

The QNAP logo is displayed in white, bold, uppercase letters within a blue rounded rectangular box in the top-left corner of the page. The background of the entire page is a light blue gradient with a network of white and blue dots connected by thin lines, creating a digital or data network aesthetic.

**QNAP**

# **TS-433eU**

**TS-433eU**

**User Guide**

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# 1. Important Information

## Original Packaging

Please keep the original packaging and packaging materials. If you want to return the product or send it for repairs, please use the original packaging to avoid damage.

QNAP reserves the right not to provide a refund or warranty service for products that are damaged due to improper packaging.

## Hardware Defects

If your QNAP product has hardware defects, return the product to QNAP or a QNAP-authorized service center for maintenance or replacement. Any attempt to repair or perform maintenance procedures on the product by you or an unauthorized third party invalidates the warranty.

QNAP is not responsible for any damage or data loss caused by unauthorized modifications and installation of unsupported third-party applications.

For details, see the [QNAP Warranty Terms and Conditions](#).

## Safety information

The following instructions help ensure personal safety and environmental safety. Read these instructions carefully before performing any operation.

### General Instructions

- The device should be stored in a secure location with restricted access, controlled through the use of a tool, lock and key, or any means of security.
- Only qualified, skilled, and authorized persons with knowledge of all restrictions, safety precautions, and installation and maintenance procedures should have physical access to the device.

### **WARNING**



To avoid potential injury or damage to components, ensure that the drives and other internal system components have cooled before touching them.



Observe electrostatic discharge (ESD) procedures to avoid potential injury or damage to components.

## Power

### WARNING



To reduce the risk of fire or electric shock, ensure that you only connect the power cord to a properly grounded electrical outlet.



To avoid serious injuries, a trained service technician must disconnect all PSU cords from the device before installing or replacing system components.

## Moving Parts

### WARNING



**Moving fan blades:** Keep your body parts away from any moving fan blades while the device is connected to a power source.



**Moving components:** Keep your body parts away from any other moving components.

The device is not suitable for use in locations where children are likely to be present.

## System Battery

### WARNING



#### INGESTION HAZARD

- This product may contain a button battery.
- Keep batteries out of reach of children.
- If swallowed, a lithium button battery can cause severe or fatal injuries within 2 hours.
- If you think batteries may have been swallowed or placed inside any part of the body, seek immediate medical attention.

- To avoid potential battery explosion, causing injury or damage to components, ensure that you replace the existing battery with a battery of the same type.
- Dispose of used batteries properly according to local regulations or the instructions of the battery manufacturer.

- Even used batteries may cause severe injury or death.
- Call a local poison control center for treatment information.
- For information on the type and voltage of the button battery in your device, please see the hardware specification table.
- Non-rechargeable batteries are not to be recharged.
- Do not force discharge, recharge, disassemble, heat, or incinerate. Doing so may result in injury due to venting, leakage, or explosion resulting in chemical burns.
- Ensure the batteries are installed correctly according to polarity (+ and -).
- Do not mix old and new batteries, or different brands or types of batteries, such as alkaline, carbon-zinc, or rechargeable batteries.
- Remove and immediately recycle or dispose of batteries from equipment not used for an extended period of time according to local regulations.
- Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the batteries, and keep them away from children.

## Rail Kits

Rackmount models may require rail kits for installation onto a server rack or cabinet.

To ensure equipment and personal safety, please carefully read the installation instructions for your rail kit before you install the rail kit and mount your device.

To check if your device is a rackmount unit, see the hardware specification table.

### **WARNING**

- When the rail kit is installed on the server rack, do not fully extend and unlatch the rails except when mounting or unmounting a device.
- Leaving the rails fully extended out and unlatched may cause heavy equipment to fall. This can cause equipment damage and severe or even fatal injuries.
- Before you prepare the rails for device mounting or unmounting, please carefully read and ensure you understand the installation instructions.
- Do not place any objects or add any extra load onto the device or rails when mounting or unmounting a device.
- When mounting a device, slide the device all the way into the server rack to fully latch the rails and secure the device to the server rack.

## 2. Product Overview

This chapter provides basic information about your QNAP device.

### About TS-433eU

The TS-433eU is powered by an Quad-Core ARM Cortex-A55 processor and 4 GB of RAM. This NAS provides four hot-swappable SATA 6 Gbps drive bays that support both hard disk drives and solid state drives, two 2.5 GbE Ethernet ports, and two USB 3.2 Gen 1 ports. The TS-433eU allows moderate sized businesses to tackle everyday tasks like file backup and restore, and to boost team collaboration productivity.

### Hardware specifications

#### Warning


- If your QNAP product has hardware defects, return the product to QNAP or a QNAP-authorized service center for maintenance or replacement. Any attempt to repair or perform maintenance procedures on the product by you or an unauthorized third party invalidates the warranty.
- QNAP is not responsible for any damage or data loss caused by unauthorized modifications and installation of unsupported third-party applications. For details, see the [QNAP Warranty Terms and Conditions](#).

Ordering P/N	Pre-installed memory
TS-433eU	4 GB RAM (non-expandable)

Component	TS-433eU
Processor	
CPU	Quad-Core ARM Cortex-A55
Frequency	4-core 2.0 GHz
Architecture	ARM 64-bit
Encryption engine	AES-256
Memory	
Pre-installed memory	4 GB RAM (non-expandable)
Flash memory	4 GB eMMC

Component	TS-433eU
Storage	
Drive bays	4 x 3.5-inch SATA 6 Gbps  <div style="background-color: #fff9c4; padding: 5px; border: 1px solid #ccc;"> <p><b>Tip</b> The drive bays are backward compatible with SATA 3 Gbps drives.</p> </div>
Drive compatibility	3.5-inch bays: <ul style="list-style-type: none"> <li>• 3.5-inch SATA hard disk drives</li> <li>• 2.5-inch SATA solid-state drives</li> </ul>
Hot-swapping	This device supports hot-swapping for all drives.
Network	
2.5 Gigabit network interface	2 x 2.5 GbE RJ45  <div style="background-color: #e1eef6; padding: 5px; border: 1px solid #ccc;"> <p><b>Note</b> The 2.5 Gigabit Ethernet port supports the following network connectivity speeds: 2.5 GbE, 1 GbE, and 100 Mb.</p> </div>
Wake-on-LAN	2.5 GbE RJ45
External I/O Ports & Expansion Slots	
USB ports	2 x USB 3.2 Gen 1 Type-A
Interface	
Buttons	<ul style="list-style-type: none"> <li>• Power</li> <li>• Reset</li> </ul>
Dimensions	
Form factor	1U Rackmount
Dimensions (H x W x D)	43.3 x 430 x 292.3 mm (1.7 x 16.93 x 11.51 in)
Net weight	4.01 kg (8.84 lbs)
Others	



