


The QNAP logo is displayed in white, bold, uppercase letters within a blue rounded rectangular box in the top-left corner of the page.

HS-264

使用手冊

A large, abstract graphic of a network or data structure occupies the lower half of the page. It consists of numerous interconnected nodes (dots) of various colors (white, blue, black, red) and thin lines connecting them, creating a complex web-like pattern that transitions from light blue at the top to dark blue at the bottom.

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目錄

1. 重要資訊

安全資訊.....	3
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2. 產品概觀

關於 HS-264.....	6
硬體規格.....	6
包裝內容.....	9
元件.....	9
前面板.....	9
後面板.....	10
硬碟編號.....	11
安裝需求.....	11
設定 NAS.....	12

3. 安裝與設定

硬體安裝.....	13
硬碟安裝.....	13
連接 USB 擴充設備.....	18
QTS 安裝.....	19
使用 Qfinder Pro 安裝 QTS.....	20
使用 Cloud Key 安裝 QTS.....	22

4. 基本操作

電源按鈕.....	26
重設按鈕.....	26
LED 燈號.....	27
警示音.....	29

5. NAS 遷移

NAS 遷移需求.....	30
NAS 遷移後的狀態和設定變更.....	30
遷移 NAS	31
利用 HBS 3 遷移 NAS 資料.....	32
準備目標 NAS.....	32
建立單向同步工作.....	33
將本地使用者或群組設定匯入目標 NAS.....	35

6. 疑難排解

強制 Qfinder Pro 或 myQNAPcloud 定位 NAS.....	36
熱抽換故障硬碟.....	36
復原意外移除的硬碟.....	37
支援和其他資源.....	37

7. 詞彙

Cloud Key.....	38
myQNAPcloud.....	38
myQNAPcloud Link.....	38
Qfinder Pro.....	38
QNAP ID.....	38
QTS.....	38

8. 聲明

有限保固.....	39
免責聲明.....	39
著作權與商標.....	39
GNU General Public License.....	39
CE 聲明.....	48
UKCA 聲明.....	49
FCC 聲明.....	49
VCCI 聲明.....	50
BSMI 聲明.....	50
SJ/T 11364-2006.....	50

1. 重要資訊

原包裝

請保留原包裝及包裝材料。當產品需要退回或送修時請使用原包裝，以免損壞產品。

若因包裝不當導致運送中產品發生之損壞，QNAP 恕不提供退款或保固服務。

硬體瑕疵

如果您的 QNAP 產品有硬體瑕疵，請將產品寄回 QNAP 或 QNAP 授權服務中心進行維修或換貨。只要您或未經授權的第三方嘗試修復產品或執行產品維修流程，皆會導致產品保固失效。

對於因未獲授權進行修改或安裝不支援之第三方應用程式所導致的任何損害或資料遺失，QNAP 一概不予負責。

如需詳細資訊，請參見：[QNAP 產品保固服務條款](#)。

安全資訊

以下指示可協助確保人身安全及環境安全。請在執行任何操作前，仔細閱讀本安全指示。

一般指示

- 裝置應放置在實施進出管制的安全場所，並透過包括工具、鎖鑰或其他安全機制來控管。
- 唯有具技能且獲得授權的合格裝置管理員才能實際接觸裝置；合格裝置管理員必須熟悉所有管制方法、安全注意事項、安裝及保養程序。

警告



為避免受傷或元件損壞，在觸碰硬碟及其他內部系統元件前，請先確認其是否已經冷卻。



請遵守靜電放電 (ESD) 程序以防止潛在傷害或元件損壞。

電源

警告



為了降低電線走火或觸電風險，務必只將電源線連接至正確接地的電源插座。



為防止嚴重傷害事故發生，在安裝或更換系統元件前，經訓練的維修技術人員必須先從裝置上拔除所有電源供應器的電源線。

移動的零件

警告



轉動的風扇葉片：裝置接上電源時，請使身體部位遠離任何正在轉動的風扇葉片。



移動的元件：使身體部位遠離其他任何正在移動的元件。

該裝置不適合在兒童可能在場的地方使用。

系統電池

警告



吞食危險

- 本產品可能含有鈕扣電池。
- 請將電池放在兒童接觸不到的地方。
- 如果吞下鈕扣型鋰電池，可能會在 2 小時內造成嚴重或致命的傷害。
- 如果您認為電池可能已被吞下或位於身體的任何部位，請立即就醫。

- 更換電池時，請務必使用相同類型的電池，以免電池爆炸造成受傷或使元件損壞。
- 請遵照當地法規或電池製造商的指示，妥善處置廢棄電池。
- 即使是使用過的電池也可能導致嚴重傷害或死亡。
- 致電當地毒物防治中心以取得治療資訊。
- 有關裝置中鈕扣電池的類型及電壓資訊，請參閱硬體規格表。

- 不得將非充電電池進行充電。
- 請勿強制放電、充電、拆解、加熱或焚燒。這樣做可能會因外洩、洩漏或爆炸導致化學灼傷的傷害。
- 確保依據極性 (+ 和 -) 正確地安裝電池。
- 請勿混合使用新舊電池或不同品牌或類型的電池，例如鹼性電池、碳鋅電池或充電電池。
- 取出長期未使用設備中的電池，並根據當地法規立即回收或進行處理。
- 務必完全固定電池盒。如果電池盒未關緊，請停止使用本產品，並取出電池，將其放在遠離兒童的地方。

機架滑軌

機架式機型可能需要機架滑軌才能安裝到伺服器機架或機櫃。

為確保設備及人身安全，在安裝機架滑軌並安裝裝置之前，請仔細閱讀機架滑軌的安裝說明。

若要檢查您的裝置是否為機架式裝置，請參閱硬體規格表。

警告

- 當機架滑軌安裝在伺服器機架時，除非正在安裝或卸下裝置，否則請勿完全展開及鬆開滑軌。
- 將滑軌完全展開並鬆開可能會導致重型設備掉落。這可能會導致設備損壞、破壞，甚至致命的傷害。
- 在準備將滑軌進行裝置安裝或拆卸之前，請仔細閱讀並確保您瞭解安裝說明。
- 切勿在安裝或拆卸裝置時，將任何物體放置在裝置或滑軌上，或增加裝置或滑軌任何額外的負荷。
- 在安裝裝置時，將裝置完全滑入伺服器機架，以完全鎖定滑軌，並將裝置固定到伺服器機架。

2. 產品概觀

本章介紹 QNAP 裝置的基本資訊。

關於 HS-264

HS-264 作為數位家庭多媒體中心，提供各種應用程式及應用工具（如 QuMagie、Video Station、Music Station 及 Plex 媒體伺服器），讓您儲存並享受所有的照片、影片和音樂。Intel® Celeron® N5105 四核處理器及兩個 2.5 GbE 連接埠能確保高效能及串流媒體品質，而雙 HDMI (4K @60Hz) 輸出讓您能夠將 HS-264 當作家庭劇院電腦，帶來驚人的娛樂體驗。

