actiNAS Cube RDX

FAQ

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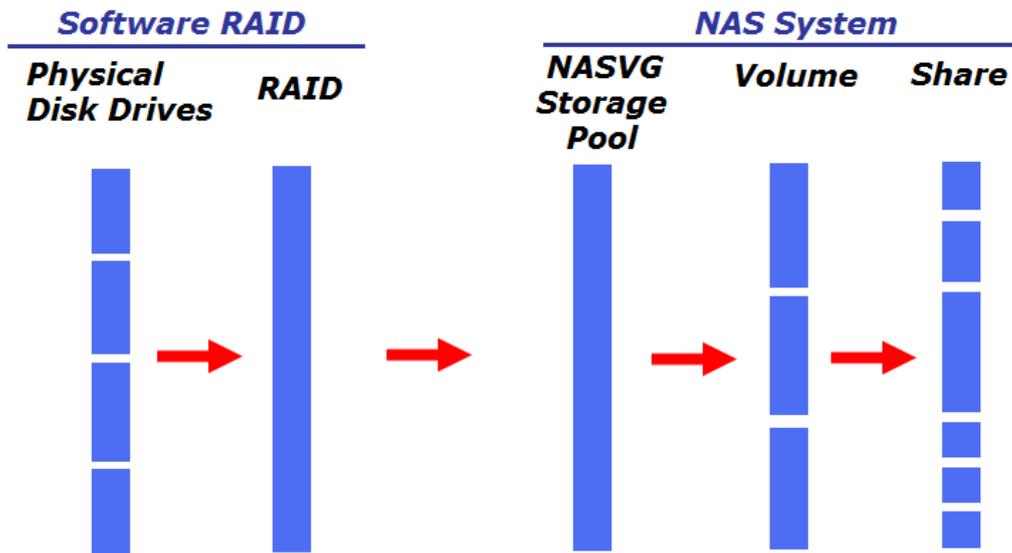
Overview of actiNAS Cube Storage Structure

Software RAID:

1. **Physical Disk Drives**

   - The HDDs

2. **RAID**

   - Is a group of physical disk drives (HDDs) with RAID Level
   - Will appear to NASVG as RAID logical disk, such as RAID_00

NAS System:

3. **NASVG Storage Pool**

   - Is initialized and created by joining at least one RAID disk, such as RAID_00
   - Part of NASVG contains the NAS configuration

4. **Volumes**

   - Are created from the NASVG
   - Where one or more Share Folders can be created

5. **Shares**

   - The share folders made accessible to users

NOTE: The Software RAID part is configured using the same actiNAS Manager GUI, in Storage/Share – RAID/Disk information menu

6. **Does actiNAS Cube management GUI need java runtime environment JRE?**

   - ANS:
   - No. actiNAS Cube management GUI does not need java (JRE), it only needs Adobe Flash Player installed in client computer then you can open the actiNAS management GUI in the web browser of client computer. It is advisable to use the latest Adobe Flash Player version available.

7. **How to connect or open the actiNAS Cube management GUI?**

   - ANS:
   - Open a web browser and enter **http://nas-ip:3000**. For example, if actiNAS Cube IP is 172.16.0.1, type **http://172.16.0.1:3000**. Enter admin as login name and password (default) 00000000.

8. **How do I know the actiNAS Cube IP?**

   - ANS:
   - The front panel LCD display will show the actiNAS eth0 IP address.
   - If you connect keyboard and monitor to keyboard and monitor ports of the NAS unit and login as admin and then execute "ifconfig" command, the current IP address will be shown.

9. **Sometimes actiNAS GUI log me out after several minutes.**

   - ANS:
   - In System -> Information, if the "Enable Timeout" is checked, when there is no GUI activity within 15 minutes, admin will be logged out automatically. If you want to disable auto logout, remove the check mark in "Enable Timeout".

10. Does actiNAS Cube support DHCP client function for assigning IP from DHCP server?

- ANS:
- Yes. When actiNAS Cube unit is started, it will search for a DHCP server in the network, and if it finds one, it will be assigned a dynamic IP. If it does not detect a DHCP server or cannot find one, actiNAS will use the default IP 172.16.0.1 subnet 255.255.0.0.

