



QNAP Quick Setup Guide

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01. Setting up QNAP NAS

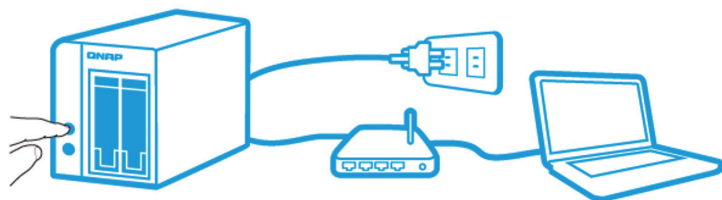
1.1 Install hard disks

If your QNAP NAS (hereinafter “QNAP”) does not come with pre-installed hard disks, refer to the included “Quick Install Guide” and install them before switching on your QNAP.

Make sure you check before purchasing hard disks that they are compatible with your QNAP. QNAP’s official compatibility list: <https://www.qnap.com/en/compatibility/>

1.2 Connect QNAP to network

Use the included ethernet cable to connect the QNAP to your network (such as a switch or router). Local devices that will access the QNAP (such as PCs) should also be connected to this network. Once the power cable is connected, press the QNAP power button.



* The included power adapter is made exclusively for this product. Do not use it for other devices.

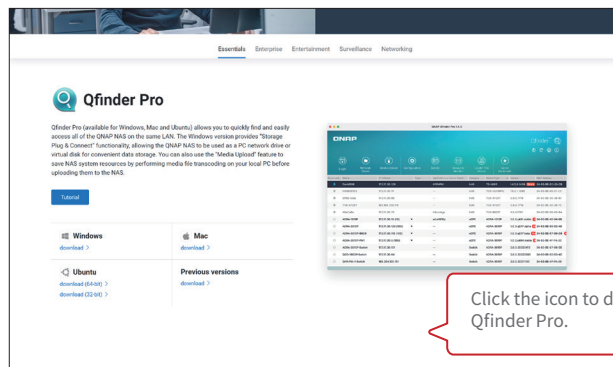
The indicator light on the front of QNAP blinks and there is a beep sound to indicate that startup has begun.

The first-time startup of a QNAP can take up to five minutes to complete. (startup time differs based on the QNAP device)

1.3 Install Qfinder Pro on PC

Qfinder Pro is a free application that lets you manage and connect to your QNAP from a PC. Qfinder Pro is extremely convenient software, allowing auto-detection or the QNAP IP address and allowing easy connection to the QNAP operating system and to shared folders. You can download Qfinder Pro from the QNAP website.

QNAP official website (utilities): <https://www.qnap.com/en/utilities/essentials>

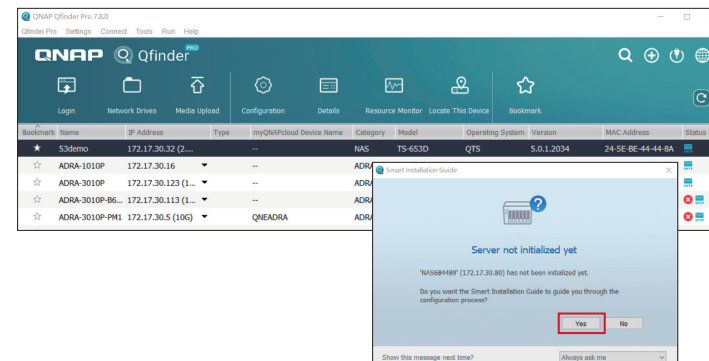


Click the icon to download Qfinder Pro.

Select the appropriate OS for your computer.

1.4 Start Qfinder Pro

Once Qfinder Pro starts up, a list of QNAPs on the same network is displayed. When setting up a QNAP for the first time, you will be prompted to initialize your QNAP. Click “OK” and proceed to the Smart Installation Guide. The setting page will open in your web browser. No additional software or drivers are needed to initialize a QNAP.

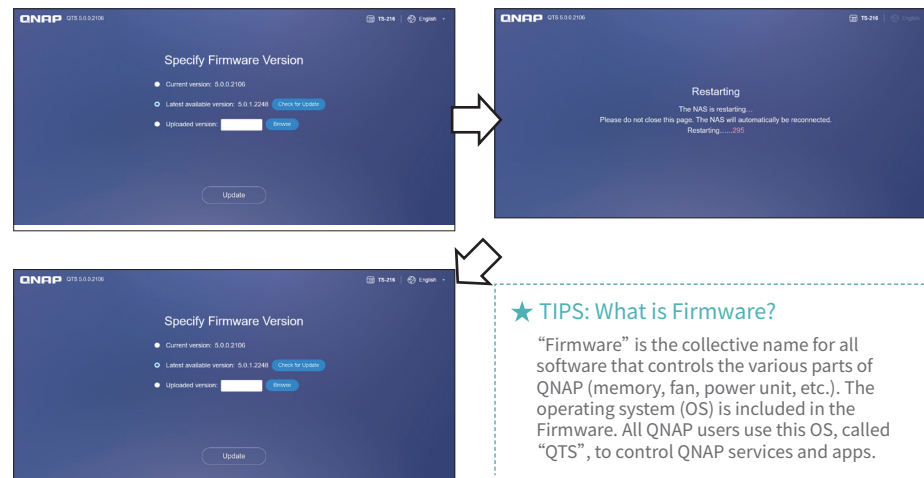


* If the prompt to initialize the QNAP does not appear, or if you accidentally close it, double-click the “Qfinder Pro” login button (🌐) and the QNAP on the displayed list to bring up the Smart Installation Guide.

1.5 Use the smart install guide

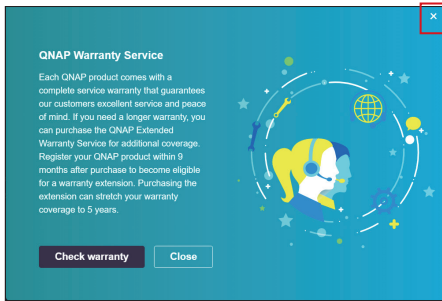
Once you access QNAP on the web browser, the setup will begin. If the Install firmware screen appears before the Smart Installation Guide does, click the “Start” button and update to the latest firmware. Once the Firmware is updated, QNAP restarts automatically.

1)

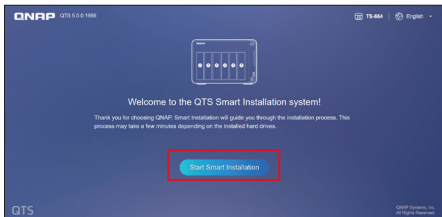


★ TIPS: What is Firmware?

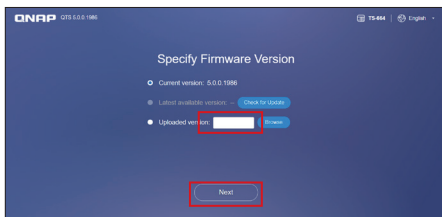
“Firmware” is the collective name for all software that controls the various parts of QNAP (memory, fan, power unit, etc.). The operating system (OS) is included in the Firmware. All QNAP users use this OS, called “QTS”, to control QNAP services and apps.



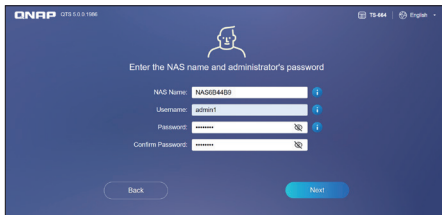
- 2) After the Firmware is updated, the “QNAP Warranty Service” screen is displayed. Check the details from “Check Warranty”. Click the X on the top right of the QNAP Warranty Service screen to continue.



- 3) Click the Start Smart Installation Guide button.



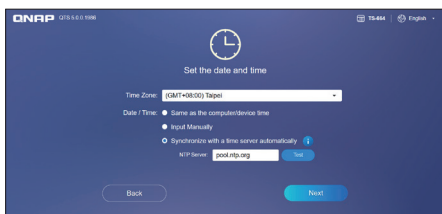
- 4) If your device is connected to the internet, you can check for new Firmware using the “Check for Updates” button. If there is a new version, you can select that version and install it. After selecting the version to be installed, click the “Next” button



- 5) [Enter the NAS name and administrator's password]
Set up the following:
- NAS name: Up to 14 alphanumeric characters. The only symbol allowed is '-' (dash).
 - Admin username:
 - Password/Confirm Password: At least 8 alphanumeric characters, using at least one of each. (1-bit symbols, kana and kanji are also allowed to be used with the alphanumeric characters)

* The admin username cannot be changed on versions earlier than QTS 5.0.

After inputting, click “Next.”

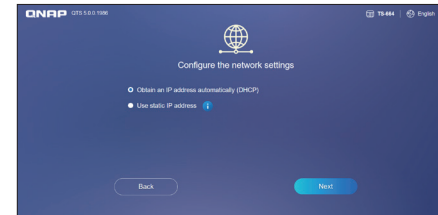


- 6) [Date and time settings]

Set up the following items:

- Timezone: Select the timezone where you live.
- Date/Time
 - Use the same as your computer/device
 - Manual input
 - Synchronize with internet time server

After inputting, click “Next”.

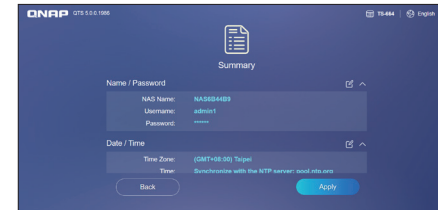


- 7) [Network Settings Configuration]

Set up the following items:

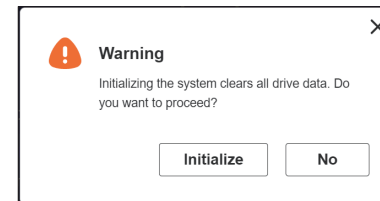
- Select one.
- Obtain IP Address automatically (DHCP): A DHCP server on the same network as the QNAP is required.
- Using a static IP address: Select this option when you want a fixed IP. Input the IP address according to the network environment you are using.

After inputting, click “Next.”

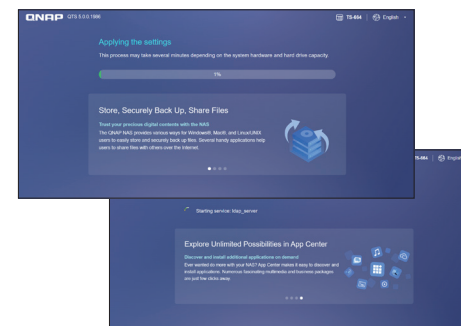


- 8) [Overview]

This screen is for confirming the settings input up to this point. To change any settings, click the respective item's button to edit. After checking, click the “Apply” button.

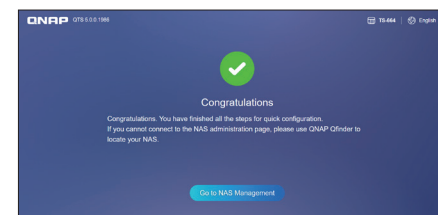


- 9) A confirmation screen for deleting the drive data will be displayed. If there are no issues, click “Initialize”.



- 10) When the initial settings are being applied, the QNAP product function introduction page is displayed.

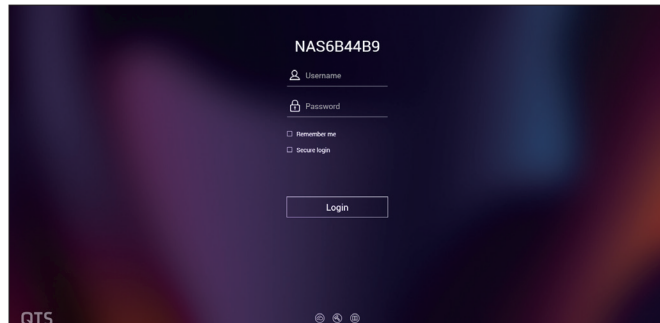
Wait for the initial settings to complete. While it depends on the speed and capacity of the drives you' ve installed, it should take around 5 to 10 minutes.



