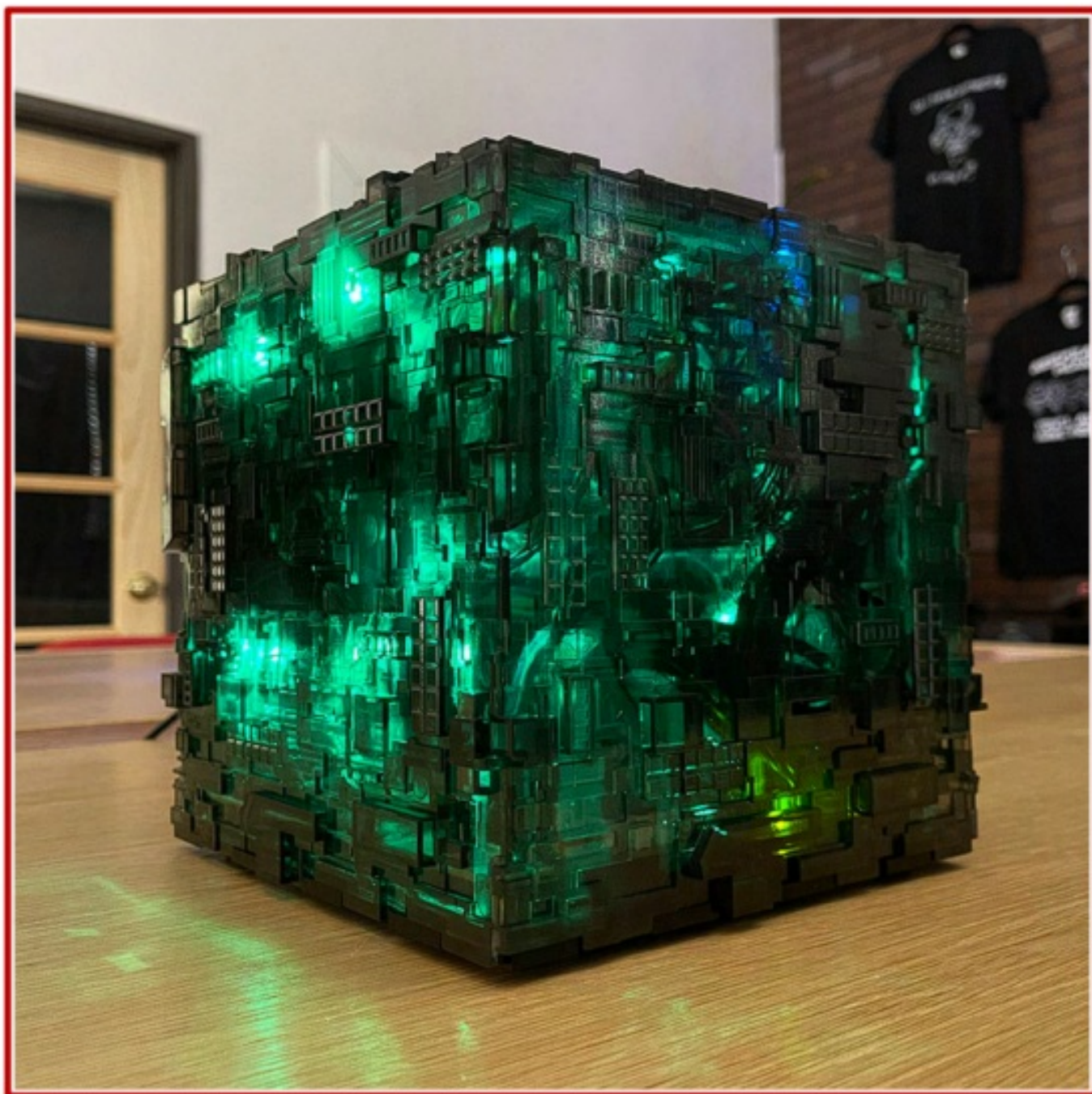


CherryTree CherryNAS Borg Hive User Guide

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CherryTree CherryNAS Borg Hive



Welcome to your new CherryTree Star Trek TM CherryNAS Borg Hive.

