



QNAP

TS-932PX

TS-932PX-4G

用户指南

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1. 前言





关于本指南

本指南提供有关设备的信息以及有关硬件安装的分步说明。此外，还提供了有关基本操作和故障排除信息的说明。

受众

本文档的目标读者为用户和存储管理员。本指南假定用户已对存储和备份概念有基本了解。

文档约定

符号	描述
	注释，提供默认配置设置和其他补充信息。
	重要注释，提供有关所需配置设置的信息以及其他关键信息。
	提示，提供有关执行任务或配置设置的建议或备选方法。
	警告，提供警告信息，如果忽略此信息，可能会导致潜在损失、伤害甚至死亡。

2. 产品概述

本章提供有关 QNAP 设备的基本信息。

关于 TS-932PX

TS-932PX 专为需要经济高效的存储、备份和数据恢复的小型企业而设计。它可将 9 个硬盘架安装到 5 硬盘架大小的 NAS 中，特有双 10 Gb 以太网 SFP+ 端口和 2.5 Gb 以太网端口，支持下一代网络、对带宽要求高的应用，并可提供更为流畅的文件访问与共享。此型 NAS 能够创建 HDD/SSD 混合基础架构，以提升应用程序性能。

硬件规格



警告

- 如果您的 QNAP 产品有硬件方面的缺陷，请将产品退回 QNAP 或 QNAP 授权的服务中心进行维修或更换。您本人或未经授权的第三方对产品进行的任何维修或维护流程均会使保修失效。
- 对于因未经授权进行的修改和安装不受支持的第三方应用程序而造成的任何损坏或数据丢失，QNAP 概不负责。
- 有关详细信息，请参见 [QNAP 保修条款和条件](#)。





提示

型号规格如有更改，恕不另行通知。要查看最新规格，请转到 <https://www.qnap.com>。

订购部件号	CPU	内存	电源
TS-932PX-4G	Annapurna Labs Alpine AL324	4 GB	单个

组件	TS-932PX
处理器	
CPU	Annapurna Labs Alpine AL324
频率	4 核 1.7 GHz
架构	ARM 64 位
加密引擎	支持
内存	
预安装内存	4 GB RAM: 1 x 4 GB DDR4 SODIMM
内存插槽	1 x DDR4 SODIMM <div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"></div> <div> <p>重要</p> <ul style="list-style-type: none"> 请仅使用 QNAP 内存模块，以保证系统性能和稳定性。对于有多个内存插槽的 NAS 设备，请使用规格相同的 QNAP 模块。 使用不受支持的模块可能导致性能下降、引发错误或使操作系统无法启动。 </div> </div>
最大内存	16 GB RAM: 1 x 16 GB
闪存	512 MB (双重引导操作系统保护)

组件	TS-932PX
存储	
硬盘架	<ul style="list-style-type: none"> • 5 x 3.5 英寸 SATA 6 Gbps • 4 x 2.5 英寸 SATA 6 Gbps
硬盘兼容性	<p>3.5 英寸硬盘架:</p> <ul style="list-style-type: none"> • 3.5 英寸 SATA 机械硬盘 • 2.5 英寸 SATA 机械硬盘 • 2.5 英寸 SATA 固态硬盘 <p>2.5 英寸硬盘架:</p> <ul style="list-style-type: none"> • 2.5 英寸固态硬盘
热插拔	支持
网络	
10 Gb 以太网端口	2 x 10 GbE SFP+
2.5 Gb 以太网端口	2 x 2.5 GbE RJ45
	 重要 避免将这些端口连接到供电设备或以太网供电端口，否则可能会损坏电涌保护功能。
网络唤醒	是 (2.5 GbE RJ45)
外部 I/O 端口和扩展插槽	
USB 端口	<p>正面:</p> <p>1 x USB 3.2 Gen 1 A 型</p>  注 此 USB 端口支持一键复制。
	<p>背面:</p> <p>2 x USB 3.2 Gen 1 A 型</p>
界面	
按钮	<ul style="list-style-type: none"> • 电源 • 重置 • USB 一键复制
尺寸	
外形规格	立式
尺寸 (高 x 宽 x 深)	182.7 x 224.6 x 224.1 mm (7.19 x 8.84 x 8.82 英寸)
净重	3.39 kg (7.47 磅)
其他	
电源单元	120W, 100-240V AC, 50/60Hz
系统电池	CR2032 锂电池 3V
噪声声级	18.6 dB(A)
风扇	系统: 1 x 140 mm, 12V DC

组件	TS-932PX
工作温度	0°C 至 40°C (32 至 104°F)
相对湿度	<ul style="list-style-type: none"> 无冷凝相对湿度: 5% 至 95% 湿球温度: 27°C (80.6°F)
安全锁孔	Kensington 安全锁孔



提示

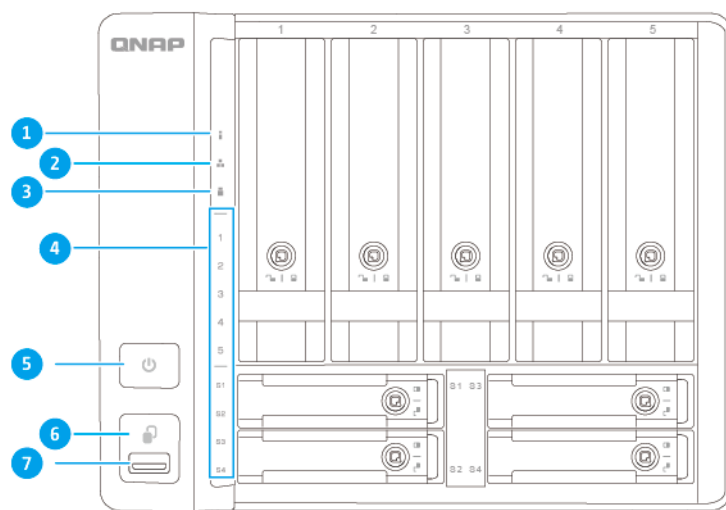
有关兼容的硬盘型号和扩展卡的列表，请转到 <https://www.qnap.com/compatibility>。

包装内容

项目	数量
TS-932PX	1
交流电源适配器	1
电源线	1
以太网线	1 x CAT5e
硬盘托盘钥匙	2
适用于 3.5 英寸硬盘的螺丝	32
适用于 2.5 英寸硬盘的螺丝	24
快速安装指南 (QIG)	1

组件

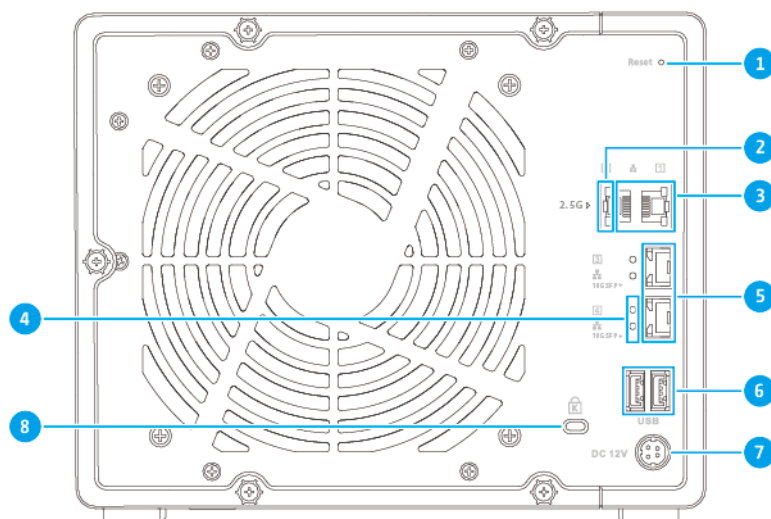
前面板



编号	组件	编号	组件
1	状态 LED	5	电源按钮
2	LAN LED	6	USB 一键复制按钮
3	USB LED	7	USB 3.2 Gen 1 一键复制 A 型端口

