



**[Release Date]**

**Jan 31, 2013**

**[Applicable Hardware]**

**Thecus N2200Plus Storage Server**

**[Software Upgrade/Downgrade Note]**

1. We recommend backup the RAID data before firmware upgrade. There is potential risk of data loss when upgrade the NAS firmware and Thecus is not responsible for any data loss and recovery.
2. Since new version firmware installed, the new firmware doesn't allow users to downgrade to any previous version firmware.
3. System Configuration Download/Upload does not support different software version.  
Reminder: After upgrade to latest firmware, download configuration and save separately.

**[New Features/Changes]**

1. Enhance auto file system check ability.
2. Enhance compatibility for Microsoft IE10.
3. Enhance compatibility AFP 10.8.
4. Enhance disk status response time on UI.

**[Bug Fixes]**

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**[Known Problems]**

**[Known Limitations]**

1. 4K alignment or "Advanced Format Technology" HDD has been supported since firmware v1.00.00.43 while creating a new RAID. However, in case the RAID was wrongfully created by 4K alignment HDD in older firmware, please follow the procedure below.
  - a. Backup all RAID data out of the NAS.
  - b. Remove old RAID.
  - c. Create a new RAID by 4K alignment HDD.
  - e. Put backup RAID data back.
2. File size has to be less than 1GB to be uploaded to Thecus NAS from web browsers. FTP software has no such limitation.
3. File names and folder names should not contain more than 250 characters in their entire

directory path to prevent errors occur in the file copy operations.

4. The following characters are not allowed to be included in the name used for files or folders on Thecus NAS.  
/ \ : \* ? " < > | [ ] = + ; ,
5. When copying a file that uses superscript in its file name (common with some international character sets), the date and time attributes may not be properly set on the Thecus NAS for that particular file.
6. File and directory attributes can not be modified by an FTP client when the FTP server of Thecus NAS is enabled.
7. Up to six external USB devices (including the memory cards on the USB card reader) can be connected to Thecus NAS concurrently.
8. When using multi-slot USB card reader, insert memory card into card reader before connecting card reader to Thecus NAS. When removing, please disconnect card reader from N2200Plus prior to remove memory card.
9. If a USB hard drive has partitions, only the first three partitions can be detected by the Thecus NAS.
10. Some attributes may not be included with files and folders when copying to a USB drive with FAT32 format.
11. If a USB hard drive is connected to Thecus NAS formatted as FAT16/32, the following restrictions apply:
  - Copy file with size greater than or equal to 2 GB to Thecus NAS can not be performed due to FAT file system limitation.
  - Files created by Mac OS X like DS\_Store can not be copied to the FAT16/32 USB drive.
12. The file downloaded from Thecus NAS via Microsoft IE might include extension index number in its file name.
13. UPnP function only works on WAN interface.
14. When adding second HDD into JBOD RAID, all services such as WebDisk, SMB/CIFS, FTP, and iTunes will be temporarily disabled. Once the JBOD resizing completes, all services will be turned on according to original settings.
15. When click on an MP3 file on WebDisk page, IE may launch Windows Media Player to play it. The file name shows on play list will just be "download". However, right click on the MP3 file, save it to local disk, and then you will see correct file name on the Windows Media Player while play it.
16. Writing a file larger than 2 GB is not allowed by MAC OS-9.
17. The following characters are not allowed to be included in the name used for a file or shared folder when using Mac OS (AppleTalk) devices.  
? [ ] / \ = + < > ; : " , | \*
18. Mac OS Limitations
  - a. When using Mac OS X (post 10.2 with AppleTalk) without SMB, do not use



**N2200Plus 3.03.00.8**

- Japanese characters in folder or file names to prevent errors accessing the data over a network.
- b. Mac OS 9 and Mac OS X can not see files on the network with names made up of over 32 characters.
  - c. Mac OS 8.x/9.x only support local character encoding on file names (without Unicode support).
  - d. Occasionally, when a file is accessed by a Mac OS computer within a shared folder, an information file will be created in the same folder. If the file is then deleted by a Windows OS computer, the original file may no longer be accessible by Mac OS computers.
19. Single file size upper limitation: 2TB
20. NAS needs about 3~5 minutes to broadcast/register itself to other Mac OS through AppleTalk after booting up and service enabled.
21. FTP port should follow the rules given below.
- Larger than 1024
  - Could not use 3169
  - Port 21 is allowed
- HTTP and HTTPS port should follow the rules given below.
- Larger than 1024
  - Could not use 3169 and 11000
  - Port 80 and 443 are allowed
22. iTunes Server and Media server will periodically rescan the audio/video files in the NAS and it will affect the disk power management. You may set the iTunes rescan interval longer thus the HDD will get into stand by mode. But the scan interval of Media server cannot be adjusted.
23. Disk Power Management : some HDD may not respond to “idle spin down” command, and they won’t get into stand by mode even if the specified idle time had been reached.
24. Thecus official modules: all the modules provided by Thecus can only be upgraded by removing the old version then install the newer version.
25. Avoid setting the folder access mode in NFS to “anonymous” if the share folder was set to ACL controlled already.
26. N2200Plus is designed to be a power saving and green NAS, so the processor is not as powerful as other NAS. It means the p2p download speed will be obviously different from what you will see on a desktop or laptop computer.
27. Since N2200Plus has limited CPU power; the maximum Nsync tasks are limited to two tasks. We recommend running third party backup software from the client computer to backup data. It will do backup tasks more efficiently.

**[Attention]**

**1. During firmware upgrade and installation process, it is imperative that user DO**



<b>N2200Plus 3.03.00.8</b>
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**NOT turn off the power to Thecus NAS or closes the browser window. This will lead to catastrophic result. If your browser is set to cache the screen, after firmware upgrade has started for 5 minutes, please press CTRL-F5 to reload browser screen from server instead of from browser cache.**

2. When installing the Windows Wizard program of Thecus NAS on Windows XP Professional SP1 or SP2, the firewall UDP ports 10000 and 10001 need to be opened.
3. Reset to factory default function automatically resets all the system settings including network settings, administrator password, user groups, language setting, system notification setting, and time zone setting.
4. Hardware reset button triggers the N2200Plus to reset its network settings and administrator password.
5. To avoid accidentally shutdown the N2200Plus, the power button of the N2200Plus is designed to take effect only when it is being pressed and held three seconds constantly
6. Users should obey the international RF regulatory rules as they set up the wireless RF channel on the Thecus NAS. The RF operating channels for different regions have been specified as following. Thecus has no responsibility for users attempting to violate the international RF regulation.
  - 11 for N. America
  - 14 Japan
  - 13 Europe (ETSI)
  - 2 Spain
  - 4 France