LaCie Ethernet Disk
Frequently Asked Questions

How do I install the LaCie Ethernet Disk?

STEP 1: ATTACHING THE CABLES
Connect the power cable. Then, connect the Ethernet cable.

STEP 2: POWER ON
Press the power button. Once the READY LED turns on, you can start to configure your LaCie Ethernet Disk.

STEP 3: NETWORK CONFIGURATOR
Insert the LaCie Ethernet Disk CD-ROM into a computer attached to the same network as the LaCie Ethernet Disk, and install the LaCie Ethernet Disk Configurator to start configuring your drive.

STEP 4: USING THE WEB ADMINISTRATION PAGE
Open your web browser to http://IP address. (The IP address stands for the IP address assigned to your LaCie Ethernet Disk by the Network Configurator). Click on Administrator and use "administrator" for the username and "admin" for the password.

How can I access the share?

For Windows users:
To access the LaCie Ethernet Disk using Microsoft Windows, look in My Network Places. By default, the LaCie Ethernet Disk will be named "LaCie-XXXXXXXXX" under Workgroup. Enter a valid username and password.

For Mac users:
On Mac OS 10.x, click Connect to Server in the Go menu, and then enter the IP address of your LaCie Ethernet Disk. A list of shares will appear. Click on the shares that you want to open and press OK. Enter a valid username and password. The new share will be placed on your desktop.

For Linux users:
On KDE, open konqueror and type the IP address of the LaCie Ethernet Disk into the address. Enter a valid username and password.

Note: The default name for the LaCie Ethernet Disk will always be LACIE- followed by 9 random characters (letters and numbers).

How can I assign permissions to a domain user or group for a shared folder?

You need to log in to the web application with a user who is a member of the 'Domain Admins' group. At the login prompt, type in the username like this: DOMAIN\ username ("DOMAIN" is the name of your domain and "username" is the name of the user account). The domain users and groups will now be available in the list of users when editing a share.

Note: You can only assign permissions to global domain users or groups.

Why do I get an "Access Denied" error when trying to access a shared folder on the Ethernet Disk?

Check that the permissions are correctly set for the shared folder. If you are trying to connect with a user who is a member of several different groups and if any of these groups have been assigned specific permissions for the share then the most restrictive permissions will apply for this user.

If you are working on Windows in a workgroup environment, then you need to make sure that you create a user account with the exact same name and password on the Ethernet Disk as the current logged user on your Windows client.

If you are working on Windows in a domain environment that uses Kerberos authentication you need to make sure that the time settings on the Ethernet Disk and the domain server(s) do not differ more than 5 minutes. If the difference is more than 5 minutes, then access will not be granted. The reason for this is that the Ethernet Disk does not support automatic time synchronization with domain controllers. You need to manually keep the time updated on the Ethernet Disk or to adjust the time skew on the domain server(s) to accept a greater difference than 5 minutes. Alternatively, you can also use any of the previous Windows authentication protocols (NTLM or NTLM2).

TO CHANGE THE KERBEROS TIME SKEW ON THE SERVER:
1. From the Start menu, go to Settings, click Control Panel, double-click Administrative Tools, and then double-click Domain Security Policy.
2. Expand Security Settings, Account Policies, and Kerberos Policy.
3. Right-click Maximum tolerance for computer clock synchronization.
4. Click Security.
5. In the Security Policy dialog box, change the maximum tolerance variable.

Why do I get a VBScript error when trying to access some of the web administration pages?

VBScript errors are displayed if the web application debugging option has been enabled. The debugging option should only be enabled for troubleshooting purposes; the web application will not work properly when debugging has been activated.

Why do I get a "names are too long or contains invalid characters" when transferring files from a Mac?

Long file names are not supported by the Ethernet Disk when using the AFP protocol. The file names must not exceed 27 characters.

Why can't I connect to the web administration page or access the shared folders?

There can be several reasons for this. Follow these steps to troubleshoot the network connection for your Ethernet Disk:

1)PHYSICAL NETWORK CONNECTION

Check the cables and network equipment for errors and also check that the network adapter of the client machine is working. Run the "IP Configurator" software to detect the Ethernet Disk on your network.