We really hope you enjoy your new machine. A lot of work and love went into creating this network appliance. Being huge Star Trek™ fans ourselves, the Borg seemed the perfect fit for a NAS device. During the design process we learned why nobody has even attempted such a task before. Creating all the details of the Borg on such a mass scale can be quite a challenge. It was worth it. We love our little CherryNAS Borg Hive & hope you will too.

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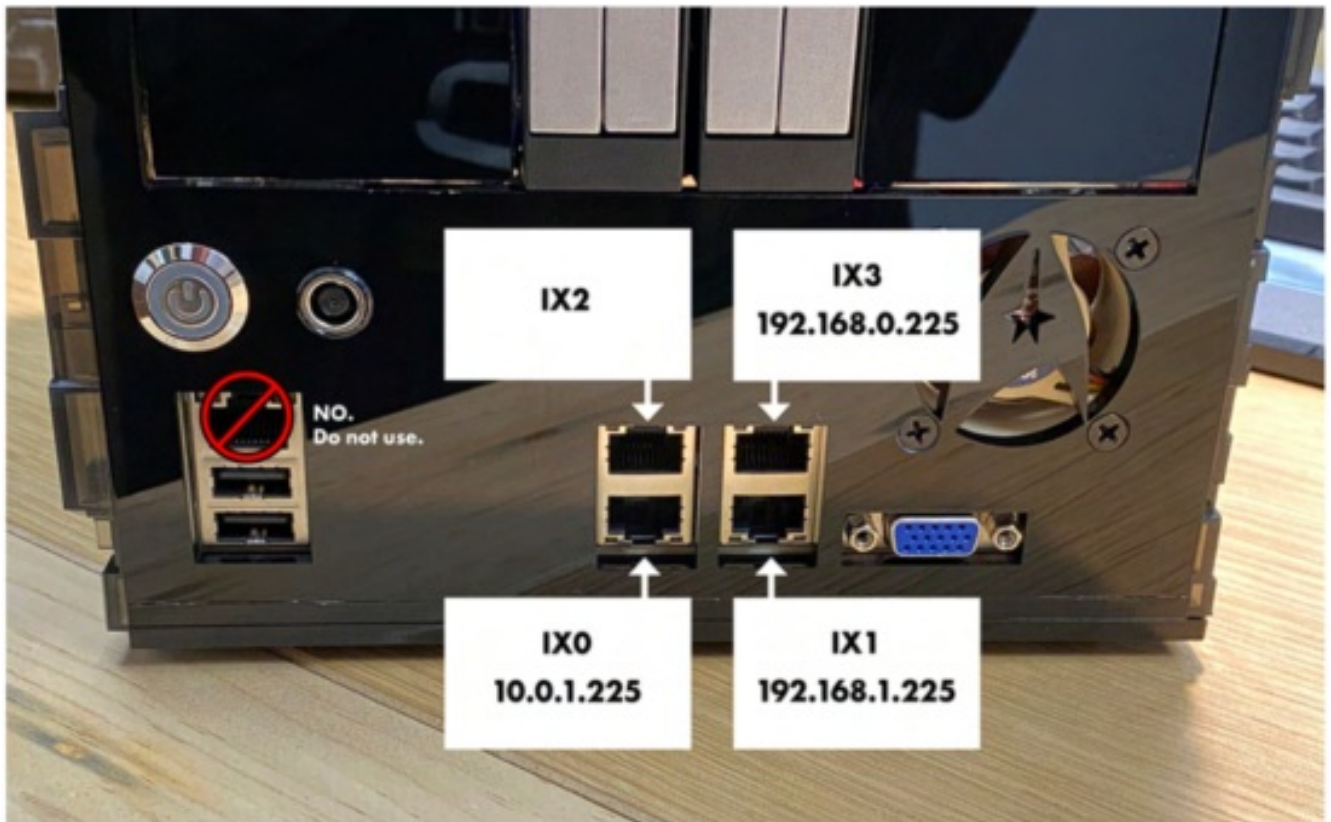
Quick Setup

1. Take out your new CherryNAS Borg Hive.
2. Hook up your network cable.
3. The CherryNAS is preconfigured to 3 different IP addresses:

Ethernet Port IX0: 10.0.1.225, IX1: 192.168.1.225, IX3: 192.168.0.225

– If your current network topology uses one of those IP address ranges, just plug the network cable into the corresponding port.