硬體規格

警告

- 如果您的 QNAP 產品有硬體瑕疵，請將產品寄回 QNAP 或 QNAP 授權服務中心進行維修或換貨。只要您或未經授權的第三方嘗試修復產品或執行產品維修流程，皆會導致產品保固失效。
- 對於因未獲授權進行修改或安裝不支援之第三方應用程式所導致的任何損害或資料遺失，QNAP 一概不予負責。
- 如需詳細資訊，請參見：[QNAP 產品保固服務條款](#)。

提示

型號規格如有變更，恕不另行通知。若要查看最新規格，請前往：<https://www.qnap.com>。

元件	HS-264
處理器	
CPU	Intel® Celeron® N5105
頻率	4 核心 / 4 執行緒 2.9 GHz 超頻
架構	x86 64 位元
加密引擎	AES-NI
記憶體	
預載記憶體	8 GB RAM DDR4（不可擴充）
快閃記憶體	4 GB（雙重開機作業系統防護）
儲存空間	

元件	HS-264
硬碟插槽	2 x 3.5 吋 SATA 6 Gbps 提示 磁碟插槽與 SATA 3 Gbps 磁碟回溯相容。
硬碟相容性	<ul style="list-style-type: none"> • 3.5 吋 SATA 硬碟 • 2.5 吋 SATA 硬碟 • 2.5 吋 SATA 固態硬碟 提示 <ul style="list-style-type: none"> • 請前往 https://www.qnap.com/compatibility 查看相容的硬碟機型清單。 • 為避免產生過多震動和熱量，請使用：5400 RPM 硬碟；低溫、低噪音硬碟；或低溫 SSD。
SSD 快取加速技術支援	此裝置支援所有硬碟的 SSD 快取加速。
熱抽換	此裝置支援所有硬碟的熱抽換操作。
網路	
2.5 Gigabit 網路介面	2 x 2.5 GbE RJ45 注意 2.5 Gigabit 乙太網路埠支援下列網路連線速度：2.5 GbE、1 GbE、100 Mb 及 10 Mb。
外接 I/O 埠和擴充插槽	
USB 連接埠	2 x USB 3.2 Gen 2 Type-A
HDMI 連接埠	2 x HDMI
介面	
按鈕	<ul style="list-style-type: none"> • 電源 • 重設

元件	HS-264
紅外線感測器	1 <div style="background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p>注意</p> <ul style="list-style-type: none"> • HS-264 支援 QNAP RM-IR004 遙控功能，需另外選購。有關購買選項，請參見：QNAP Store。 • RM-IR004 遙控器可配合某些 QTS 多媒體或串流媒體應用程式使用，包括 HybridDesk Station。 • RM-IR004 提供四個由使用者定義功能的彩色按鈕，讓您客製化遙控器功能。如要設定這些按鈕，請從 App Center 安裝和使用 QButton。 </div>
尺寸	
外型	精簡式
尺寸 (高 x 寬 x 深)	41.3 × 302 × 220 mm (1.62 x 11.89 x 8.66 in)
淨重	1.56 kg (3.44 lbs)
其他	
電源供應器	外接 60W 變壓器，100-240V DC
系統電池	CR2032 鋰電池 (3V, 225 mAh) <div style="background-color: #ffe6e6; padding: 10px; margin-top: 10px;"> <p>警告</p> <p>更換電池時，請務必使用相同類型的電池，以免電池爆炸造成受傷或使元件損壞。</p> </div>
操作溫度	0°C 至 40°C (32°F 至 104°F)
相對濕度	<ul style="list-style-type: none"> • 不凝結相對濕度：5% 至 95% • 濕球溫度：27°C (80.6°F)

提示

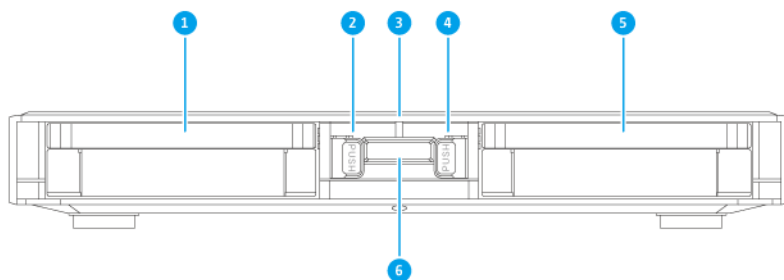
型號規格如有變更，恕不另行通知。若要查看最新規格，請前往：<https://www.qnap.com>。

包裝內容

項目	數量
HS-264	1
AC 電源變壓器	1
電源線	1
乙太網路線	1
3.5 吋硬碟用螺絲	8
2.5 吋硬碟用螺絲	6
快速安裝手冊 (QIG)	1

元件

前面板

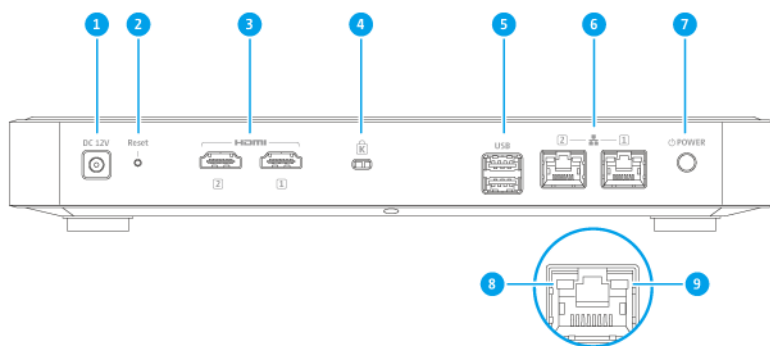


注意

此影像檔顯示不含正面殼蓋的 HS-264。

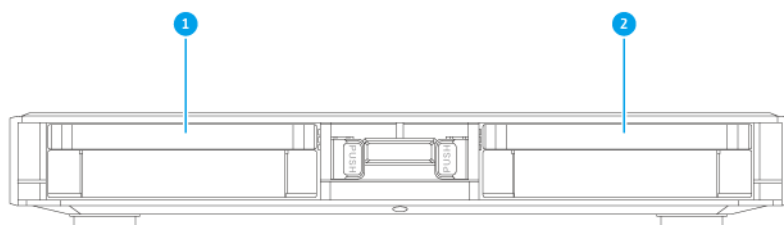
編號	元件	編號	元件
1	硬碟槽 1	4	磁碟插槽門門
2	磁碟插槽門門	5	硬碟槽 2
3	狀態 LED 燈	6	紅外線感測器

後面板



編號	元件	編號	元件
1	電源輸入	6	2.5 Gigabit 乙太網路埠 (RJ45)
2	重設按鈕	7	電源按鈕
3	HDMI 連接埠	8	2.5 Gigabit 乙太網路活動 LED 燈
4	Kensington 安全插槽	9	2.5 Gigabit 乙太網路速度 LED 燈
5	USB 3.2 Gen 2 Type-A 連接埠	-	-