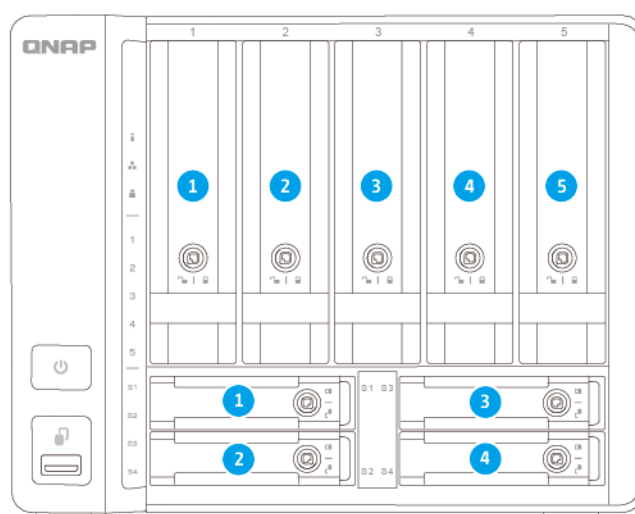
编号	组件	编号	组件
4	硬盘 LED	-	-

后面板



编号	组件	编号	组件
1	重置按钮	5	10 GB 以太网 SFP+ 端口
2	2.5 Gb 以太网 LED	6	USB 3.2 Gen 1 A 型端口
3	2.5 Gb 以太网端口	7	电源输入
4	10 GB 以太网 SFP+ LED	8	Kensington 安全锁孔

硬盘编号



安全信息

以下说明有助于确保个人安全和环境安全。在执行任何操作之前，请仔细阅读这些说明。

一般说明

- 设备应存放在通过器具、锁和钥匙或任何安保措施限制进入的安全场所。
- 只有经过授权并掌握技能的合格人员才能实际接触设备，相关人员需了解所有限制措施、安全预防措施和安装维护流程。
- 为避免潜在伤害或组件的损坏，请务必等硬盘和其他内部系统组件冷却后再触碰。
- 请执行静电放电 (ESD) 规程，以避免可能的人员受伤或组件受损。

电源

- 为降低失火或触电风险，请确保只将电源线连接到接地良好的电源插座。



配备冗余电源的设备可能有一条或多条电源单元 (PSU) 线。为避免受到严重伤害，安装或更换系统组件前，必须由经培训的维修技师从设备拔下所有 PSU 线。

系统电池

- 为避免潜在的电池爆炸、导致人员受伤或组件受损，请确保使用同型电池更换现有电池。
- 请按当地法规或电池制造商的指示正确处置使用过的电池。

运动的部件



转动的风扇叶片：在设备连接到电源时，使您的身体各部位远离正在转动的风扇叶片。



运动的组件：使您的身体各部位远离正在运动的其他组件。

安装要求

类别	项目
环境	<ul style="list-style-type: none"> • 室温：0°C 至 40°C（32 至 104°F） • 无冷凝相对湿度：5% 至 95% • 湿球温度：27°C (80.6°F) • 平坦的防静电表面，无直射阳光、液体或化学药剂 • 无可能阻塞 NAS 通风或者压住 NAS 或电源线的物品
硬件和外围设备	<ul style="list-style-type: none"> • 存储硬盘 有关兼容硬盘型号的列表，请转到 https://www.qnap.com/compatibility。 • 网线
工具	<ul style="list-style-type: none"> • 1 号或 2 号十字螺丝刀 • 防静电腕带

设置 NAS



重要

在设置 NAS 或安装 NAS 组件之前，请仔细阅读[安全信息](#)中的所有安全要求和信息。

1. 将 NAS 设备置于符合要求的环境中。
有关详细信息，请参见[安装要求](#)。
2. 安装硬盘。
有关详细信息，请参见以下主题：
 - [在 3.5 英寸托盘上安装 3.5 英寸硬盘](#)
 - [在 3.5 英寸托盘上安装 2.5 英寸硬盘或固态硬盘](#)
 - [将固态硬盘安装在固态硬盘托盘上](#)
3. 可选: 更换内存模块。
有关详细信息，请参见 [更换内存模块](#)
4. 可选: 连接扩展单元。
有关详细信息，请参见 [安装扩展单元](#)
5. 连接电源线和所有适用的线缆。
6. 启动 NAS 电源。
7. 安装 QTS。
有关详细信息，请参见 [QTS 安装](#)。
8. 登录 QTS。

3. 安装和配置

本章提供了具体的硬件和固件安装与配置步骤。

硬件安装

本节提供有关安装硬盘、内存模块和扩展卡的信息。

硬盘安装

TS-932PX 兼容 3.5 英寸硬盘、2.5 英寸硬盘以及 2.5 英寸固态硬盘。

在 3.5 英寸托盘上安装 3.5 英寸硬盘



警告

- 安装硬盘将删除硬盘上的所有数据。
- 请执行静电放电 (ESD) 规程，以避免组件损坏。

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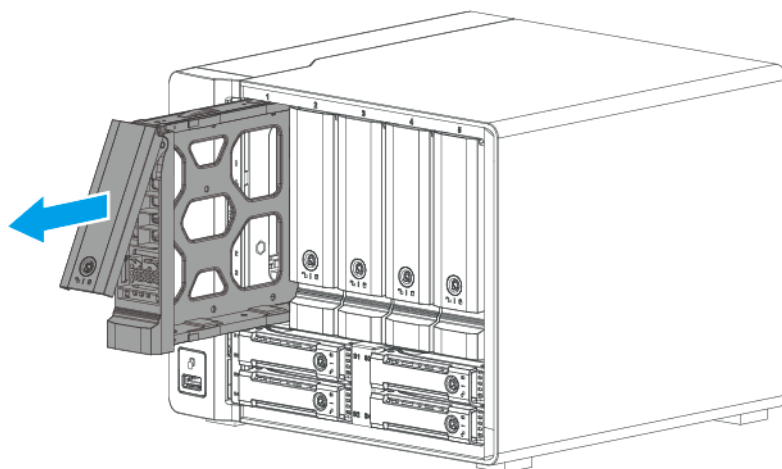
转动的风扇叶片：使您的双手和身体其他部位远离正在转动的风扇叶片。

•



其他运动的组件：使您的双手和身体其他部位远离正在运动的其他组件。

1. 关闭 NAS 电源。
2. 取下硬盘托盘。
 - a. 拉动手柄以松开托盘。
 - b. 拉出托盘。

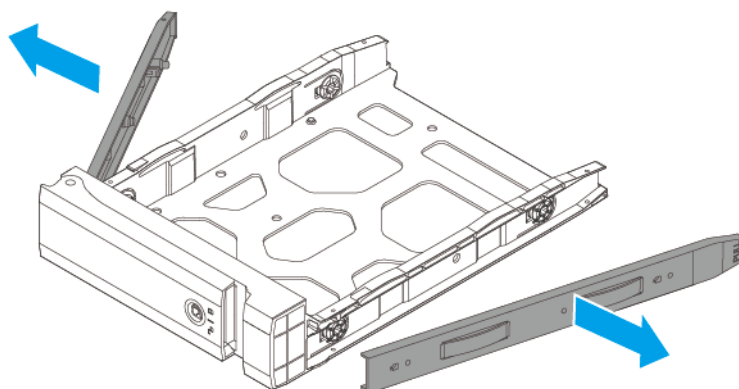


注
预装硬盘托盘未锁定。

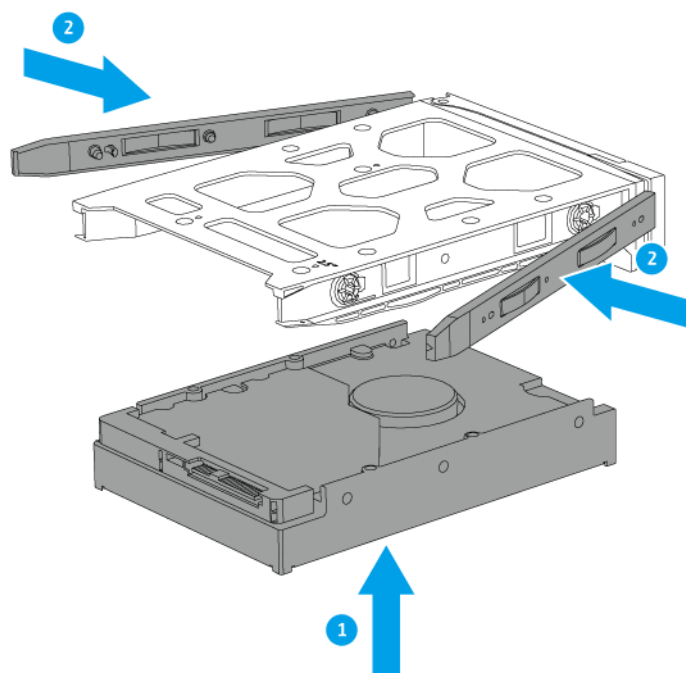


重要
请确保将硬盘托盘钥匙存放在安全的地方。

3. 将硬盘安装到托盘上。
 - a. 取下硬盘托盘两侧的固定面板。



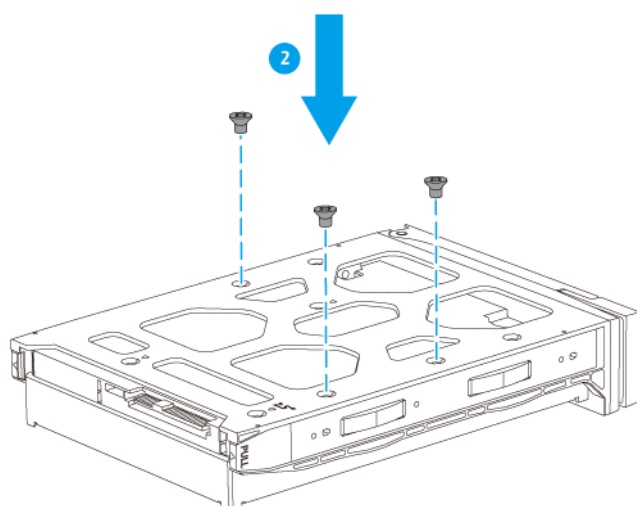
- b. 将硬盘放在托盘上，使硬盘两侧的孔与托盘两侧的孔对齐。
 - c. 装上固定面板，将硬盘锁定在托盘上。



