Seagate 8-Bay Rackmount NAS User Manual



Model: 8-Bay Rackmount NAS

Click here to access an up-to-date online version
of this document. You will also find the most recent content as well as expandable illustrations, easier navigation, and search capability.

Contents

1 Regulatory Compliance 4

FCC Declaration of Conformance 4
FCC Class A Information 4
- FCC Caution 4
- Important Note: FCC Radiation Exposure Statement 4

Industry Canada 4
- Important Note for mobile device use 4
- Note Importante pour l'utilisation de dispositifs mobiles 5

Europe – EU Declaration of Conformity 5
Power source 6
- Battery safety 6

2 Introduction 8

What is in this manual 8
Who should use this manual 8
Box contents 8
Minimum system requirements 9
- Client OS: 10
- Web browsers: 10
- Network: 10

3 System LEDs 13

Front 13
Rear 13
Interior chassis 14
LED behavior 14
- General LED behavior 14
- Status and disk LEDs 15
- Ethernet, identification, and mute LEDs 16
  - Ethernet LEDs 16
  - Identification LED 16
  - Mute LED 17

4 Setting Up 18

Step 1 - Rack 18
Step 2 - Cable Management Arm 20
Step 3 - Cables 21
- Connections 21
- Placement 22
- Network and power 23

Step 4 - Drives 24
-

Remove the cover . . . 24
- Insert the drives . . . 25

Step 5 - Log on to the NAS . . . 30

5 Operation . . . 33

Powering on the NAS . . . 33
Powering off the NAS . . . 33

6 Hardware Maintainance . . . 36

Precautions . . . 36
Front chassis . . . 36
- Remove the front cover . . . 36
- Front chassis information . . . 38
- Replace a power supply unit (PSU) . . . 40
- Replace a hard drive . . . 41
- Replace a fan . . . 45

Rear chassis . . . 47
- Remove the rear cover . . . 47
- Rear chassis information . . . 48
  - Installed components . . . 49
- Replace the battery . . . 50
- RAM . . . 53
  - Adding a DIMM (RAM) to an empty slot . . . 53
  - Remove a DIMM (RAM) . . . 56

Blinking purple LED: Confirm the connection . . . 57

7 Getting Help . . . 59

Troubleshooting topics . . . 59
- The 8-bay Rackmount NAS will not turn on. . . . 59
- The 8-bay Rackmount NAS turns off when I connect a USB device. . . . 59

Regulatory Compliance

FCC Declaration of Conformance

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, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Class A Information

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 in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Caution

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Important Note: FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

Industry Canada

This device complies with RSS-210 of the Industry Canada Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Ce dispositif est conforme à la norme CNR-210 d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes: (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Important Note for mobile device use

Radiation Exposure Statement:
This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Note Importante pour l'utilisation de dispositifs mobiles

Déclaration d'exposition aux radiations:
Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

Europe – EU Declaration of Conformity

This device complies with the essential requirements of the EMC Directive 2004/108/EC. The following test methods have been applied in order to prove presumption of conformity with the essential requirements of the EMC Directive 2004/108/EC:

- EN 60950-1:2006/AC:2011: Information technology equipment - Safety - Part 1: General requirements
- EN 55022: 2010/AC:2011: Information technology equipment - Radio disturbance characteristics Limits and methods of measurement
- EN 55024: 2010: Information technology equipment - Immunity characteristics - Limits and methods of measurement

CE

Česky [Czech]	Seagate tímto prohlašuje, že tento Rackmount NAS je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 2004/5/ES.
Dansk [Danish]	Undertegnede Seagate erklærer herved, at følgende udstyr Rackmount NAS overholder de væsentlige krav og øvrige relevante krav i direktiv 2004/5/EF.
Deutsch [German]	Hiermit erklärt Seagate, dass sich das Gerät Rackmount NAS in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 2004/5/EG befindet.
Eesti [Estonian]	Käesolevaga kinnitab Seagate seadme Rackmount NAS vastavust direktiivi 2004/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.
English	Hereby, Seagate, declares that this Rackmount NASis in compliance with the essential requirements and other relevant provisions of Directive 2004/5/EC.
Español [Spanish]	Por medio de la presente Seagate declara que el Rackmount NAS cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 2004/5/CE.
Ελληνική [Greek]	ΜΕ ΤΗΝ ΠΑΡΟΥΣ SeagateΔΗΛΩΝΕΙ ΟΤΙRackmount NASΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 2004/5/ΕΚ.
Français [French]	Par la présente Seagate déclare que l'appareil Rackmount NASest conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 2004/5/CE.

Italiano [Italian]	Con la presente Seagate dichiara che questo Rackmount NAS è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 2004/5/CE.
Latviski [Latvian]	Ar šo Seagatedeklarē, ka Rackmount NAS atbilst Direktīvas 2004/104/EK būtiskajām prasībām un citiem ar to saistītajiem noteikumiem.
Lietuvių [Lithuanian]	Šiuo Seagate deklaruoja, kad šis Rackmount NAS atitinka esminius reikalavimus ir kitas 2004/104/EB Direktyvos nuostatas.
Nederlands [Dutch]	Hierbij verklaart Seagate dat het toestel Rackmount NAS in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 2004/104/EG.
Malti [Maltese]	Hawnhekk, Seagate, jiddikjara li dan Rackmount NAS jikkonforma mal-ħtiġijiet essenzjali u ma provvedimenti oħrajn relevanti li hemm fid-Dirrettiva 2004/104/EC.
Magyar [Hungarian]	Alulírott, Seagate nyilatkozom, hogy a Rackmount NASmegfelel a vonatkozó alapvetõ követelményeknek és az 2004/104/EC irányelv egyéb elõírásainak.
Polski [Polish]	Niniejszym Seagate oświadcza, że Rackmount NAS jest zgodny z zasadniczymi wymogami oraz pozostałymi stosownymi postanowieniami Dyrektywy 2004/104/EC.
Português [Portuguese]	Seagate declara que este Rackmount NAS está conforme com os requisitos essenciais e outras disposições da Directiva 2004/104/CE.
Slovensko [Slovenian]	Seagateizjavlja, da je at Rackmount NAS v skladu z bistvenimi zahtevami in ostalimi relevantnimi določili direktive 2004/104/ES.
Slovensky [Slovak]	Seagate týmto vyhlasuje, že Rackmount NAS spĺňa základné požiadavky a všetky príslušné ustanovenia Smernice 2004/104/ES.
Suomi [Finnish]	Seagate vakuuttaa täten että Rackmount NAS tyyppinen laite on direktiivin 2004/104/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.
Svenska [Swedish]	Härmed intygar Seagate att denna Rackmount NAS står I överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 2004/104/EG.

Power source

Caution: Use the product with the provided power supply only.

Note: To protect your data, always follow the safe removal procedures for your operating system when disconnecting your product.

Battery safety

This product contains a lithium-ion battery that must be disposed of properly. Follow the battery safety items below:

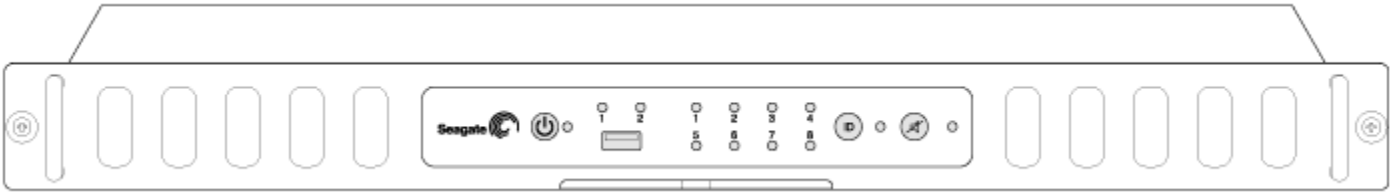
- Do not dismantle, open or shred secondary cells or batteries.

- Do not expose cells or batteries to heat or fire. Avoid storage in direct sunlight.
- Do not short-circuit a cell or a battery. Do not store cells or batteries haphazardly in a box or drawer where they may short-circuit each other or be short-circuited by, other metal objects.
- Do not use any charger other than that specifically provided for use with the equipment.
- Do not use any cell or battery which is not designed for use with the equipment.
- Do not mix cells of different manufacture, capacity, size or type within a device.
- Seek medical advice immediately if a cell or a battery has been swallowed.
- Do not subject cells or batteries to mechanical shock.
- In the event of a cell leaking, do not allow the liquid to come in contact with the skin or eyes. If contact has been made, wash the affected area with copious amounts of water and seek medical advice.
- Keep cells and batteries out of the reach of children.
- Keep cells and batteries clean and dry.
- Secondary cells and batteries need to be charged before use. Always use the correct charger and refer to the manufacturer's instructions or equipment manual for proper charging instructions.
- Do not leave a battery on prolonged charge when not in use.
- After extended periods of storage, it may be necessary to charge and discharge the cells or batteries several times to obtain maximum performance.
- Secondary cells and batteries give their best performance when they are operated at normal room temperature (20°C±5°C).
- Retain the original product literature for future reference.
- Use only the cell or battery in the application for which it was intended.
- Dispose of properly.

Introduction

What is in this manual

Thank you for purchasing a Seagate 8-bay Rackmount NAS. Offering both high-end performance and advanced data sharing, your 8-bay Rackmount NAS is the next generation of Business Storage.