硬碟編號



注意

此影像檔顯示不含正面殼蓋的 HS-264。

安裝需求

類別	項目
環境	<ul style="list-style-type: none"> • 室溫：0°C 到 40°C (32°F 到 104°F) • 不凝結相對溼度：5% 至 95% • 濕球溫度：27°C (80.6°F) • 平坦且防靜電的表面，不受陽光直射，亦不與液體或化學物質接觸 • 沒有物體會阻礙 NAS 通風或者對 NAS 或電源線產生壓力
硬體和週邊設備	<ul style="list-style-type: none"> • 儲存硬碟 請前往 https://www.qnap.com/compatibility 查看相容的硬碟機型清單。 • 網路線
工具	<ul style="list-style-type: none"> • 1 號或 2 號十字螺絲起子 • 防靜電腕帶

設定 NAS

重要

設定 NAS 或安裝 NAS 元件前，請詳閱所有安全要求及資訊。

1. 將 NAS 裝置放置在符合需求的環境。
如需詳細資訊，請參見：[安裝需求](#)。
2. 安裝硬碟。
如需詳細資訊，請參見：[硬碟安裝](#)。

提示

請前往 <https://www.qnap.com/compatibility> 查看相容的硬碟機型清單。

3. 連接擴充設備。
[連接 USB 擴充設備](#)
4. 連接電源線與所有適用的網路線。
5. 開啟 NAS。
如需詳細資訊，請參見：[電源按鈕](#)。
6. 安裝 QTS。
如需詳細資訊，請參見：[QTS 安裝](#)。
7. 登入 QTS。

3. 安裝與設定

本章介紹特定硬體及韌體的安裝與設定步驟。

硬體安裝

本節介紹安裝硬碟和 USB 擴充設備的相關資訊。

硬碟安裝

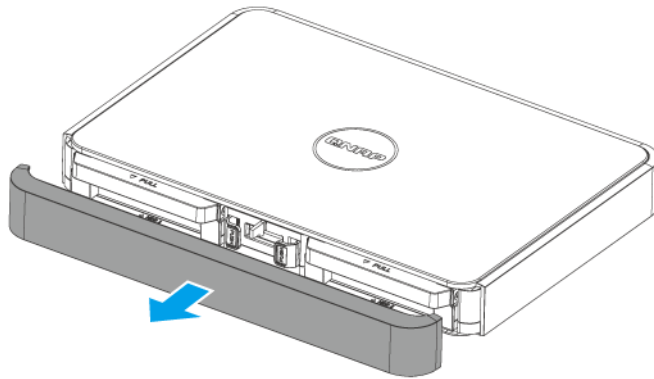
HS-264 與 3.5 吋和 2.5 吋硬碟，以及 2.5 吋固態硬碟相容。

在 3.5 吋托盤上安裝 3.5 吋磁碟

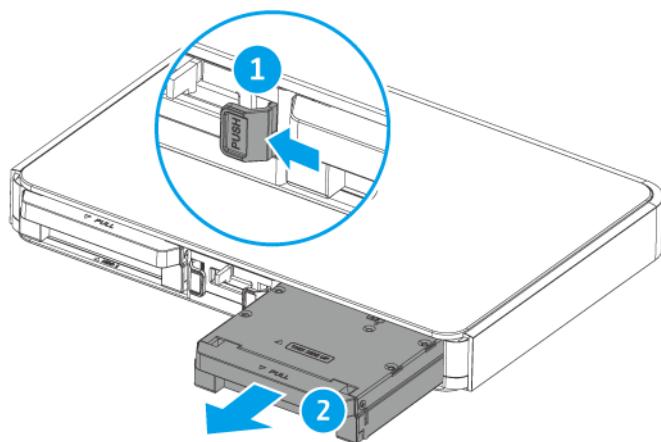
警告

- 安裝硬碟會刪除硬碟上的所有資料。
- 請遵守靜電放電 (ESD) 程序以防止元件損壞。

1. 關閉 NAS。
2. 取下正面殼蓋。

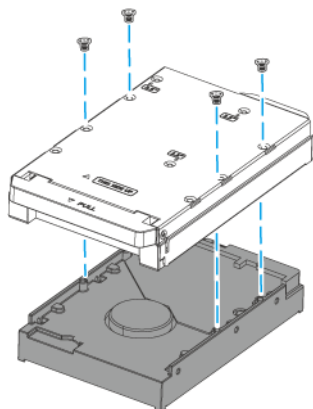


3. 同時按下門栓並拉出硬碟托盤，將托盤取下。

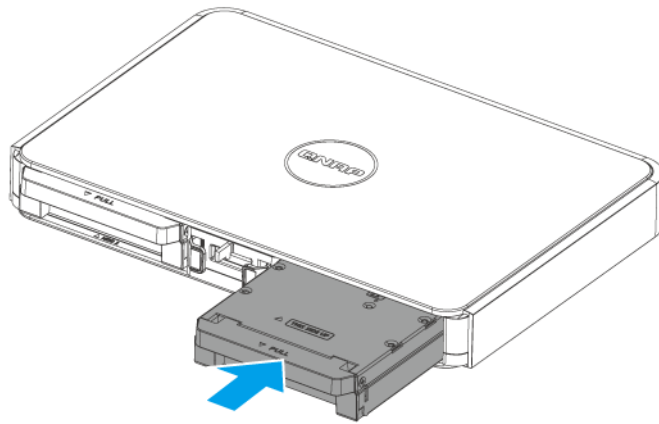


4. 在托盤上安裝硬碟。

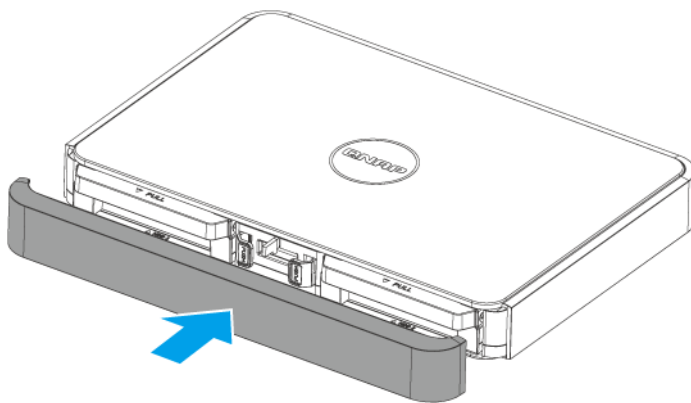
- a. 將硬碟放在托盤上，讓硬碟底部的孔洞與托盤底部的孔洞對齊。
- b. 鎖上螺絲。



