

Thecus N2100 FAQ

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1. NAS Management

1-1. Map a network drive in Windows XP

Once you have successfully created the RAID on N2100, follow the steps below to map network drive.

- 1) Create a user john. [Admin Web GUI : Accounts / Users / Add / john]
- 2) Create a share folder on N2100 such as Picture. [Admin Web GUI : Storage / Folder / Add / Picture]
- 3) Set the folder ACL let user john become writable to folder Picture. [Admin Web GUI : Storage / Folder / Picture / ACL / Submit john into writable column]
- 4) Map a drive Z which is corresponding to the share folder Picture on N2100. [Windows XP : Right click *My Network Places* and select *Map Network Drive*]
- 5) Fill in the N2100 folder information such as [\\192.168.1.100\Picture](http://192.168.1.100/Picture) and click "using a different user name". Then fill in the user name john and the password.
- 6) Network drive Z will be successfully mapped.

1-2. Map a network drive in Mac OS X

Once you have successfully created the RAID on N2100, follow the steps below to map network drive.

- 1) Create a user john. [Admin Web GUI : Accounts / Users / Add / john]
- 2) Create a share folder on N2100 such as Picture. [Admin Web GUI : Storage / Folder / Add / Picture]
- 3) Set the folder ACL let user john become writable to folder Picture. [Admin Web GUI : Storage / Folder / Picture/ ACL / Submit john into writable column]
- 4) Find the share folder of N2100 by Finder. [Mac OS X : Network / Select the Group N2100 belongs to / Select N2100 / Click on Connect button]
- 5) Select the SMB/CIFS shared volume you want to connect to. [Picture]
- 6) Click on Authenticate button. [Authenticate]
- 7) Fill in the workgroup, name, and password. Then check "Remember this password in my keychain" and OK.
- 8) Folder Picture will be listed in Finder as an icon.

1-3. Configure the firewall software such as Norton Internet Security

- 1) Double click the NIS icon on system tray, and then configure the *Personal Firewall*.
- 2) On *Programs* page, find the *SetupWizard.exe* and change it's permission to "Permit All". If it's not in the program list, use *Add* or *Program Scan* button to find it.
- 3) On *Networking* page, manually add N2100 IP address, say 192.168.1.100, to the *Trusted* list.

1-4. Firmware upgrade procedure

For the details about firmware upgrade procedure, please refer to the document at http://www.thecus.com/Downloads/N2100_FWUPG_2000.pdf .

1-5. Time, Time Zone and NTP Server

Since firmware v2.0.00 you are able to set the NTP Server to keep the NAS time synchronized. However, if the NAS can not access the Internet, you may encounter a problem to set the Time and Time Zone. In case it happens, please do this way.

- 1) Click No NTP Server.
- 2) Set Date, Time, and Time Zone.
- 3) Click Apply button.

In addition, if the NAS is able to access the Internet and you want to keep the NTP Server clock.isc.org by default, please make sure the DNS Server is correctly set thus the NTP Server name could be correctly resolved. [Network / LAN 1 / DNS Server]

1-6. Reset NAS IP and admin password

In case you changed the N2100 IP address and then forgot it, or forgot the password of admin, follow the steps below to reset to default settings.

- 1) Power on the N2100 and immediately press the Reset button for 10 seconds. (The reset button is near the LAN connector)

- 2) This resets the N2100 to its default IP address and password settings. For firmware v2.0.00 and later, Jumbo Frame support will also be disabled.
Default IP: 192.168.1.100 for LAN1 and 192.168.2.100 for LAN2
Default admin password: admin
Jumbo Frame support: disabled

2. RAID Management

2-1. Maxtor SATA 3.0G hard disk drive compatibility

So far we know Maxtor SATA 3.0G hard disk drives have compatibility issues with N2100 firmware v1.0.5hotfix1 and earlier versions. The symptom may be one of the followings.

- The RAID formatting process stops at 99% or never completes.
- The RAID is successfully created but the usable capacity is wrongfully small.

To fix the problem, you have to upgrade N2100 firmware to v1.0.5hotfix2 or latest one and re-create the RAID.

- 1) In case you already put some files into the NAS, backup all of them to other storage devices.
- 2) Upgrade the firmware to v1.0.5hotfix2 or the latest one.
- 3) Remove current RAID. [Admin Web GUI : Storage / RAID / Config / Remove]
- 4) Create a new RAID volume. [Admin Web GUI : Storage / RAID / Config / Select RAID Level / Select Disks / Create]

If the remove button is grayed out and you could not remove the RAID, you could try installing the disk drives on a desktop computer, manually delete all partitions, and then put them back on N2100.