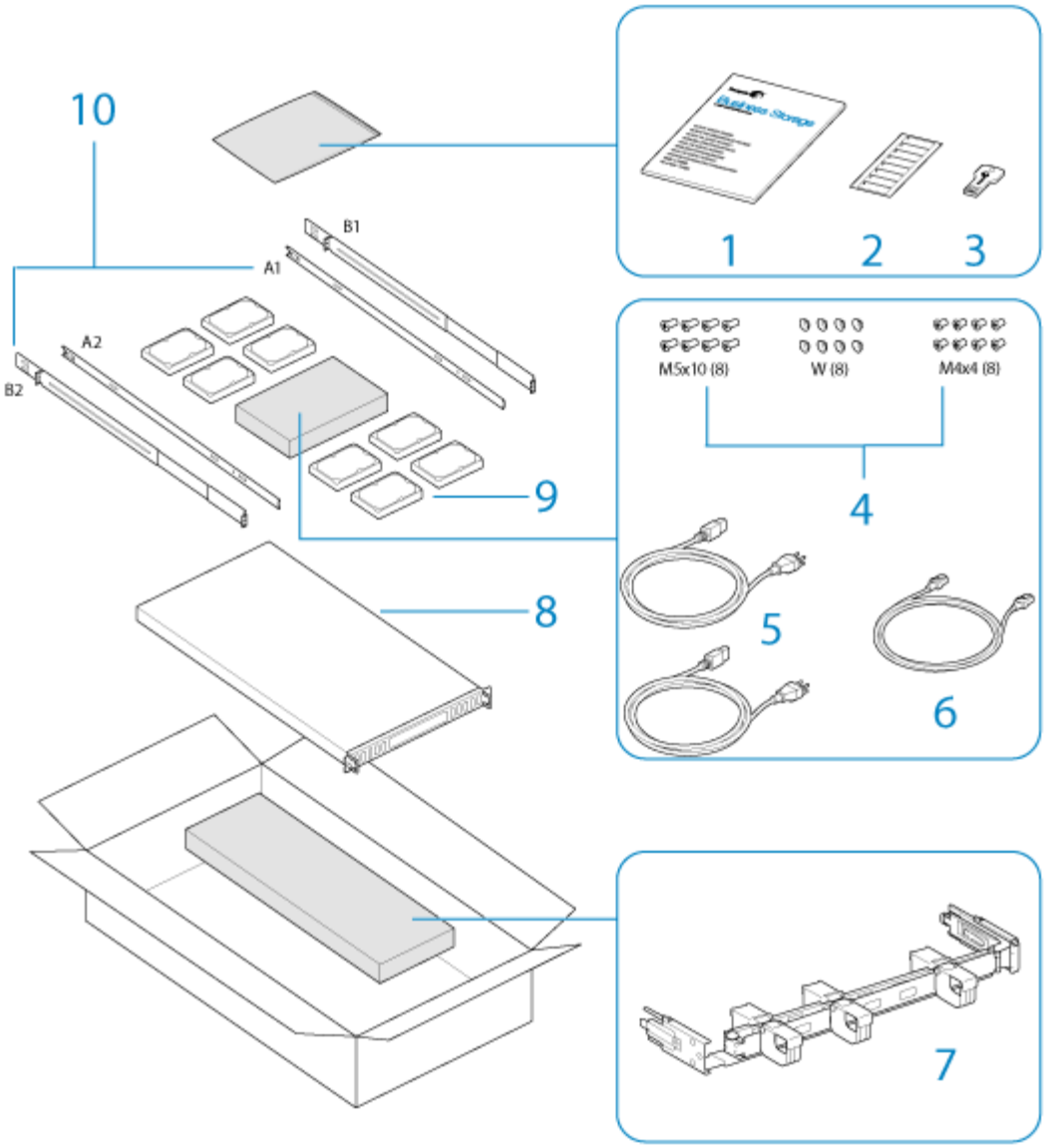
This user manual gives you step-by-step instructions on installation, hardware maintenance, and troubleshooting. If you encounter problems, check Getting Help .

Important info: Refer to Warranty before performing any hardware repairs or maintenance that is not described in this manual.

Who should use this manual

This user manual assumes that you have a working knowledge of networks, NAS (network-attached storage), and storage products. If you do not have these skills or, are not confident with the instructions in this guide, do not proceed with the installation or component replacement.

Box contents



1. Quick Start Guide
2. Drive stickers
3. USB key
4. Inner rack rail screws (M4x4); outer rack rail screws (M5x10), and washers (W)
5. Power supply cables (x2)
6. Ethernet cable
7. Cable management arm kit
8. Seagate 8-bay Rackmount NAS
9. Hard drives
10. Inner rack rails (A1, A2) and outer rack rails (B1, B2)

An additional plastic sac of screws has been provided to fasten hard drives to the NAS drive drawers. Make certain to use these screws when installing drives in NAS enclosures that are not fully populated.

Important info: Save your packaging. In the event that the product should need to be repaired or serviced, it must be returned in its original packaging.

Minimum system requirements

Client OS:

- Windows 8 (32-bit/64-bit)
- Windows 7 (32-bit/64-bit)
- Windows Vista (32-bit/64-bit)
- Windows XP
- Windows Server 2012
- Windows Server 2008 R2
- Windows Server 2008
- Mac OS 10.6 and later
- Linux 2.6 and later

Web browsers:

- Internet Explorer™ 7.0 or higher
- Firefox™ 3.0 or higher
- Safari™ 3.0 or higher
- Chrome 2.0 or higher

Network:

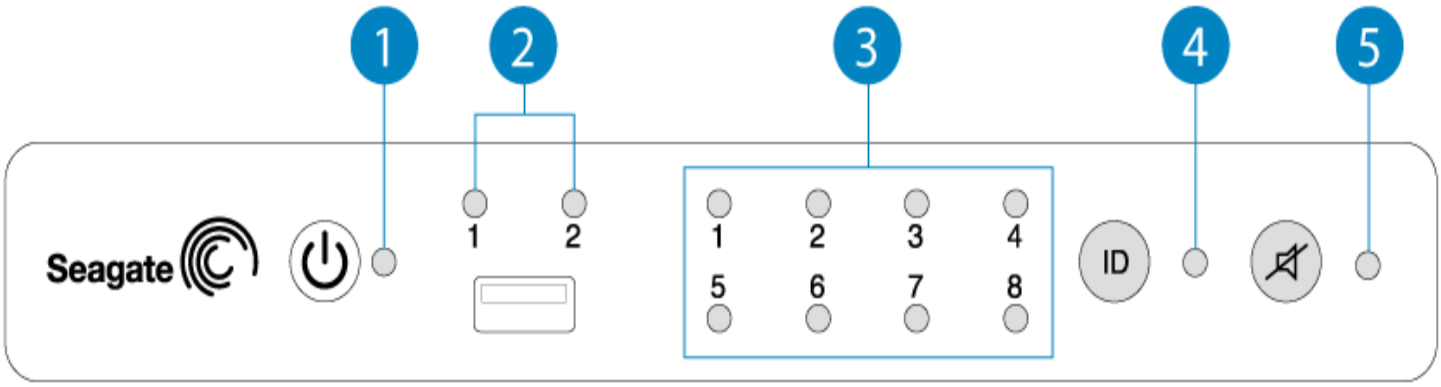
- Computer with an Ethernet network adapter
- Ethernet switch or router 10/100/1000 (Mb/s)

Important info: Consider the following when configuring your NAS: Connect your NAS to a network with a DHCP server for automatic remote server setup; the NAS's performance can be affected by such external forces as network activity, hardware, distance, and setup; for optimal performance, make certain that you are using Gigabit Ethernet routers and peripherals, and that the computers on the network support Gigabit Ethernet.

System LEDs

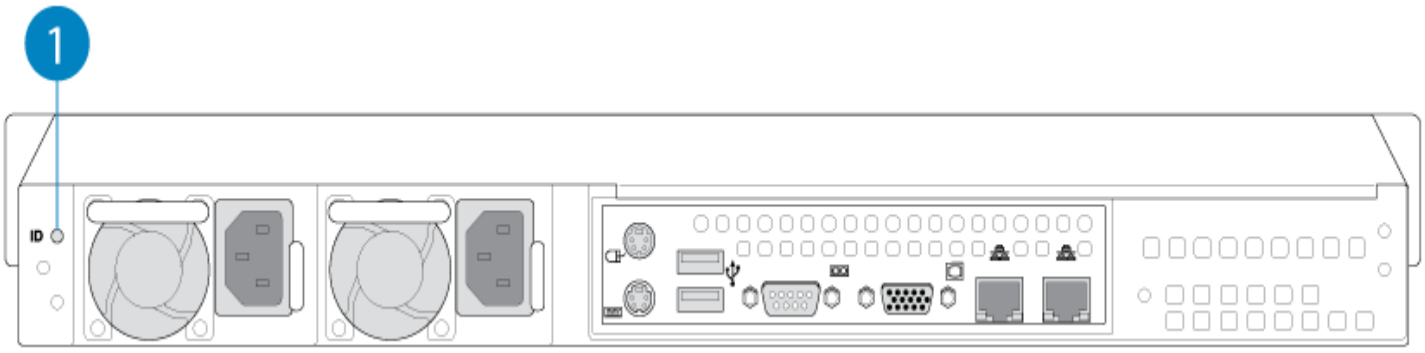
The 8-bay Rackmount NAS features three sets of LEDs that provide information on the system's status. Review the illustrations below for the LED locations on the chassis.

Front



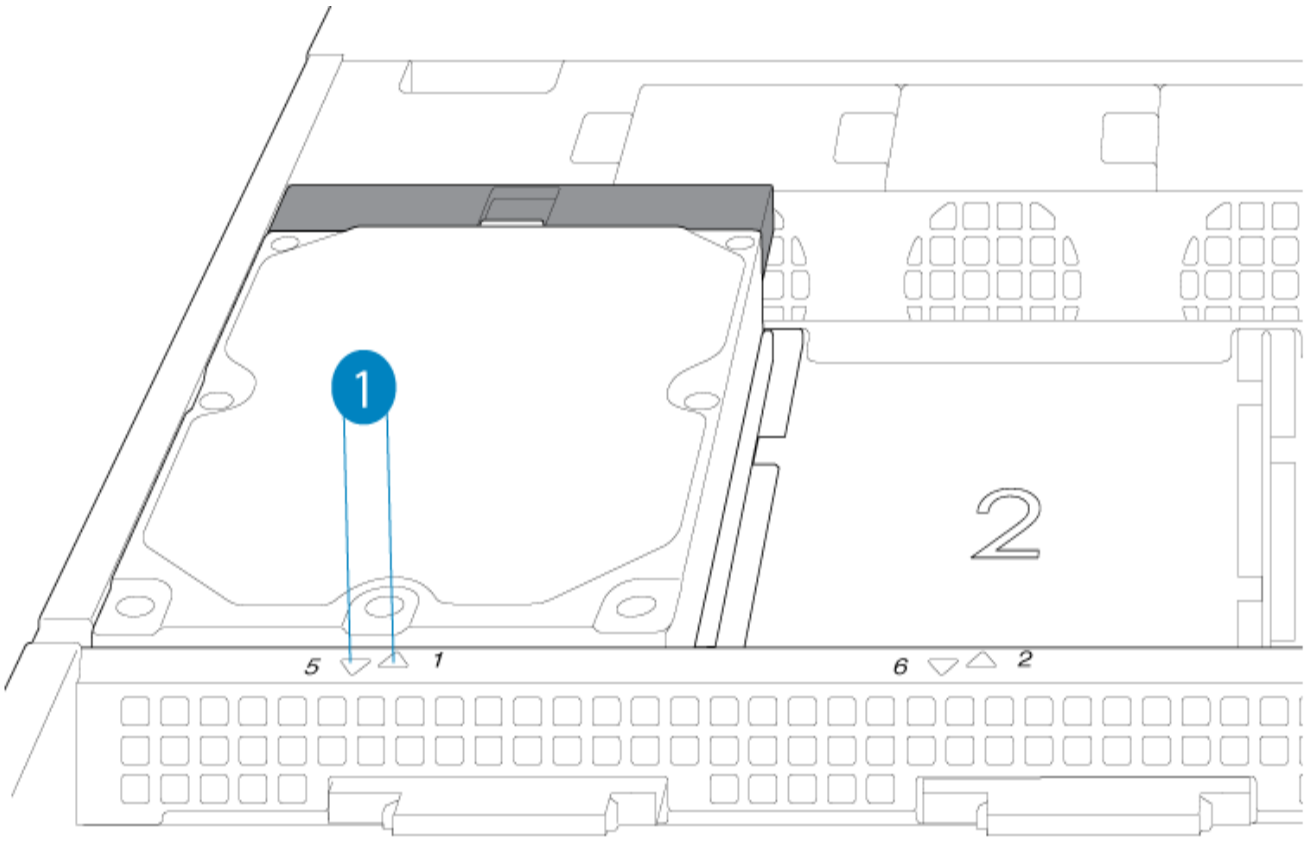
1. Status LED
2. Ethernet LEDs
3. Disk LEDs
4. Identification LED
5. Mute LED