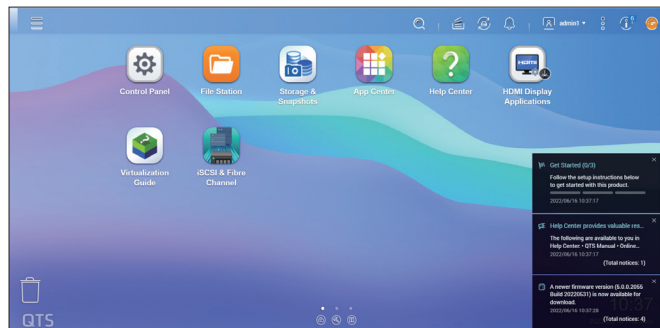
- 11) The initial settings are incomplete. Click the “Go to NAS Management” button. Proceed to the NAS Admin screen.

1.6 Log in to QTS

Once you can access QTS (the QNAP operating system), log in using the admin username and password that you set earlier. In this guide, “admin” is described as a user.



When you see the following desktop screen, it means your login was successful.



Main QTS screen icons



Control Panel

The Control Panel is for performing all QNAP function settings. For example, QNAP name, time and other system settings, shared folder and other user permissions, network, and application settings.



App Center

The “App Center” is used for managing the apps and services available for your QNAP. There are many free and premium apps that can extend QNAP functionality.



File Station

“File Station” allows accessing folders and files saved to the QNAP as well as uploading and downloading files.



Storage & Snapshots

“Storage & Snapshots” is for managing hard disks and storage spaces. RAID creation management is also performed here. Snapshots are a modern backup method that can record and recover data to a certain point of time.



Help Center

The “Help Center” is full of helpful information for setting up QNAP products and in case any issues arise. You can always enquire with the QNAP help desk.

02. Setting up QNAP data storage

QNAP, a NAS (Network Attached Storage) product, exerts its primary function by using it as a file server on the network. Once the initial settings are complete, create a “container” to save data in QNAP. Then proceed with the following three steps.

2-1. Creating Storage Pools

2-2. Creating a Volume

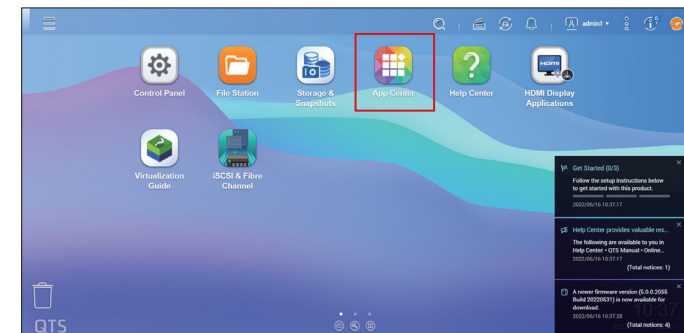
2-3. Creating Shared Folders

2.1 Create storage pool

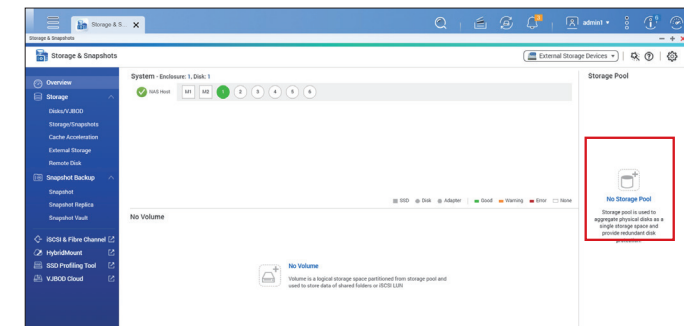
Start by creating a storage pool. A storage pool is a collective of multiple hard disks. By bundling multiple hard disks, it is possible to create more storage spaces, improve usage speed, and to create redundancy to rescue data from other disks if one of them malfunctions. Bundling hard disks like this for a structure that improves convenience and safety is called RAID. RAID is an important Storage Pool function.

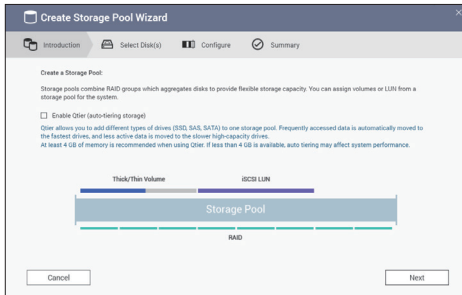
* See the website below for details on the various RAIDs
<https://www.qnap.com/go/solution/raid-management/>

1) Click Storage & Snapshots.

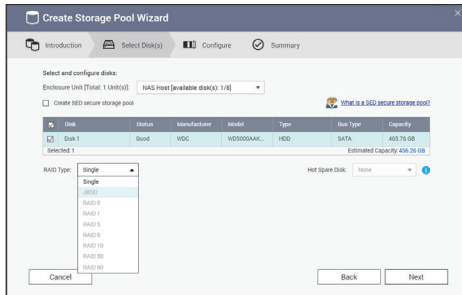


2) Once the Storage & Snapshots screen is open, click in the Storage pool on the right side.





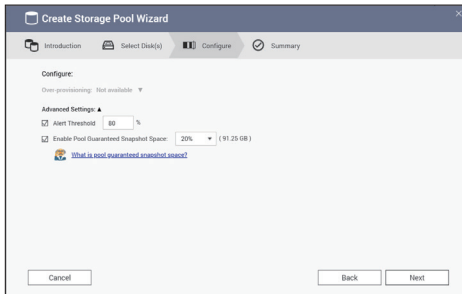
- 3) Introduction
Click "Next".



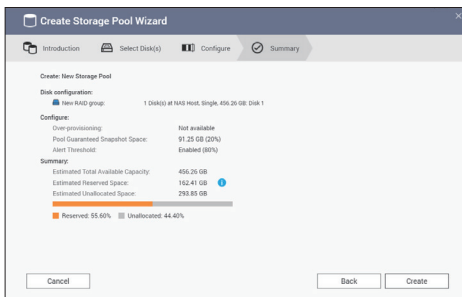
- 4) [Disk Selection]
When using multiple disks, create a RAID here.
RAID Type
· JBOD: Bundle the space of the various hard disks to use as one disk with huge capacity.
· RAID0, RAID1, RAID5, RAID6, RAID10

* Can be used depending on the number
Differs depending on RAID type.

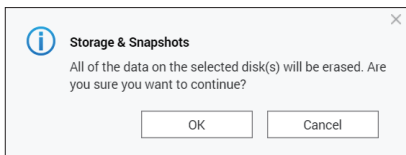
Then click "Next".



- 5) [Settings]
"Alert threshold" is the mechanism that sounds an alarm when the storage pool capacity reaches a designated percentage, helping to avoid insufficient space. The LED on the NAS casing turns red and it is recorded in the system log. If the mail server is set, then notification can also be provided to the admin by email. The default value is 80%.
Then click "Next".



- 6) [Summary]
Confirm all the details and click "Create."

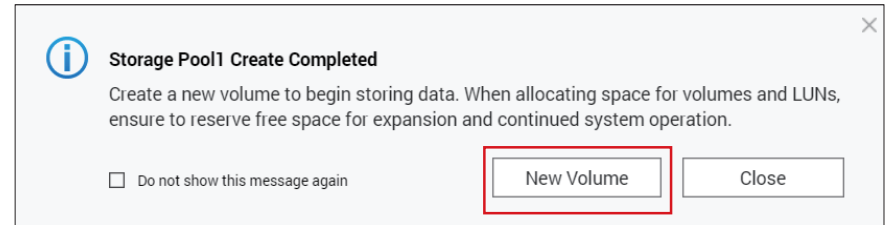


- 7) This will delete all the data on the selected disks. This should not be an issue for first-time installation of a QNAP. Click "OK" to confirm deletion.

2.2 Create volume

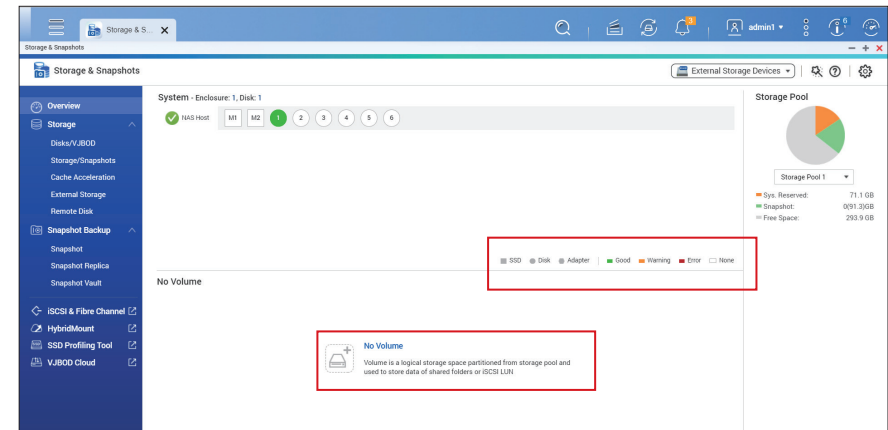
After you have created a Storage pool, next make a "Volume." A Storage pool is like a pool with no water and can't be used immediately. It needs to be prepared by filling with water. A "Volume" is space for making it easy to logically categorize and manage data in the Storage pool.

- 1) Right after creating a Storage pool, a pop-up describing how to create a Volume appears. To create a Volume right away, click "New Volume".

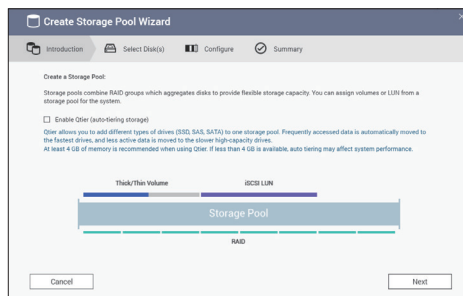


* When making the Volume later, open the Storage & Snapshots in the same way as when creating a Storage pool, and select Storage from the left menu.

- 2) Click the icon to start creating the Volume. There are two locations as shown in the red boxes on the figure below. Either is fine.



The Volume Creation Wizard will open.

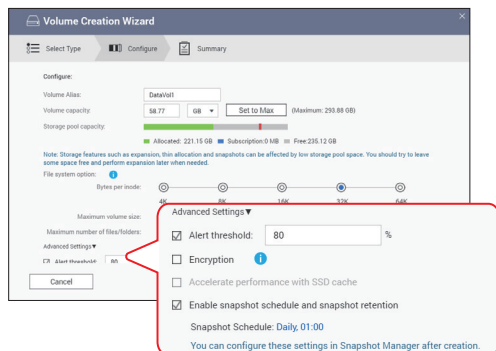


3) [Type Selection]

Select the operation method as well as the Volume type from the three types.

- Static Volume
- Thick Volume (fixed)
- Thin Volume

If you're not sure which to choose, the Thick Volume is recommended. Thick Volume allows for multiple Volumes within the Storage Pool and use of the Snapshot--an excellent backup function. Then click "Next".



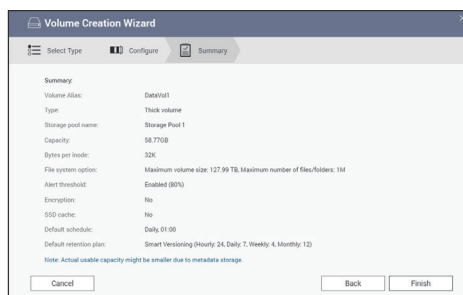
4) [Configuration]

Decide on the following items.

- Volume Alias: Give the Volume a name (optional).
- Volume capacity: This must be smaller than the Storage Pool size. After creating, it can be made larger or smaller depending on the free space
- File system option: Specify the inode size. (If the details are undecided, leave them as the default)

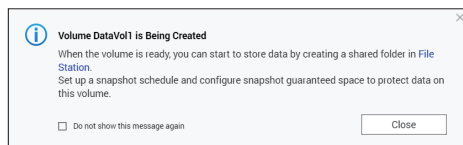
"Advanced Settings" include options to configure the Volume.

Then click "Next".



5) [Summary]

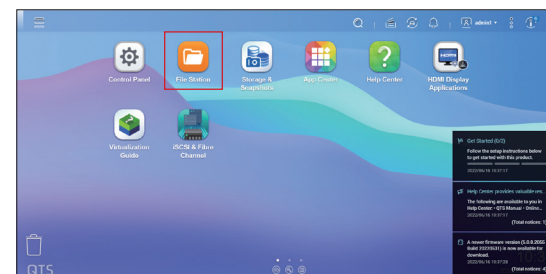
Confirm all the details and click "Create" to create a volume.



