

QuCPE-701x

QuCPE-7010 QuCPE-7012

User Guide



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1. Preface

About This Guide

This guide provides information about the device and step-by-step instructions on installing the hardware. It also provides instructions on basic operations and troubleshooting information.

Audience

This document is intended for consumers and storage administrators. This guide assumes that the user has a basic understanding of storage and backup concepts.

Document Conventions

| Symbol | Description |
|--------|--|
| | Notes provide default configuration settings and other supplementary information. |
| 1 | Important notes provide information on required configuration settings and other critical information. |
| | Tips provide recommendations or alternative methods of performing tasks or configuring settings. |
| | Warnings provide information that, when ignored, may result in potential loss, injury, or even death. |

2. Product Overview

This chapter provides basic information about the QNAP device.

About the QuCPE-701x

The QuCPE-701x Network Virtualization Premise Equipment is a universal virtualization platform specifically designed for SMBs. The QuCPE-701x adopts powerful Intel® Xeon® D multi-core processors that support Intel® QAT, Smart NIC SR-IOV and DPDK hardware acceleration technologies and provides multi-port 10GbE, a network module slot, and a PCle slot for 25GbE/ 10GbE expandability. With enhanced bandwidth and computing performance for running multiple VMs and VNFs, the QuCPE-701x is suitable for multi-user and multi-tasking business applications. The QuCPE-701x also features the QNE Network OS for chaining VNF services and AMIZ Cloud for centralizing device deployment and management to realize flexible Zero Touch Provisioning.

Hardware Specifications



Warning

If your QNAP product has hardware defects, return the product to QNAP or a QNAPauthorized service center for maintenance or replacement. Any attempt to repair or perform maintenance procedures on the product by you or an unauthorized third party invalidates the warranty.

QNAP is not responsible for any damage or data loss caused by unauthorized modifications and installation of unsupported third-party applications. For details, see the QNAP Warranty Terms and Conditions.



Model specifications are subject to change without prior notice. To see the latest specifications, go to https://www.gnap.com.

| Ordering P/N | Drive bays | Memory | Power supply |
|------------------------|------------|--------|--------------|
| QuCPE-7010-D2123IT-8G | 2 | 8 GB | Redundant |
| QuCPE-7010-D2146NT-32G | 2 | 32 GB | Redundant |
| QuCPE-7010-D2166NT-64G | 2 | 64 GB | Redundant |
| QuCPE-7012-D2123IT-8G | 2 | 8 GB | Redundant |
| QuCPE-7012-D2146NT-32G | 2 | 32 GB | Redundant |
| QuCPE-7012-D2166NT-64G | 2 | 64 GB | Redundant |

| Component | QuCPE-7010 | QuCPE-7012 |
|--|--|---|
| Processor | | |
| CPU • QuCPE-7010-D2123IT-8G: Intel® Xeon® D-2123IT | | QuCPE-7012-D2123IT-8G: Intel® Xeon® D-2123IT |
| | QuCPE-7010-D2146NT-32G: Intel® Xeon® D-2146NT | QuCPE-7012-D2146NT-32G: Intel® Xeon® D-2146NT |
| | QuCPE-7010-D2166NT-64G: Intel® Xeon® D-2166NT | QuCPE-7012-D2166NT-64G: Intel® Xeon® D-2166NT |

