this device.

Important info: Any loss, corruption or destruction of data while using a LaCie drive is the sole responsibility of the user, and under no circumstances will LaCie be held liable for the recovery or restoration of this data. To help prevent the loss of your data, LaCie highly recommends that you keep TWO copies of your data; one copy on your external hard disk, for instance, and a second copy either on your internal hard disk, another external hard disk or some other form of removable storage media. If you would like more information on backup, please refer to our website.

Important info: 1TB (Terabyte) = 1,000GB. 1GB = 1000MB. 1MB = 1,000,000 Bytes. Total accessible capacity varies depending upon operating environment (typically up to 10% less per TB).

HEALTH AND SAFETY PRECAUTIONS

- Only qualified persons are authorized to carry out maintenance on this device.
- Read this User Manual carefully and follow the correct procedure when setting up the device.
- Do not open a disk drive or attempt to disassemble or modify it. Never insert any metallic object into the drive to avoid any risk of electrical shock, fire, short-circuiting or dangerous emissions. The disk drives shipped with your LaCie device contain no user-serviceable parts. If it appears to be malfunctioning, have it inspected by a qualified LaCie Technical Support representative.
- Never expose your device to rain, or use it near water, or in damp or wet conditions. Never place objects containing liquids on the LaCie device, as they may spill into its openings. Doing so increases the risk of electrical shock, short-circuiting, fire or personal injury.
- Make sure that the computer and LaCie device are electrically grounded. If the devices are not grounded, there is an increased risk of electrical shock.

GENERAL USE PRECAUTIONS

- Power requirements 100-240 V~, 50-60 Hz, (supply voltage fluctuations not exceeding ± 10% of the nominal and transient over-voltages according to over-voltage category II).
- Do not expose the LaCie device to temperatures outside the range of 5º C to 30º C (41º F to 86º F); or to operational humidity beyond 10-80%, non-condensing, or non-operating humidity beyond 10-90%, non-condensing. Doing so may damage the LaCie device or disfigure its casing. Avoid placing your LaCie device near a source of heat or exposing it to sunlight (even through a window). Inversely, placing your LaCie device in an environment that is too cold may damage the unit.
- Rated cooling for altitudes up to 2000 meters.
- If your drive features a power cable, always unplug it from the electrical outlet if there is a risk of lightning or if it will be unused for an extended period of time. Otherwise, there is an increased risk of electrical shock, short-circuiting or fire.
- Use only the power supply shipped with the device (if applicable).
- Do not use the LaCie device near other electrical appliances such as televisions, radios or speakers. Doing so may cause interference which will adversely affect the operation of the other products.
- Do not place the LaCie device near sources of magnetic interference, such as computer displays, televisions or speakers. Magnetic interference can affect the operation and stability of your LaCie device.
- Never use excessive force on your LaCie device. If you detect a problem, consult the troubleshooting section in this manual.
- Protect your LaCie device from excessive exposure to dust during use or storage. Dust can build up inside the device, increasing the risk of damage or malfunction.
- Never use benzene, paint thinners, detergent or other chemical products to clean the outside of the LaCie device. Such products will disfigure and discolor the casing. Instead, use a soft, dry cloth to wipe the device.

WARRANTY INFORMATION

LaCie offers first-rate service and support through our generous three-tiered warranty policy. Our 1-, 2-, 3-, and 5-year policies include comprehensive, complimentary web-based resources, expert in-house technical support, and worldwide repair and/or replacement coverage. To benefit from this warranty, please contact LaCie Support at www.lacie.com/us/support where you can find online support and contact information. You may also contact representatives at the original point of purchase who will be able to help guide you.

Standard warranties vary depending on the product. To verify your product's warranty status and to see which standard warranty is included with your product, type in your product's serial number at www.lacie.com/us/support. If no warranty is listed under your product's name, this means that the warranty has expired.

WARRANTY UPGRADES

If you wish to extend your warranty coverage, you can purchase Silver, Gold, or Platinum Care or Advanced Exchange. For details, see www.lacie.com/warranties.

LEGAL INFORMATION

A standard LaCie limited warranty is included with all products. Please read the terms and conditions below.

