



# 2big RAID

User Manual



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# Introduction

This manual provides details on configuring and managing your LaCie 2big RAID. For common questions and answers about your device, please see [Frequently Asked Questions](#).

You can get the latest tips regarding your product and updated technical information at [LaCie customer support](#).

## Box content

- LaCie 2big RAID
- USB-C (USB 3.1 Gen 2) cable
- USB-C to USB-A (USB 3.0/USB 2.0) cable
- External power supply
- Quick Install Guide



**Important**—Save your packaging. If you experience problems with your hard drive and want to exchange it, the hard drive must be returned in its original packaging.

## Storage and RAID management

You can use Toolkit to set up 2big RAID, create backup plans, and more. See the [Toolkit user manual](#) for details.

Advanced RAID configurations can be performed with LaCie RAID Manager. See the [LaCie RAID Manager for 2-Bay Devices user manual](#) for details.

## Minimum computer system requirements

- macOS® 10.12 or later
- Windows 10 or later

## Minimum free disk space

- 600MB recommended



# System Overview

## Specifications

### Enclosure dimensions

Side	Dimensions (mm)
Width	118
Height	88.5
Length	217

### Enclosure weight

Capacity	Weight (kg)
4TB	2.4
8TB	2.8
16TB	2.9

### Electrical

#### Power supply

36W (12V-3A)

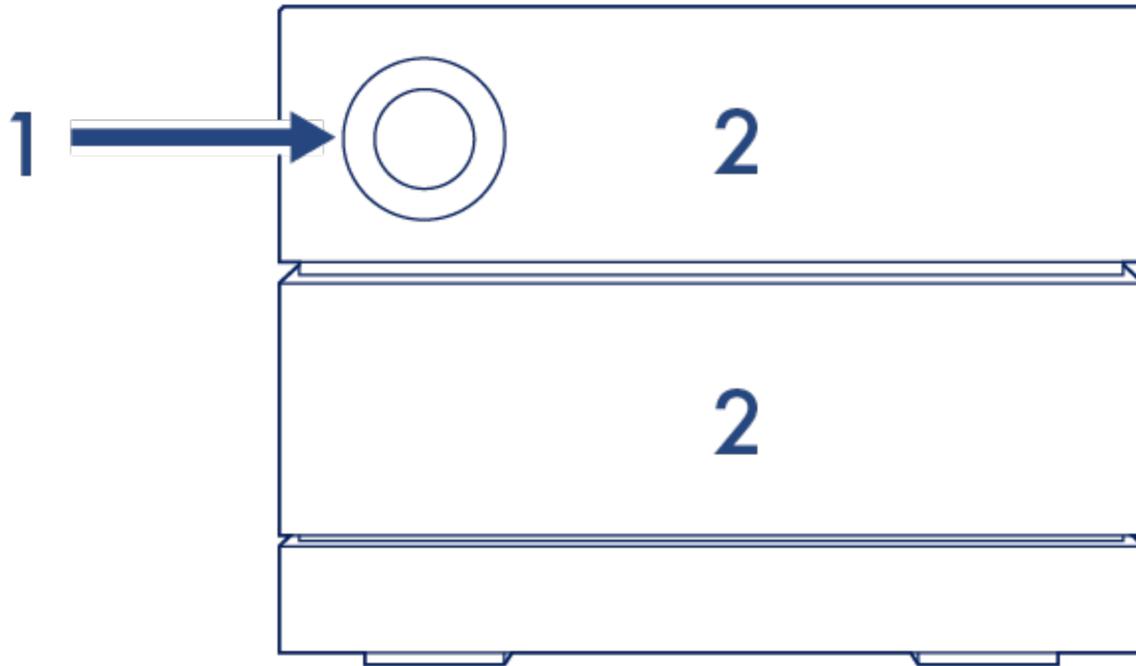
**!** Use only the power supply provided with your LaCie 2big RAID. Power supplies from third-party devices and other LaCie products can damage your 2big RAID.

### Environmental

Condition	Minimum value	Maximum value
Temperature (still air)	+5° C	+40° C
Humidity	20%	80%

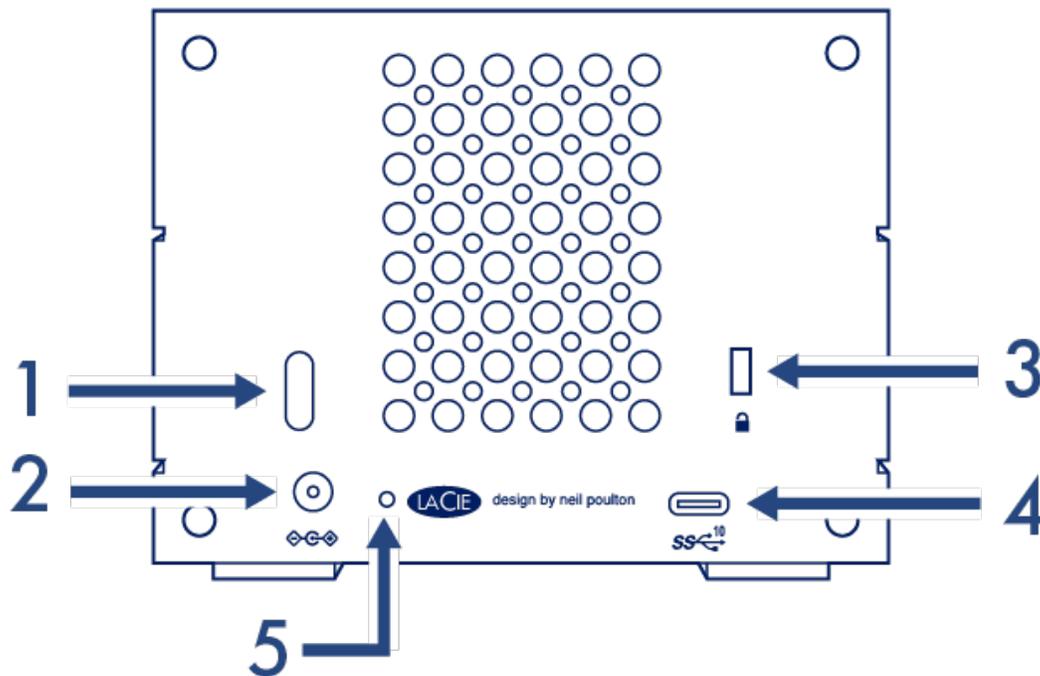
## Views

### Front



1. **Status LED**—The LED indicates that the device is powered on and provides status signals. See [Status LEDs](#).
2. **Swappable hard drive trays**—Hard drive trays can be removed to replace failed hard drives. The LaCie 2big RAID hard drives are hot-swappable. See [Hard Drive Maintenance](#).