| Component | QuCPE-7010 | QuCPE-7012 | |
|---|--|--|--|
| Frequency | QuCPE-7010-D2123IT-8G: 4-core/8- thread 2.2 GHz base/ 3.0 GHz burst | QuCPE-7012-D2123IT-8G: 4-core/8- thread 2.2 GHz base/ 3.0 GHz burst | |
| | QuCPE-7010-D2146NT-32G: 8- core/16-thread 2.3 GHz base/ 3.0 GHz burst | QuCPE-7012-D2146NT-32G: 8- core/16-thread 2.3 GHz base/ 3.0 GHz burst | |
| | QuCPE-7010-D2166NT-64G: 12- core/24-thread 2.0 GHz base/ 3.0 GHz burst | QuCPE-7012-D2166NT-64G: 12- core/24-thread 2.0 GHz base/ 3.0 GHz burst | |
| Architecture | x86 64-bit | | |
| Encryption engine | AES-NI | | |
| Memory | | | |
| Pre-installed memory | QuCPE-7010-D2123IT-8G: 8 GB RAM: 2 x 4 GB ECC DDR4 UDIMM | QuCPE-7012-D2123IT-8G: 8 GB RAM: 2 x 4 GB ECC DDR4 UDIMM | |
| | QuCPE-7010-D2146NT-32G: 32 GB RAM: 2 x 16 GB ECC DDR4 UDIMM | QuCPE-7012-D2146NT-32G: 32 GB RAM: 2 x 16 GB ECC DDR4 UDIMM | |
| | QuCPE-7010-D2166NT-64G: 64 GB RAM: 4 x 16 GB ECC DDR4 UDIMM | QuCPE-7012-D2166NT-64G: 64 GB RAM: 4 x 16 GB ECC DDR4 UDIMM | |
| Memory slots | 8 x DDR4 UDIMM or RDIMM | | |
| Use only QNAP memory modules to maintain system performance and stability. For devices with more than one memory slot, use QNAP modules with identical specifications. Using unsupported modules may degrade performance, cause errors, or prevent the operating system from starting. | | | |
| Maximum memory | UDIMM: 128 GB RAM: 8 x 16 GB RDIMM: 256 GB RAM: 8 x 32 GB | | |
| Flash memory | n memory 64 GB (dual-boot OS protection) | | |
| Storage | | | |
| Drive bays | 2 x 2.5-inch SATA 6 Gbps | | |
| Drive compatibility | 2.5-inch SATA hard disk drives | | |
| | 2.5-inch SATA solid-state drives | | |
| Network | | | |
| 10 Gigabit Ethernet ports | • | | |
| Gigabit Ethernet ports | 8 x GbE RJ45 | - | |
| 2.5 Gigabit Ethernet ports | - | 8 x 2.5 GbE RJ45 | |
| External I/O Ports & Expansion Slots | | | |
| PCIe slots | PCIe slots 1 x PCIe 3.0 x8 | | |
| USB ports | 1 x USB 2.0 Type-A 1 x USB 3.2 Gen 1 Type-A | | |
| Interface | | | |

| Component | QuCPE-7010 | QuCPE-7012 | |
|----------------------------------|---|---------------------------------|--|
| Display panel | Monochrome backlit LCD display | | |
| Buttons • Enter | | | |
| | | | |
| | • Power | | |
| Dimensions | | | |
| Form factor | 1U Rackmount | | |
| Dimensions (H x W x D) | 430 x 426 x 44.2 mm (16.93 x 16.77 x 1.74 in) | | |
| Net weight | 7.21 kg (8.99 lbs) | | |
| Others | | | |
| Rail compatibility | RAIL-B02 | | |
| | Note Rail kits are not included with the separately. For details, contact http://shop.qnap.com. Information on rail kit installation installation guide included in the separately. | an authorized reseller or go to | |
| Power supply unit | 300W, 90-264V AC, 50/60 Hz | | |
| System battery | CR2032 lithium battery (3V, 225 mAh) | | |
| Fans 5 x 40 mm, 12V DC smart fan | | | |
| Operating temperature | · · · · · · · · · · · · · · · · · · · | | |
| Relative humidity | lative humidity • Non-condensing relative humidity: 5% to 95% | | |
| | Wet-bulb temperature: 27°C (80.6°F) | | |



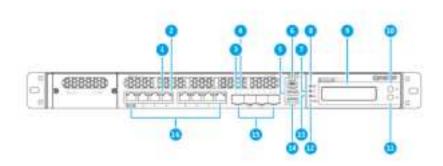
TipFor the list of compatible drive models and expansion cards, go to https://www.qnap.com/compatibility.

Package Contents

| Item | Quantity |
|--------------------------------|-----------------|
| QuCPE-701x | 1 |
| Power cord | 1 |
| Ethernet cables | 1 x 1GbE (RJ45) |
| Screws for 2.5-inch drives | 12 |
| Quick Installation Guide (QIG) | 1 |

Components

Front Panel



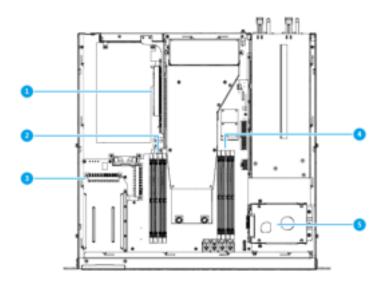
| No. | Component | No. | Component |
|-----|----------------------------------|-----|--|
| 1 | Gigabit Ethernet activity LED | 9 | LCD panel |
| 2 | Gigabit Ethernet speed LED | 10 | LCD enter button |
| 3 | 10 Gigabit Ethernet activity LED | 11 | LCD select button |
| 4 | 10 Gigabit Ethernet speed LED | 12 | Reset button |
| 5 | USB 2.0 Type-A port | 13 | Warning LED |
| 6 | Console port (RJ45) | 14 | USB 3.2 Gen 1 Type-A port |
| 7 | Drive LED | 15 | 10 Gigabit Ethernet ports (SFP+) |
| 8 | Power LED | 16 | QuCPE-7010: Gigabit Ethernet ports (RJ45) QuCPE-7012: 2.5 Gigabit Ethernet ports (RJ45) |