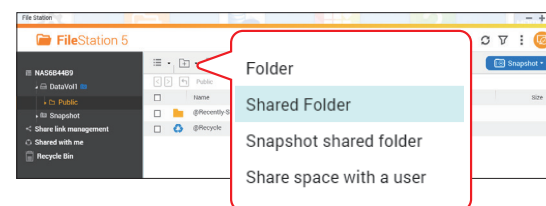
6) Creating a Volume takes a few minutes, depending on size.

2.3 Create shared folder

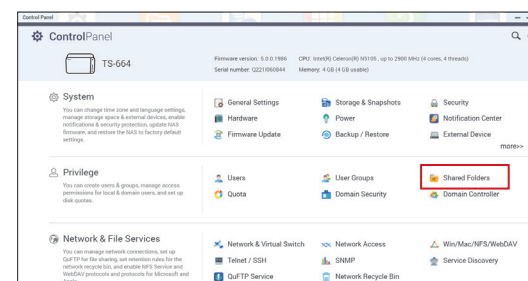
So far you have made a Storage pool and Volume. Finally, create a "Shared Folder" to complete the "Container" for saving data. The "Shared folder" is a folder that allows setting permissions. In case of files for which you want to control who can access them, it is convenient to create Shared folders individually, based on department and role.



1) Open File Station.

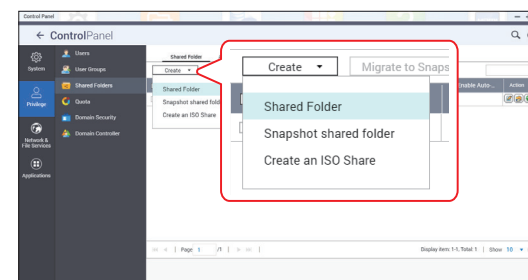


2) Click the icon and select "Shared Folder".



★ TIPS: Other ways to create a Shared Folder

A "Shared Folder" can be made by selecting "Shared Folder" in the Control Panel.



Create A Shared Folder

Please fill out the following fields to create a shared folder

Folder Name:

Comment (optional):

Disk Volume:

Other Auto Tiering: ☐ Enable Auto-Tiering

Path: ☒ Specify path automatically ☐ Enter path manually

3) Creating Shared Folders
All you need to do to create the folder is input its name. For example, let's make a folder called "Qnap".

Folder Encryption

☒ Encryption

Input Password:

Verify Password:

Save encryption key: ☐

* You can set up access permissions, encrypt the folder and set up other advanced settings here, but in this example we will add permissions later.

Create A Shared Folder

Properties

Guest Access Right:

☐ Hide network drive

☒ Lock File (Oplocks)

☐ SMB Encryption

☒ Enable Windows Previous Versions

☒ Enable Network Recycle Bin

☐ Restrict the access of Recycle Bin to administrators only for now.

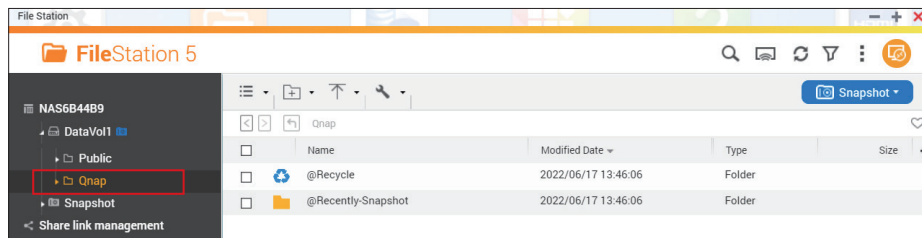
☐ Enable access-based share enumeration (ABSE)

☐ Enable access-based enumeration (ABE)

☐ Set this folder as the Time Machine backup folder (macOS)

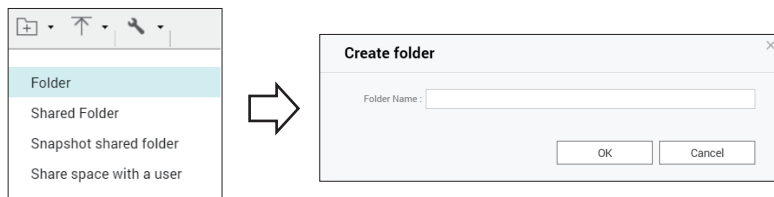
Click "Create".

4) Check the created folder.



★ TIPS: The difference between a "Shared folder" and "Folder"

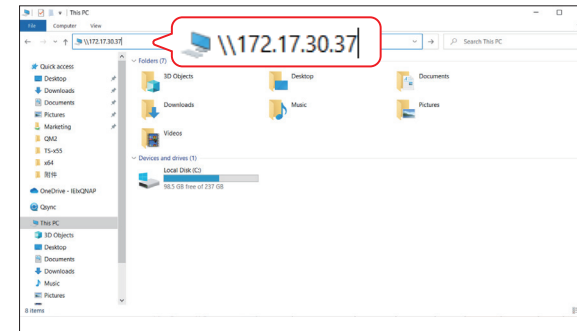
Earlier you selected "Shared Folder." On the other hand, unlike Shared Folders, a Folder normally can't have access permissions and only the folder name can be edited. Folders are created and used inside of Shared Folders.



2.4 Access shared folder (Windows)

Let's go over an example of accessing the created Shared Folder from Windows 10. The QNAP IP address has been set as 172.17.30.37 in this example.

1) Enter \\172.17.30.37 in the Windows Explorer address bar. (* Don't forget the \\.)



2) Once the "Input Network Credentials" screen appears, enter the admin's account credentials. The admin username and password were set earlier. You can select to remember this information to make future access to the shared folder quicker. Click OK.

Windows Security

Enter network credentials

Enter your credentials to connect to: 172.17.30.37

User name:

Password:

☐ Remember my credentials

The user name or password is incorrect.

[More choices](#)

OK Cancel



Windows Security

Enter network credentials

Enter your credentials to connect to: 172.17.30.37

User name:

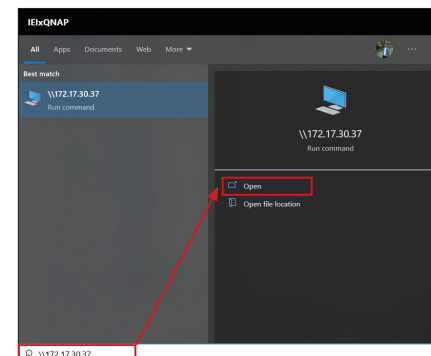
Password:

☐ Remember my credentials

The user name or password is incorrect.

[More choices](#)

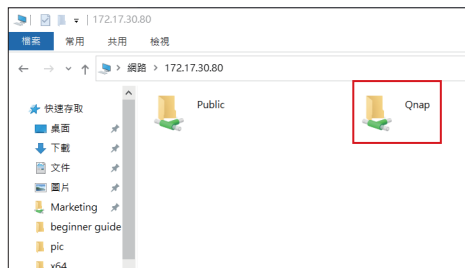
OK Cancel



★ TIPS: Other methods for accessing QNAP

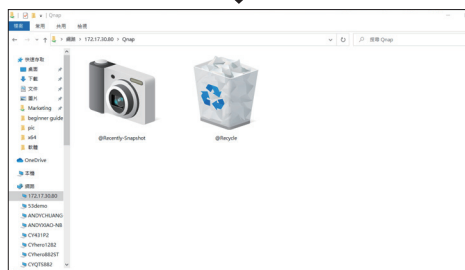
You can access the shared folder by entering \\172.17.30.37 and the NAS IP address under "Input search here," next to the Windows Start Button. Select the displayed icon and click "Open."

- 3) Once you connect to the QNAP, the folders you created earlier will appear.
Make sure you can access the folder.



When you open the QNAP folder

A number of Shared Folders created when new volume was being made, appear automatically. "Public" and "Web" folders on the left figure are automatically generated Shared folders. Others such as Download and Home are also Shared folders generated automatically by applications.



Open s folder.

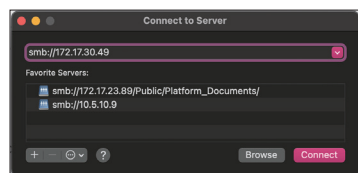
Among the automatically generated Shared folders, @Recycle and @Recently-Snapshot are also created automatically. They are folders used by the Network Recycle Bin and Snapshot functions, respectively.

2.5 Access shared folder (Mac)

You can also access QNAP from a Mac.
The QNAP IP address has been set as 192.168.10.10 in this example.

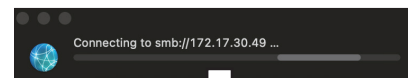


- 1) Under Finder, use Go, then Connect to Server.

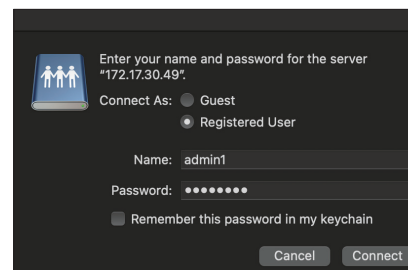
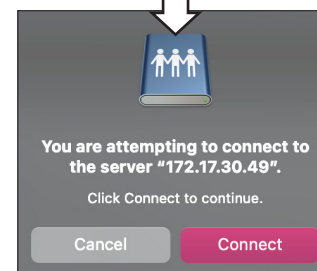


- 2) The "Connect to Server" window appears.
Use the QNAP IP address to input as shown below.
Server Address: smb://172.17.30.49
Don't forget smb:// at the beginning.

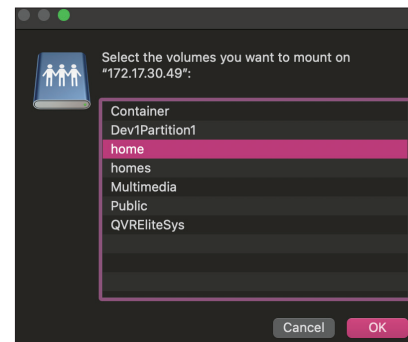
Then click the Connect button.



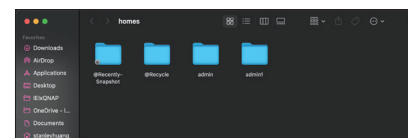
- 3) Connecting...
Then click the Connect button.



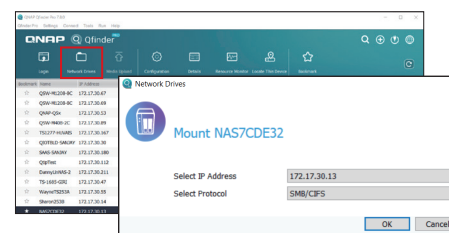
- 4) Enter your login information.
Use the admin user account here.
The admin username and password were set earlier.
- User type: Registered user
 - Name: admin
 - Password: Enter the password of the admin account



- 5) Select the Qnap folder.
Then click OK.



- 6) Connection complete.



★ TIPS: Other methods for accessing Share Folder

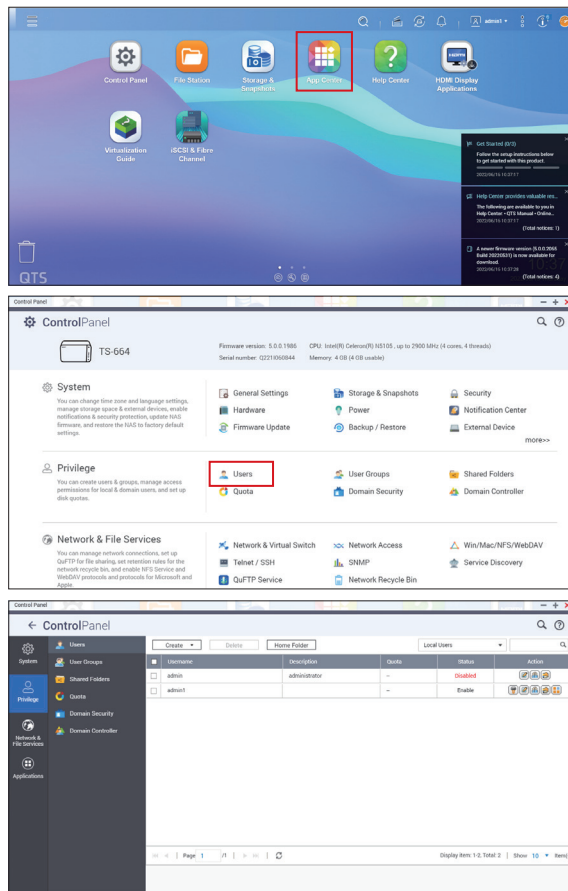
If "Qfinder Pro" is installed on the computer, then you can connect to the QNAP Shared Folder from the Network Drive.