– If your network utilizes a different IP range, you need to set your computer to one of the matching IP addresses to configure the NAS via web browser.



4. Connect the power supply to the case.
5. Press the Power Button to initiate startup. Lights should turn on indicating the machine is powered on. It will take a little bit of time to boot up.
6. Once the machine has booted, you can configure your NAS. Username is `root` and your password is your order number.
Refer to <https://www.truenas.com/docs/> for configuration help.
7. Press the Power Button to initiate shutdown. Lights should turn off indicating the machine is powered off. It will take a little bit of time to shut down.



Back of CherryNAS Borg Hive with 12 Drive Bays.

Tips

If you love your CherryNAS Borg Hive, it will love you. Follow these tips so your little companion cube can provide the maximum amount of love and hard work for you.

- **Do not place items on top of the cube:** There is a fan in the rear vent excess heat. Blocking the holes can overheat your system.
- **Provide the Cube with enough space to vent the heat.** Tight Enclosed spaces can still trap the heat in.
- **Keep the Cube away from liquids.** Liquids and electronics generally don't get along well.
- **Keep dust away from the machine.** Dust getting into your machine can cause problems like overheating. Keep it in a safe clean place, and try to limit the dust getting into the machine by keeping it clean.
- **Use an uninterruptible power supply to protect against power failures and surges.** Also known as an uninterruptible power source, UPS or battery backup, this an electrical apparatus that provides emergency power when the power fails. They also provide surge protection.

Troubleshooting

- *My machine won't power on.*
 - Make sure the power supply is plugged in and the system is getting power.
 - If the lights turn on, the machine is powered on.
- *My machine is making noises like something is rolling around inside it.*
 - While we try to do everything we can to provide make sure your CherryNAS Borg Hive is unharmed, we know delivery services can be rough. Contact Support and we'll do what we can to make you and your cube happy.
- *What's my password?*
 - Your password is generally your order number.
- *Help, Help! I'm being assimilated.*
 - We're sorry, but resistance is futile. In cases of Borg assimilation, please contact your nearest Starfleet medical representative or Emergency Medical Hologram.
- *Help! I'm still having problems!*
 - Not to worry! We have several ways we can help you:
 - E-mail: lauren@mycherrytree.com
 - Phone: 1-(866) CHERRY-3
 - Our hours are Monday – Friday 9:00am – 5:00pm PST
 - Our website's support page: <https://mycherrytree.com/support/>

Warranty Information

LIMITED WARRANTY DETAILS

CherryTree Inc. warrants to the original buyer that any part of the hardware system, excluding software, documentation and similar items, will be free of defects in workmanship and materials for the period the warranty included with the purchase from the date of delivery to Customer. Unless stated otherwise, licensed PCs, Custom Gaming PCs and Workstations come with a one year warranty period. Extended Warranty Periods of 24 months and 36 months can be purchased during configuration. During the warranty period, CherryTree Inc. will repair or replace, at its sole discretion, the defective hardware system, for defects specified by you, free of charge for labor and/or parts depending on your warranty period. Parts may not be the same but will be equivalent parts. CherryTree Inc. will cover shipping costs back and forth and replace the part(s) within the first 30 days of receiving your computer system. After 30 days you will be held liable for shipping costs to CherryTree and CherryTree will cover return shipping back to you. The remedy for this breach of warranty is limited to replacement or repair with parts warranted for the remainder of the warranty period. Any additional purchases or upgrades will not extend this warranty. Excluded from this warranty is any damage caused during shipment (except the shipment to the original buyer) and any damage caused by: impacts, fluids, fire, flood, wind, earthquake, lightning or similar disaster; unauthorized modifications, attachments or peripherals, improper use, environment, installation or electrical supply; improper maintenance; any other misuse, abuse, or mishandling. CherryTree's sole liability, under this warranty, for failure to repair or replace the hardware system after a reasonable number of attempts is limited to replacement or, at CherryTree's sole discretion, refund of the original purchase price. The above constitutes buyer's exclusive remedies for breach of warranty. CherryTree shall, under no circumstances, be liable for any other damages, including but not limited to special, incidental, consequential and other similar claims whether based upon breach of contract, breach of warranty, negligence, or strict liability, or any other similar theories. Damages excluded include but are not limited to: loss of profit, loss of revenue, loss of data or software, loss of use of the hardware system, loss of use of related equipment, cost of substitute or replacement equipment, "down-time", purchaser's time, injury to property, and all claims of third parties. EXCEPT AS EXPRESSLY STATED HEREIN, CHERRYTREE MAKES NO REPRESENTATIONS OR WARRANTIES, EITHER EXPRESS OR IMPLIED, OF ANY KIND WITH RESPECT TO PRODUCTS SOLD BY CHERRYTREE. EXCEPT AS EXPRESSLY STATED HEREIN, CHERRYTREE EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, OF ANY KIND WITH RESPECT TO PRODUCTS SOLD ON THIS SITE, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Depending on the term of the limited warranty, the coverage of labor and parts will vary.

