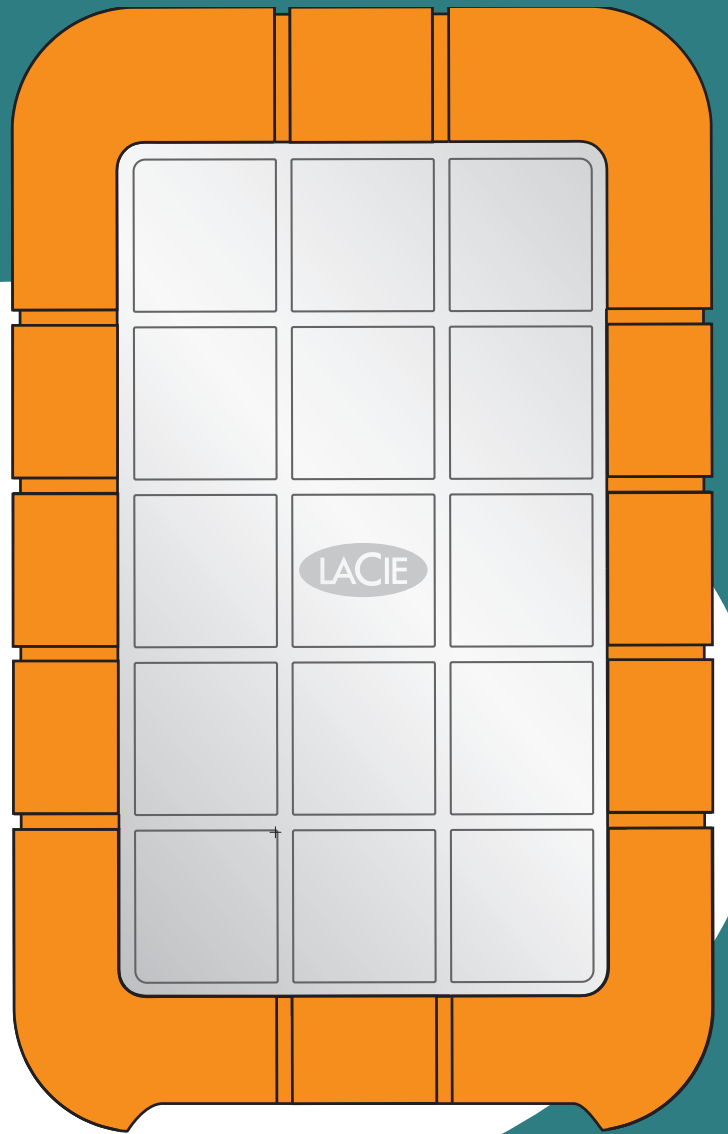


LACIE
rugged
ALL-TERRAIN HARD DRIVE



user manual

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Table of Contents

Foreword	4
Precautions	6
1. Introduction	7
1.1. What Your LaCie Drive Can Do	7
2. Your LaCie Drive	8
2.1. Minimum System Requirements	8
2.2. Package Contents And Views Of The Drive	9
2.2.1. Package Contents	9
2.2.2. Rear View Of The Drive	10
2.3. Cables And Connectors	11
2.3.1. FireWire	11
2.3.2. USB	12
2.3.3. USB Power Cable	13
3. Installing Your LaCie Drive	14
3.1. Connect The Interface Cable to Your LaCie Rugged and to Your Computer	17
3.2. Disconnecting Your LaCie Drive	18
3.3. Switching FireWire and USB Connections	19
4. Using Your LaCie Drive	20
4.1. Formatting And Partitioning Your LaCie Rugged Drive with Triple Interface	21
4.1.1. Mac Users	21
4.1.2. Windows Users	23
5. Tech Tips	25
5.1. File System Formats	25
5.1.1. Mac Users	25
5.1.2. Windows Users	26
5.2. Available Storage Capacity	28
5.3. Optimizing Data Transfers	28

5.3.1. FireWire 800 Ports And Performance	29
5.3.2. Hi-Speed USB 2.0 Ports And Performance	30
5.4. Hi-Speed USB 2.0 vs. FireWire 400 vs. FireWire 800	31
6. FireWire Questions & Answers	32
7. USB Questions & Answers	34
8. Troubleshooting	35
8.1. Mac Users	36
8.2. Windows Users	41
9. Contacting Customer Support	45
10. Warranty	47

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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.

FCC Statement:

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

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

NOTE: 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 and correct the interference



by one or more of the following measures:

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

Canada Compliance Statement

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

Manufacturer's Declaration for CE Certification



We, LaCie, solemnly declare that this product conforms to the following European standards:

Class B EN60950, EN55022, EN50082-1, EN61000-3-2

With reference to the following conditions:

73/23/EEC Low Voltage Directive

89/336/EEC EMC Directive

Health And Safety Precautions

Only qualified persons are authorized to carry out maintenance on this device.

- Read this User's Guide carefully, and follow the correct procedure when setting up the device.
- Do not open your hard 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. Your hard drive contains 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 drive, as they may spill into its openings. Doing so increases the risk of electrical shock, short-circuiting, fire or personal injury.

General Use Precautions:

- Do not expose the hard drive to temperatures outside the range of 5° C to 35° C (41° F to 95° F) in operating mode. Doing so may damage the drive or disfigure its casing. Avoid placing your drive near a source of heat or exposing it to sunlight (even through a window). Inversely, placing your drive in an environment that is too cold or humid may damage the unit.
- Always unplug the hard drive 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.
- Do not use the hard drive 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 drive near sources of magnetic interference, such as computer displays, televisions or speakers. Magnetic interference can affect the operation and stability of your hard drive.
- Do not place heavy objects on top of the drive or use excessive force on it.
- Never use excessive force on your drive. If you detect a problem, consult the "Troubleshooting" section in this manual.
- Protect your hard drive 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 drive. Such products will disfigure and discolor the casing. Instead, use a soft, dry cloth to wipe the device.

Warning: *The drive's warranty may be void as a result of the failure to respect the precautions listed above.*

1. Introduction

Thank you for the purchase of your new LaCie Rugged Drive with Triple Interface. This triple interface hard drive system combines portability with compatibility, convenience and a generous storage capacity to help you manage your data. Your LaCie external hard drive system is cross-platform, which enables you to use it on both Macs and PCs; it can be connected via FireWire 800, FireWire, or Hi-Speed USB 2.0 interfaces; and you can customize the format and partitions of your LaCie drive to match your exact needs.

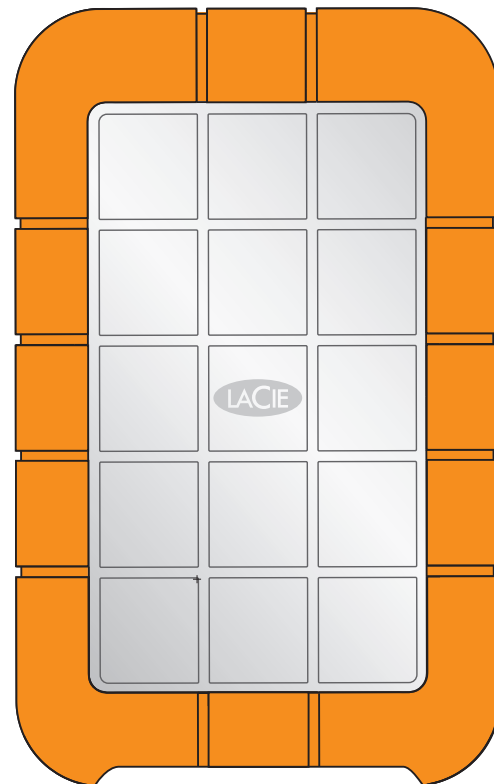
LaCie's Hard Drive is ideally suited for a wide range of high-end, high-traffic environments, including:

- Digital content creation
- Professional data exchange
- Video on the go

The LaCie Rugged Drive with Triple Interface sports a tough metal and rubber case, which, along with its shock-resistant design, allows you to take it almost anywhere. This plug and play drive also boasts a triple interface, ensuring you can connect the drive everywhere.

1.1. What Your LaCie Rugged Drive Can Do

- Connects to all standard FireWire and USB interfaces
- Back up your computer's internal hard drive.
- Store and exchange data between several computers.



2. Your LaCie Drive

2.1. Minimum System Requirements

Mac Users

FireWire 800

Hardware Requirements for FireWire 800:

- G4 with a FireWire 800/IEEE 1394b interface card
- System Requirements for FireWire 800:
- OS 10.x or higher

FireWire

Hardware Requirements for FireWire 400:

- G3 or greater, with FireWire 400/IEEE 1394a interface card
- System Requirements for FireWire 400:
- OS 9.x (Apple FireWire support 2.3.3 and greater) and 10.x

Hi-Speed USB 2.0

Hardware Requirements for USB:

- G3 or greater, with USB 2.0 or 1.1 interface card
- System Requirements for USB:
- OS 9.x and 10.x (Apple USB support 1.3.5 and greater)

Windows Users

FireWire 800

Hardware Requirements for FireWire 800:

- Pentium III or higher compatible processor, with a FireWire 800/IEEE 1394b interface card
 - 128MB RAM or higher
- System Requirements for FireWire 800:
- Windows 2000 and Windows XP

FireWire/IEEE 1394

Hardware Requirements for FireWire 400:

- Intel Pentium II 350 MHz or higher -compatible processor, with a FireWire/IEEE 1394 interface card (SBP-2 compatible) that supports mass storage devices.
 - 128MB RAM or greater
- System Requirements for FireWire 400:
- Windows 98 se, Windows ME, Windows 2000 and Windows XP