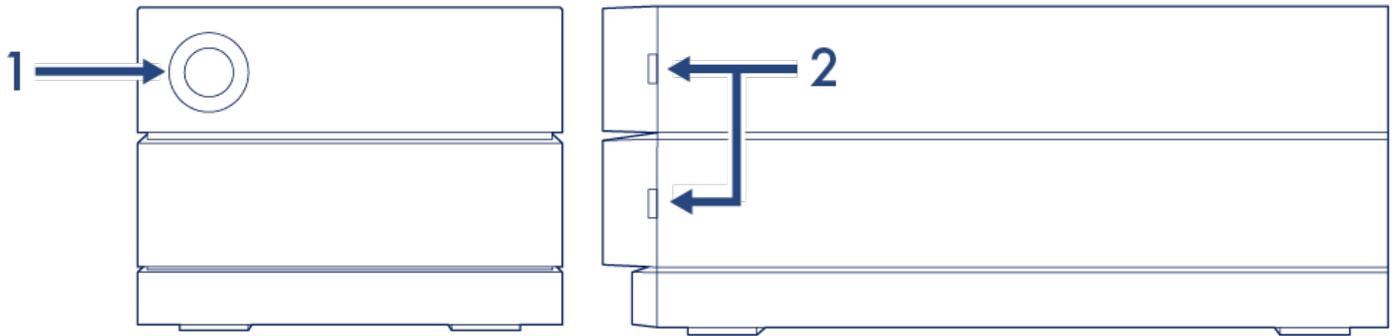
### Back



1. **Power button**—Use this button to power the device off and on. The button is also used confirm key actions during RAID configuration. See [Operation](#).
2. **Power input**—Use this port to connect the power cable. Only use the power cable included with your LaCie 2big RAID. Attaching third-party or other LaCie power cables with incorrect voltage can damage the device. See [Operation](#).
3. **Kensington™ lock port**—Use this port to physically lock the 2big RAID to a desk or rack.
4. **USB 3.1 (Gen 2) port**—Use the included USB cable to connect 2big RAID’s USB 3.1 port to your computer’s USB-C or Thunderbolt 3 port. Alternatively, you can use the included USB-C to USB-A (USB 3.0/USB 2.0) cable. Transfer rates vary by the connection type. See [Cables and Connectors](#).
5. **Firmware update button**—From time to time, LaCie may release firmware updates that address compatibility issues and enhance 2big RAID. Both Toolkit and LaCie RAID Manager may alert you to new available firmware updates; firmware updates are also posted to your product support page. When following the firmware update instructions, you will be prompted to use a thin, rigid wire (such as the end of a paperclip) to push the button within the recessed space. Only press this button when following instructions to update the USB firmware.

# Status LEDs

The LEDs help you identify the status of 2big RAID's system and drives.



1. System status
2. Drive status

LED	State
Off	Device powered off
Solid blue	Ready
Blinking blue	Accessing hard drive (normal operation)
Slow blinking blue, 10 second interval	Power-saving mode
Fast blinking blue	Device starting up or shutting down
Blinking red and blue	RAID initialization or synchronization
Blinking red, 1 second interval	Temperature warning
Solid red	Temperature critical



**Technical note regarding power-saving mode and Windows**—The device can be placed into power-saving mode on PC's running Windows 10 or higher. However, it is possible that the LED will remain off rather than flash blue every 10 seconds.



# Cables and Connectors

## USB-C protocols

USB is a serial input/output technology for connecting peripheral devices to a computer. USB-C is the latest implementation of this standard and it provides higher bandwidth and new power management features.



USB-C supports many protocols:

Port	Transfer rates
Hi-Speed USB 2.0	up to 480Mb/s
SuperSpeed USB 3.0	up to 5Gb/s
USB 3.1 Gen 1	up to 5Gb/s
USB 3.1 Gen 2	up to 10Gb/s
Thunderbolt 3	up to 40Gb/s

You can connect your device to any USB-C or USB-A port but transfer rates vary. See below for more details.

## Cables

Your 2big RAID is shipped with two cables for compatibility with modern computers.

### USB-C to USB-C cable

For optimal transfer rates, use the USB-C to USB-C cable to connect 2big RAID to a USB-C (USB 3.1 or Thunderbolt 3) port on your computer.

2big RAID	Computer
	
	

## USB-C to USB Type A cable

Use the USB-C to USB Type A cable to connect 2big RAID to a USB-A (USB 3.0 or USB 2.0) port on your computer.

2big RAID	Computer
	
	

Transfer rates with USB-A connections have the potential to reach the following speeds:

Port	Transfer rates
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SuperSpeed USB 3.0	up to 5Gb/s
Hi-Speed USB 2.0	up to 480Mb/s

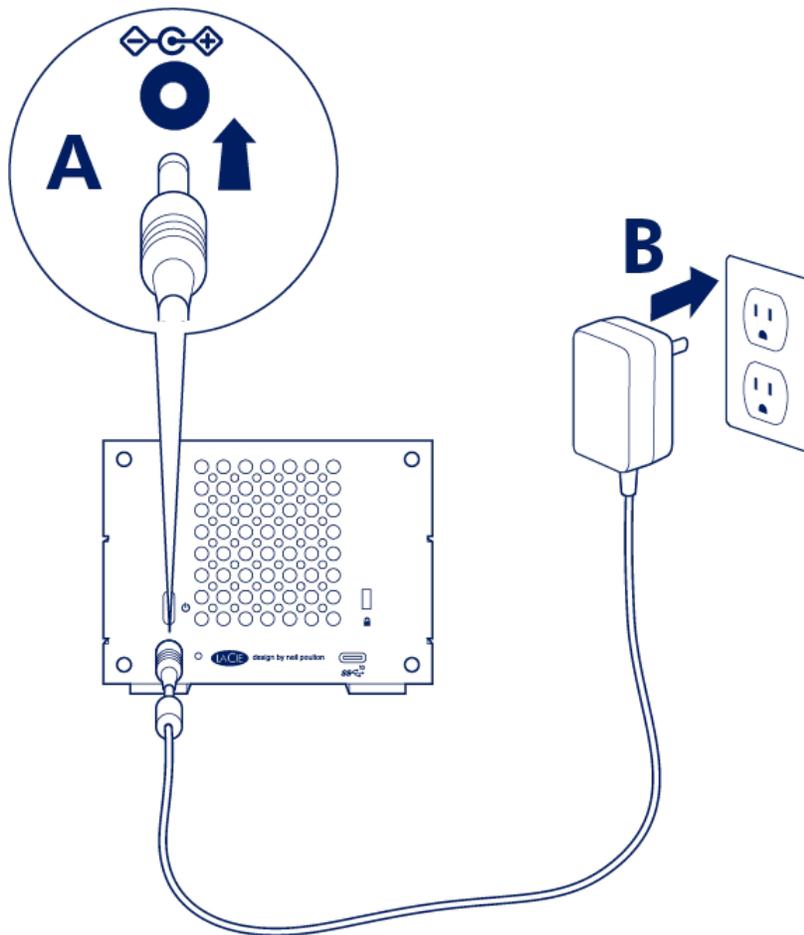
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# Getting Connected

## 1 Connect the power supply

Connect the included power cable in the order listed below.

1. 2big RAID power input.
2. A live power outlet.