d. 可选: 安装螺丝。

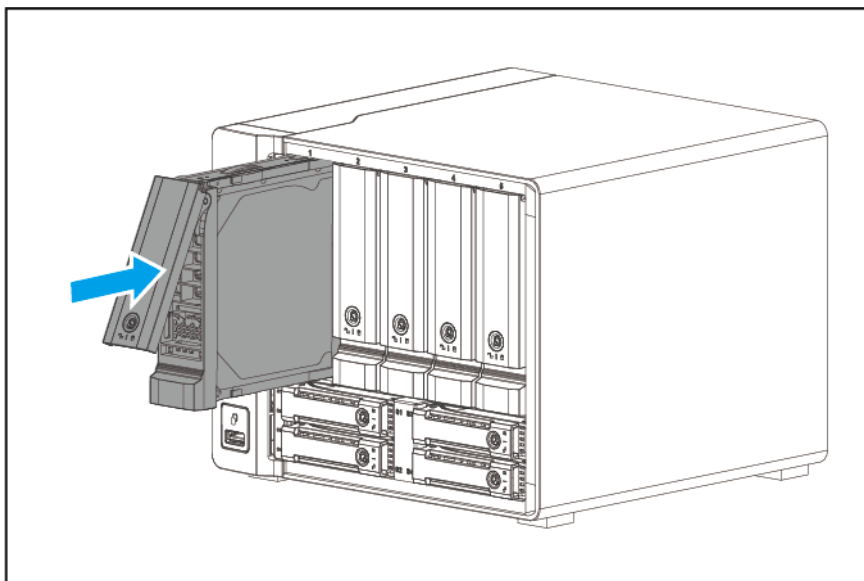


注
要转运已安装 HDD 的 NAS，请安装螺丝以提供更好的保护。

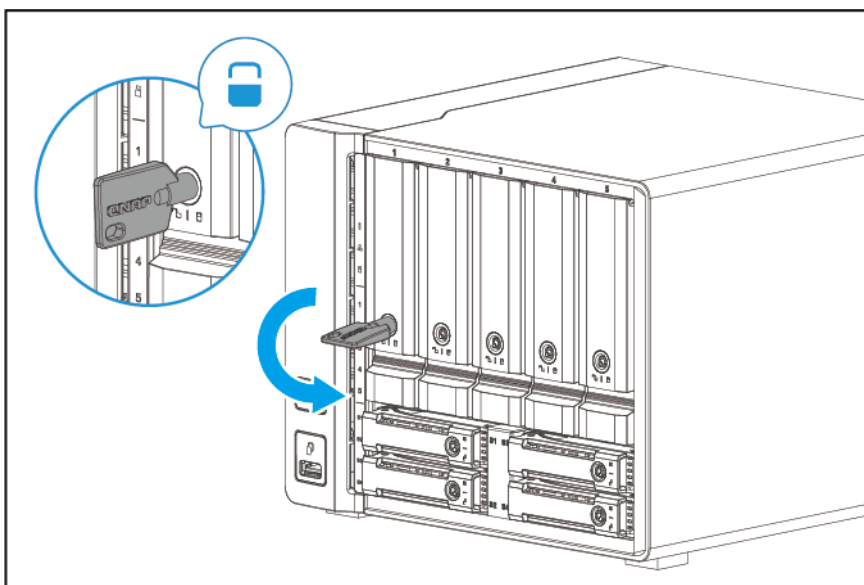


4. 将托盘装入硬盘架。

- a. 将托盘插入硬盘架。
- b. 推动手柄。



- c. 锁住托盘。



5. 启动 NAS 电源。

在 3.5 英寸托盘上安装 2.5 英寸硬盘或固态硬盘



警告

- 请执行静电放电 (ESD) 规程，以避免组件损坏。
- 只有合格人员才能执行以下步骤。不遵守说明可能会导致重伤或死亡。

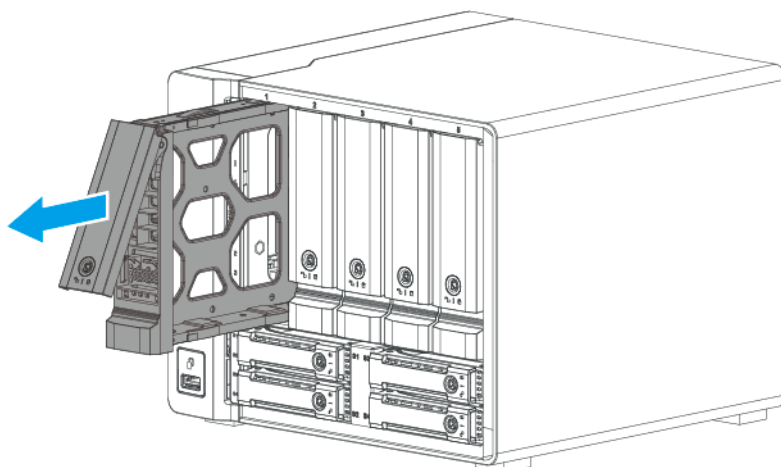


转动的风扇叶片：使您的双手和身体其他部位远离正在转动的风扇叶片。



其他运动的组件：使您的双手和身体其他部位远离正在运动的其他组件。

1. 关闭 NAS 电源。
2. 取下硬盘托盘。
 - a. 拉动手柄以松开托盘。
 - b. 拉出托盘。

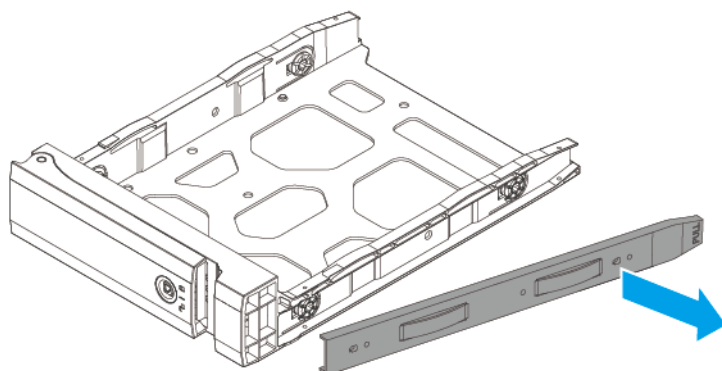


注
预装硬盘托盘未锁定。

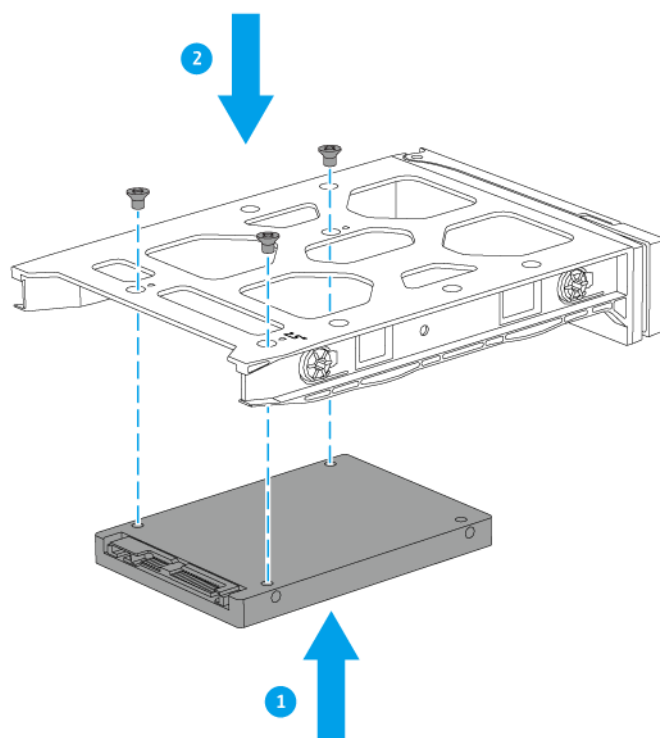


重要
请确保将硬盘托盘钥匙存放在安全的地方。

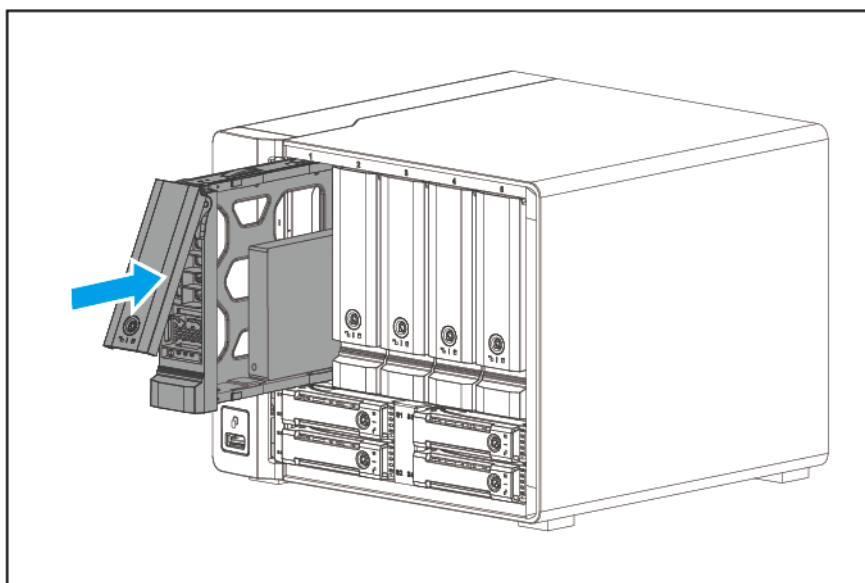
3. 将硬盘安装到托盘上。
 - a. 取下硬盘托盘右侧的固定面板。



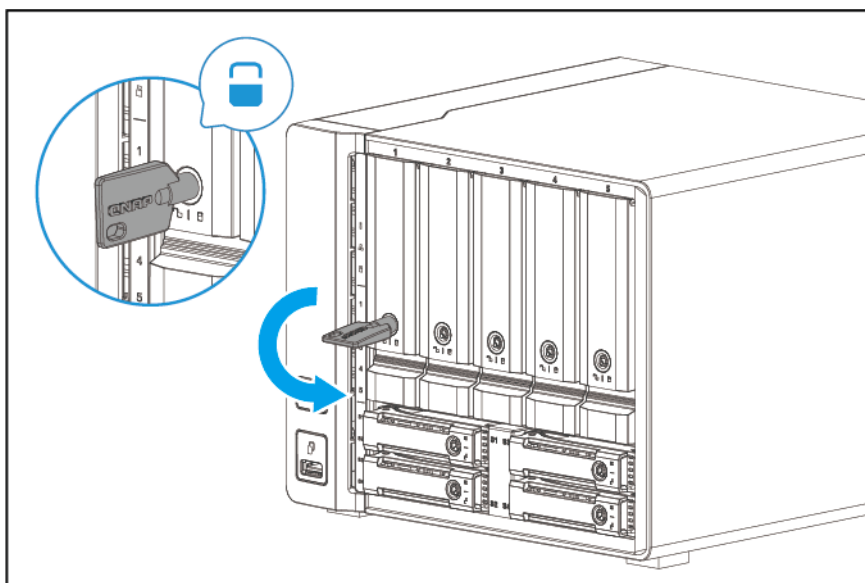
- b. 将硬盘放在托盘上，使硬盘底部的孔与托盘底部的孔对齐。
- c. 安装螺丝。