03. Create QNAP access permissions

Create a user or group that uses QNAP and add permissions for the Shared Folder.
By adding permissions to Shared Folder, you can control which users can view and edit files.

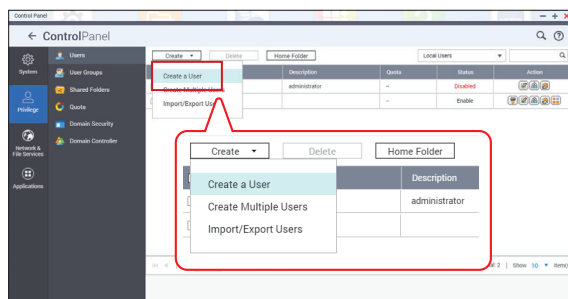
3.1 Create a user.

1) Open Users from the Control Panel.



The only user account at this point is the admin user account set up with the Smart Installation Guide.

2) Let's make User1, User2 and User3 in this example.
From the "Create" button, select "Create a User".



2) The Create a User screen will appear. First, create User1.
You can create users either one at a time, or multiple users at a time, or by importing users.

- Username: User1
- Password: Enter a password for User1
- Confirm Password: Confirm the password for User1

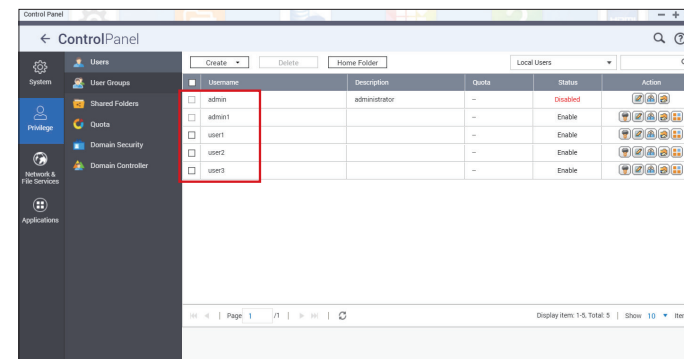
You can set folder permissions here too, but we will do that later.

* Password Rules

At least 8 alphanumeric characters, using at least one of each. (1-bit symbols, kana and kanji are also allowed to be used with the alphanumeric characters)

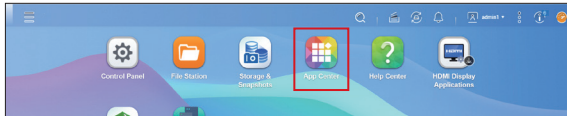
The 'Create a User' dialog box is shown. The 'Username' field contains 'user1'. The 'Password' field is filled with asterisks. A red box highlights the password field and the 'Verify Password' field below it. The 'User Description (optional)' field is empty. The 'User Group' is set to 'everyone'. The 'Shared Folder Permission' is set to 'Public'. The 'Edit Application Privilege' is set to 'Unrestricted access to all applications'. There are 'Create' and 'Cancel' buttons at the bottom.

3) Now make User2 and User3 in the same way as described for User1.
Once complete, the three accounts will be listed as below.

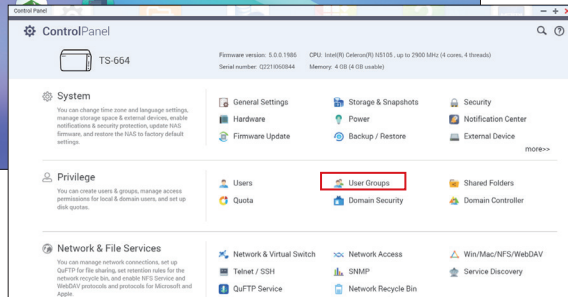


3.2 Create user group

User groups are convenient for grouping permissions such as by job title, department, class, etc. Create user group GroupA and set both User1 and User2 as members of GroupA.

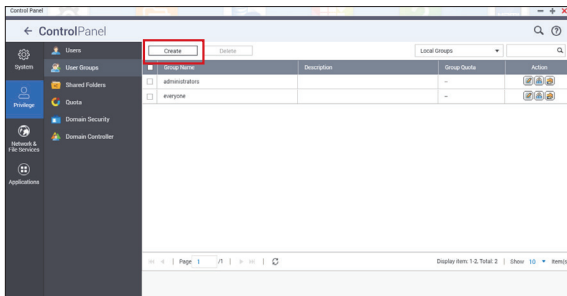


1) Open User Groups from the Control Panel.



2) The default state is two user groups: administrators and everyone.

Click the "Create" button.



Create a User Group

Please fill out the following fields to create a user group

User group name:

Description:

Assign users to this group

No one is assigned to the group yet.

Edit shared folder permission

Shared folder permissions have not been configured for this group yet.

3) The Create a User Group screen will appear. Create a user group called GroupA.

· User Group Name: GroupA
From "Assign users to this group" click the "Edit" button.

Create a User Group

Please fill out the following fields to create a user group

User group name:

Description:

Assign users to this group

Username
<input type="checkbox"/> admin
<input type="checkbox"/> admin1
<input checked="" type="checkbox"/> user1
<input checked="" type="checkbox"/> user2
<input type="checkbox"/> user3

3) The users list appears, select both User1 and User2, and add them to GroupA.
Click the "Close" button.

Create a User Group

Please fill out the following fields to create a user group

User group name:

Description:

Assign users to this group

user1, user2

Edit shared folder permission

Shared folder permissions have not been configured for this group yet.

4) From "Edit shared folder permissions" click the "Edit" button.

Create a User Group

Assign users to this group

user1, user2

Edit shared folder permission

Folder Name	Preview	RO	RW	Deny
Public	No Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Qnap	No Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5) The Shared Folder list appears. You can select from the following three types of permissions.

- RO: Ready Only
- RW: Read/Write
- Deny: Deny access

The GroupA that you just made, "Denies access" to all folders.

Create a User Group

Assign users to this group

user1, user2

Edit shared folder permission

Folder Name	Preview	RO	RW	Deny
Public	No Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Qnap	Read/Write	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

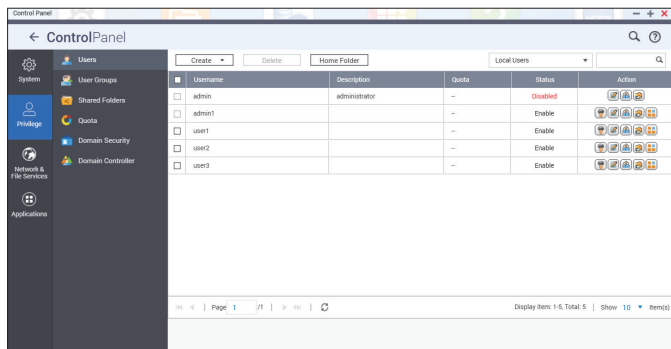
6) Let's try adding RW permissions to the Qnap folder. Check the box next to RW.

Click the "Create" button.

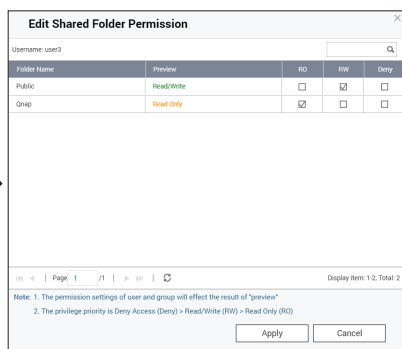
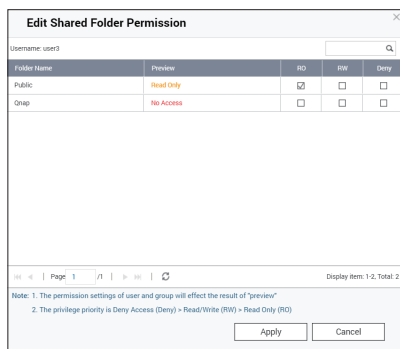
3.3 Edit access permissions

For User3, who has still not been given access permissions, add RO permissions for the Qnap folder.

- 1) Open the User3 as described earlier.



- 2) Press the User3 "Edit Shared Folder Permissions" button () to edit the User3 to edit the shared folder.



For each User3 user folder, check the current permissions.

Edit permissions as described below.

Public folder: RW
Qnap folder: RO (read only)
Then, leave Web as Deny.
After settings are complete, click "Apply".

★ TIPS : Types of changes to user settings



Change password: Change user login password.



Edit user group: Add or delete users from user groups, etc.



Edit account profile: Change user information such as email address and phone number, deactivate account, etc.



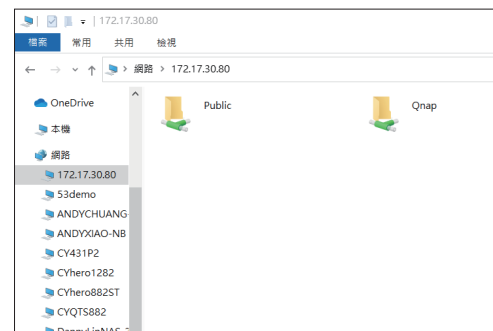
Edit app permissions: Decide user usage permissions for each app.

3.4 Check access permissions

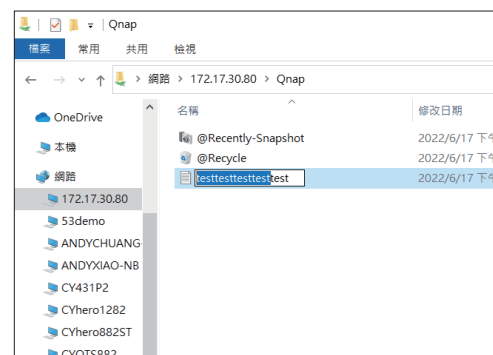
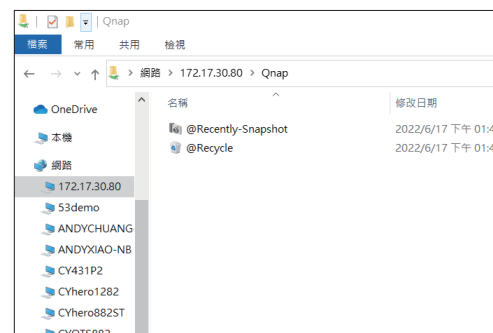
Make sure that the user and user group permissions that you created earlier are functioning correctly.

- 1) Access QNAP from the admin PC and log in as User1.
User1 belongs to the user group GroupA, so make sure that the user has RW (read and write) permissions in Qnap.

* If you have logged into the admin PC with the admin user in the past, then make sure to restart the PC in advance. If other user permissions are left on the PC, then it may affect the permissions of the user you want to use.



Click the Qnap folder and make sure that the contents can be opened, files can be created and created files can be deleted.



Check the User2 permissions in the same way. User2 belongs to GroupA, just like User1. Make sure this user has the same permissions to the Qnap folder.

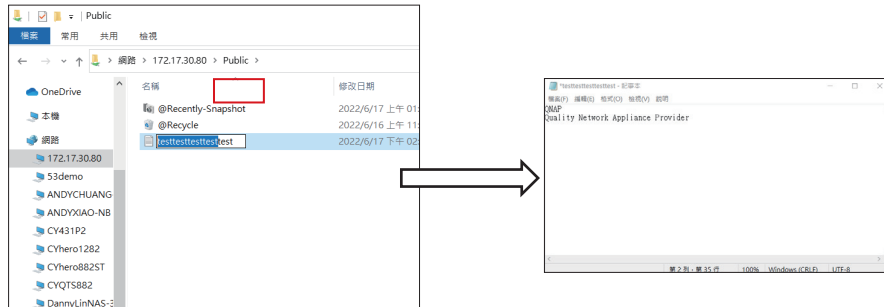
- 2) Next check User3's access permissions.
1) Access QNAP from the admin PC and log in with User3 this time.

*If you are logged into the admin PC with the admin user, then make sure to restart the PC in advance.
If other user permissions are left on the PC, then it may affect the permissions of the user you want to use.

