



**QNAP**

# TS-431XeU

使用者指南



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# 1. 前言





## 關於本指南

本指南涵蓋 QNAP TS-431XeU NAS 的相關資訊，以及安裝硬體的逐步指示。此外，本指南也提供基本操作說明與疑難排解資訊。

## 適用對象

本文件的適用對象為消費者與儲存空間管理員。本指南預設使用者對於儲存與備份概念有基本的認識。

## 慣用符號

符號	說明
	注意事項。用於提供預設組態設定與其他補充資訊。
	重要注意事項。用於提供必要組態設定及其他重要資訊。
	提示。用於提供任務執行或組態設定的建議或替代方式。
	警告。忽略此類資訊可能導致潛在損失、受傷甚至死亡事故。

## 2. 產品概觀

本章介紹 QNAP TS-431XeU NAS 的基本資訊。

### 關於 TS-431XeU

TS-431XeU 搭載 Annapurna Labs Alpine AL314 四核心 1.7 GHz 處理器及 DDR3 RAM。NAS 提供四個熱抽換 SATA 6 Gbps 磁碟插槽，可支援硬碟與固態硬碟。TS-431XeU 也包含一個 10 GbE SFP+ 乙太網路埠、兩個 gigabit 乙太網路埠，以及四個 USB 3.0 連接埠。

### 硬體規格





#### 警告

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

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

如需詳細資訊，請參見：[QNAP 保固條款與條件](#)。

元件	TS-431XeU	
訂購料號	TS-431XeU-2G	TS-431XeU-8G
處理器		
CPU	Annapurna Labs Alpine AL-314	
頻率	4 核心 1.7 GHz	
架構	ARM 32 位元	
加密引擎	AES-256	
記憶體		
預載記憶體	2 GB RAM : 1 x 2 GB SODIMM DDR3	8 GB RAM : 1 x 8 GB SODIMM DDR3
記憶體插槽	1 x SODIMM	
	 <b>重要</b> 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 硬碟，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。	
最大記憶體	8 GB RAM : 1 x 8 GB	
儲存		
硬碟插槽	4 x 3.5 吋 SATA 6 Gbps	
硬碟相容性	<ul style="list-style-type: none"> <li>• 3.5 吋 SATA 硬碟</li> <li>• 2.5 吋 SATA 硬碟</li> <li>• 2.5 吋 SATA 固態硬碟</li> </ul>	
SSD 快取加速技術支援	硬碟插槽 1 到 4	
熱抽換	此裝置支援熱抽換硬碟 ( SSD 快取硬碟 除外 ) 。	
網路		

元件	TS-431XeU
10 Gigabit 乙太網路埠	1 x 10 GbE SFP+
Gigabit 乙太網路埠	2 x GbE RJ45
外接 I/O 埠和擴充插槽	
USB 連接埠	4 x USB 3.0 Type-A
網路介面	
按鈕	<ul style="list-style-type: none"> <li>• 電源</li> <li>• 重設</li> </ul>
尺寸	
外型	1U 機架式
尺寸 (高 x 寬 x 深)	44 x 439 x 291 mm 1.73 x 17.28 x 11.46 in
淨重	4.15 kg (9.15 lbs)
其它	
滑軌相容性	RAIL-B02   <b>注意</b> <ul style="list-style-type: none"> <li>• 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 <a href="http://shop.qnap.com">http://shop.qnap.com</a>。</li> <li>• 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指南。</li> </ul>
電源供應器	100W · 100-240V AC · 50/60Hz · 開放式架構
系統電池	CR2032 鋰電池 ( 3V · 225 mAh )   <b>警告</b> 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元件損壞。   <b>重要</b> 請遵照當地法規或電池製造商的指示處置廢棄電池。
噪音值	20.3 dB   <b>注意</b> 從旁觀者位置 ( 距 NAS 一公尺內 ) 測試噪音值。在測試用的 NAS 中安裝最多數量的硬碟，並以低速運行。
風扇	系統：3 x 40 mm   <b>警告</b>  請勿在 NAS 連上電源時觸碰風扇，以免受傷或損壞元件。
操作溫度	0°C 到 40°C ( 32°F 到 104°F )

元件	TS-431XeU
相對濕度	<ul style="list-style-type: none"> <li>不凝結相對溼度：5% 到 95%</li> <li>濕球溫度：27°C (80.6°F)</li> </ul>
安全鎖	Kensington 安全鎖
維護用連接埠	1 個 3.5 mm 主控台連接埠

**提示**

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

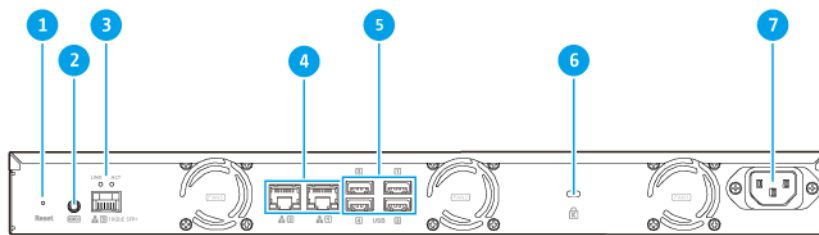
**包裝內容**

項目	數量
TS-431XeU NAS	1
電源線	1
乙太網路線	2 x Gigabit RJ45
3.5 吋硬碟用螺絲	16
2.5 吋硬碟用螺絲	12
把手套組	<ul style="list-style-type: none"> <li>2 x 把手</li> <li>2 x 角撐架</li> <li>8 x 螺絲</li> </ul>
快速安裝手冊 (QIG)	1

**元件****前方面板**

編號	元件	編號	元件
1	硬碟 LED 燈	4	狀態 LED 燈
2	Gigabit 乙太網路 LED 燈	5	電源按鈕
3	10 Gigabit 乙太網路 LED 燈	-	-