Rear



1. Identification LED and LED button

Interior chassis



1. Disk LEDs

LED behavior

General LED behavior

The list of colors below will help you identify the general status of your NAS:

Color	State

Solid blue	Ready
Blinking blue	Startup; shutdown; activity
Blinking red and blue	RAID synchronization; software update
Blinking red	Warning
Solid red	Error
Solid purple	Updating hardware
Blinking purple	Communication has been lost

Status and disk LEDs

The status and disk LEDs work together to provide up-to-date details on your NAS's health.

Status LED Behavior	Disk LEDs Behavior	State
Blinking blue	Blinking blue for working disks (until they are fully initialized)	Occurs as the device is booting and will cease once the drives are fully initialized.
Solid blue	Blinking blue for working disks	Drives working (read/write)
Blinking blue/red	Blinking blue/red	RAID synchronizing and will cease once the operation is finished.
	Blinking blue for working disks	NAS OS update in progress.
Blinking red	Solid red for non-functional disk(s)	RAID is degraded. data remains intact but the array is no longer protected should another disk fail.
	Blinking blue led for all disks	Temperature alert (first level warning)
		Fans are not spinning
		A power supply has been cut but power is provided by the second power supply and/or the ups.

Solid red	Blinking blue for working disks	Temperature alert (critical level). the product will shut off due to the high temperature.
		The power supplies are not providing power and, if applicable, the ups has run out of reserve power. the product will shut off.
	Solid red for non-functional disks	RAID has failed and all data has been lost.
	Off on disks	A disk has not been plugged into the slot's SATA connection or it is not receiving power.
Solid purple	Solid blue	Updating hardware
Blinking purple	Solid blue	Communication has been lost. See Hardware Maintenance .

Ethernet, identification, and mute LEDs

Ethernet LEDs

Behavior	State
Solid blue	The Ethernet port is connected to the network.
Blinking blue	Activity on the Ethernet port.
Off	The Ethernet port is not connected to the network.

Identification LED

Behavior	State

Blinking amber	An identification button has been pushed (front, rear, or NAS OS). A corresponding LED on the rear of the NAS will also blink amber to identify the unit in the rack.
Off	The identification feature is off.

Mute LED

Behavior	State
Solid amber	The mute button has been pushed to turn off an audible alert or, to stop the unit from sounding an audible alert.
Off	The mute feature is off.

Setting Up

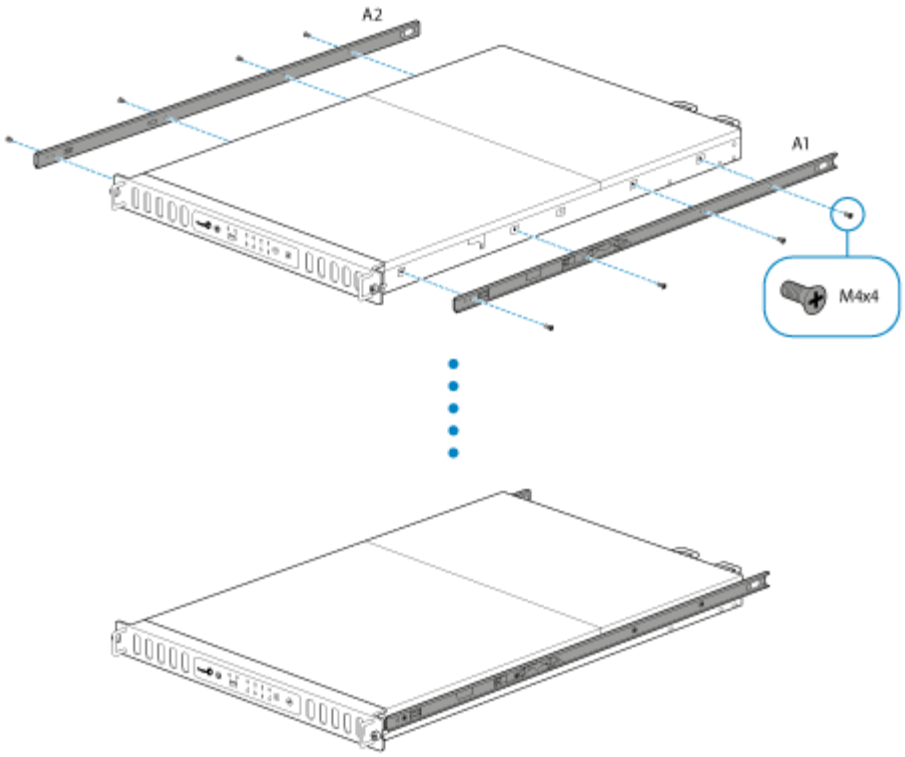
The Seagate 8-bay Rackmount NAS is shipped with the following installation components:

- Rack rail kit for a standard 19-inch rack
- Cable management arm kit
- Hard drives (the amount of disks will vary by model)
- Seagate 8-bay Rackmount NAS chassis

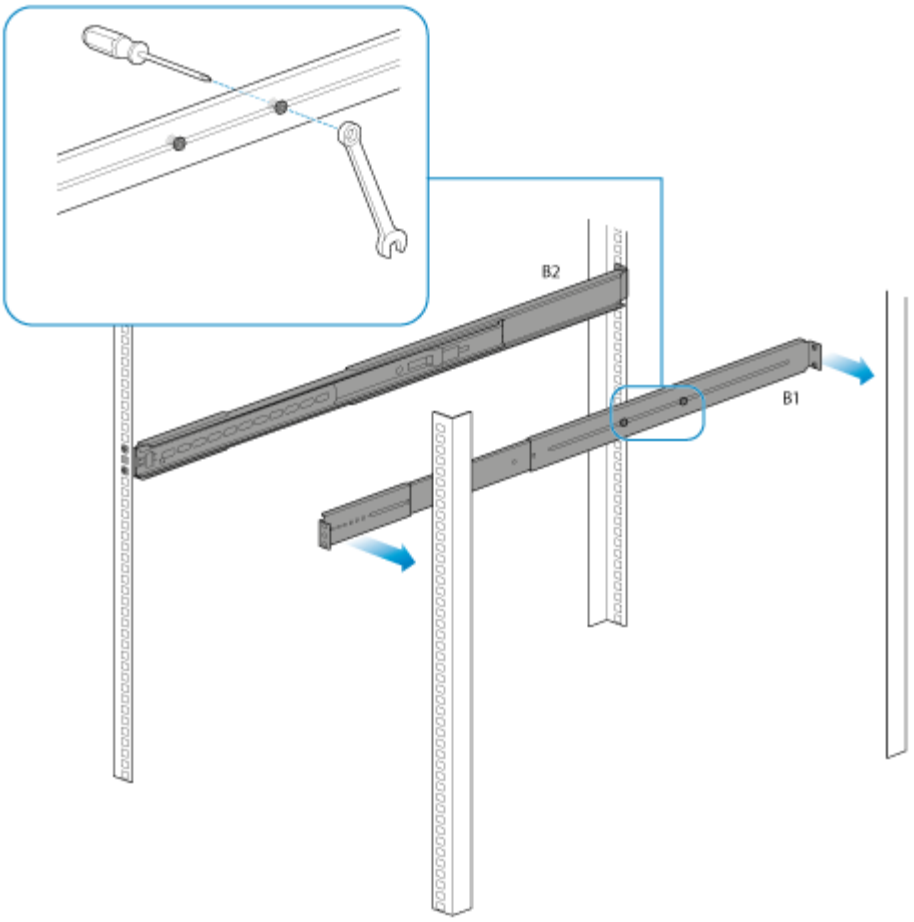
The instructions are also available in the Quick Start Guide included with the NAS.

Step 1 - Rack

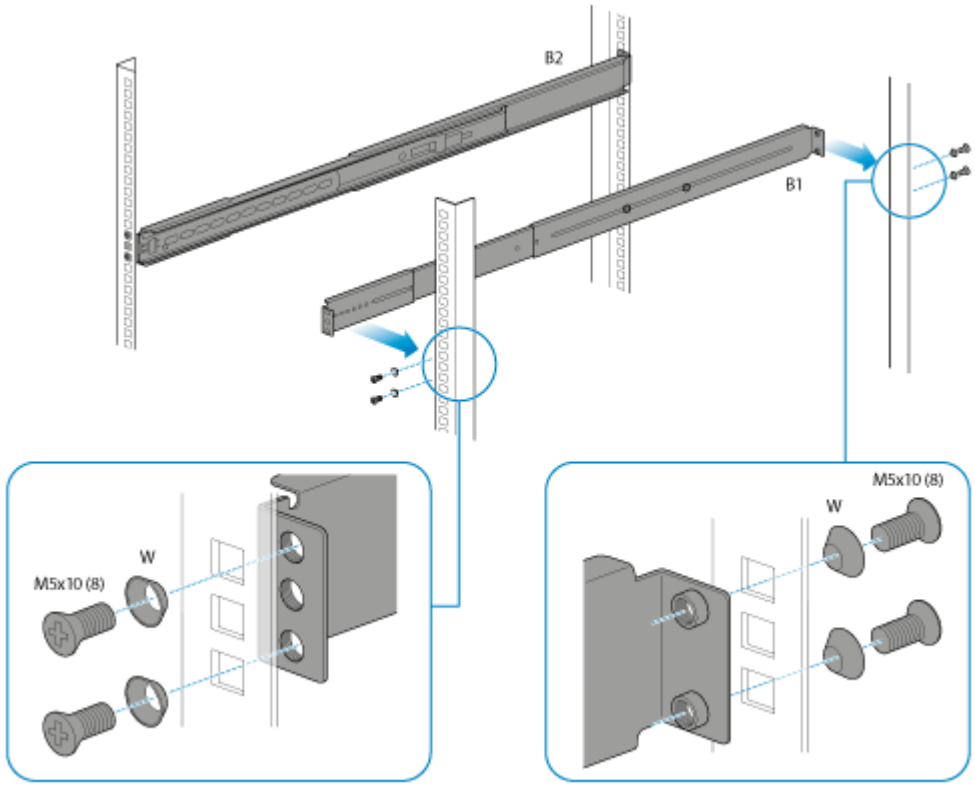
1. Attach the inner rack rails to the Seagate 8-Bay Rackmount NAS using four screws on each side.



