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## Synology UC3200

# Synology UC3200 12-Bay Unified Controller User Manual

Model: UC3200

## 1. PRODUCT OVERVIEW

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The Synology UC3200 is a 12-bay unified controller designed for high-availability SAN environments. It features an active-active architecture to ensure non-disruptive iSCSI services, providing resilient data protection solutions with a simplified management interface. This system is engineered to maximize service uptime for critical services.

### Key Features:

- **High Performance:** Active-active storage solution for non-disruptive iSCSI services.
- **Exceptional I/O:** Over 140,000 4K random Write IOPS for enterprise-class performance with low latency.
- **Flexible Capacity:** Scalable up to 36 drives with RXD1219sas expansion units.
- **Virtualization Ready:** Compatible with VMware vSphere, Microsoft Hyper-V, Citrix XenServer, and OpenStack Cinder.



Figure 1.1: Front view of the Synology UC3200 Unified Controller, displaying its 12 drive bays.

## Product Overview Video

Your browser does not support the video tag.

This video provides a general overview of the Synology DS620slim, which shares some operational principles with the UC3200, particularly regarding drive installation and compact design philosophy. While not the exact model, it illustrates basic Synology NAS concepts.

## 2. SETUP AND INSTALLATION

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This section outlines the general steps for setting up your Synology UC3200. For detailed instructions, please refer to the official Synology documentation.

### 2.1 Unpacking and Inspection

Carefully remove the UC3200 from its packaging. Inspect the unit for any signs of damage during transit. Ensure all components listed in the packing list are present.

### 2.2 Drive Installation

The UC3200 is a diskless unit, requiring the installation of 2.5-inch or 3.5-inch Serial Attached SCSI (SAS) hard drives. Follow these general steps:

1. Locate the drive bays on the front of the unit.
2. Unlock and pull out a drive tray.
3. Secure your SAS hard drive(s) into the drive tray(s) using the provided screws.
4. Slide the drive tray(s) back into the bay(s) until they click into place.