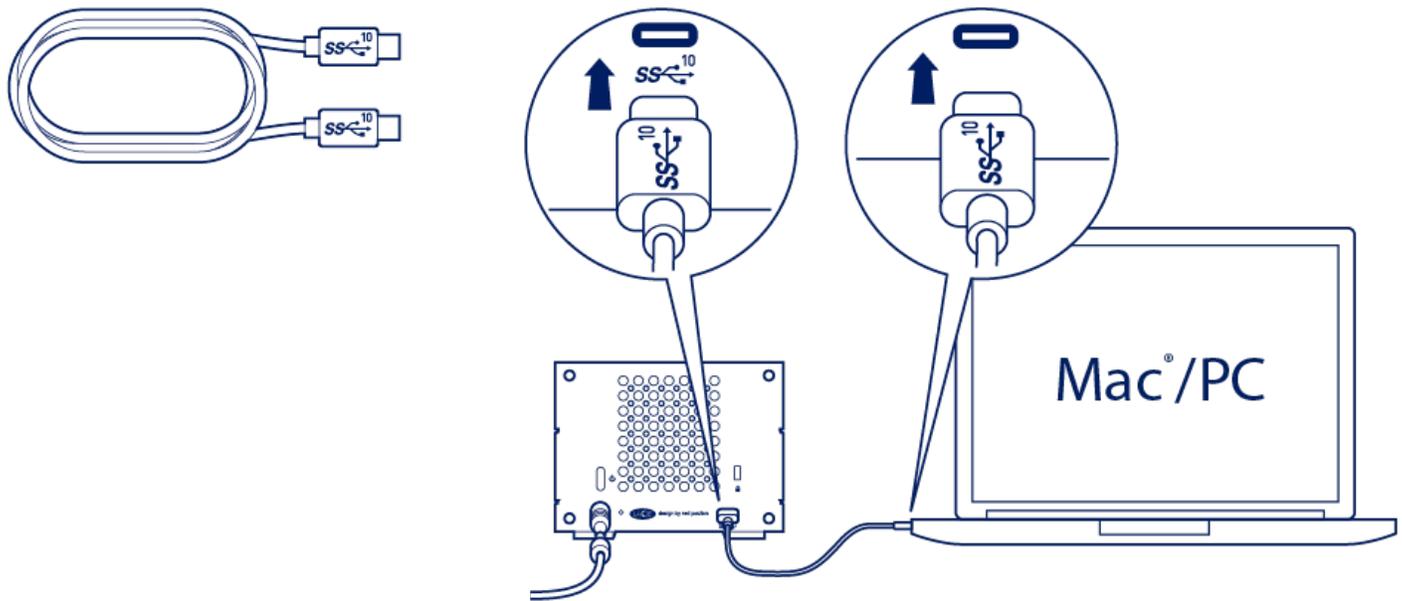
**!** Use only the power supply provided with your 2big RAID. Power supplies from third-party devices and other LaCie products can damage your 2big RAID.

## 2 Connect the USB cable

Confirm the type of USB port on your computer, and then choose the appropriate cable to connect 2big RAID.

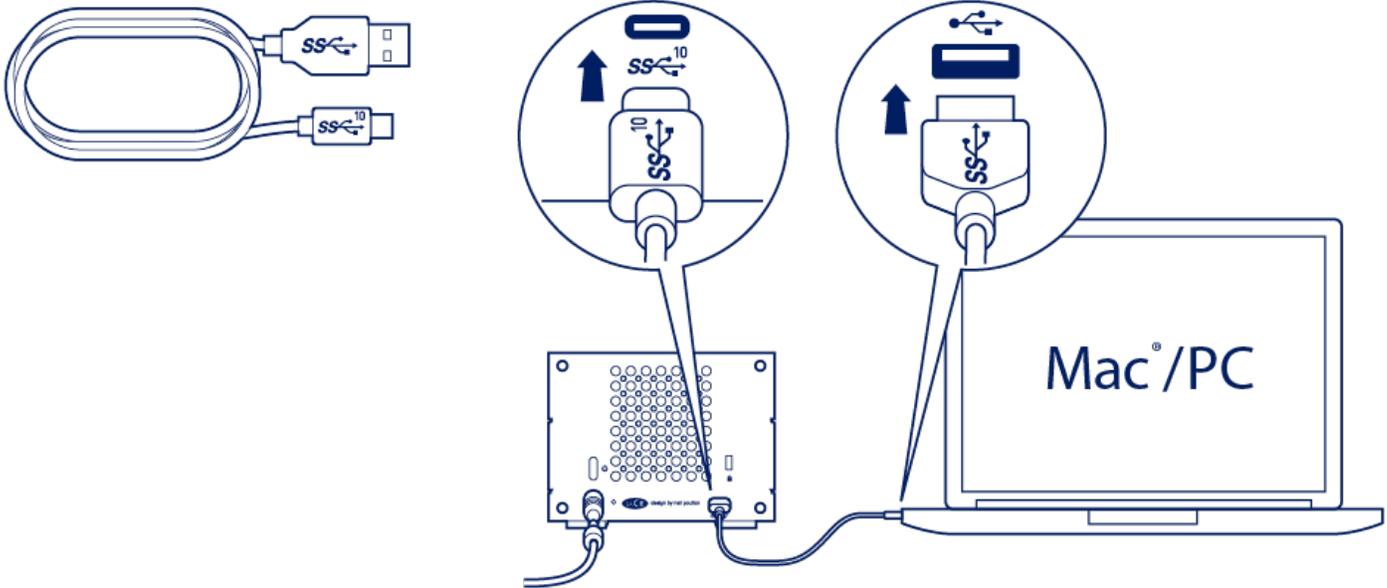
### USB-C to USB-C

For optimal transfer rates, use the USB-C to USB-C cable to connect 2big RAID to a USB-C port (USB 3.1 or Thunderbolt 3) on your computer.



### USB-C to USB-A

Use the USB-C to USB-A (USB 3.0 or USB 2.0) cable if your computer doesn't have a USB-C port.



### 3 Setup LaCie 2big RAID

The setup process lets you:

**Register your device**

Get the most from your device with easy access to information and support.

**Install Toolkit**

Manage Sync Plus plans and more.

#### Learn more about Toolkit

Toolkit provides useful tools that let you easily:

- Set up your drives for performance or protection.
- Sync your computer data with 2big RAID.
- Archive edited and deleted files.

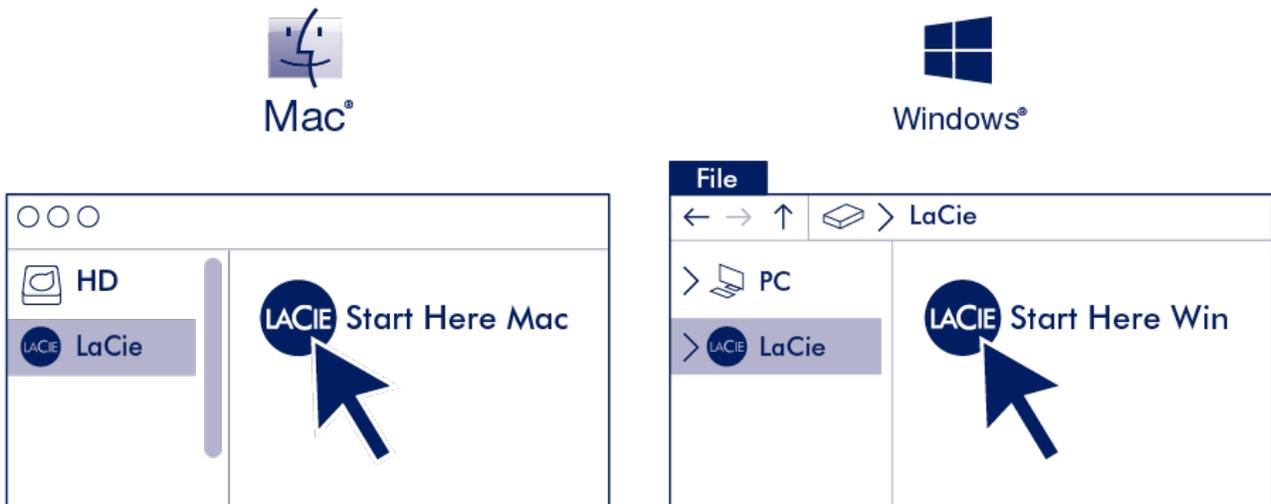
For details on Toolkit features, see the [Toolkit user manual](#).



Your computer must be connected to the internet to install Toolkit.