5. 將托盤插入插槽。



6. 裝上正面殼蓋。



7. 開啟 NAS。

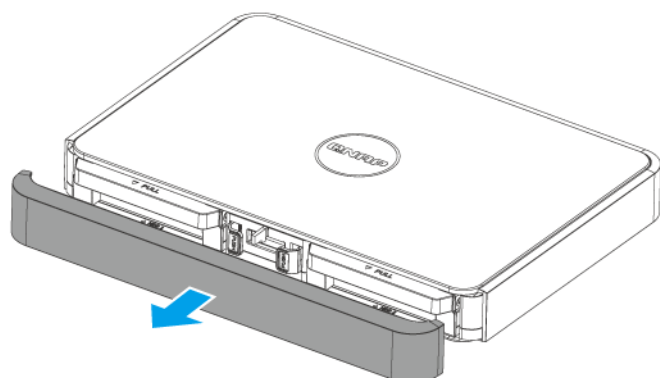
在 3.5 吋托盤上安裝 2.5 吋磁碟

警告

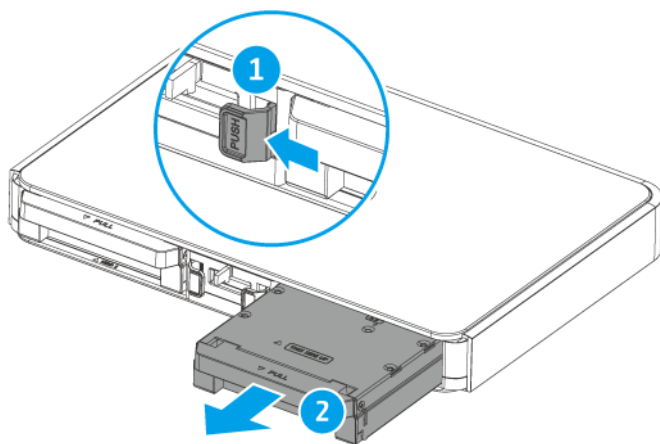
- 安裝硬碟會刪除硬碟上的所有資料。
- 請遵守靜電放電 (ESD) 程序以防止元件損壞。

1. 關閉 NAS。

2. 取下正面殼蓋。



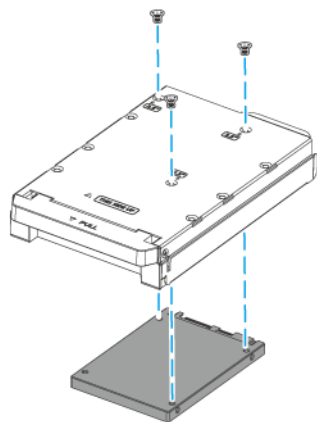
3. 同時按下門栓並拉出硬碟托盤，將托盤取下。



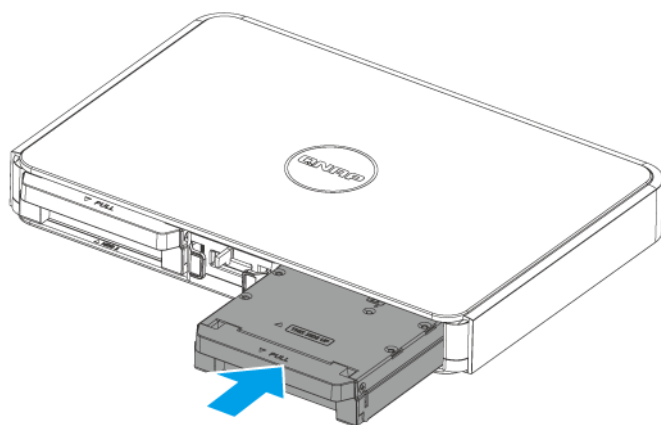
4. 在托盤上安裝硬碟。

- a. 將硬碟放在托盤上，讓硬碟底部的孔洞與托盤底部的孔洞對齊。**

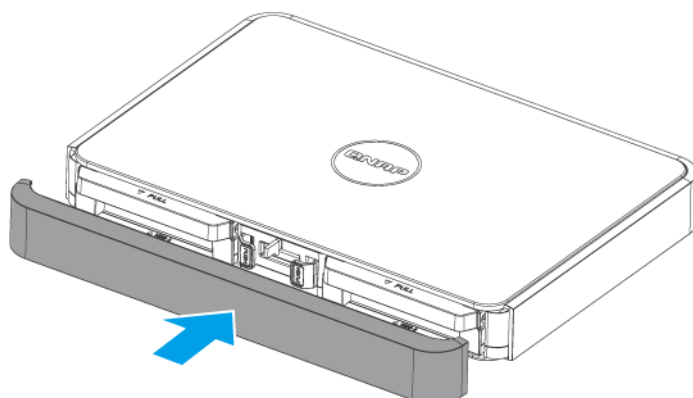
b. 鎖上螺絲。



5. 將托盤插入插槽。



6. 裝上正面殼蓋。



7. 開啟 NAS。

連接 USB 擴充設備

裝置支援 USB 擴充設備。如需詳細資訊，請參見下方表格。

您可以向 QNAP 或授權經銷商購買儲存擴充配件。

如需詳細資訊，請前往：<https://shop.qnap.com/>。

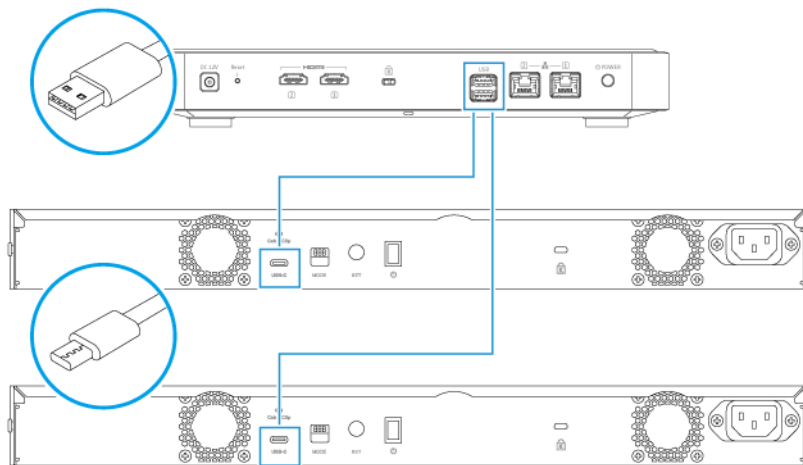
如需相容擴充設備清單以及適用擴充設備的數量上限，請前往：<https://www.qnap.com/go/compatibility-expansion>。

擴充設備型號	說明	必要配件
TR-002	<ul style="list-style-type: none"> • 使用 USB 3.2 Gen 2 Type-C 介面 • 支援 SATA HDD/SSD 	USB 3.2 Gen 2 Type-A 轉 Type-C 連接線
TR-004	<ul style="list-style-type: none"> • 使用 USB 3.2 Gen 1 Type-C 介面 • 支援 SATA HDD/SSD 	USB 3.2 Gen 2 Type-A 轉 Type-C 連接線
TR-004U	<ul style="list-style-type: none"> • 使用 USB 3.2 Gen 1 Type-C 介面 • 支援 SATA HDD/SSD 	<ul style="list-style-type: none"> • USB 3.2 Gen 1 Type-A 轉 Type-C 連接線 • RAIL-B02
TL-D800C	<ul style="list-style-type: none"> • 使用 USB 3.2 Gen 2 Type-C 介面 • 支援 SATA HDD/SSD 	USB 3.2 Gen 2 Type-A 轉 Type-C 連接線

擴充設備型號	說明	必要配件
TL-R1200C-RP	<ul style="list-style-type: none"> • 使用 USB 3.2 Gen 2 Type-C 介面 • 支援 SATA HDD/SSD 	<ul style="list-style-type: none"> • USB 3.2 Gen 2 Type-A 轉 Type-C 連接線 • RAIL-B02