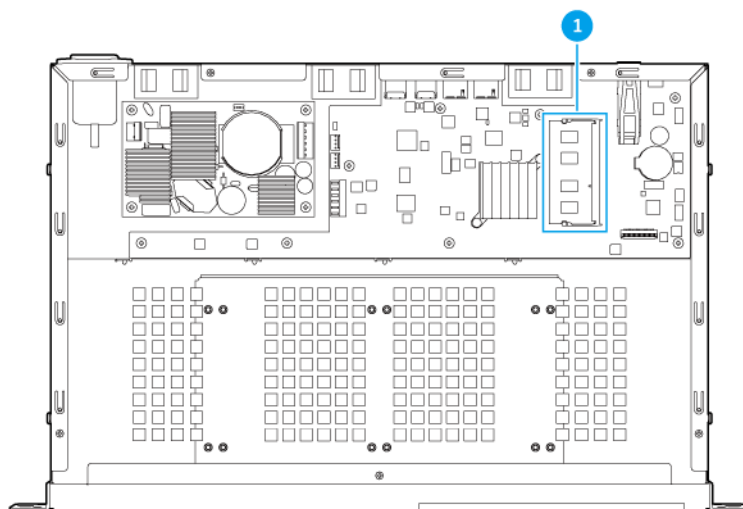
## 背部面板



編號	元件	編號	元件
1	重設按鈕	5	USB 3.0 Type-A 連接埠
2	維護用連接埠	6	Kensington 安全鎖
3	乙太網路埠 (10 GbE SFP+)	7	電源輸入
4	乙太網路埠 (GbE RJ45)	-	-



## 系統板

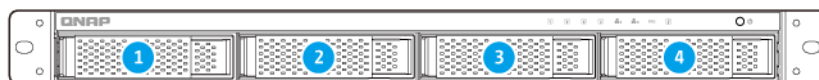


### 注意

圖片不包含機殼蓋。

編號	元件	編號	元件
1	記憶體插槽	-	-

## 硬碟編號



## 安全資訊

以下指示幫助確保人身安全及環境安全。執行任何操作前，請仔細閱讀本安全指示。

## 一般指示

- NAS 應放置在實施進出管制的場所，控管方式包括工具、鎖鑰或其他安全機制。
- 唯有具技能且獲得授權的合格裝置管理員能夠存取 NAS；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。
- 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

- 為了降低走火或觸電風險，務必只將電源線連接至適當的接地電源插座。



具有備援電源供應器的裝置可能配備一條或以上電源供應器 (PSU) 的電源線。為防止嚴重傷害事故發生，在安裝或更換系統元件前，所有 PSU 電源線必須由經訓練之維修技術人員從裝置拔除。

## 系統電池

- 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。

## 移動零件



**移動之風扇葉片：**裝置連接至電源時，請使身體部位遠離移動中之風扇葉片。



**移動元件：**使身體部位遠離其他移動元件。

## 安裝需求

類別	項目
環境	<ul style="list-style-type: none"> <li>• 室溫：0°C 到 40°C ( 32°F 到 104°F )</li> <li>• 不凝結相對溼度：5% 到 95%</li> <li>• 濕球溫度：27°C (80.6°F)</li> <li>• 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</li> <li>• 沒有物體會阻礙 NAS 通風或者對 NAS 或電源線產生壓力</li> </ul>

類別	項目
硬體和週邊設備	<ul style="list-style-type: none"> <li>儲存硬碟 如需相容硬碟的詳細資訊，請前往：<a href="https://www.qnap.com/compatibility/">https://www.qnap.com/compatibility/</a>。</li> <li>網路線</li> </ul>
工具	<ul style="list-style-type: none"> <li>1 號或 2 號十字螺絲起子</li> <li>防靜電腕帶</li> </ul>

## 設定 NAS



### 重要

設定 NAS 或安裝 NAS 元件前，請詳閱[安全資訊](#)中所有安全要求及資訊。

- 將 NAS 裝置放置在符合需求的環境。  
如需詳細資訊，請參見：[安裝需求](#)。
- 將 NAS 安裝到機架上。  
如需詳細資訊，請參見下列主題：
  - [機架滑軌](#)
  - [安裝把手](#)
- 安裝硬碟。  
如需詳細資訊，請參見下列主題：
  - [安裝 3.5 吋硬碟](#)
  - [安裝 2.5 吋硬碟或固態硬碟](#)
- 連接電源線與所有適用的網路線。
- 打開 NAS 電源。
- 安裝 QTS。  
如需詳細資訊，請參見：[QTS 安裝](#)。
- 登入 QTS。