LaCie Limited Warranty Policy

LaCie ("LaCie") warrants, to the original purchaser, that this equipment shall be free of defects in materials and workmanship for a period of one (1), two (2), three (3), or five (5) years, depending on the model, from LaCie's date of original shipment when the equipment is used normally and is properly serviced when needed. If you discover a defect covered by the warranty set forth above, your sole and exclusive remedy will be for LaCie, in its sole discretion to (i) repair or replace the product at no charge to you; or, if a repaired unit or replacement product is not available, (ii) to refund the current market value of your product. You acknowledge and agree that replacement product, at the sole option of LaCie, may be a new product or a remanufactured product. In order to receive the remedy set forth above, you must return the product during the warranty period and include with each returned product (i) a copy of your original purchase invoice to verify your warranty; (ii) a Return Material Authorization number; (iii) your name, address and telephone number; (iv) a copy of the bill of sale bearing the appropriate LaCie serial numbers as proof of date of original retail purchase; and (v) a description of the problem. The customer must pay all transportation costs for a returned product. The product will need to be returned to LaCie within the country of original retail purchase. This warranty applies only to hardware products; LaCie software, media, and manuals are licensed and warranted pursuant to separate written agreement. This warranty does not apply if the product has been misused or has been damaged by accident, abuse, misuse, or misapplication; if it has been modified without permission of LaCie; or if any LaCie serial number has been removed or defaced. If a customer has purchased a LaCie Advance Care Option (ACO) to go with this equipment, the ACO shall be valid for three (3) years from activation.

EXCEPT FOR THE LIMITED WARRANTY SET FORTH ABOVE, ALL PRODUCTS ARE SOLD “AS IS” AND LACIE EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, NONINFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE. WITHOUT FURTHER LIMITING THE GENERALITY OF THE FOREGOING, DOES NOT WARRANT (1) THE PERFORMANCE OR RESULTS OBTAINED FROM USING THIS PRODUCT, (2) THAT THE PRODUCT IS APPROPRIATE FOR THE CUSTOMER'S PURPOSES, (3) THE MANUAL IS ERROR FREE, OR (4) THAT NO DATA WILL BE LOST WHILE USING THE PRODUCT. THE ENTIRE RISK AS TO THE RESULTS AND PERFORMANCE IS ASSUMED BY THE CUSTOMER. THE WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHERS, ORAL OR WRITTEN, EXPRESS OR IMPLIED.

EXCLUSIONS AND LIMITATIONS

This Limited Warranty applies only to hardware products manufactured by or for LaCie that can be identified by the “LaCie” trademark, trade name, or logo affixed to them. The Limited Warranty does not apply to any non-LaCie hardware products or any software, even if packaged or sold with LaCie hardware. Manufacturers, suppliers, or publishers, other than LaCie, may provide their own warranties to the end user purchaser, but LaCie, in so far as permitted by law, provides their products “as is”. Software distributed by LaCie with or without the LaCie brand name (including, but not limited to system software) is not covered under this Limited Warranty. Refer to the licensing agreement accompanying the software for details of your rights with respect to its use.

LaCie does not warrant that the operation of the product will be uninterrupted or error-free. LaCie is not responsible for damage arising from failure to follow instructions relating to the product's use. This warranty does not apply: (a) to consumable parts, unless damage has occurred due to a defect in materials or workmanship; (b) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports; © to damage caused by use with non-LaCie products; (d) to damage caused by accident, abuse, misuse, flood, fire, earthquake or other external causes; (e) to damage caused by operating the product outside the permitted or intended uses described by LaCie; (f) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of LaCie or a LaCie Authorized Service Provider; (g) to a product or part that has been modified to alter functionality or capability without the written permission of LaCie; or (h) if any LaCie serial number on the product has been removed or defaced.

No LaCie dealer, agent, or employee is authorized to make any modification, extension, or addition to this warranty.

Any loss, corruption or destruction of data while using a LaCie drive is the sole responsibility of the user, and under no circumstances will LaCie be held liable for the recovery or restoration of this data. To help prevent the loss of your data, LaCie highly recommends that you keep TWO copies of your data; one copy on your external hard disk, for instance, and a second copy either on your internal hard disk, another external hard disk or some other form of removable storage media. LaCie offers a complete line of CD and DVD drives. If you would like more information on backup, please refer to our website.

LACIE IS NOT RESPONSIBLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY, OR UNDER ANY LEGAL THEORY, INCLUDING LOST PROFITS, DOWNTIME, GOODWILL, DAMAGE TO OR REPLACEMENT OF EQUIPMENT AND PROPERTY, AND ANY COSTS OF RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH LACIE PRODUCTS EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Some states do not allow the exclusion or limitation of implied warranties or liability for incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may have other rights, which vary from state to state.