Component	TS-433eU
Rail compatibility	<ul style="list-style-type: none"> <li>• RAIL-B02 Mounting post depth: 18-32 in (443-815 mm)</li> <li>• RAIL-S01 Mounting post depth: 5-16.3 in (126-415 mm)</li> </ul> <div style="background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>• Rail kits are not included with the NAS and must be purchased separately. For details, contact an authorized reseller or go to <a href="https://shop.qnap.com">https://shop.qnap.com</a>.</li> <li>• Information on rail kit installation can be found in the installation guide included in the rail kit package.</li> </ul> </div>
Power supply unit	<p>60W, 100-240V AC, 50-60Hz</p> <div style="background-color: #ffe6e6; padding: 10px; margin-top: 10px;"> <p><b>Warning</b></p> <p>To reduce the risk of fire or electric shock, ensure that you only connect the power cord to a properly grounded electrical outlet.</p> </div>
System battery	<p>CR2032 lithium battery (3V, 220 mAh)</p> <div style="background-color: #ffe6e6; padding: 10px; margin-top: 10px;"> <p><b>Warning</b></p> <p>To avoid potential battery explosion, causing injury or damage to components, ensure that you replace the existing battery with a battery of the same type.</p> </div> <div style="background-color: #fff2cc; padding: 10px; margin-top: 10px;"> <p><b>Important</b></p> <p>Dispose of used batteries according to local regulations or the instructions of the battery manufacturer.</p> </div>
Fans	<p>System: 3 x 40 mm, 12 V</p> <div style="background-color: #ffe6e6; padding: 10px; margin-top: 10px;"> <p><b>Warning</b></p> <div style="text-align: center; margin-bottom: 5px;">  </div> <p>To avoid potential injury or damage to components, do not touch the fans while the device is connected to a power source.</p> </div>
Operating temperature	<p>0°C to 40°C (32°F to 104°F)</p>

Component	TS-433eU
Relative humidity	<ul style="list-style-type: none"> <li>• Non-condensing relative humidity: 5% to 95%</li> <li>• Wet-bulb temperature: 27°C (80.6°F)</li> </ul>

**Tip**

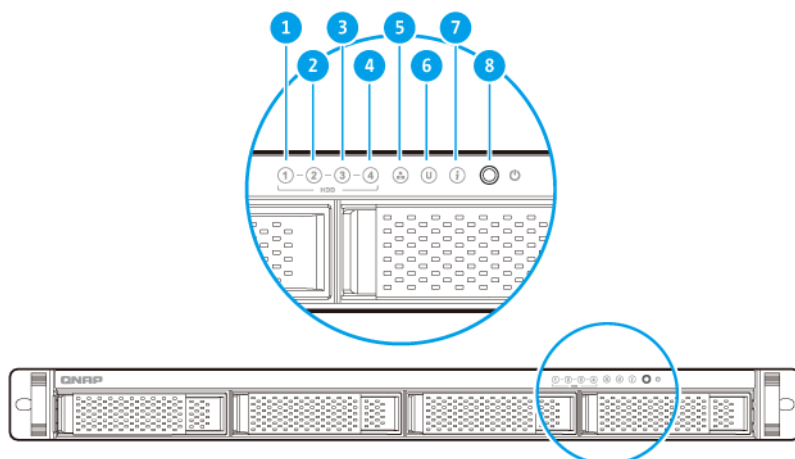
Model specifications are subject to change without prior notice. To see the latest specifications, go to <https://www.qnap.com>.

## Package contents

Item	Quantity
TS-433eU	1
Power cord	1
Ethernet cable	1 x Cat5e
	<p><b>Note</b></p> <p>The Cat5e Ethernet cable supports transfer speeds of up to 2.5 Gbps.</p>
Screws for 3.5-inch drives	16
Screws for 2.5-inch drives	12
Handle kit	<ul style="list-style-type: none"> <li>• 2 x handles</li> <li>• 2 x angle brackets</li> <li>• 8 x screws</li> </ul>
Quick Installation Guide (QIG)	1

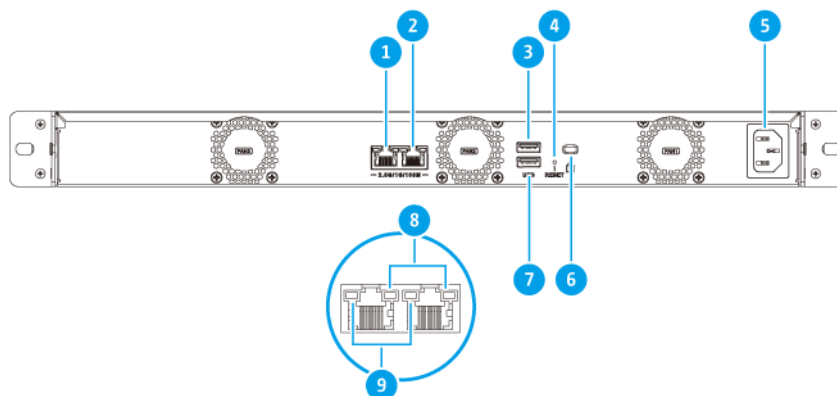
# Components

## Front panel



No.	Component	No.	Component
1	Drive 1 LED	5	LAN LED
2	Drive 2 LED	6	USB expansion unit LED
3	Drive 3 LED	7	Status LED
4	Drive 4 LED	8	Power button

## Rear panel



No.	Component	No.	Component
1	2.5 Gigabit Ethernet port (RJ45) 2	6	Kensington security slot
2	2.5 Gigabit Ethernet port (RJ45) 1	7	USB 3.2 Gen 1 Type-A port 2
3	USB 3.2 Gen 1 Type-A port 1	8	2.5 Gigabit Ethernet activity LEDs
4	Reset button	9	2.5 Gigabit Ethernet speed LEDs
5	Power input	-	-

## Drive numbering



## Installation requirements

Category	Item
Environment	<ul style="list-style-type: none"> <li>• Room temperature: 0°C to 40°C (32°F to 104°F)</li> <li>• Non-condensing relative humidity: 5% to 95%</li> <li>• Wet-bulb temperature: 27°C (80.6°F)</li> <li>• Flat, anti-static surface without exposure to direct sunlight, liquids, or chemicals</li> <li>• Free from objects that may obstruct device ventilation or apply pressure to the device or power cord</li> </ul>
Hardware and peripherals	<ul style="list-style-type: none"> <li>• Storage drives For the list of compatible drive models, go to <a href="https://www.qnap.com/compatibility">https://www.qnap.com/compatibility</a>.</li> <li>• Network cable</li> </ul>
Tools	<ul style="list-style-type: none"> <li>• Phillips #1 or #2 screwdriver</li> <li>• Flat head screwdriver</li> <li>• Anti-static wrist strap</li> </ul>

## Setting up the NAS

### Note

Read all safety requirements and information carefully before setting up the NAS or installing NAS components.

1. Place your NAS device in an environment that meets the requirements.  
For details, see [Installation requirements](#).
2. Install drives.  
For details, see the following topics:
  - [Installing 2.5-inch solid-state drives](#)
  - [Installing 3.5-inch hard drives](#)
3. Connect the power cord and all applicable cables.
4. Power on the NAS.
5. Install QTS.  
For details, see [QTS installation](#).
6. Log on to QTS.

## 3. Installation and Configuration

This chapter provides specific hardware and firmware installation and configuration steps.

### Hardware installation

This section provides information on installing drives and connecting USB expansion units.

### Drive installation

The TS-433eU is compatible with 3.5-inch hard drives and 2.5-inch solid-state drives.

### Installing 2.5-inch solid-state drives

#### Warning

- Installing a drive and installing QTS deletes all data on the drive.
- Observe electrostatic discharge (ESD) procedures to avoid damage to components.