若要將裝置連接到 USB 擴充設備，需要使用 USB Type-A 轉 USB Type-C 的連接線。

1. 確認 NAS 已關閉電源。
2. 將擴充設備連接至 NAS。
 - a. 將 USB 連接線接至擴充設備上的 USB Type-C 連接埠。
 - b. 將 USB 連接線接至 NAS 上的 USB 3.2 Gen 2 Type-A 連接埠。



注意

此影像顯示已連接至兩組 TR-004U USB 擴充設備的 HS-264。

3. 開啟擴充設備的電源。
4. 開啟 NAS。
5. 確認 NAS 可辨識所有擴充設備。
 - a. 使用管理員身分登入 QTS。
 - b. 前往 **[主選單]** > **[儲存與快照總管]** > **[總覽]** > **[系統]**。
 - c. 確認畫面列出擴充設備。

QTS 安裝

HS-264 使用 QNAP QTS 作業系統。您可以使用下列其中一種方式安裝 QTS。

方式	說明	需求
Qfinder Pro 安裝 (建議使用)	<p>如果 NAS 已連接您的區域網路，您可以執行下列操作：</p> <ul style="list-style-type: none"> • 使用 Qfinder Pro 定位 NAS。 • 完成「智慧安裝導引」精靈中的步驟。 <p>如需詳細資訊，請參見：使用 Qfinder Pro 安裝 QTS。</p>	<ul style="list-style-type: none"> • 電腦 • 網路線 • Qfinder Pro 安裝程式
雲端安裝	<p>如果 NAS 已連接網際網路，您可以執行下列操作：</p> <ul style="list-style-type: none"> • 掃描 NAS 上的 QR 碼。 • 登入 myQNAPcloud 帳號。 • 使用 myQNAPcloud Link 遠端存取 NAS。 • 完成「智慧安裝導引」精靈中的步驟。 <p>如需詳細資訊，請參見：使用 Cloud Key 安裝 QTS。</p>	<ul style="list-style-type: none"> • 電腦或行動裝置。 • 網路線 • myQNAPcloud 帳號 • Cloud Key

使用 Qfinder Pro 安裝 QTS

警告

安裝 QTS 會刪除磁碟上的所有資料，繼續操作前請先備份資料。

重要

若要保護 NAS 免受暴力密碼破解攻擊，請在 QTS 安裝期間建立新的系統管理員帳號，來停用預設的「admin」帳號。

1. 開啟 NAS。
2. 將 NAS 連接至區域網路。
3. 在連線到相同區域網路的電腦上執行 Qfinder Pro。

注意

若要下載 Qfinder Pro，請前往 <https://www.qnap.com/utilities>。

4. 按一下 [下一步]。
QNAP 保固服務頁面隨即在預設網頁瀏覽器開啟。
5. 按一下 [查看保固期]。
QNAP 保固服務視窗隨即在新的網頁中開啟。

重要

您可以在 [\[QNAP 保固服務\]](#) 查看裝置保固政策或購買延長保固方案。

6. 關閉保固頁面。

[智慧安裝導引] 隨即在預設的網頁瀏覽器中開啟。

7. 按一下 **[下一步]**。

[輸入 NAS 名稱和管理員密碼] 畫面隨即出現。

8. 指定下列資訊。

- **NAS 名稱**：指定 1 到 14 個字元的名稱。名稱支援使用英文字母 (A 到 Z、a 到 z)、數字 (0 到 9) 以及連字號 (-)，但不能以連字號做結尾。
- **使用者名稱**：指定長度為 1 到 32 個字元的管理員使用者名稱。名稱支援使用英文字母 (A 到 Z、a 到 z)、數字 (0 到 9) 以及連字號 (-)、雙位元中文、日文、韓文及俄文字元。使用者名稱不能包含下列特殊字元：重音符號 (˘)、星號 (*)、等號 (=)、加號 (+)、中括號 ([])、斜線 (\)、分隔號 (|)、分號 (;)、冒號 (:)、撇號 (')、引號 (")、逗號 (,)、小於符號 (<)、大於符號 (>)、反斜線 (/)、問號 (?)、百分比符號 (%)
- **密碼**：指定 1 到 64 個字元的管理員密碼。密碼支援使用所有 ASCII 字元。
- **確認密碼**：再次輸入新的管理員密碼。

9. 按一下 **[下一步]**。

[設定日期和時間] 畫面隨即出現。

10. 使用下列任一方法指定時區、日期和時間：

提示

QNAP 建議連接至 NTP 伺服器，以確保 NAS 符合國際標準時間 (UTC)。

方法	使用者動作
同步電腦或裝置時間	選取 [與電腦/裝置時間相同] NAS 的時間將與設定時間所使用的電腦或裝置相同。
手動輸入	<ol style="list-style-type: none"> 選取 [手動輸入]。 指定日期和時間。 NAS 的日期和時間將與設定的時間相同。
自動與網際網路時間伺服器同步	按一下 [自動與網際網路時間伺服器同步] 。 NAS 的時間將與 NTP 伺服器相同。

11. 按一下 **[下一步]**。

[編輯網路設定] 畫面隨即出現。

12. 使用下列其中一種方法編輯網路設定：

方法	使用者動作
自動取得 IP 位址 (DHCP)	選取 [自動取得 IP 位址 (DHCP)] 。 系統會自動偵測並編輯 IP 位址設定。
使用靜態 IP 位址	<p>a. 選取 [使用靜態 IP 位址] 。 IP 位址設定頁面隨即顯示。</p> <p>b. 指定以下 IP 位址設定：</p> <ul style="list-style-type: none"> • 介面 • IP 位址 • 子網路遮罩 • 預設閘道 • 主要 DNS 伺服器 • 次要 DNS 伺服器

13. 按一下 **[下一步]** 。
[Thunderbolt 連線] 頁面隨即顯示。

注意

只有在您的裝置支援 Thunderbolt 時，才會顯示此頁面。您需要使用 Thunderbolt 連接線將裝置連接至電腦。

14. 按一下 **[下一步]** 。
[摘要] 畫面隨即顯示。

15. 檢視設定值。

16. 按一下 **[套用]** 。
確認訊息隨即顯示。

警告

按一下 **[確認]** 後，系統會在安裝 QTS 前刪除硬碟的所有資料。

17. 按一下 **[確認]** 。
QTS 安裝完成。

使用 Cloud Key 安裝 QTS

警告

安裝 QTS 會刪除磁碟上的所有資料，繼續操作前請先備份資料。

重要

若要保護 NAS 免受暴力密碼破解攻擊，請在 QTS 安裝期間建立新的系統管理員帳號，來停用預設的「admin」帳號。

1. 開啟 NAS。
2. 將 NAS 連接至網際網路。
3. 使用下列其中一種方式前往 QNAP 雲端安裝頁面：
 - 在您的電腦上，前往您所在地區的網站下載 QTS：
 - 中國：<https://install.qnap.com.cn>
 - 全球：<https://install.qnap.com>
 - 使用行動裝置掃描 NAS 上的 QR 碼。