Rear Panel



| No. | Component | No. | Component |
|-----|---------------------|-----|-------------------------|
| 1 | Power supply unit 1 | 3 | Power button |
| 2 | Power supply unit 2 | 4 | PCIe full-height covers |

System Board



| No. | Component | No. | Component | |
|-----|-------------------------|-----|--|--|
| 1 | PCIe slot (PCIe 3.0 x8) | 4 | Memory slots (blue) | |
| | | | Note Install memory modules in blue slots first. | |
| 2 | Memory slots | 5 | 2.5-inch HDD/SSD slots | |
| 3 | Network module slot | - | - | |

Safety Information

The following instructions help ensure personal safety and environmental safety. Read these instructions carefully before performing any operations.

General Instructions

- The device should be stored in a secure location with restricted access, controlled through the use of a tool, lock and key, or any means of security.
- Only qualified, skilled, and authorized persons with knowledge of all restrictions, safety precautions, and installation and maintenance procedures should have physical access to the device.
- To avoid potential injury or damage to components, ensure that the drives and other internal system components have cooled before touching them.
- Observe electrostatic discharge (ESD) procedures to avoid potential injury or damage to components.

Power

 To reduce the risk of fire or electric shock, ensure that you only connect the power cord to a properly grounded electrical outlet.



Devices with redundant power supply may have one or more power supply unit (PSU) cords. To avoid serious injuries, a trained service technician must disconnect all PSU cords from the device before installing or replacing system components.

System Battery

- To avoid potential battery explosion, causing injury or damage to components, ensure that you replace the existing battery with a battery of the same type.
- Dispose of used batteries properly according to local regulations or the instructions of the battery manufacturer.

Moving Parts



Moving fan blades: Keep your body parts away from moving fan blades while the device is connected to a power source.



Moving components: Keep your body parts away from other moving components.

Installation Requirements

| Category | Item |
|--------------------------|--|
| Environment | Room temperature: 0°C to 40°C (32°F to 104°F) |
| | Non-condensing relative humidity: 5% to 95% |
| | Wet-bulb temperature: 27°C (80.6°F) |
| | Flat, anti-static surface without exposure to direct sunlight, liquids, or chemicals |
| Hardware and peripherals | Storage drives For the list of compatible drive models, go to https://www.qnap.com/compatibility. |
| | Network cable |
| Tools | Phillips #1 or #2 screwdriver |
| | Flat head screwdriver |
| | Anti-static wrist strap |

3. Installation and Configuration

This chapter provides specific hardware and firmware installation and configuration steps.

Hardware Installation

This section provides information on installing drives, memory modules, and expansion cards.

Installing 2.5-inch Solid-state Drives



Warning

- · Installing a drive deletes all data on the drive.
- Observe electrostatic discharge (ESD) procedures to avoid damage to components.

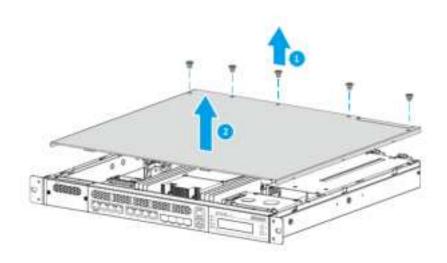


Moving fan blades: Keep your hands and other body parts away from moving fan



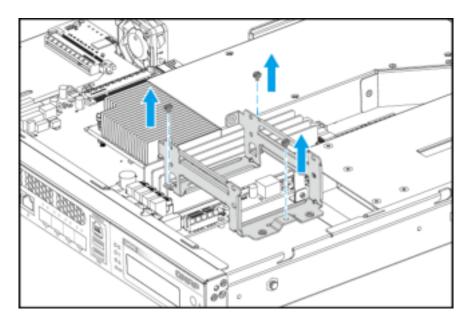
Other moving components: Keep your hands and other body parts away from other moving components.

- 1. Power off the device.
- 2. Disconnect the power cord from the electrical outlet.
- 3. Disconnect all cables and external attachments.
- 4. Remove the case cover.
 - a. Loosen the screws.
 - b. Lift the cover off the device.