11. Does actiNAS Cube provide quick setup function for quick configuration?

- ANS:
- Yes, actiNAS Cube provides quick setup function for quick and easy way to do initial setup. When actiNAS Cube is started the first time and there is no existing NAS configuration, after log in to management GUI, a message will be shown asking if you want to configure the NAS with Quick Setup. If you select "Yes", the Quick Setup page will be displayed. Note that Quick Setup will use all available drives when RAID is configured.

12. What options are available and can be configured in Quick Setup?

- ANS:
- The options available in Quick Setup are: (1) RAID, for selecting the RAID level, (2) Storage/Share, for configuring the Home share and a default share folder named "share" which can be renamed and whose capacity can be resized, (3) Network Adapter, for configuring network settings of the primary Ethernet interface eth0, and (4) Service, for enabling basic NAS services, such as Samba, NFS, and AppleTalk (AFP).

13. Is it possible to create a hot spare using Quick Setup?

- ANS:

- There is a workaround since Quick Setup will use all available drives when RAID is configured. To create a hot spare, remove the drive that will be used as hot spare, boot the NAS, and configure Quick Setup. When configuration via Quick Setup is done and NAS has restarted, insert the disk drive that will be designated as hot spare. The disk drive just inserted will automatically become hot spare.

14. Can I change the IP and network configuration using the LCD front panel?

- ANS:
- Yes. Using the LCD front panel, you can browse through Network Information menu and select the network device, such as eth0 IP, and then edit. You can also edit the Net mask and Gateway.

15. When the buzzer alarms, can I disable it?

- ANS:
- Yes. Using the LCD front panel, you can browse through Buzzer Status then Disable (or Enable) the buzzer. Note that there is no option to disable the buzzer from the actiNAS Cube management GUI.

16. Where can I change the admin password?

- ANS:
- The admin password can be changed using (1) the actiNAS management GUI, in Account page, and (2) in LCD front panel, in Change Password menu.

17. Does actiNAS Cube management GUI supports other languages?

- ANS:
- Yes. Aside from English, other languages supported are Chinese, Japanese, Korean, and Spanish.

Storage/Share:

18. If I don't use Quick Setup, where do I configure the RAID and initialize the NAS?

- ANS:
- In Storage/Share -> RAID/Disk Information page, select "Create New RAID" to manually configure a RAID. After creating RAID, a RAID disk such as RAID_00 will appear in RAID Configuration list. Select Volume tab and click "Create Storage Pool". Select the RAID disk to be joined to NASVG Storage Pool. When the warning message is displayed asking if you want to reboot the NAS, select "Yes". The NAS will reboot and the basic NAS configuration is initialized.

19. What is NASVG?

- ANS:
- NASVG is the system default Volume Group. It consists of the NAS system logical volume (LV) and default LV Home. The NASVG need to be initialized before you can use the NAS. Initialization is done by joining one un-used RAID disk, such as RAID_00, to the NASVG Storage Pool. Note that you can not delete the NASVG. (Please refer to actiNAS Cube Storage Structure in page 2)

20. Can I create other VG aside from NASVG?

- ANS:
- No. There is no option in actiNAS Cube to create other VG.

21. Is there a limit to the NASVG size or capacity?

- ANS:
- No. There is no limit for the maximum NASVG size or capacity.

22. Can I join to NASVG Storage Pool another RAID disk, such as RAID_01, if I create one?

- ANS:
- Yes.

23. Can I delete the RAID that is already joined to NASVG Storage Pool?

- ANS:
- No. Once RAID disk is already joined to NASVG Storage Pool, it is already used by the NASVG and hence cannot be deleted or removed from NASVG.

24. Is the RAID rebuilding automatic?

- ANS:
- Yes. When a failed physical disk is replaced, or if a hot spare disk is available, the RAID will rebuild automatically. Make sure that the replacement disk or hot spare disk has the same or bigger capacity than the smallest disk size.