Note: If you have problems detecting the Ethernet Disk using the "IP Configurator" software, make sure you have no firewall software enabled, which blocks traffic on UDP port 4445 and 4446. If you still have problems detecting the Ethernet Disk on the network using the "IP Configurator" software, you should use a cross-over cable to make sure that none of your network devices block multicast traffic.

2)NETWORK SETTINGS

In order to successfully connect to the Ethernet Disk web administration page, you need to make sure that the network parameters for your Ethernet Disk are properly configured. Ask your network administrator for the correct network parameters if you do not know how to set up the network parameters. Use the "IP Configurator" software to set up or detect the network settings for your Ethernet Disk.

In order to check that the network parameters are correctly configured, use the "ping" command to see if the Ethernet Disk can be reached over the network. For more information on how to use this command check your OS documentation.

Note: If you are trying to access the Ethernet Disk from a different subnet, you need to make sure that the default gateway address has been configured correctly.

3)USER PERMISSIONS AND SETTINGS FOR SHARED FOLDERS

In order to successfully connect to the shared folders on the Ethernet Disk, check the following settings:

• Check that the user account that is being used has been assigned enough permission to access the share.

• Check that the protocol that is being used has been activated for the share that you are trying to connect to.

• Check that the service for the protocol that you use has not been disabled.

Note: If you still have problems connecting to the share(s), try to connect from another computer. If it still does not work, try to connect by using any of the other available protocols (AFP, FTP, HTTP, RDP or SMB).

What are the errors reported in the system log?

The system log tracks events relating to hardware, software, and system components installed in the Ethernet Disk. The events that occur in the log are categorized in three different types:

Type	Description
Information	An event that describes the successful operation of a task, such as an application, driver, or service. For example, an Information message is logged when a network driver loads successfully.
Warning	An event that is not necessarily significant, however, may indicate the possible occurrence of a future problem. For example, a Warning message is logged when disk space starts to run low.
Error	An event that describes a significant problem, such as the failure of a critical task. Error events may involve data loss or loss of functionality. For example, an Error message is logged if a service fails to load during startup.

The following is a list of the most common warnings and errors with recommended actions for resolving them:

Event ID	Source	Error Description	Actions
7	Disk	The device, <device>, has a bad block.	If you have any external disks connected to your Ethernet Disk, you should disconnect them and have them checked for errors. If no external disks have been used on the Ethernet Disk, contact your local LaCie Support Team to have the Ethernet Disk repaired or replaced.
11	Disk	The driver detected a controller error.	If you have any external disks connected to your Ethernet Disk you should disconnect them and have them checked for errors. If no external disks have been used on the Ethernet Disk, contact your local LaCie Support Team to have the Ethernet Disk repaired or replaced.
100	W3SVC	Wrong username or password was specified when trying to log on to the web application.	Make sure you use the right username and password when you log on to the web application.
100	MSFTPSVC	Wrong username or password was specified when trying to log on to the web application.	Make sure you use the right username and password when you log on to the web application.
101	W3SVC	The server was unable to add the virtual root '<virtual directory>' for the directory '<directory>' due to the following error: The system cannot find the file specified.	There is a shared HTTP folder that points to a physical path that does not exist. The reason for this can be that the folder was deleted or it was located on an external disk that has been removed.
101	MSFTPSVC	The server was unable to add the virtual root '<virtual directory>' for the directory '<directory>' due to the following error: The system cannot find the file specified.	There is a shared FTP folder that points to a physical path that does not exist. The reason for this can be that the folder was deleted or it was located on an external disk that has been removed.
1000	DHCP	Your computer has lost the lease to its IP address.	Check your network configuration and DHCP server for errors.
1001	DHCP	The computer was not assigned an address from the DHCP server.	Check your network configuration and DHCP server for errors.
1114	TermServDevices	Error communication with the Spooler system service.	When connecting to the Ethernet Disk using the Remote Desktop Client software, the software tries to communicate with the Spooler service on the Ethernet Disk, which has not been installed. The Spooler service is used for managing printers. The Ethernet Disk does not support printer installation. This event can safely be ignored.