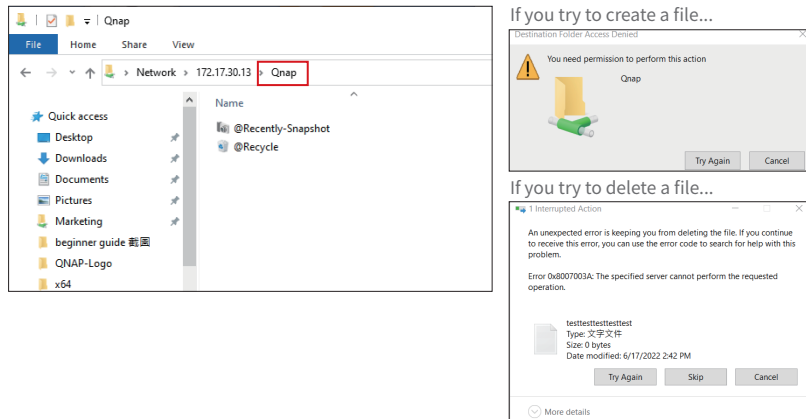
up earlier as below.

- Public folder: RW (read/write)
- Qnap folder: RO (read only)
- Web folder: Deny (deny access)

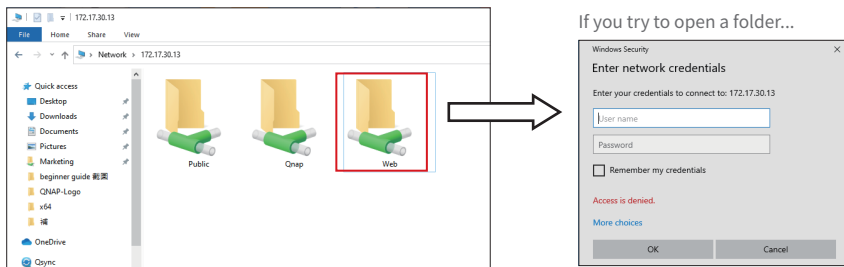
For the Public folder, files can be created, viewed, edited and saved in a folder as well as deleted and filename can be changed.



In case of Qnap folder, although files can be viewed in the folder, files cannot be created or deleted.



In case of a Web folder, when you try to open the folder, you will be asked for your login credentials and it won't open.



04. Access QNAP remotely

QNAP is equipped with a convenient remote access function that allows access from department stores, restaurants, hotels, train stations, airports and anywhere else in the world, if you have an internet connection. Set up the remote access settings and try accessing QNAP while you're out.

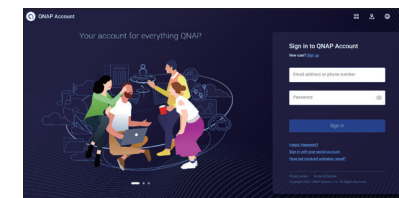
***Be aware that remote access function handles account information when using online services.**

4.1 Sign up for a QNAP ID

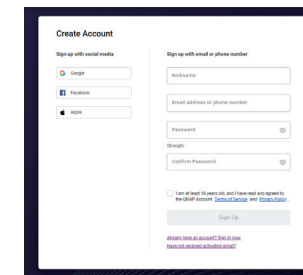
You first need to create a QNAP account and get a QNAP ID. QNAP ID can be used when with a wide range of convenient QNAP services, in addition to remote access. Remember the password you made for these services.

See the following URL.

QNAP website (QNAP account): <https://account.qnap.com/>



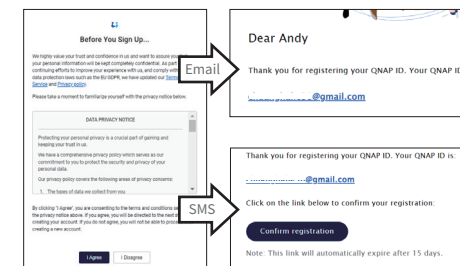
- 1) Display the QNAP Account website.
Click "Sign up".



- 2) Enter the required information to create a QNAP ID.

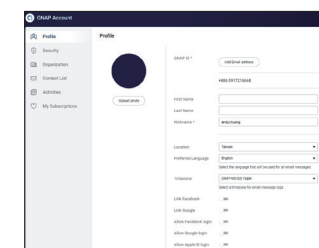
- Nickname
- Email address or phone number
- Password

Read the terms of use and check the box
Click the sign-up button.



- 3) Read and agree to the precautions regarding privacy.

An activation code will be sent to your email address or SMS, so follow the directions to activate.

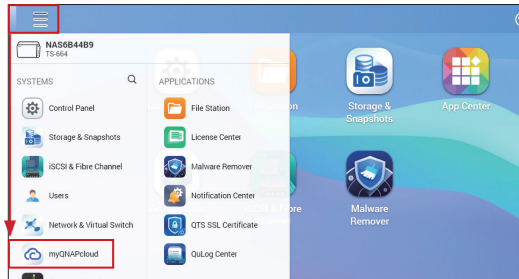


- 4) Once the activation is complete, check if you can log in on the QNAP Account website.

If your login is successful, then you can enter other information and set it up.

4.2 Setup myQNAPcloud

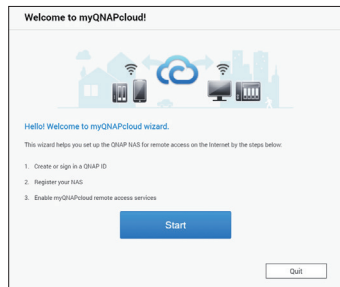
Log into the QNAP admin online screen to set up myQNAPcloud.
myQNAPcloud is a function that manages multiple QNAP connection services.



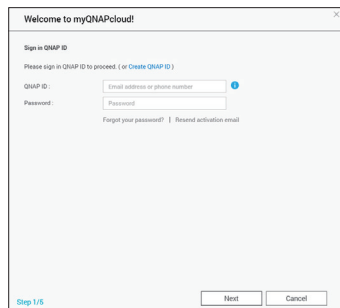
- 1) From the Main Menu button, select MyQNAPcloud.



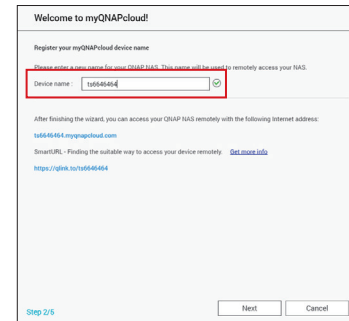
- 2) After myQNAPcloud starts up, click the "start using" button.



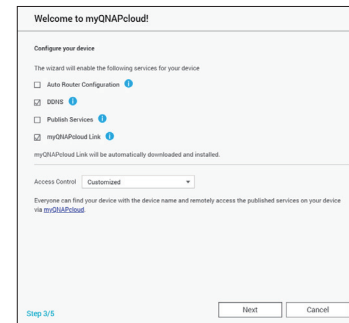
- 3) The "Welcome to myQNAPcloud" screen appears. Click the "Start" button.



- 4) Enter the QNAP ID and password you created earlier and click the "Next" button.

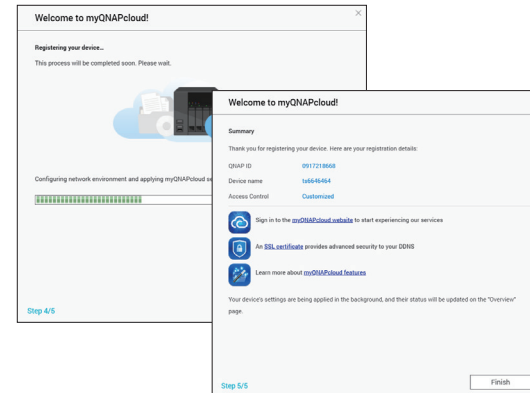


- 5) Select a QNAP device name.
The device name will be used on the internet, so it must be a universally unique name on myQNAPcloud, and not just unique for your own devices.

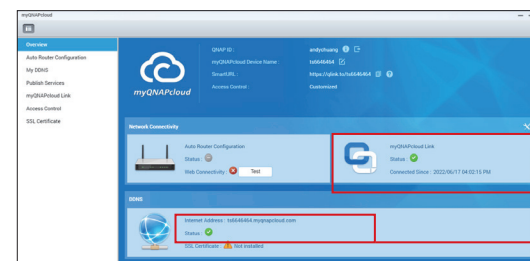


- 6) Configure device settings.
Review the configuration summary and click "Next".

* After completing Welcome to myQNAPcloud, you will be able to change the various settings.



- 7) After settings are complete, click the "Complete" button.



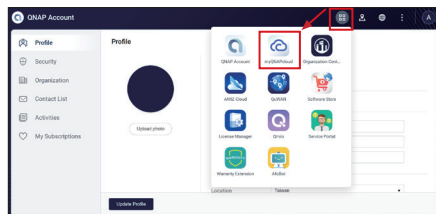
- 8) Verify that myQNAPcloud has been set up correctly.


Network Connection:
The status is

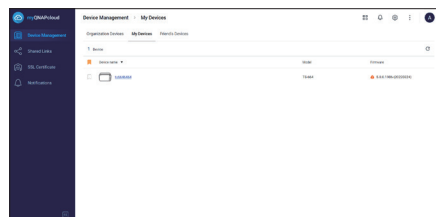
DDNS:
Internet address has been set.
The status is

4.3 Access QNAP remotely

If you are connected to the internet at your destination, log into your QNAP Account (<https://account.qnap.com/>) to access myQNAPcloud. Check that your QNAP is registered.

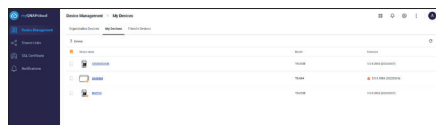


- 1) After logging into the QNAP Account, from the  button, select myQNAPcloud.

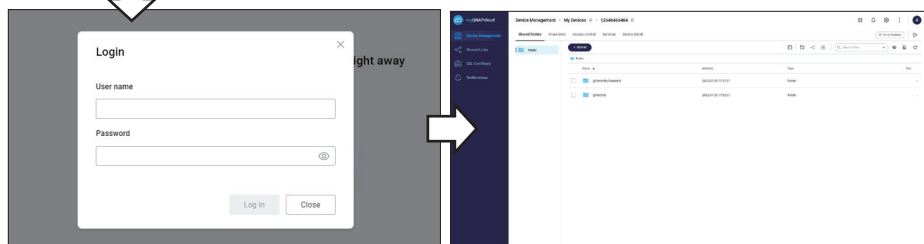
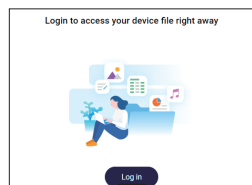


- 2) When the myQNAPcloud page opens, check that the QNAP is registered.

Click the button to access the QNAP log in



- 3) The QNAP admin web screen will open.

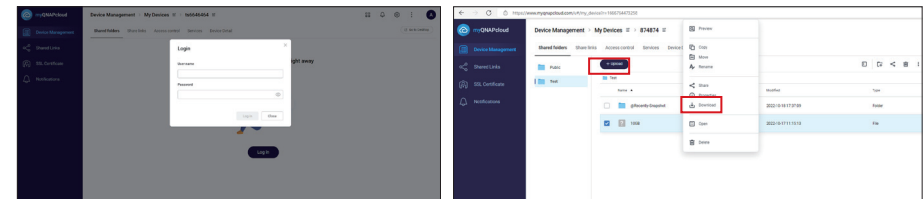


★ **TIPS:** Other methods for accessing myQNAPcloud

Link for direct access to myQNAPcloud: <https://www.myqnapcloud.com/home>

4.4 Use files remotely (PC)

When you use myQNAPcloud, you can download files saved on QNAP or upload files to QNAP.



- 1) Select the Shared folder and input QNAP username and password to log in.
- 2) You can select a file for download or upload from your PC.

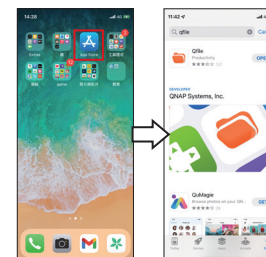
  Download : Upload/Download Files

4.5 Use files remotely (smartphone)

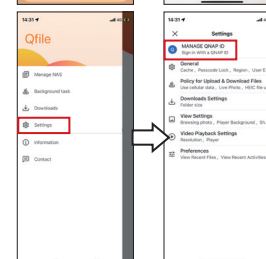


There are apps for using QNAP on your smartphone. Here we will introduce the Qfile app, for handling files on QNAP while you're out and about.