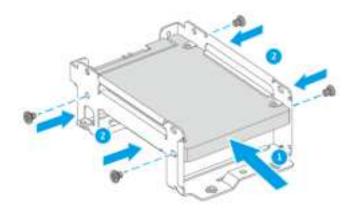
5. Remove the drive tray.

- a. Loosen the screws.
- **b.** Pull the tray out.



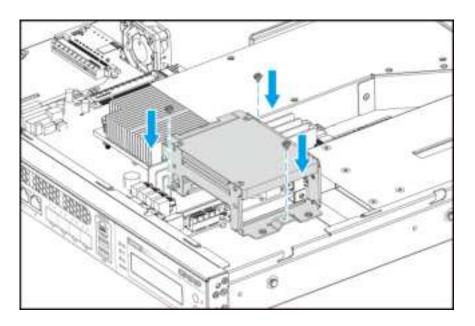
6. Install a drive on the tray.

- **a.** Place the drive on the tray so that the holes on the sides of the drive are aligned with the holes on the sides of the tray.
- **b.** Attach the screws.

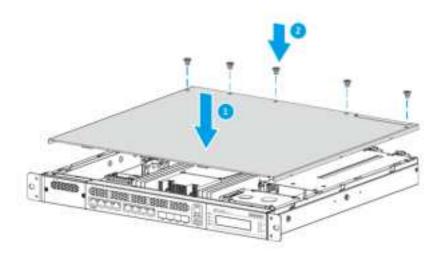


7. Attach the drive tray.

a. Attach the screws.



- 8. Attach the case cover.
- 9. Attach the screws.



- 10. Connect all cables and external attachments.
- 11. Power on the device.

Replacing Memory Modules

The QuCPE-701x has eight memory slots. You can increase the memory capacity of the device by upgrading memory modules. For optimal performance, replace memory modules in all slots at the same time.

This device also comes with two ECC memory modules. ECC memory modules provide extra protection from undetected data corruption.

Use only QNAP memory modules to maintain system performance and stability. You can purchase QNAP memory modules from authorized resellers.

For details on slot numbering and color, see System Board.



Important

Use only all ECC memory modules, or all non-ECC memory modules. Installing both types of memory modules will cause the ECC modules to perform as non-ECC modules. Install the memory modules in the **blue** slots first.

For multi-channel configurations, always install identical memory modules that feature the same capacity, timings, voltage, number of ranks, and of the same brand.



Warning

Observe electrostatic discharge (ESD) procedures to avoid damage to components.

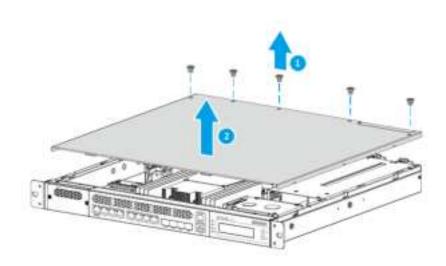


Moving fan blades: Keep your hands and other body parts away from moving fan

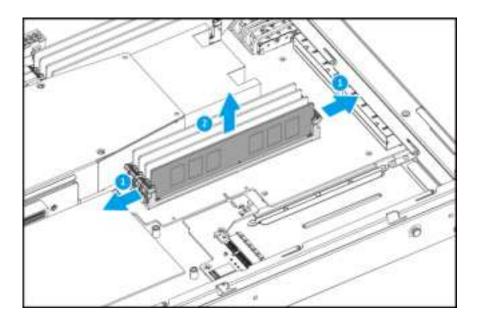


Other moving components: Keep your hands and other body parts away from other moving components.

- 1. Power off the device.
- 2. Disconnect the power cord from the electrical outlet.
- **3.** Disconnect all cables and external attachments.
- 4. Remove the case cover.
 - a. Loosen the screws.
 - b. Lift the cover off the device.



- **5.** Remove an existing module.
 - **a.** Push the retention clips outward simultaneously to release the module.





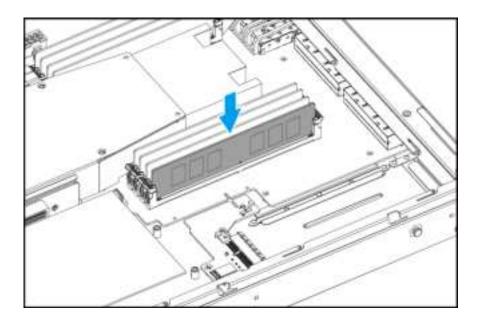
Attempting to remove a module that is not completely released may damage the module and the motherboard.