#### A Start here

Using a file manager such as File Explorer or Finder, open LaCie 2big RAID and launch [Start Here Mac](#) or [Start Here Win](#).



## B Register your device

Enter your information and click [Register](#).

The registration form is titled 'Register' and contains the following elements:

- A text input field with the name 'Jane' and a small icon on the right.
- A text input field with the name 'Doe'.
- A text input field with the email address 'jdoe@example.com'.
- A section titled 'I have read and agree to...' containing three checked checkboxes:
  - Terms and Conditions
  - Privacy Statement
  - Optional Offers
- A blue 'Register' button at the bottom left, with a mouse cursor pointing to it.

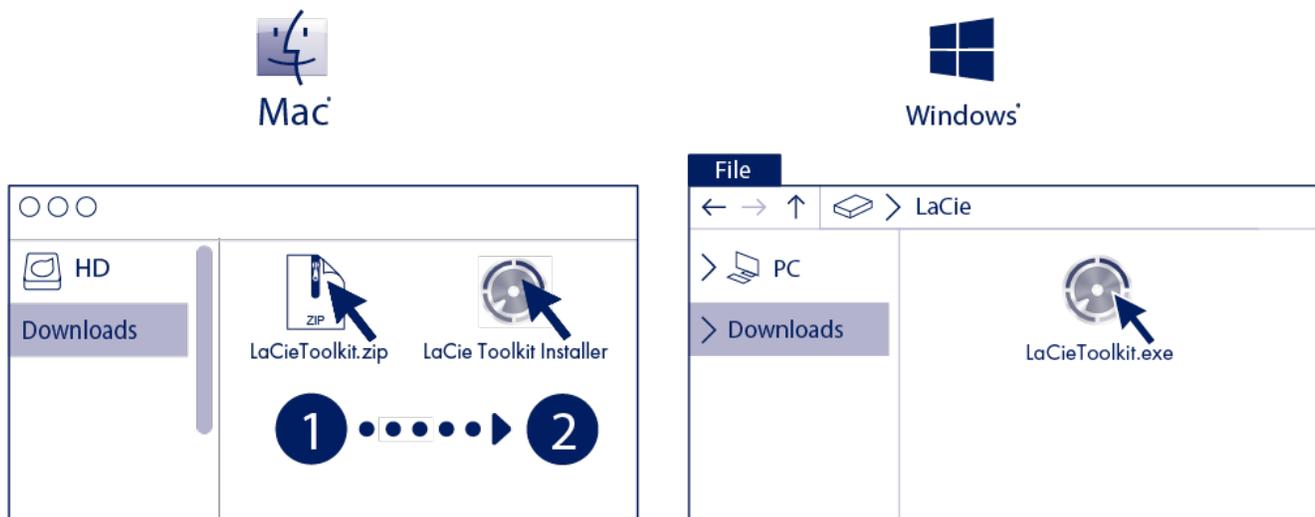
## C Download Toolkit

Click the [Download](#) button.



## D Install Toolkit

Using a file manager such as Finder or File Explorer, go to the folder where you receive downloads.



Open the [SeagateToolkit.zip](#) file. Click on the [Seagate Toolkit Installer](#) to launch the application.



Click on the [SeagateToolkit.exe](#) file to launch the application.



Your computer must be connected to the internet to install and run Toolkit.

## Storage format

LaCie 2big RAID is configured RAID 0 for full storage capacity and formatted exFAT for compatibility with

macOS and Windows. Install Toolkit to help you initially set up the drives for performance or protection. See [RAID Setup](#) in the Toolkit user manual for details.

If you use 2big RAID with only one type of computer, you can optimize file copy performance by formatting the drives in the native file system for your operating system. Choose one of the following methods to optimize your drive:

- Use Toolkit to optimize disk format. See [Optimize](#) in the Toolkit user manual for details.
- Manually format your drive. See [Optional Formatting and Partitioning](#) for details.

## Disconnecting the hard drive

In order to avoid file system corruption, it's important to unmount the drive volumes before disconnecting the interface cable. See [Safely Remove LaCie 2big RAID From Your Computer](#) for details.

# Operation

LaCie 2big RAID is ready to be powered on when it is:

- Connected to a computer that supports Thunderbolt 3 or USB.
- Plugged into a live power outlet.

The LEDs blink blue while the disks spin up.

**!** **Caution**—Do not operate LaCie 2big RAID until the ambient temperature is within the specified temperature range (see [System Overview](#)). If the hard drives have been recently installed, make sure they have time to acclimatize to the ambient temperature before operating them.

## Power on

In most instances, LaCie 2big RAID powers on automatically when connected to a computer and an active power source. However, the power button can be used to power on the device if the following two conditions are met:

- The device was powered off using a long press.
- The device remains connected to the computer's USB port and an active power source.

To power on 2big RAID, push the power button for one second.

## Power off

Follow the steps below to turn the device off:

1. Make certain that the device's volumes are not being accessed.
2. Eject the device's volumes from your computer's operating system.
3. Disconnect the device from your computer.

## Power-saving mode

Your LaCie 2big RAID can conserve energy by entering power-saving mode. The hard drives within the enclosure spin down to reduce power consumption when 2big RAID is in power-saving mode. Power-saving mode can extend the life of the hard drives by sparing them from working during extended periods of

inactivity. The device can be put into power-saving mode using the power button:

1. Make certain that the device's volumes are not being accessed.
2. Eject the volumes from your computer's operating system.
3. Apply a short press to the power button. A short press lasts no longer than 1 second.

To wake up the device, apply another short press.

## Power-saving mode managed by the PC/Mac

You can initiate power-saving mode on your computer by performing one of the following:

- Place the host computer into sleep mode.
- Mac: Go to **System Preferences > Energy Saver** to enable sleep mode for hard drives.
- Windows: Go to **Control Panel > Hardware > Power Options > Choose a power plan > Change advanced power settings**. Click on **Hard disk** and **Turn off the hard disk after**. Choose the time to spin down USB hard drives.

To exit power-saving mode:

Entering power-saving mode	Exiting power-saving mode
The host computer placed the product into power-saving mode due to inactivity.	Access the device's volume on the host computer. For example, copy files to its volume.
The computer is in sleep mode.	Wake up the computer.



**Note on ejecting the volume and power-saving mode**—Always eject LaCie 2big RAID volumes from your computer before applying a short push.

## Receiving power

The LaCie 2big RAID powers on automatically when it is:

- Connected directly to a computer via 2big RAID's USB-C port. The computer must be powered on.
- Connected to a live power source via the included power supply.

## Short push

A short push is a manual depression on the power button that lasts no longer than one second. When the product is operating, a short push spins down the hard drives within the enclosure and initiates power-saving mode.

**!** **Important**—Always eject LaCie 2big RAID volumes from your computer before applying a short push.

## Short push and RAID synchronization

Applying a short push during RAID synchronization spins down the hard drives. The RAID synchronization continues the next time you spin the hard drives up via a short push.

## Long push

A long push is a manual depression on the button that lasts more than four seconds. When the product is operating, a long push will cut the power to LaCie 2big RAID, forcing it to shut down immediately. A long push is not recommended for general use as it may result in data loss.

## Quiet operation and heat management

To reduce noise during operation, LaCie 2big RAID uses a Noctua® cooling fan to pull heat away from the internal components. In addition to being exceptionally quiet, the Noctua cooling fan is temperature controlled, which guarantees optimal heat management by adjusting the rotational speed for the environment. Additionally, the enclosure's metal casing dissipates heat from the hard drives, keeping them safe and prolonging their life. Since LaCie's unique design draws heat away from the internal hard drives, the external casing may be warm to the touch after extended use.

