



QNAP

TS-431XeU

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，以進行維修或換貨。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 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，以進行維修或換貨。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](#)。

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	
	<p>重要</p> <p>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。</p>	

元件	TS-431XeU
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"> • 3.5 吋 SATA 硬碟 • 2.5 吋 SATA 硬碟 • 2.5 吋 SATA 固態硬碟
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	
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"> • 電源 • 重設
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	

元件	TS-431XeU
滑軌相容性	RAIL-B02 注意 <ul style="list-style-type: none"> 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。
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) 警告 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。 重要 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 注意 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 警告  請勿在裝置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)
相對濕度	<ul style="list-style-type: none"> 不凝結相對溼度：5% 到 95% 濕球溫度：27°C (80.6°F)
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"> • 2 x 把手 • 2 x 角撐架 • 8 x 螺絲
快速安裝手冊 (QIG)	1

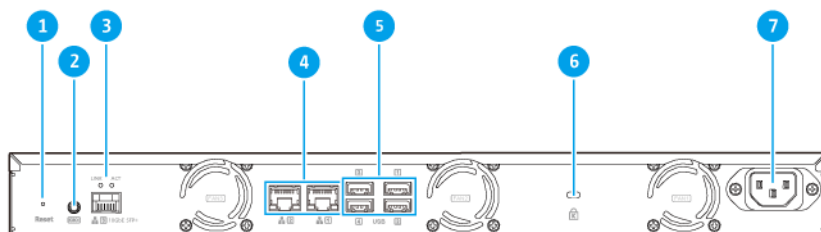
元件

前面板



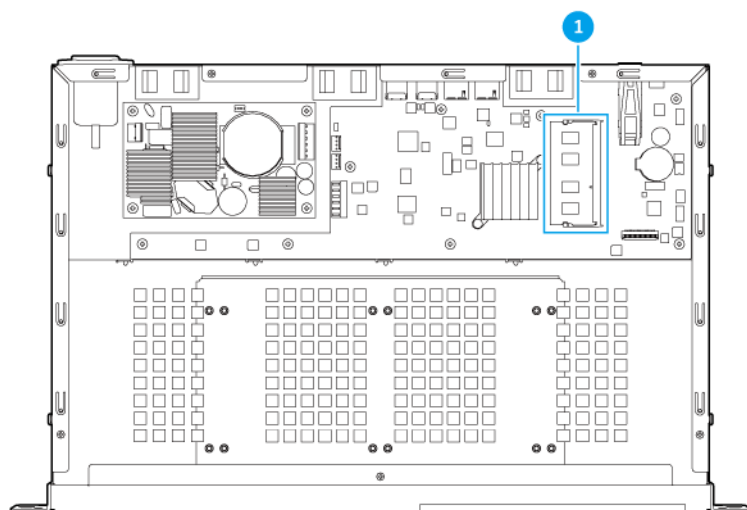
編號	元件	編號	元件
1	硬碟 LED 燈	4	狀態 LED 燈
2	Gigabit 乙太網路 LED 燈	5	電源按鈕
3	10 Gigabit 乙太網路 LED 燈	-	-

後面板



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

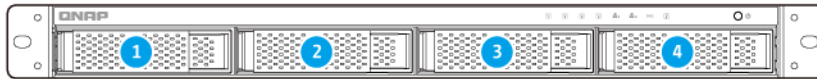


注意

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



安裝需求

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

設定 NAS

重要

設定 NAS 或安裝 NAS 元件前，請詳閱所有安全要求及資訊。

1. 將 NAS 裝置放置在符合需求的環境。
如需詳細資訊，請參見：[安裝需求](#)。
2. 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](#)
3. 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](#)
4. 連接電源線與所有適用的網路線。
5. 打開 NAS 電源。
6. 安裝 QTS。
如需詳細資訊，請參見：[QTS 安裝](#)。
7. 登入 QTS。