- 4. 将托盘装入硬盘架。
 - a. 将托盘插入硬盘架。
 - b. 推动手柄。



c. 锁住托盘。



5. 启动 NAS 电源。

将固态硬盘安装在固态硬盘托盘上



警告

- 安装硬盘将删除硬盘上的所有数据。
- 请执行静电放电 (ESD) 规程，以避免组件损坏。

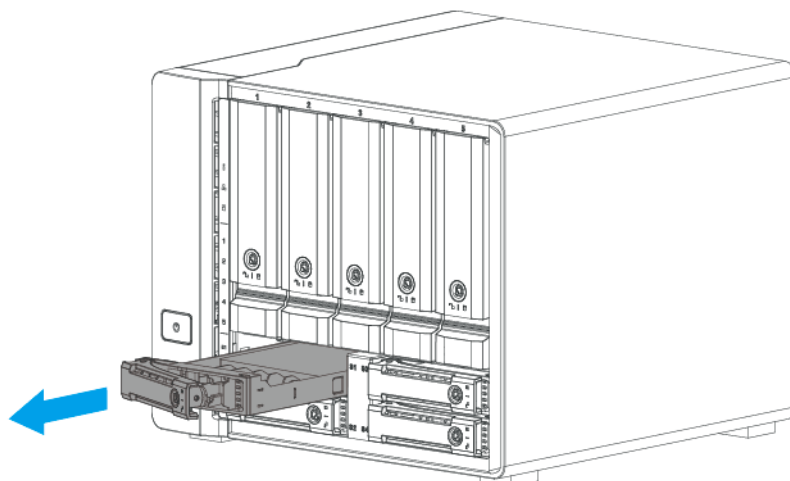


转动的风扇叶片：使您的双手和身体其他部位远离正在转动的风扇叶片。

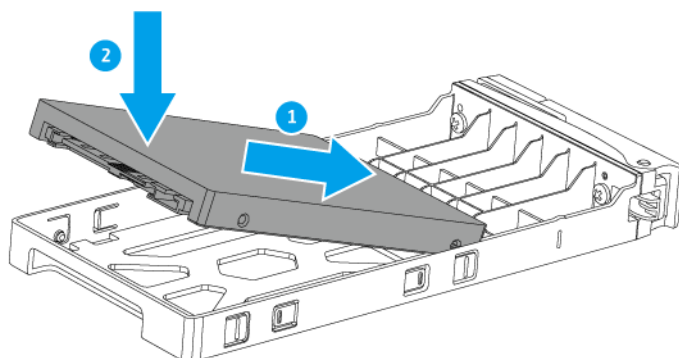


其他运动的组件：使您的双手和身体其他部位远离正在运动的其他组件。

1. 关闭 NAS 电源。
2. 取下硬盘托盘。
 - a. 拉动手柄以松开托盘。
 - b. 拉出托盘。

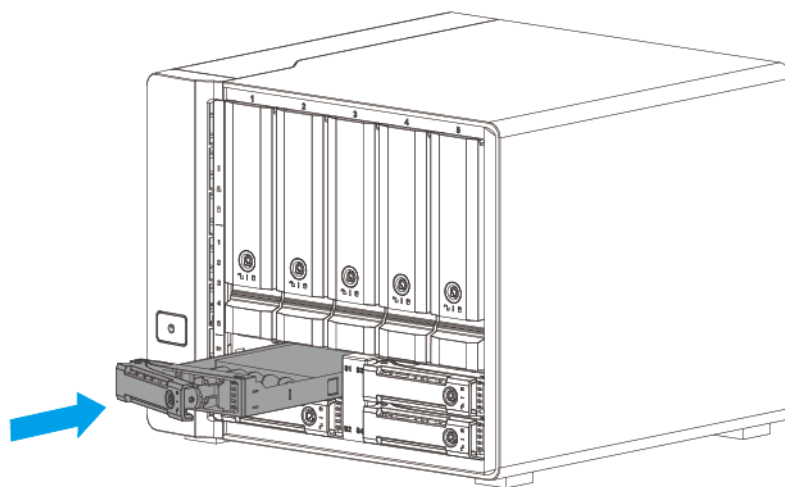


3. 将硬盘安装到托盘上。
 - a. 将硬盘上的 SATA 连接器与托盘末端的开口对齐。
 - b. 将硬盘放在托盘上。

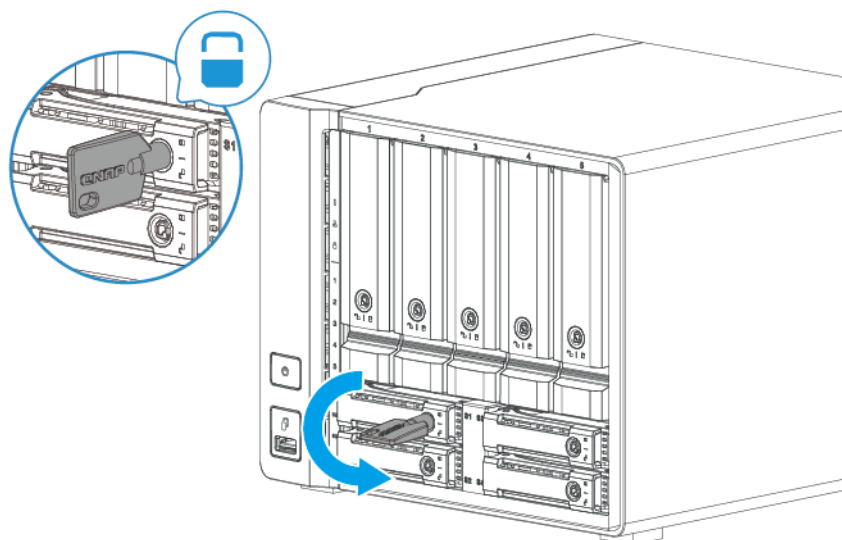


4. 将托盘装入硬盘架。

- a. 将托盘插入硬盘架。
- b. 推动手柄。



- c. 锁住托盘。



5. 启动 NAS 电源。

更换内存模块



警告

- 请执行静电放电 (ESD) 规程，以避免组件损坏。
- 只有合格人员才能执行以下步骤。不遵守说明可能会导致重伤或死亡。

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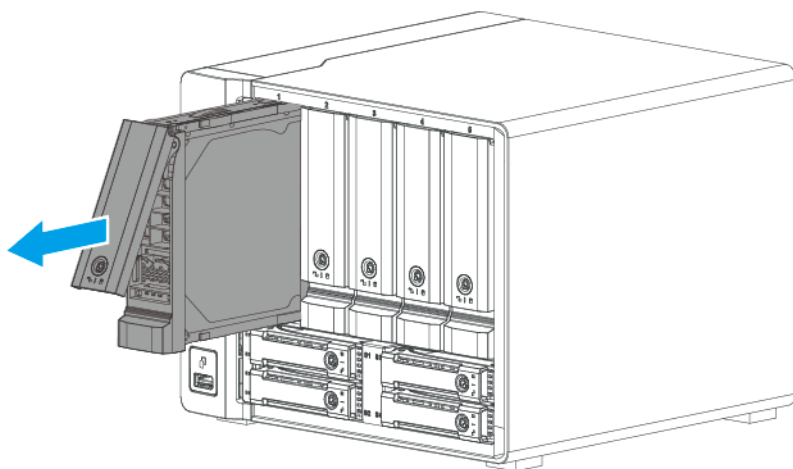
转动的风扇叶片：使您的双手和身体其他部位远离正在转动的风扇叶片。

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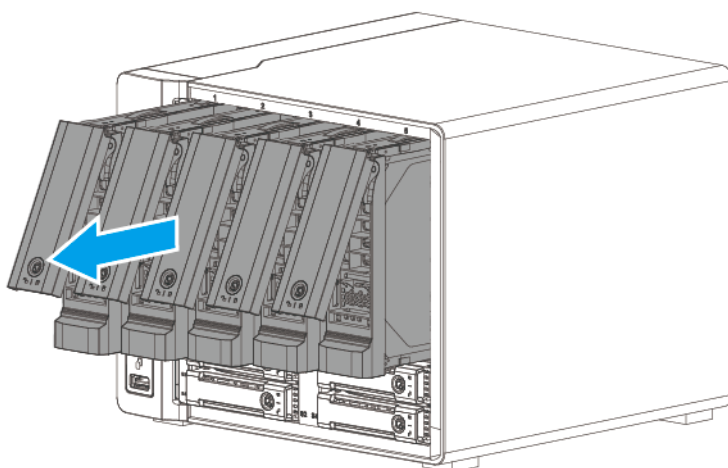


其他运动的组件：使您的双手和身体其他部位远离正在运动的其他组件。

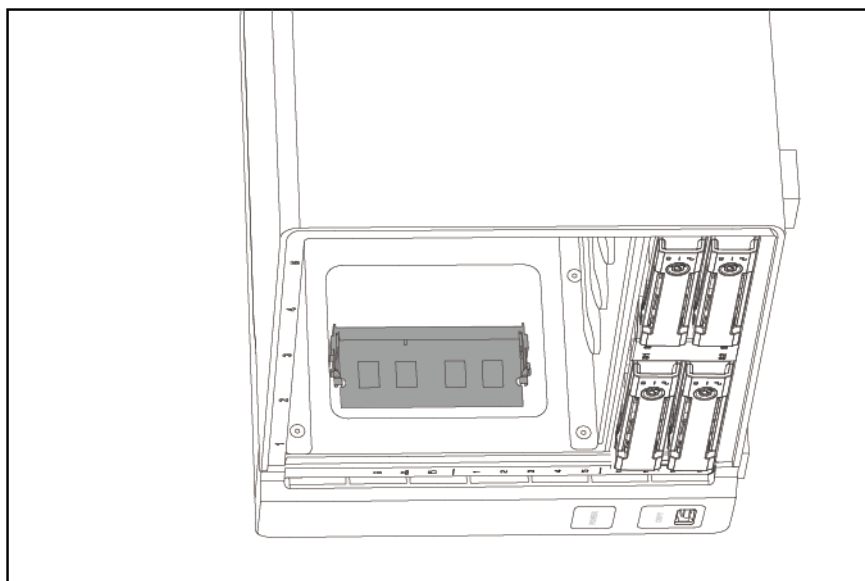
1. 关闭设备。
2. 从插座上拔下电源线。
3. 拔掉所有线缆和外接部件。
4. 按压门锁的同时拉出硬盘托盘，取下每个托盘。
 - a. 向外拉动托盘手柄。
 - b. 拉出托盘。