**!** **Important**—The wide exhaust chamber on the rear of LaCie 2big RAID allows for enhanced airflow. Make sure that it is not obstructed and that there is a natural airflow across the casing.

## Position and stacking

Always make certain to place your LaCie 2big RAID on a flat, even surface that can support the heat output and airflow of a professional hard drive enclosure. For proper heat dissipation, 2big RAID is designed to stand upright. Do not place the enclosure on its side when it is powered on.

The device does not support stacking. Do not stack other drives, enclosures, or equipment on top of the enclosure.

The warranty for your 2big RAID will be voided if you:

- Stack 2big RAID on another device.
- Stack other drives, enclosures, or equipment on top of 2big RAID.



# Manage RAID

RAID stands for redundant array of independent disks. RAID contains the word array, and the two terms are often used interchangeably. An array is a combination of two or more physical disks that are presented to the operating system as a single volume.

Disks are combined into different RAID configurations known as RAID levels. The RAID level you choose depends on which storage attributes are most important to you:

<b>Capacity</b>	The total amount of data you can store.
<b>Performance</b>	The speed at which data is copied.
<b>Protection</b>	The number of disks that can fail before data is lost.

Your LaCie 2big RAID can be configured as RAID 0 or RAID 1. Each RAID level has its own advantages:

**RAID 0**—Data is not duplicated on both hard drives in RAID 0. This results in faster transfers and more storage, since the full capacity of both drives can be used to store unique data. However, RAID 0 lacks a very important feature: data protection. If a hard drive fails, all data in the array is lost.

**RAID 1**—RAID 1 provides greater safety since data is duplicated on each disk in the array. If a single disk fails, the data remains available on the other disk. However, this comes at a cost—since the same data is written to each drive, copying data takes longer and overall storage capacity is reduced by 50%. RAID 1 is a good choice when safety is more important than speed or disk space.

To summarize, each RAID level has its own advantages:

RAID level	Capacity	Protection	Speed	Factory default
RAID 0	100%	None	Excellent	Yes
RAID 1	50%	Excellent	Good	No

## RAID setup as part of a new Toolkit installation

You can quickly configure the initial RAID level and formatting for 2big RAID as part of a new Toolkit installation.

Toolkit will not launch the RAID setup wizard in the following circumstances:

- Toolkit was previously installed on your computer—for example, for use with another Seagate or LaCie device.
- The RAID level and/or format for your device were changed from their factory settings.

## Comprehensive RAID management

If you've made changes to your RAID configuration or Toolkit is already installed, you can manage RAID levels and formatting using LaCie RAID Manager, a comprehensive tool for all of your RAID-compatible devices.

Learn more about LaCie RAID Manager

[LaCie RAID Manager for 2-Bay Devices](#)

[Download LaCie RAID Manager](#)

[Supported operating systems](#)

# Hard Drive Maintenance

## Precautions

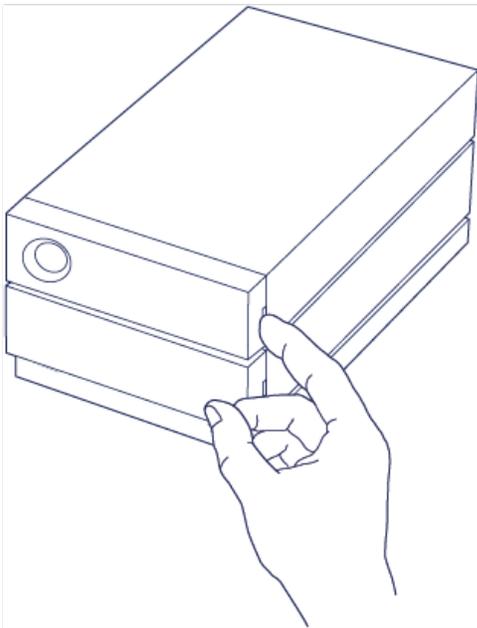
- “Hot-swapping” means that you can remove and replace hard drives while the enclosure is powered on.
- During operation, the hard drives should remain in their slots for optimal air flow. Airflow and fan performance are regulated by temperature.
- Observe all conventional ESD precautions when handling hard drives.

## Replacing a hard drive

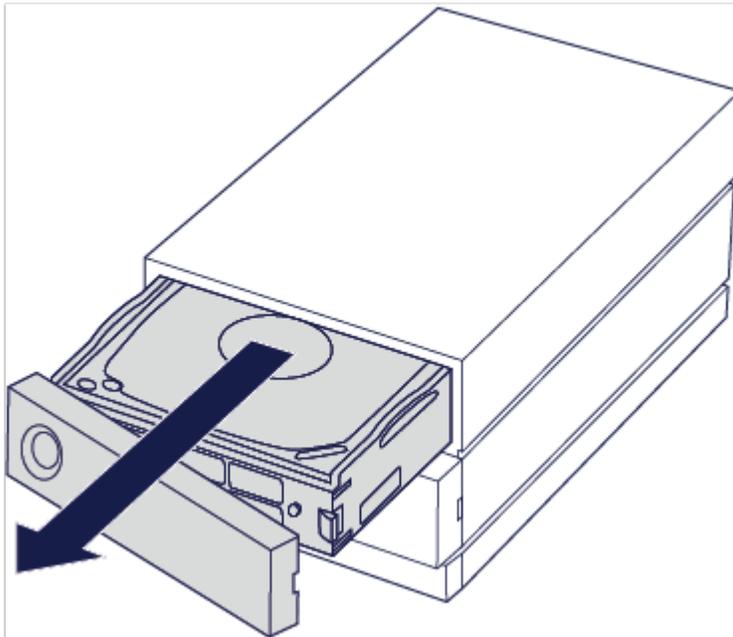
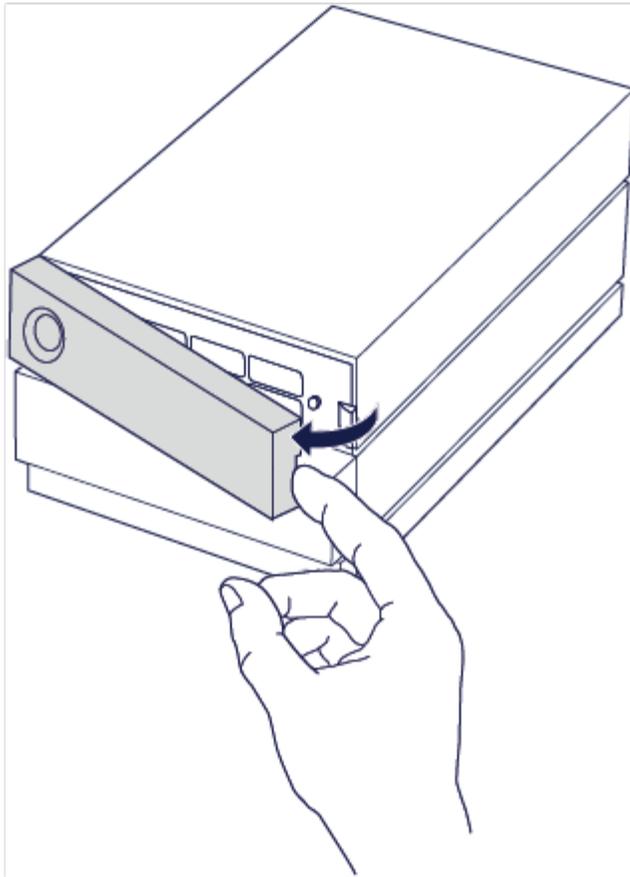
If a failed hard drive is under warranty, make certain to contact LaCie support to receive a replacement disk.

