QNAP

TS-h765eU

使用手冊



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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 TS-h765eU

TS-h765eU 搭載 Intel Atom® x7405C 四核心 3.4 GHz turbo 處理器及 DDR5 RAM 與 In-band ECC。NAS 配備三個熱插拔 E1.S NVMe PCIe 硬碟插槽以及四個 SATA 6 Gbps 硬碟插槽,適用硬碟與固態硬碟。TS-h765eU 是現代化儲存解決方案,透過簡化檔案管理、自動化任務,並確保可存取重要應用程式的資料,來增強團隊協作及生產力。

硬體規格

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	TS-h765eU-4G	
處理器		
CPU	Intel Atom® x7405C	
頻率	4 核心 3.4 GHz turbo	
架構	x86 64 位元	
加密引擎	AES-256	
記憶體		

元件	TS-h765eU-4G			
記憶體插槽	1 x DDR5 SODIMM			
	重要 • 僅限使用 QNAP 記憶體模組以維護系統效能和穩定性。若是具有一個以上記憶體插槽的 NAS 裝置,請使用規格相同的 QNAP 記憶體模組。 • 使用不支援的記憶體模組會導致效能降級、產生錯誤,或造成作業系統無法啟動。			
	注意 此記憶體插槽支援 In-Band ECC,可對儲存於 RAM 的資料進行錯誤檢查及 校正,確保資料準確性與可靠性。已安裝記憶體模組的部分容量會保留給 In-Band ECC 功能。			
預載記憶體 8 GB RAM:1 x 8 GB DDR5 SODIMM				
最大記憶體	16 GB RAM: 1 x 16 GB DDR5 SODIMM			
快閃記憶體	8 GB (雙重開機作業系統防護)			
儲存空間				
硬碟插槽	• 4 x 3.5 吋 SATA 6 Gbps 提示 硬碟插槽與 SATA 3 Gbps 硬碟回溯相容。			
	• 3 x E1.S NVMe / NVMe PCIe Gen 3 x2			
	注意 每個 ES.1 硬碟插槽均預安裝 QDA-E1SM 介面卡,以作為安裝 M.2 SSD 之用途。			

元件	TS-h765eU-4G	
硬碟相容性	3.5 吋插槽:	
	• 3.5 吋 SATA 硬碟	
	• 2.5 吋 SATA 固態硬碟	
	E1.S NVMe PCIe SSD	
	• M.2 2280 PCIe NVMe 固態硬碟	
	• E1.S NVMe 固態硬碟 (最高 15 mm)	
	重要 9.5 mm 與 15 mm E1.S 固態硬碟需要 QNAP 硬碟托盤 TRAY-E1S-01。此 硬碟托盤必須額外購買。	
	提示 前往 https://www.qnap.com/compatibility 可查看相容的硬碟機型清單。	
熱抽換 此裝置支援所有硬碟的熱抽換操作。		
SSD 快取加速 此裝置支援所有硬碟的 SSD 快取加速。 技術支援		
網路		
2.5 Gigabit 網 路介面	2 x 2.5 GbE RJ45	
и в померения и	注意 2.5 Gigabit 乙太網路埠支援下列網路連線速度:2.5 Gbps、1 Gbps、100 Mbps、10 Mbps	
網路喚醒	是	
外接 I/O 埠和擴	充插槽	
USB 連接埠	• 1 x USB 3.2 Gen 1 Type-A	
	• 1 x USB 2.0	
介面		
按鈕	• 電源	
	• 重設	

元件	TS-h765eU-4G				
尺寸					
外觀規格	1U 機架式				
尺寸 (高 x 寛					
淨重	4.51 kg (9.94 lbs)				
其他					
滑軌相容性	• RAIL-B02 • RAIL-S01				
	 NAS 不含機架滑軌,必須另外購買。如需詳細資訊,請聯絡授權經銷商或前往 https://shop.qnap.com。 如需安裝機架滑軌的相關資訊,請參見機架滑軌包裝中的安裝手冊。如需詳細資訊,請前往: https://www.qnap.com/go/product/rail-kit。 				
電源供應器	150W 變壓器,100-240V				
系統電池	 CR2032 鋰電池 (3V, 225 mAh) 警告 • 這個電池是鈕扣電池。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。請將電池放在兒童接觸不到的地方。 • 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處置廢棄電池。				
風扇	3 x 40 mm,12V DC 風扇				
操作溫度	0°C 至 40°C (32°F 至 104°F)				

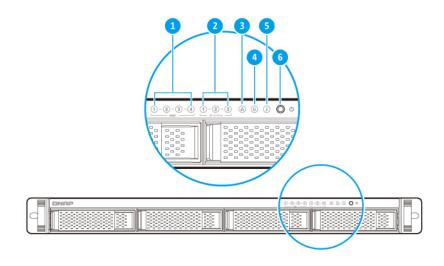
元件	TS-h765eU-4G		
相對溼度	 不凝結相對溼度:5% 至 95% 溼球溫度:27°C (80.6°F) 		
安全插槽	Kensington 安全插槽		

包裝內容

項目	數量
TS-h765eU	1
電源線	1
乙太網路線	1 x Cat5e
	注意 Cat5e 乙太網路線支援高達 2.5 Gbps 傳輸速度。
3.5 吋硬碟用螺絲	16
2.5 吋硬碟用螺絲	12
快速安裝手冊 (QIG)	1