2-2. Rebuild a degraded RAID 1

Since N2100 doesn't support hot swap, it won't auto-rebuild the RAID 1 if it's degraded and damaged HDD replaced. So you have to rebuild it through Admin Web GUI.

- 1) Login into Admin Web GUI as admin.
- 2) Check new HDD as a spare and then rebuild the RAID 1. [Storage / RAID / Config / Check new HDD as a spare / Add spare]

3. Services & Functions

3-1. Add lots of music files into iTunes Server

You could add music files into iTunes Server through Web GUI; however, if you have lots of folders and files to upload, there is a simple way.

- 1) Open a Windows Explorer and type the N2100 IP address such as [\\192.168.1.100](http://192.168.1.100) in the address bar.
- 2) Double click the iTunes folder to enter it. Then drag and drop music folders and files here.
- 3) iTunes server will take some time to cache the ID3 tag of every file. Once the process

is done, you will see all the music files from iTunes clients.

3-2. iTunes Server doesn't work

iTunes 6.0.4 could not find the shared music on N2100 with firmware v1.0.5hotfix2 or earlier versions. It had been fixed on firmware v2.0.00 or latest.

3-3. FTP security

The FTP security seems not good enough. However, firmware v2.0.00 and latter have improved a lot.

3-4. FTP user's home

Owing to the design concept of NAS is different from a traditional FTP server, FTP users won't enter their home directory when logged in. The FTP root folder is with read-only permission and FTP users have to manually change to sub-folders to put files or create subfolders. Of course they have to be in the writable list of the folder ACL.

3-5. Wireless LAN

N2100 supports wireless min-PCI cards and USB wireless dongles listed below.

1) Wireless min-PCI cards based on Ralink RT2561 chip

- MSI MS-6833B
- CNet CWM-854
- Gemtek WMIR-174G

2) USB wireless dongles based on ZyDAS ZD1211 chip

- 3Com 3CRUSB10075
- Zyxel G220USB
- PCI GW-US54mini

3-6. Printer server

N2100 supports IPP printers since firmware v2.0.00. You could follow below steps to install an IPP printer.

- 1) Connect the USB printer to one of the USB ports (Preferably the rear USB ports; front USB ports can be used for external HDD enclosures).
- 2) Go to "*Printers and Faxes*" on your Start Menu
- 3) Click on "*Add Printer*" under File menu
- 4) Add printer Wizard appears on your screen. Click on "*Next*" button.
- 5) Select "*A network printer, or a printer attached to another computer*" option
- 6) Select "*Connect to a printer on the Internet or on a home or office network*", and enter "*http://N2100_IP_ADDRESS:631/printers/usb-printer*" into the URL field.
- 7) Your Windows system will ask you to install drivers for your printer. Select correct driver for your printer.
- 8) Your Windows system will ask you if you want to set this printer as "*Default Printer*". Select Yes, then all your print jobs will be submitted to this printer. Click on "*Next*" button.
- 9) Click on "*Finish*" button.

4. Miscellaneous

4-1. Performance level

In general, the transfer rate of N2100 is around 8 ~ 12 MB/sec; but it may vary a lot according to different network environment.

Jumbo Frame could significantly improve the performance. However, before enabling it, you have to make sure the Switch or Router in front of the N2100 supports Jumbo Frame. Otherwise, you may lose connection with the NAS. In case it happens, use reset button (FAQ 1-6) to disable Jumbo Frame.

4-2. System memory size

Some users are wondering if they could replace the memory module with bigger capacity. Firstly, N2100 features Intel XScale technology and needs special memory timing. So, not all memory modules can work on it. In case customers replace the certified module with another one, either the same or different size, the NAS might be unstable or no boot. The worst case we encountered is, some incompatible memory modules seem work fine at normal loading, but suddenly cause NAS locked up at heavy loading. It's terrible that users may feel the memory module work well but NAS is unstable.

System memory is not a user serviceable part. Please do not replace the memory modules. Changing memory modules might cause system instability and data loss.

4-3. Share pictures over the Internet

You could easily share with friends the pictures put on the NAS. Just refer to this case study: http://www.thecus.com/storage_case03.php

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