It's not necessary to power down the device to replace a single hard drive.

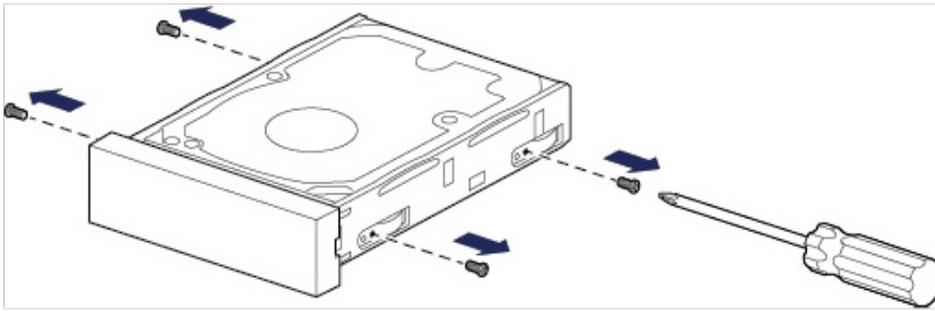
1. Locate the hard drive you want to replace and place your index finger on the small hole on the right side of its disk tray.



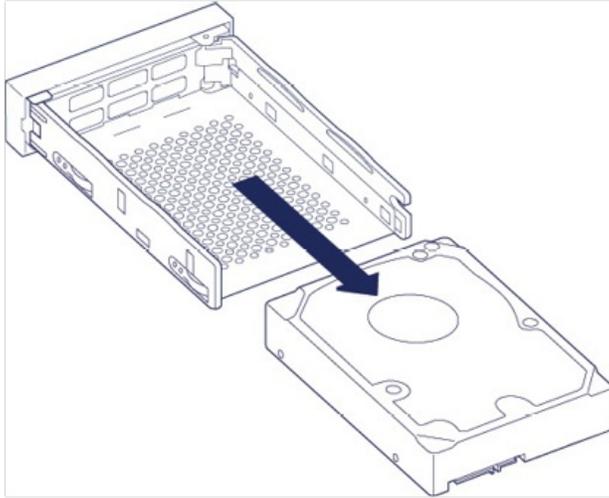
2. Gently pull your index finger away from the enclosure and maintain a firm grip as it unlocks the hard drive from the SATA connector. Once it is loose, hold the hard drive with both hands as you remove it from the slot.



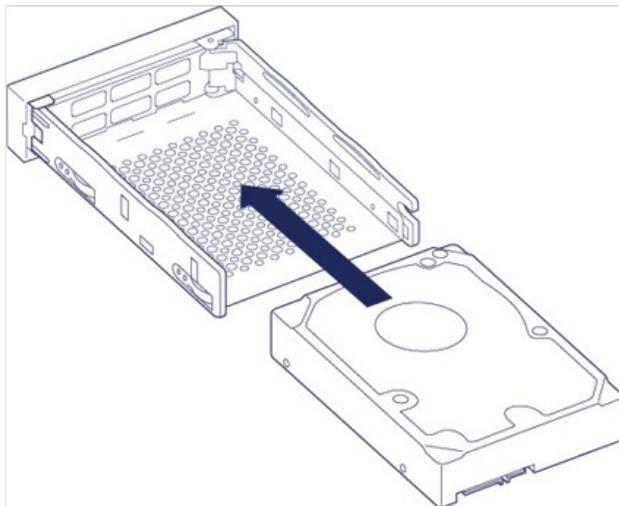
3. If you are replacing a failed hard drive with a full disk tray, skip to Step 4. Continue here if you are replacing the hard drive using the same disk tray.
  - Using a Phillips head screwdriver, carefully unfasten all four screws from their four slots.



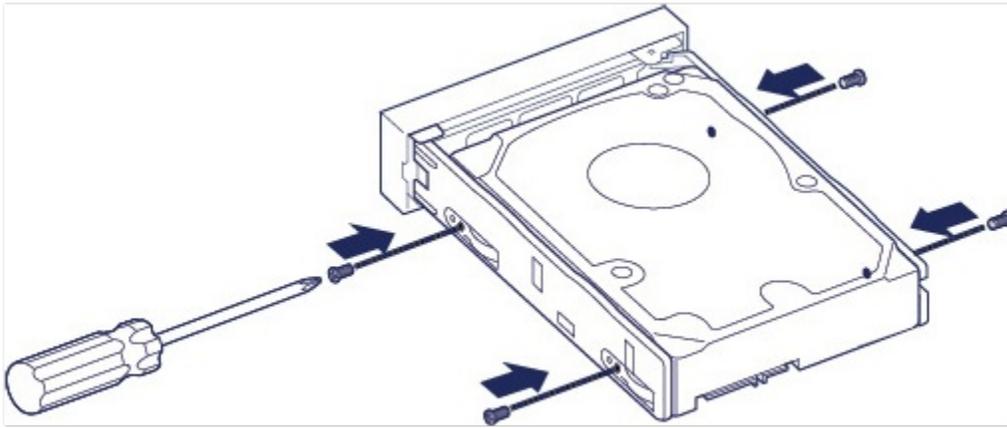
- Gently slide the disk out of the tray.



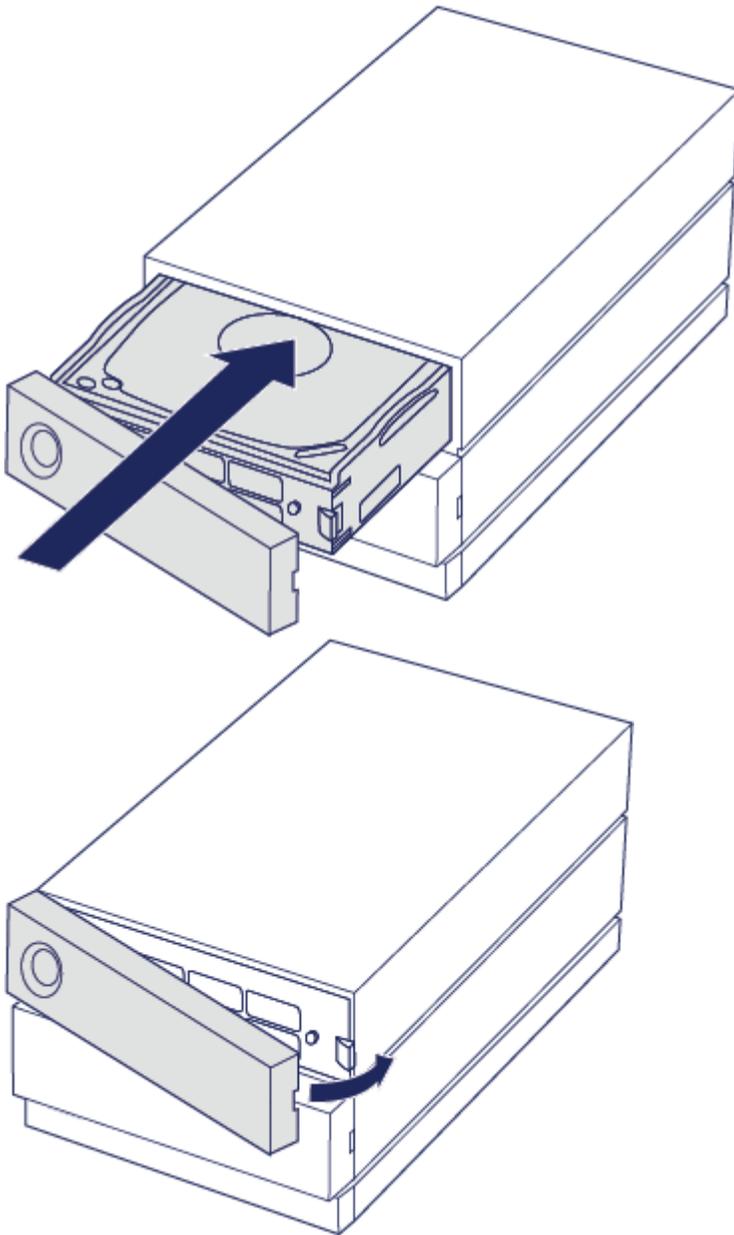
- Place the empty disk tray onto a flat work area with the handle on the bottom left.
- Many disks have a label on one side and the printed circuit board on the opposite side. With its label side facing up, gently place the hard disk within the disk tray. Ensure the SATA connector is on the left. The four screw slots should align with the disk's four screw holes.