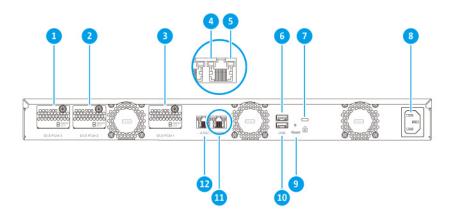
元件

前面板



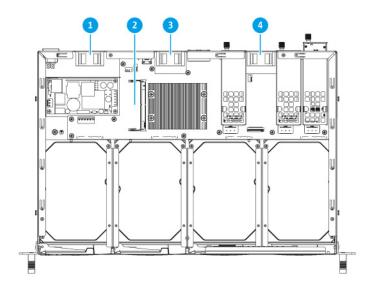
編號	元件	編號	元件
1	硬碟 LED 燈	4	擴充設備 LED 燈
2	M.2 SSD LED 燈	5	狀態 LED 燈
3	LAN LED 燈	6	電源按鈕

後面板



編號	元件	編號	元件
1	E1.S/M.2 PCIe 插槽 3	7	Kensington 安全插槽
2	E1.S/M.2 PCIe 插槽 2	8	電源輸入
3	E1.S/M.2 PCIe 插槽 1	9	重設按鈕
4	2.5 Gigabit 乙太網路速度 LED 燈	10	USB 3.2 Gen 1 Type-A 連接埠
5	2.5 Gigabit 乙太網路活動 LED 燈	11	2.5 Gigabit 乙太網路埠 (RJ45) 1
6	USB 2.0 Type-A 連接埠	12	2.5 Gigabit 乙太網路埠 (RJ45) 2

主機板



編號	元件	編號	元件
1	系統風扇 1	3	系統風扇 2
2	記憶體插槽	4	系統風扇 3

硬碟編號



安裝需求

類別	項目
環境	• 室溫:0°C 至 40°C (32°F 至 104°F)
	• 不凝結相對溼度:5% 至 95%
	• 溼球溫度: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
	• 確認沒有物體會阻礙裝置的通風口,或者對裝置或電源線產生壓力
硬體和週 邊設備	• 儲存硬碟
	提示 請前往 https://www.qnap.com/compatibility 查看相容硬碟型號及擴充卡清 單。
	網路線
工具	• 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中。如需詳細資訊,請參見:安裝需求。
- 2. 安裝硬碟。

如需詳細資訊,請參見下列資訊:

- 在 3.5 吋托盤上安裝 2.5 吋固態硬碟
- 在 3.5 吋托盤上安裝 3.5 吋硬碟
- 安裝 M.2 固態硬碟
- 3. 選擇性: 連接擴充裝置。

如需詳細資訊,請參見: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 電源。

- **6.** 安裝 QuTS hero。 如需詳細資訊,請參見:QuTS hero 安裝。
- **7.** 登入 QuTS hero。

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、記憶體模組、擴充卡以及擴充設備的相關資訊。

硬碟安裝

TS-h765eU 系列與 3.5 吋硬碟、2.5 吋固態硬碟、M.2 固態硬碟以及 ES.1 固態硬碟相容。

重要

9.5 mm 與 15 mm E1.S 固態硬碟需要 QNAP 硬碟托盤 TRAY-E1S-01。此硬碟托盤必須額外購買。

在 3.5 吋托盤上安裝 2.5 吋固態硬碟

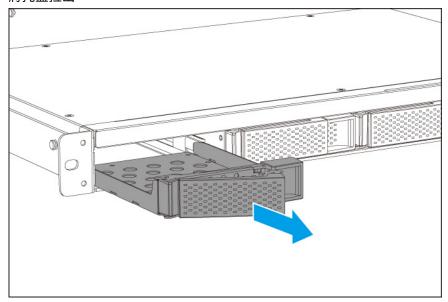
警告

- 安裝硬碟時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。
- .

其他移動的元件:使雙手及身體其他部位遠離正在移動的其他元件。

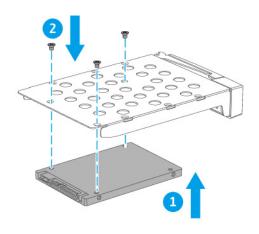
- 1. 關閉 NAS 電源。
- 2. 取出硬碟托盤。
 - a. 將托盤把手往外拉。

b. 將托盤拉出。



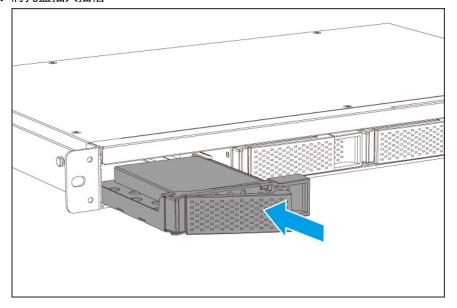
3. 在托盤上安裝硬碟。

- a. 將托盤放在硬碟上,讓托盤的孔洞與硬碟的孔洞對齊。
- b. 鎖上螺絲。



4. 將托盤裝入插槽。

a. 將托盤插入插槽。



- b. 推入把手。
- **5.** 開啟 NAS 電源。

在 3.5 吋托盤上安裝 3.5 吋硬碟

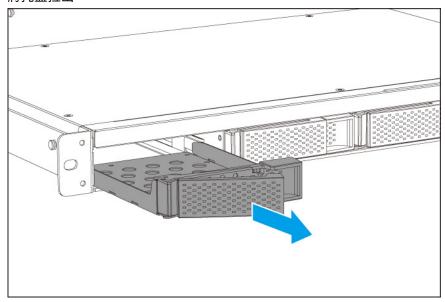
警告

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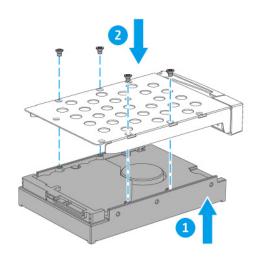
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 - a. 將托盤把手往外拉。