3. 安裝與設定

本章介紹特定硬體及韌體的安裝與設定步驟。

硬體安裝

本節介紹安裝硬碟、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。

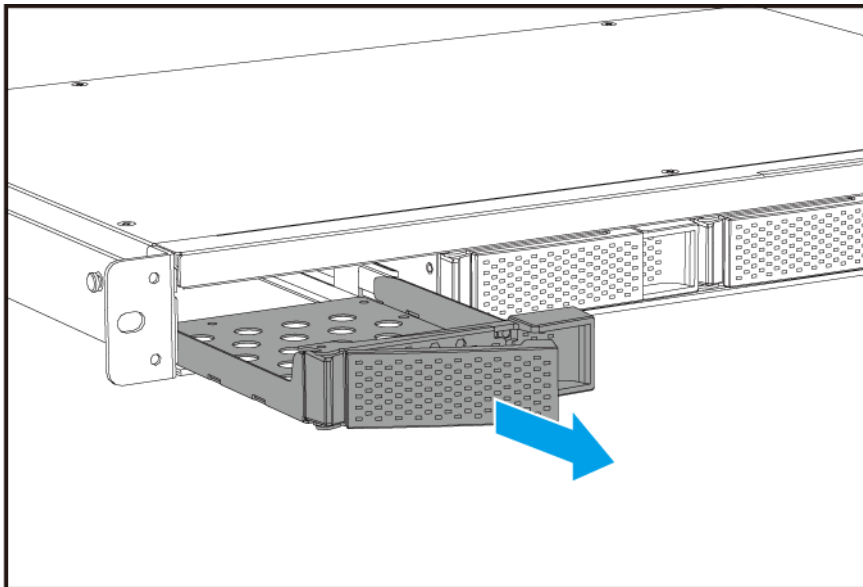


其他移動的元件：使雙手及身體其他部位遠離正在移動的其他元件。

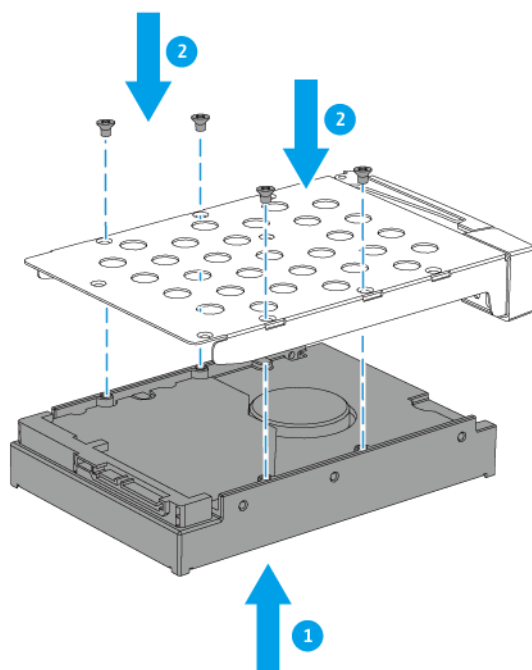
1. 關閉 NAS 電源。

2. 取出硬碟托盤。

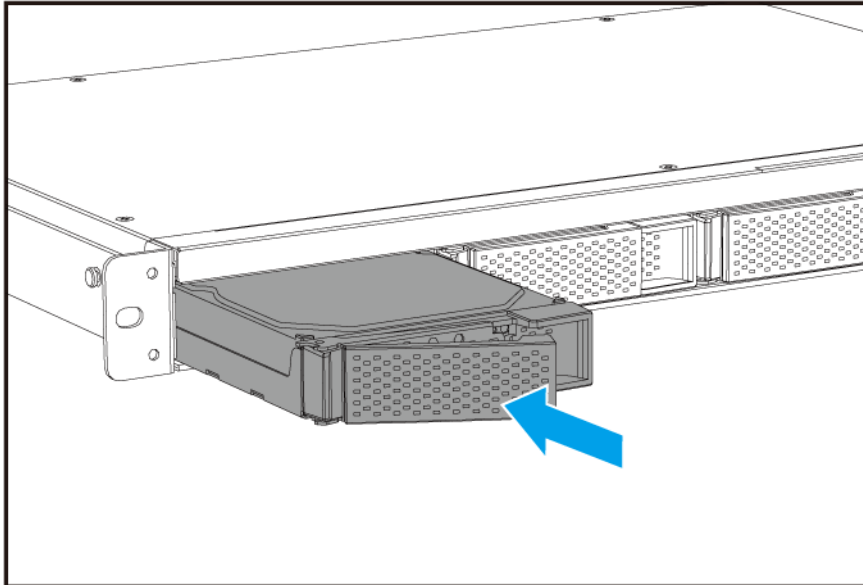
- a. 將托盤把手往外拉。
- b. 將托盤拉出。

**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. 