Hi-Speed USB 2.0

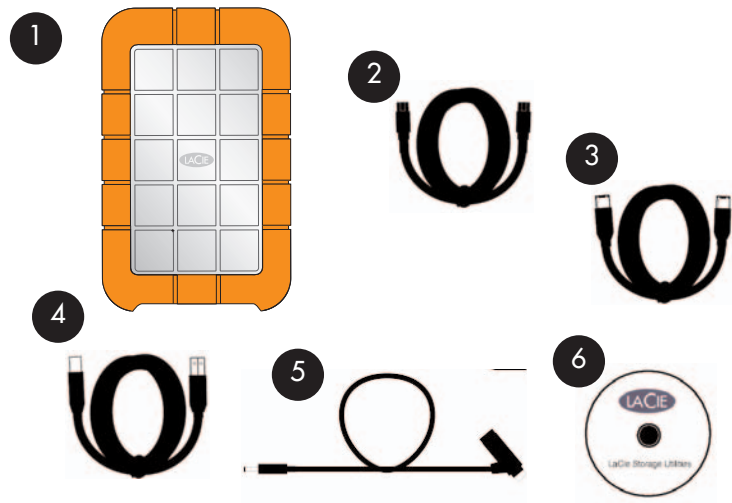
Hardware Requirements for USB:

- Pentium II or higher -compatible processor, with a USB 2.0 or 1.1 interface card
 - 128MB RAM or greater
- System Requirements for USB:
- Windows 98 se, Windows Me, Windows 2000 and Windows XP

2.2. Package Contents and Views of the Drive

2.2.1. Package Contents

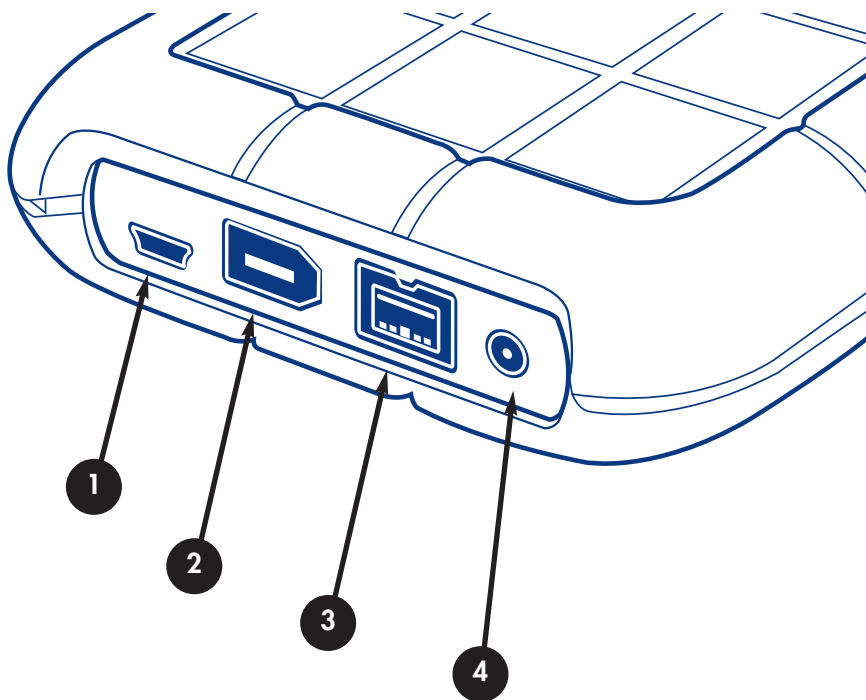
- 1 LaCie Rugged Drive with Triple Interface
- 2 FireWire 800 9-to-9-pin cable
- 3 FireWire 400 6-to-6-pin cable
- 4 Hi-Speed USB 2.0 cable
- 5 USB Power Cable
- 6 LaCie Storage Utilities CD-ROM



Important Note: Please keep your box. In the event that the drive should need to be repaired or serviced, it must be returned in its original packaging.

2.2.2. Rear View of the Drive

- 1 **Hi-Speed USB 2.0 Port** - This is where you plug in the Hi-Speed USB 2.0 cable furnished with the drive. See section [3.1. Connecting the Interface Cable](#) for more information.
- 2 **FireWire 400 Port** - This is where you plug in the FireWire 400 cables furnished with the drive. See section [3.1. Connecting the Interface Cable](#) for more information.
- 3 **FireWire 800 Port** - This is where you plug in the FireWire 800 cable furnished with the drive. See section [3.1. Connecting the Interface Cable](#) for more information.
- 4 **Power connection** - This is where you plug the optional USB Power Cable. For more information, see section [2.3.3. USB Power Cable](#).



2.3. Cables and Connectors

2.3.1. FireWire

FireWire 400, also known as IEEE 1394, is a high-speed serial input/output technology for connecting peripheral devices to a computer or to each other, and FireWire 800 is the implementation of the new IEEE 1394b standard.

Pushing the speed barrier to new limits, FireWire 800 offers increased bandwidth and extended cabling distance between devices. FireWire 800 is ideal for bandwidth-intensive applications, such as audio, video and graphics. Benefits of FireWire 800 include:

- Resourceful architecture: FireWire 800 reduces delays in arbitration and signal distortion, and increases throughput.
- Backwards compatibility: adapter cables allow FireWire 400 devices to operate under the FireWire 800 port.

FireWire 400 and FireWire 800 also share the following features:

- Hot-pluggable: devices can be added and removed while the bus is active.
- Isochronous data delivery: no dropped frames – FireWire supports real-time data delivery.
- Flexible: up to 63 devices can be connected on a single bus.

Please see [6. FireWire Questions And Answers](#) for a more detailed discussion of FireWire's uses and capabilities.

FireWire Cables

There are two categories of FireWire cables on the market: FireWire 800 cables, which feature the 9-to-9-pin, 9-to-6-pin, and 9-to-4-pin cables; and the original FireWire cables which feature the 6-to-6-pin and 6-to-4-pin cables.



9-to-9-pin cable: Connects FireWire 800 devices to FireWire 800 ports.



6-to-6-pin cable: Connects FireWire 400 devices to FireWire 400 ports.



6-to-4-pin cable: Connects FireWire 400 devices to iLink/DV ports.

FireWire Icons

These icons will help you easily identify the FireWire interface. They appear on FireWire cables, and next to the FireWire port connectors on certain computers.

FireWire icon



iLink icon



DV icon



2. Your LaCie Drive

2.3.2. USB

USB is a serial input/output technology for connecting peripheral devices to a computer or to each other. Hi-Speed USB 2.0 is the latest implementation of this standard, and it provides the necessary bandwidth and data transfer rates to support high-speed devices such as hard drives, CD/DVD drives and digital cameras.

Benefits of the USB standard include:

- Backwards compatibility: Hi-Speed USB 2.0 works with the original USB specifications.
- Hot-swappable: no need to shut down or restart your computer when adding or removing devices.

Please see [6. USB Questions And Answers](#) for a more detailed discussion of USB's uses and capabilities.

USB Cables

Your LaCie drive is shipped with a Hi-Speed USB 2.0 cable, to ensure maximum data transfer performance when connected to a Hi-Speed USB 2.0 port. The cable will also work when connected to a USB port, but drive performance will be limited to USB 1.1 transfer rates.

USB Icons

These icons will help you easily identify the USB interfaces. They appear on USB cables and next to the USB port connectors on certain computers.



USB 2.0 icon



USB 1.1 icon



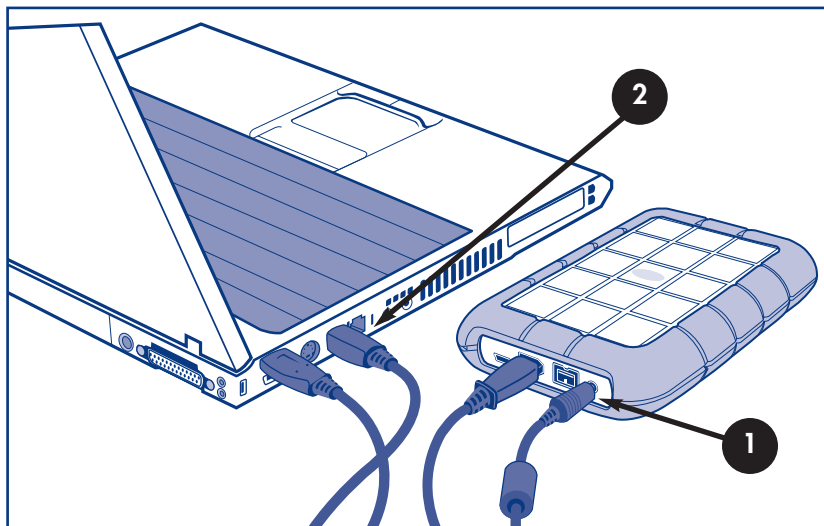
Hi-Speed USB 2.0 cable: Connects USB devices to USB ports.

2.3.3. USB Power Cable

In the event that the USB bus on your computer does not provide the necessary power to operate your drive, the included USB Power Cable connects to an available USB port on your computer.

The USB ports (either USB 2.0 or USB 1.1) on your computer will help provide power to your LaCie drive.

- 1 Attach the small end of the USB Power Cable to the back of your LaCie drive.
- 2 Attach the USB end of the USB Power Cable to an available USB port on your computer.



3. Installing Your LaCie Drive

Getting your LaCie Rugged Drive installed and connected is as simple as connecting an interface cable to the drive and to a computer. There are three interface connectivity options when connecting your LaCie Rugged Drive with Triple Interface to your computer: FireWire 400, FireWire 800 and Hi-Speed USB 2.0.

The Rugged Drive is plug & play for Windows 2000, Windows XP and Mac OS X. If you're using one of those operating systems, move ahead to section 3.1 Connect the USB 2.0 Cable to your Computer.

Important Note:

Mac OS 9.x users: You must install Silverlining Pro software. For details see the following pages for installation steps..

Windows 98SE and Windows Me users: You must install the included driver software and Silverlining 98. See the following pages for installation steps.

Important Note: This LaCie drive is preformatted in HFS+ is immediately compatible with Mac OS 9.x and Mac OS 10.x. For use with Windows, cross-platform use between Mac and Windows and for more information about reformatting, please see the following sections for more information:

[4.1. Formatting And Partitioning Your LaCie Drive - 4.1.1. Mac Users](#)

[5.1. File System Formats - 5.1.1. Mac Users](#)

Important Note: You can not have the FireWire and USB interfaces connected at the same time! If you will be switching between interfaces, you must also follow the steps in section [3.5. Switching Interfaces](#). For information about connecting additional FireWire and USB devices to the LaCie Rugged Drive with Triple Interface, please see section [3.3. Installing Multiple Devices](#).