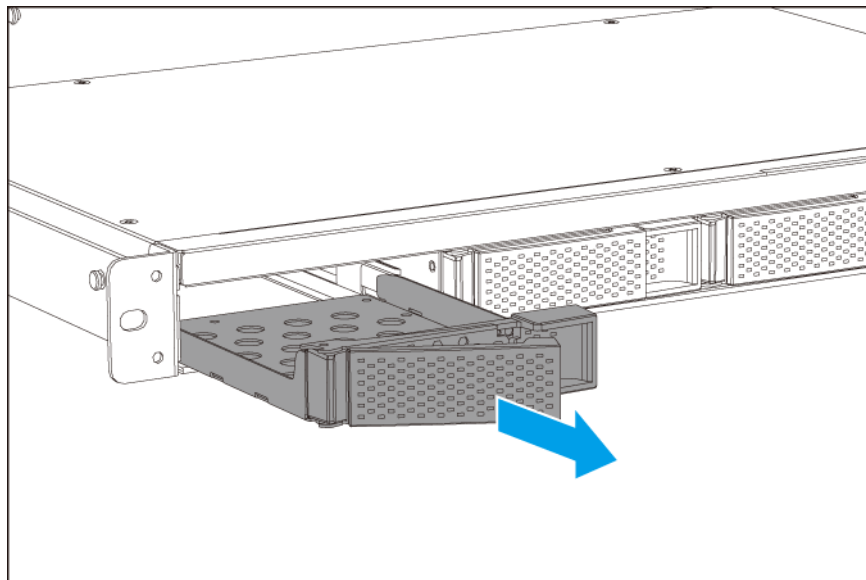
**Moving fan blades:** Keep your hands and other body parts away from moving fan blades.



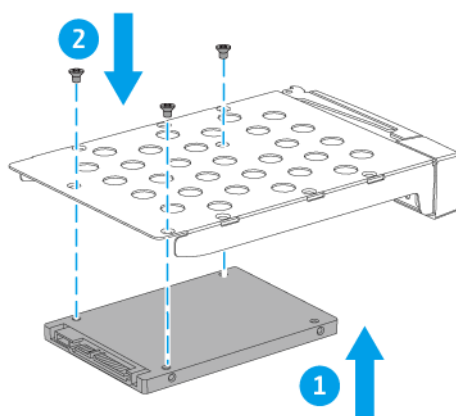
**Other moving components:** Keep your hands and other body parts away from other moving components.

1. Power off the NAS.

2. Remove the drive tray.
  - a. Pull the tray handle outward.
  - b. Pull the tray out.



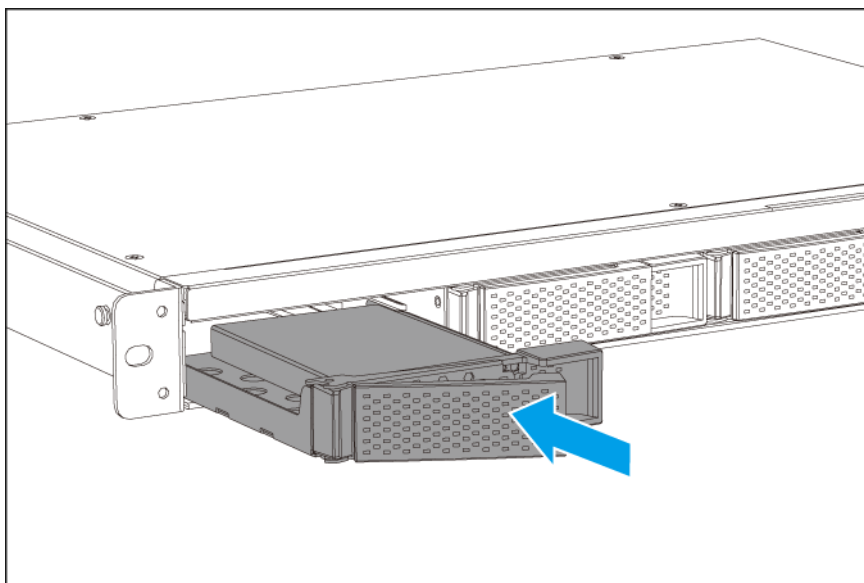
3. Install a drive on the tray.
  - a. Place the tray on the drive so that the holes on the tray are aligned with those on the drive.
  - b. Attach the screws.



4. Insert the tray into the bay.



5. Push the handle to secure the tray in place.



6. Power on the NAS.

## Installing 3.5-inch hard drives

### Warning

- Installing a drive deletes all data on the drive.
- Observe electrostatic discharge (ESD) procedures to avoid damage to components.



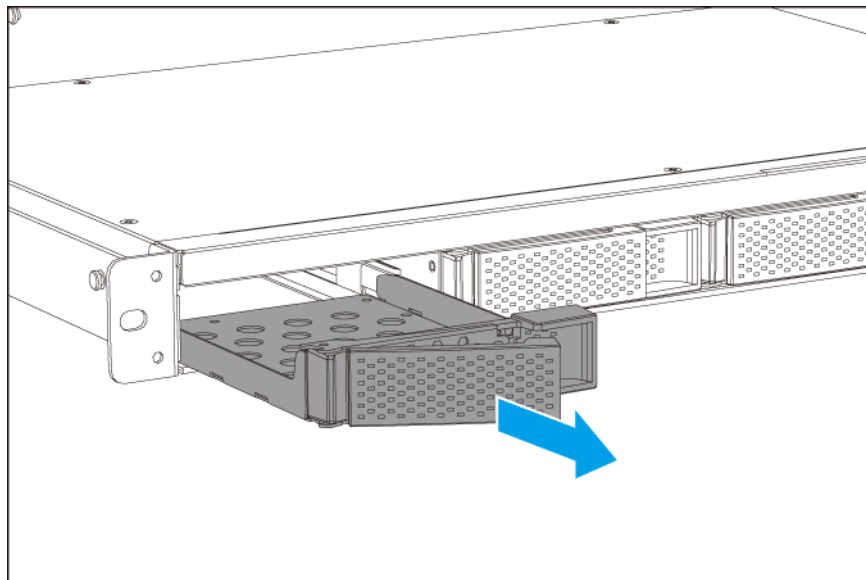
**Moving fan blades:** Keep your hands and other body parts away from moving fan blades.



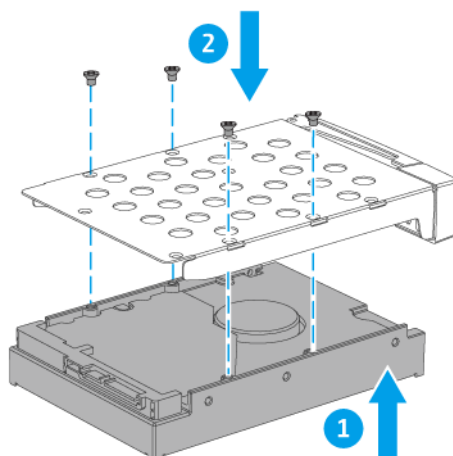
**Other moving components:** Keep your hands and other body parts away from other moving components.

1. Power off the NAS.

2. Remove the drive tray.
  - a. Pull the tray handle outward.
  - b. Pull the tray out.

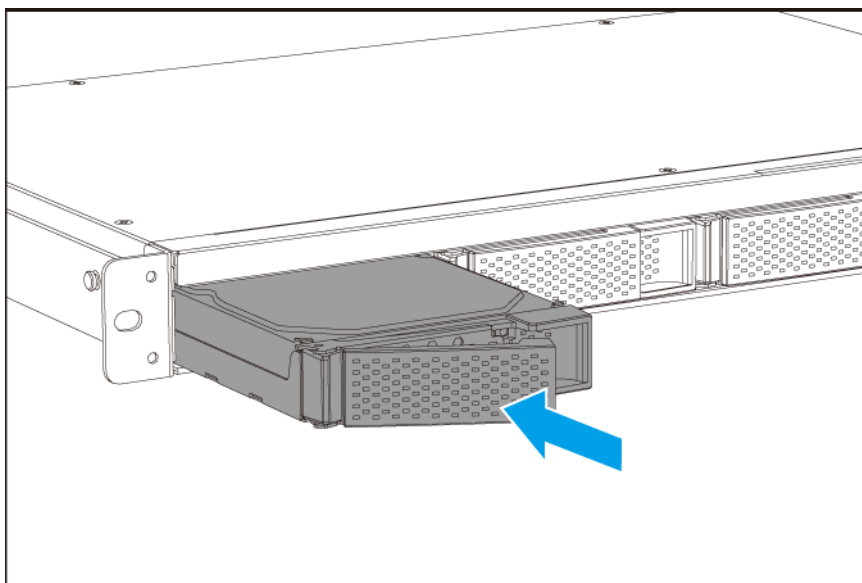


3. Install a drive on the tray.
  - a. Place the tray on the drive so that the holes on the tray are aligned with those on the drive.
  - b. Attach the screws.