## 3. 安裝與設定

本章介紹特定硬體及韌體的安裝與設定步驟。

### 硬體安裝

本節介紹安裝硬碟、記憶體模組、把手以及新增擴充設備的相關資訊。

### 安裝硬碟

TS-431XeU 與 3.5 吋 和 2.5 吋硬碟以及固態硬碟相容。四個硬碟插槽全都支援 SSD 快取加速。

#### 安裝 3.5 吋硬碟



#### 警告

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

•



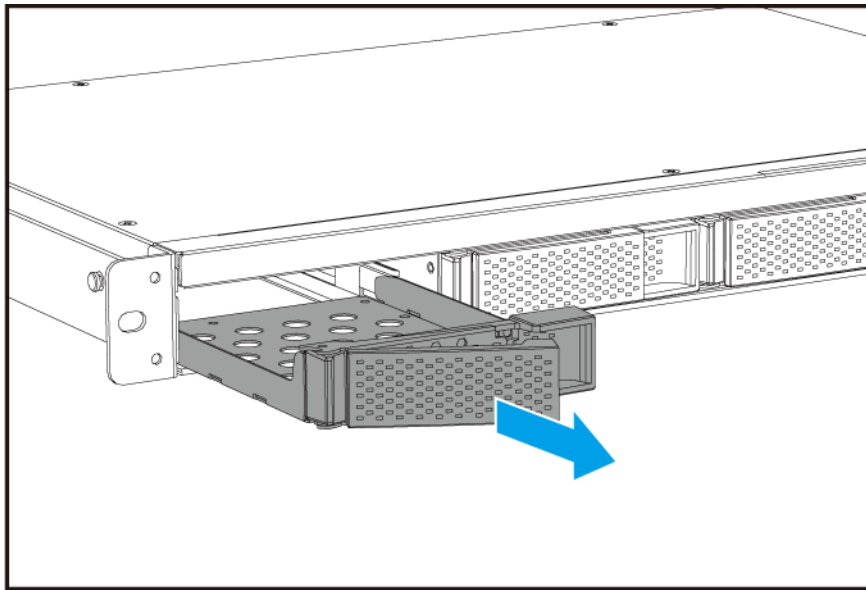
**轉動中之風扇葉片：**使雙手及其他身體部位遠離轉動中之風扇葉片。

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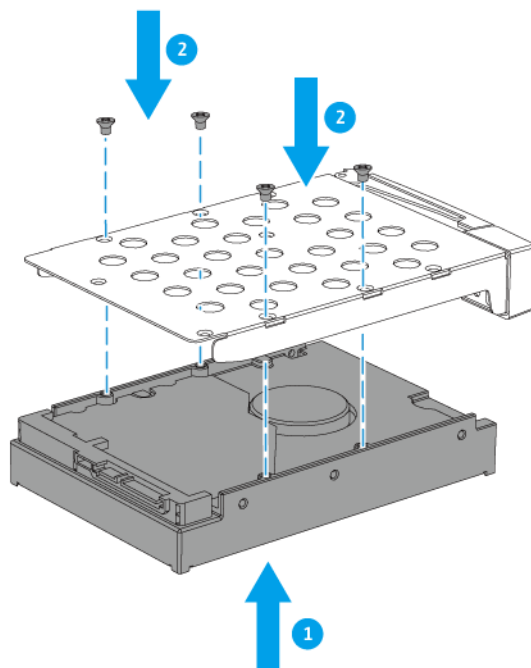