Tech Note: To connect additional devices, you must be using the same interface, either FireWire or USB, and a hub if you are using USB. Your computer will not recognize the daisy-chained device if the interfaces are mixed, i.e. a FireWire device attached to a drive that is connected to the computer via the Hi-Speed USB 2.0 interface.

Mac OS 9.x

To use your new LaCie Rugged Drive with Triple Interface, first install the necessary driver software.

Silverlining Pro Installation

1) Insert the LaCie Storage Utilities CD in your computer's internal CD/DVD drive.

2) Open the CD icon, double-click the **Silverlining Software** folder and double-click on the **Silverlining Installer**.

3) The Silverlining Utilities screen appears. Click on **Continue**.

4) The **About to Install** screen appears. Read the following information and click on **Continue**.

5) The **License Agreement** screen appears. Click on **Agree**.

6) The **Installation** screen appears.

7) Leave the installation setting at **Easy Install** unless you want to customize the installation process.

8) Click on **Install**.

9) A message appears to confirm that the installation was successful.

10) Click on **Restart** to use your FireWire or USB peripheral immediately.

Now you are ready to move to the next step, Connecting the Drive to the Computer.



Windows 98 SE and Windows Me Users Only! Silverlining 98 Installation

Before connecting the power supply and USB 2.0 cable to your drive, you will need to install **Silverlining 98**, which will help you manage your drive. Follow the steps below to install the necessary drivers and software to configure your drive. Then move on to the power supply and USB 2.0 cable installation steps.

1) Insert the **LaCie Storage Utilities CD-ROM** in your computer's internal CD/DVD drive and open the disc (Fig.2.2).

2) Double-click the **Silverlining 98** folder.

3) Double-click the **Silverlining98_Install.EXE** icon.

4) Silverlining 98 will then initialize the install screen.

5) The "Welcome" screen will appear. Click **Next**.

6) The "Destination Location" screen will appear. To alter the location where the software is installed on your system, click the **Browse** button. If you do not want to change the location, do not click on the **Browse** button, and allow the software to be installed in its default location. Click **Next** to continue.

7) Next is the "Start Installation" screen. Click **Next**.

8) The software installation will begin, and you will see the installation screens.

9) Finally, you will see the "Silverlining 98 has been installed correctly" screen. Click **Finish** to complete the installation. Now move onto Step 1.

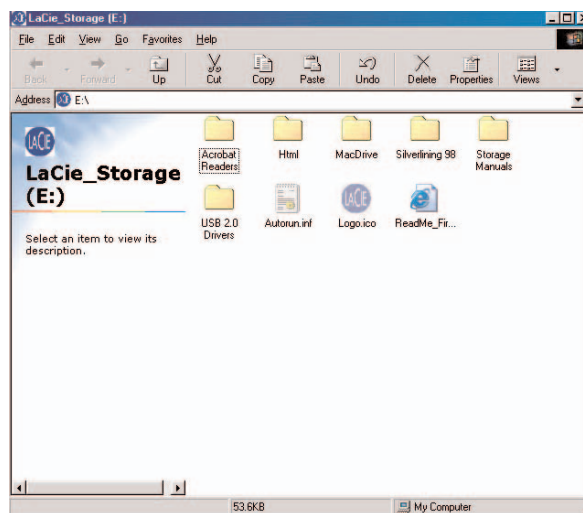


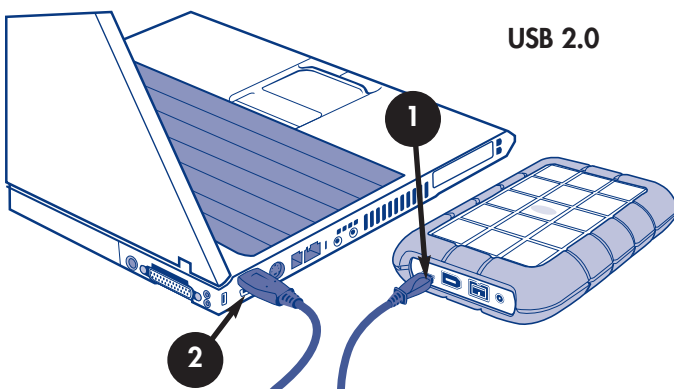
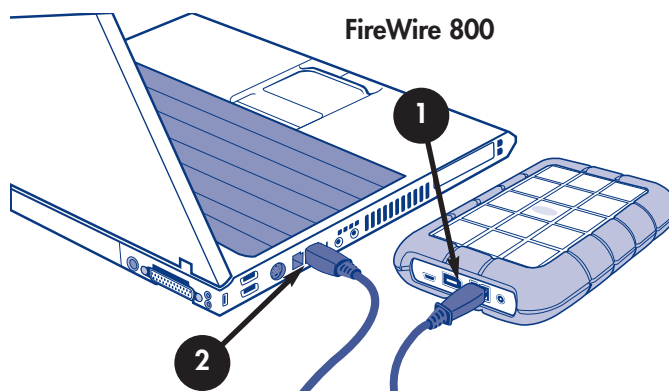
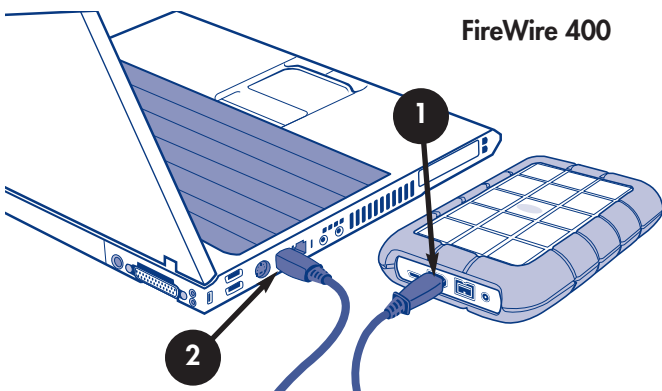
Fig.2.2

Step 3.1 – Connect the Interface cable to your LaCie Rugged and to your computer

There are three interface connectivity options when connecting your LaCie Rugged Drive with Triple Interface to your computer: FireWire 400, FireWire 800 and Hi-Speed USB 2.0.

- 1 Connect the interface cable to your drive through the host connector. (FireWire 400, FireWire 800 or USB 2.0).
- 2 Connect the cable to your computer. After a few seconds, your LaCie Rugged Drive will mount on your computer.

Important Note: This LaCie drive is preformatted in HFS+. Windows users see section 4.1.2. for information about reformatting.



Tech Note: Please refer sections [5.3.1. FireWire Ports and Performance](#) and [6. FireWire Questions and Answers](#) for important information on disconnecting FireWire devices and ensuring optimum performance. Please refer to sections [5.3.2. USB Ports and Performance](#) and [7. USB Questions and Answers](#) for important information on disconnecting USB 2.0 devices and ensuring optimum performance. To achieve USB 2.0 speeds, your drive must be connected to a USB 2.0 host port. If it is connected to a USB 1.1 port, your drive will operate at USB 1.1 speeds. For more details, see [5.3.2. Advice for Optimizing USB 2.0 Connections](#).

Important Note: Windows Users: It may take a few seconds for your computer to recognize the drive and assign it a letter. **Mac Users:** It may take a few seconds for the drive to appear on your desktop.



3.2. Disconnecting Your LaCie Drive

FireWire and USB external devices feature “plug & play” connectivity, which means that your drive can be connected and disconnected while the computer is running. To prevent failures, it is important you follow these steps when disconnecting your FireWire or USB peripheral device.

Warning: Do not disconnect the USB or FireWire cable when the drive is reading or writing. Disconnecting while the drive is operating could cause the loss of data. Make sure that your drive is not reading or writing and that the activity LED is off before disconnecting the USB or FireWire cable.



Windows Users

- 1 From the System Tray (located in the lower right-hand side of your screen), click on the **Eject** icon (a small green arrow over a hardware image).
- 2 A message will appear, detailing the devices that the **Eject** icon controls, i.e. “Safely remove...” Click on this prompt.
- 3 You will then be given the following message: “Safe to Remove Hardware” (or similar). It is now safe to disconnect the device.

Mac Users

You must unmount the hard drive system before disconnecting it or powering it down. Either:

- Drag the hard drive icon to the trash.
- Launch **Silverlining Pro**, highlight the hard drive and select “Unmount.”

The drive can now be disconnected.



3.3. Switching Between USB And FireWire Connections

Hi-Speed USB 2.0, FireWire 400 and FireWire 800 are “hot-pluggable,” meaning that you can connect a drive to a USB or FireWire port on your computer even when the computer is running. However, there are important steps to follow for your drive to function properly. When changing from a Hi-Speed USB 2.0 connection to a FireWire 400 or FireWire 800 connection (and vice versa), follow these steps:

- 1 Follow the steps in section [3.2 Disconnecting Your LaCie Drive](#) to unmount the drive.
- 2 Disconnect the USB or FireWire cable.
- 3 Connect either the USB or FireWire cable.

After switching between interfaces, you may need to quit the application that you were using to access the drive and then reboot the program. The drive should then be visible and accessible.

4. Using Your LaCie Drive

Formatting a disk consists of the following: the operating system erases all of the bookkeeping information on the disk, tests the disk to make sure that all of the sectors are reliable, marks bad sectors (i.e., those that are scratched) and creates internal address tables that it later uses to locate information.

As you format the drive, you will have the opportunity to divide the hard drive into sections, called partitions. A partition is a section of the hard drive's storage capacity that is created to contain files and data.

Once formatted, the actual available storage capacity varies, depending on operating environment, and is generally about 10% less than the non-formatted capacity.