b. 將托盤拉出。

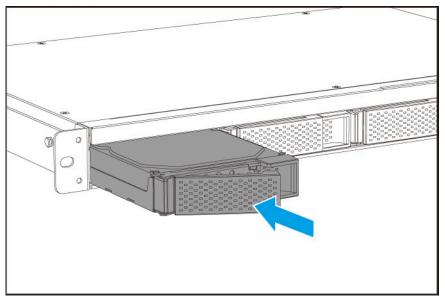


3. 在托盤上安裝硬碟。

- a. 將托盤放在硬碟上,讓托盤的孔洞與硬碟的孔洞對齊。
- b. 鎖上螺絲。



- 4. 將托盤裝入插槽。
 - a. 將托盤插入插槽。



- b. 推入把手。
- 5. 開啟 NAS 電源。

安裝 M.2 固態硬碟

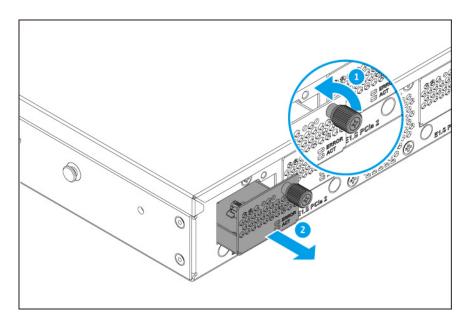
TS-h765eU 在後面板上有三個 M.2 SSD 托盤。

- 請前往 https://www.qnap.com/compatibility 查看相容 M.2 SSD 的清單。
- 硬碟托盤已預先安裝 QDA-E1SM 介面卡,以作為安裝 M.2 SSD 之用途。

警告

- 安裝硬碟時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. 取出硬碟托盤。
 - a. 鬆開用於固定托盤和機殼的螺絲。

b. 將托盤拉出。



2. 選擇性: 在 M.2 SSD 上安裝散熱片。

注意

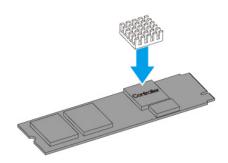
- NAS 不含散熱片,必須另外購買。如需詳細資訊,請聯絡授權經銷商或前往 https://shop.qnap.com/。
- · 散熱片高度不得超過 4.5 mm。
- a. 找到 M.2 SSD 上的控制器。

注意

控制器的位置會因 M.2 SSD 的型號與製造商而不同。 如需詳細資訊,請參見相關文件或聯絡製造商。

b. 取下散熱片的保護膜。

c. 在控制器上安裝散熱片。



3. 選擇性: 在硬碟托盤安裝一或多個導熱墊。

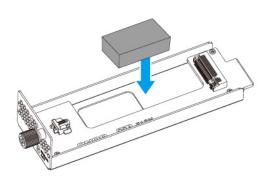
注意

- NAS 不含導熱墊,必須另外購買。如需詳細資訊,請聯絡授權經銷商或前往 https://shop.qnap.com。
- 建議使用 QNAP TPAD-M2SSD-04 導熱墊。TPAD-M2SSD-04 包括厚與薄的導熱墊,可安裝於單面與雙面 SSD。

重要

請勿直接在 SSD 安裝導熱墊。M.2 SSD 介面卡沒有足夠的空間,無法容納附有導熱墊的 SSD。在硬碟托盤安裝導熱墊,並使其不受介面卡阻擋。

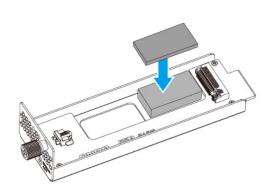
a. 在硬碟托盤安裝厚導熱墊。



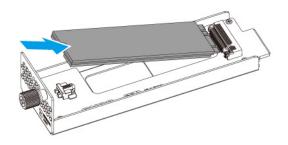
b. 在厚導熱墊上方安裝薄導熱墊。

注意

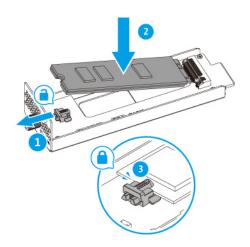
此步驟僅適用單面 SSD。如要安裝雙面 SSD,請跳過此步驟。



- **4.** 安裝 M.2 SSD。
 - a. 將 M.2 SSD 插入插槽。

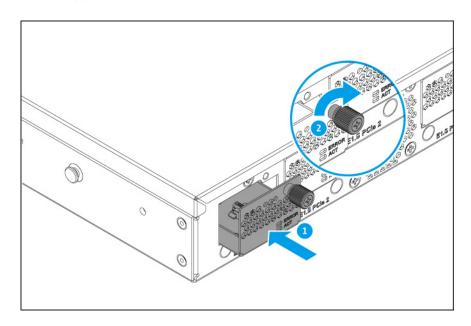


b. 小心按下 M.2 SSD。



- 5. 將托盤裝入插槽。
 - a. 將托盤插入插槽。

b. 鎖緊用於固定托盤和機殼的螺絲。

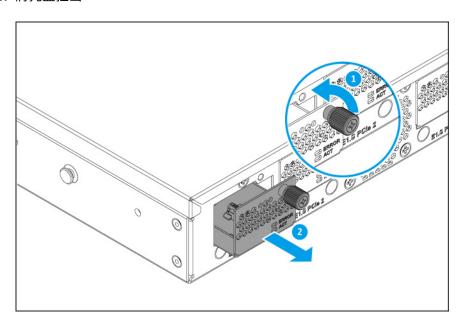


安裝 5.9 mm E1.S 固態硬碟

請前往 https://www.qnap.com/compatibility 查看 E1.S SSD 相容清單。

警告

- 安裝硬碟時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. 取出硬碟托盤。
 - a. 鬆開用於固定托盤和機殼的螺絲。
 - b. 將托盤拉出。