- **b.** Verify that the module has tilted upward and is completely released from the slot.
- **c.** Hold the module by the edges.
- **d.** Carefully slide the module out of the slot.

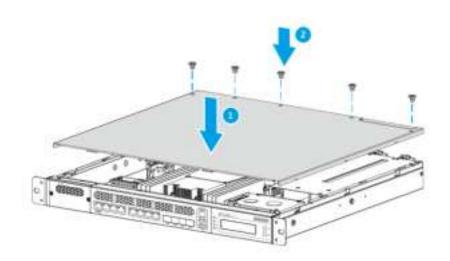


Warning

- Do not touch the internal components, particularly the metal connectors.
- Do not bend the module.
- 6. Install a new module.
 - a. Align the notch with the ridge in the slot.
 - **b.** Insert the module into the slot.
 - **c.** Verify that the metal connectors are completely inserted into the slot.
 - d. Carefully press down on the module until the retention clips lock the module into place.



- 7. Attach the case cover.
- 8. Attach the screws.



- 9. Connect all cables and external attachments.
- **10.** Power on the device.
- **11.** Verify that the module is recognized by the device.
 - **a.** Log on to QNE as administrator.
 - **b.** Go to Control Panel > System > System Status > Hardware Information .
 - **c.** Check the values for each memory slot.

Installing Expansion Cards

The QuCPE-701x series supports selected expansion cards, some of which require QNAP PCIe brackets. QNAP-branded expansion cards purchased from the company website are shipped with the brackets necessary to fit the QuCPE-701x series.



Warning

- · Only qualified personnel should perform the following steps. Failure to follow instructions can result in serious injury or death.
- Observe electrostatic discharge (ESD) procedures to avoid damage to components.

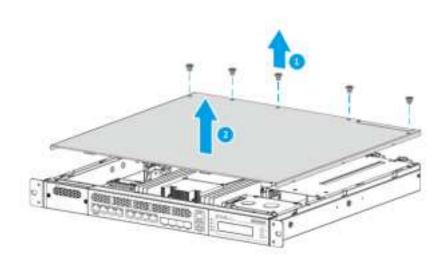


Moving fan blades: Keep your hands and other body parts away from moving fan blades.



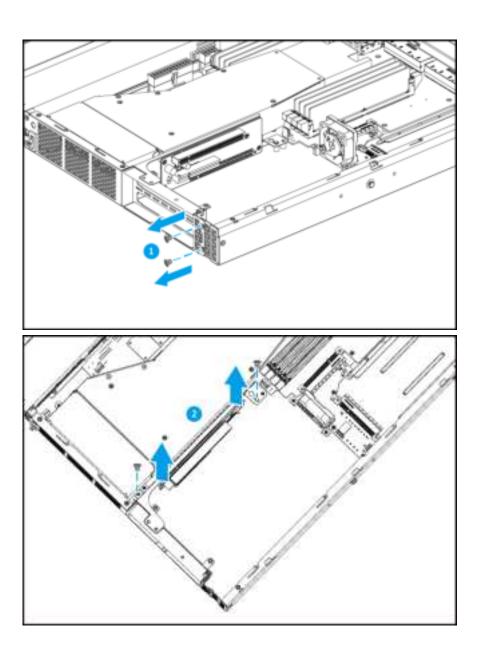
Other moving components: Keep your hands and other body parts away from other moving components.

- 1. Power off the device.
- 2. Disconnect the power cord from the electrical outlet.
- 3. Disconnect all cables and external attachments.
- 4. Remove the case cover.
 - a. Loosen the screws.
 - b. Lift the cover off the device.

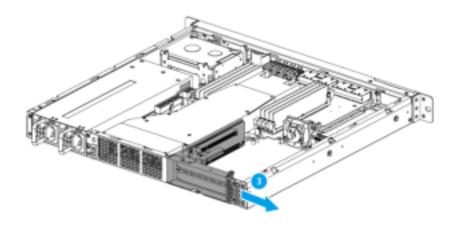


5. Remove the PCle cover.

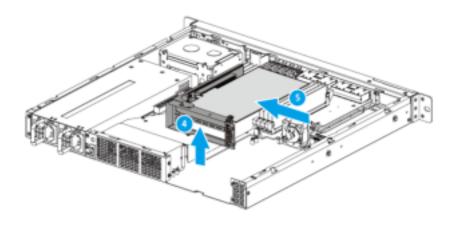
a. Remove the screws that secure the cover to the bracket.