File System Formats

There are three different file system formats that are predominately found in Mac and Windows environments:

- Mac OS Extended (HFS+) - for Mac OS 9.x and Mac OS 10.x
- NTFS - for Windows 2000 and XP
- FAT 32 - for Windows Me and legacy operating systems

Mac Users

- If you will be using the drive in a strictly Mac OS environment, leave the drive formatted as one large Mac OS Extended volume.
- If you want to be able to install multiple Mac operating systems on the LaCie Rugged Drive with Triple Interface, partition the drive into multiple Mac OS Extended volumes.

Tech Note: Windows Users! *This LaCie Hard Drive is formatted for the Mac operating system, and you will need to re-format the drive in order for it to appear and operate under the Windows operating system. See section 4.1.2. [Formatting And Partitioning Your LaCie Drive - Windows Users](#) for detailed instructions.*

Important Note: If you will be using this drive between Mac and Windows operating environments, you can create two partitions: one 32GB FAT 32 volume, and one large Mac OS Extended volume. There are certain limitations to this configuration, though; to achieve the best performance and reliability, it is recommended that you utilize a third-party utility, such as Mediafour's [MacDrive](#), which allows Windows computers to read and write files on a volume formatted for the Mac.

Windows Users

- If you will be using this drive between Win Me, 2000 or XP environments, it is recommended that you create two partitions: one that is a 32GB FAT 32 (MS-DOS File System) volume, and the other as a large NTFS volume.
- If you will be using the drive in a strictly Win 2000/XP environment, create one large NTFS volume.

4.1. Formatting And Partitioning Your LaCie Rugged Drive with Triple Interface

Once you have set-up your LaCie Rugged Drive with Triple Interface, you can reformat or partition it to suit your needs. The LaCie Rugged Drive with Triple Interface is pre-formatted as a Mac OS Extended volume.

4.1.1. Mac Users

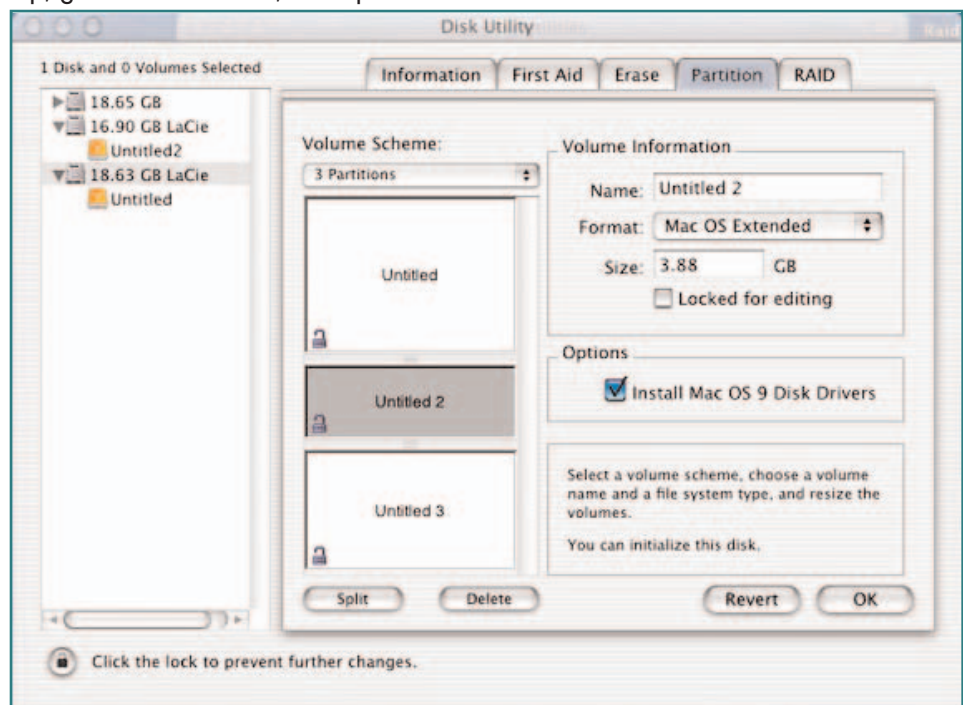
- Mac OS 9.x – Install and use LaCie **Silverlining Pro**, which is included with your drive.
- Mac OS 10.x – Use the Apple Disk Utility application, which is native to the operating system.

For instructions on installing and using **Silverlining Pro**, please refer to the **Silverlining** manual, located on your LaCie Storage Utilities CD, in PDF format.

Formatting And Partitioning Using Mac OS 10.x

- 1) Connect the drive to the computer via one of the interface ports.
- 2) Once the drive mounts onto the desktop, go to the **Menu Bar**, and open **Go**.
- 3) From the **Go** menu, click on **Applications**.
- 4) In the **Applications** menu, open the **Utilities** folder, and then double-click **Disc Utility** from the **Utilities** folder.
- 5) The **Disc Utility** window will open. In the left side of the window will be a list of the available hard disk drives. You should see a volume that represents your internal hard drive, and one that reads LaCie.
- 6) Select the LaCie drive, and then click on the **Partition** tab.

Warning: Following these steps will erase anything that is on the hard drive. Therefore, if you have information that you want to protect or continue to use, backup this information before performing these steps.



4. Using Your LaCie Drive

7) From the **Volume Scheme:** button, choose the number of partitions you want to divide the drive into by clicking on the pull down menu starting with **Current** (Mac OS 10.x gives you the option of dividing the drive into at most 8 partitions). You can customize the size of the partitions by using the slide bar between the partitions in the **Volume Scheme:** area.

8) In the **Volume Information** section, create a name for each partition, choose the volume format (Mac OS Extended, Mac OS Standard, MS-DOS File System or UNIX File System) and the volume size.

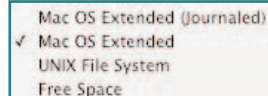
9) In the **Options** section, click the **Install Mac OS 9 Disk Drivers** box if you plan on sharing the drive between the Mac OS 9.x and Mac OS 10.x.

10) Once you have finalized the volume format, number of partitions, size and options, click OK. The following message will appear: "Warning! Saving the new volume will erase all existing volumes. This can NOT be undone. Are you sure you want to do that?" Click **Partition** to continue.

11) Mac OS 10.x will automatically setup the disk with the partitions and volume format you selected, and your new drive will be available for use.

Tech Note: For a more detailed discussion on the various file system formats and partitioning, please refer to section [5.1.1. File System Formats – Mac Users](#).

Tech Note: Under Mac OS 10.3.x, the default format setting is Mac OS Extended (Journaled).



Journaling provides a continuous record of changes to files on the hard drive. You will not be able to format in the MS-DOS File System, either, unless you choose the Erase tab in the Disc Utility window and create an entire MS-DOS File System volume. For more information, please refer to section [5.1.1. File System Formats - Mac Users](#).

4.1.2. Windows Users

- Windows 2000 and XP – Use the Disk Management Utility, which is native to the operating system.

Formatting And Partitioning Using Windows 2000 And Windows XP

The process of formatting and partitioning a drive on a computer running Windows 2000 or Windows XP consists of two steps: (1) installing a signature on the drive, and (2) partitioning/formatting the drive. These steps will erase anything that is on the disk.

- 1) Connect the drive to the computer via one of the interface ports.
- 2) Right-click **My Computer** and click **Manage**.
- 3) From the **Computer Management** window, select **Disk Management** (located below the Storage group).

4) If this is the first time the drive is being formatted, Windows 2000 will launch the **Write Signature Wizard (Write Initialize Wizard in Windows XP)**. Click **Next**.

5) Windows will list the new drive(s) attached. If you are formatting a single drive, only one drive should be visible. Select the checkbox next to the drive and click **Next**.

Important Note: Check the "quick format" box.

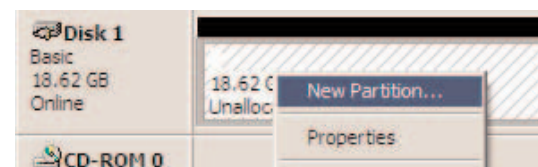
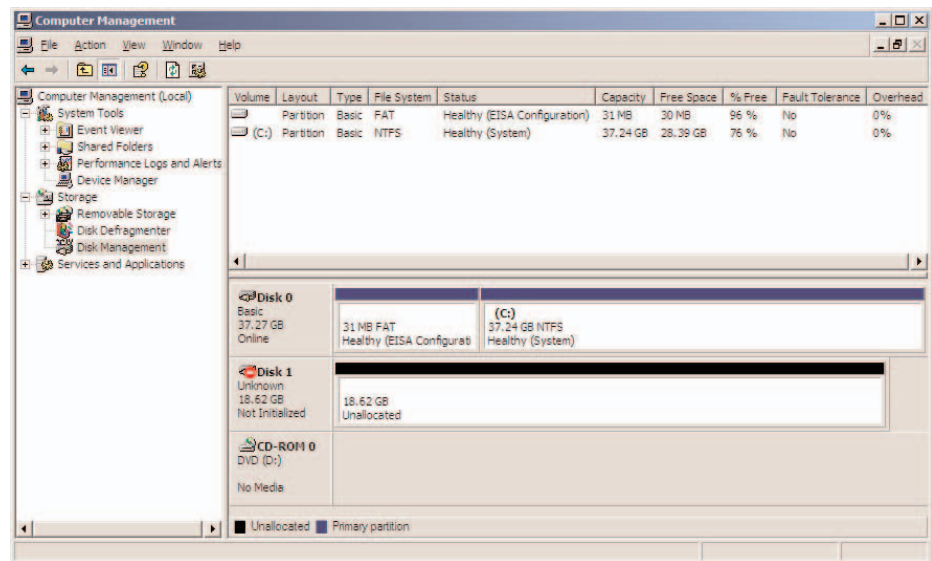
6) Click **Finish** to exit the Wizard.

7) Now, with the disk management window open, a new drive will be visible. Right-click on the available space and select **Create Partition...**

8) This will bring up the **Create Partition Wizard**. Click **Next**.

9) Select **Primary Partition**. Click **Next**.