**其他移動元件：**使雙手及其他身體部位遠離其他移動元件。

1. 關閉 NAS 電源。
2. 抽出硬碟插槽。
  - a. 將托盤把手往外拉。
  - b. 將托盤拉出。

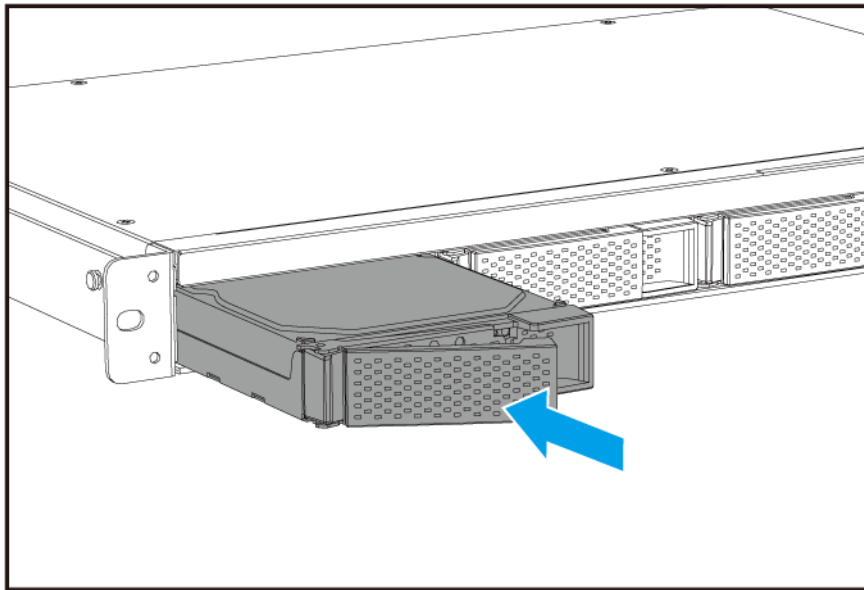


3. 在托盤上安裝硬碟。
  - a. 將托盤放在硬碟上，讓托盤的孔洞與硬碟的孔洞對齊。
  - b. 裝上螺絲，將硬碟鎖定在托盤上。



4. 將托盤插入插槽。

- a. 將托盤推入插槽。
- b. 將把手推至完全密合。



5. 打開 NAS 電源。

### 安裝 2.5 吋硬碟或固態硬碟



#### 警告

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

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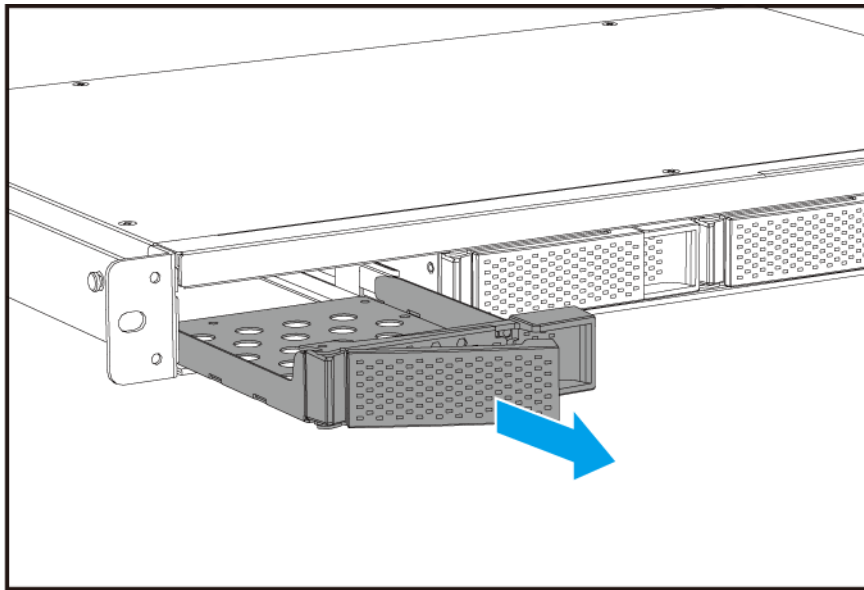
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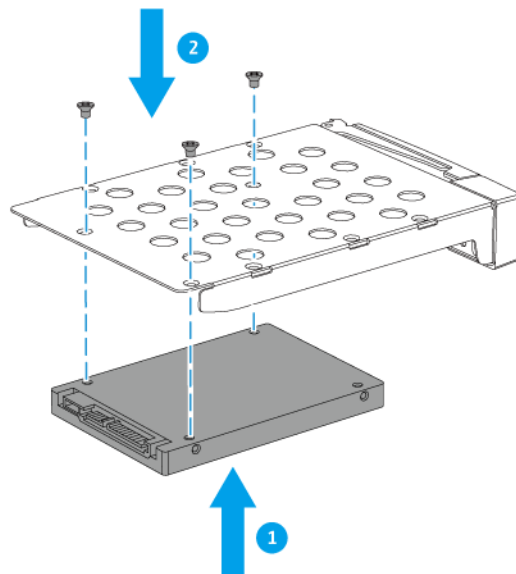


其他移動元件：使雙手及其他身體部位遠離其他移動元件。

1. 關閉 NAS 電源。
2. 抽出硬碟插槽。
  - a. 將托盤把手往外拉。
  - b. 將托盤拉出。

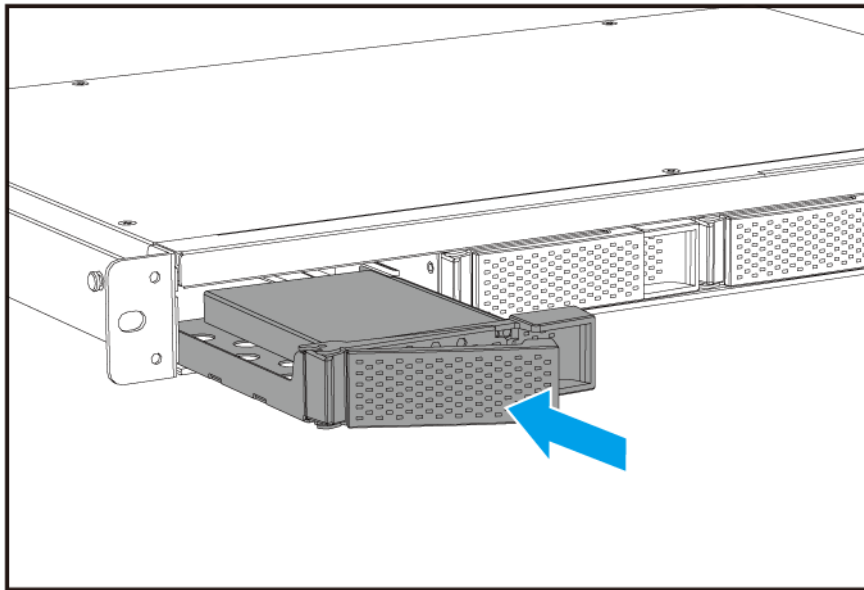


3. 在托盤上安裝硬碟。
  - a. 將托盤放在硬碟上，讓托盤的孔洞與硬碟的孔洞對齊。
  - b. 裝上螺絲，將硬碟鎖定在托盤上。



4. 將托盤插入插槽。

- a. 將托盤推入插槽。
- b. 將把手推至完全密合。



5. 打開 NAS 電源。

## 更換記憶體模組

NAS 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。

僅使用 QNAP 記憶體模組，以維持系統效能和穩定性。您可向授權經銷商購買 QNAP 記憶體模組。



### 警告

- 僅限合格人員可執行下列步驟。未遵照指示操作可能導致嚴重傷害或死亡。
- 請遵守靜電放電 (ESD) 程序以防止元件損壞。

- 



**轉動中之風扇葉片：**使雙手及其他身體部位遠離轉動中之風扇葉片。

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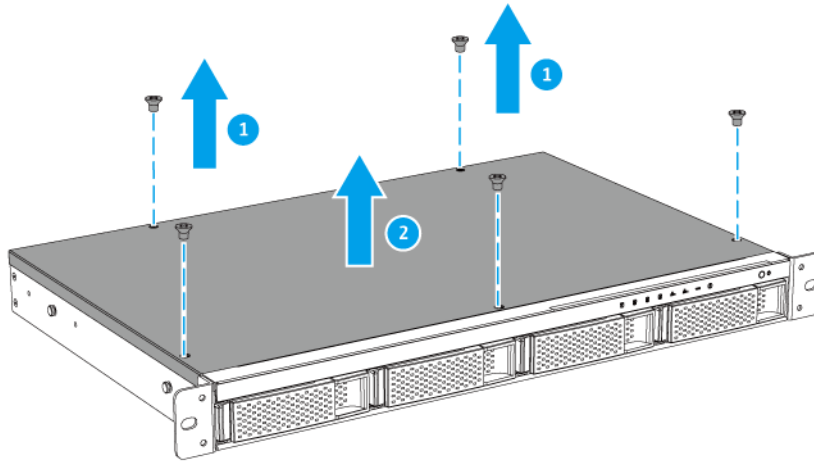