25. Is there a Disk SMART Test function in actiNAS? If yes, what are the test options?

- ANS:
- Yes. Disk Smart Test is available in RAID/Disk Information tab under Storage/Share menu. Disk Smart test offers 2 test options: (1) Long Test, which performs extended/in-depth test on the disk drive and can run in about an hour more or less, and (2) Short Test, which does short test on the disk drive and can run in more or less 2 minutes.

26. How do I know I am running out of storage space in a Volume?

- ANS:

- If you configure Event Option and E-mail Setting in System -> Notification, and enable "Volume Full" event, the system will send an e-mail to the specified email recipient(s) informing about the event.

27. Can I extend the size of a Volume online?

- ANS:
- Yes, you can extend the size of a Volume while NAS is online.

28. What is the maximum number of Volumes that can be created in actiNAS Cube?

- ANS:
- The maximum number of Volumes supported in actiNAS Cube is 128.

29. Can the Volume size be set over 2TB?

- ANS:
- Yes, actiNAS Cube supports Volume size up to 16TB.

30. How do you set the ACL's in actiNAS?

- ANS:
- You can set ACL's of a Share in actiNAS for accounts, groups, and IP address.

31. Sometimes, I can't add ACL's into a share. Why?

- ANS:
- It's probably due to an ACL conflict. For example, if *.*.*.* exists in IP permission list, you can not add a particular IP or segment because of the ACL conflict.

32. In case of ACL conflict, what is the priority?

- ANS:
- In case of ACL conflict, the priority is: Account >Group>IP. For example, if user1 exists in group1, and user1 is set with read/write but group1 is set with read only, then there is ACL conflict. The system will grant user1 with read/write access because the user (Account) has a higher priority than Group.

33. What is the purpose of "Apply Privilege" button?

- ANS:
- The "Apply Privilege" button is used to propagate the ACL from the parent share folder into its child directories or sub-directories and files. For example, if user1 has read/write permission on a sub-directory but read-only on the main share folder, after applying privilege, user1 will now have a read-only permission on the sub-directory.

34. How many network protocols are supported by actiNAS Cube?

- ANS:
- actiNAS Cube supports the following network protocols:
  - SMB/CIFS for Windows. users; also for Mac users using 10.4.x or later
  - NFS for Linux/Unix users
  - AppleTalk (AFP) for Mac users

35. How can I change the logon ID in MS Windows network browser to access other shares?

- ANS:
- You may issue the "net use" command in MS command console to see the current CIFS sessions, and then issue "net use /delete RemoteSharePathToNAS" to remove all CIFS sessions to actiNAS Cube. After that, you can re-connect to actiNAS share folder.

36. Why can't I see my personal folder or shares while using MS Windows browser to connect to actiNAS Cube?

- ANS:
- A better way to access to your CIFS shares is to map them as network drives. In case your browser does not show the correct CIFS shares, you should login again to actiNAS share from your MS Windows browser.

37. Can I manually customize the share configuration settings in console?

- ANS:
- It is not recommended to manually configure and customize the share configuration since you might mess up the configuration, although it is possible using the console. It is therefore advisable to change the configurable settings in actiNAS Cube GUI and not in console.

38. How can I reset to factory default settings the actiNAS Cube configuration?

- ANS:
- You can find in Boot/Shutdown tab of System menu the "Reboot to Default" button to reset actiNAS back to factory defaults. Note that all actiNAS configuration (including RAID) and data will be deleted.

39. Why is it that the actual used size of a Volume sometimes does not concur with the used size as shown on the GUI?

- ANS:
- actiNAS GUI updates the Volume used size after every few seconds to avoid performance hit.

40. NIS account could not access shares via AppleTalk protocol. Why?

- ANS:
- AppleTalk authentication does not support NIS accounts.

41. When I tried to access the CIFS share path, I got a warning message "No network provider accepted the given network path". What does it mean?