4. Using a Phillips head screwdriver, carefully fasten all four screws into their four slots. Do not force the screws into the slots. Forcing the screws too tight into the slots can make it difficult to remove them later and strip the screws' teeth.



5. Carefully insert the full disk tray into the empty disk slot. Gently push the disk tray handle until you feel it snap into place.



When replacing hard drives that are members of an active RAID array, the hard drive LEDs blink red and blue indicating that the RAID is synchronizing data. You can continue to use the LaCie 2big RAID storage but

performance is reduced until the synchronization is complete.

## LaCie 2big RAID enclosure: non-serviceable components

The components inside the chassis are NOT hot-swappable and are NOT serviceable at any location outside of LaCie-approved service centers. Removing the cover voids your product's warranty. Additionally, removing, replacing or changing any part in the enclosure or, performing any action that involves the components in the enclosure, voids the product's warranty. If you are experiencing hardware errors or failure, contact LaCie support for assistance.

# Optional Formatting and Partitioning

LaCie 2big RAID is delivered formatted in exFAT for compatibility with both Windows and Mac computers. If you use 2big RAID with only one type of computer, you can optimize file copy performance by formatting the drive in the native file system for your operating system—NTFS for Windows or HFS+ for Macs. There are two ways you can optimize performance:

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Toolkit Optimize	Format your drive for optimal performance with just a few simple clicks.
Manual formatting	Use Disk Management (Windows) or Disk Utility (Mac) to format your drive in non-native formats.

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## About file system formats

**NTFS**—The native file system for Windows. macOS can read NTFS volumes but cannot natively write to them.

**Mac OS Extended (HFS+)**—The native hard drive file system for macOS. Windows cannot natively read or write to HFS+ (journaled) volumes. This is the best format if you intend to use LaCie 2big RAID with Time Machine.

**APFS (Apple File System)**—An Apple file system optimized for solid state drives (SSDs) and flash-based storage systems. While you can format your hard disk drive (HDD) in APFS, performance may be degraded when files on the drive are routinely subjected to extensive editing (for example, large-scale image, video, audio, and music editing). Note the following restrictions:

- You cannot use an APFS-formatted disk as your Time Machine backup drive. Format LaCie 2big RAID to HFS+ if you intend to use it with Time Machine.
- APFS is only supported on macOS 10.13 or later.

**exFAT**—Compatible with Mac and Windows. exFAT is not a journaled file system which means it can be more susceptible to data corruption when errors occur or the drive is not disconnected properly from the computer.

**FAT32**—Compatible with Mac and Windows. However, FAT32 is a legacy file system designed for low capacity hard drives and it is not recommended for modern hard drives or operating systems. A FAT32 partition can reach up to 32GB when formatted on a Windows PC.

## How to choose the file system format

---

### Use NTFS if:

---

...you connect the storage device to Windows computers, and you don't need to allow a Mac to write to the disk.

---

### Use HFS+ if:

---

...you connect the storage device to Mac computers, and you don't need to allow a Windows computer to read or write to the disk. HFS+ is the only format compatible with Time Machine.

---

### Use exFAT if:

---

...you need to allow both Mac and Windows computers to read and write to the disk.

---

### You can use FAT32 if:

---

...you connect the storage device to older Windows and Mac computers. FAT32 is not recommended for modern operating systems and computers.

## Toolkit Optimize

Toolkit provides a quick and simple means of initially optimizing the drive for best performance.

Learn more

[Toolkit Optimize](#)

## Manual formatting

Use the steps below to manually format and partition a storage device.

**!** **Formatting erases everything on the storage device.** Seagate highly recommends that you **back up all data** on your storage device before performing the steps below. Seagate is not responsible for any data lost due to formatting, partitioning, or using a Seagate storage device.

## Mac

### macOS version 10.11 and later

1. Open the Finder and go to [Applications > Utilities > Disk Utility](#).
2. In the sidebar to the left, select your LaCie 2big RAID.



**macOS starting version 10.13**—Make sure to select the disk and not just the volume. If you don't see two entries listed in the sidebar, change the view in disk utility to show both the drive and the volume. The view button is in the upper left side of the Disk Utility window. Change the view to Show All Devices. This feature was introduced in macOS 10.13 and is not available in 10.11 or 10.12.



3. Select [Erase](#).
4. A dialog box opens. Enter a name for the drive. This will be the name displayed when the drive mounts.
5. For Format, select [OS X Extended \(Journaled\)](#).
6. For Scheme, select [GUID Partition Map](#).
7. Click [Erase](#).
8. Disk Utility formats the drive. When it's finished, click [Done](#).

## Windows

1. Make sure the storage device is connected to and mounted on the computer.
2. Go to Search and then type diskmgmt.msc. In the search results, double-click [Disk Management](#).
3. From the list of storage devices in the middle of the Disk Management window, locate your LaCie device.
4. The partition must be available to format. If it is currently formatted, right click on the partition and then choose [Delete](#).
5. To create a new partition, right click on the volume and select [New Simple Volume](#). Follow the on-screen instructions when the New Simple Volume Wizard appears.

# Safely Remove LaCie 2big RAID From Your Computer

Always eject a storage drive from your computer before physically disconnecting it. Your computer must perform filing and housekeeping operations on the drive before it is removed. Therefore, if you unplug the drive without using the operating system's software, your files can become corrupt or damaged.

## Mac

There are several ways you can eject your device from a Mac. See below for two options.

### Eject via Finder window

1. Open a Finder window.
2. On the sidebar, go to Devices and locate the drive you want to eject. Click the eject symbol to the right of the drive name.
3. Once the device disappears from the sidebar or, the Finder window closes, you can disconnect the interface cable from your Mac.

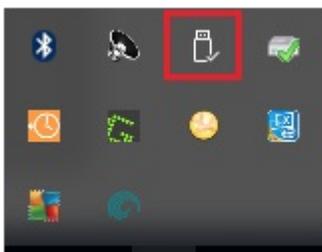
### Eject via Desktop

1. Select the desktop icon for your device and drag it to the Trash.
2. When the device icon is no longer visible on your desktop, you can physically disconnect the device from your Mac.

## Windows

Use the Safely Remove tool to eject a device.

1. Click the Safely Remove icon in your Windows System Tray to view the devices you can eject.



2. If you don't see the Safely Remove Hardware icon, click the Show hidden icons arrow in the system tray to display all icons in the notification area.
3. In the list of devices, choose the device you want to eject. Windows displays a notification when it is safe to remove the device.
4. Disconnect the hard drive from the computer.