4. Insert the tray into the bay.

5. Push the handle to secure the tray in place.



6. Power on the NAS.

## Connecting USB expansion units

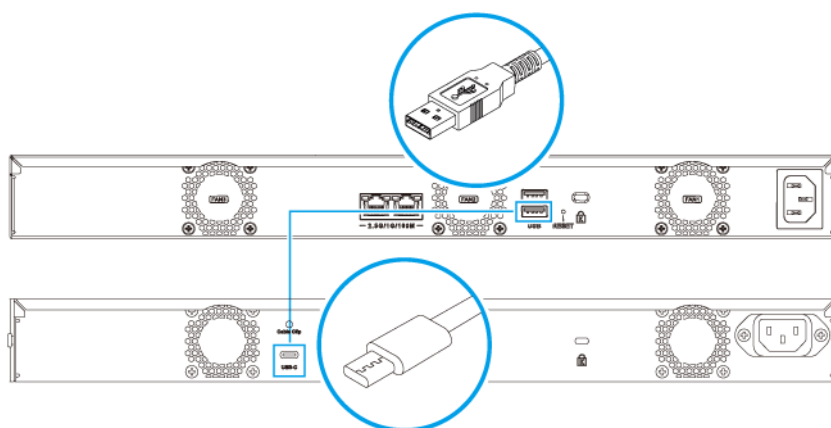
### Note

- You can purchase storage expansion accessories from QNAP or an authorized reseller.
- For details, go to <https://shop.qnap.com/>.
- For the list of compatible expansion units and the maximum number of applicable expansion units, go to <https://www.qnap.com/go/compatibility-expansion>.

Expansion Unit Model	Description	Required Accessories
TR-002	<ul style="list-style-type: none"> <li>• Uses a USB 3.2 Gen 2 Type-C interface</li> <li>• Supports SATA HDD/SDD</li> </ul>	USB 3.2 Gen 2 Type-A to Type-C cable
TR-004	<ul style="list-style-type: none"> <li>• Uses a USB 3.2 Gen 1 Type-C interface</li> <li>• Supports SATA HDD/SDD</li> </ul>	USB 3.2 Gen 2 Type-A to Type-C cable
TR-004U	<ul style="list-style-type: none"> <li>• Uses a USB 3.2 Gen 1 Type-C interface</li> <li>• Supports SATA HDD/SDD</li> </ul>	<ul style="list-style-type: none"> <li>• USB 3.2 Gen 1 Type-A to Type-C cable</li> <li>• RAIL-B02</li> </ul>

Expansion Unit Model	Description	Required Accessories
TL-D800C	<ul style="list-style-type: none"> <li>• Uses a USB 3.2 Gen 2 Type-C interface</li> <li>• Supports SATA HDD/SDD</li> </ul>	USB 3.2 Gen 2 Type-A to Type-C cable
TL-R1200C-RP	<ul style="list-style-type: none"> <li>• Uses a USB 3.2 Gen 2 Type-C interface</li> <li>• Supports SATA HDD/SDD</li> </ul>	<ul style="list-style-type: none"> <li>• USB 3.2 Gen 2 Type-A to Type-C cable</li> <li>• RAIL-B02</li> </ul>

1. Connect the expansion unit to the NAS.
  - a. Connect the USB cable to the USB Type-C port on the expansion unit.
  - b. Connect the USB cable to a USB 3.2 Gen 1 Type-A port on the NAS.



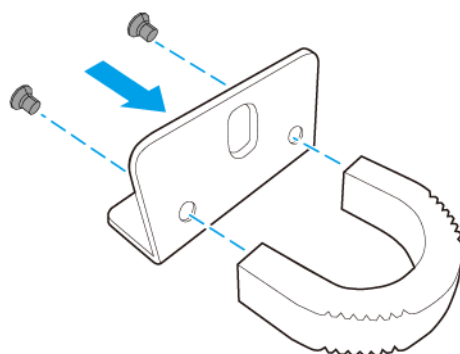
2. Power on the expansion units.
3. Verify that the expansion units are recognized by the NAS.
  - a. Log on to QTS as an administrator.
  - b. Go to **Main Menu > Storage & Snapshots > Overview > System**.
  - c. Verify that the expansion units are listed.

## Installing handles

Installing handles enables you to better grip and secure the NAS on a rack.

1. Power off the NAS.

2. Install a handle on an angle bracket.
  - a. Align the openings on the handle with the two round screw holes on the angle bracket.
  - b. Attach the screws to lock the handle to the angle bracket.

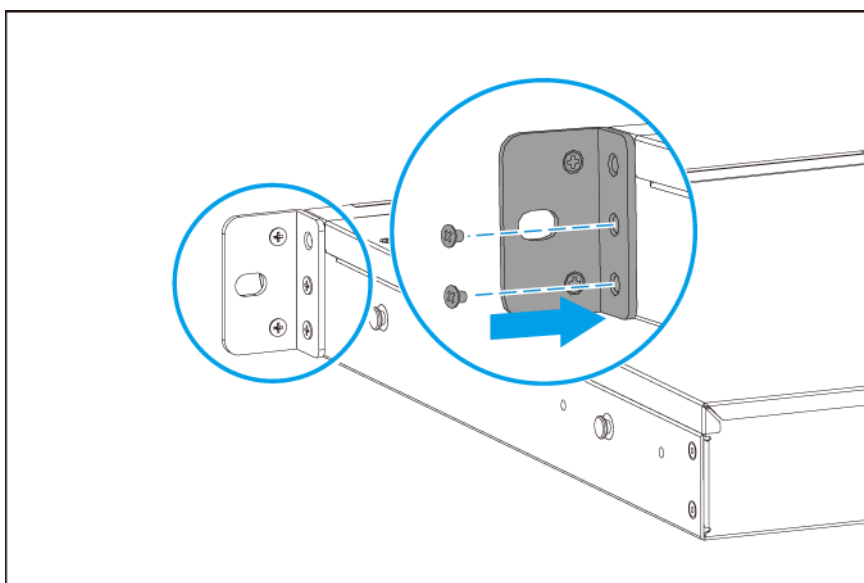


3. Install the angle bracket on the device.
  - a. Align the holes on the angle bracket with the holes on the chassis.

**Note**

Ensure that the handle faces the same direction as the front panel.

- b. Attach the screws to lock the angle bracket to the chassis.



4. Install a second handle on the other side of the chassis.
5. Power on the NAS.

## Rail kits

The TS-433eU is compatible with the following models:

- RAIL-B02

Rail kits are not included with the device and must be purchased separately. For details, contact an authorized reseller or go to <http://shop.qnap.com>.

You can find installation information in the rail kit package.