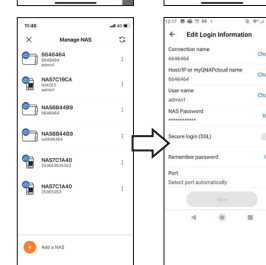
4-5-1. For iPhone



- 1) Download Qfile from App Store and install.



- 2) Start up Qfile and from the Settings, sign in using your QNAP ID.



- 3) After signing in, a list of your registered QNAPs will appear. Select the QNAP you want to work with and use that file.

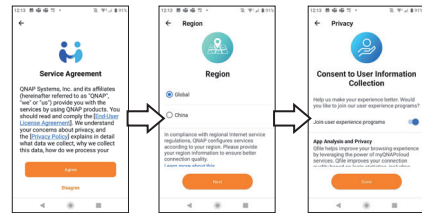


05. Use the QNAP backup function

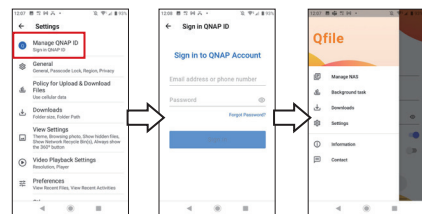
4-5-2. For Android



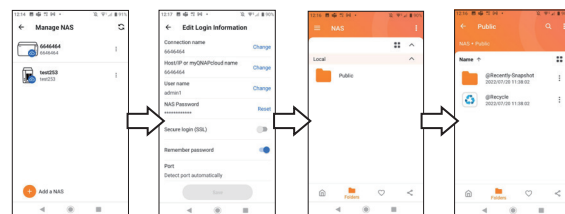
1) Download Qfile from the Play Store and install.



2) When you start up Qfile, the initial settings screen will appear.
 · Region: Global/China. Select Global if you are not located in China.
 · Privacy: Read and agree to the user information collection select “Yes” and click the “Complete” button.
 You will be asked to allow access to the data in your Android Phone select “Allow.”



3) Connect to the QNAP from Qfile.
 Select “QNAP ID sign in” and log in using your QNAP ID.

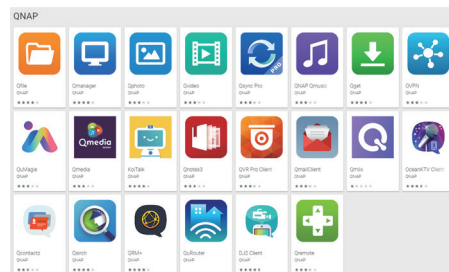


4) After signing in, a list of your registered QNAPs will appear. Select the QNAP you want to work with and use that file.

★ TIPS: A vast array of QNAP mobile apps

Besides Qfile there are many more convenient mobile apps. Search for one you prefer. Ex)

- Qphoto/Qvideo:**
View and manage the images/videos saved on QNAP.
- QVR Pro Client:**
View and manage cameras connected to QNAP.
- Qmanager:**
View and manage settings and state of use of QNAP.
- QVPN:**
Connect to QNAP with VPN.



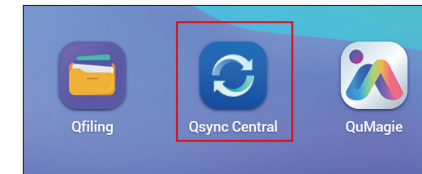
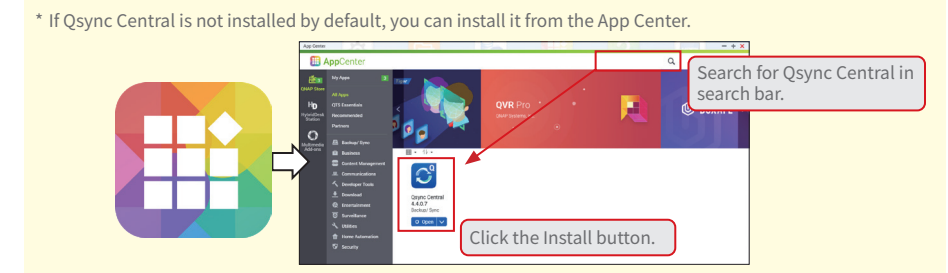
QNAP is equipped with plenty of backup functions to suit various needs. We will introduce some of those functions here.

5.1 Back up PC data to QNAP

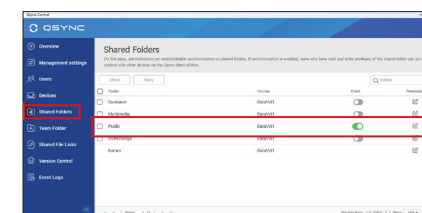
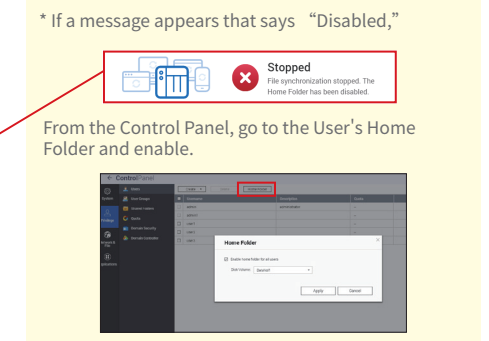
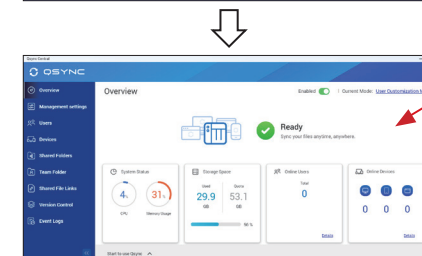
Your computer might suddenly break, you might lose it or it may be stolen. In all these cases there is a risk of losing your important data. Make sure to back up the important data saved to your PC to the QNAP, just in case.

5-1-1. Qsync Central settings in QNAP

Set up Qsync Central in QNAP. Qsync Central is an app that is linked to the Qsync set up on the PC side to synchronize PC data on the QNAP side. In other words, even if backup is not scheduled, any data creation, changes or deletions will be reflected immediately on the QNAP side. (Strictly speaking, it is synced in both directions, so when QNAP-side data is edited, the PC side data is also edited)



1) Download Qfile from the Play Store and install.



2) Open the Shared Folder and select where to save the PC data backup.

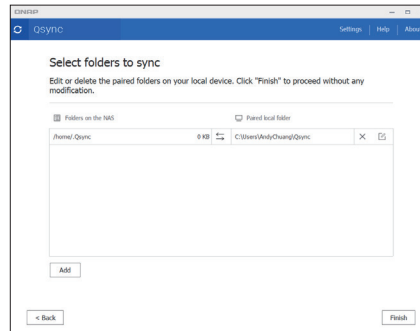
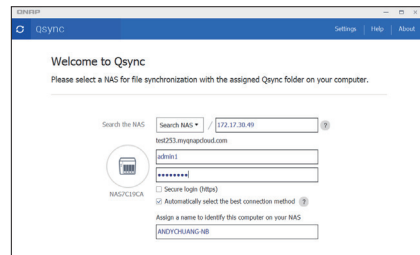
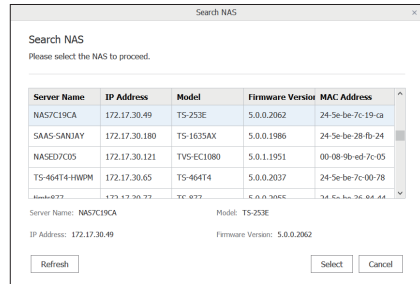
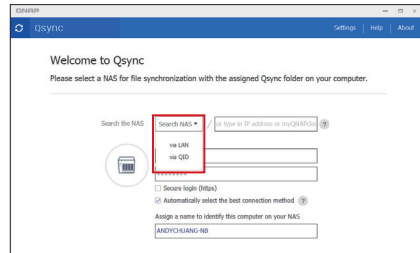
5.1-2. Set up Qsync on admin PC

Install the Qsync Client on the admin PC and copy the backup folder to Qsync Central.
Download Qsync from the QNAP website.



QNAP website (utilities): <https://www.qnap.com/en/utilities/essentials>

After installation is complete, start up the Qsync Client and start setup.

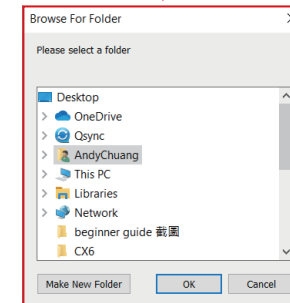
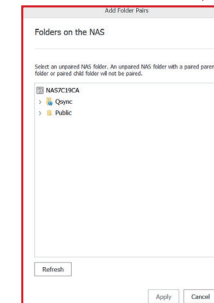
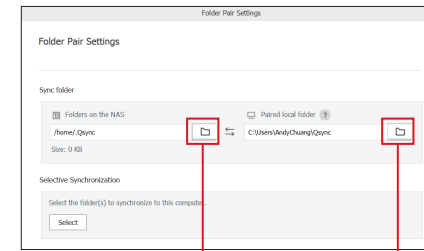


- 1) From "NAS Search," select the QNAP to which the backup will be saved via one of the backup methods.
 - On the LAN: In case QNAP is on the same network as the admin PC.
 - On QID: In case QNAP is in a remote location beyond the internet.

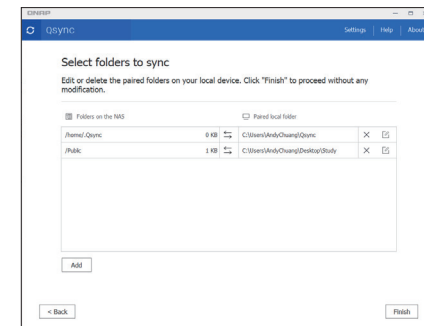
- 2) Select the QNAP where the backup will be saved and click the "Select" button.

- 3) Enter your QNAP login credentials and click "Apply."

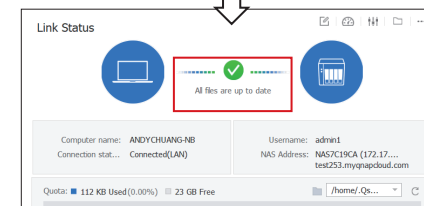
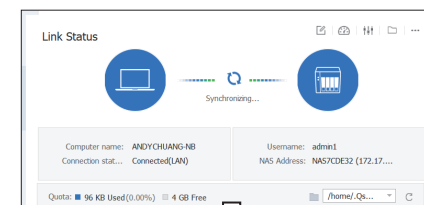
- 4) The folder on QNAP and the folder on PC will pair.



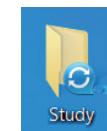
- 5) The folder on QNAP and the folder on PC will pair.
 - Folder on QNAP: {"Qnap" here}
 - Folder on PC: {"MyData" here}
 Once you select the pairing folder, click the "Apply" button.



- 6) Check the paired folders. If there are no issues, click the "Complete" button.



- 7) The sync will start right away. When the message, "All files are updated," appears, it means the sync is complete. Please check to make sure that the QNAP side and PC side data are the same.



The icon of the backup source folder changes to confirm it is using Qsync.

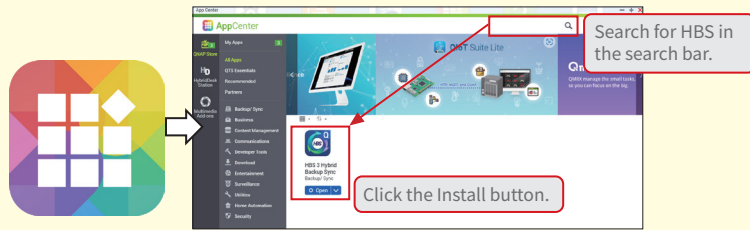
5.2 Back up QNAP data to external disk

Using a multi-disk QNAP with redundancy can prevent loss of data, even if one of the disks breaks. However it is a problem if the QNAP itself breaks. In preparation for that, also consider a backup for the QNAP itself. Backup options include external USB disk, other storage devices, cloud services, etc. There is a convenient backup app that can manage any backups in QNAP from one place.

5-2-1. HBS3 backup

1) Set up the HBS3 backup app on QNAP.