該網頁列出區域網路內所有未初始化的 QNAP NAS 裝置。

4. 在清單中找出自己的 NAS，然後按一下 **[初始化]**。

注意

如果您的 NAS 未列出，請按照網頁上的指示指定 NAS 的 Cloud Key。

安裝精靈隨即在預設的網頁瀏覽器中開啟

5. 建立帳號或登入 myQNAPcloud。

注意

建立帳號之後，必須返回此頁面完成安裝步驟。

6. 指定 NAS 的 myQNAPcloud 裝置名稱。

注意

- 遠端存取 NAS 時，需要用到 myQNAPcloud 裝置名稱。
- 基於安全考量，NAS 將於初始化後停用 myQNAPcloud Link 遠端連線服務。日後若要再度啟用，請透過 LAN 連接至 QTS，然後安裝 myQNAPcloud Link。

7. 按一下 **[下一步]**。
QNAP **保固服務** 頁面隨即在預設網頁瀏覽器開啟。
8. 按一下 **[查看保固期]**。
QNAP **保固服務** 視窗隨即在新的網頁中開啟。

重要

您可以在 **[QNAP 保固服務]** 查看裝置保固政策或購買延長保固方案。

9. 關閉保固頁面。

[智慧安裝導引] 隨即在預設的網頁瀏覽器中開啟。

10. 指定下列資訊。

- **NAS 名稱**：指定 1 到 14 個字元的名稱。名稱支援使用英文字母 (A 到 Z、a 到 z)、數字 (0 到 9) 以及連字號 (-)，但不能以連字號做結尾。
- **使用者名稱**：指定長度為 1 到 32 個字元的管理員使用者名稱。名稱支援使用英文字母 (A 到 Z、a 到 z)、數字 (0 到 9) 以及連字號 (-)、雙位元中文、日文、韓文及俄文字元。使用者名稱不能包含下列特殊字元：重音符號 (˘)、星號 (*)、等號 (=)、加號 (+)、中括號 ([])、斜線 (\)、分隔號 (|)、分號 (;)、冒號 (:)、撇號 (')、引號 (")、逗號 (,)、小於符號 (<)、大於符號 (>)、反斜線 (/)、問號 (?)、百分比符號 (%), 或「admin」。
- **密碼**：指定 1 到 64 個字元的管理員密碼。密碼支援使用所有 ASCII 字元。
- **確認密碼**：再次輸入新的管理員密碼。

11. 按一下 **[下一步]**。

[設定日期和時間] 畫面隨即出現。

12. 使用下列任一方法指定時區、日期和時間：

提示

QNAP 建議連接至 NTP 伺服器，以確保 NAS 符合國際標準時間 (UTC)。

方法	使用者動作
同步電腦或裝置時間	選取 [與電腦/裝置時間相同] NAS 的時間將與設定時間所使用的電腦或裝置相同。
手動輸入	<ol style="list-style-type: none"> 選取 [手動輸入]。 指定日期和時間。 NAS 的日期和時間將與設定的時間相同。
自動與網際網路時間伺服器同步	按一下 [自動與網際網路時間伺服器同步] 。 NAS 的時間將與 NTP 伺服器相同。

13. 按一下 **[下一步]**。

[編輯網路設定] 畫面隨即出現。

14. 使用下列其中一種方法編輯網路設定：

方法	使用者動作
自動取得 IP 位址 (DHCP)	選取 [自動取得 IP 位址 (DHCP)] 。 系統會自動偵測並編輯 IP 位址設定。

方法	使用者動作
使用靜態 IP 位址	<p>a. 選取 [使用靜態 IP 位址] 。</p> <p>IP 位址設定頁面隨即顯示。</p> <p>b. 指定以下 IP 位址設定：</p> <ul style="list-style-type: none"> • 介面 • IP 位址 • 子網路遮罩 • 預設閘道 • 主要 DNS 伺服器 • 次要 DNS 伺服器

15. 按一下 **[下一步]** 。
- [Thunderbolt 連線]** 頁面隨即顯示。

注意

只有在您的裝置支援 Thunderbolt 時，才會顯示此頁面。您需要使用 Thunderbolt 連接線將裝置連接至電腦。

16. 按一下 **[下一步]** 。
- [摘要]** 畫面隨即顯示。
17. 檢視設定值。
18. 按一下 **[套用]** 。
- 確認訊息隨即顯示。

警告

按一下 **[確認]** 後，系統會在安裝 QTS 前刪除硬碟的所有資料。

19. 按一下 **[確認]** 。
- QTS 安裝完成。

4. 基本操作

本章介紹 NAS 的基本操作。

電源按鈕

操作	使用者操作	結果
開啟電源	按一下按鈕。	裝置開機。
關閉電源	按住按鈕 1.5 秒。	裝置關機。
強制關機	按住按鈕 5 秒。	裝置關機。 重要 請在裝置沒有回應時才使用此方法。

重設按鈕

重要

為了保護您的裝置免於暴力密碼破解攻擊，QNAP 建議您在系統重設後停用預設 admin 帳戶。若要停用預設 admin 帳戶，您必須先建立新的管理員帳戶、登出 admin 帳戶，然後使用新帳戶登入。

操作	使用者動作	結果
系統基本重設	按住按鈕 3 秒。	<p>以下設定將回復至預設值：</p> <ul style="list-style-type: none"> 系統會自動啟用 admin 帳戶 系統管理員密碼：如需預設密碼的詳細資訊，請參閱此常見問題。 TCP/IP 設定： <ul style="list-style-type: none"> 透過 DHCP 自動取得 IP 位址設定 停用 Jumbo Frame 若已啟用 Port Trunking (僅適用於支援多 LAN 的型號)，系統將重設為「Active Backup (網路容錯)」模式。 系統通訊埠：8080 (系統服務埠) 安全等級：低 (允許所有連線) VLAN：已停用
系統進階重設	按住按鈕 15 秒。	<p>回復為出廠預設值。</p> <p>若要在系統進階重設後取得舊有資料，請在 NAS 上重建先前的資料夾結構。</p>

LED 燈號

LED 燈號指示裝置開機時的系統狀態與相關資訊。下列 LED 燈號資訊僅適用於已正確安裝硬碟，且裝置已連線至網路或主機的狀態下。

如需 LED 燈號的位置資訊，請參見：[元件](#)。

LED	狀態	說明
系統狀態	綠燈與紅燈每 0.5 秒交錯閃爍	<ul style="list-style-type: none"> 硬碟正在格式化。 NAS 正在初始化。 作業系統正在更新。 RAID 重建作業正在進行。 線上 RAID 容量擴充正在進行。 線上 RAID 組態遷移正在進行。