- ANS:
- The SMB protocol may not be running on actiNAS Cube when the path is accessed (e.g. **\\172.16.0.1\public**). The solution is to start Samba service in Service tab of System Manager, and make sure the client computer can ping the actiNAS IP. If you are using actiNAS hostname instead of IP, make sure you can ping actiNAS hostname. If not, check DNS settings.

42. iSCSI preparation of Cube to use with VMware ESX

System message: "Failed to configure the Host. Failed to get disk partition information."

- ANS:

- Before you implement iSCSI target volumes to your VMware ESX, you must connect the target to another physical System first. That initializes the target with the right information to use for VMware.

43. I am not able to connect to a share after I disable the "Public" setting.

- ANS:

- Be sure that no one is connected on that share when you disable the Public setting. Also verify that no open files and locked files on that share when you disable the public setting. Public shares and regular shares have different user ID mapping. Samba still need to close all the connection on that share before another user attempts to connect to it. To close manually the connection from Windows client, do the following command.

  On Windows command prompt, you may issue "net use". This will list all network connections. To close the connection to actiNAS, issue the command "net use /d \\actiNAS-IP" or you may specify the share, depending on the net use output, such as "net use /d \\172.16.0.1\share1.

  If it still fails, try restarting Samba service. However, please take note that restarting Samba service will affect all existing connections of samba clients and other applications as well.

System:

44. Where can I see the current disk drive temperatures?

- ANS:
- The current disk drive temperatures can be seen in Information tab of System menu.

45. Can I select different background color for the actiNAS Cube GUI?

- ANS:
- No, you can set different background color.

46. Can I set a schedule for actiNAS Cube to shutdown or reboot?

- ANS:
- Yes, you can set actiNAS Cube to shutdown or reboot based on schedule, in Boot/Shutdown tab of System menu.

47. How do I upgrade actiNAS Cube firmware version from local directory?

- ANS:
- To upgrade locally, the actiNAS Cube firmware file must have been downloaded from vendor site and saved to local directory. In System menu, Upgrade tab, click "Upgrade" button. Then select the NAS upgrade tar file, click "Open". The actiNAS Cube version will be updated. The actiNAS machine will automatically reboot to load the updates.

48. How do I save the actiNAS logs?

- ANS:

- There are 2 options to save actiNAS logs in System menu: (a) in Log tab, use "Download system logs", and (b) in System Tools tab, use "Get all logs".

49. Are the actiNAS logs information kept on the disks? Elsewhere?

- ANS:
- Yes, the actiNAS logs are saved on the disks.

50. What tools are provided under System Tools tab of System menu?

- ANS:
- The System Tools provide the following:
- Connection – to display current active connections
- netstat – to display network connections and statistics information
- ps – to display current running processes
- top – to display current running processes and system usage information
- df – to display disk free information
- dmesg – to display NAS boot up messages
- Get all logs – to save all NAS logs

51. Does actiNAS support UPS device? If yes, what UPS devices are supported?

- ANS:
  - actiNAS supports UPS devices in either dumb or smart mode. Under smart mode, the supported UPS models are: APC and Beam-Tech.

52. What application is used in Photo service?

- ANS:
- Photo service use LinPHA. For more information about LinPHA, visit **http://linpha.sourceforge.net/wiki/index.php/Main_Page**

53. Does actiNAS Cube provide Configuration option for NAS services?

- ANS:
- Some system services, such as AppleTalk, FTP, Telnet, SSH, iTunes, P2P, WEB, DHCP, Media Server, and Photo service, can be set using Configuration option (Quick Setup), for configuring setting such as Target Share Folder.

54. Does actiNAS Cube support NFS4?

- ANS:
- No. Only NFS version 3 is currently supported.

55. I cannot connect to actiNAS GUI after starting up the other network adapters. Why?

- ANS:
- Supposed your new network adapter is eth1, you probably have it in the same subnet as eth0. Make sure the network cable is connected to eth0. Try to ping actiNAS IP eth0 and eth1 from client computer, see if ping is successful, especially on eth0.