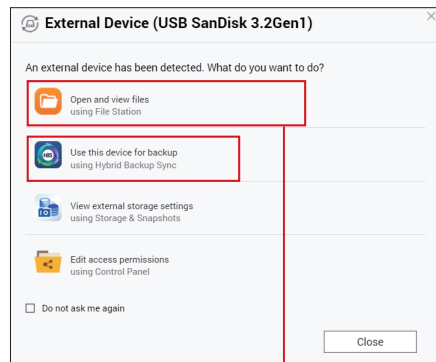
* If Qsync Central is not installed by default, you can install it from the App Center.



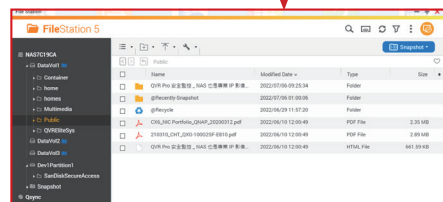
2) Connect an external USB disk to the QNAP.
We will use an external USB disk as a backup destination here.

*To use another QNAP or cloud services as your backup destination, try out the reference settings from the URL below.
QNAP Website (HBS3 tutorial):
<https://www.qnap.com/en/how-to/tutorial/article/hybrid-backup-sync>

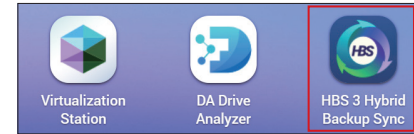
★ TIPS: Plug in external USB disk



The first time you plug in the external USB disk, a screen like the following will appear and you can tell if the QNAP is recognized or not.
When HBS3 is installed, the HBS3 icon also appears so you can start up HBS3 and you can set up the external USB disk as a backup destination.
Also, if File Station is selected, the contents of the external USB disk can be accessed.



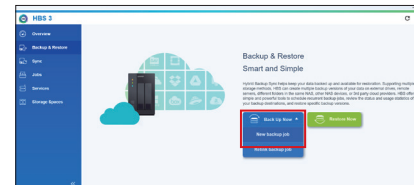
You can also check if the plugged in external USB disk is recognized from the "Connected external devices" icon on the top left of the online admin screen.



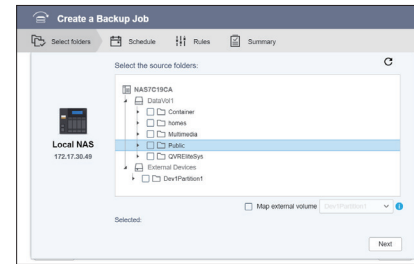
3) Start up HBS3



4) Select Backup/Restore.



5) Select "New backup job" from "Backup Now."

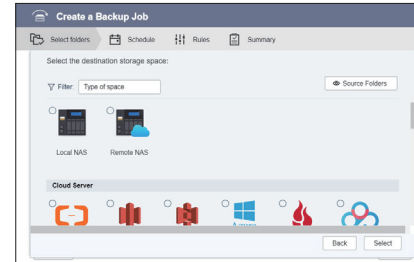


6) [Select Folder-1]
Choose the backup folder(s).

Here, select Qnap folder. The contents should be like those in the figure on the left.



Click the "Next" button.



7) [Select Folder-2]
Select the save destination.

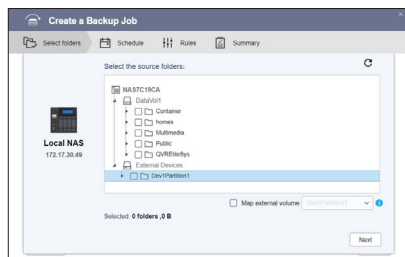
In this example we will use the external USB disk, so select "Local NAS."

Click the "Select" button.

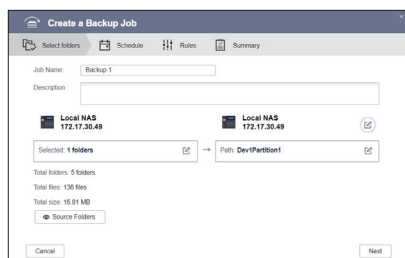
★ TIPS: Types of cloud servers

HBS3 can also use a general cloud server as a data backup destination. By backing up to a remote location you can facilitate disaster recovery.

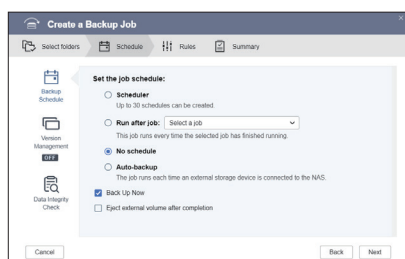




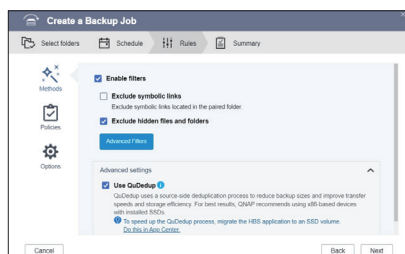
- 8) [Select Folder-3]
Select backup destination device and folder.
In this example we will save to the external USB disk, so from "External Devices" select "Dev1Partition1."
Click the "OK" button.



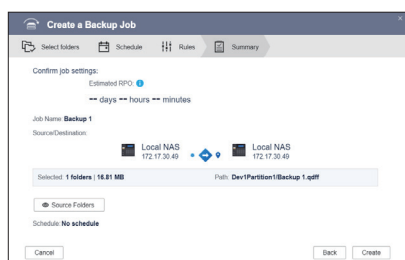
- 9) [Select Folder-4]
Check that the backup source and destination folders are correct.
If you need to make changes, click the change location button [X] and correct the mistake.
Click the "Next" button.



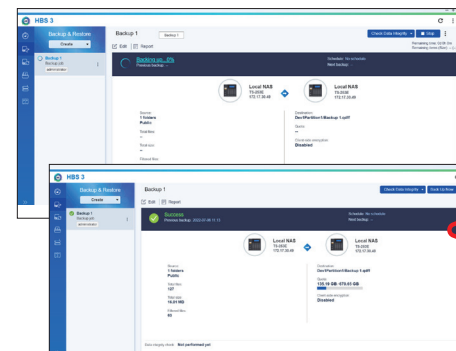
- 10) [Schedule]
Set the timing for executing backup job. In this example we want a backup right away, so
· Select "No schedule."
· Check "Back Up Now."
You can use the scheduler to automatically execute backups regularly at a set time.
Click the "Next" button.



- 11) [Rules]
You can decide details for the backup rules. Ex)
· Encryption
· Filter(s) (select files to be backed up)
· Error notifications, etc.
Click the "Next" button.



- 12) [Summary]
Final check.
If there are no issues, click the "Create" button.



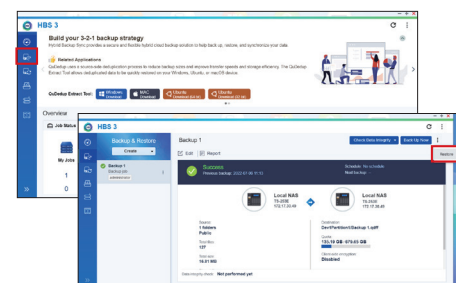
- 13) Start backup job.

Success
Previous backup: 2022-07-06 11:13

Backup Job successful.

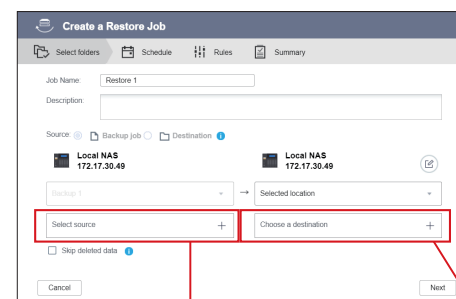
5-2-2. Restore with HBS3

Let's try recovering a backup saved on the external USB hard disk to QNAP.
Start up HBS3 and plug in the external USB disk on which the backup was saved.



- 1) Select Backup/Restore.

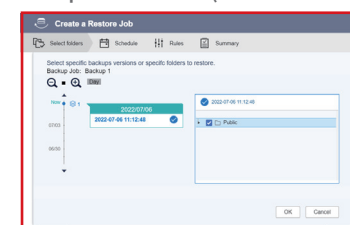
Click the "Restore" button.



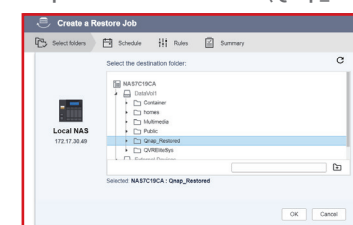
- 2) [Select Folder-1]
Select the folder in which the backup was saved and the destination folder for the restoration.
Create the save destination folder ("Qnap_Restored") in advance.

Backup saved location (external USB disk)

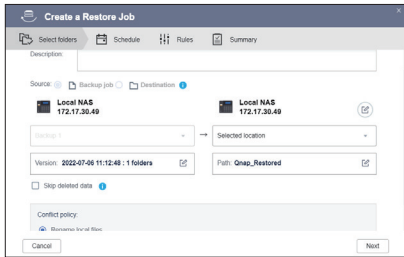
Backup restoration destination (Qnap_Restored)



Select Qnap folder.

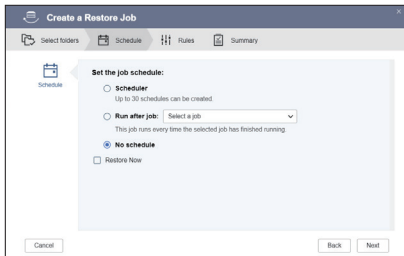


Select the "Qnap_Restored" folder where the backed up data was originally saved.



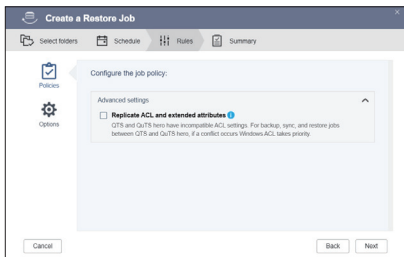
3) [Select Folder-2]

After you have selected the folder in which the backup was saved and the destination folder for the restoration, click the “Next” button.



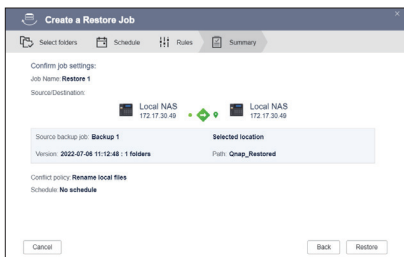
4) [Schedule]

Set the timing for executing restoration job.
In this example we want a backup right away, so
· Select “No schedule.”
· Check “Back Up Now.”
You can use the scheduler to automatically execute restoration jobs regularly at a set time.
Then click the Next button.



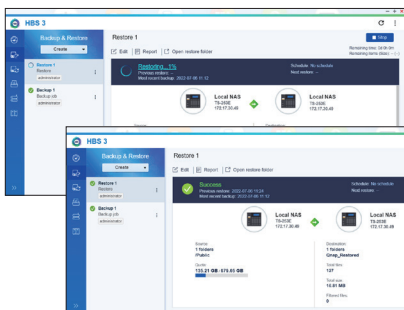
5) [Rules]

You can decide details for the recovery rules.
· Job Policy
· Error handling rules, etc.
Then click the Next button.



6) [Summary]

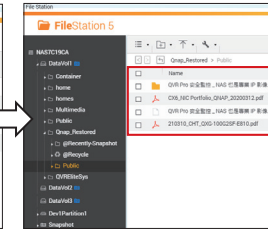
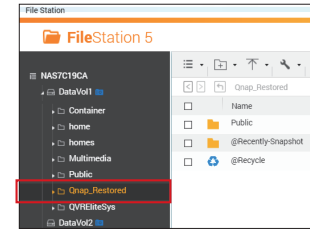
Final check.
If there are no issues, click the "Restore" button.



7) Start Restoration Job

Success
Previous restore: 2022-07-06 11:24
Most recent backup: 2022-07-06 11:12

Restoration Job Successful.



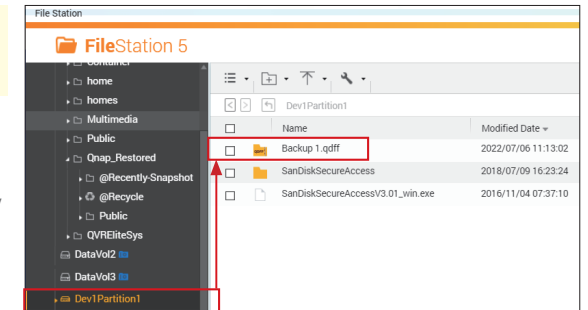
8) Check that the data has been restored to the Qnap_Restored folder.