LED	狀態	說明
系統狀態	紅燈	<ul style="list-style-type: none"> • 硬碟無效。 • 磁碟區容量已滿。 • 磁碟區容量將滿。 • 資料存取（讀寫）錯誤。 • 硬碟壞軌。 • NAS 處於降階唯讀模式（RAID 5 或 RAID 6 有兩個硬碟故障，但資料仍可讀取）。 • 硬體自我檢查發生錯誤。
	紅燈每 0.5 秒閃爍	NAS 處於降階模式（RAID 1、RAID 5 或 RAID 6 有一個硬碟故障）。
	綠燈每 0.5 秒閃爍	<ul style="list-style-type: none"> • NAS 啟動中。 • NAS 未設定。 • 硬碟未格式化。
	綠燈	NAS 已就緒。
	熄滅	所有硬碟處於待命模式。
2.5 Gigabit 乙太網路速度	綠燈	網路執行速度為 2.5 Gbps。
	橙燈	網路執行速度為 1 Gbps。
	熄滅	<ul style="list-style-type: none"> • 網路執行速度為 10 Mbps。 • 無網路連線。
2.5 Gigabit 乙太網路活動	橙燈	網路連線已建立。
	橙燈閃爍	使用者正在從網路存取裝置。
	熄滅	無網路連線。

警示音

持續時間	頻率	說明
短嗶 (0.5 秒)	1	<ul style="list-style-type: none">• NAS 啟動中。• 按住重設按鈕 3 秒鐘後，NAS 將重設配置。• 按住重設按鈕 15 秒鐘後，NAS 將重設配置並重新啟動。• 作業系統已更新。
	3	<ul style="list-style-type: none">• 無法將 NAS 資料複製到連接正面 USB 埠的外接硬碟。
長嗶 (1.5 秒)	2	<ul style="list-style-type: none">• 磁碟區容量將滿。• 磁碟區容量已滿。• 磁碟進入降階模式。• 磁碟重建中。• 磁碟已插入或抽出。
	1	<ul style="list-style-type: none">• NAS 正在關閉電源。• NAS 成功開機且可供使用。

5. NAS 遷移

您可以透過將所有硬碟從來源 NAS 安裝到目標 NAS，將資料和設定從目前的 NAS 遷移到另一個 NAS 機型，使遷移的干擾程度降到最低。遷移後，RAID 配置和其他設定將保留在目標 NAS 上。

NAS 遷移需求

您只能根據來源 NAS，將硬碟遷移到特定的 NAS 機型。有關與 NAS 直接遷移的相容機型，請參閱清單：<https://www.qnap.com/go/nas-migration>。

裝置應符合以下要求：

- QTS NAS 支援多種類型的 NAS 遷移：
 - 從 ARM NAS 到 ARM NAS
 - 從 x86 NAS 到 x86 NAS
 - 從 ARM NAS 到 x86 NAS

注意

您不能從 x86 NAS 遷移到 ARM NAS。

- 目標 NAS 必須在與來源 NAS 相同的 QTS 版本上執行（或更高版本）。
- 目標 NAS 必須具有足夠的可用硬碟插槽，以容納要從來源 NAS 遷移的所有硬碟。

對於不支援 NAS 遷移的 NAS 機型，可以利用 HBS 3 來遷移現有資料。有關詳細資訊，請參閱：[利用 HBS 3 遷移 NAS 資料](#)。

NAS 遷移後的狀態和設定變更

NAS 遷移之後，資料和設定的狀態會隨著改變。

資料和設定	NAS 遷移後
myQNAPcloud 註冊名稱	您的 myQNAPcloud 註冊名稱不會遷移。
加密磁碟區	<p>如果 NAS 不支援檔案系統加密，加密磁碟區就不會遷移。</p> <div style="background-color: #ffe6e6; padding: 10px; border: 1px solid #ffe6e6;"> <p>警告</p> <p>為避免資料遺失，請備份加密磁碟區的加密金鑰並將其保存在安全的地方。您也可以選擇在遷移之前解密磁碟區。</p> </div>

資料和設定	NAS 遷移後
共用資料夾	<p>所有共用資料夾及其中的檔案會被保留。</p> <p>警告 為避免資料遺失，請在遷移之前將加密金鑰或加密共用資料夾的密碼備份並保存在安全的地方。</p> <p>重要 遷移後，必須重新設定目標 NAS 上的資料夾權限。</p>
網路	<ul style="list-style-type: none"> • 如果目標 NAS 上的網路連接埠數量或網路連接埠規格與來源 NAS 不同，以下網路和虛擬設定可能會變更並需要重新設定：Port Trunking、虛擬機器、Thunderbolt、USB QuickAccess 等。 • 當來源 NAS 在 QTS 4.3.5 或更早版本上執行時，必須重新設定網路。
Windows AD 配置	必須重新設定 Windows AD 配置。
授權	<p>授權不會遷移。</p> <p>警告 為了避免遺失所有軟體授權，QNAP 建議在資料遷移之前在來源 NAS 上停用授權。</p>
應用程式	如果目標 NAS 的記憶體少於來源 NAS 的記憶體，以下功能和應用程式可能無法執行：Virtualization Station、Qsirch 和快照。
服務	只能使用目標 NAS 所支援的服務。
多媒體功能	部分多媒體功能預設停用。

遷移 NAS

重要

在執行 NAS 遷移之前，請確保您了解所有要求以及遷移後可能發生的變化。如需詳細資訊，請參見下列主題。

- [NAS 遷移需求](#)
- [NAS 遷移後的狀態和設定變更](#)

1. 關閉來源 NAS 和目標 NAS 的電源。

2. 取出硬碟。

重要

QNAP 建議在安裝硬碟時遵照來源 NAS 硬碟的順序。要移除硬碟時，請記下硬碟托盤順序。

- a. 從來源 NAS 取出硬碟。
- b. 從目標 NAS 取出硬碟托盤。

3. 安裝硬碟。

- a. 將來源 NAS 硬碟安裝到目標 NAS 硬碟托盤上。
- b. 將硬碟托盤插入目標 NAS。

4. 打開目標 NAS 的電源。

5. 在目標 NAS 上以管理員身份登入 QTS。
目標 NAS 自動檢查最新的韌體更新。

利用 HBS 3 遷移 NAS 資料

針對不支援直接遷移的 NAS 機型，您可以初始化目標 NAS，然後透過 HBS 3 從來源 NAS 複製資料到目標 NAS。

準備目標 NAS

1. 登入 QTS。
2. 建立一個或多個儲存池。
有關詳細資訊，請參閱：《QTS 使用手冊》中的「建立儲存池」主題。
3. 建立一個或多個磁碟區。
如需詳細資訊，請參閱：《QTS 使用手冊》中的「建立磁碟區」主題。
4. 在目標 NAS 上建立共用資料夾
有關詳細資訊，請參閱：《QTS 使用手冊》中的「建立共用資料夾」主題。
5. 將 HBS 3 安裝到目標 NAS。
 - a. 前往 **[App Center]**。
 - b. 搜尋 HBS 3。
 - c. 按一下 **[安裝]**。
HBS 3 已安裝在目標 NAS 上。
6. 在目標 NAS 上啟用遠端伺服器設定。
 - a. 前往 **[App Center] > [HBS 3] > [服務] > [RTRR 伺服器]**。
 - b. 按一下 **[啟用 RTRR 伺服器]**。
RTRR 伺服器設定視窗隨即顯示。


c. 指定 **[RTRR 伺服器]** 設定。

設定	說明
密碼	設定長度為 1 到 16 個字元的密碼，可包含下列任一類型的字元： <ul style="list-style-type: none"> • 字母：A 到 Z，a 到 z • 數字：0 到 9 • 特殊字元：. - _ ~ ! @ # \$ % ^ & () { } • 開頭或結尾不能為空格。
連接埠	指定 RTRR 伺服器的存取埠號。