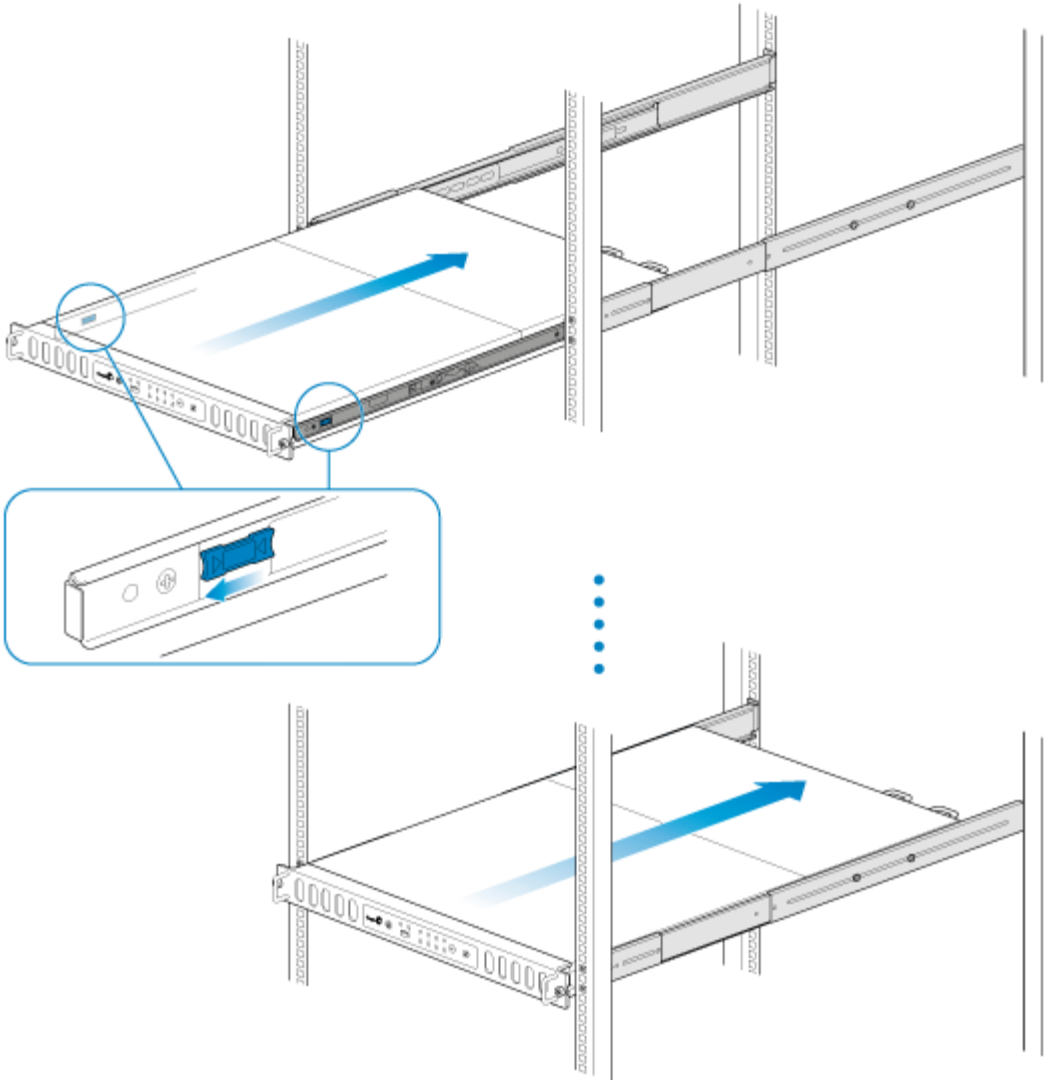
2. Unlock the rear screws on the outer rack rails to extend the sliding brackets.



3. Attach the outer rack rails to the rack.



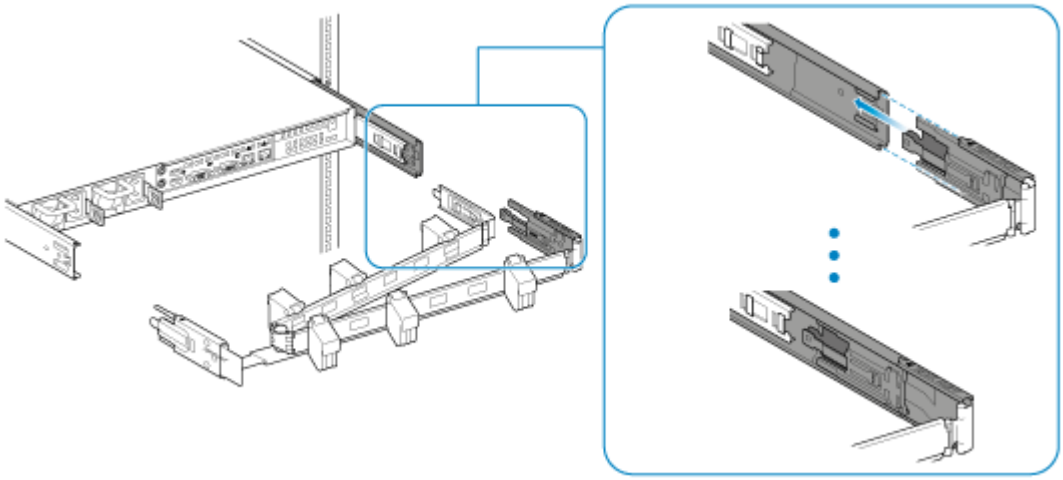
4. Slide the Seagate NAS into the rack. You will hear a click indicating that the NAS is securely fastened to the rack.



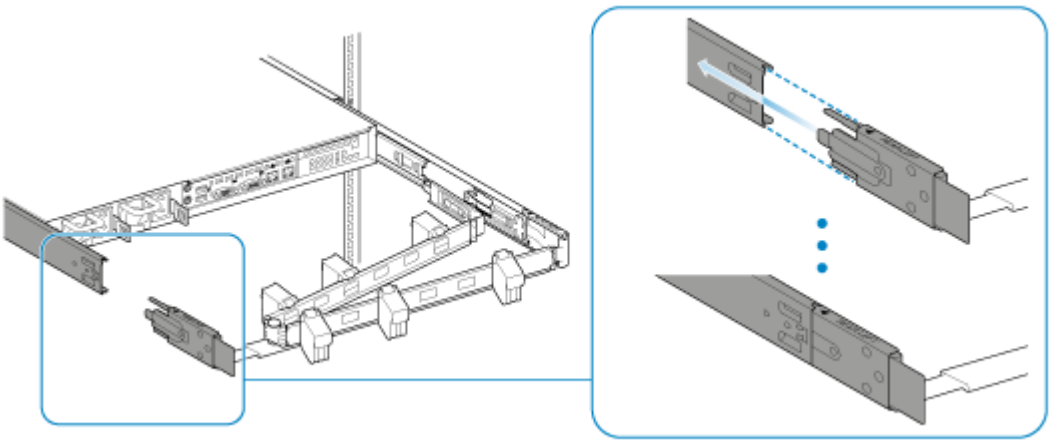
Step 2 - Cable Management Arm

Attach the cable management arm to the back of the rack rails.

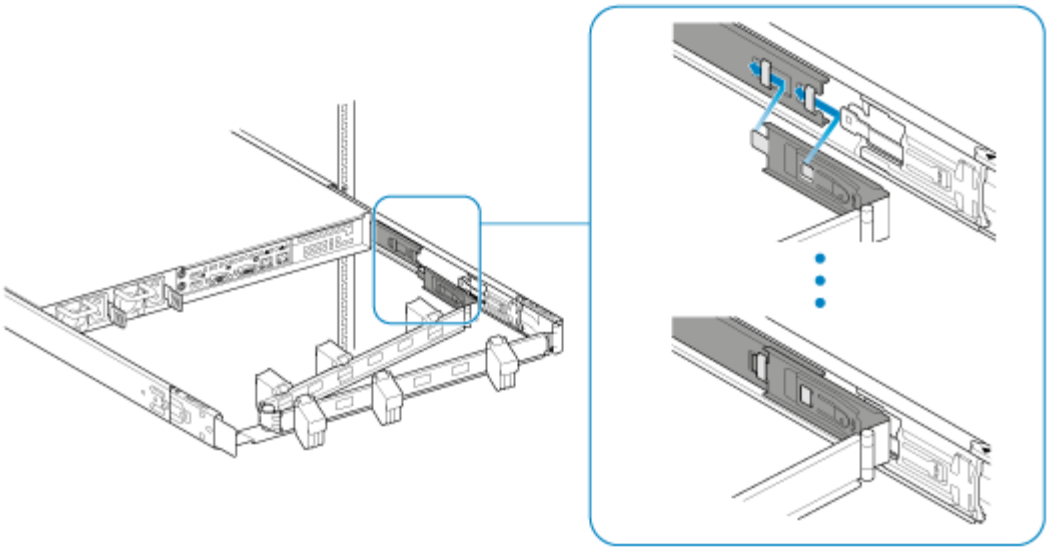
1. Snap the right outer connection into the outside rail.