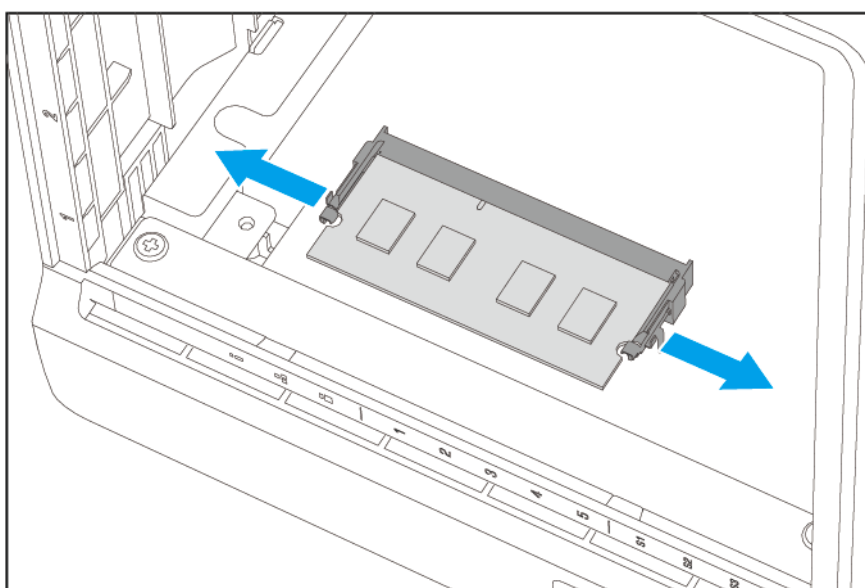
c. 对剩余托盘重复此过程。



5. 将设备左侧朝下放置。



6. 可选: 取下现有模块。
- a. 同时向外推动固定夹以释放模块。



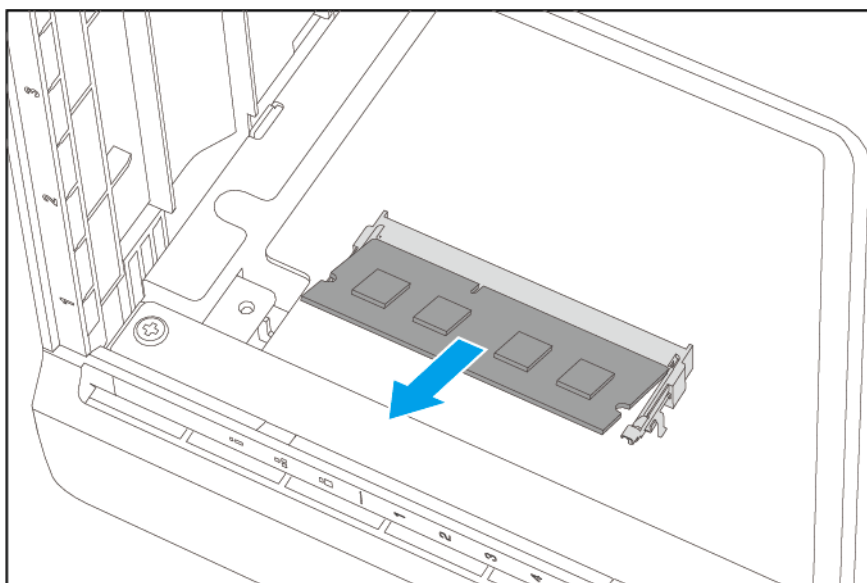
- b. 确认模块向上倾斜并已完全脱离插槽。



警告

如果尝试在模块尚未完全脱离时将其取出，可能会损坏模块和主板。

- c. 握住模块边缘。
- d. 小心将模块滑出插槽。

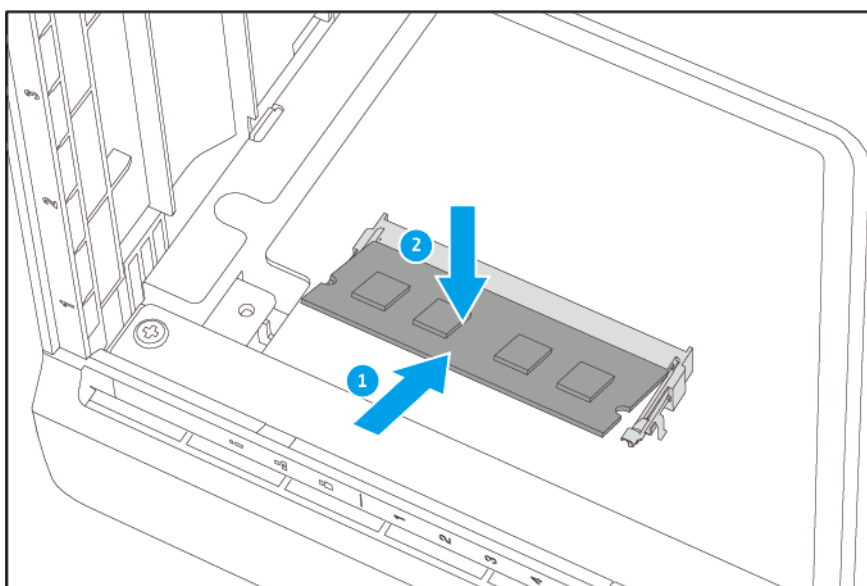


警告

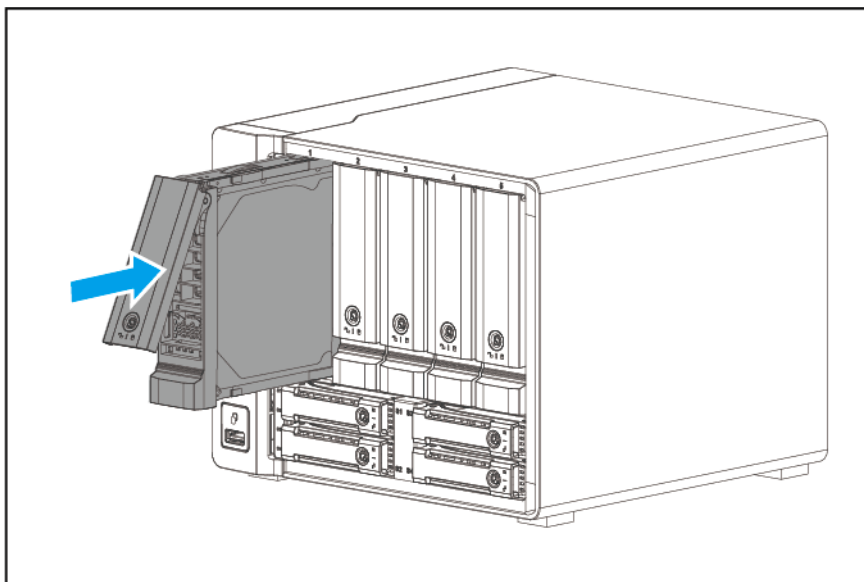
- 请勿触摸内部组件，特别是金属接头。
- 不要折弯模块。

7. 安装新模块。

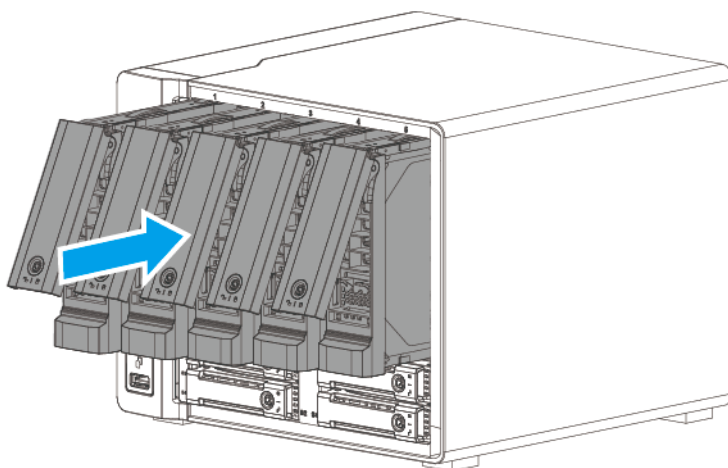
- a. 将凹口与插槽内的凸起对齐。
- b. 将模块插入插槽中。
- c. 确认金属接头已完全插入插槽中。
- d. 小心地向下按压模块，直到固定夹将模块锁定到位。



8. 将设备正常直立放置。
9. 将硬盘托盘装回原来所在的硬盘架。
 - a. 将硬盘托盘滑入硬盘架。
 - b. 推入手柄。



- c. 对剩余托盘重复此过程。



10. 连接所有线缆和外接部件。
11. 启动设备。
12. 确认设备能够识别该模块。
 - a. 以管理员身份登录 QTS。

b. 转到**控制台 > 系统 > 系统状态 > 硬件信息**。

c. 检查**内存总容量**值。

安装扩展单元

该设备支持 USB 扩展单元。有关详细信息，请参见下表。

您可以从 QNAP 或授权经销商处购买存储扩展配件。