Your opening of your package, your use of the product, or your return of the enclosed Registration Card acknowledges that you have read and agree to the terms of this Agreement. You further agree that it is the complete and exclusive state of the agreement between us and supersedes any proposal or prior agreement, oral or written, and any other communications between us relating to the subject matter of this Agreement.

Read carefully all information related to warranty and precautions of use of your new LaCie product in the user manual.

For products purchased in the United States, you may contact LaCie at 7555 Tech Center Drive, Tigard, Oregon 97223 USA. Email: sales@lacie.com. Website: www.lacie.com. Customer service: 503-844-4503.

Service DOA

On rare occasions, a newly purchased LaCie product may be delivered in non-working order. We are working to avoid these issues, but unfortunately, these situations may arise from time to time. Within the 15 calendar days of purchase, should you experience an issue with your new LaCie product, we ask you to return the product to the place where it was originally bought. You will be required to give a proof of purchase.

Customer Warning

Please be sure to back up your data before returning your drive to LaCie for repair. LaCie cannot under any circumstances guarantee the integrity of data remaining on a returned drive. We make no provisions for data recovery and cannot be held liable for any data loss on drives or media returned to LaCie.

All products returned to LaCie must be securely packaged in their original box and shipped with postage prepaid, except for Products registered under the Advance Care Option.

NOTE TO AUSTRALIAN CUSTOMERS

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Contact us:

LaCie Australia, 6/151 Beauchamp Rd, Matraville NSW 2036 AUSTRALIA
Phone: 02 8063 3711
Email: info.au@lacie.com

For fast technical support, create a support ticket after registering your product at www.lacie.com/au/register.

LEGAL INFO

COPYRIGHTS

Copyright © 2015 LaCie. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written consent of LaCie.

CHANGES

The material in this document is for information only and subject to change without notice. While reasonable efforts have been made in the preparation of this document to assure its accuracy, LaCie assumes no liability resulting from errors or omissions in this document, or from the use of the information contained herein. LaCie reserves the right to make changes or revisions in the product design or the product manual without reservation and without obligation to notify any person of such revisions and changes.

FEDERAL COMMUNICATION COMMISSION INTERFERENCE STATEMENT

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Important info: FCC Radiation Exposure Statement: This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator & your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The availability of some specific channels and/or operational frequency bands are country dependent and are

firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

WEEE

This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designed collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service, or the shop where you purchased the product.

TRADEMARKS

Apple, Mac, Time Machine, and Macintosh are registered trademarks of Apple Computer, Inc. Microsoft, Windows XP, Windows Vista, and Windows 7 are registered trademarks of Microsoft Corporation. Other trademarks mentioned in this manual are the property of their respective owners.

LICENCES AND FREE SOFTWARE

Your LaCie product ships with copyrighted software that are licensed under the GPL, AFL, Apache, Apple, BSD, GNU LGPL, MIT, OpenLDAP, OpenSSL, PHP, Python, and Creative Common. It also includes free software, the source code for which can be downloaded from the LaCie website: www.lacie.com/support/

© 2007-2008, Thomas BERNARD. © 2006 Allan Saddi allan@saddi.com © 2004, Jan Kneschke, incremental. © 2001-2006, Patrick K. O'Brien and Contributors. © 2003-2009 Stuart Bishop stuart@stuartbishop.net. © 2006 Kirill Simonov. © 1996-2006 Julian R Seward. © 2004, 2005 Darren Tucker. All rights reserved. © 1997-2008 University of Cambridge. All rights reserved. © 2007-2008, Google Inc. All rights reserved. © 1990-2003 Sleepycat Software. All rights reserved. © 1995-2004 Jean-loup Gailly and Mark Adler. © 2004 Micah Dowty. ® 1997-2006 by Secret Labs AB ® 1995-2006 by Fredrik Lundh. © 1988,1990,1993,1994 by Paul Vixie. © 2007-2009 Charles du Jeu.

This list of licenses can evolve over time and can be found on the user interface under the heading "Credits."

CANADA COMPLIANCE STATEMENT

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

CAN ICES-3 (B)/NMB-3(B)

JAPAN COMPLIANCE STATEMENT

This is a Class B product based on the standard of the Voluntary Control Council for Interference from Information Technology Equipment (VCCI). If this is used near a radio/TV receiver, it may cause radio interference. Install the equipment according to the manual. This statement does not apply to the LaCie CloudBox.

MANUFACTURER'S DECLARATION FOR CE CERTIFICATION

CE

We, LaCie, solemnly declare that this product conforms to the following European standards: Electromagnetic Compatibility Directive (2004/108/EC); Low-Voltage Directive: 2006/95/EC