**其他移動元件：**使雙手及其他身體部位遠離其他移動元件。

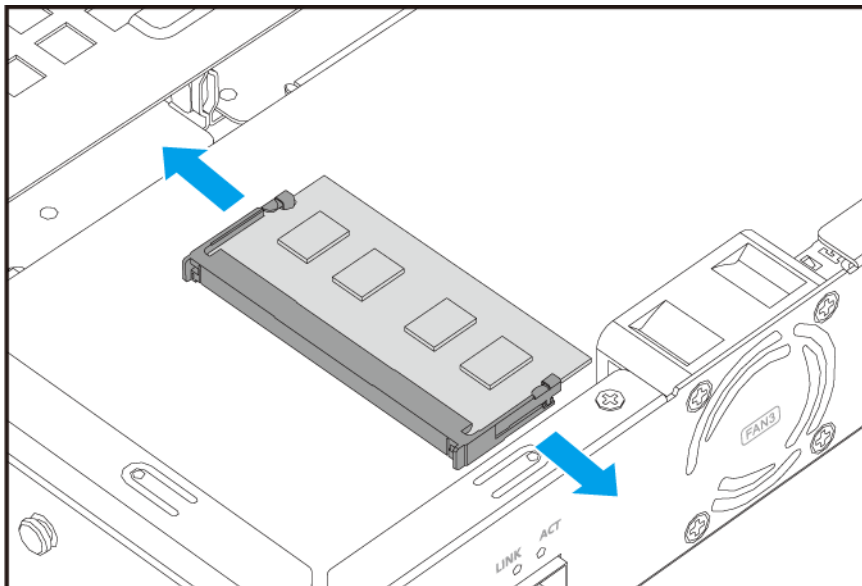
1. 關閉 NAS 電源。
2. 從電源插座拔下電源線。
3. 中斷所有連接線和外接裝置的連線。



4. 取下機殼蓋。
  - a. 取下用於固定機殼蓋和機殼的螺絲。
  - b. 向上提起機殼蓋，使它完全脫離機殼。



5. 取下現有的記憶體模組。
  - a. 將固定夾同時往外推以鬆開記憶體模組。

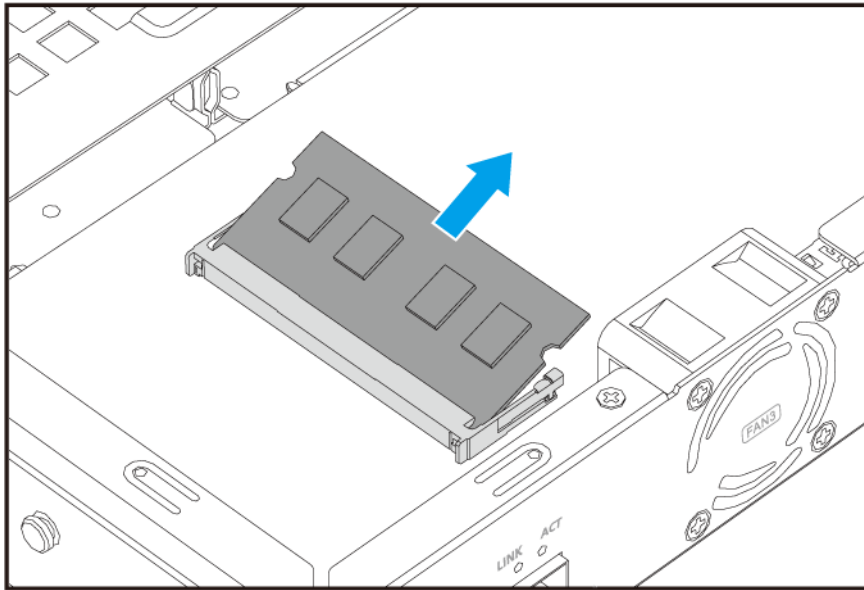


- b. 確認記憶體模組已向上傾斜且完全從插槽鬆脫。

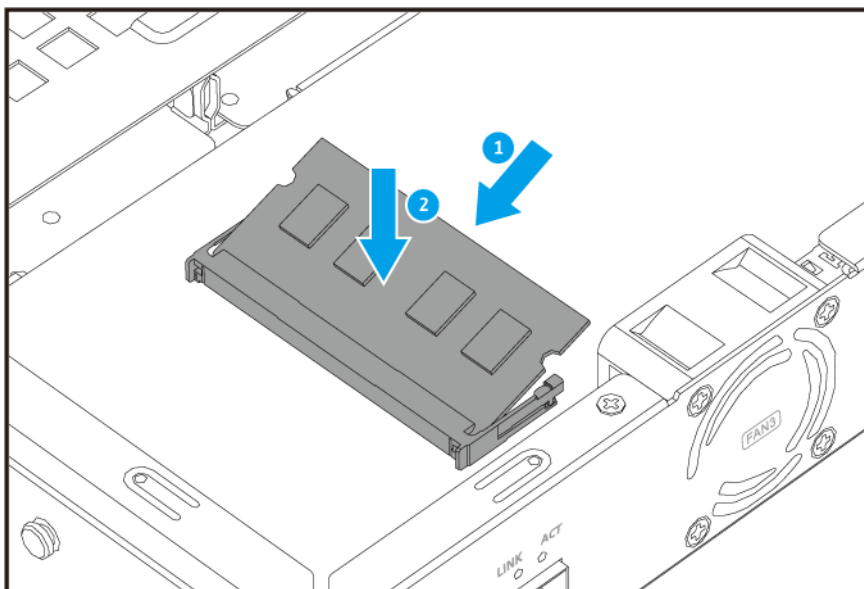
**警告**

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. 握住記憶體模組的邊緣，然後小心地將它從插槽取出。



6. 安裝新的記憶體模組。
- 將接口與插槽的凸出部分對齊。
  - 將記憶體模組插入插槽。
  - 確認金屬接頭已完全插入插槽。
  - 小心按下記憶體模組，直到固定夾正確扣住記憶體模組。