有关详细信息，请转到 <https://shop.qnap.com/>。

有关兼容扩展单元的列表和最大可应用扩展单元数，请转到 <http://www.qnap.com/go/compatibility-expansion>。

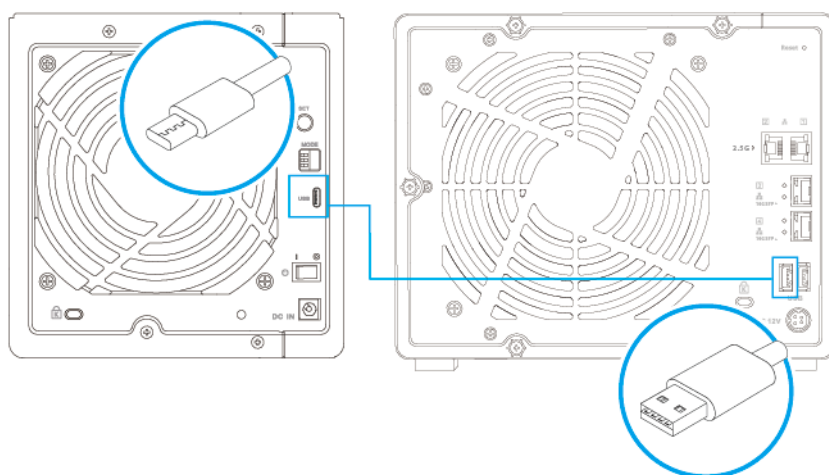
扩展单元型号	描述	所需配件
TR-002	<ul style="list-style-type: none"> 使用 USB 3.2 Gen 2 C 型接口 支持 SATA 硬盘 	USB 3.2 Gen 2 A 型至 C 型线缆
TR-004	<ul style="list-style-type: none"> 使用 USB 3.2 Gen 1 C 型接口 支持 SATA 硬盘 	USB 3.2 Gen 1 A 型至 C 型线缆
TR-004U	<ul style="list-style-type: none"> 使用 USB 3.2 Gen 1 C 型接口 支持 SATA 硬盘 	<ul style="list-style-type: none"> USB 3.2 Gen 1 A 型至 C 型线缆 RAIL-B02
TL-D800C	<ul style="list-style-type: none"> 使用 USB 3.2 Gen 2 C 型接口 支持 SATA 硬盘 	USB 3.2 Gen 2 A 型至 C 型线缆
TL-R1200C-RP	<ul style="list-style-type: none"> 使用 USB 3.2 Gen 2 C 型接口 支持 SATA 硬盘 	<ul style="list-style-type: none"> USB 3.2 Gen 2 A 型至 C 型线缆 RAIL-B02