56. After I reboot the NAS, I cannot login remotely via Telnet or SSH?

- ANS:
- Make sure the service, such as Telnet or SSH, is enabled in Service tab of System menu. If you want the service to be automatically started after NAS reboot, enable "Start on Boot" option for the service.

57. **Why is it that my actiNAS does not show up in Microsoft's network browser?**

- ANS:
- Microsoft's network browser cannot react quickly to the changes of the machine name. It may still show the old list. You may locate your actiNAS by using the NAS-IP such as //172.16.0.1 in your browser.

58. **Why can't I remote upgrade the actiNAS firmware version via FTP?**

- ANS:
- There are some reasons why remote FTP upgrade sometimes will fail. Your security settings could likely be one of the reasons. Anti-virus and firewall may block the file from downloading from FTP site. You may try to download the NAS tar file and then manually upgrade from local directory using actiNAS GUI -> System menu -> Upgrade tab -> Local.

59. **When mounting an NFS share or just trying to show what are the exported directories from an NFS client, I got this error "mount clntudp_create : RPC : Port Mapper failure - RPC Unable to receive". What do I need to do?**

- ANS:
- Verify that your NFS service is running, probably your rpc.mountd is not running. Restart the NFS service and check if NFS protocol is enabled on the desired share folder.

60. **What event notifications are supported by actiNAS Cube?**

- ANS:
- actiNAS Cube supports events such as Volume Full, Fan Fail, Power Fail, Disk Fail, RAID Fail, and Temperature Fail, which can be selected in Notification tab of System menu.

61. Which version of Samba does actiNAS use?

- ANS:
- Samba version 3.3.13 (NAS version 2.0.05-SP5).

62. What file system does actiNAS use for the logical volumes, XFS, EXT3, EXT4, or others?

- ANS:
- actiNAS use XFS file system for the logical volumes.

63. How can I access a shared folder via FTP using a web browser?

- ANS:
- To make an FTP connection you can use a standard Web browser (Internet Explorer, Firefox, etc.) or a dedicated FTP software program, referred to as an FTP 'Client'. Web browsers, like IE, can be another ftp tool that is particularly easy to use. The steps below are focused on using a web browser. Viewing all volumes in actiNAS via ftp.
- For Firefox, type in the Address bar: ftp://username:password@x.x.x.x/../../
- Where the username is the account name created in the actiNAS Account menu, password is the username's password, and the x.x.x.x is the IP address of actiNAS.
-
- For Windows IE, you may still need to change your IE's setting. Go to Tools menu -> Internet Options -> Advanced Tab and then uncheck "Enable folder view for FTP sites". Type in the Address bar: ftp://username:password@x.x.x.x Where the username is the account name created in the actiNAS Account menu, password is the username's password, and the x.x.x.x is the IP address of actiNAS.
- The account used to login can browse to the other shares. When the shares are created in Share Manager and user accounts are assigned permissions (RO or R/W), the "Apply privilege" button must be clicked to update the user permissions to the share and sub-folders.

Note: Be sure that the FTP service is running. You may check this in Service tab of System menu.

64. How much CLI operations do you allow in actiNAS console? (Either via keyboard & monitor or Telnet/SSH) Or in other words, what can be done via CLI and what can't be done via CLI?

- ANS:
- When an administrator or engineer logs in as "admin" in CLI (console), he is limited to execute most of the available commands. This is to prevent messing up the actiNAS configuration. Besides, it is not recommended to login to CLI and configure actiNAS. Configuration should always be done in GUI. The CLI is not intended for end-users, but for administrators or engineers for troubleshooting purposes only.

65. Why if I try to define new account with manual set UID (105) Cube is setting automatically to other UID?

- ANS:
- Linux OS reserves UIDs below 500 for system users. This means you cannot use a UID below 500 when you create a new account. "admin" is by default assigned UID 500 and "guest" is assigned UID 501. If you create new account and assign UID 103, the NAS will automatically assign a UID not yet used above 500, for example 502. If you assign a UID above 500 and UID is not yet used, the UID will be accepted.

66. Cannot login, because system Interface is restarting if you try to connect to cube. GUI message "Server disconnected try to reload again"?