Warning: Following these steps will erase anything that is on the hard drive. Therefore, if you have information that you want to protect or continue to use, backup this information before performing these steps.

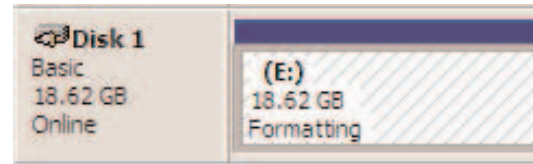


4. Using Your LaCie Drive

10). Here you must specify partition size. It is recommended that you leave the partition set to the maximum available size, unless you want multiple partitions on the same drive. Click **Next**.

11) Select **Assign drive letter** and select the desired letter for the drive. Click **Next**.

12) Select **Format this partition...** and then select a file system:



FAT32

FAT32 is a file system that is compatible with Windows 98 SE, Windows Me, Windows 2000 and Windows XP; however, it has limitations. In Windows 2000 and Windows XP, you will not be able to create a partition greater than 32GB.

NTFS

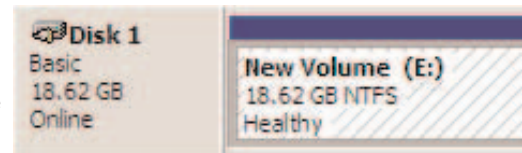
NTFS is a newer file system that is compatible only with Windows NT, Windows 2000 and Windows XP. It has fewer limitations than FAT 32 and will enable a partition to be created that is larger than 32GB.

Tech Note: For a more detailed discussion on the various file system formats and partitioning, please refer to [section 5.1.2. File System Formats – Windows Users](#).

13) Click **Next**.

14) Click **Finish**.

15) **Disk Management** will create the partition and begin formatting the drive. Once completed, close **Disk Management** and your new drive will be ready to use.



5. Tech Tips

5.1 File System Formats

5.1.1. Mac Users

Mac OS 10.x Users:

The LaCie Rugged Drive with Triple Interface is pre-formatted as a Mac OS Extended volume. You may customize the drive by reformatting and/or partitioning the drive with separate file system formats. For optimal performance in Mac OS environments, format and partition the drive as one large Mac OS Extended volume.

Mac OS Extended (HFS+)

Mac OS Extended refers to the file system used by Mac OS 8.1 and later. HFS+ represents an optimization of the older HFS file system by using hard disk space more efficiently. With HFS+, you are no longer limited by block size.

MS-DOS File System (FAT 32)

This is the Microsoft file system, more typically known as FAT 32. This is the file system to use if you are going to be using your LaCie Rugged Drive with Triple Interface between Macs and Windows operating systems.

Mac OS Standard (HFS)

Mac OS Standard refers to the file system used by Mac OS 8.0 and earlier. Only use this file system if you are creating a volume smaller than 32MB, using a Mac with a 680X0 processor or creating a file structure that will be need to be used by Macs running Mac OS 8.0 or earlier.

Important Note: If you will be sharing the hard drive between Mac and Windows operating environments, you will want to follow these guidelines:
Mac OS 9.x -

- Works reliably with FAT 32 partitions less than 32GB

Mac OS X prefers that all partitions be the same format, therefore only the first FAT 32 partition is guaranteed to mount.

Mac OS 10.1.x -

- Works reliably with FAT 32 partitions less than 32GB

Mac OS 10.2.x -

- Works reliably with FAT 32 partitions less than 128GB

- Does not mount FAT 32 partitions greater than 128GB

Mac OS 10.3.x -

- Mounts any FAT 32 drive of any size
- Mounts NTFS volumes as READ-only

Tech Note: Mac OS 10.3.x Users - Mac OS Extended (Journaled) Under Panther, Apple introduced journaling to the Mac OS Extended file system, which helps protect the file systems on Mac OS volumes. When journaling is enabled, file system transactions are maintained and recorded continuously in a separate file, called a journal.

In the event of an unplanned shutdown, the OS uses the journal to restore the file system. Journaling is also backward compatible, and all volumes with journaling enabled can be fully used by computers not running Mac OS 10.3.x.

For more information, please visit Apple's Web site.

UNIX File System

This is the file system based on UNIX, and is preferable for users developing UNIX-based applications within Mac OS 10.x. Unless you have a specific reason to use the UNIX File System, you should instead format your drive using Mac OS Extended (HFS+), because it provides Mac users with a more familiar operating experience.

Mac OS 9.x Users:

You will be able to format the drive in one of two formats, HFS (Mac OS Standard) or HFS+ (Mac OS Extended), using Silverlining Pro (for specific instructions, please refer to the Silverlining User's Manual, in the Silverlining folder).

5.1.2. Windows Users

There are basically two file system formats for Windows: FAT 32 and NTFS. The following information will hopefully make choosing one or the other a little easier.

FAT 32

FAT is an acronym for File Allocation Table, which dates back to the beginnings of DOS programming. Originally, FAT was only 16 bits, but after the second release of Windows 95 it was upgraded to 32 bits, hence the name FAT 32. In theory, FAT 32 volume sizes can range from less than 1MB all the way to 2TB. It is the native file system of Windows 98 and Windows Me, and is supported by Windows 2000 and XP. When FAT 32 is used with Windows 2000 and XP, though, volume size is limited to 32GB (by the Windows partition utility, i.e. Disk Manager), and the individual file size is limited to 4GB.

NTFS

This acronym stands for New Technology Filing System, and it is the native file system for Windows NT, Windows 2000 and XP. NTFS offers several features that are not available with FAT 32; i.e. file compression, encryption, permissions, and auditing, as well as the ability to mirror drives and RAID 5 capabilities. The minimum supported volume size for NTFS is 10MB, with a maximum of 2TB, with no limit to file size. Volumes created in NTFS can only be directly accessed (not through shares) by Windows NT, Windows 2000 and XP, without resorting to help from third-party products.

Guidelines for Choosing FAT 32 Or NTFS

Use FAT 32 if:

- You want to access your data on any Operating System - FAT 32 is compatible with Windows 98 SE, Me, 2000, XP, NT, Mac OS 9.x and Mac OS 10.x (see **Important Note:** in section [5.1.1. File System Formats - Mac Users](#) for more information).
- You will be dual booting with an Operating System other than Windows NT or Windows 2000.
- You may need the ability to dual boot down the line. Once you have converted a volume from FAT 32 to NTFS, there is no going back. You can convert from FAT 32 to NTFS, but not the other way around.

Use NTFS if:

- You want to optimize drive performance under Windows 2000 or XP.
- You want to encrypt files, assign permissions to files, or want to audit files for access.
- You will be formatting partitions larger than 32GB.
- You need to store individual files that are larger than 4GB.
- You need a filing system that can be mirrored or structured like a RAID 5 configuration.

5.2. Available Storage Capacity

A gigabyte (GB) means 1,000,000,000 bytes. In order to utilize a hard disk drive, it has to be formatted first. Formatting a disk consists of the following: the operating system erases all of the bookkeeping information on the disk, tests the disk to make sure that all of the sectors are reliable, marks bad sectors (i.e., those that are scratched) and creates internal address tables that it later uses to locate information. Once formatted, the actual available storage capacity varies, depending on operating environment, and is generally about 10% less than the non-formatted capacity.

5.3. Optimizing Data Transfers

Data transfers are the flow of data that accomplishes a task, usually related to moving data from storage to computer RAM, or between storage devices. With external drives, such as the LaCie Rugged Drive with Triple Interface, the data is transferred from the drive to the computer via the FireWire or USB interface. The data is fed from the drive through the FireWire port on the drive, and passes to the computer through the FireWire host-bus adapter interface.

Computer manufacturer's implementation of the FireWire host-bus adapter interfaces vary widely. For computers running Windows 2000 and later, the FireWire interface, which is referred to as either IEEE 1394 or iLink on PCs*, is less common as a native host-bus adapter. Nearly all recent Apple computers have native FireWire interface ports.

The FireWire interfaces specify certain requirements, filed under the OHCI (Open Host Controller Interface) standards. All LaCie drives comply to OHCI standards and have been rigorously tested on computers that have host bus adapters that also comply to OHCI standards. Unfortunately, not all manufacturers respect these guidelines, and anomalies may arise with computers that have host bus adapters that do not conform to OHCI standards.

For the best performance, connect your LaCie Rugged Drive with Triple Interface directly to a native FireWire port on your computer, and avoid daisy-chaining*. During data transfers, it's best to wait before launching other applications that will be using the same port.

If you do not have a native FireWire port, LaCie offers FireWire host bus adapter cards, also known as PCI or PC/PCMCIA cards, that have been tested and comply with LaCie drives. Please contact your reseller or [LaCie Customer Support](#) for more information.

Tech Note: For more information on the FireWire interfaces, please see: [6. FireWire Questions & Answers](#)

Tech Note: Please see [3.3. Connecting Multiple Devices](#) for more information.

Tech Note: Another important factor in file transfer speeds is how the drive has been formatted. For more information in choosing the correct file system format, please see section [5.1 File System Formats](#).

5.3.1. FireWire 800 Ports And Performance

To utilize the newly enhanced FireWire 800 performances, your computer must be equipped with a FireWire 800 host bus adapter card (either sold separately, or integrated by your computer's manufacturer); these host bus adapter cards include one or more FireWire 800 ports, and you must be running Mac OS 10.2.4 and higher, or Windows 2000 or Windows XP in order to achieve FireWire 800 performance and functionality.

If you use FireWire equipped peripherals (either the original FireWire standard or the new FireWire 800), one of the easiest and least expensive ways to improve the performance, reliability and value of your system is by installing additional ports. By adding a FireWire PCI/PC card you can isolate fast and slow devices, create more effective RAID configurations, take full advantage of bus-powered devices and protect and increase the overall value of your system.

Not all FireWire devices are created equal; some devices support faster transfer rates than others. For example, DV camcorders deliver data at the slower 100Mb/s and 200Mb/s rates, while hard drives typically deliver data at the 400Mb/s rates. When the devices are daisy-chained (connected to each other and sharing a single port), the devices may be reduced to the transfer rate of the slowest device. With a separate FireWire PCI card, you can isolate the slow devices to one port, while dedicating another port to your high-speed devices.