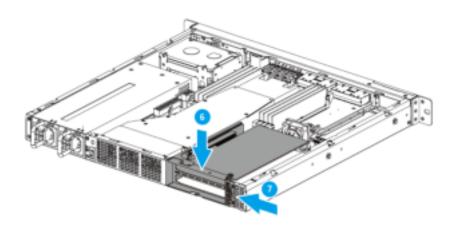


b. Pull the cover away from the slot.

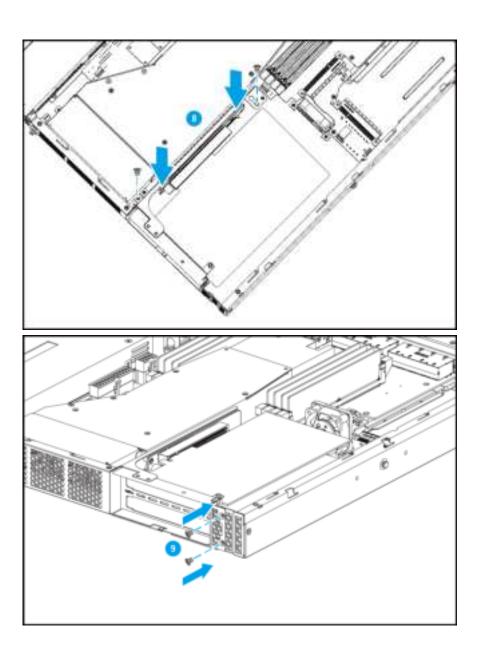


- **6.** Install the expansion card.
 - **a.** Hold the card by the edges.
 - **b.** Insert the card into the slot.

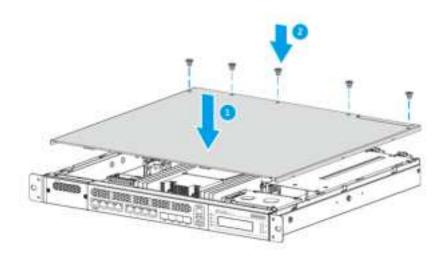




c. Attach the screws.



- **7.** Attach the case cover.
- 8. Attach the screws.



- **9.** Connect all cables and external attachments.
- **10.** Connect the power cord to the electrical outlet.
- 11. Power on the device.

QNE Installation

The QuCPE-701x uses the QNE operating system. You can install QNE using any of the following methods.

| Method | Description | Requirements |
|--|--|--|
| Qfinder Pro installation (Recommended) | If the device is connected to your local area network, you can do the following: • Locate the device using Qfinder Pro. • Complete the steps in the Smart Installation Guide wizard. | ComputerNetwork cableQfinder Pro installer |
| Cloud installation | If the device is connected to the internet, you can do the following: • Scan the QR code on the switch. • Specify the Cloud Key. • Log into your myQNAPcloud account. • Use myQNAPcloud Link to remotely access your device. • Complete the steps in the Smart Installation Guide wizard. | Computer or mobile device myQNAPcloud account Cloud Key |

Installing QNE Using Stand-Alone Mode

Users without an AMIZ Cloud join key needs to install QNE using the Stand-Alone Mode. Stand-Alone Mode allows you to manage each QuCPE device separately using your local accounts. You can switch to Cloud Management Mode after installation.



Installing QNE deletes all data on the drives. Back up your data before proceeding.

- 1. Power on the device.
- 2. Connect the device to your local area network.
- 3. Run Qfinder Pro on a computer that is connected to the same local area network.



Note

To download Qfinder Pro, go to https://www.qnap.com/utilities.

- 4. Locate the device in the list and then double-click the name or IP address. The **Smart Installation Guide** opens in the default web browser.
- 5. Perform any of the following actions.
 - To install the out-of-the-box version, click Skip.
 - To check for the latest available version, click Check for Update, and then click Update. The wizard downloads the latest available version, and then the device restarts after the download is complete. If a newer version is not available, the wizard automatically displays the Smart Installation Guide.
 - To manually specify a version, click **Browse**, select a file, and then click **Update**.
- 6. Click Start under Stand-Alone Mode.
- **7.** Specify the following information.
 - Host name: Specify a name with 1 to 14 characters. The name supports letters (A to Z, a to z), numbers (0 to 9), and hyphens (-), but cannot end with a hyphen.
 - User name: Specify a name with 1 to 14 characters. The name supports letters (A to Z, a to z), numbers (0 to 9), and hyphens (-), but cannot end with a hyphen.
 - Password: Specify an administrator password with 1 to 64 characters. The password supports all ASCII characters.
 - · Confirm password: Enter your password again.
- 8. Click Next.
- 9. Specify the time zone, date, and time.