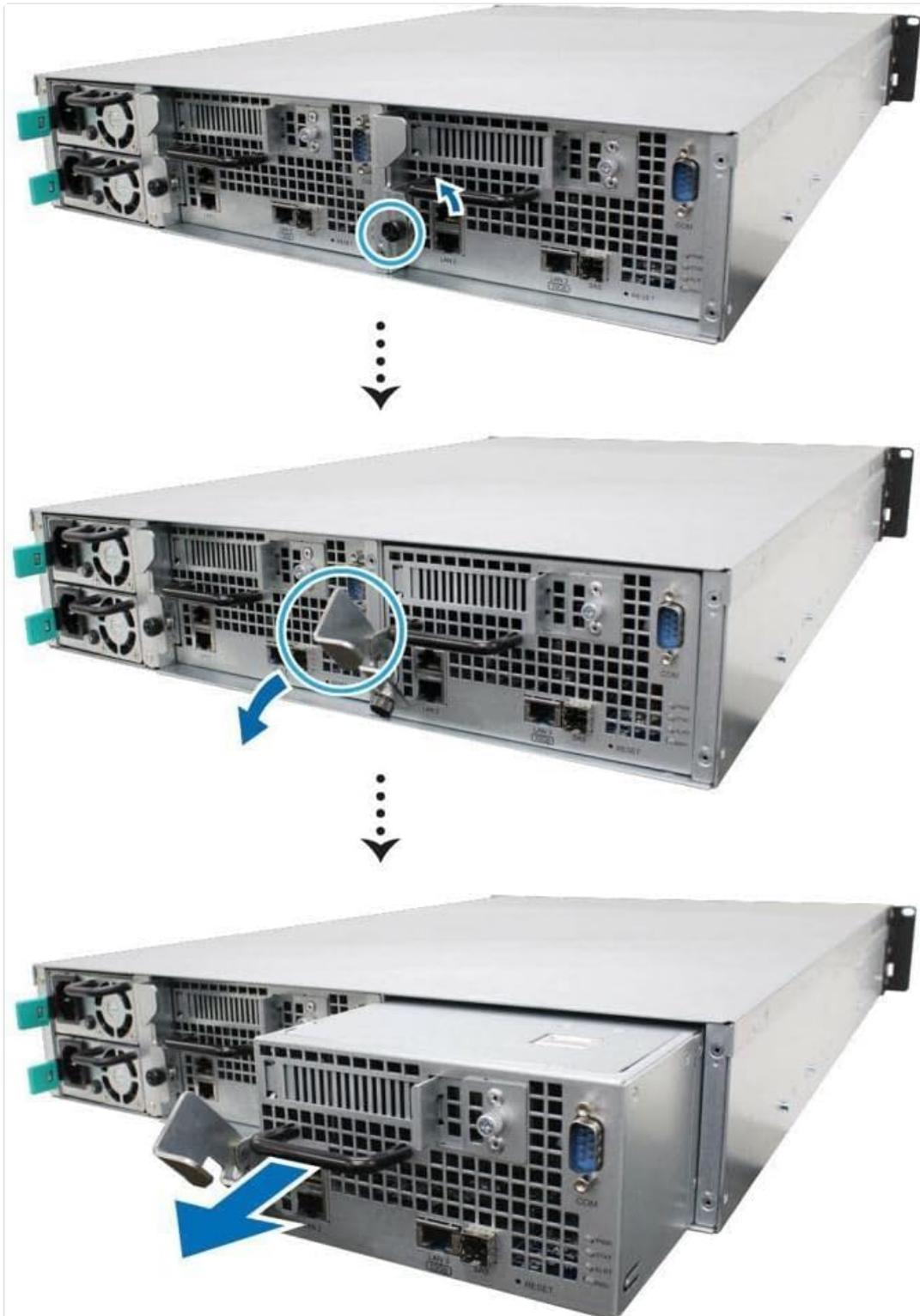


Figure 2.1: Illustration of how to remove and insert a module from the rear panel, which is indicative of the modular design for maintenance and setup.

### 2.3 Connecting to Power and Network

Connect the power cables to the power supply units and plug them into appropriate power outlets. Connect the network cables from the UC3200's LAN ports to your network switch or router.

### 2.4 Initializing the System

Power on the UC3200. Use Synology Assistant or a web browser to find and initialize the device on your network. Follow the on-screen prompts to install DiskStation Manager (DSM) and configure your storage pools and volumes.

## 3. OPERATION

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The Synology UC3200 operates on Synology's DiskStation Manager (DSM) operating system, providing a user-friendly interface for managing your storage and services.

### 3.1 iSCSI Services

The UC3200 is optimized for iSCSI services, offering high performance and reliability for SAN environments. Configure iSCSI LUNs and Targets through the DSM interface to connect to your virtualization hosts or servers.

### 3.2 Data Protection and High Availability

Leverage the active-active architecture for continuous service availability. Implement data protection features such as snapshots, replication, and backup solutions available within DSM to safeguard your critical data.

### 3.3 Virtualization Integration

Utilize the UC3200's compatibility with major virtualization platforms like VMware vSphere, Microsoft Hyper-V, Citrix XenServer, and OpenStack Cinder to enhance your virtualized infrastructure.

## 4. MAINTENANCE

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Regular maintenance ensures the longevity and optimal performance of your Synology UC3200.

### 4.1 System Updates

Regularly check for and install DSM updates to ensure your system has the latest features, security patches, and performance improvements.

### 4.2 Drive Health Monitoring

Monitor the health of your installed hard drives using DSM's Storage Manager. Replace drives proactively if S.M.A.R.T. warnings or other indicators suggest potential failure.

### 4.3 Cleaning

Keep the unit's ventilation areas clear of dust to prevent overheating. Periodically clean the exterior with a soft, dry cloth. Ensure the system is powered off before cleaning.



Figure 4.1: Rear view of the Synology UC3200, highlighting the redundant power supplies, fan modules, and various network and management ports. Regular inspection of these areas is crucial for maintenance.

## 5. TROUBLESHOOTING

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This section provides general guidance for common issues. For more complex problems, consult Synology's official support resources.

## 5.1 Power Issues

- **No Power:** Verify power cables are securely connected to both the unit and the power outlet. Check the power source.
- **Unexpected Shutdowns:** Ensure proper ventilation and check for overheating. Consider connecting to an Uninterruptible Power Supply (UPS) to prevent data loss during power outages.

## 5.2 Network Connectivity Problems

- **Cannot Access DSM:** Check network cable connections and ensure the network switch/router is functioning correctly. Verify the UC3200's IP address using Synology Assistant.
- **Slow Network Performance:** Check network cable quality, switch configuration, and ensure network interfaces are operating at their expected speeds.

## 5.3 Drive-Related Issues

- **Drive Not Detected:** Ensure drives are properly seated in their trays. Check drive compatibility with the UC3200.
- **Storage Pool Degradation:** Replace faulty drives as indicated by DSM's Storage Manager and allow the system to repair the storage pool.

## 6. SPECIFICATIONS

Feature	Detail
Model Number	UC3200
Drive Bays	12 (Diskless)
Compatible Drive Types	2.5"/3.5" SAS Hard Disk Drives
Hard Drive Interface	Serial Attached SCSI (SAS)
Dimensions (HxWxD)	88 mm x 430.5 mm x 692 mm (3.5"D x 16.9"W x 27.2"H)
Weight	55 pounds (approx. 24.9 kg)
Material	Metal, Plastic
Color	Black
Manufacturer	Synology
Date First Available	November 14, 2019

## 7. WARRANTY AND SUPPORT

### 7.1 Limited Warranty

The Synology UC3200 is backed by Synology's 5-year limited warranty. This warranty covers hardware defects under normal use conditions. For full terms and conditions, please refer to the official Synology warranty policy available on their website.

## 7.2 Technical Support

For technical assistance, troubleshooting, or service requests, please visit the official Synology support portal. You can find FAQs, knowledge base articles, and contact information for direct support.

- **Online Support:** [www.synology.com/support](http://www.synology.com/support)
- **Documentation:** Comprehensive documentation, including detailed installation guides and DSM user manuals, is available on the Synology website.