要将设备连接到 USB 扩展单元，请使用 USB A 型至 USB C 型线缆。

1. 将扩展单元连接到 NAS。

a. 将 USB 线缆连接到扩展单元上的 USB C 型端口。

b. 将 USB 线缆连接到 NAS 上的 USB 3.2 Gen 1 A 型端口。



2. 为扩展单元接通电源。
3. 确认 NAS 能够识别扩展单元。
 - a. 以管理员身份登录 QTS。
 - b. 转到主菜单 > 存储与快照总管 > 概述 > 系统。
 - c. 确认扩展单元已列出。

QTS 安装

方法	描述	要求
Qfinder Pro 安装（推荐）	如果 NAS 已连接到您的局域网，可以执行以下操作： <ul style="list-style-type: none"> • 使用 Qfinder Pro 定位 NAS。 • 完成“智能安装指南”向导中的步骤。 	<ul style="list-style-type: none"> • 计算机 • 网线 • Qfinder Pro 安装程序
云安装	如果 NAS 已连接到 Internet，可以执行以下操作： <ul style="list-style-type: none"> • 扫描 NAS 上的二维码。 • 指定 Cloud Key。 • 登录您的 myQNAPcloud 帐户。 • 使用 myQNAPcloud Link 远程访问 NAS。 • 完成“智能安装指南”向导中的步骤。 	<ul style="list-style-type: none"> • 计算机或移动设备 • myQNAPcloud 帐户 • Cloud Key

使用 Qfinder Pro 安装 QTS



警告

安装 QTS 将删除硬盘上的所有数据。请先备份您的数据，然后再继续。

1. 启动 NAS 电源。
2. 将 NAS 连接到您的局域网中。
3. 在已连接到同一局域网的计算机上运行 Qfinder Pro。



注

要下载 Qfinder Pro，请转到 <https://www.qnap.com/utilities>。

4. 在列表中找到 NAS，然后双击名称或 IP 地址。
5. 执行以下任一操作。
 - 要检查是否有可供使用的最新版本，单击**开始**。
向导会下载可供使用的最新版本，下载完成后，NAS 会重新启动。如果没有更新的版本，向导会自动显示**智能安装指南**。
 - 要安装立即可用的版本，单击**跳过**。
6. 单击**启动智能安装指南**。
7. 指定以下信息。
 - **NAS 名称**：指定 1 至 14 个字符的名称。名称支持字母（A 到 Z、a 到 z）、数字（0 到 9）和连字符 (-)，但不能以连字符结尾。
 - **密码**：指定 1 至 64 个字符的管理员密码。密码支持所有 ASCII 字符。
8. 单击**下一步**。
9. 指定时区、日期和时间。



提示

QNAP 建议连接到 NTP 服务器，以确保 NAS 遵循协调世界时 (UTC) 标准。

10. 单击**下一步**。
11. 选择**自动获取 IP 地址(DHCP)**。
12. 单击**下一步**。
13. 选择将用于访问 NAS 上共享文件夹的设备类型。
14. 单击**下一步**。
15. 检查设置。
16. 单击**应用**
此时会出现确认消息。



警告

单击**确认**后，将先删除硬盘上的所有数据，然后再安装 QTS。

17. 单击**确认**。

QTS 即安装完毕。

使用 Cloud Key 安装 QTS



警告

安装 QTS 将删除硬盘上的所有数据。请先备份您的数据，然后再继续。

1. 启动 NAS 电源。
2. 将 NAS 连接到 Internet。
3. 使用以下方法之一转到“QNAP Cloud 安装”页面：
 - 在您的计算机上，转到 <http://install.qnap.com/>。
 - 使用移动设备扫描 NAS 上的二维码。

网页中会列出本地网络上所有尚未初始化的 QNAP NAS 设备。

4. 从列表中找到您的 NAS，然后单击**初始化**。



注

如果未列出您的 NAS，请按网页上的说明指定 NAS 上的 Cloud Key。

安装向导将在默认 Web 浏览器中打开。

5. 创建帐户或登录 myQNAPcloud。



注

创建帐户后，您必须返回此页面才能完成安装。

6. 为 NAS 指定 myQNAPcloud 设备名称。



注

- myQNAPcloud 设备名称用于远程访问 NAS。
- 因安全原因，在您的 NAS 上初始化 myQNAPcloud Link 远程连接服务后，会将其禁用。通过 LAN 连接到 QTS，然后安装 myQNAPcloud Link 可启用此服务。

7. 单击**下一步**。

8. 执行以下任一操作。

- 要检查是否有可供使用的最新版本，单击**开始**。
向导会下载可供使用的最新版本，下载完成后，NAS 会重新启动。如果没有更新的版本，向导会自动显示**智能安装指南**。
- 要安装立即可用的版本，单击**跳过**。

9. 单击**启动智能安装指南**。

10. 指定以下信息。

- **NAS 名称**：指定 1 至 14 个字符的名称。名称支持字母（A 到 Z、a 到 z）、数字（0 到 9）和连字符（-），但不能以连字符结尾。
- **密码**：指定 1 至 64 个字符的管理员密码。密码支持所有 ASCII 字符。

11. 单击下一步。
12. 指定时区、日期和时间。

**提示**

QNAP 建议连接到 NTP 服务器，以确保 NAS 遵循协调世界时 (UTC) 标准。

13. 单击下一步。
14. 选择**自动获取 IP 地址(DHCP)**。
15. 单击下一步。
16. 选择将用于访问 NAS 上共享文件夹的设备类型。
17. 单击下一步。
18. 检查设置。
19. 单击**应用**
此时会出现确认消息。

**警告**

单击**确认**后，将先删除硬盘上的所有数据，然后再安装 QTS。

20. 单击**确认**。
QTS 即安装完毕。

4. 基本操作

本章介绍 NAS 的基本操作。

电源按钮

操作	用户操作	结果
启动电源	按下此按钮一次。	设备开机。
关闭电源	按住此按钮 1.5 秒钟。	设备关机。
强制关机	按住此按钮 10 秒钟。	设备关机。

 **重要**
 仅当设备无响应时才能使用此方法。

重置按钮

操作	用户操作	结果
基本系统重置	按住此按钮 3 秒钟。	<p>以下设置将重置为默认值：</p> <ul style="list-style-type: none"> • 系统管理员密码：默认密码为第一个 MAC 地址（去掉特殊字符），以大写字母表示。例如，如果第一个 MAC 地址为 00-08-9B-F6-15-75，则管理员密码将为 00089BF61575。 <div style="border: 1px solid black; padding: 5px; margin-top: 10px;">  提示 您可以使用 Qfinder Pro 找到第一个 MAC 地址。设备上粘贴的标签也会在 MAC1 下列出此地址。 </div> <ul style="list-style-type: none"> • TCP/IP 配置： <ul style="list-style-type: none"> • 通过 DHCP 自动获取 IP 地址设置 • 禁用巨型帧 • 如果启用端口中继（仅限多局域网型号），则端口中继模式将重置为“主动备份(故障转移)”。 • 系统端口：8080（系统服务端口） • 安全等级：低（允许所有连接） • LCD 面板密码：（空白） • VLAN：禁用

操作	用户操作	结果
高级系统重置	按住此按钮 15 秒钟。	恢复默认出厂设置。 <ul style="list-style-type: none"> 要在高级系统重置后检索旧数据，请在 NAS 上重新创建先前的文件夹结构。

USB 一键复制按钮

使用 USB 一键复制按钮，可以将数据备份从 USB 设备复制到 NAS，或将数据备份从 NAS 复制到 USB 设备。

此功能支持增量备份。NAS 只会复制在上次备份后修改或添加的文件。

LED


开启设备电源后，LED 指示灯会指示系统状态和相关信息。以下 LED 信息仅适用于硬盘已正确安装并且设备已连接到网络或主机的情况。

有关 LED 位置的详细信息，请参见[组件](#)。

LED	状态	描述
系统状态	红绿交替闪烁，间隔 0.5 秒	<ul style="list-style-type: none"> • 硬盘正在格式化。 • 设备正在初始化。 • 操作系统正在更新。 • RAID 正在重建。 • 正在进行在线 RAID 容量扩展。 • 正在进行在线 RAID 级别迁移。 • 固件正在更新。 <p> 重要 更新固件时，请勿拔下电源线或 USB 缆线，也不要强行退出应用程序。</p>
	红色	<ul style="list-style-type: none"> • 硬盘无效。 • 磁盘卷的容量已满。 • 磁盘卷的容量即将被占满。 • 系统风扇故障。 • 访问（读/写）数据时出错。 • 在硬盘上检测到坏扇区。 • 设备处于降级只读模式（RAID 5 或 RAID 6 中的两个成员硬盘出现故障，但仍可读取数据）。 • 硬件自检发生错误。
	闪烁红色，间隔 0.5 秒	设备处于降级模式（RAID 1、RAID 5 或 RAID 6 中的一个成员硬盘出现故障）。
	闪烁红色一次	设备收到遥控器的命令。
	绿色	设备已就绪。
	闪烁绿色，间隔 0.5 秒	<ul style="list-style-type: none"> • 设备未配置。 • 硬盘未格式化。
	闪烁橙色	设备处于睡眠模式。
	熄灭	<ul style="list-style-type: none"> • 所有硬盘都处于待机模式。 • 设备已关机。
硬盘	闪烁红色	正在访问数据，但在此过程中发生读/写错误。
	红色	发生硬盘读/写错误。
	闪烁绿色	正在访问数据。
	绿色	硬盘就绪。
	熄灭	未检测到硬盘。