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。



- **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。

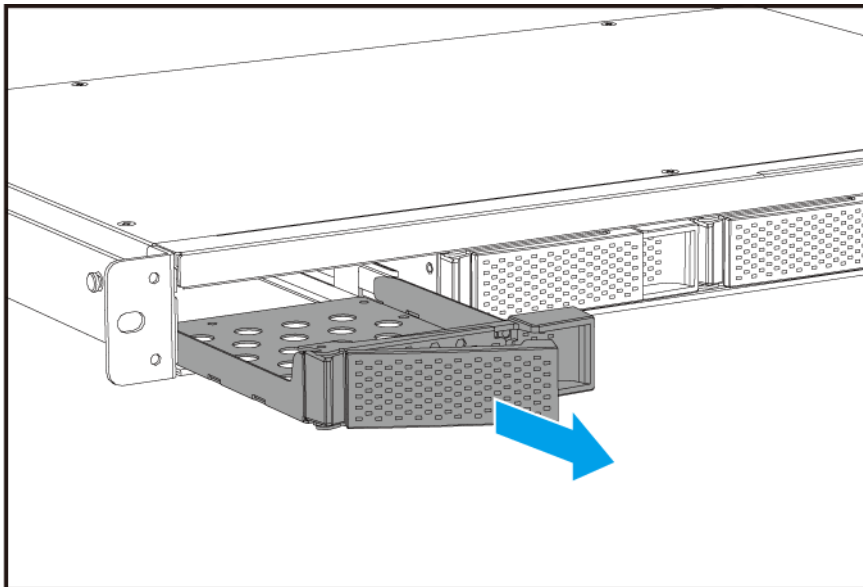


- **其他移動的元件**：使雙手及身體其他部位遠離正在移動的其他元件。

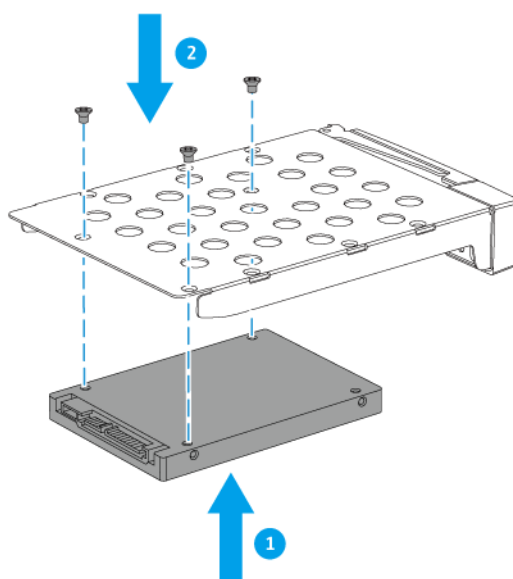
1. 關閉 NAS 電源。

2. 取出硬碟托盤。

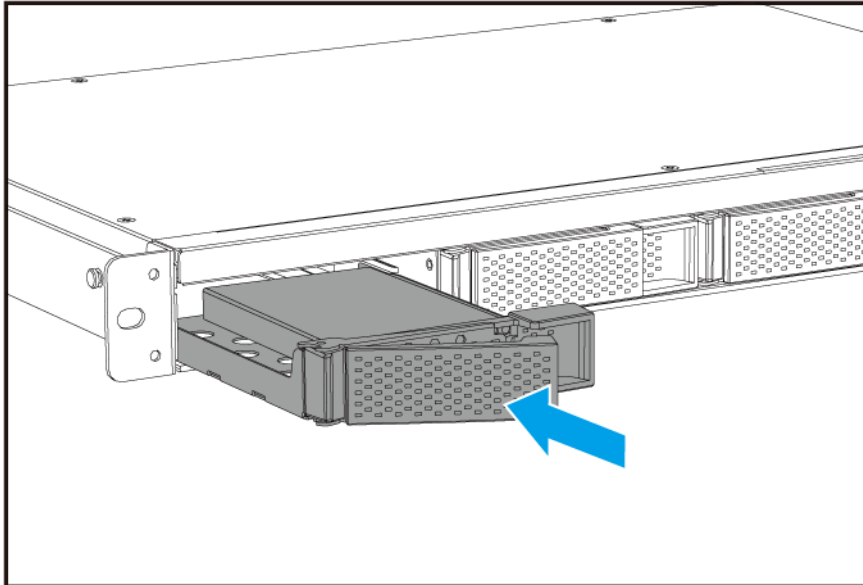
- a. 將托盤把手往外拉。
- b. 將托盤拉出。

**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. 