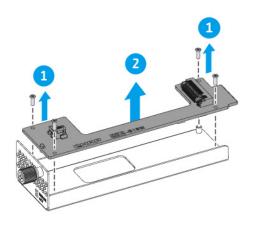


- 2. 安裝 E1.S SSD。
 - a. 取下用於固定 M.2 SSD 介面卡與托盤框架的螺絲。

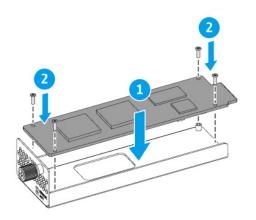
注意

硬碟托盤已預先安裝 QDA-E1SM 介面卡。

b. 取下 M.2 SSD 介面卡。

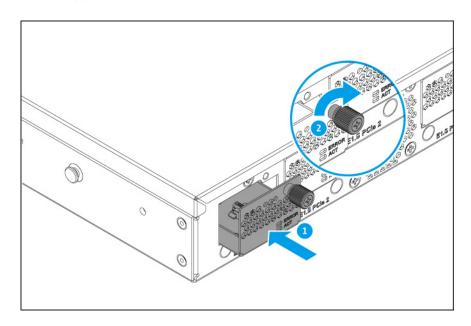


- c. 將硬碟放在托盤框架,對齊硬碟的孔洞與托盤框架的孔洞。
- d. 裝上螺絲,將硬碟鎖定在托盤框架。



- 3. 將托盤裝入插槽。
 - a. 將托盤插入插槽。

b. 鎖緊用於固定托盤和機殼的螺絲。



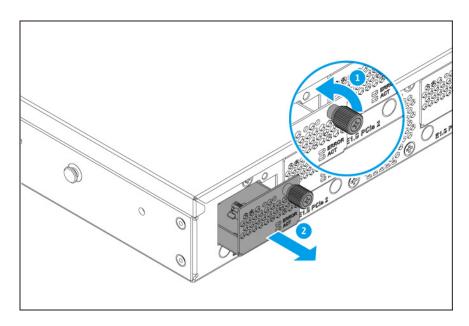
安裝 9.5 mm 與 15 mm E1.S 固態硬碟

- 9.5 mm 與 15 mm E1.S 固態硬碟需另行購買 QNAP TRAY-E1S-01 硬碟托盤。
- 請前往 https://www.qnap.com/compatibility 查看 E1.S SSD 相容清單。

警告

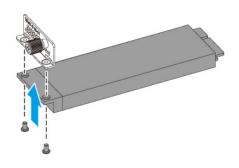
- 安裝硬碟時會刪除硬碟上的所有資料。
- 請遵守靜電放電 (ESD) 程序以防止元件損壞。
- 1. 取出硬碟托盤。
 - a. 鬆開用於固定托盤和機殼的螺絲。

b. 將托盤拉出。



2. 安裝 E1.S SSD。

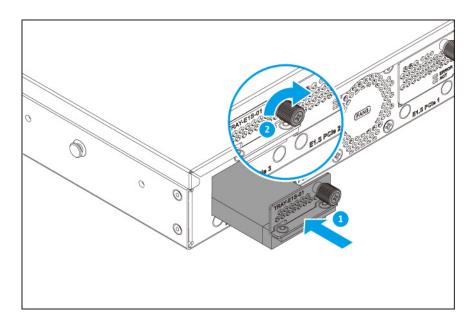
- a. 將硬碟放在 TRAY-E1S-01 托盤座,對齊硬碟的孔洞與托盤座的孔洞。
- b. 裝上螺絲,將硬碟鎖定在托盤座。



3. 將托盤裝入插槽。

a. 將托盤插入插槽。

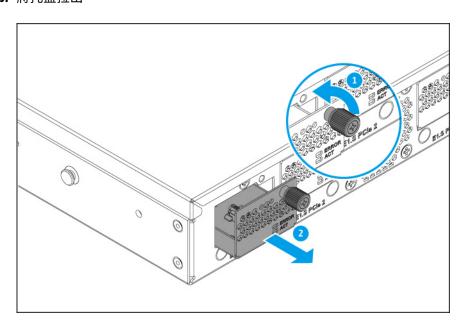
b. 鎖緊用於固定托盤和機殼的螺絲。



安裝 QXG-ES10G1T 網路擴充卡

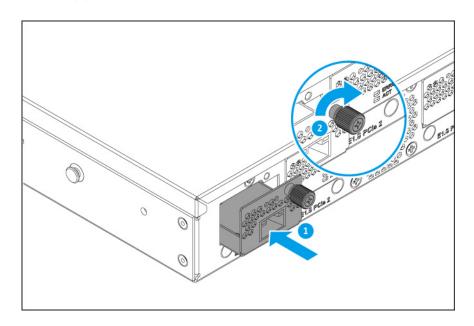
警告

- 請遵守靜電放電 (ESD) 程序以防止元件損壞。
- 1. 取出硬碟托盤。
 - a. 鬆開用於固定托盤和機殼的螺絲。
 - b. 將托盤拉出。



- 2. 將 QXG-ES10G1T 擴充卡托盤載入插槽。
 - a. 將托盤插入插槽。

b. 鎖緊用於固定托盤和機殼的螺絲。



更換記憶體模組

TS-h765eU 具有一個記憶體插槽。您可以升級記憶體模組以增加 NAS 的記憶體容量。

僅限使用 QNAP 記憶體模組以維護系統效能和穩定性。您可向授權經銷商購買 QNAP 記憶體模組。

警告



轉動的風扇葉片:使雙手及身體其他部位遠離正在轉動的風扇葉片。

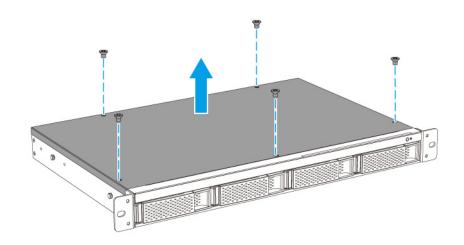


其他移動的元件:使雙手及身體其他部位遠離正在移動的其他元件。

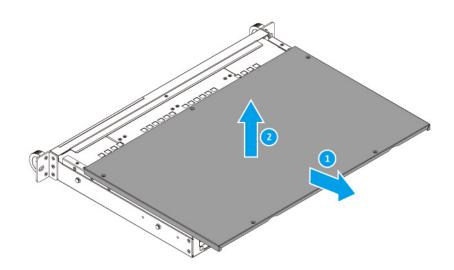
- 請遵守靜電放電 (ESD) 程序以防止元件損壞。
- 1. 關閉裝置電源。
- 2. 從電源插座拔下電源線。
- 3. 中斷所有連接線和外接裝置的連線。