This principle also has a great effect on the efficiency and performance of RAID 0 striped configurations, where each interface can operate at maximum speed without being affected by the other devices on the same bus. Essentially, by adding an additional PCI card, you create another controller for the data. Instead of having four drives connected to one port and daisy-chained, with an additional PCI card you can connect two drives to one port, and two drives on a second port on another controller, improving speed by spreading the data over two controllers instead of one.

Also think of an additional FireWire bus as a serious way to protect your expensive computer system. If you happen to work in an environment where you frequently share devices with other computers and users, you can inadvertently "blow" a FireWire port, if, for instance, you have a defective cable, or the connector is forced in upside down. Replacing a FireWire PCI/PC card is far less expensive than repairing or replacing an entire motherboard.

Important Note: *At the time of publication (September 2005), only Mac OS 10.2.4 and higher, and Windows 2000 and Windows XP, support FireWire 800 functionality, and the IEEE 1394b interface is not a standard feature implemented on the motherboards of all PC-compatible computers.*

Contact your LaCie reseller or [LaCie Customer Support](#) for information about FireWire 800 PCI or PC Cards, or visit our Web site: www.lacie.com.

5.3.2. Hi-Speed USB 2.0 Ports And Performance

To utilize the enhanced Hi-Speed USB 2.0 performance, your computer must be equipped with a Hi-Speed USB 2.0 host bus adapter card (either sold separately, or integrated by your computer's manufacturer) and the appropriate drivers. These host bus adapter cards, which include one or more USB ports, are shipped with special Hi-Speed USB 2.0 drivers that enable the computer to control the card. These drivers must be installed in order for USB 2.0 devices connected to the port to work at their correct speeds.

Computers running Windows 2000 and Windows XP automatically manage Hi-Speed USB 2.0 devices and drivers.

Mac OS 9.x does not support Hi-Speed USB 2.0 functionality, and all Hi-Speed USB 2.0 devices will only operate at the original USB specifications. Mac OS 10.2.7 and later supports Hi-Speed USB 2.0, and Mac OS 10.x also supports Hi-Speed USB 2.0, but you will have to purchase a third-party PCI or PC Card and appropriate drivers.

Contact your LaCie reseller or [LaCie Customer Support](#) for information about Hi-Speed USB 2.0 PCI or PC Cards, or visit our Web site: www.lacie.com.

5.4. Hi-Speed USB 2.0 vs. FireWire 400 vs. FireWire 800

Trying to decide which interface to use, Hi-Speed USB 2.0, FireWire 400 or FireWire 800, can be a complicated decision. Your decision should be based on the following:

Computer With Hi-Speed USB 2.0, FireWire 400 And FireWire 800 Ports

If your computer is equipped with all three interfaces, you have several options to consider. The key decision in this equation is simple: speed. FireWire 800 effectively offers twice the bandwidth of both Hi-Speed USB 2.0 and FireWire 400. So, if you are running bandwidth-intensive applications, such as digital audio, video or graphics, FireWire 800 is your clear choice.

Computer With Hi-Speed USB 2.0 And FireWire 400 Ports

If your computer is equipped with both Hi-Speed USB 2.0 and FireWire ports, drive performance will be relatively similar. The theoretical transfer rates are 480Mb/s for Hi-Speed USB 2.0 and 400Mb/s for FireWire. Realistically, the two are extremely close to each other in terms of performance and speed.

The main reason for choosing one over the other should hinge on the existing devices you are already using. For instance, if you are already using both of your Hi-Speed USB 2.0 ports on your computer, you would use the FireWire port to connect your drive, and vice versa. Avoiding hubs (for USB topology) and daisy-chains (for FireWire topology) will help improve performance because your drive will be connected directly to your computer.

Computer With USB And FireWire 400 Ports

If your computer is equipped with a USB port and a FireWire port, you will get noticeably better performance by using the FireWire connection. Even though your LaCie drive comes with a Hi-Speed USB 2.0 cable and interface, by connecting through the USB port, the drive will be limited to USB 1.1 speeds and performance.

Computer With Only USB Ports

If your computer is only equipped with a USB port, your decision is fairly simple: connect via the USB cable provided with your drive. Hi-Speed USB 2.0 is backward compatible and can be used in USB ports. Again, you will be limited to USB speeds and performance.

Another alternative is to purchase a FireWire or Hi-Speed USB 2.0 host adapter card that you would install into a PCI or PCMCIA slot on your computer, thereby allowing your computer to take advantage of the performances that FireWire and Hi-Speed USB 2.0 have to offer.

Contact your LaCie reseller or [LaCie Customer Support](#) for information about FireWire and Hi-Speed USB 2.0 PCI or PC Cards, or visit our Web site: www.lacie.com.

6. FireWire Questions & Answers

What Does IEEE 1394 Mean?

IEEE (the Institute of Electrical and Electronics Engineers) refers to the engineering corps that developed the 1394th standard, defining the high-performance serial input/output (I/O) bus used to connect peripheral devices. There are now two standards: IEEE 1394a, which refers to the original standard adopted in 1995, and IEEE 1394b, which refers to the new standard, adopted in 2002.

What Is The Relationship Between IEEE 1394, FireWire, iLink And DV?

These four names all refer to the same interface:

- IEEE 1394 is the term commonly used in the computer industry.
- FireWire is the brand name used by Apple.
- iLink is the brand name used by Sony for both consumer electronics and personal computers.
- DV is short for "Digital Video," and is used as the logo for the interface on most video camcorders.

What Are The Benefits Of The FireWire Interfaces?

The FireWire interface is a fast, cross-platform serial bus, and is ideal for digital audio, video and graphic applications that demand plenty of bandwidth. Both versions of FireWire offer Plug & Play connectivity, so all you have to do is plug in your drive and begin using it, they also allow up to 63 devices to be connected via a single bus and offer peer-to-peer connectivity, enabling multiple computers and FireWire devices to be connected at the same time. FireWire also supports both isochronous and asynchronous capabilities, meaning that it can guarantee real-time data delivery, so there is no danger of inaccurately ordered or delayed frames.

What Is The Difference Between FireWire 400 And FireWire 800?

Essentially, the main difference between the two interfaces can be summed up in one word: speed. FireWire 800 effectively doubles the bandwidth of the original FireWire 400 interface. The new FireWire 800 interface offers truly impressive results, with speeds up to 800Mb/s for a single bus, and even greater for several buses in RAID 0 configurations.

Other key advancements include the support of increased cabling distances and a newly enhanced arbitration architecture. Utilizing cables constructed of professional-grade glass optical fiber, when both devices are connected via a FireWire 800 hub, FireWire 800 can burst data across 100 meters of cable.

The new arbitration scheme greatly improves on the existing architecture by incorporating advanced 8B10B data encoding (based on codes used by Gigabit Ethernet and Fibre Channel), which reduces signal distortion, and also improves the arbitration time by prepping the arbitration while the current data packet is being sent, so that data is sent as soon as the current transmission is completed.

What Are The Ideal Uses For FireWire?

FireWire helped fuel a revolution for digital content creators, and was awarded a 2001 Primetime Emmy Engineering Award by the Academy of Television Arts & Sciences for its contribution. Due to its high bandwidth and support of both isochronous and asynchronous data delivery, FireWire has found a very successful place in both the computer and consumer electronics industries. Whether connecting game consoles, personal video recorders, home stereo equipment, digital TVs, hard drives, CD/DVD-RW drives, printers, scanners, tape drives or other digital hardware equipment, FireWire is well-suited to handle all these various requirements.

With the advent of the new FireWire 800 standard, the revolution created by the original will only grow. For those working with digital video, the new standard will enable new bandwidth-intensive applications, such as multiple-stream, uncompressed, standard-definition video.

Will FireWire 400 Devices Run Faster When Connected To A FireWire 800 Port?

Unfortunately, this is not the case. In order to attain FireWire 800 speeds, both the device and port have to be FireWire 800 enabled. For instance, an external hard drive with a FireWire 800 9-pin connection will only reach FireWire 800 transfer rates when it is connected to a FireWire 800 9-pin host bus adapter card via a properly certified FireWire 800 9-pin to 9-pin beta cable.

When a FireWire 400 device is connected to a FireWire 800 port, the FireWire 400 device will only operate at the original FireWire 400 speeds.

Will FireWire 800 Devices Work On FireWire 400 Ports And Vice Versa?

The new standard was designed to be backwards compatible, meaning that FireWire 800 devices will still operate via the original FireWire 400 port. To connect a FireWire 800 device to a FireWire 400 port, a specific adapter cable must be used, though. There are two types of FireWire 400 ports: 6-pin and 4-pin. For FireWire 800 devices to work, they must be connected by placing the 9-pin end of the FireWire cable into the FireWire 800 port of the device, and the opposite 6-pin or 4-pin end into the FireWire 400 port.

The same holds true for FireWire 400 devices being connected to a FireWire 800 host port. The 4-pin or 6-pin end of the FireWire cable must be connected to the FireWire 400 port of the device, and the 9-pin end must be connected to the FireWire 800 port.

When FireWire 400 and FireWire 800 devices are mixed, all transfer rates revert to the original FireWire 400 speed.

What Do I Do If My Computer Does Not Have A FireWire Port?

Most computers manufactured today incorporate at least one FireWire port. If your computer does not have a native port, you can install one by adding a PCI or PCMCIA host bus adapter card. Please contact your computer supply specialist for a specific card that will work with your system.

For more information about the FireWire interface, please visit: www.lacie.com/technologies

7. USB Questions & Answers

What Are The Benefits Of The USB Interfaces?

- Cross-platform: Use your USB peripherals on both Mac and Windows platforms.
- “Hot Swappable”: No need to shut down or restart your computer when adding or removing a USB device. Plug it in and its ready.
- Automatic configuration: Once your device is connected, your computer recognizes the device and automatically configures the necessary software.
- Daisy-Chaining: with USB ports on your computer, you can connect up to 127 peripherals using hubs.
- Easy Installation: One standardized port and plug combination makes it simple to connect.