# Frequently Asked Questions

For help setting up and using your LaCie hard drive, review the frequently asked questions below. For additional support resources, go to [www.lacie.com/support/2big-raid](http://www.lacie.com/support/2big-raid).

## All users

### Problem: My file transfers are too slow

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

A: Review troubleshooting tips for cable connections below:

- Check both ends of the USB cable and make sure that they are fully seated in their respective ports.
- Try disconnecting the cable, waiting 10 seconds, and then reconnecting it.
- Try a different USB cable.

Q: Is the hard drive connected to a Hi-Speed USB 2.0 port on your computer or hub?

A: If your hard drive is connected to a Hi-Speed 2.0 port or hub, the inferior performance is normal. LaCie 2big RAID performance will improve when it is connected to a USB 3.1 port or a SuperSpeed USB 3.0 port. Otherwise, the device operates at slower USB transfer rates.

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

A: Disconnect other USB devices and see if the hard drive's performance improves.

### Problem: I have an older computer with USB 2.0 ports

Q: Will my hard drive's USB 3.1 Gen 2 port work with my computer's USB 2.0 port?

A: Yes, the cable end that plugs into the computer (USB Type A) is compatible with both USB 3.0 and USB 2.0. Make certain to use the included cable with the correct USB Type A connector. However, the transfer rates are much slower with USB 2.0.

### Problem: I must use a USB hub for my USB devices

Q: Can I use my hard drive with a USB hub?

A: Yes, the hard drive can be connected to a USB hub. If you use a hub and encounter detection problems, slower than normal transfer rates, random disconnection from your computer or other unusual issues, try connecting the hard drive directly to the computer's USB port.

Please note that USB 2.0 hubs limit your hard drive's transfer rates to USB 2.0 speeds.

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

Q: Did you get an "Error -50" message while copying to a FAT32 volume?

A: When copying files or folders from a computer to a FAT32 volume, certain characters in the names cannot be copied. These characters include, but are not limited to: ? < > / \ :

Check your files and folders to ensure that these characters are not in the names.

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

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

A: Ignore this message since the drive remounts on the desktop despite the pop-up. LaCie drives conserve power by spinning down when you set your computer to sleep mode. When the computer awakes from sleep mode, the drive may not have enough time to spin up, causing the pop-up to appear.

## **Mac**

### **Problem: The hard drive icon does not appear on my desktop**

Q: Is your Finder configured to hide hard drives on the desktop?

A: Go to Finder and then check Preferences > General tab > Show these items on the desktop. Confirm that Hard Disks is selected.

Q: Is your hard drive mounting in the operating system?

A: Open Disk Utility at Go > Utilities > Disk Utility. If the hard drive is listed in the left-hand column, check your Finder preferences to see why it is not displayed on the desktop (review the question above).

Q: Did you follow the correct installation steps for your operating system?

A: Review the installation steps in Getting Connected.

## Windows

### Problem: The hard drive icon doesn't appear in Computer

Q: Is the hard drive listed in Device Manager?

A: All drives appear in at least one place in Device Manager.

Type Device Manager in Search to launch it. Look in the Disk Drives section and, if necessary, click the Plus (+) icon to view the full list of devices. If you're uncertain that your drive is listed, safely unplug it and then reconnect it. The entry that changes is your LaCie hard drive.

Q: Is your hard drive listed next to an unusual icon?

A: Windows Device Manager usually provides information about failures with peripherals. While the Device Manager can assist with troubleshooting most problems, it may not display the exact cause or provide a precise solution.

An unusual icon next to the hard drive can reveal a problem. For example, instead of the normal icon based on the type of device, it has an exclamation point, question mark or an X. Right click this icon and then choose Properties. The General tab provides a potential reason why the device is not working as expected.

# Regulatory Compliance

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Product Name	LaCie 2big RAID
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Regulatory Model Number	LRDMU04
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## China RoHS



China RoHS 2 refers to the Ministry of Industry and Information Technology Order No. 32, effective July 1, 2016, titled Management Methods for the Restriction of the Use of Hazardous Substances in Electrical and Electronic Products. To comply with China RoHS 2, we determined this product's Environmental Protection Use Period (EPUP) to be 20 years in accordance with the Marking for the Restricted Use of Hazardous Substances in Electronic and Electrical Products, SJT 11364-2014.

中国 RoHS 2 是指 2016 年 7 月 1 日起施行的工业和信息化部令第 32 号“电力电子产品限制使用有害物质管理办法”。为了符合中国 RoHS 2 的要求，我们根据“电子电气产品有害物质限制使用标识”(SJT 11364-2014) 确定本产品的环保使用期 (EPUP) 为 20 年。

部件名称 Part Name	有害物质 Hazardous Substances					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr <sup>+6</sup> )	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
硬盘驱动器 HDD	X	O	O	O	O	O
外接硬盘印刷电路板 Bridge PCBA	X	O	O	O	O	O
电源 (如果提供) Power Supply (if provided)	X	O	O	O	O	O
接口电缆 (如果提供) Interface cable (if provided)	X	O	O	O	O	O
其他外壳组件 Other enclosure components	O	O	O	O	O	O

本表格依据 SJ/T 11364 的规定编制。

This table is prepared in accordance with the provisions of SJ/T 11364-2014

**O:** 表示该有害物质在该部件所有均质材料中的含量均在 GB/T 26572 规定的限量要求以下。

**O:** Indicates that the hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement of GB/T26572.

**X:** 表示该有害物质至少在该部件的某一均质材料中的含量超出 GB/T 26572 规定的限量要求。

**X:** Indicates that the hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirement of GB/T26572.

## Taiwan RoHS

Taiwan RoHS refers to the Taiwan Bureau of Standards, Metrology and Inspection's (BSMI's) requirements in standard CNS 15663, Guidance to reduction of the restricted chemical substances in electrical and electronic equipment. Beginning on January 1, 2018, Seagate products must comply with the "Marking of presence" requirements in Section 5 of CNS 15663. This product is Taiwan RoHS compliant. The following table meets the Section 5 "Marking of presence" requirements.

台灣RoHS是指台灣標準局計量檢驗局(BSMI)對標準CNS15663要求的減排電子電氣設備限用化學物質指引。從2018年1月1日起, Seagate 產品必須符合CNS15663第5節「含有標示」要求。本產品符合台灣RoHS。下表符合第5節「含有標示」要求。

產品名稱：外接式硬碟，型號：LRDMU04

Product Name: LaCie 2big RAID, Model: LRDMU04

單元 Unit	限用物質及其化學符號 Restricted Substance and its chemical symbol					
	鉛 (Pb)	汞 (Hg)	鎘 (Cd)	六價鉻 (Cr <sup>6+</sup> )	多溴聯苯 (PBB)	多溴二苯醚 (PBDE)
硬盤驅動器 HDD	—	○	○	○	○	○
外接硬盤印刷電路板 Bridge PCBA	—	○	○	○	○	○
電源 (如果提供) Power Supply (if provided)	—	○	○	○	○	○
傳輸線材 (如果提供) Interface cable (if provided)	—	○	○	○	○	○
其他外殼組件 Other enclosure components	○	○	○	○	○	○

備考 1. “○” 係指該項限用物質之百分比含量未超出百分比含量基準值。

Note 1. “○” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.

備考 2. “—” 係指該項限用物質為排除項目。

Note 2. “—” indicates that the restricted substance corresponds to the exemption.