4. 卸除上蓋。

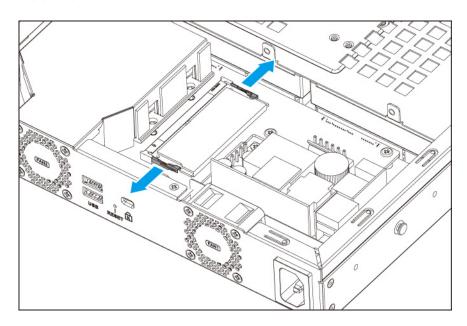
a. 卸除用於固定上蓋與機殼的螺絲。



- b. 將上蓋往後推。
- c. 取下裝置的上蓋。



- 5. 取下已安裝的記憶體模組。
 - a. 將固定夾同時往外推以鬆開記憶體模組。

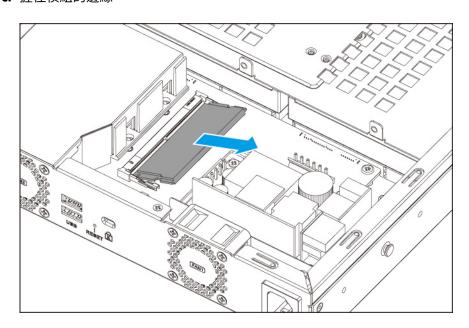


b. 確認記憶體模組已向上傾斜且完全從插槽鬆脫。

警告

若嘗試取下未完全鬆脫的記憶體模組,可能會損壞記憶體模組與主機板。

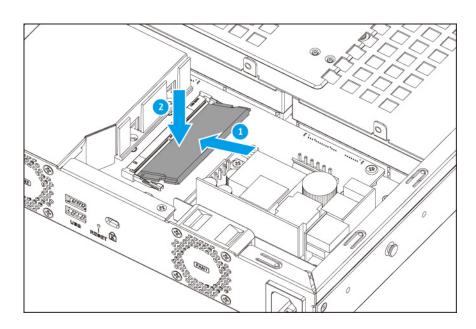
c. 握住模組的邊緣。



d. 小心地將模組滑出插槽。

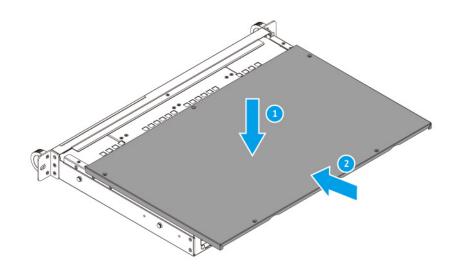
警告

- 請勿觸碰內部元件,尤其是金屬接頭。
- 請勿彎折記憶體模組。
- 6. 安裝新的記憶體模組。
 - a. 將接口與插槽的凸出部分對齊。
 - b. 將記憶體模組插入插槽。
 - c. 確認金屬接頭已完全插入插槽。
 - d. 小心按下記憶體模組,直到固定夾正確扣住記憶體模組。

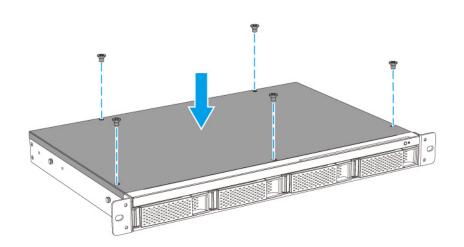


- 7. 安裝上蓋。
 - a. 將殼蓋放在裝置上。

b. 將上蓋往前推。



c. 裝上螺絲以便固定上蓋與機殼。



- 8. 連上所有連接線和外接裝置。
- 9. 開啟裝置電源。
- 10. 確認裝置可辨識記憶體模組。
 - a. 以管理員身分登入 QuTS hero。
 - **b.** 前往[控制台] > [系統] > [系統狀態] > [硬體資訊] 。
 - c. 查看 [記憶體總容量] 的值。

連接 USB 擴充設備

NAS 支援五個 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。

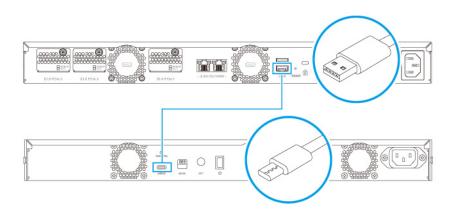
如需詳細資訊,請前往:https://shop.qnap.com/。

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	・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	・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	・使用 USB 3.2 Gen 1 Type-C 介面 ・支援 SATA HDD/SSD	USB 3.2 Gen 1 Type-A 轉 Type-C 連接線RAIL-B02
TL-D800C	・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
TL-R1200C-RP	・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RAIL-B02

- 1. 關閉 NAS 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 線連接至 NAS 後面板的 USB 3.2 Gen 1 Type-A 連接埠。



- 3. 開啟擴充設備電源。
- **4.** 開啟 NAS 電源。
- 5. 確認 NAS 可辨識所有擴充設備。
 - a. 以管理員身分登入 QuTS hero。
 - **b.** 前往[主選單] > [儲存與快照總管] > [總覽] > [系統] 。
 - c. 確認擴充設備清單。