2. Snap the left connection into the outside rail.

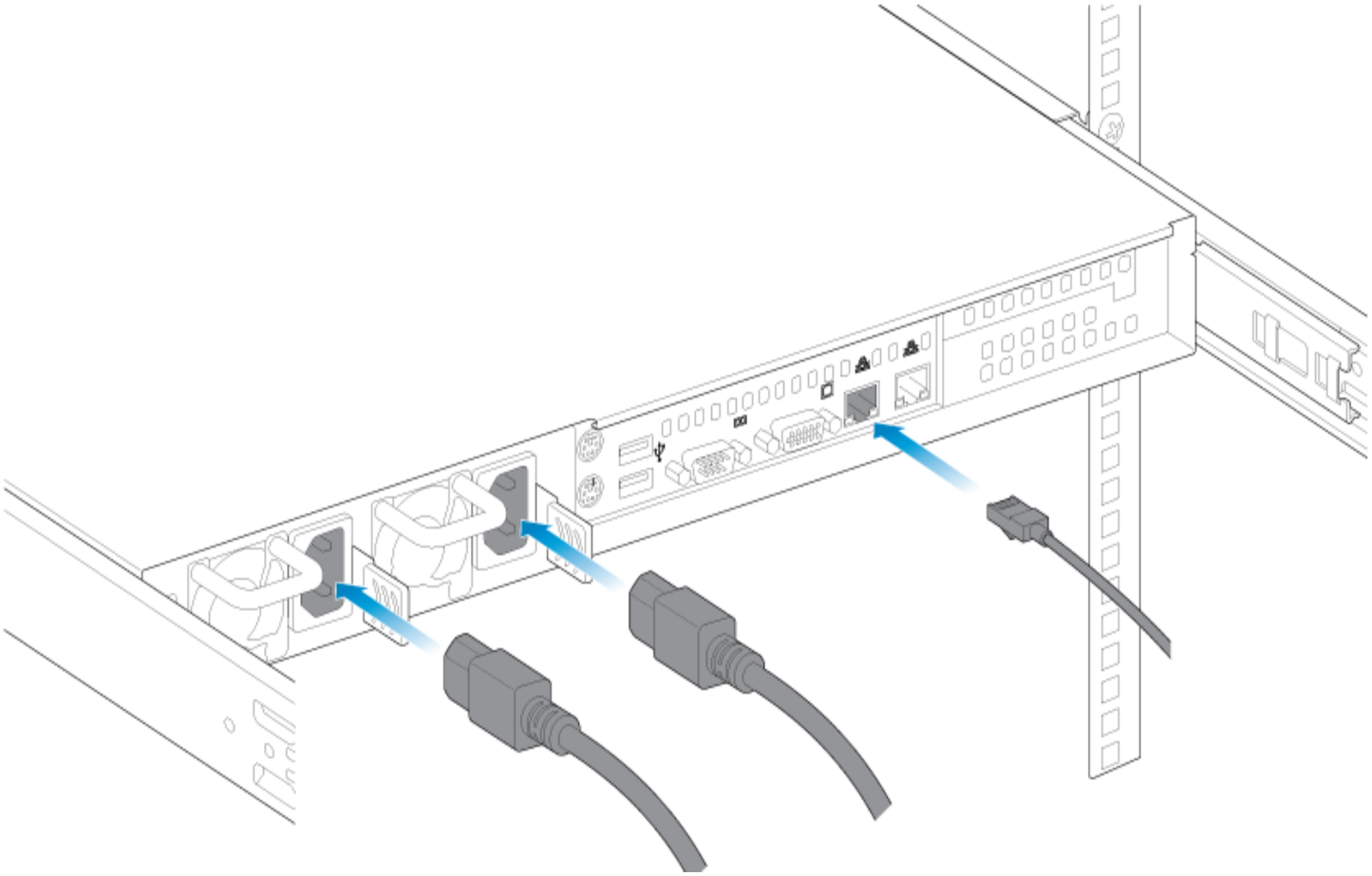


3. Guide the right inner connection into the inner rack rail.



Step 3 - Cables

Connections



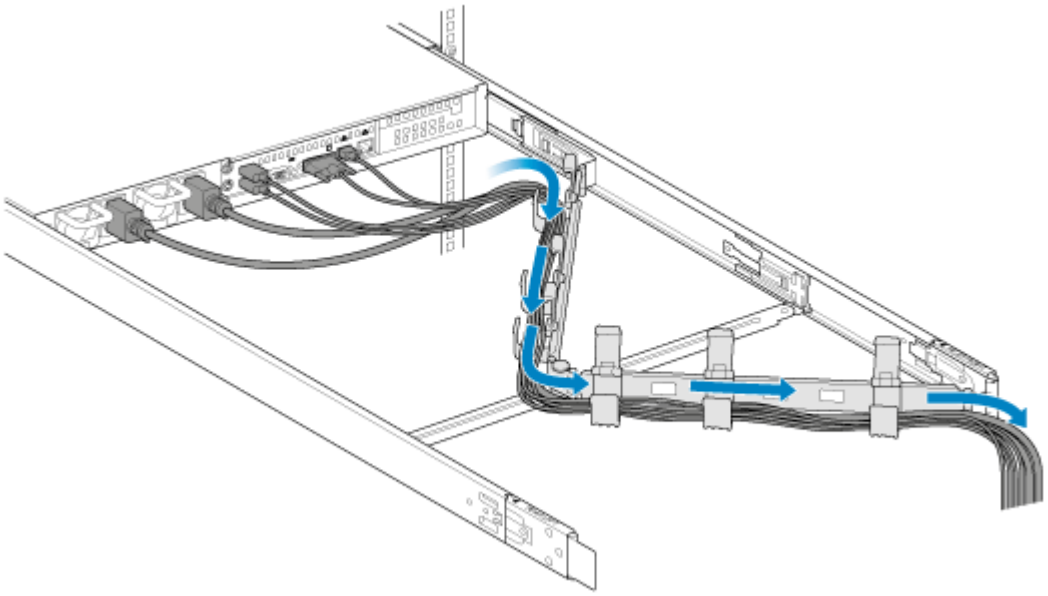
- Ethernet
- Power cables (2)

You can also connect:

- A second Ethernet cable for redundancy or performance.
- A mouse, a keyboard and a VGA monitor for maintenance.

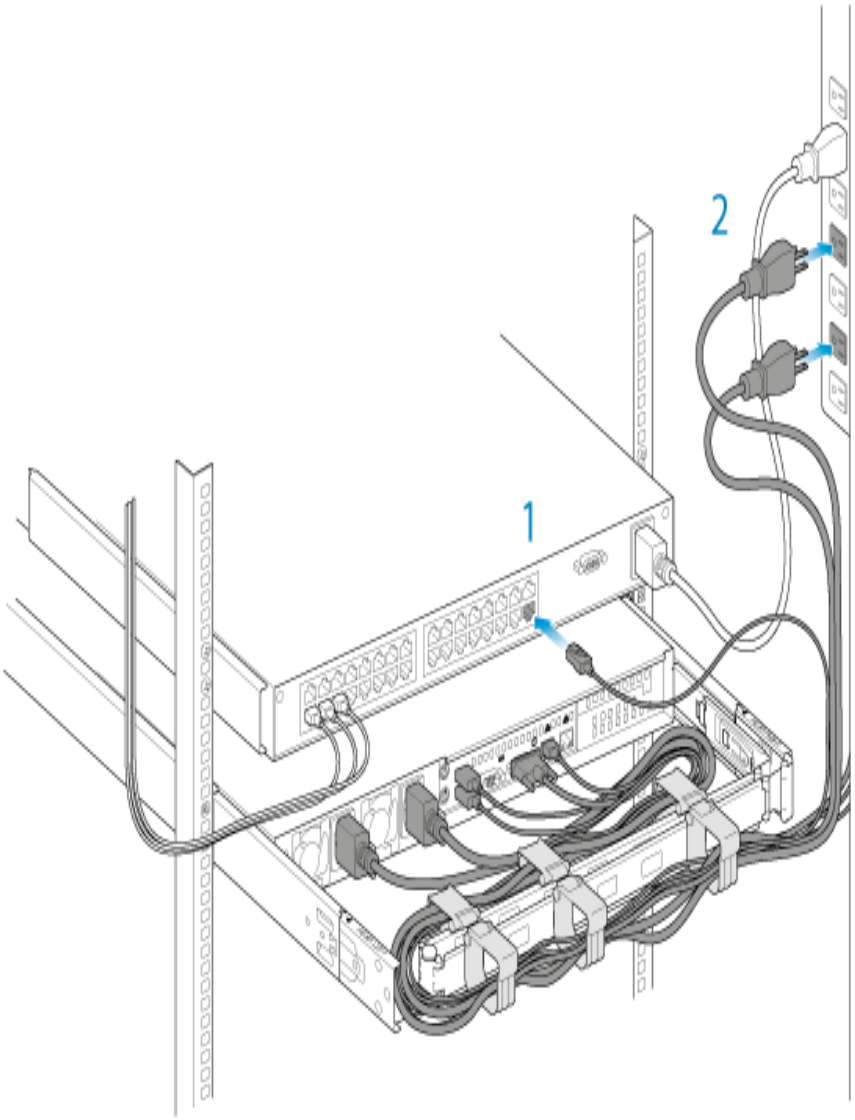
Placement

1. Open the panels on the cable management arm and thread the cables. Allow slack for external connections and sliding the NAS on its rails.