## QTS installation

Method	Description	Requirements
Qfinder Pro installation (Recommended)	<p>If the NAS is connected to your local area network, you can do the following:</p> <ul style="list-style-type: none"> <li>• Locate the NAS using Qfinder Pro.</li> <li>• Complete the steps in the Smart Installation Guide wizard.</li> </ul> <p><b>Note</b> For details see, <a href="#">Initializing QTS using Qfinder Pro</a></p>	<ul style="list-style-type: none"> <li>• Computer</li> <li>• Network cable</li> <li>• Qfinder Pro installer</li> </ul>
Cloud installation	<p>If the NAS is connected to the internet, you can do the following:</p> <ul style="list-style-type: none"> <li>• Scan the QR code on the NAS.</li> <li>• Specify the Cloud Key.</li> <li>• Log into your myQNAPcloud account.</li> <li>• Use myQNAPcloud Link to remotely access your NAS.</li> <li>• Complete the steps in the Smart Installation Guide wizard.</li> </ul> <p><b>Note</b> For details see, <a href="#">Initializing QTS using the cloud installation website</a></p>	<ul style="list-style-type: none"> <li>• Computer or mobile device</li> <li>• myQNAPcloud account</li> <li>• Cloud Key</li> </ul>

## Initializing QTS using Qfinder Pro

You can initialize QTS using Qfinder Pro, which is a utility designed to help you locate and manage QNAP devices on your network.

### Warning

Initializing QTS deletes all data on the drives. Back up your data before proceeding.

1. Power on the NAS.
2. Connect the NAS to your local area network.
3. Run Qfinder Pro on a computer that is connected to the same local network.

### Tip

To download Qfinder Pro, go to <https://www.qnap.com/utilities>.

4. Click **Next**.  
The **QNAP Warranty Service** page opens in the default web browser.
5. Click **Check warranty**.  
The **QNAP Warranty Service** window opens in a new web page.

### Important

You can check your device warranty policy or purchase an extended warranty plan at [QNAP Warranty Service](#).

6. Close the warranty page.  
The **Smart Installation Guide** opens in the default web browser.
7. Click **Start Smart Installation**.
8. Read the QNAP Software Terms of Use carefully.
9. Agree to the terms and conditions.
10. Click **Next**.
11. If the screen shows a different operating system, click **QTS**.

### Note

This step is only required if the NAS supports installing more than one operating system and the default operating system for installation is not QTS.

The NAS restarts and the smart installation screen shows QTS as the operating system to install.

12. Click **Start Smart Installation**.

13. Specify a firmware version using any of the following methods.

Methods	User Actions
<b>Current version</b>	Select <b>Current version</b> .
<b>Latest available version</b>	<p><b>a.</b> Select <b>Latest available version</b>.</p> <p><b>b.</b> Click <b>Check for Update</b> The system checks for the latest firmware update available for your device. If a newer version is available, the system downloads the firmware update and restarts the NAS.</p>
<b>Uploaded version</b>	<p><b>a.</b> Select <b>Uploaded version</b>.</p> <p><b>b.</b> Click <b>Browse</b>. The file upload window appears.</p> <p><b>c.</b> Select a firmware file.</p>

14. Click **Next**.

The **Enter the NAS name and administrator's password** screen appears.

15. Specify the following information.

- **NAS Name:** Specify a name with 1 to 14 characters. The name can contain letters (A to Z, a to z), numbers (0 to 9), and hyphens (-), but cannot end with a hyphen.
- **Username:** Specify an administrator username that contains 1 to 32 characters. The name can contain letters (A to Z, a to z), numbers (0 to 9), and hyphens (-), multi-byte Chinese, Japanese, Korean, and Russian characters.  
The username cannot contain the following special characters: grave accent (`), asterisk (\*), equal sign (=), plus sign (+), square brackets ([ ]), curly brackets ({}), slash (/), vertical bar (|), semicolon (;), colon (:), apostrophe ('), quotation mark ("), comma (,), less than sign (<), greater than sign (>), backslash (\), question mark (?), percent sign (%), dollar sign (\$), and the space character.

#### Important

To ensure the security of your NAS, the default "admin" account is disabled by default and cannot be used for initialization. The "admin" account can be enabled after your device is initialized, but for security reasons it is not recommended.

- **Password:** Specify an administrator password with 1 to 64 characters. The password can contain any ASCII characters.
- **Confirm Password:** Enter the new administrator password again.

16. Click **Next**.

The **Set the date and time** screen appears.



17. Specify the time zone, date, and time using any of the following methods:

**Tip**

QNAP recommends connecting to an NTP server to ensure that the NAS follows the Coordinated Universal Time (UTC) standard.

Methods	User Actions
Synchronize with computer or mobile device time	Select <b>Same as the computer/device time</b> The NAS synchronizes with the date and time of the computer or mobile device used to complete the initialization.
Enter manually	<p><b>a.</b> Select <b>Input Manually</b>.</p> <p><b>b.</b> Specify the date and time. The NAS uses the specified date and time.</p>
Synchronize with a time server automatically	Click <b>Synchronize with an Internet time server automatically</b> . The NAS synchronizes with the NTP server.

18. Click **Next**.

The **Configure the network settings** screen appears.

19. Configure the network settings using any of the following methods.

Methods	User Actions
<b>Obtain an IP address automatically (DHCP)</b>	Select <b>Obtain an IP address automatically (DHCP)</b> The system automatically detects and configures the IP address settings.
<b>Use static IP address</b>	<p><b>a.</b> Select <b>Use static IP address</b>. The IP address configuration page appears.</p> <p><b>b.</b> Specify the following IP address configurations:</p> <ul style="list-style-type: none"> <li>• Interface</li> <li>• IP Address</li> <li>• Subnet Mask</li> <li>• Default Gateway</li> <li>• Primary DNS server</li> <li>• Secondary DNS server</li> </ul>

20. Click **Next**.

The **Thunderbolt Connection** page appears.

**Note**

This page only appears if your device supports Thunderbolt. You will need to connect your device to a computer using a Thunderbolt cable.

21. Click **Next**.  
The **Summary** screen appears.
22. Review the settings.
23. Click **Apply**.  
A confirmation message appears.

**Warning**

Clicking **Initialize** deletes all data on the drive before installing QTS.

24. Click **Initialize**.

**Important**

The initialization may take several minutes to complete. Do not power off the device during the process.

QTS is initialized.

## Initializing QTS using the cloud installation website

You can initialize QTS on the cloud installation website, which is designed to help you set up QNAP devices.

**Warning**

Initializing QTS deletes all data on the drives. Back up your data before proceeding.

1. Power on the NAS.
2. Connect the NAS to the internet.
3. Go to the QNAP Cloud Installation website using one of the following methods:
  - On your computer, go to the website dedicated to your region:
    - Global: <https://install.qnap.com>
    - China: <https://install.qnap.com.cn>
  - Or scan the QR code on the NAS using a mobile device.

The web page lists all the uninitialized QNAP NAS devices on the local network.

4. Find your NAS from the list and then click **Initialize**.

**Tip**

If your NAS is connected to the Internet, you can also go to <https://install.qnap.com/set> to enter the Cloud Key printed on the NAS. This allows you to initialize the NAS even if your NAS and your computer are not on the same network.

The installation wizard opens in the default web browser

5. Create an account or sign in to myQNAPcloud.

**Note**

You must return to this page to complete the installation after creating an account.

6. Specify the myQNAPcloud device name for the NAS.

**Note**

- The myQNAPcloud device name is used when remotely accessing the NAS.
- For security purposes, the myQNAPcloud Link remote connection service will be disabled on your NAS after initialization. You can enable it by connecting to QTS through LAN and then installing myQNAPcloud Link.