- ANS:
- Please empty the cache of your explorer (IE, Firefox, Opera...) and restart the program again.

67. What kind of Trunking (NIC Bonding) mode does actiNAS supports?

- ANS:
- Fault Tolerant (Active_ Backup)

  Active_Backup policy: If the active NIC can not available, the standby NIC will take over the job so that it enhances the availability of NAS.

- Load balance and Fault Tolerant (XOR)

  XOR policy: Transmits based on source MAC address XOR'd with the destination MAC address. This selects the same slave for each destination MAC address. This mode provides load balancing and fault tolerance.

- Dynamic Link Aggregation (802.3ad)

  802.3ad policy: Supports link aggregation. Transmits and receives on all slaves in the active aggregator. *Pre-requisite: the switch must support IEEE 802.3ad.*

- Load Balance (ALB)

  ALB (Adaptive load balance) policy: The received load balance is achieved by ARP negotiation and does not require special switch support.

68. What is "DHCP (Internet Gateway)"? How can I set it up?

- ANS:
- This feature is designed to make actiNAS act as an Internet Gateway to a private network. For example, a class room or an office. By controlling the DHCP service in the Service tab of System menu, a teacher or IT manager could turn on/off the Internet access of the private net. It is very easy to configure, only four items need to be specified, even though it actually integrates the services of DHCP, NAT, Firewall, and IP Routing. The Private Net adapter indicates one of the adapters connecting to the network hub or switch in a private network. The WAN adapter connects actiNAS to a WAN router or a network with Internet access. The other two settings tell the range of

IP addresses to lease. After editing the configuration of DHCP service, start the DHCP service.

69. I failed to enable Windows domain authentication. What could be the problem?

- ANS:
- Please verify the following points:
- Make sure ADS/PDC service is up and running in your domain server.
- Make sure you input the correct Domain name in the actiNAS GUI, such as *MyDomainName*, and the DNS Suffix, such as M*yDomainName.com*.
- Make sure the Logon Administrator and Password are correct. Domain server logon administrator account should be entered without the domain name, such as "administrator", and not "MyDomainName\administrator".
- Make sure to select the correct PDC/ADS mode, "ADS (Windows 2000/2003/2008 Server)" or "PDC (Windows NT Server)".
- Logon to the actiNAS console as admin and test if actiNAS can contact your ADS/PDC domain server by using the command "ping *x.x.x.x"*, where *x.x.x.x* denotes the IP address of the ADS/PDC domain server. You can use the option "Auto Detect Domain IP" or disable the option and manually enter the domain server IP.
- The ADS/PDC accounts will be imported automatically once actiNAS is joined to ADS/PDC domain. The actiNAS GUI will update the domain accounts and groups lists accordingly.

70. Does actiNAS Cube support IPV6?

- ANS:
- No.

Account:

71. What is UID or GID when I create NAS accounts or groups?

- ANS:
- The UID or GID is the ID in Linux users or groups, respectively. They are zero when they are created, and actiNAS will automatically choose an ID for newly created users/groups. You may also specify it explicitly.

72. When creating NAS accounts or groups, or join AD Accounts, what are valid name and password characters?

	support	note
Local User name	"a-z","A~Z","0-9",_	start from a-z or A-Z, max 32 char
Local User password	"a-z","A~Z","0-9",@,#,$,%,^,&,*	at least 6 char
Local Group name	"a~z","A~Z","0~9",_	system reserve : root, mail, news, operator, gopher, nobody, ftp, games, rpc, adm, nobody, etc
Join AD Account name	"a-z","A~Z","0-9"	
Join AD Account password	a-z,"A~Z","0-9",@,#,$,%,^,&,*	
File manager login user name	"a-z""A~Z","0-9",_	start from a-z or A-Z, max 32 char
File manager login user password	a-z,"A~Z","0-9",@,#,$,%,^,&,*	at least 6 char
LV name	"a-z","0-9","_"	
share folder name	"a~z","A~Z","0~9","_"	max 31 char
host name	"a-z,"A~Z","0-9",_	cannot start with "0-9",max 63 char
Join AD Domain name	"a-z,"A~Z","0-9",_	cannot start with "0-9",max 63 char

73. Is there a limit for the number of characters allowed for NAS account name or group name?

- ANS:
- Account names can have up to 32 characters maximum, while group names can have up to 16 characters maximum.