5-2-2. Restore with PC

When you look at the external USB disk where the backup was saved, there may be a file with the original QNAP (.qdiff) suffix, such as “Backup 1.qdiff.”
This is because “Use QuDedup” was checked when creating the backup.

* “QuDedup” is enabled by default.
If you remove the check, then the raw data will be backed up.

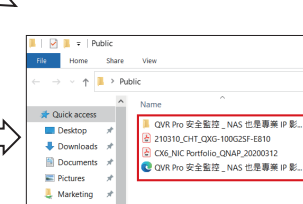
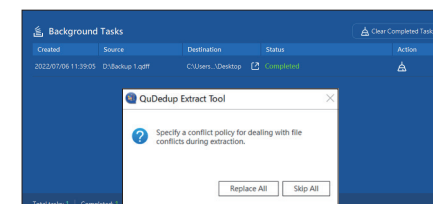
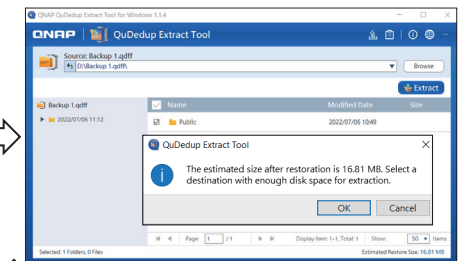
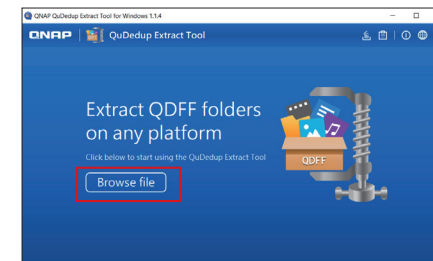
“QuDedup” is a technology for shrinking backup size and improving transmission speed. If you only use QuDedup, the backed up data cannot be read by the PC, but restoring data to your PC is possible by using the QuDedup Extract Tool.



Install the latest version of the QuDedup Extract Tool.

QNAP website (utilities):
<https://www.qnap.com/en/utilities/enterprise>

After installation is complete, start up the QuDedup Extract Tool and start setup.
Plug the external USB disk on which the backup was saved into the PC.

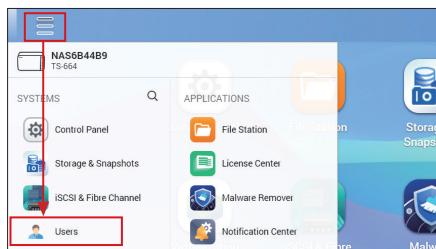


06. Contacting the QNAP help desk

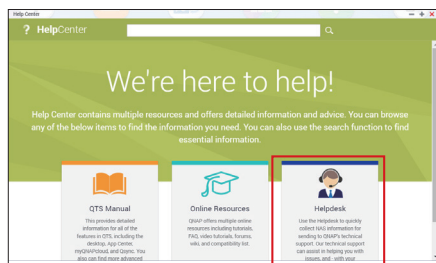
You may have questions or run into problems when using QNAP. The Help Center is an extremely convenient app with a collection of solutions and tips for various user issues. If you can't find the answer you're looking for in the QTS Manual and Online Resources, try asking the Help Desk.

6.1 Create ticket

Create a ticket with your request and send it to QNAP.



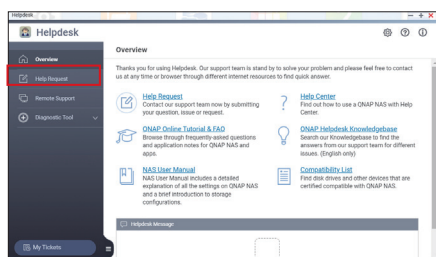
- 1) Log into the QNAP online admin screen and click the Help Center.



- 2) Start up the Help Center. The help center has searchable information that is vital for QNAP settings and daily maintenance such as the Help Center, QTS Manual and Online Resources.

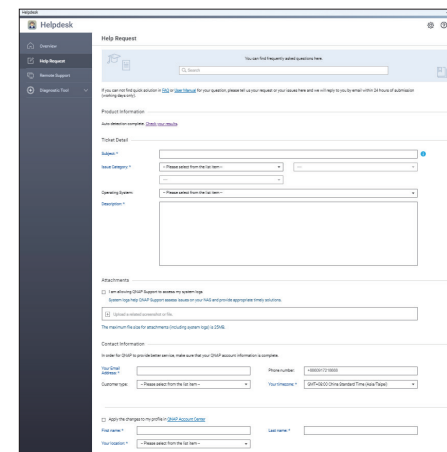
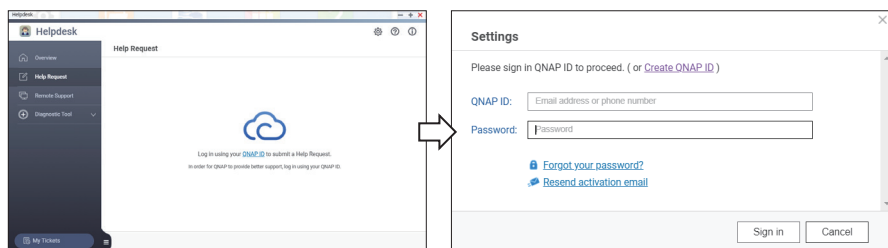
*Before contacting the Help Desk, please check the QTS Manual and online resources for answers to your questions.

Click the Help Desk.



- 3) Start up the Help Desk. Select "Help Request."

- 4) When using for the first time, you will be prompted to sign in using the QNAP ID you created earlier.



- 5) The "Help Request" will open. Enter the necessary items. The following items are required.

[Ticket Details]

- Subject
- Issue category
- Issue type
- Message

[Contact Information]

- Email Address
- Time zone
- First Name
- Last Name
- Address

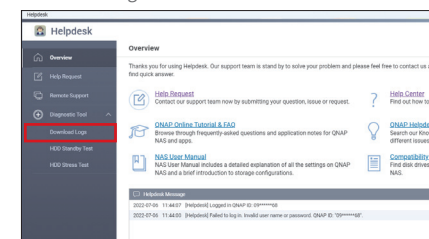
After entering the required fields, click the "Send" button.

* In case of using QNAP troubleshooting for your request, put a check mark in the attachment box next to "I am allowing QNAP Support to access my system logs." The system will automatically collect the necessary information within QNAP. The system log is an important resource for QNAP engineers to quickly resolve issues

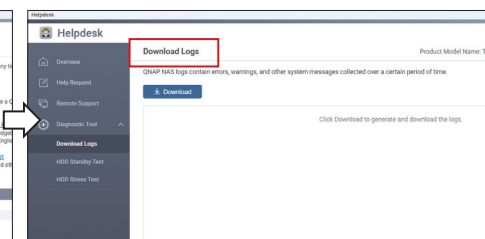
★ TIPS: Manually get system log

You can manually retrieve system logs in case you failed to send the system log when creating your ticket and were asked for it later.

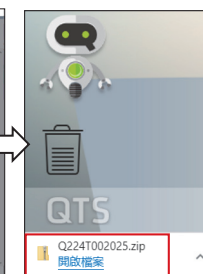
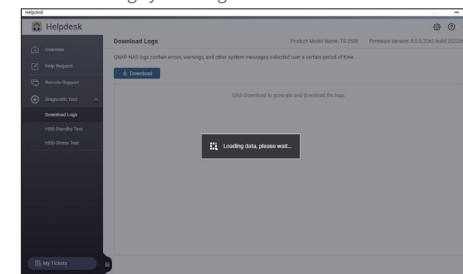
Under Help Desk, choose Diagnostic Tool and then Download Log



Click the "Download" button

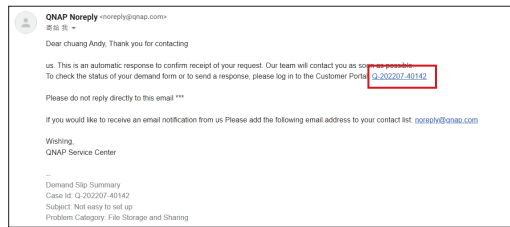


When creating system logs.



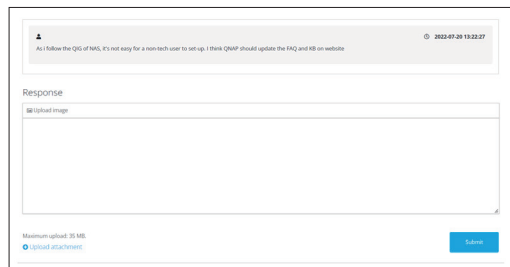
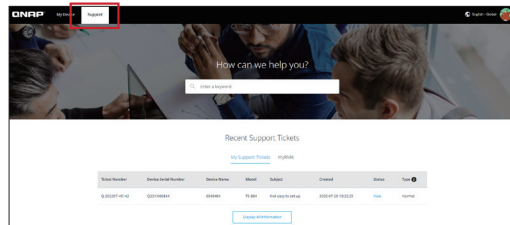
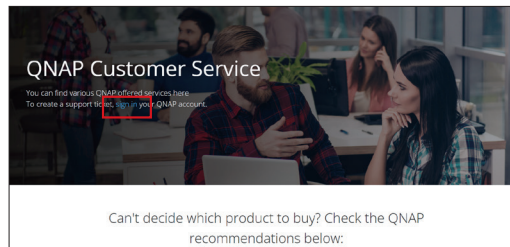
The system logs, compressed into a Zip file, was downloaded by your browser. Please attach the system log to the ticket.

6.2 Check ticket progress and respond



To check the progress of your request ticket or to respond, click the link in your email.
You must sign in using your QNAP ID.

***Do not directly reply to this email. Any replies to this email will not reach QNAP.**



1) Once the “Help Request” is complete, you will receive an email from QNAP to your registered email address.

2) On the QNAP Customer Service page, sign in using your QNAP ID.

3) After logging in, click Support.
A list of tickets you have created will appear.
Click the ticket you’re looking for.

4) If you want to send a ticket, write in the details and click the “Send” button.

1) Updating firmware

Our company makes efforts to improve firmware running on QNAP on a daily basis, for improved security and added functionality. To achieve the latest safety and convenience in our products, please upgrade to the latest firmware version as often as possible. To check for new firmware versions, see “Firmware Update” under the control panel. Also, those using QNAP Qfinder Pro will see **New** tification in the version field when new firmware is released.

2) What should I do for failure/malfunction?

If the QNAP main unit (excluding the hard disks and accessories) fails, contact the retailer where you purchased the unit or an official dealer. Make sure you prepare the following information in advance:

- QNAP model
- Serial Number
- OS version you are using (including version date)
- Detail the problem or issue

See the website below for retail and official dealer locations.
<https://www.qnap.com/en/where-to-buy/>

3) Official Website for Reference

The functions introduced in this QNAP Quick Setup Guide are only a small portion of available features.

We provide introductions of a wide variety of hardware and software, tutorials, Q&A manuals, etc., with useful information on our official website.

[QNAP official website: <https://www.qnap.com/>]

- Download Center (<https://www.qnap.com/go/download>):
Page with a list of OS, utilities, instructions, etc.
- QNAP Support (<https://www.qnap.com/en/how-to>):
A composite support site with tutorials, FAQ, knowledge bases, etc.
- Compatibility List (<https://www.qnap.com/go/compatibility/>):
QNAP NAS compatibility list for HDD, expansion cards, memory, etc.
- QNAP account: <https://account.qnap.com/>
Admin site for the QNAP ID used for all QNAP online services.
- myQNAPcloud (<https://www.myqnapcloud.com/home>):
QNAP product remote access admin site.
- QNAP Customer Service (<https://service.qnap.com/>):
Support ticket creation admin site.
- QuWAN (<https://quwan.qnap.com/login>):
QNAP's SD-WAN service (QuWAN) comprehensive admin site.
- QNAP migration compatibility check (<https://www.qnap.com/go/nas-migration/>):
Site for checking compatibility when migrating from QNAP to a new QNAP.
- QNAP NAS Community Forum (<https://forum.qnap.com/>):
Q&A with QNAP product veterans. *English only

★ TIPS: “QNAP Customer Service” URL

Besides the link in your email, you can also access the URL directly.
QNAP Customer Service: <https://service.qnap.com/>