機架滑軌

裝置不含機架滑軌,必須另外購買。如需詳細資訊,請聯絡授權經銷商或前往 http://shop.qnap.com。

TS-h765eU 與下列機架滑軌型號相容:

型號	相容機架滑軌
TS-h765eU	• RAIL-B02
	• RAIL-S01

您可以在機架滑軌的包裝中找到安裝資訊。

安裝把手

安裝把手即可輕鬆且穩固地拿取機架上的 NAS。TS-h765eU 上的把手需要進行手動安裝。

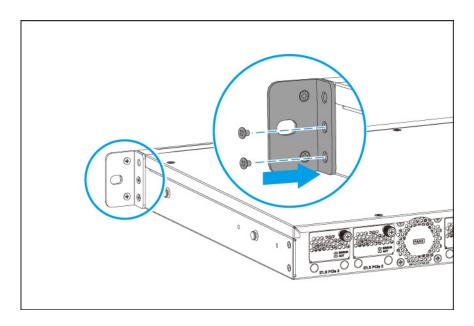
1. 關閉 NAS 電源。

- 2. 在裝置上安裝角形托座。
 - a. 將角形托座上的孔洞對齊機殼上的孔洞。

注意

請確定把手與前面板面對相同的方向。

b. 鎖上螺絲,將角形托座鎖定在機殼上。



- 3. 在機殼的另一側安裝第二個把手。
- **4.** 開啟 NAS 電源。

QuTS hero 安裝

TS-h765eU 使用 QNAP QuTS hero 作業系統。您可以透過下列其中一種方式安裝 QuTS hero。

方式	說明	需求
Qfinder Pro 安裝 (建議使用)	如果 NAS 已連接您的區域網路,您可以執行下列操作: • 使用 Qfinder Pro 定位 NAS。 • 完成[智慧安裝導引]精靈中的步驟。	・電腦 ・網路線 ・ Qfinder Pro 安裝程式
	注意 如需詳細資訊,請參見:使用 Qfinder Pro 初始 化 QuTS hero。	

方式	說明	需求
雲端安裝	如果 NAS 已連接網際網路,您可以執行下列操作:	• 電腦或行動裝置
	• 掃描 NAS 上的 QR 碼。	• myQNAPcloud 帳號
	• 指定 Cloud Key。	• Cloud Key
	• 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。	
	注意 如需詳細資訊,請參見:使用雲端安裝網站來初 始化 QuTS hero。	

使用 Qfinder Pro 初始化 QuTS hero

您可以利用 Qfinder Pro 來初始化 QuTS hero。透過這個公用程式可協助您尋找並管理網路上的 QNAP 裝置。

警告

安裝 QuTS hero 會刪除硬碟上所有的資料。繼續操作前請先備份資料。

- 1. 開啟裝置電源。
- 2. 將裝置連接至區域網路。
- 3. 在連接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.** 在清單中找到 NAS, 然後按兩下它的名稱或 IP 位址。 **[智慧安裝導引]** 隨即在預設的網頁瀏覽器中開啟。
- 5. 如果畫面顯示不同的作業系統,請按一下 [QuTS hero] 。

注意

只有在 NAS 支援安裝一個以上的作業系統,而安裝的預設作業系統不是 QuTS hero 時,才需要執行此步驟。

NAS 會重新啟動,智慧安裝畫面會顯示 QuTS hero 作為要安裝的作業系統。

6.按一下**[開始智慧安裝導引]。 [安裝韌體]** 視窗隨即出現。

7. 使用下列其中一種方法安裝韌體:

安裝方法	步驟
自動	按一下 [開始]。 自動搜尋並安裝可用的韌體更新。
手動安裝	a. 按一下 [手動安裝]。 [安裝韌體]視窗隨即出現。
	b. 按一下 [瀏覽] 。 [上傳檔案]視窗隨即出現。
	c. 選擇檔案。
	d. 按一下 [開啟] 。 開始安裝韌體。
略過	按一下 [略過] 。 略過韌體安裝。

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) \ 数字(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。名稱可包含英文字母(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([])、大括號({})、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(%)、貨幣符號(\$),以及空白字元。

重要

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

- 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。
- **9.** 按一下**[下一步]**。
- 10. 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) 的標準。

- **11.** 按一下**[下一步]**。 **[編輯網路設定]** 畫面隨即出現。
- 12. 選擇 [自動取得 IP 位址 (DHCP)] 。

- **13**. 按一下**「下一步**]。
- 14. 檢視設定值。
- **15.** 按一下**[套用]**。 確認訊息隨即顯示。

警告

按一下【初始化】,系統會在安裝 QuTS hero 前刪除硬碟的所有資料。

16. 按一下**[初始化**]。

QuTS hero 開始初始化。完成流程可能需要幾分鐘的時間。 完成初始化後,您可以按一下**「前往 NAS 管理**」,開始使用 QuTS hero 並進行其他設定。

使用雲端安裝網站來初始化 QuTS hero

您可以利用雲端安裝網站來初始化 QuTS hero,該網站是為了協助使用者設定 QNAP 裝置。

警告

初始化 QuTS hero 會刪除硬碟上所有的資料。繼續操作前請先備份資料。

- 1. 開啟裝置電源。
- 2. 將裝置連上網際網路。
- 3. 透過下列其中一種方式前往 QNAP 雲端安裝網站:
 - 透過電腦連結您所在地區的專用網站:
 - 全球: https://install.gnap.com
 - 中國: https://install.gnap.com.cn
 - · 或透過行動裝置掃描 NAS 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」。

提示

如果您的 NAS 已連線至網路,也可以前往 https://install.qnap.com/set,並輸入印在 NAS 上的 Cloud Key,讓您的 NAS 與電腦不在同一個網路,也可以進行 NAS 初始化。