74. What is the required number of password characters for a NAS account?

- ANS:
- Password must be at least 6 characters. No maximum limit.

75. Can I modify a NAS account after it is created?

- ANS:
- Yes, the account can be modified, such as password and quota, but the account name and UID cannot be modified.

76. Can I modify ADS/PDC accounts when NAS is joined to Windows domain?

- ANS:
- In actiNAS Cube GUI, ADS/PDC domain accounts cannot be modified. However, you can modify the ADS/PDC domain accounts in the domain server, such as changing the account password.

77. I activated ADS/PDC domain authentication successfully but I could not access the shares. It failed to pass authentication. Why?

- ANS:
- The logon ID of an ADS/PDC account combines the domain name of ADS/PDC and account ID, such as *MyDomainName\Acct_ID*. To test if ADS/PDC

accounts are activated or not, the administrator can remote-login via Telnet or SSH, or logon to actiNAS console, as "admin" and verify if the home directory of ADS/PDC accounts exists or not. The home directory is */mnt/NAS/home*, and ADS/PDC accounts are grouped in a subdirectory whose name is the domain. For example: */mnt/NAS/home/MyDomainName.* To verify, execute "ls –l /mnt/NAS/home/" or "ls –l /mnt/NAS/home/MyDomainName" where MyDomainName is the domain name.

- Make sure to assign share permission to the domain account /group in the Privilege tab of Share Folder.

78. Why can't I logon with an ADS/PDC account?

- ANS:
- Make sure the actiNAS can contact the ADS/PDC server. When actiNAS is joined to ADS/PDC domain, the ADS/PDC accounts are imported. And ADS/PDC account permission for the share must be assigned. If problem persist, try to ping the actiNAS IP or hostname from domain server, and ping the domain server IP or hostname from actiNAS console. You can also try to join actiNAS to ADS/PDC server again, and re-assign share permission.

79. Why do NIS accounts have no home directory?

- ANS:
- When NIS is activated (actiNAS is joined to NIS domain), actiNAS cannot distinguish from NIS accounts and local actiNAS accounts, and hence it cannot create the home directory automatically. It is possible to create one, if necessary manually through the Command Line Interface. First create the home directory for an NIS account (for example, Jack) under /mnt/NAS/home/, then issue command "chown jack /mnt/NAS/home/jack" and "chgrp jack /mnt/NAS/home/jack".

80. If I have a large number of accounts, do I need to create them one by one?

- ANS:
- No. actiNAS provides an Import function for large account. The administrator can click "Import" and input account information in the Import Account screen. The format of the entries should be "UID, Logon Account, Logon Password, Full Name, Account Quota (in MB)" in each line. You can also copy the account details from a text file, for example, and then paste to the Import Account screen.

81. When importing ADS/PDC or NIS accounts into actiNAS, are the original (ADS/PDC or NIS) ACLs also imported?

- ANS:
- No. Different environment have different ACL.

82. If I would like to block some users from accessing actiNAS, how do I do this?

- ANS:
- You can disable the accounts in Account menu, Account List. Select the account name and click the check box under "Enable" column to remove the check mark. If you would like to open the account again, click the "Enable" check box.

83. After joining actiNAS to AD domain, registering with DNS and WINS and updating all domain controllers, will I be able to get to the NAS UNC path not only by its IP, but also by its hostname (i.e. both \\ip-address and \\nas-name)?

- ANS:
- Yes.

Data Backup:

84. Can actiNAS Data Backup support both data backup and configuration backup?

- ANS:
- No. actiNAS Data Backup supports only backup of data. Backup of NAS configuration is not supported.