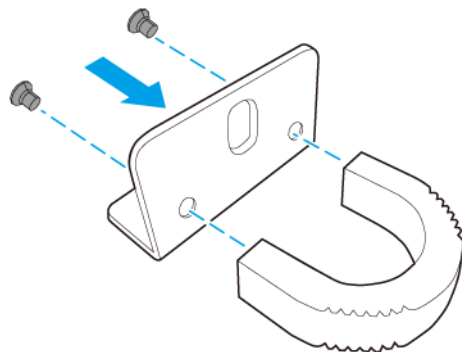
7. 裝上機殼蓋。
- 將機殼蓋向下推，使它完全接合機殼。
  - 鎖上用於固定機殼蓋和機殼的螺絲。

8. 連上所有連接線和外接裝置。
9. 打開 NAS 電源。
10. 確認 NAS 可辨識記憶體模組。
  - a. 以管理員身份登入 QTS。
  - b. 前往 [ 控制台 ] > [ 系統 ] > [ 系統狀態 ] > [ 硬體資訊 ]。
  - c. 查看 [ 總記憶體 ] 的值。

## 安裝把手

安裝把手後，即可輕鬆且穩固地拿取機架上的 NAS。

1. 關閉 NAS 電源。
2. 將把手安裝到角形托座上。
  - a. 將把手開口對齊角形托座上的圓頭螺絲洞。
  - b. 鎖上螺絲，將把手鎖定在角形托座上。



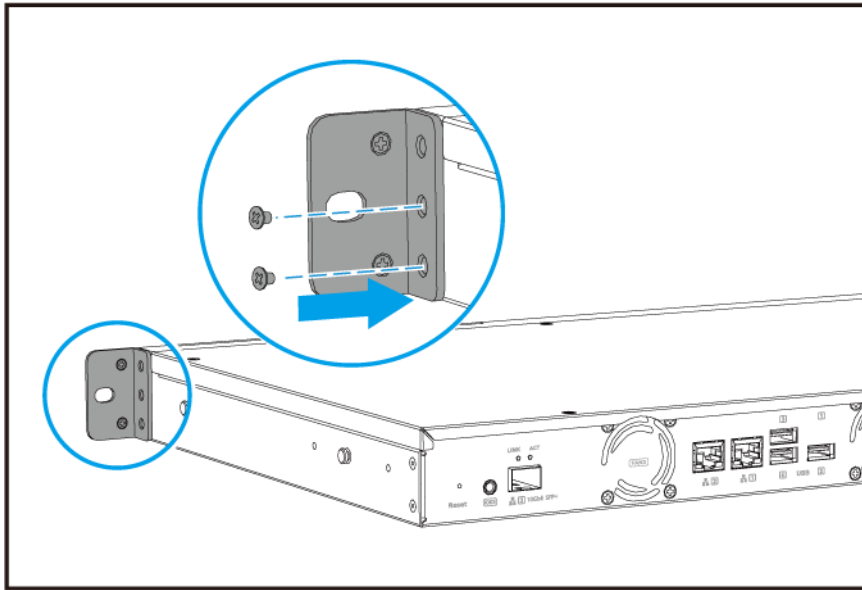
3. 在 NAS 上安裝角形托座。
  - a. 將角形托座上的孔洞對齊機殼左側的孔洞。



### 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。



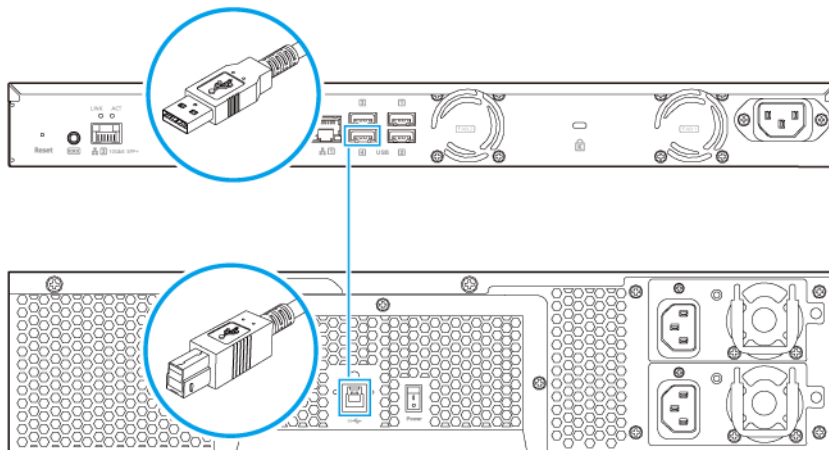
4. 在機殼的另一側安裝第二個把手。
5. 打開 NAS 電源。

### 新增 USB 擴充設備

視型號而定，TS-431XeU 支援連接一或兩個 USB 擴充設備。您可以使用下列其中一種配置。

- 一個 UX-1200U-RP
- 兩個 UX-800U-RP
- 一個 UX-1200U-RP 和一個 UX-800U-RP

1. 將擴充設備連接至 NAS。
  - a. 將 USB 連接線接至擴充設備上的 USB 3.0 Type-B 連接埠。
  - b. 將 USB 連接線接至 NAS 上的 USB 3.0 Type-A 連接埠。



2. 開啟擴充設備的電源。
3. 確認 NAS 可辨識該擴充設備。
  - a. 以管理員身份登入 QTS。
  - b. 前往主選單 > 儲存空間總管 > 總覽 > 系統。
  - c. 確認畫面列出該擴充設備。

## 機架滑軌

TS-431XeU 與下列型號相容：

- RAIL-B02

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 <http://shop.qnap.com>。

您可以在機架滑軌的包裝中找到安裝資訊。

## QTS 安裝

TS-431XeU 使用 QNAP QTS 作業系統。您可以使用下列其中一種方式安裝 QTS。

方法	說明	需求
Qfinder Pro 安裝 (建議使用)	<p>如果 NAS 已連接您的區域網路，您可以執行下列操作：</p> <ul style="list-style-type: none"> <li>• 使用 Qfinder Pro 定位 NAS。</li> <li>• 完成 [ 智慧安裝導引 ] 精靈中的步驟。</li> </ul> <p>如需詳細資訊，請參見 <a href="#">使用 Qfinder Pro 安裝 QTS</a>。</p>	<ul style="list-style-type: none"> <li>• 電腦</li> <li>• 網路線</li> <li>• Qfinder Pro 安裝程式</li> </ul>