What Is The Difference Between USB And Hi-Speed USB 2.0?

The main difference is speed. The original version of the interface is capable of throughput up to 12Mb/s. Hi-Speed USB 2.0 supports data speeds up to 480 Mb/s, making it 40 times faster than its predecessor. This increased bandwidth translates into higher performance in demanding applications requiring high transfer rates.

What Are The Ideal Uses For USB?

USB is perfect for more traditional connections such as keyboards, mice, joysticks and scanners. These types of devices don't require fast data transfer rates, and operate very successfully at the slower speeds.

What Are The Ideal Applications For Hi-Speed USB 2.0?

Digital cameras, CD/DVD drives, hard drives and scanners will all benefit from the added bandwidth and performance gains of the new implementation of the USB standard. Hi-Speed USB 2.0 provides the necessary fast data transfer rates that today's devices require, and combines the earlier specifications so older devices that operated under the original USB standards will still work with Hi-Speed USB 2.0.

Will USB Devices Run Faster When Connected To A Hi-Speed USB 2.0 Bus?

Unfortunately, no. The Hi-Speed USB 2.0 specification is specifically written to allow developers to design higher speed peripherals that can take advantage of the extra bandwidth. USB devices, though, will still operate at 12Mb/s at full-speed and 1.5Mb/s at low-speed on a Hi-Speed USB 2.0 bus. Even though USB devices won't run any faster, they can work alongside Hi-Speed USB 2.0 devices on the same bus. However, if you plug in a Hi-Speed USB 2.0 device to a USB bus, the speed of the Hi-Speed USB 2.0 device will decrease to 12Mb/s.

8. Troubleshooting

In the event that your LaCie Rugged Drive with Triple Interface is not working correctly, please refer to the following checklist to find out where the problem is coming from. If you have gone through all of the points on the checklist and your drive is still not working correctly, please have a look at the FAQs that are regularly published on our Web site – www.lacie.com. One of these FAQs may provide an answer to your specific question. You can also visit the drivers pages, where the most recent software updates will be available.

If you need further assistance, please contact your LaCie reseller or LaCie Technical Support (see 9. Contacting Customer Service for details).

Manual Updates

LaCie is constantly striving to give you the most up-to-date, comprehensive User's Manuals available on the market. It is our goal to provide you with a friendly, easy-to-use format that will help you quickly install and utilize the many functions of your new device.

If your manual does not reflect the configurations of the product that you purchased, please check our Web site for the most current version available.

8.1. Mac Users

The Problem	Questions to Ask	Possible Solutions
<p>The drive is not recognized by the computer.</p>	<p>Does your computer's configuration meet the minimum system requirements for use with this drive?</p>	<p>Check section 2.1. Minimum System Requirements – Mac Users for more information.</p>
	<p>Is the drive's power sharing connected and turned on?</p>	<p>Make sure that the power supply is properly connected (see section 2.3.3. USB Power Cable).</p>
	<p>Did you follow the correct installation steps for the specific interface and operating system.</p>	<p>Review the installation steps under 3.Installing Your LaCie Drive.</p>
	<p>Is there an icon for the drive appear on the desktop?</p>	<p>There should be an icon for the LaCie drive on the desktop. Open Apple System Profiler and click on the Devices and Volumes tab. If your device is not listed, follow the rest of the Troubleshooting tips to isolate the problem.</p>
	<p>Are both ends of the FireWire/USB cable firmly attached?</p>	<ul style="list-style-type: none"> •Disconnect the FireWire/USB cable, wait 10 seconds and then reconnect. •Ensure that the FireWire/USB connectors are properly aligned. FireWire/USB cables can only be inserted one way. Make sure that they are correctly oriented. •Check that the FireWire/USB connectors are straight and fully seated into the FireWire/USB ports. •Only use certified FireWire/USB cables, such as the cables provided with your LaCie drive. <p>If you have followed all of these steps and the drive is still not recognized, shut down your computer, wait 3 to 5 minutes, restart your computer and try again.</p>

The Problem

The drive is not recognized by the computer.

Questions to Ask

Is the drive connected to the computer through another drive?

Possible Solutions

Try connecting the drive directly to the computer. For best performance and reliability, connect the LaCie Rugged Drive with Triple Interface directly to the computer.

Has the drive been formatted?

Make sure that the drive has been formatted properly. Please see sections [4.1. Formatting And Partitioning Your LaCie Drive](#) and [5.1. File System Formats](#) for more information.

Is there a conflict with other device drivers or extensions?

Contact [LaCie Technical Support](#) for help.

A device connected to the LaCie Rugged Drive with Triple Interface is not recognized by the computer.

Is the LaCie Rugged Drive with Triple Interface connected directly to the host computer?

Make sure that your LaCie Rugged Drive with Triple Interface is connected directly to the computer (see section [3.1. Connect The Interface Cable](#) for more information). For best performance, avoid daisy-chain configurations and connect devices directly to the computer. For more information, see section [5.3. Optimizing Data Transfers](#).

Is the LaCie Rugged Drive with Triple Interface recognized by the computer?

If the LaCie Rugged Drive with Triple Interface is recognized by the computer, try connecting the other device directly to the computer. Check your device manufacturer's documentation for information about connectivity options. If the LaCie Rugged Drive with Triple Interface is not recognized by the computer, disconnect the other device from the LaCie Rugged Drive with Triple Interface. Unplug the LaCie Rugged Drive with Triple Interface from the computer and reconnect. If the LaCie Rugged Drive with Triple Interface still isn't recognized, restart the computer, and try reconnecting the device.

The Problem

The drive is working slowly.

Questions to Ask

Is the LaCie Rugged Drive with Triple Interface connected directly to the host computer?

Possible Solutions

Make sure that your LaCie Rugged Drive with Triple Interface is connected directly to the computer (see section [3.1. Connecting The Interface Cable](#) for more information). For best performance, avoid daisy-chain configurations and connect devices directly to the computer. For more information, see section [5.3. Optimizing Data Transfers](#).

The drive is not running noticeably faster when connected via FireWire 800.

Are you running Mac OS 9.x?

Mac OS 9.x does not support the speed and performance of the FireWire 800 interface. But you can connect a FireWire 800 device to a computer running Mac OS 9.x if you connect using either the FireWire 400 6-to-6-pin cable and the FireWire 400 port on the drive; or connect via the FireWire 800 port using a FireWire 800 9-to-6-pin cable (sold separately).

Are you running Mac OS 10.2.3 or earlier?

Apple support of the FireWire 800 interface begins with Mac OS 10.2.4. All releases since have incorporated the standard, as well. If you wish to be able to utilize the performance of FireWire 800 and you are not running Mac OS 10.2.4 or later, you will need to upgrade. If not, you will need to use the FireWire 400 interface or use a FireWire 800 9-to-6-pin cable (sold separately).

Is the drive connected via the FireWire 800 9-to-9-pin cable to the a FireWire 800 port?

To achieve the high transfer rates of the FireWire 800 standard, you must have the drive connected, using the FireWire 800 9-to-9-pin cable, to a FireWire 800 port on another device or computer. For the best performance and reliability, connect your LaCie Rugged Drive with Triple Interface directly to a computer's FireWire 800 port using the LaCie 9-to-9-pin cable provided with your drive.

The Problem

The drive is not running noticeably faster when connected via Hi-Speed USB 2.0.

Questions to Ask

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

Are you operating in Mac OS 9.x?

Are you operating in Mac OS 10.x?

Is the drive connected to a USB port on your computer, or to a USB hub?

Is the drive connected to a Hi-Speed USB 2.0 port on your computer?

Does your computer or operating system support Hi-Speed USB 2.0?

Possible Solutions

Disconnect any other USB or FireWire devices and see if the drive's performance increases.

Apple does not support the Hi-Speed USB 2.0 standard under Mac OS 9.x. You will be limited to the slower transfer rates of the original USB standard. For more information, please see [5.3.2. Hi-Speed USB 2.0 Ports And Performance](#).

Apple has only recently begun incorporating native Hi-Speed USB 2.0 ports in their computers. To achieve Hi-Speed USB 2.0 transfer rates, you will need to add a Hi-Speed USB 2.0 PCI or PC card to your computer. For more information, please see [5.3.2. Hi-Speed USB 2.0 Ports And Performance](#).

If your drive is connected to a USB port or hub, this is normal. A Hi-Speed USB 2.0 device can only operate at Hi-Speed USB 2.0 performance levels when it is connected directly to a Hi-Speed USB 2.0 port or hub. Otherwise, the Hi-Speed USB 2.0 device will operate at the slower USB transfer rates. For more information, please see sections [5.3.2. Hi-Speed USB 2.0 Ports and Performance](#) and [7. USB Questions And Answers](#).

Check to see that the Hi-Speed USB 2.0 drivers for both your host bus adapter and device have been installed correctly. If in doubt, un-install the drivers and re-install them.

See sections [2.1. Minimum System Requirements – Mac Users](#) and [5.3. Optimizing Data Transfers](#) for more information.

The Problem

Questions to Ask

Possible Solutions

Error messages under Mac OS 10.x.

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

When copying files or folders from Mac OS 10.x to a FAT 32 volume, certain characters cannot be copied. These characters include, but are not limited to:
 ? < > / \ :
 Check your files and folders to ensure that these types of characters are not being used.

Did you get an error message telling you that the drive has been disconnected when coming out of sleep mode?

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

Are you having problems getting your FireWire device to be recognized?

If you are having problems with your FireWire connection under Mac OS 10.2.x, upgrade to the latest version.

Unplanned shutdown.

Did you have an improper shutdown, forced restart or power interruption?

If this happens and you are running Mac OS 10.x, you can utilize Apple's Disc Utility to check the status of the drive and recover from such an event. Please refer to Apple's Web site article: [Mac OS X: About Using Disc Utility and fsck for File System Management](#).