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,myQNAPcloud 遠端連線服務將會在初始化後於 NAS 中停用。日後若要 再度啟用,請透過區域網路連接至 QuTS hero,然後安裝 myQNAPcloud Link。
- **7.** 按一下**「下一步**]。

[智慧安裝導引] 隨即在預設的網頁瀏覽器中開啟。

- 8. 您可以執行下列動作。
 - 若要取得最新提供的版本,請按一下 [開始]。 安裝精靈隨即開始下載最新版本;下載完畢後,NAS 將會重新啟動。如果沒有較新的版本, 安裝精靈將自動顯示 [智慧安裝導引]。
 - · 若要安裝「開箱即用」(out-of-the-box)的版本,請按一下[略過]。
 - · 如果畫面顯示不同的作業系統,請按一下 [QuTS hero]。 NAS 會重新啟動,智慧安裝畫面會顯示 QuTS hero 作為要安裝的作業系統。
- 9. 按一下 [啟動智慧安裝導引]。 [安裝韌體] 視窗隨即出現。
- 10. 使用下列其中一種方法安裝韌體:

安裝方法	步驟
自動	按一下 [開始]。 自動搜尋並安裝可用的韌體更新。
手動安裝	a. 按一下 [手動安裝]。 【 安裝韌體] 視窗隨即出現。
	b. 按一下 [瀏覽]。 [上傳檔案] 視窗隨即出現。
	c. 選取檔案。 d. 按一下 [開啟] 。 開始安裝韌體。
略過	按一下【略過】。 略過韌體安裝。

11. 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。名稱可包含英文字母(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([])、大括號({})、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(%)、貨幣符號(\$),以及空白字元。

重要

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

- 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。
- **12.** 按一下**[下一步**]。
- 13. 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) 的標準。

- **14.** 按一下**[下一步]**。 **[編輯網路設定]** 畫面隨即顯示。
- 15. 選擇 [自動取得 IP 位址 (DHCP)] 。
- **16**. 按一下**[下一步**]。
- **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 [初始化] ,系統會在安裝 QuTS hero 前刪除硬碟的所有資料。

19. 按一下「初始化」。

QuTS hero 開始初始化。完成流程可能需要幾分鐘的時間。 完成初始化後,您可以按一下**「前往 NAS 管理**」,開始使用 QuTS hero 並進行其他設定。

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。	装置開機。
關閉電源	按住按鈕 5 秒。	裝置關機。
強制關機	按住按鈕 10 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

為了保護裝置免受暴力密碼破解攻擊,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
基本系統	按住按鈕3	以下設定將回復至預設值:
重設	秒。	• 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:
		• 透過 DHCP 自動取得 IP 位址設定
		• 停用巨型訊框
		• 若已啟用 Port Trunking (僅適用於多 LAN 型號),系統將重設 為「主動備份 (容錯移轉)」模式。
		• 系統通訊埠:8080 (系統服務埠)
		• 安全等級:低 (允許所有連線)
		• LCD 面板密碼:(空白)
		• VLAN:停用
進階系統	進階系統 按住按鈕 10	回復為出廠預設值。
重設	秒。	若要在進階系統重設後取回舊資料,請在 NAS 上重建先前的資料 夾結構。

LED 燈

LED 燈指示裝置開機時的系統狀態與相關資訊。下列 LED 燈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情況。

如需 LED 燈的位置資訊,請參見:元件。

系統狀態 LED 燈

狀態	說明
綠燈與紅燈每 0.5 秒交錯閃爍	硬碟正在格式化。装置正在初始化。
	• 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。

狀態	說明
紅燈	 硬碟無效。 磁碟區容量已滿。 磁碟區容量將滿。 系統風扇異常。 資料存取 (讀寫) 錯誤。 硬碟壞軌。 裝置處於降階唯讀模式 (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	裝置處於降階模式 (RAID 1、RAID 5 或 RAID 6 有一個硬碟故障)。
綠燈	裝置就緒。
綠燈每 0.5 秒閃 爍	装置未設定。硬碟未格式化。
熄滅	所有硬碟處於待命模式。裝置已關機。

硬碟 LED 燈

狀態	說明	
紅燈閃爍	正在存取資料過程中發生硬碟讀寫錯誤。	
紅燈	硬碟讀寫錯誤。	
綠燈閃爍	正在存取資料。	
綠燈	硬碟已就緒。	
熄滅	未偵測到硬碟。	

硬碟狀態 LED 燈

狀態	說明
綠燈	硬碟已就緒。
紅燈	硬碟讀寫錯誤。
紅燈每秒閃爍五次	作業系統正在尋找硬碟。
熄滅	未偵測到硬碟。

硬碟活動 LED 燈

狀態	說明
綠燈	硬碟已就緒。
綠燈閃爍	正在存取硬碟。
熄滅	未偵測到硬碟。

LAN LED 燈

狀態	說明		
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	裝置未連接網路。		

2.5 Gigabit 乙太網路速度 LED 燈

狀態	說明
綠燈	網路執行速度為 2.5 Gbps。
橙燈	網路執行速度為 1 Gbps。網路執行速度為 100 Mbps。

狀態	說明
熄滅	• 網路執行速度為 10 Mbps。 • 無網路連線。

2.5 Gigabit 乙太網路活動 LED 燈

狀態	說明		
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	• 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。
長嗶 (1.5 秒)	3 次 (每 5 分鐘)	• 系統風扇異常。
		• 風扇模組已移除。
	2	• 磁碟區容量將滿。
		• 磁碟區容量已滿。
		• 硬碟進入降階模式。
		• 硬碟重建中。
		• 硬碟已插入或抽出。
	1	• NAS 強制關機 (硬體關機)。
		• 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。