方法	說明	需求
雲端安裝	<p>如果 NAS 已連接網際網路，您可以執行下列操作：</p> <ul style="list-style-type: none"> <li>• 掃描 NAS 上的 QR 碼。</li> <li>• 指定 Cloud Key。</li> <li>• 登入 myQNAPcloud 帳號。</li> <li>• 完成 [ 智慧安裝導引 ] 精靈中的步驟。</li> </ul> <p>如需詳細資訊，請參見<a href="#">使用 Cloud Key 安裝 QTS</a>。</p>	<ul style="list-style-type: none"> <li>• 電腦或行動裝置。</li> <li>• 網路線</li> <li>• myQNAPcloud 帳號</li> <li>• CloudKey</li> </ul>

## 使用 Qfinder Pro 安裝 QTS



### 警告

安裝 QTS 會刪除硬碟上的所有資料。繼續操作前請先備份資料。

1. 打開 NAS 電源。
2. 將 NAS 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。
5. 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 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 ]。
6. 按一下 [ 啟動智慧安裝導引 ]。
7. 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。
  - **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。
8. 按一下 [ 下一步 ]。
9. 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。

10. 按一下 [ 下一步 ]。

11. 選擇 [ 自動取得 IP 位址 (DHCP) ] 。
  12. 按一下 [ 下一步 ] 。
  13. 選擇將用於存取 NAS 共用資料夾的裝置類型。
  14. 按一下 [ 下一步 ] 。
  15. 檢視設定值。
  16. 按一下 [ 套用 ] 。
- 確認訊息隨即出現。



#### 警告

按一下 [ 確認 ] 後，系統會在安裝 QTS 前刪除硬碟的所有資料。

17. 按一下 [ 確認 ] 。
- QTS 安裝完成。

## 使用 Cloud Key 安裝 QTS



#### 警告

安裝 QTS 會刪除硬碟上的所有資料。繼續操作前請先備份資料。

1. 打開 NAS 電源。
2. 將 NAS 連接至網際網路。
3. 使用下列其中一種方式前往 QNAP 雲端安裝頁面：
  - 使用電腦前往 <http://install.qnap.com/> 。
  - 使用行動裝置掃描 NAS 上的 QR 碼。

該網頁列出區域網路內所有未初始化的 QNAP NAS 裝置。

4. 在清單中找出自己的 NAS，然後按一下 [ 初始化 ] 。



#### 注意

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

安裝精靈隨即在預設的網頁瀏覽器中開啟。

5. 建立帳號或登入 myQNAPcloud。



#### 注意

您建立帳號之後，必須返回此頁面完成安裝步驟。

6. 指定 NAS 的 myQNAPcloud 裝置名稱。



#### 注意

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

7. 按一下 [ 下一步 ] 。

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 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** ]。
9. 按一下 [ **啟動智慧安裝導引** ]。
10. 指定下列資訊：
  - **NAS 名稱**：指定 1 到 14 個字元的名稱。名稱支援使用英文字母 (A 到 Z、a 到 z)、數字 (0 到 9) 以及連字號 (-)，但不能以連字號做結尾。
  - **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。
11. 按一下 [ **下一步** ]。
12. 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。

13. 按一下 [ **下一步** ]。
14. 選擇 [ **自動取得 IP 位址 (DHCP)** ]。
15. 按一下 [ **下一步** ]。
16. 選擇將用於存取 NAS 共用資料夾的裝置類型。
17. 按一下 [ **下一步** ]。
18. 檢視設定值。
19. 按一下 [ **套用** ]。  
確認訊息隨即出現。

**警告**

按一下 [ **確認** ] 後，系統會在安裝 QTS 前刪除硬碟的所有資料。

20. 按一下 [ **確認** ]。  
QTS 安裝完成。




## 4. 基本操作

本章介紹 NAS 的基本操作。

### 電源按鈕

操作	使用者動作	結果
開啟電源	按一下按鈕。	NAS 電源開啟。
關閉電源	按住按鈕 1.5 秒。	NAS 電源關閉。
強制關機	按住按鈕 5 秒。	NAS 關機。