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。

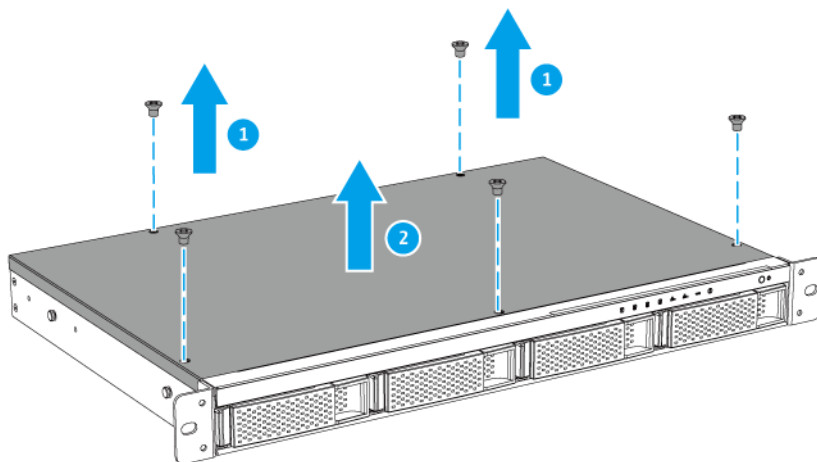


- **其他移動的元件：**使雙手及身體其他部位遠離正在移動的其他元件。

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。

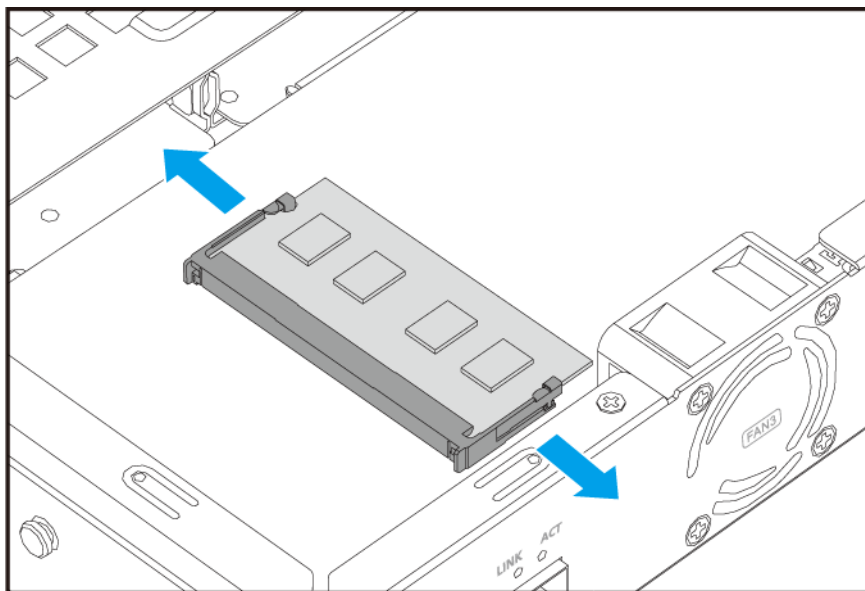
4. 取下機殼蓋。

- 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。

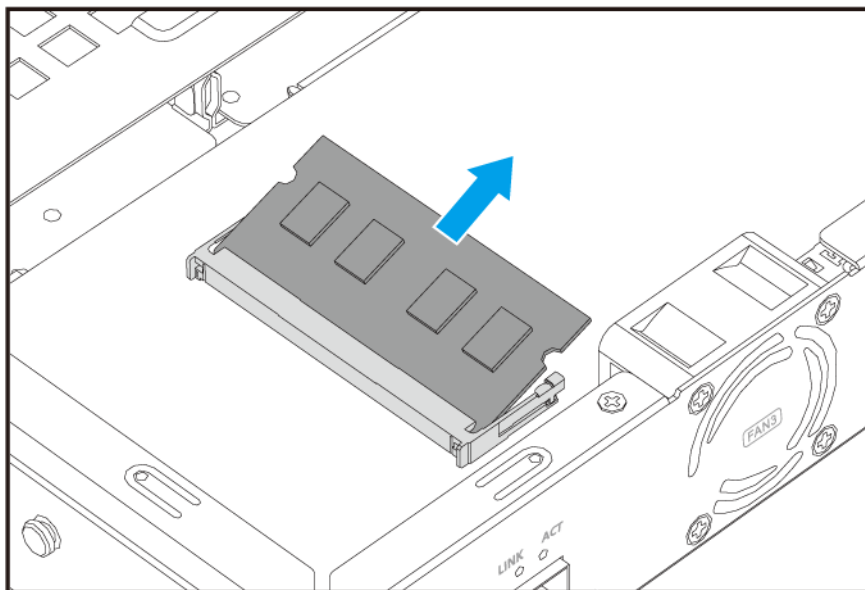


- b. 確認記憶體模組已向上傾斜且完全從插槽鬆脫。

警告

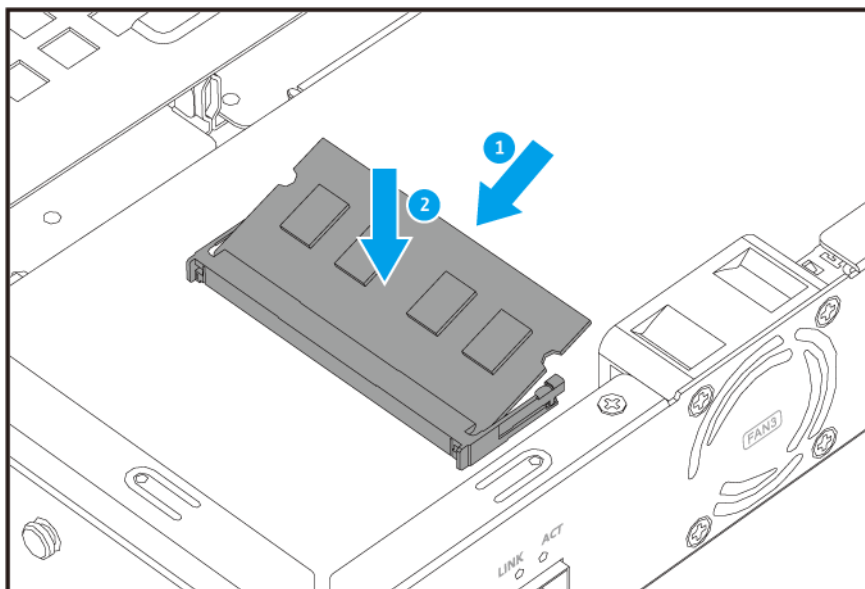
若嘗試取下未完全鬆脫的記憶體模組，可能會損壞記憶體模組與主機板。

- 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。

- 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. 裝上機殼蓋。

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

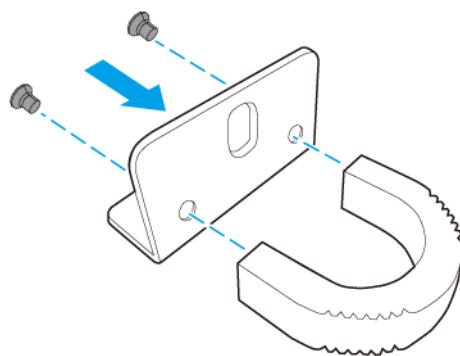
8. 連上所有連接線和外接裝置。

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 [記憶體總容量] 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。