2. Close the panels.

Network and power



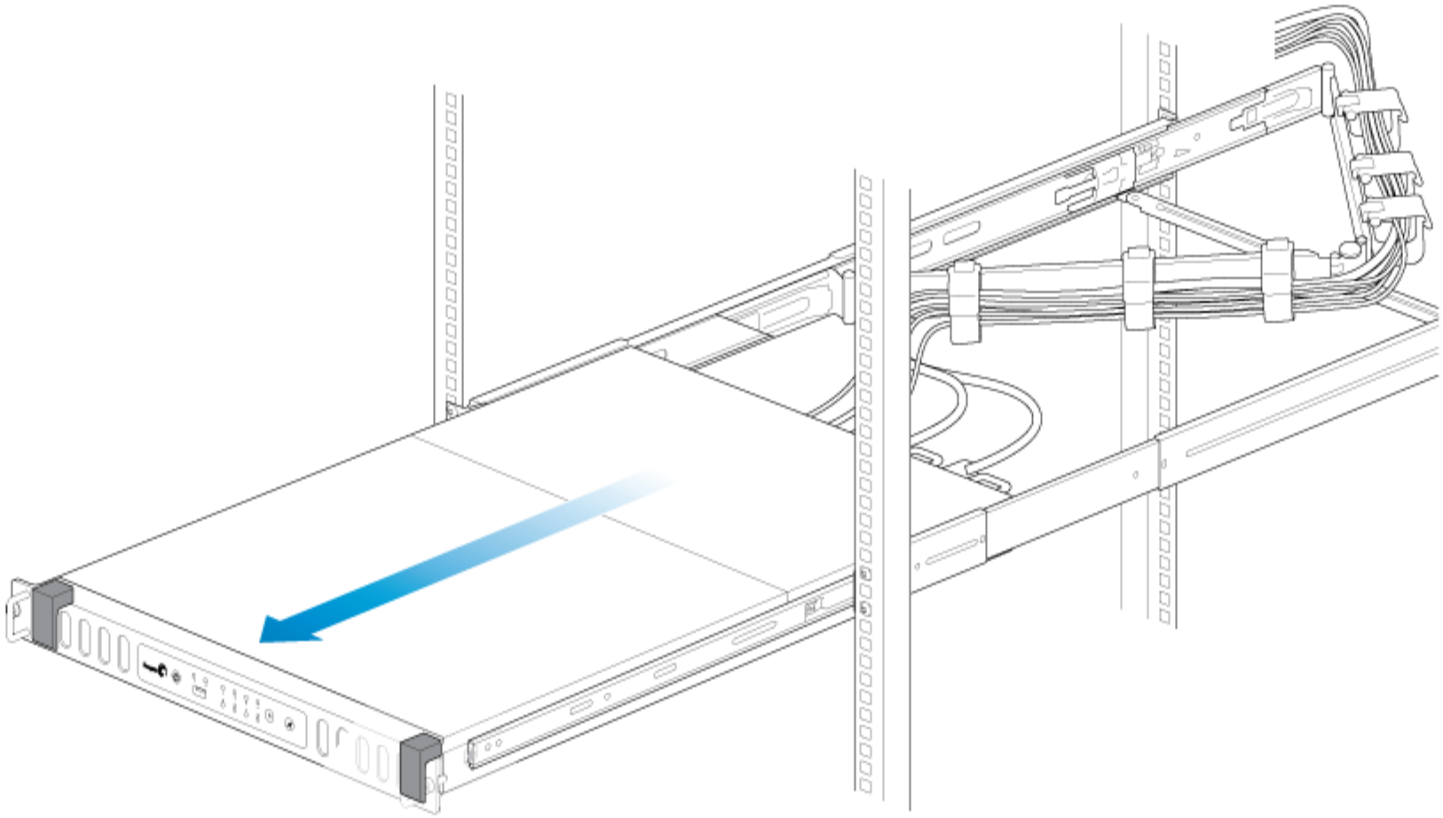
1. Connect the Ethernet cables to your router.

2. Connect the power cables to outlets.

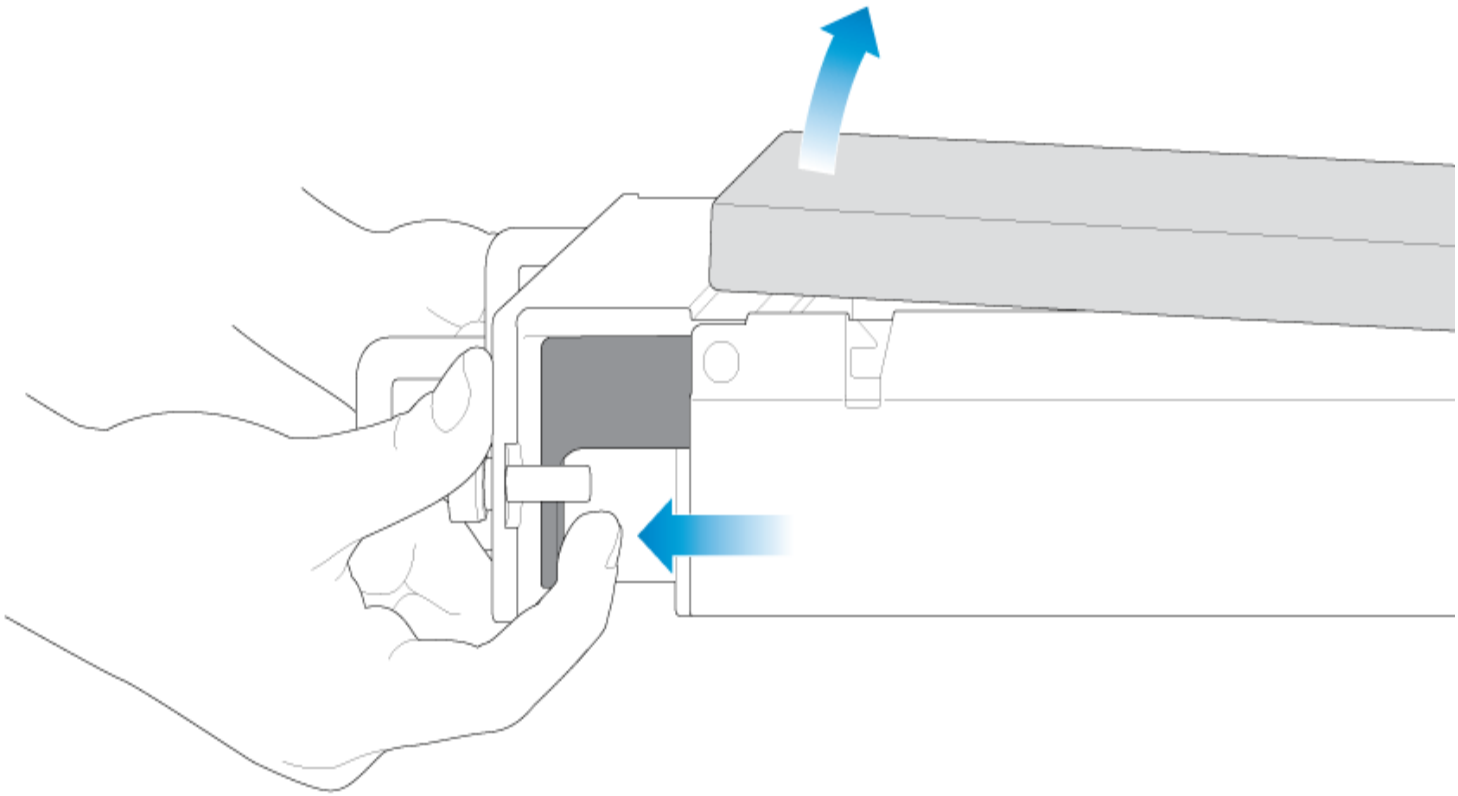
Step 4 - Drives

Remove the cover

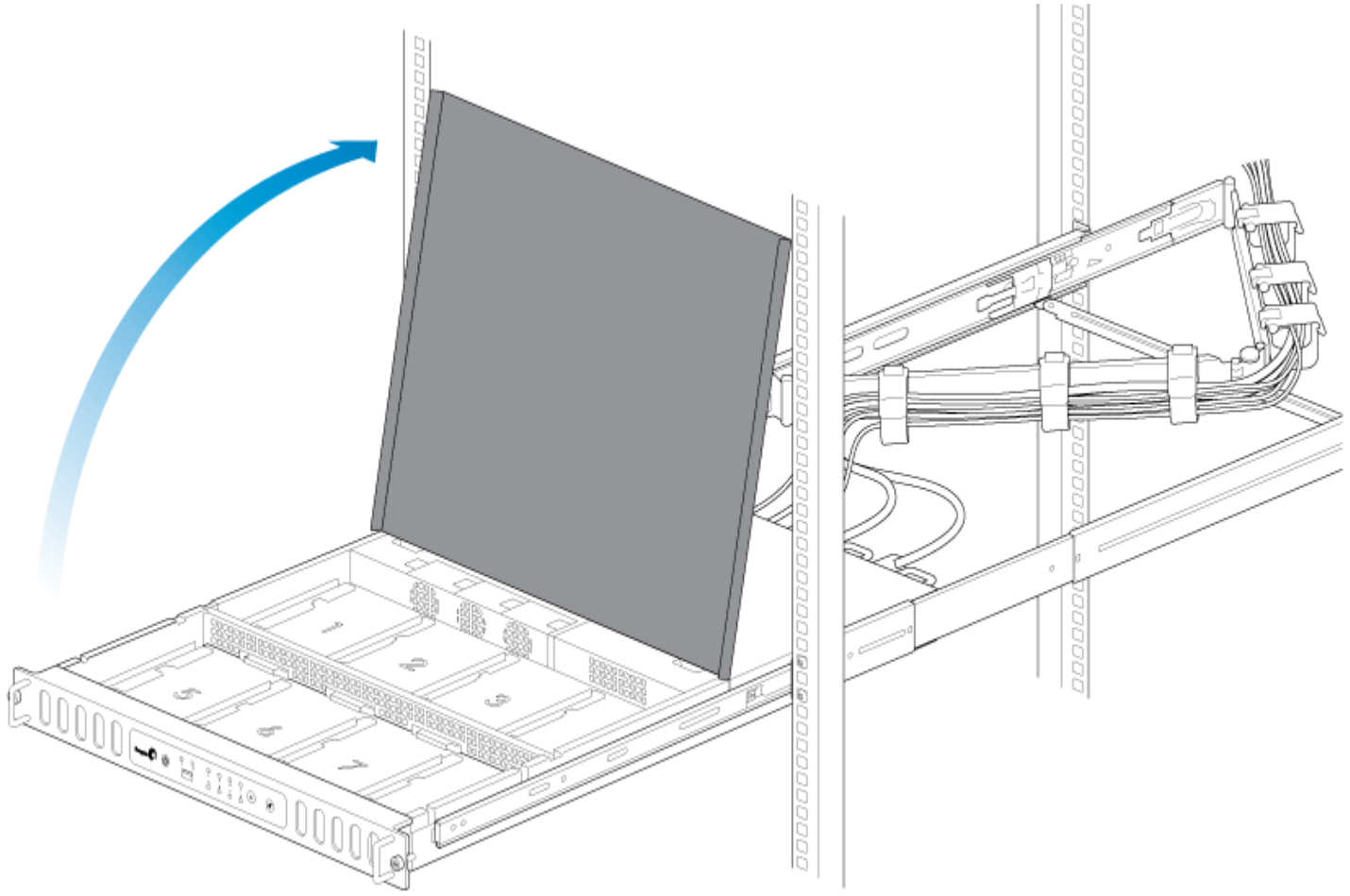
1. Slide the NAS toward you until it locks into position.