85. What are the supported destinations using actiNAS Data Backup?

- ANS:
- actiNAS Data backup supports backup to remote share (Samba or NFS share) or local disk device (free hard disk drive or external USB storage device).

86. Does Data Backup support backup of iSCSI volumes?

- ANS:
- No. actiNAS Data Backup function only supports backup of share folders created under regular volumes (not iSCSI volumes).

87. What can be backed-up using actiNAS Data Backup?

- ANS:
- Share folders.

88. What backup methods are provided by actiNAS Data Backup?

- ANS:
- ActiNAS provides backup methods Tar and Rsync.

89. How do I know that a local hard disk drive is used as a backup destination?

- ANS:
- The Status that will be shown in Storage/Share -> RAID/Disk Information menu for the local disk drive is "BACKUP".

90. Does Data Backup support backup by schedule?

- ANS:
- Yes, Data Backup supports backup by schedule.

91. Does Data backup support overlapping backup schedule or 2 backups to be scheduled at the same time?

- ANS:
- No. Scheduling backup in Data Backup does now allow overlapping backup time. A scheduled backup can be set to run within 30 minutes time frame. Scheduling another backup within an existing scheduled time is not allowed.

92. Can I modify an existing backup plan in Data Backup?

- ANS:
- Yes, an existing backup plan can be modified if there are no existing backups. However, if the backup plan already has existing backups (backup log exists), the backup plan cannot be modified.

93. How can I access the RDX backup device?

- ANS:
- The RDX backup device can be accessed by connecting to the NAS share folder named "RDX_Recorder".

File Manager:

94. How to login to File Manager with an ADS/PDC account?

- ANS:
- In actiNAS GUI Login Page, use the format "ADS/PDC_Domain_Name\Logon_account" in Login Name box. For example: MYDOMAIN\user1. You can verify this in the Account menu, Account list, in Account Name column.

95. After logging on, I can only see my home folder, where are the other share folders?

- ANS:
- Make sure the account name has permission on specific share folders. If an ADS/PDC account has no permission, the specific share folders will not be visible after login to File Manager.

96. Why is it that the File Manager will automatically log me out?

- ANS:
- Your logon session might have been idled for over 15 minutes. File Manager will automatically log out your ID. You need to login again.

97. What is the file size limit of File Manager when uploading a file?

- ANS:
- The upload file size can not be larger than 25MB. If your file is larger than 25MB, please upload using FTP instead of File Manager. The limitation is set because uploading large files will affect the actiNAS performance.

98. What are not allowed special characters to create Folder and Sub-Folder name?

- ANS:

- Characters, such as (, #, $, ^, ", and, -) are not allowed to be used as folder name.

99. Can I upload or download several files at the same time in File Manager?

- ANS:
- No. Only one file can be uploaded or downloaded at time in File Manager.

100. How to set the permission/ACL of a folder in File Manager?

- ANS:
- Select the sub-folder, and then from Folder menu click "Set Folder Permission". Modify the folder permission and click "Submit".

101. Can I set the permission/ACL of the top level share folder in File Manager?

- ANS:
- No. The permission/ACL of the top level share folder in set in actiNAS Manager GUI – Storage/Share – Share/Security. Only the sub-folders under the top level share folder can be set with permission using File Manager "Set Folder Permission" function.

102. In File Manager, how do I propagate the permission/ACL from current sub-folder unto its sub-folders and files?

- ANS:
- Select the sub-folder, and then from Folder menu click "Set Folder Permission" and click "Apply Permission". The same permission/ACL settings of the selected sub-folder will be applied to the sub-folders and files under it.

103. How to set the permission/ACL on a file in File Manager?

- ANS:
- Select the file, and then from File menu click "Set File Permission". Modify the file permission and click "Submit". Note that the account name used to login File Manager must have read and write permission to the sub-folder and the file itself.

104. How to set a VMware ESX(i) Backup with Quest vRanger.?

- ANS:
- You need the line "Unix Extensions = no" in your Cube smb.conf. Please open the Cube GUI, move to <service>deactivate <samba>, click <edit>.Now you can made your changes.