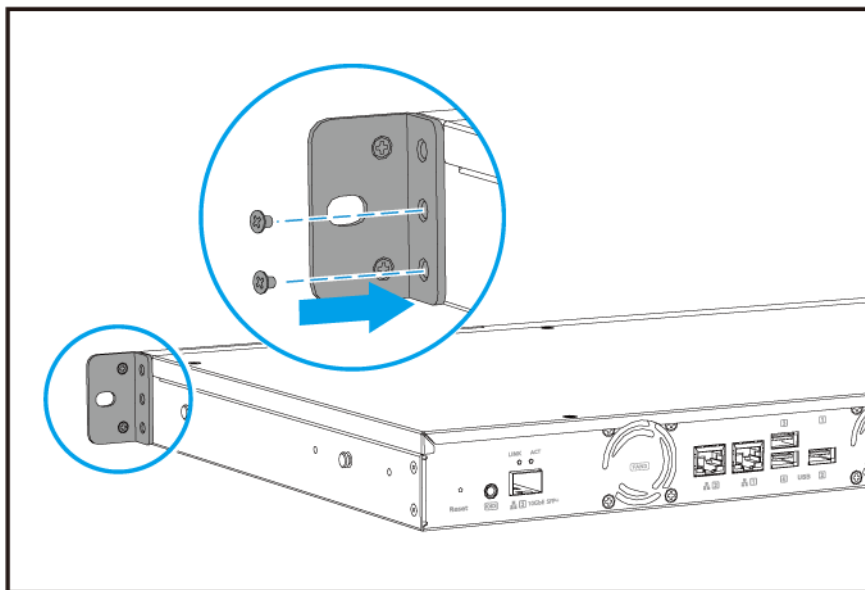


3. 在 NAS 上安裝角形托座。
 - a. 將角形托座上的孔洞對齊機殼左側的孔洞。

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。



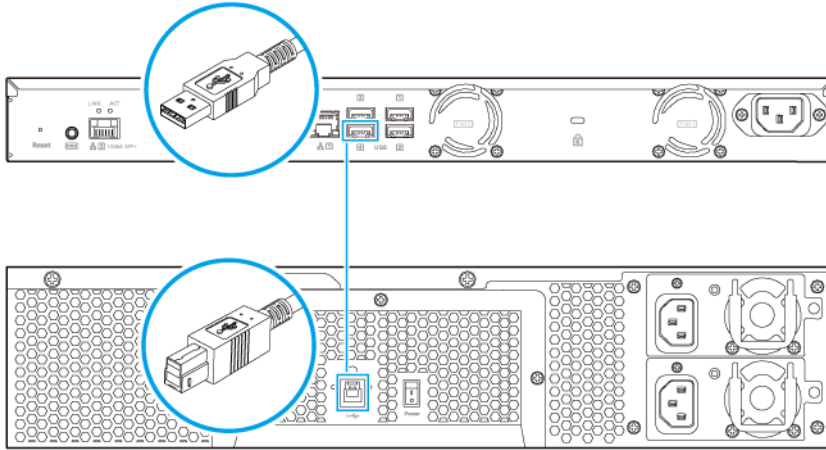
4. 在機殼的另一側安裝第二個把手。
5. 打開 NAS 電源。

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

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
基本系統重設	按住按鈕 3 秒。	<p>以下設定將回復至預設值：</p> <ul style="list-style-type: none"> 系統會自動啟用 admin 帳戶 系統管理員密碼：如需預設密碼的詳細資訊，請參閱此常見問題。 TCP/IP 設定： <ul style="list-style-type: none"> 透過 DHCP 自動取得 IP 位址設定 停用巨型訊框 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

操作	使用者動作	結果
進階系統重設	按住按鈕 15 秒。	回復為出廠預設值。 提示 若要在進階系統重設後取回舊資料，請在裝置上重建先前的資料夾結構。

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"> NAS 上的硬碟正在格式化。 NAS 正在初始化。 作業系統更新中。 RAID 重建作業進行中。 線上 RAID 容量擴充進行中。 線上 RAID 組態遷移進行中。
	綠色	NAS 已就緒。
	綠燈每秒閃爍兩次	<ul style="list-style-type: none"> NAS 未設定。 NAS 上的硬碟未格式化。

LED 燈號	狀態	描述
狀態	紅燈	<ul style="list-style-type: none"> • 硬碟無效。 • 磁碟區容量已滿。 • 磁碟區容量將滿。 • 系統風扇異常。 • 資料存取（讀寫）錯誤。 • 硬碟壞軌。 • NAS 處於降階唯讀模式（RAID 5 或 RAID 6 有兩個硬碟故障，但資料仍可讀取）。 • 硬體自我檢查錯誤。
	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。

LED 燈號	狀態	描述
10 Gigabit LAN (正面)	關閉	NAS 未連接至 10 gigabit 網路。
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"> NAS 啟動中。 NAS 關閉中 (軟體關機)。 使用者按下 [重設] 按鈕。 作業系統已更新。
	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。
長嗶 (1.5 秒)	3 聲 (每 5 分鐘)	系統風扇異常。

期間	頻率	描述
長嗶 (1.5 秒)	2 聲	<ul style="list-style-type: none">• 磁碟區容量將滿。• 磁碟區容量已滿。• 硬碟進入降階模式。• 使用者開始硬碟重建程序。• 插入或抽出硬碟。
	1 聲	<ul style="list-style-type: none">• NAS 強制關機 (硬體關機)。• NAS 成功開機且可供使用。

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。

熱抽換故障硬碟

NAS 支援熱抽換下列情況的硬碟：

- 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	http://docs.qnap.com
服務中心	http://helpdesk.qnap.com
下載	http://download.qnap.com
社群論壇	http://forum.qnap.com

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送設定

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

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VCCI 聲明



この装置は、クラス A 情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

VCCI-A

BSMI 聲明



D33B77
RoHS

警告：為避免電磁干擾，本產品不應安裝或使用於住宅環境。

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

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)
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。						