2. Release the cover by simultaneously pushing both front latches toward you.



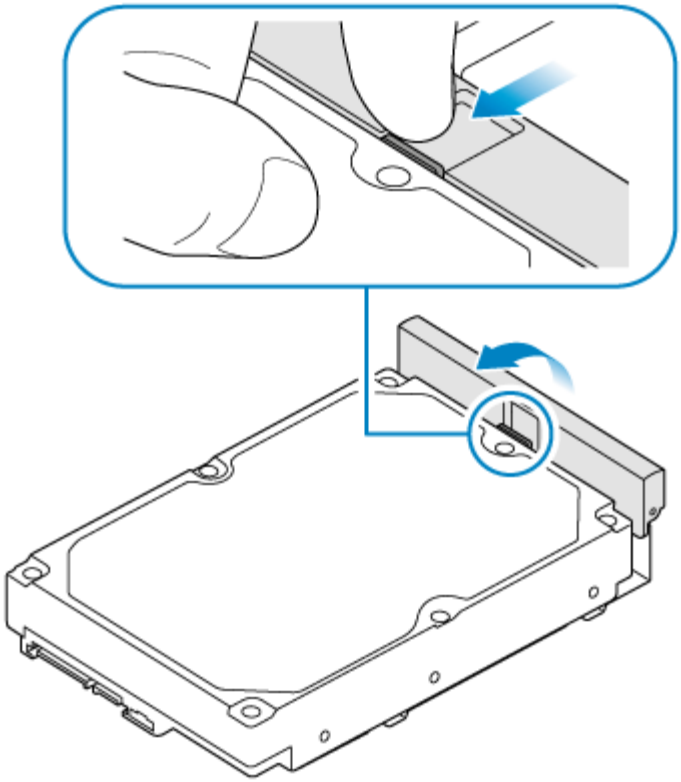
3. Lift the cover.



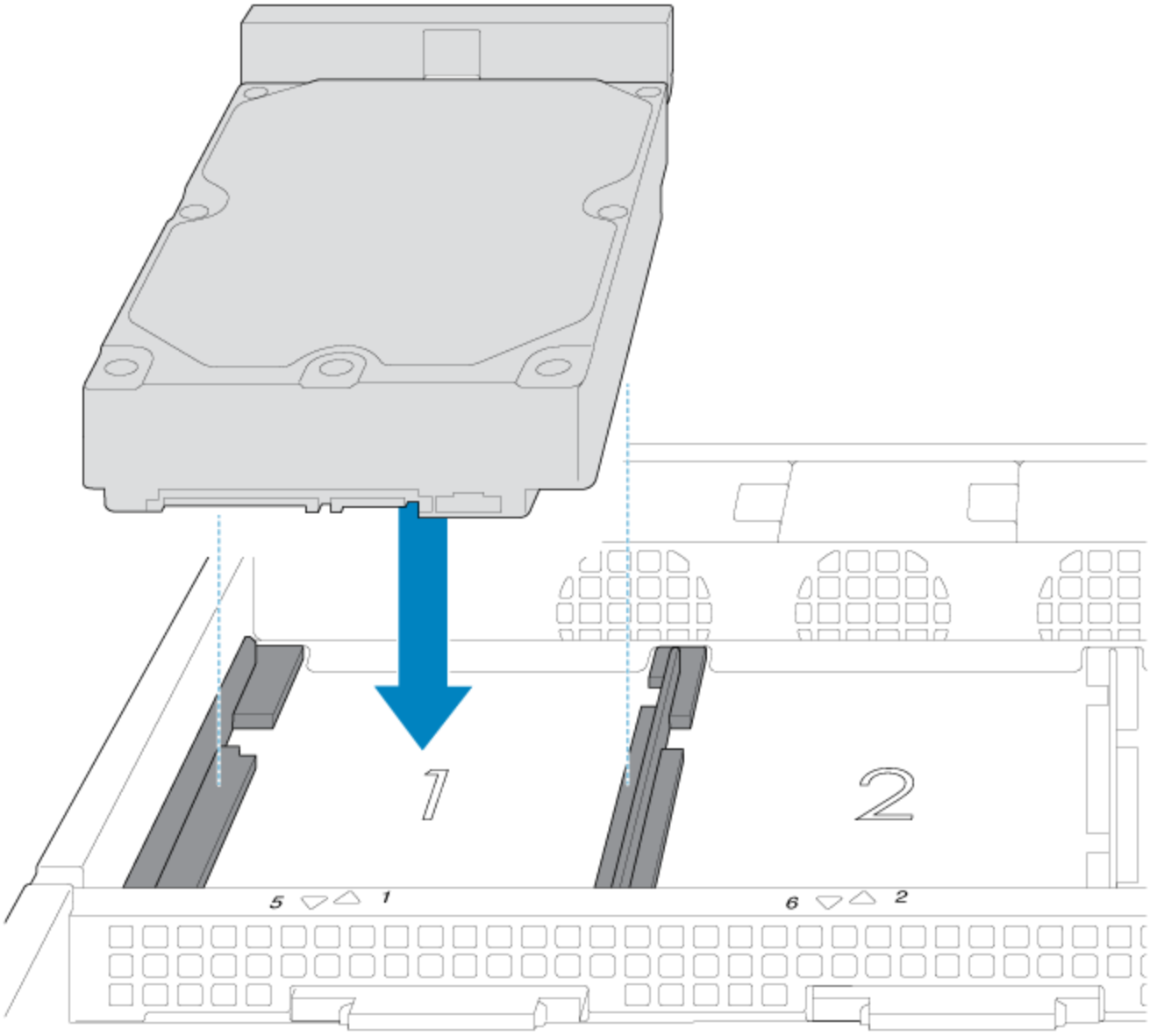
Insert the drives

Important info: Make certain that you are properly grounded before touching the disks.

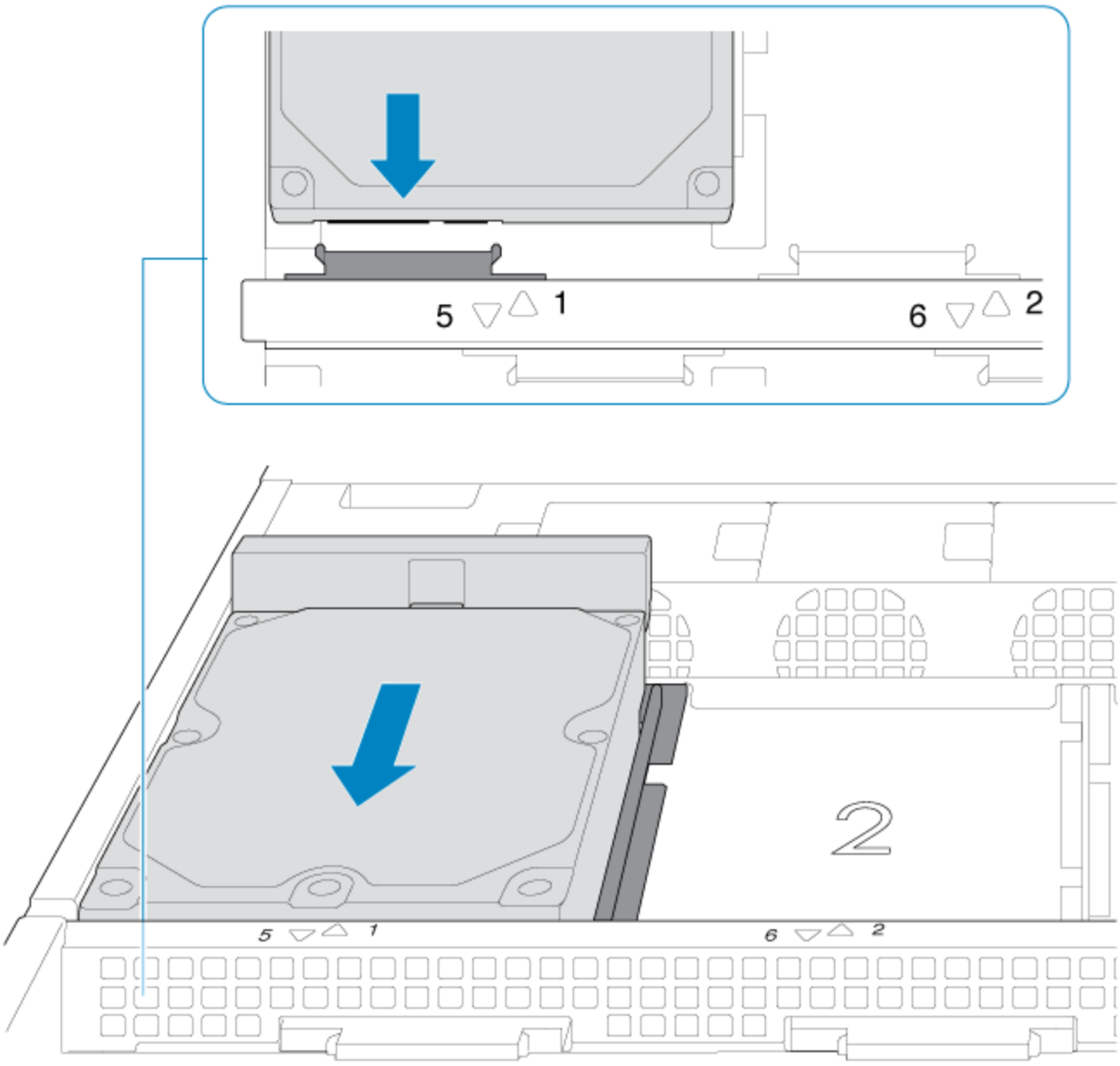
1. Push the disk's lock button to open the latch.