LED	状态	描述
LAN	橙色	网络连接正在运行。  注 LAN LED 只能检测到设备的内置以太网端口连接，无法检测到网络扩展卡的以太网端口连接状态。
	闪烁橙色	正在从网络访问设备。
	熄灭	设备未连接至网络。
10 GB 以太网 (SFP+) 链路	绿色	网络连接以 10 Gbps 的速度运行
	熄灭	没有网络连接。
10 GB 以太网 (SFP+) 活动	橙色	网络连接已建立。
	闪烁橙色	正在传输数据。
	熄灭	没有网络连接。
多千兆位速度	绿色	网络连接以 2.5 Gbps 的速度运行。
	橙色	<ul style="list-style-type: none"> • 网络连接以 2.5 Gbps 的速度运行。 • 网络连接以 100 Mbps 的速度运行。
	熄灭	网络连接以 100 Mbps 的速度运行。
多千兆位活动	橙色	网络连接已建立。
	闪烁橙色	正在通过此网络访问设备。
	熄灭	没有网络连接。
USB	蓝色	检测到一个 USB 设备连接到 USB 一键复制端口。
	熄灭	未检测到 USB 扩展单元。

警告音

时长	频率	描述
语音通知	-	<ul style="list-style-type: none"> • NAS 正在启动。 • NAS 正在关机。 • NAS 正在重置（重置按钮）。 • NAS 已完成固件更新。  注 目前仅提供中文和英语版本语音通知。

时长	频率	描述
短提示音 (0.5 秒)	1	<ul style="list-style-type: none"> • NAS 正在启动。 • 按下重置按钮 3 秒钟后, NAS 将重置配置。 • 按下重置按钮 10 秒钟后, NAS 将重置配置并重新启动。 • 操作系统已更新。 • 设备正在启动 USB 一键复制。
	2	USB 设备已移除 (USB 一键复制按钮)。
	3	<ul style="list-style-type: none"> • 无法检测到已安装的磁盘。 • 无法将 NAS 数据复制到连接到前 USB 端口的的外部存储设备。
长提示音 (1.5 秒)	3 (每 5 分钟)	<ul style="list-style-type: none"> • 电源发生错误。 • 系统风扇故障。 • 风扇模块已移除。
	2	<ul style="list-style-type: none"> • 存储池的容量即将被占满。 • 存储池的容量已满。 • 发生存储池状态错误。 • 磁盘卷的容量即将被占满。 • 磁盘卷的容量已满。 • 正在移除 USB 设备 (USB 一键复制按钮)。 • 发生卷状态错误。 • 插入或抽出硬盘。 • iSCSI 的容量即将被占满。
	1	<ul style="list-style-type: none"> • NAS 已通过强制关闭关机 (硬件关闭)。 • NAS 已成功开机并准备就绪。
长提示音和短提示音	一长两短	JBOD 扩展单元已移除。

5. 故障排除

本章介绍基本故障排除信息。

强制 Qfinder Pro 或 myQNAPcloud 定位 NAS

如果在 QTS 安装过程中 Qfinder Pro 或 myQNAPcloud 无法定位 NAS，则硬盘或数据可能有故障。

1. 关闭 NAS 电源。
2. 取下所有硬盘。
3. 启动 NAS 电源。
4. 使用 Qfinder Pro 或 myQNAPcloud 定位 NAS。
5. 重新插入硬盘。
6. 继续安装 QTS。

热插拔故障硬盘

在以下情况下，NAS 支持热插拔硬盘：

RAID 类型	磁盘数量	情形
RAID 1	2	一个成员硬盘有故障
RAID 5	≥ 3	
RAID 6	≥ 4	一个或两个成员硬盘有故障
RAID 10	≥ 4（必须为偶数）	处于两个不同对中的一个或两个成员硬盘有故障。
RAID 50	≥ 6	每个子组的一个磁盘有故障。
RAID 60	≥ 8	每个子组的两个磁盘有故障。

1. 登录 QTS。
2. 转到主菜单 > 存储与快照总管 > 存储 > 磁盘/VJBOD。
3. 找到发生故障的硬盘。
4. 准备一个与故障硬盘具有相同或更大容量的新硬盘。
5. 从设备中取下故障硬盘。
6. 等待 20 秒或设备发出两声提示音。
7. 从硬盘托盘中取下故障硬盘。
8. 将新硬盘插入硬盘托盘中。
9. 安装新硬盘。
此时 NAS 会发出两声提示音。
10. 转到主菜单 > 存储与快照总管 > 存储空间。
11. 找到包含新硬盘的卷，然后确认状态为正在重建。

恢复被意外移除的正常硬盘

NAS 支持独有的 RAID 恢复技术，可以从意外断开或移除的硬盘中恢复发生故障的 RAID 磁盘卷。用户可以从降级模式恢复非活动 RAID 1、RAID 5、RAID 6、RAID 10、RAID 50 或 RAID 60 卷。

磁盘卷	RAID 恢复支持	磁盘数量	被移除硬盘的最大数量
单盘	否	1	不适用
JBOD	是	≥ 2	
RAID 0	是	≥ 2	
RAID 1	是	2	1
RAID 5	是	≥ 3	2
RAID 6	是	≥ 4	
RAID 10	否	≥ 4 (必须为偶数)	处于两个不同对中的一个或两个成员硬盘有故障。
RAID 50	是	≥ 6	每个子组的一个磁盘有故障。
RAID 60	是	≥ 8	每个子组的两个磁盘有故障。

支持和其他资源

QNAP 提供了以下资源：

资源	URL
文档	https://docs.qnap.com
兼容性列表	https://www.qnap.com/compatibility/
NAS 迁移兼容性	https://www.qnap.com/en/nas-migration
扩展单元兼容性	http://www.qnap.com/go/compatibility-expansion
服务门户	https://service.qnap.com
产品支持状态	https://www.qnap.com/product/eol.php
下载	https://download.qnap.com
社区论坛	https://forum.qnap.com
QNAP 配件商店	https://shop.qnap.com/

6. 术语表

Cloud Key

分配给每个 NAS 设备的唯一 8 位数代码

myQNAPcloud Link

可用于通过 Internet 访问 NAS，而且不必配置复杂的端口转发设置

myQNAPcloud

提供各种远程访问服务，如 DDNS 和 myQNAPcloud Link

QNAP ID

用户帐户，可用于使用 myQNAPcloud 远程访问和其他 QNAP 服务

Qfinder Pro

一种 QNAP 实用工具，可用于查找和访问局域网中的 QNAP NAS 设备

QTS

QNAP NAS 操作系统

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Version 3, 29 June 2007

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2. 本设备必须承受受到的干扰，包括可能导致运行异常的干扰。



注

经测试，本设备符合 FCC 规则第 15 部分中针对 B 类数字设备的限制标准。这些限制标准旨在提供合理的保护，以防止在住宅区安装设备时产生有害干扰。本设备会产生、使用并可发出射频能量，如果不按说明安装和使用，可能会对无线电通信产生有害干扰。但是，并不保证在特定安装中不会产生此类干扰。如果本设备确实对收音机或电视机接收造成有害干扰（可通过打开和关闭本设备来判定），建议用户尝试采取下列一项或多项措施来消除干扰：

- 改变接收天线的方向或位置。
- 增加本设备与接收设备之间的间距。
- 将本设备与接收设备分别接入不同回路的电源插座。
- 请咨询经销商或经验丰富的收音机/电视机技术人员以寻求帮助。



重要

若未经 QNAP Systems, Inc. 批准对本设备进行改动，可能会导致用户失去 FCC 授予的操作本设备的资格。

CE 声明



本 QNAP NAS 符合 CE 合规性 B 类标准。

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)
壳体	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
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。						