Tip

QNAP recommends connecting to an NTP server to ensure that the device follows the Coordinated Universal Time (UTC) standard.

10. Click Apply.

QNE is installed.

Installing QNE Using Cloud Management Mode

You can also deploy your device by creating an AMIZ Cloud join key and sending the join key to the device administrator. You can deploy the device once you initialize the device on the myQNAPcloud website. For details, visit https://amizcloud.qnap.com or see "Adding a Device Using an AMIZ Cloud Join Key" in the QNE User Guide.



Warning

Installing QNE deletes all data on the drives. Back up your data before proceeding.

- 1. Power on the device.
- **2.** Connect the device to your local area network.
- 3. Run Qfinder Pro on a computer that is connected to the same local area network.



Note

To download Qfinder Pro, go to https://www.qnap.com/utilities.

- **4.** Locate the switch in the list and then double-click the name or IP address. The **Smart Installation Guide** opens in the default web browser.
- 5. Perform any of the following actions.
 - To install the out-of-the-box version, click Skip.
 - To check for the latest available version, click Check for Update, and then click Update. The wizard downloads the latest available version, and then the device restarts after the download is complete. If a newer version is not available, the wizard automatically displays the Smart Installation Guide.
 - To manually specify a version, click **Browse**, select a file, and then click **Update**.
- 6. Click Start under Cloud Management Mode.
- 7. Enter your AMIZ Cloud Join Key.
- 8. Click Next. AMIZ Cloud installs QNE on your device.



You need to complete the initial device setup in AMIZ Cloud to deploy the device.

4. Basic Operations

This chapter describes basic device operations.

Buttons

Power Button

| Operation | User Action | Result | | |
|-----------------|--|---|--|--|
| Power on | Press the button once. | The device powers on. | | |
| Power off | Press and hold the button for 1.5 seconds. | The device powers off. | | |
| Force power off | Press and hold the button for 5 seconds. | The device powers off. | | |
| | | Important Use this method only when the device is unresponsive. | | |

Reset Button

| Basic system reset Press and hold the button for 3 seconds. The following settings are reset to default: System administrator password: The default password is the first MAC address in uppercase letters without special characters. For example, if the first MAC address is 00-08-9B-F6-15-75, then the admin password will be 00089BF61575. Tip You can find the first MAC address using Qfinder Pro. A label attached to the device also lists the address as MAC1. TCP/IP configuration: Obtain IP address settings automatically via DHCP Disable jumbo frames If port trunking is enabled (multi-LAN models only), the port trunking mode is reset to "Active Backup (Failover)". System port: 8080 (system service port) Security level: Low (Allow all connections) LCD panel password: (blank) | Basic system reset | User Action | Result | |
|---|--------------------|--------------------|---|--|
| DHCP Disable jumbo frames If port trunking is enabled (multi-LAN models only), the port trunking mode is reset to "Active Backup (Failover)". System port: 8080 (system service port) Security level: Low (Allow all connections) LCD panel password: (blank) | | Press and hold the | System administrator password: The default password is the first MAC address in uppercase letters without special characters. For example, if the first MAC address is 00-08-9B-F6-15-75, then the admin password will be 00089BF61575. Tip You can find the first MAC address using Qfinder Pro. A label attached to the device also lists the address as MAC1. TCP/IP configuration: | |
| VLAN: Disabled | | | Obtain IP address settings automatically via DHCP Disable jumbo frames If port trunking is enabled (multi-LAN models only), the port trunking mode is reset to "Active Backup (Failover)". System port: 8080 (system service port) Security level: Low (Allow all connections) | |

| Basic system reset | User Action | Result |
|-----------------------|---|--|
| Advanced system reset | Press and hold the button for 15 seconds. | The default factory settings are restored. To retrieve old data after an advanced system reset, recreate the previous folder structure on the device. |

LCD Panel

The LCD panel allows you to perform the following operations:

- View network settings
- · View information on the system and firmware version

Viewing TCP/IP Settings

You can view the IP address settings for each network adapter on the QuCPE.

- 1. Press Up or Down. The panel displays the device name and QNE version.
- 2. Press Up or Down to view the next TCP/IP screen. Repeat this step as necessary.

LEDs

LEDs indicate the system status and related information when the device is powered on. The following LED information applies only when the drive is correctly installed and when the device is connected to the network or to a host.