Mac OS 10.3.x "hangs" when you connect a LaCie Rugged Drive with Triple Interface.

Is the drive formatted as a NTFS volume?

If the file cluster size is set at 4KB (which is the default setting under Windows), this may be too small. Reformat the drive and change the cluster size to 32KB.

The drive turns on and off when you turn your computer on and off.

This is normal. Your drive has an autoswitching power feature, which means that if your drive is connected to your computer, turning the computer on will automatically turn the drive on. Likewise, turning the computer off will automatically turn the drive off. If you wish to power off the drive while it is connected to your computer, first make sure that your computer is not accessing the drive and then follow the steps in section [3.2. Disconnecting Your LaCie Drive](#). After you have disconnected the drive, push the blue On/Off button on the front of the drive to turn the drive off.

8.2. Windows Users

The Problem

The drive is not recognized by the computer.

Questions to Ask

Has the drive been formatted?

Possible Solutions

Make sure that the drive has been formatted properly. See sections [4.1. Formatting And Partitioning Your LaCie Drive](#) and [5.1. File System Formats](#) for more information.

Was the drive formatted as a removable disk?

If the drive is configured as a removable disk drive under Windows Me, the removable setting will need to be re-checked each time that the drive is taken to a new system. To do this, go the **Device Manager (Start > Settings > Control Panel > System > Device Manager)** and click on the **Drives Settings** tab.

Does your computer's operating system support the file system?

Check your computer's documentation and see sections [4.1. Formatting And Partitioning Your LaCie Drive](#) and [5.1. File System Formats](#) for more information.

Is there an icon for the drive in **My Computer**?

Go into **My Computer** and look for an icon and drive letter assigned to the LaCie drive. If the drive does not appear, follow the rest of the Troubleshooting tips to isolate the problem.

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

Check section [2.1. Minimum System Requirements – Windows Users](#) for more information.

Is the drive's power sharing connected and turned on?

Make sure that the power supply is properly connected (see section [2.3.2. USB Power Cable](#)).

Did you follow the correct installation steps for the specific interface and operating system.

Review the installation steps under [3.2. Connecting The Interface Cable – 3.2.2. Windows Users](#).

The Problem

The drive is not recognized by the computer.

Possible Solutions

- Disconnect the FireWire cable, wait 10 seconds and then reconnect.
- Ensure that the FireWire/USB connectors are properly aligned. FireWire/USB cables can only be inserted one way. Make sure that they are correctly oriented.
- Check that the FireWire/USB connectors are straight and fully seated into the FireWire/USB ports.
- Only use certified FireWire/USB cables, such as the cables provided with your LaCie drive.

If you have followed all of these steps and the drive is still not recognized, shut down your computer, wait 3 to 5 minutes, restart your computer and try again.

Windows 2000 Users: Go to **Start > Settings > Control Panel > System > Hardware tab > Device Manager button > USB Controller or IEEE 1394 Controller**. Click on the + sign next to the controller icon, and you should see your device listed.

Windows XP Users: Go to **Start > Control Panel > Performance and Maintenance > System > Hardware tab > Device Manager button > USB Controller or IEEE 1394 Controller**. Click on the + sign next to the controller icon, and you should see your device listed.

If you still can't see your device, recheck the cables and try the other troubleshooting tips listed here.

Contact [LaCie Technical Support](#) for help.

The Problem

Questions to Ask

Possible Solutions

The drive is working slowly.

Is the LaCie Rugged Drive with Triple Interface connected directly to the host computer?

Make sure that your LaCie Rugged Drive with Triple Interface is connected directly to the computer (see section [3.1. Connect The Interface Cable](#) for more information). For best performance, avoid daisy-chain configurations and connect devices directly to the computer. For more information, see section [5.3. Optimizing FireWire Performance](#).

The drive is not running noticeably faster when connected via FireWire 800.

Are you running Windows 2000 and have you installed the Windows 2000 Service Pack 4?

In order to operate FireWire 800 devices under Windows 2000, the Service Pack 4 update must be installed. This is a free download offered on Microsoft's Web site. If not, you will need to use the FireWire 400 interface or use a FireWire 800 9-to-6-pin cable (sold separately).

Is the drive connected via the FireWire 800 9-to-9-pin cable to a FireWire 800 port?

To achieve the high transfer rates of the FireWire 800 standard, you must have the drive connected, using the FireWire 800 9-to-9-pin cable, to a FireWire 800 port on another device or computer. For the best performance and reliability, connect your LaCie Rugged Drive with Triple Interface directly to a computer's FireWire 800 port using the LaCie 9-to-9-pin cable provided with your drive.

The drive turns on and off when you turn your computer on and off.

This is normal. Your drive has an autoswitching power feature, which means that if your drive is connected to your computer, turning the computer on will automatically turn the drive on. Likewise, turning the computer off will automatically turn the drive off. If you wish to power off the drive while it is connected to your computer, first make sure that your computer is not accessing the drive and then follow the steps in section [3.2. Disconnecting Your LaCie Drive](#). After you have disconnected the drive, push the blue On/Off button on the front of the drive to turn the drive off.

The Problem

The drive is not running noticeably faster when connected via Hi-Speed USB 2.0.

Questions to Ask

Is the drive connected to a USB port on your computer, or to a USB hub?

Possible Solutions

If your drive is connected to a USB port or hub, this is normal. A Hi-Speed USB 2.0 device can only operate at Hi-Speed USB 2.0 performance levels when it is connected directly to a Hi-Speed USB 2.0 port or hub. Otherwise, the Hi-Speed USB 2.0 device will operate at the slower USB transfer rates. For more information, please see sections [5.3.2. Hi-Speed USB 2.0 Ports and Performance](#) and [7. USB Questions And Answers](#).

Is the drive connected to a Hi-Speed USB 2.0 port on your computer?

Check to see that the Hi-Speed USB 2.0 drivers for both your host bus adapter and device have been installed correctly. If in doubt, un-install the drivers and re-install them.

Does your computer or operating system support Hi-Speed USB 2.0?

See sections [2.1. Minimum System Requirements – Windows Users](#) and [5.3. Optimizing Data Transfers](#) for more information.

Are you using a certified Hi-Speed USB 2.0 cable to connect your drive?

Ensure that the cable you are using has been properly certified. The Hi-Speed USB 2.0 cable that was shipped with your LaCie drive has been properly certified and tested to comply with USB standards.

9. Contacting Customer Support

Before You Contact Technical Support

1) Read the manuals and review the [Troubleshooting](#) section.

2) Try to isolate the problem. If possible, make the drive the only external device on the CPU, and make sure that all of the cables are correctly and firmly attached.

If you have asked yourself all of the pertinent questions in the troubleshooting checklist, and you still can't get your LaCie drive to work properly, contact us via the provided Web link. Before contacting us, make sure that you are in front of your computer and that you have the following information on hand:

- Your LaCie drive's serial number
- Operating system(Mac OS or Windows) and version
- Computer brand and model
- Names of CD or DVD drives installed on your computer
- Amount of memory installed
- Names of any other devices installed on your computer

9. Contacting Customer Support

LaCie Asia, Singapore and Hong Kong

Contact Us At:

<http://www.lacie.com/asia/contact>

LaCie Belgium

Contact Us At:

<http://www.lacie.com/be/contact/>

LaCie Denmark

Contact Us At:

<http://www.lacie.com/dk/contact/>

LaCie France

Contact Us At:

<http://www.lacie.com/fr/contact/>

LaCie Italy

Contact Us At:

<http://www.lacie.com/it/contact/>

LaCie Netherlands

Contact Us At:

<http://www.lacie.com/nl/contact/>

LaCie Spain

Contact Us At:

<http://www.lacie.com/es/support/request>

LaCie Switzerland

Contact Us At:

<http://www.lacie.com/chfr/contact>

LaCie USA

Contact Us At:

<http://www.lacie.com/contact/>

LaCie Australia

Contact Us At:

<http://www.lacie.com/au/contact/>

LaCie Canada

Contact Us At:

<http://www.lacie.com/caen/contact/> (English)

LaCie Finland

Contact Us At:

<http://www.lacie.com/fi/contact>

LaCie Germany

Contact Us At:

<http://www.lacie.com/de/contact/>

LaCie Japan

Contact Us At:

<http://www.lacie.co.jp>

LaCie Norway

Contact Us At:

<http://www.lacie.com/no/contact/>

LaCie Sweden

Contact Us At:

<http://www.lacie.com/se/contact/>

LaCie United Kingdom & Ireland

Contact Us At:

<http://www.lacie.com/uk/support/request>

LaCie Grand Export

Contact Us At:

<http://www.lacie.com/intl/contact/>

10. Warranty

LaCie warrants your drive against any defect in material and workmanship, under normal use, for the period designated on your warranty certificate. In the event this product is found to be defective within the warranty period, LaCie will, at its option, repair or replace the defective drive.

This warranty is void if:

- The drive was operated/stored in abnormal use or maintenance conditions;
- The drive is repaired, modified or altered, unless such repair, modification or alteration is expressly authorized in writing by LaCie;
- The drive was subjected to abuse, neglect, lightning strike, electrical fault, improper packaging or accident;
- The drive was installed improperly;
- The serial number of the drive is defaced or missing;
- The broken part is a replacement part such as a pickup tray, etc.
- The tamper seal on the drive casing is broken.

LaCie and its suppliers accept no liability for any loss of data during the use of this device, or for any of the problems caused as a result.

LaCie will not, under any circumstances, be liable for direct, special or consequential damages such as, but not limited to, damage or loss of property or equipment, loss of profits or revenues, cost of replacement goods, or expense or inconvenience caused by service interruptions.

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.

Under no circumstances will any person be entitled to any sum greater than the purchase price paid for the drive.

To obtain warranty service, call LaCie Technical Support. You will be asked to provide your LaCie product's serial number, and you may be asked to furnish proof of purchase to confirm that the drive is still under warranty.

All drives returned to LaCie must be securely packaged in their original box and shipped with postage prepaid.

Important Note: Register online for free technical support: www.lacie.com/register