7. Click **Next**.

The **QNAP Warranty Service** page opens in the default web browser.

8. Click **Check warranty**.

The **QNAP Warranty Service** window opens in a new web page.

**Important**

You can check your device warranty policy or purchase an extended warranty plan at [QNAP Warranty Service](#).

9. Close the warranty page.

The **Smart Installation Guide** opens in the default web browser.

10. Click **Start Smart Installation**.

11. Read the QNAP Software Terms of Use carefully.

12. Agree to the terms and conditions.

13. Click **Next**.

14. If the screen shows a different operating system, click **QTS**.

#### Note

- This step is only required if the NAS supports installing more than one operating system and the default operating system for installation is not QTS.
- If the screen shows QuTS hero, you may need to click **Skip** first.

The NAS restarts and the smart installation screen shows QTS as the operating system to install.

15. Click **Start Smart Installation**.

16. Specify a firmware version using any of the following methods.

Methods	User Actions
<b>Current version</b>	Select <b>Current version</b> .
<b>Latest available version</b>	<p><b>a.</b> Select <b>Latest available version</b>.</p> <p><b>b.</b> Click <b>Check for Update</b> The system checks for the latest firmware update available for your device. If a newer version is available, the system downloads the firmware update and restarts the NAS.</p>
<b>Uploaded version</b>	<p><b>a.</b> Select <b>Uploaded version</b>.</p> <p><b>b.</b> Click <b>Browse</b>. The file upload window appears.</p> <p><b>c.</b> Select a firmware file.</p>

17. Click **Next**.

The **Enter the NAS name and administrator's password** screen appears.

18. Specify the following information.

- **NAS Name:** Specify a name with 1 to 14 characters. The name can contain letters (A to Z, a to z), numbers (0 to 9), and hyphens (-), but cannot end with a hyphen.
- **Username:** Specify an administrator username that contains 1 to 32 characters. The name can contain letters (A to Z, a to z), numbers (0 to 9), and hyphens (-), multi-byte Chinese, Japanese, Korean, and Russian characters.  
The username cannot contain the following special characters: grave accent (`), asterisk (\*), equal sign (=), plus sign (+), square brackets ([ ]), curly brackets ({}), slash (/), vertical bar (|), semicolon (;), colon (:), apostrophe ('), quotation mark ("), comma (,), less than sign (<), greater than sign (>), backslash (/), question mark (?), percent sign (%), dollar sign (\$), and the space character.

**Important**

To ensure the security of your NAS, the default "admin" account is disabled by default and cannot be used for initialization. The "admin" account can be enabled after your device is initialized, but for security reasons it is not recommended.

- **Password:** Specify an administrator password with 1 to 64 characters. The password can contain any ASCII characters.
- **Confirm Password:** Enter the new administrator password again.

**19. Click Next.**

The **Set the date and time** screen appears.

**20. Specify the time zone, date, and time using any of the following methods:****Tip**

QNAP recommends connecting to an NTP server to ensure that the NAS follows the Coordinated Universal Time (UTC) standard.

Methods	User Actions
Synchronize with computer or mobile device time	Select <b>Same as the computer/device time</b> The NAS synchronizes with the date and time of the computer or mobile device used to complete the initialization.
Enter manually	<b>a. Select Input Manually.</b> <b>b. Specify the date and time.</b> The NAS uses the specified date and time.
Synchronize with a time server automatically	Click <b>Synchronize with an Internet time server automatically.</b> The NAS synchronizes with the NTP server.

**21. Click Next.**

The **Configure the network settings** screen appears.

**22. Configure the network settings using any of the following methods.**

Methods	User Actions
<b>Obtain an IP address automatically (DHCP)</b>	Select <b>Obtain an IP address automatically (DHCP)</b> The system automatically detects and configures the IP address settings.

Methods	User Actions
<p><b>Use static IP address</b></p>	<p><b>a.</b> Select <b>Use static IP address</b>. The IP address configuration page appears.</p> <p><b>b.</b> Specify the following IP address configurations:</p> <ul style="list-style-type: none"> <li>• Interface</li> <li>• IP Address</li> <li>• Subnet Mask</li> <li>• Default Gateway</li> <li>• Primary DNS server</li> <li>• Secondary DNS server</li> </ul>

- 23.** Click **Next**.  
The **Thunderbolt Connection** page appears.

**Note**

This page only appears if your device supports Thunderbolt. You will need to connect your device to a computer using a Thunderbolt cable.

- 24.** Click **Next**.  
The **Summary** screen appears.
- 25.** Review the settings.
- 26.** Click **Apply**.  
A confirmation message appears.

**Warning**

Clicking **Initialize** deletes all data on the drive before installing QTS.

- 27.** Click **Initialize**.

**Important**

The initialization may take several minutes to complete. Do not power off the device during the process.

QTS is initialized.

## 4. Basic Operations

This chapter describes basic NAS operations.

### Power button

Operation	User Action	Result
Power on	Press the button once.	The device powers on.
Power off	Press and hold the button for 1.5 seconds.	The device powers off.
Force power off	Press and hold the button for 5 seconds.	The device powers off.  <div style="border: 1px solid #f96; border-radius: 10px; padding: 10px; background-color: #fff9e6;"> <p><b>Important</b></p> <p>Use this method only when the device is unresponsive.</p> </div>

### Reset button

Operation	User Action	Result
Basic system reset	Press and hold the button for 3 seconds.	<p>The following settings are reset to default:</p> <ul style="list-style-type: none"> <li>• The <code>admin</code> account is automatically enabled.</li> <li>• System administrator password: For details on the default password, see <a href="#">this FAQ</a>.</li> <li>• TCP/IP configuration: <ul style="list-style-type: none"> <li>• Obtain IP address settings automatically via DHCP</li> <li>• Disable jumbo frames</li> <li>• If port trunking is enabled (multi-LAN models only), the port trunking mode is reset to "Active Backup (Failover)".</li> </ul> </li> <li>• System port: 8080 (system service port)</li> <li>• Security level: Low (Allow all connections)</li> <li>• LCD panel password: (blank)</li> <li>• VLAN: Disabled</li> </ul>

Operation	User Action	Result
Advanced system reset	Press and hold the button for 15 seconds.	<p>The default factory settings are restored.</p> <p><b>Tip</b> To retrieve old data after an advanced system reset, recreate the previous folder structure on the device.</p>

## LEDs

LEDs indicate the system status and related information when the device is powered on. The following LED information applies only when the drive is correctly installed and when the device is connected to the network or to a host.

LEDs may take a few minutes to turn on after the device is powered on.

For details on the location of the LEDs, see [Front panel](#) and [Rear panel](#).

### System Status LED

Status	Description
Flashes green and red alternately every 0.5 seconds	<ul style="list-style-type: none"> <li>• A drive is being formatted.</li> <li>• The device is being initialized.</li> <li>• The operating system is being updated.</li> <li>• RAID rebuilding is in progress.</li> <li>• Online RAID Capacity Expansion is in progress.</li> <li>• Online RAID Level Migration is in progress.</li> </ul>
Red	<ul style="list-style-type: none"> <li>• A drive is invalid.</li> <li>• A volume has reached its full capacity.</li> <li>• A volume is about to reach its full capacity.</li> <li>• A system fan is not functioning.</li> <li>• An error occurred when accessing (read/write) the data.</li> <li>• A bad sector is detected on a drive.</li> <li>• The device is in degraded read-only mode (two member drives failed in RAID 5 or RAID 6 but the data can still be read).</li> <li>• A hardware self-test error occurred.</li> </ul>



Status	Description
Flashes red every 0.5 seconds	The device is in degraded mode (one member drive failed in RAID 1, RAID 5, or RAID 6).
Green	The device is ready.
Flashes green every 0.5 seconds	<ul style="list-style-type: none"> <li>The device is not configured.</li> <li>A drive is not formatted.</li> </ul>
Off	<ul style="list-style-type: none"> <li>All drives are in standby mode.</li> <li>The device is powered off.</li> </ul>

### Drive LED

Status	Description
Flashes red	Data is being accessed, and during the process a drive read/write error occurred.
Red	A drive read/write error occurred.
Flashes green	Data is being accessed.
Green	The drive is ready.
Off	No drive was detected.