For details on the location of the LEDs, see Components.

| LED | Status | Description | | | |
|-------------------------------------|---|--|--|--|--|
| System Status | Flashes green and red alternately every | The drive is being formatted. | | | |
| | 0.5 seconds | The device is being initialized. | | | |
| | | The operating system is being updated. | | | |
| | | RAID rebuilding is in progress. | | | |
| | | Online RAID Capacity Expansion is in progress. | | | |
| | Red | The drive is invalid. | | | |
| | | The disk volume has reached its full capacity. | | | |
| | | The disk volume is about to reach its full capacity. | | | |
| | | The system fan is not functioning. | | | |
| | | An error occurred when accessing (read/write) the data. | | | |
| | | A bad sector is detected on the hard drive. | | | |
| | Flashes red every 0.5 seconds | The device is in degraded mode (one member drive failed in RAID 1, RAID 5, or RAID 6). | | | |
| | Flashes red once | The device has received a command from the remote control. | | | |
| | Green | The device is ready. | | | |
| | Flashes green every 0.5 seconds | The device is not configured. | | | |
| | | A drive is not formatted. | | | |
| | Off | All drives are in standby mode. | | | |
| | | The device is powered off. | | | |
| Drive | Flashes red | The data is being accessed and a read/write error occurs during the process. | | | |
| | Red | A drive read/write error occurred. | | | |
| | Flashes green | Data is being accessed. | | | |
| | Green | The drive is ready. | | | |
| | Off | No drive was detected. | | | |
| 10 Gigabit Ethernet (SFP+) link | Green | The network connection is operating at 10 Gbps | | | |
| | Off | There is no network connection. | | | |
| 10 Gigabit Ethernet (SFP+) activity | Orange | A network connection has been established. | | | |
| | Flashes orange | Data is being transmitted. | | | |
| | Off | There is no network connection. | | | |

| LED | Status | Description | | |
|---------------------------|---------------|--|--|--|
| Gigabit Ethernet speed | Green | The network connection is operating at 1 Gbps. | | |
| | Orange | The network connection is operating at 100 Mbps. | | |
| | Off | There is no network connection. | | |
| Gigabit Ethernet activity | Green | A network connection has been established. | | |
| | Flashes green | The device is being accessed from the network. | | |
| | Off | There is no network connection. | | |

Audio Alert

| Duration | Frequency | Description |
|---------------------------|---------------------|--|
| Short beep (0.5 seconds) | 1 | The device is starting up. |
| | | The device is shutting down (software shutdown). |
| | | The device is being reset (reset button). |
| | 3 | The firmware was updated. |
| Long beep (1.5 seconds) 1 | | The device was powered on successfully and is ready. |
| | 3 (every 5 minutes) | The system fan is not functioning. |

5. Troubleshooting

This chapter describes basic troubleshooting information.

Forcing Qfinder Pro and myQNAPcloud to Locate the Device

If Qfinder Pro or myQNAPcloud is unable to locate the device during QNE installation, the drives or data may be faulty.

- **1.** Power off the device.
- 2. Remove all drives.
- 3. Power on the device.
- 4. Locate the device using Qfinder Pro.
- 5. Reinsert the drives.
- 6. Continue with the QNE installation.

Support and Other Resources

QNAP provides the following resources:

| Resource | URL | | |
|------------------------------|--|--|--|
| Documentation | https://download.qnap.com | | |
| Compatibility List | https://www.qnap.com/compatibility | | |
| Expansion Unit Compatibility | http://www.qnap.com/go/compatibility-expansion | | |
| Service Portal | https://service.qnap.com | | |
| Product Support Status | https://www.qnap.com/en/product/eol.php | | |
| Downloads | https://download.qnap.com | | |
| Community Forum | https://forum.qnap.com | | |
| QNAP Accessories Store | https://shop.qnap.com | | |

6. Glossary

myQNAPcloud

Provides various remote access services such as DDNS and myQNAPcloud Link

myQNAPcloud Link

Enables you to access QNAP devices over the internet without configuring complex port forwarding settings

Qfinder Pro

QNAP utility that lets you locate and access QNAP NAS devices in your local area network

QNE

QNAP operating system for the QuCPE device

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Version 3, 29 June 2007

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END OF TERMS AND CONDITIONS

CE Notice



This QNAP NAS complies with CE Compliance Class A.

FCC Notice

FCC Class A Notice

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1. This device may not cause harmful interference.
- 2. This device must accept any interference received, including interference that may cause undesired operation.



Note

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.



Important

Any modifications made to this device that are not approved by QNAP Systems, Inc. may void the authority granted to the user by the FCC to operate this equipment.

VCCI Notice

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VCCI-A

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SJ/T 11364-2006



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