The “1 Year Limited Warranty” covers labor costs for 1 year and direct defective part replacement service directly from CherryTree’s inventory for 1 year. The “2 Year Limited Warranty” covers labor costs for 2 years and direct defective part replacement service directly from CherryTree’s inventory for 1 year. After the first year, CherryTree will help replace any defective parts for the customer as long as those parts are still under warranty with the manufacturer. Certain components are covered usually from 3-5 years from the manufacturer. The “3 Year Limited Warranty” covers labor costs for 3 years and direct defective part replacement service directly from CherryTree’s inventory for 1 year. After the first year, CherryTree will help replace any defective parts for the customer as long as those parts are still under warranty with the manufacturer. Certain components are covered usually from 3-5 years from the manufacturer.

HOW TO OBTAIN SERVICE UNDER THIS WARRANTY

Call the Technical Support Department at (866) 243-7793. Have your order number and serial number available. The technical support staff will assist you in diagnosing the problem over the phone. If the problem cannot be resolved over the phone, we will decide on the best course of action for complete customer satisfaction. If return is authorized, please return the product. Do not return any products without prior authorization. Products returned without prior authorization will be rejected. CherryTree will not be responsible for consequential damage to the boards or the system or any of its components caused by either internal or external equipment, shorted connections or components not installed by or purchased from CherryTree. CherryTree will also not be responsible for damages to any components or loss of any data for goods purchased from CherryTree. The limited warranty also does not cover damages or defects that may have been caused by: Shipping damage (other than the original shipment), improper installation or maintenance, misuse, neglect or improper environment, repair, modification, adjustment, or installation of options or parts not by a CherryTree employee, inadequate or excessive electrical power surges, or other power irregularities. CherryTree will also not replace, repair, or refund on any purchase if the item serial numbers do not match, or if the product is not sold directly by CherryTree or if a “VOID WARRANTY” decal has been damaged, removed or tampered with. CherryTree will replace defective parts the same or equivalent to new parts at no cost. Any other part replacement that is different from the original configuration must be purchased at cost. Note: Do not include any accessories with your computer system for warranty repairs. If you do provide such materials, CherryTree will not be held responsible for any missing accessories such as software, adapters, etc. In the event no defect is found that is covered by the warranty, CherryTree will charge a test fee, advise the Customer and return the non- defective product when Customer pays the test fees and pays for return shipping. If such fees are not paid within 15 days after notification, the product shall be salvaged or disposed without any duty to account to Customer.

COSMETIC DAMAGES

CherryTree takes as much precaution to ensure that all of our systems leave our facility without any scratches or dents. To ensure we maintain this goal, a thorough external inspection is done prior to the computer being placed into the packaging box. Any cosmetic damages that are larger than the size of a U.S. dime will be taken care of by CherryTree if reported within the first 7 days of original delivery.

RETURN OF REPLACEMENT HARDWARE

If CherryTree does not receive replacement hardware back within 30 Days, CherryTree reserves the right to charge the customer for the value of the hardware, and/or, VOID the customer’s warranty and technical support services.

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References

- truenas.com/docs/

Manuals+.