### LAN LED

Status	Description
Orange	The device is connected to the network.
Flashes orange	The device is being accessed from the network.
Off	The device is not connected to a network.

### 2.5 Gigabit Ethernet Speed LED

Status	Description
Green	The network connection is operating at 2.5 Gbps.

Status	Description
Orange	The network connection is operating at 1 Gbps or 100 Mbps.
Off	<ul style="list-style-type: none"> <li>The network connection is operating at 10 Mbps.</li> <li>There is no network connection.</li> </ul>

## 2.5 Gigabit Ethernet Activity LED

Status	Description
Orange	A network connection has been established.
Flashes orange	The device is being accessed from the network.
Off	There is no network connection.

## USB Expansion LED

Status	Description
Blue	An expansion unit is connected.
Off	No USB expansion unit has been detected.

## Audio alerts

Duration	Frequency	Description
Short beep (0.5 seconds)	1	<ul style="list-style-type: none"> <li>The NAS is starting up.</li> <li>When the reset button is pressed for 3 seconds, the NAS resets configurations.</li> <li>When the reset button is pressed for 10 seconds, the NAS resets configurations and reboots.</li> </ul>
	3	The operating system was updated.
Long beep (1.5 seconds)	3 (every 5 minutes)	<ul style="list-style-type: none"> <li>A system fan is not functioning.</li> <li>A fan module has been removed.</li> </ul>

Duration	Frequency	Description
Long beep (1.5 seconds)	2	<ul style="list-style-type: none"><li>• A disk volume is about to reach its full capacity.</li><li>• A disk volume has reached its full capacity.</li><li>• The drives are in degraded mode.</li><li>• A drive is rebuilding.</li><li>• A drive is plugged in or out.</li></ul>
	1	<ul style="list-style-type: none"><li>• The NAS was powered off by force shutdown (hardware shutdown).</li><li>• The NAS was powered on successfully and is ready.</li></ul>

## 5. NAS Migration

You can migrate data and settings from your current NAS to another NAS model with minimal disruptions by installing all the hard drives from the source NAS to the destination NAS. RAID configuration and other settings are retained on the destination NAS after migration.

### NAS migration requirements

You can only migrate drives to specific NAS models, depending on your source NAS. For the list of NAS models compatible with direct NAS migration, see <https://www.qnap.com/go/nas-migration>.

Your device must meet the following requirements:

- QTS NAS supports several types of NAS migration:
  - ARM NAS to an ARM NAS
  - x86 NAS to an x86 NAS
  - ARM NAS to an x86 NAS

#### Note

You cannot migrate from an x86 NAS to an ARM NAS.

- The destination NAS must run on the same QTS version as the source NAS (or later).

#### Important

Due to incompatibilities in file system, system migration between QTS NAS and QuTS hero NAS is not supported.

#### Warning

Migrating drives between QTS NAS and QuTS hero NAS can cause data corruption.

- The destination NAS must have sufficient free drive bays to accommodate all the drives that you are migrating from the source NAS.

For NAS models that do not support NAS migration, you can migrate existing data using HBS 3. For details, see [Migrating NAS data using HBS 3](#).

### Status and setting changes after NAS migration

The status of NAS data and settings varies after migration.

Data and Settings	After NAS Migration
Registered myQNAPcloud name	Your registered myQNAPcloud name is not migrated.
Encrypted disk volumes	<p>If the NAS does not support file system encryption, encrypted disk volumes are not migrated.</p> <div data-bbox="501 533 1385 734" style="background-color: #ffe6e6; padding: 10px;"> <p><b>Warning</b></p> <p>To prevent data loss, back up and save the encryption keys of encrypted disk volumes in a safe place. You can also choose to decrypt disk volumes before migration.</p> </div>
Shared folders	<p>All shared folders and the downloaded files stored in them are retained.</p> <div data-bbox="501 837 1385 999" style="background-color: #ffe6e6; padding: 10px;"> <p><b>Warning</b></p> <p>To prevent data loss, back up and save encryption keys or passwords of encrypted shared folders in a safe place before migration.</p> </div> <div data-bbox="501 1025 1385 1191" style="background-color: #ffe6d9; padding: 10px;"> <p><b>Important</b></p> <p>Folder permissions on the destination NAS must be reconfigured after migration.</p> </div>
Network	<ul style="list-style-type: none"> <li>• If the number of network ports or network port specifications on the destination NAS is different from the source NAS, the following network and virtual settings may change and require reconfiguration: port trunking, virtual machines, Thunderbolt, USB QuickAccess, and more.</li> <li>• You must reconfigure network settings when the source NAS is running on QTS 4.3.5 or earlier versions.</li> </ul>
Windows AD configuration	Windows AD configurations must be reconfigured.
Licenses	<p>Licenses are not migrated.</p> <div data-bbox="501 1729 1385 1890" style="background-color: #ffe6e6; padding: 10px;"> <p><b>Warning</b></p> <p>To prevent losing all your software licenses, QNAP recommends deactivating licenses on the source NAS before data migration.</p> </div>

Data and Settings	After NAS Migration
Applications	If the destination NAS has less RAM than the source NAS, the following features and applications might not function: Virtualization Station, Qsirch, and Snapshots.
Services	Only services supported by the destination NAS are available.
Multimedia features	Some multimedia features are disabled by default.

## Migrating a NAS

### Important

Before performing NAS migration, ensure that you understand all requirements and possible changes after migration.

For details see the following topics:

- [NAS migration requirements](#)
- [Status and setting changes after NAS migration](#)

1. Power off the source NAS and the destination NAS.
2. Remove the drives.

### Important

QNAP recommends following the source NAS drive order when installing the drives. Take note of the drive tray order when removing the drives.

- a. Remove the drives from the source NAS.
- b. Remove the drive trays from the destination NAS.
3. Install the drives.
  - a. Install source NAS drives onto the destination NAS drive trays.
  - b. Insert the drive trays into the destination NAS.
4. Power on the destination NAS.
5. Log on to QTS as an administrator on the destination NAS.  
The destination NAS automatically checks for the latest firmware update.

## Migrating NAS data using HBS 3

For NAS models that do not support direct migration, you can initialize the destination NAS then copy data from the source NAS to the destination NAS using HBS 3.

## Preparing the destination NAS

1. Log on to QTS.
2. Create one or more storage pools.  
For details, see the [Creating a Storage Pool](#) topic in the QTS user guide.
3. Create one or more volumes.  
For details, see the [Volume Creation](#) topic in the QTS user guide.
4. Create shared folders on the destination NAS.  
For details, see the [Creating a Shared Folder](#) topic in the QTS user guide.
5. Install HBS 3 onto the destination NAS.
  - a. Go to **App Center**.
  - b. Search for HBS 3.
  - c. Click **Install**.  
HBS 3 is installed on the destination NAS.
6. Enable the remote server settings on the destination NAS.
  - a. Go to **App Center > HBS 3 > Services > RTRR Server**.
  - b. Click **Enable RTRR Server**.  
The RTRR server settings window appears.
  - c. Specify the **RTRR Server** settings.


