

Thecus N2050 FAQ

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1. HDD

1-1. Hard disk drive compatibility

So far we know three kinds of hard disk drives may have problems on N2050. We recommend N2050 users purchase hard disk drives based on the compatibility list from Thecus website: <http://www.thecus.com/> . Three incompatible hard disk drives are listed as the following. The next N2050 firmware may improve the compatibility, please look it up on Thecus website for details.

- Western Digital WD Caviar SE, WD800JD, SATA 3 GB/s, 80 GB
- Western Digital WD Caviar SE, WD1200JS, SATA 3 GB/s, 120 GB
- Hitachi 7K500, HDS725050KLA360, SATA 3 GB/s, 500 GB

1-2. Use a single HDD on N2050

N2050 doesn't support JBOD mode. It means you could not use a single HDD on N2050, then add the second HDD later and expand the total capacity. We strongly recommend using two HDD in RAID 1 to protect your data.

1-3. Use different hard disk drives

We recommend using two identical hard disk drives from the same manufacturer and with the same model number. In case you use two different brands or the same brand but different model number, there could be potential data loss.

1-4. Install used hard disk drives on N2050

We recommend using two brand new hard disk drives. In case you have to temporarily install used ones before the new ones' arrival, make sure they are **EMPTY** (does not contain any partitions).

2. Interface

2-1. Attach N2050 to a motherboard through a SATA to eSATA adapter bracket

We recommend attaching an N2050 to a Silicon Image SATA adapter card which has eSATA connector on it. In addition, a motherboard with Silicon Image Sil3132 on-board and an eSATA connector on its back panel is also a good choice. On the other hand; an internal SATA to eSATA port adapter bracket might cause bad signal quality and bring compatibility problems to N2050 users. Moreover, there are extra chipsets driver issues if you connect an N2050 to a motherboard via such adapter bracket.

2-2. SATA vs. USB PnP

The PnP behavior of SATA devices is still not as mature as USB. To achieve SATA PnP, the hardware and software environment should follow Advanced Host Controller Interface (AHCI) specification: http://www.intel.com/technology/serialata/pdf/rev1_0.pdf

Most of the desktop computers work in non-AHCI mode and may experience SATA PnP compatibility issue. In case it happens, the partition on N2050 may be wrongfully recognized as an unformatted 32 MB partition with volume name "Local Disk" and Windows File Manager may pop-up a dialog box saying Disk is not formatted and asks you to format it, **PLEASE CLICK NO** and restart the desktop computer. **If you click YES the partition(s) and all data on N2050 will be erased!**

2-3. eSATA interface for Mac computers

N2050 eSATA interface is only guaranteed to work with Silicon Image controller card. Other manufacturers SATA or RAID controller card may not recognize N2050. So, if you plan to use N2050 on a Mac, please choose a Silicon Image SATA II adapter card such as Sil3124 and Sil3132. Or use the USB interface instead.

3. RAID

3-1. Rebuild RAID 1 after HDD 1, the lower one, failed (HDD 1 Power LED blinks **blue** along with HDD 1 Activity LED blinks **green**).

- 1) Power off N2050 and Desktop computer, then open the N2050.
- 2) Carefully remove the failed HDD and insert a brand new one into the cage. The new one should be the same brand and model number with original hard drives. **If you use two hard disk drives with different model number, there could be potential data loss.**
- 3) Power on N2050 and Desktop computer.
- 4) You will see HDD 1 Power LED blinks blue. It indicates N2050 starts rebuilding RAID 1.
- 5) The size of the hard disk drives determines rebuilding time. A 120 GB RAID 1 takes about 50 minutes to complete rebuilding process. Please do not turn off both N2050 and Desktop computer during rebuilding. When it completes, HDD 1 and HDD 2 Power LED glow blue, and both Activity LED go off.

3-2. RAID 0 degraded

In case N2050 is configured as RAID 0 and one HDD failed/damaged, all the data will be gone and there is no way to recover. So we strongly recommend using N2050 in RAID 1 mode.

3-3. Change RAID mode

Changing RAID mode will erase all original data on N2050. In case you RMA the N2050, please check the RAID switch before installing the RAID disks back. If the disk set is configured in RAID 0 mode, and you put them into the repaired and returned N2050 which is configured as RAID 1 by default, there could be potential data loss.

In case you have backed up all the data stored on N2050, and want to change the RAID mode, please do the following steps.

- 1) Copy all the data from N2050 to another storage space.
- 2) Delete all partitions on N2050.
- 3) Shutdown N2050 and PC/NB.
- 4) Change the RAID mode by switch.
- 5) Boot up N2050 and PC/NB.
- 6) Create partition(s) and use it.

4. SATA PCI Card (for N2050GD and N2050UD only)

4-1. In case the Desktop computer fails to boot up after SATA card installed, you may try

- 1) Contact your Desktop computer provider for motherboard BIOS upgrade.
- 2) Disable **Boot from other devices** in motherboard BIOS setup page. Please refer to the motherboard user's manual or contact your desktop computer provider.

4-2. In case the Windows fails to start up, you may try

- 1) Disconnect N2050 from SATA card.
- 2) Load SATA card driver after booting into Windows.
- 3) Restart Windows and then connect N2050 to SATA card.

4-3. In case the SATA card doesn't work smoothly, you may try

Install it into another empty PCI slot to avoid possible IRQ sharing issue.

4-4. How to attach other devices to SATA card

The bundled SATA card is for N2050 only. We do not guaranty it will work flawlessly with other SATA devices.

4-5. Could I install Windows XP or other OS on N2050 and boot up from it

N2050 is a Direct Attached Storage and we don't guaranty it can work as a booting device.

4-6. SATA PCI card on Mac computers

Currently there is no Silicon Image Sil3512 driver for Mac OS. So the SATA PCI card won't work on Mac computers. Please use USB interface instead.

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