QuTS hero NAS 遷移

NAS 遷移需求

您只能根據來源 NAS,將硬碟和系統設定遷移到特定的 NAS 機型。有關與 NAS 直接遷移的相容機型,請參閱清單:https://www.gnap.com/en/nas-migration。

裝置應符合以下要求:

• 目標 NAS 必須在與來源 NAS 相同的 QuTS hero 版本上執行(或更高版本)。

重要

由於檔案系統不相容,因此不支援 QTS NAS 和 QuTS hero NAS 之間的系統遷移。

警告

在 QTS NAS 和 QuTS hero NAS 之間遷移硬碟可能會造成資料損毀。

• 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,請參閱:如何利用 HBS3 在 QTS 和 QuTS hero 之間遷移資料與資料夾權限。

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。				
加密共用資料夾	如果您的 NAS 不支援檔案系統加密,加密共用資料夾就不會遷移。				
	警告 為避免資料遺失,請備份加密共用資料夾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共用資料夾。				

資料和設定	NAS 遷移後				
共用資料夾	所有共用資料夾及其中的檔案會被保留。				
	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。				
	重要 遷移後,必須重新設定目標 NAS 上的資料夾權限。				
網路	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 等。				
Windows AD 配置	Windows AD 必須重新配置。				
授權	授權不會遷移。				
	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。				
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 建議在安裝硬碟時按照來源 NAS 硬碟的順序。若要移除硬碟,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. 開啟目標 NAS 的電源。
- **5.** 在目標 NAS 上以管理員身分登入 QuTS hero。 目標 NAS 自動檢查最新的韌體更新。

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 QuTS hero 安裝的期間找不到 NAS,表示硬碟或資料發生問題。

- 1. 關閉 NAS 電源。
- 2. 移除所有硬碟。
- 3. 開啟 NAS 電源。
- 4. 使用 Qfinder Pro 或 myQNAPcloud 定位 NAS。
- 5. 將硬碟重新插入。
- 6. 繼續執行 QuTS hero 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	磁碟數目	情況
RAID 1	2	有一個硬碟故障。
RAID 5	≥ 3	有一個硬碟故障。
RAID 6	≥ 4	有一或兩個硬碟故障。
RAID 10	≥ 4 (必須是偶數)	在兩個不同組的硬碟中有一或兩個硬碟故障。
RAID 50	≥ 6	每個子群組有一個硬碟故障。
Triple Mirror	3 的倍數。(例如,3、6、9、12 個硬碟等。)	有一或兩個硬碟故障。
RAID-TP	≥ 5	一、二或三個硬碟故障。

- **1.** 登入 QuTS hero。
- 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. 找出新硬碟所在的儲存集區,然後確認其狀態為〔重建中〕。

復原意外移除的正常硬碟

NAS 支援獨家 RAID 復原技術,可以將失效的 RAID 磁碟區,從意外斷線或遭到移除的硬碟復原。使用者可以從降級模式復原擱置中的 RAID 1、RAID 5、RAID 6、RAID 10 或 RAID 50 群組。

RAID 類型	RAID 復原支援	磁碟數目	可容忍的故障磁碟數	
單一	是	1	無	
JBOD	是	≥ 2	無	
RAID 0	是	≥ 2	無	
RAID 1	是	2	1	
RAID 5	是	≥ 3	1	
RAID 6	是	≥ 4	2	
RAID 10	是	≥ 4 (必須是偶數)	每個子群組有一個硬碟故障。	
RAID 50	是	≥ 6	每個子群組有一個硬碟故障。	
Triple Mirror	是	3 的倍數。(例如,3、6、9、12 個硬碟等。)	2	
RAID-TP	是	≥ 5	3	

支援及其他資源

QNAP 提供下列資源:

資源	網址		
文件	https://download.qnap.com		

資源	網址			
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

QNAP ID

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

Qfinder Pro

QNAP 應用工具可讓您定位及存取區域網路內的 QNAP 裝置

QuTS hero

QNAP NAS 作業系統配備 ZFS 檔案系統

8. 聲明

本章介紹擔保、免責聲明、授權以及聯邦法規的相關資訊。

有限保固

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Version 3, 29 June 2007

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- 增加本設備與訊號接收器之間的距離。
- 將本設備連接到與訊號接收器不同的電源插座上。
- 如需協助,請洽詢經銷商或專業的收音機或電視技術人員。

重要

任何未經過威聯通科技股份有限公司同意而對此產品進行修改,可能會讓使用者根據 FCC 規範操作本設備的權力失效。

VCCI 聲明



VCCI-B

BSMI 聲明



SJ/T 11364-2006

本产品符合中国 RoHS 标准。以下表格标示此产品中某有毒物质的含量符合中国 RoHS 标准规定的限量要求。

本产品上会附有"环境友好使用期限"的标签,此期限是估算这些物质"不会有泄漏或突变"的年限。本产品可能包含有较短的环境友好使用期限的可替换元件,像是电池或灯管,这些元件将会单独标示出来。

部件名称	有毒有害物质或元素					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (CR(VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
売体	0	0	0	0	0	0
显示	0	0	0	0	0	0
印刷电路板	0	0	0	0	0	0

部件名称	有毒有害物质或元素					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (CR(VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
金属螺帽	0	0	0	0	0	0
电缆组装	0	0	0	0	0	0
风扇组装	0	0	0	0	0	0
电力供应组 装	0	0	0	0	0	0
电池	0	0	0	0	0	0

O: 表示该有毒有害物质在该部件所有物质材料中的含量均在 SJ/T11363-2006 标准规定的限量要求以下。

X: 表示该有毒有害物质至少在该部件的某一均质材料中的含量超出 SJ/T11363-2006 标准规定的限量要求。