Setting	Description
Password	Specify a password that contains 1 to 16 characters from any of the following groups: <ul style="list-style-type: none"> <li>• Letters: A to Z, a to z</li> <li>• Numbers: 0 to 9</li> <li>• Special characters: . - _ ~ ! @ # \$ % ^ &amp; ( ) { }</li> <li>• Does not start or end with a space.</li> </ul>
Port	Specify a port number to access the RTRR server.

7. Click **Apply**.  
A confirmation window appears.
8. Click **OK**.  
The remote server settings are completed.

## Creating a one-way sync job

1. On the source NAS, go to **App Center > HBS 3 > Sync**.

2. Click **Sync Now**.
3. Select **One-way Sync Job**.  
The **Create a Sync Job** window appears.
4. Click **Remote NAS**.
5. Click **Add New Account**.  
The **Create a Storage Space** window appears.
6. Select the destination NAS as the destination storage space and specify the following:

Setting	Description
<b>Name</b>	The name used to identify the storage space.
<b>IP address / Host name</b>	The IP address or hostname used to access the storage space.  <div style="background-color: #ffffcc; padding: 5px; border: 1px solid #ccc;"> <p><b>Tip</b> Click  to scan for available devices.</p> </div>
<b>Port</b>	The port number used to access the storage space. This value must be between 1 to 65535.
<b>Password</b>	The password used to access the storage space.
<b>Use SSL connection</b>	Requires SSL connection when accessing the remote NAS.


7. Optional: Test the connection.

Test	Description
<b>Detect Server</b>	Tests the accessibility of the selected storage space.
<b>Speed Test</b>	Tests the network connection speed of the selected storage space.

8. Click **Create**.
9. Click **Select**.
10. Select the paired folders.

#### Important

- All subfolders and files in the selected folder are selected.
- You can only sync up to 16 paired folders per job.

- a. Under the source, click .
- A dialog box opens.



- b.** Select a folder.
  - c.** Click **OK**.  
The dialog box closes.
  - d.** Under the destination, click **+**.  
A dialog box opens.
  - e.** Select a folder.
  - f.** Click **OK**.
  - g.** Optional: Add more paired folders if necessary.
- 11.** Click **Next**.  
The **Schedule** screen appears.
  - 12.** Select **Sync now**.
  - 13.** Click **Next**.  
The **Rules** screen appears.
  - 14.** Optional: Configure job rules.
  - 15.** Click **Next**.  
The **Summary** screen appears.
  - 16.** Review the job summary.
  - 17.** Click **Create**.  
The source NAS runs the created one-way sync job.

#### Note

It may take several minutes to migrate shared folders from the source NAS to the destination NAS.

## Importing local users or group settings to the destination NAS

- 1.** Power on the source NAS.
- 2.** Back up the users or group settings from the source NAS.
  - a.** Log on to QTS.
  - b.** Go to **Control Panel > Privilege > Users**.
  - c.** Click **Create**, and then click **Import/Export Users**.  
The **Import/Export Users** window appears.
  - d.** Select **Export user and user group settings**.

e. Click **Next**.

The NAS user and user group settings are exported as a file and downloaded onto your computer.

3. Import user settings on the source NAS to the destination NAS.

a. On the destination NAS, log on to QTS.

b. Go to **Control Panel > Privilege > Users**.

c. Click **Create**, and then click **Import/Export Users**.

d. Select **Import user and user group settings**.

**Note**

You can select whether to send a notification mail to newly created users or overwrite duplicate users.

e. On your computer, select the user settings file exported from the source NAS.

The source NAS user settings file is imported to the destination NAS.

## 6. Troubleshooting

This chapter describes basic troubleshooting information.

### Forcing Qfinder Pro or myQNAPcloud to locate the NAS

If Qfinder Pro or myQNAPcloud is unable to locate the NAS during QTS installation, the drives or data may be faulty.

1. Power off the NAS.
2. Remove all drives.
3. Power on the NAS.
4. Locate the NAS using Qfinder Pro or myQNAPcloud.
5. Reinsert the drives.
6. Continue with the QTS installation.

### Hot-swapping failed drives

The NAS supports hot-swapping of drives in the following situations:

RAID Type	Number of Disks	Situation
RAID 1	2	One member drive fails.
RAID 5	$\geq 3$	One member drive fails.
RAID 6	$\geq 4$	One or two member drives fail.
RAID 10	$\geq 4$ (Must be an even number)	One or two member drives in two different pairs fail.

1. Log on to QTS.
2. Go to **Main Menu > Storage & Snapshots > Storage > Disks/VJBOD**.
3. Locate the failed drive.
4. Prepare a new drive with a capacity that is the same as or larger than the failed drive.
5. Remove the failed drive from the device.
6. Wait for 20 seconds or until the device beeps twice.
7. Remove the failed drive from the drive tray.
8. Insert the new drive into the drive tray.

9. Install the new drive.  
The NAS beeps twice.
10. Go to **Main Menu > Storage & Snapshots > Storage > Storage/Snapshots**.
11. Locate the storage pool that contains the new drive and then verify that the status is `Rebuilding`.

## Recovering unintentionally removed hard drives

This NAS supports exclusive RAID recovery technology to recover failed RAID groups from unintentional disconnection or removal of drives. Users can recover an inactive RAID 1, RAID 5, RAID 6, or RAID 10 group from degraded mode.

RAID Type	RAID Recovery Support	Number of Disks	Disk Failure Tolerance
Single	No	1	N/A
JBOD	Yes	$\geq 2$	N/A
RAID 0	Yes	$\geq 2$	N/A
RAID 1	Yes	2	1
RAID 5	Yes	$\geq 3$	1
RAID 6	Yes	$\geq 4$	2
RAID 10	Yes	$\geq 4$ (Must be an even number)	One disk per subgroup fails.

## Support and other resources

QNAP provides the following resources:

Resource	URL
Documentation	<a href="https://download.qnap.com">https://download.qnap.com</a>
Compatibility List	<a href="https://www.qnap.com/compatibility">https://www.qnap.com/compatibility</a>
NAS Migration Compatibility	<a href="https://www.qnap.com/go/nas-migration">https://www.qnap.com/go/nas-migration</a>
Expansion Unit Compatibility	<a href="https://www.qnap.com/go/compatibility-expansion">https://www.qnap.com/go/compatibility-expansion</a>
Service Portal	<a href="https://service.qnap.com">https://service.qnap.com</a>

<b>Resource</b>	<b>URL</b>
Product Support Status	<a href="https://www.qnap.com/go/product/eol.php">https://www.qnap.com/go/product/eol.php</a>
Downloads	<a href="https://download.qnap.com">https://download.qnap.com</a>
Community Forum	<a href="https://forum.qnap.com">https://forum.qnap.com</a>
QNAP Accessories Store	<a href="https://shop.qnap.com">https://shop.qnap.com</a>

## 7. Glossary

### Cloud Key

Unique 8-digit code assigned to each NAS device

### myQNAPcloud

Provides various remote access services such as DDNS and myQNAPcloud Link

### myQNAPcloud Link

Enables you to access QNAP devices over the internet without configuring complex port forwarding settings

### Qfinder Pro

QNAP utility that lets you locate and access QNAP devices in your local area network

### QNAP ID

User account that enables you to use myQNAPcloud remote access and other QNAP services

### QTS

QNAP NAS operating system

## 8. Notices

This chapter provides information about warranty, disclaimers, licensing, and federal regulations.

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Version 3, 29 June 2007

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