7. 按一下 **[套用]** 。
確認視窗隨即顯示。
8. 按一下 **[確定]** 。
遠端伺服器設定已完成。

建立單向同步工作

1. 在來源 NAS 上，前往 **[App Center]** > **[HBS 3]** > **[同步]** 。
2. 按一下 **[立即同步]** 。
3. 選擇 **[單向同步工作]** 。
4. 按一下 **[遠端 NAS]** 。
5. 按一下 **[新增帳戶]** 。
6. 選擇目標 NAS 作為目標儲存空間並指定以下內容：

設定	說明
名稱	用於識別儲存空間的名稱。
IP 位址/主機名稱	用於存取儲存空間的 IP 位址或主機名稱。 <div style="background-color: #ffffcc; padding: 5px;"> <p>提示 按一下  可掃描可用的裝置。</p> </div>
連接埠	用於存取儲存空間的埠號。 該值必須介於 1 至 65535 之間。

設定	說明
密碼	用於存取儲存空間的密碼。
使用 SSL 連線	存取遠端 NAS 時需用 SSL 連線。

7. 選擇性: 測試網路連線。

測試	說明
偵測伺服器	測試所選儲存空間的存取性。
速度測試	測試所選儲存空間的網路連線速度。

8. 按一下 **[建立]**。

9. 按一下 **[選擇]**。

10. 選取配對資料夾。

重要

- 在所選擇資料夾中已選取所有子資料夾和檔案。
- 每個作業最多只能同步 16 個配對資料夾。

a. 在來源下方，按一下 **+**。
對話方塊隨即開啟。

b. 選擇資料夾。

c. 按一下 **[確定]**。
對話方塊隨即關閉。

d. 在目的地下方，按一下 **+**。
對話方塊隨即開啟。

e. 選擇資料夾。

f. 按一下 **[確定]**。

g. 選擇性: 如有必要，加入更多配對的資料夾。

11. 按一下 **[下一步]**。
[排程] 畫面隨即出現。

12. 選擇 **[立即同步]**。

13. 按一下 **[下一步]**。
[規則] 畫面隨即出現。

14. 選擇性: 編輯工作規則。

15. 按一下 **[下一步]**。
 [摘要] 畫面隨即出現。
16. 檢視工作摘要。
17. 按一下 **[建立]**。
 來源 NAS 執行建立的單向同步工作。

注意

將共享資料夾從來源 NAS 遷移到目標 NAS 可能需要幾分鐘。

將本地使用者或群組設定匯入目標 NAS

1. 打開來源 NAS 的電源。
2. 從來源 NAS 備份使用者或群組設定。
 - a. 登入 QTS。
 - b. 前往 **[控制台]** > **[權限]** > **[使用者]**。
 - c. 按一下 **[建立]**，然後按一下 **[匯入/匯出使用者]**。
 [匯入/匯出使用者] 視窗隨即顯示。
 - d. 選擇 **[匯出使用者及群組設定]**。
 - e. 按一下 **[下一步]**。
 NAS 使用者 and 使用者群組設定將匯出為檔案，然後下載到電腦上。
3. 將來源 NAS 上的使用者設定匯入至目標 NAS。
 - a. 在目標 NAS 上，登入 QTS。
 - b. 前往 **[控制台]** > **[權限]** > **[使用者]**。
 - c. 按一下 **[建立]**，然後按一下 **[匯入/匯出使用者]**。
 - d. 選擇 **[匯入使用者及群組設定]**。

注意

您可以選擇向新建立的使用者傳送通知郵件或覆寫重複的使用者。

- e. 在您的電腦上，選擇從來源 NAS 匯出的使用者設定檔。
 來源 NAS 使用者設定檔已匯入至目標 NAS。

6. 疑難排解

本章介紹基本的疑難排解資訊。

強制 Qfinder Pro 或 myQNAPcloud 定位 NAS

如果 Qfinder Pro 或 myQNAPcloud 在 QTS 安裝的期間找不到 NAS，表示硬碟或資料發生問題。

1. 關閉 NAS。
2. 移除所有硬碟。
3. 開啟 NAS。
4. 使用 Qfinder Pro 或 myQNAPcloud 定位 NAS。
5. 將硬碟重新插入。
6. 繼續執行 QTS 安裝作業。

熱抽換故障硬碟

NAS 於下列情況支援硬碟熱抽換：

RAID 類型	情況
RAID 1	一個硬碟故障。

1. 登入 QTS。
2. 前往 [主選單] > [儲存與快照總管] > [儲存空間] > [磁碟/VJBOD]。
3. 找出故障的硬碟。
4. 準備一個新的硬碟，且容量至少與故障硬碟相同。
5. 將裝置的故障硬碟拔出。
6. 等待 20 秒或等待裝置發出兩次嗶聲。
7. 將故障硬碟從硬碟托盤取下。
8. 將新的硬碟插入硬碟托盤。
9. 安裝新的硬碟。
NAS 會發出兩次嗶聲。
10. 前往 [主選單] > [儲存與快照總管] > [儲存空間] > [儲存空間/快照]。
11. 找出新硬碟所在的磁碟區，然後確認其狀態為 [重建中]。

復原意外移除的硬碟

NAS 支援獨家 RAID 復原技術，若有硬碟意外斷線或遭到移除，使用者可以復原失效的 RAID 硬碟磁碟區。使用者可以從降級模式復原擱置中的 RAID 1、RAID 5、RAID 6、RAID 10、RAID 50 或 RAID 60 磁碟區。

磁碟 / 磁碟群組	RAID 復原支援	硬碟數量	遭移除的硬碟最大數目
單一	否	1	N/A
JBOD	有	2	N/A
RAID 0	有	2	N/A
RAID 1	有	2	1

支援和其他資源

QNAP 提供下列資源：

資源	URL
文件	https://download.qnap.com
相容性列表	https://www.qnap.com/compatibility
NAS 遷移相容性	https://www.qnap.com/go/nas-migration
擴充設備相容性	https://www.qnap.com/go/compatibility-expansion
服務入口網站	https://service.qnap.com
產品支援狀態	https://www.qnap.com/go/product/eol.php
下載	https://download.qnap.com
社群論壇	https://forum.qnap.com
QNAP 配件商店	https://shop.qnap.com

7. 詞彙

Cloud Key

指定至每個 NAS 裝置的唯一 8 位數代碼

myQNAPcloud

提供各種遠端存取服務，例如 DDNS 與 myQNAPcloud Link

myQNAPcloud Link

讓您透過網際網路存取 QNAP 裝置，無需配置複雜的連接埠轉送設定

Qfinder Pro

QNAP 應用工具可讓您定位和存取區域網路內的 QNAP NAS 裝置

QNAP ID

讓您使用 myQNAPcloud 遠端存取及其他 QNAP 服務的使用者帳戶

QTS

QNAP NAS 作業系統

8. 聲明

本章介紹擔保、免責聲明、授權以及聯辦法規的相關資訊。

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The precise terms and conditions for copying, distribution and modification follow.

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