**重要**  
僅在 NAS 沒有回應時使用此方法。

### 重設按鈕

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

### LED 燈號

LED 燈號指示 NAS 開機時的系統狀態與相關資訊。下列 LED 燈號資訊僅適用於已正確安裝硬碟且 NAS 已連接至網路的情況。

如需 LED 燈號的位置資訊，請參見[元件](#)。

LED 燈號	狀態	描述
狀態	綠燈與紅燈每秒交錯閃爍兩次	<ul style="list-style-type: none"> <li>• NAS 上的硬碟正在格式化。</li> <li>• NAS 正在初始化。</li> <li>• 作業系統更新中。</li> <li>• RAID 重建作業進行中。</li> <li>• 線上 RAID 容量擴充進行中。</li> <li>• 線上 RAID 組態遷移進行中。</li> </ul>
	綠色	NAS 已就緒。
	綠燈每秒閃爍兩次	<ul style="list-style-type: none"> <li>• NAS 未設定。</li> <li>• NAS 上的硬碟未格式化。</li> </ul>
	紅燈	<ul style="list-style-type: none"> <li>• 硬碟無效。</li> <li>• 磁碟區容量已滿。</li> <li>• 磁碟區容量將滿。</li> <li>• 系統風扇異常。</li> <li>• 資料存取 ( 讀寫 ) 錯誤。</li> <li>• 硬碟壞軌。</li> <li>• NAS 處於降階唯讀模式 ( RAID 5 或 RAID 6 有兩個硬碟故障，但資料仍可讀取 ) 。</li> <li>• 硬體自我檢查錯誤。</li> </ul>
	紅燈每秒閃爍兩次	NAS 處於降階模式 ( RAID 1、RAID 5 或 RAID 6 有一個硬碟故障 ) 。
	紅燈閃爍一次	NAS 收到遙控器的指令。
	黃燈閃爍	NAS 處於休眠模式 (S3) 。
	關閉	所有硬碟處於待命模式。
Gigabit LAN ( 正面 )	黃燈	NAS 已連接至網路。
	黃燈閃爍	使用者正從網路存取 NAS 。
	關閉	NAS 未連接至網路。
Gigabit LAN ( 背面 )	左綠燈	乙太網路埠已連接至 1 gigabit 網路。
	左黃燈	乙太網路埠已連接至 100 megabit 網路。
	左燈關閉	NAS 未連接至網路。
	右綠燈	乙太網路埠已連接至網路。
	右綠燈閃爍	正透過此乙太網路埠存取 NAS 。
	右燈關閉	乙太網路埠未連接至網路。
10 Gigabit LAN ( 正面 )	綠燈	NAS 已連接至 10 gigabit 網路。
	綠燈閃爍	正透過 10 gigabit 網路存取 NAS 。
	關閉	NAS 未連接至 10 gigabit 網路。

LED 燈號	狀態	描述
10 Gigabit LAN (背面)	左綠燈	乙太網路埠已連接至 10 gigabit 網路。
	左燈關閉	乙太網路埠未連接至 10 gigabit 網路。
	右黃燈	乙太網路埠已連接至網路。
	右黃燈閃爍	正透過此乙太網路埠傳輸資料。
	右燈關閉	乙太網路埠未連接至網路。
硬碟	綠燈	硬碟已就緒。
	綠燈閃爍	正在存取硬碟。
	紅燈	硬碟發生錯誤。
	紅燈每秒閃爍五次	作業系統正在尋找硬碟。
	關閉	偵測不到硬碟。

## 警示音

期間	頻率	描述
短嗶 (0.5 秒)	1 聲	<ul style="list-style-type: none"> <li>NAS 啟動中。</li> <li>NAS 關閉中 (軟體關機)。</li> <li>使用者按下 [重設] 按鈕。</li> <li>作業系統已更新。</li> </ul>
	3 聲	使用者嘗試將 NAS 資料複製到正面 USB 埠中的外接儲存裝置，但資料無法複製。
短嗶 (1.5 秒)	3 聲 (每 5 分鐘)	系統風扇異常。
	2 聲	<ul style="list-style-type: none"> <li>磁碟區容量將滿。</li> <li>磁碟區容量已滿。</li> <li>硬碟進入降階模式。</li> <li>使用者開始硬碟重建程序。</li> <li>插入或抽出硬碟。</li> </ul>
	1 聲	<ul style="list-style-type: none"> <li>NAS 強制關機 (硬體關機)。</li> <li>NAS 成功開機且可供使用。</li> </ul>

## 5. 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

如果在 QTS 安裝期間，Qfinder Pro 或 myQNAPcloud 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. 打開 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 QTS 安裝作業。

### 熱插拔故障硬碟

NAS 支援熱插拔下列情況的硬碟：

- RAID 1：一個硬碟故障
- RAID 5：一個硬碟故障
- RAID 6：一或兩個硬碟故障

1. 登入 QTS。
2. 前往 [ 主選單 ] > [ 儲存空間總管 ] > [ 儲存空間 ] > [ 硬碟/VJBOD ]。
3. 找出故障的硬碟。
4. 準備一個新的硬碟，其容量不低於故障硬碟的容量。
5. 將 NAS 的故障硬碟拔出。
6. 等待 20 秒或等到 NAS 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 ] > [ 儲存空間總管 ] > [ 儲存空間 ]。
11. 找出新硬碟所在的磁碟區，然後確認其狀態為 [ 重建中 ]。

### 復原意外移除的正常硬碟

NAS 支援獨家 RAID 復原技術，若有硬碟意外斷線或遭到移除，使用者可以復原失效的 RAID 硬碟磁碟區。使用者可以將失效的 RAID 1、RAID 5 或 RAID 6 磁碟區回復至降階模式，或將失效的 RAID 0 和 JBOD 組態回復至正常模式。

硬碟磁碟區	RAID 復原支援	遭移除的硬碟最大數目
單一	否	N/A
JBOD	是	1
RAID 0	是	1
RAID 1	是	1
RAID 5	是	2
RAID 6	是	3
RAID 10	否	N/A

## 支援和其他資源

QNAP 提供下列資源：

資源	URL
文件	<a href="http://docs.qnap.com">http://docs.qnap.com</a>
服務中心	<a href="http://helpdesk.qnap.com">http://helpdesk.qnap.com</a>
下載	<a href="http://download.qnap.com">http://download.qnap.com</a>
社群論壇	<a href="http://forum.qnap.com">http://forum.qnap.com</a>

## 6. 詞彙

### CloudKey

指定至每個 NAS 裝置的唯一 8 位數代碼

### CloudLink

讓您可透過網際網路存取 NAS 而不需配置複雜的連接埠轉址設定

### myQNAPcloud

提供各種遠端存取服務，例如 DDNS 與 CloudLink

### myQNAPcloud ID

用來註冊 myQNAPcloud 帳號的電子郵件地址

### Qfinder Pro

協助您找到並存取區域網路內的 QNAP NAS 裝置

### QTS

QNAP NAS 作業系統

## 7. 聲明

本章介紹擔保、免責聲明、授權以及聯辦法規的相關資訊。

### 有限保固

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Version 3, 29 June 2007

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## SJ/T 11364-2006



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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。						