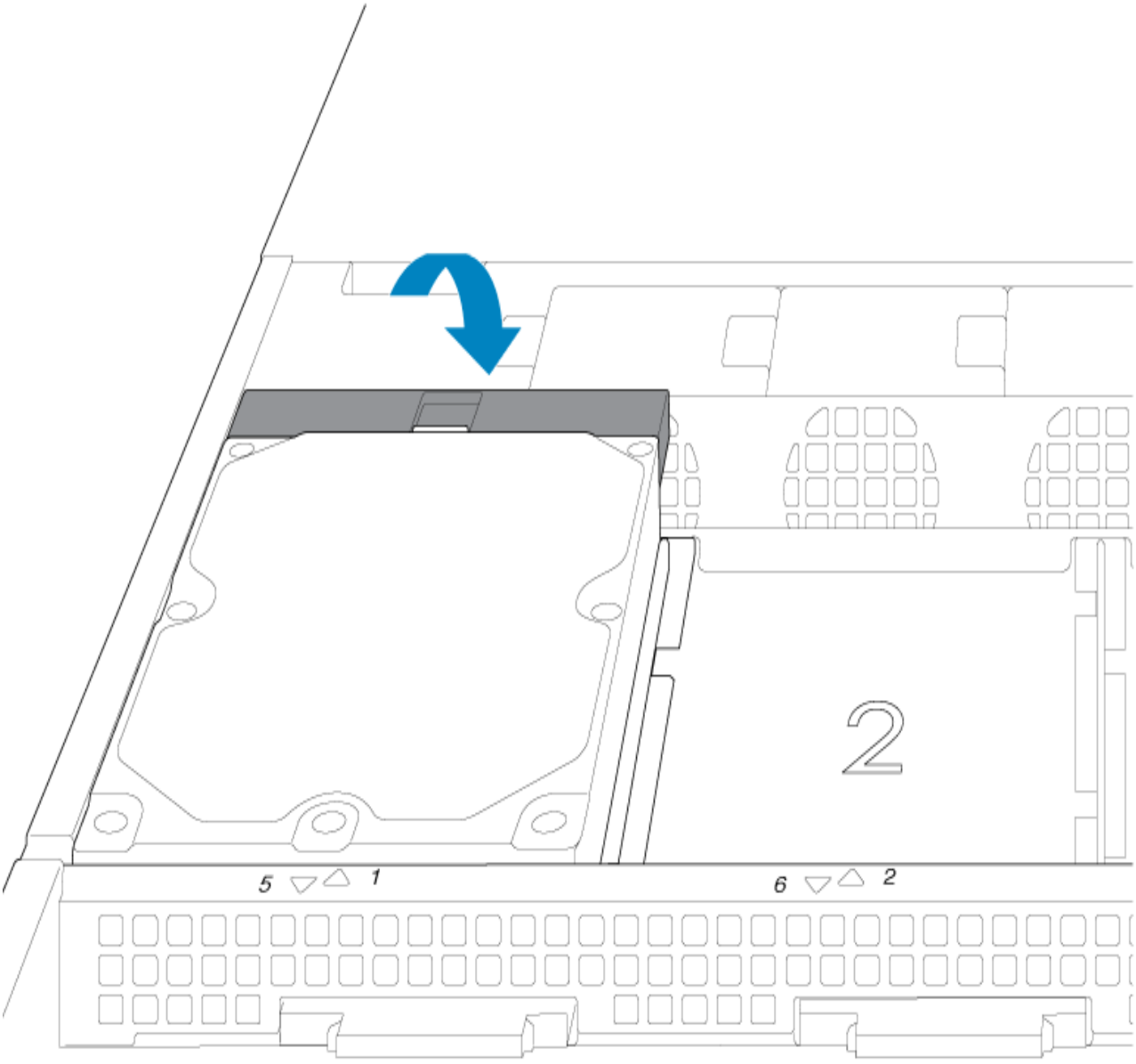
2. Place the disk on the NAS's hard drive guides. Confirm that the disk is correctly aligned on the guides by gently pushing it away from the SATA connection.



3. Slide the disk into the SATA connection.

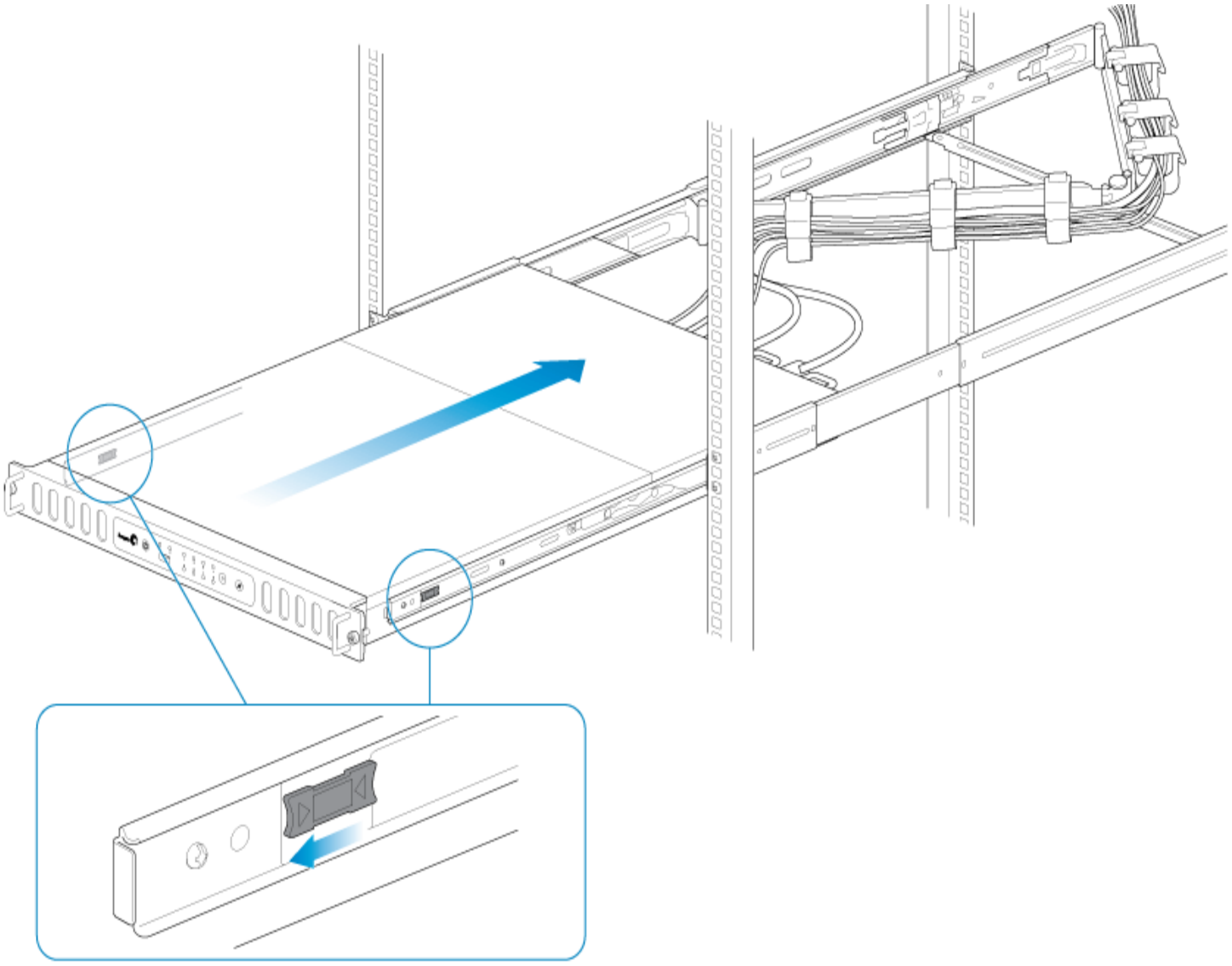


4. Close the disk's latch.



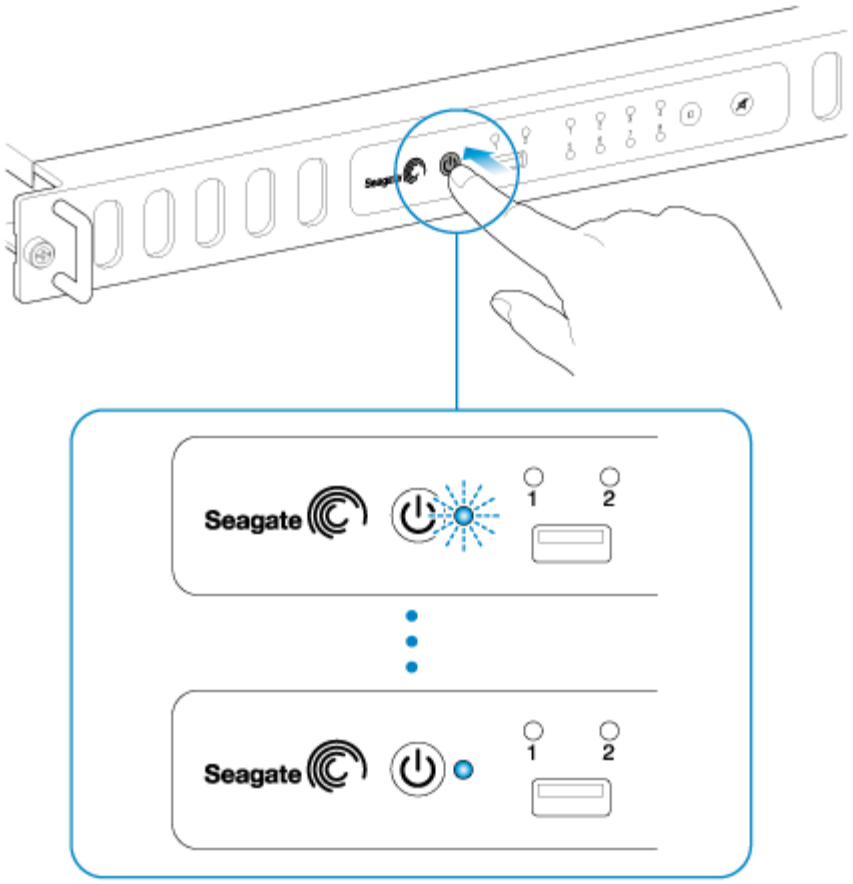
5. Repeat the steps for each disk.

6. Close the cover and slide the NAS into the rack. To unlock the rails, pull the rail fasteners on each side toward you. Secure the NAS to the rack using the two front screws.

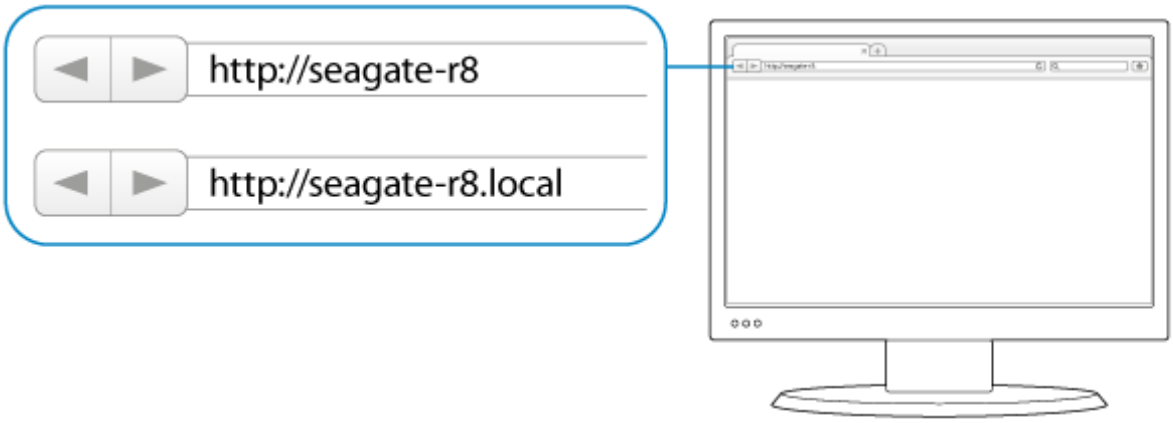


Step 5 - Log on to the NAS

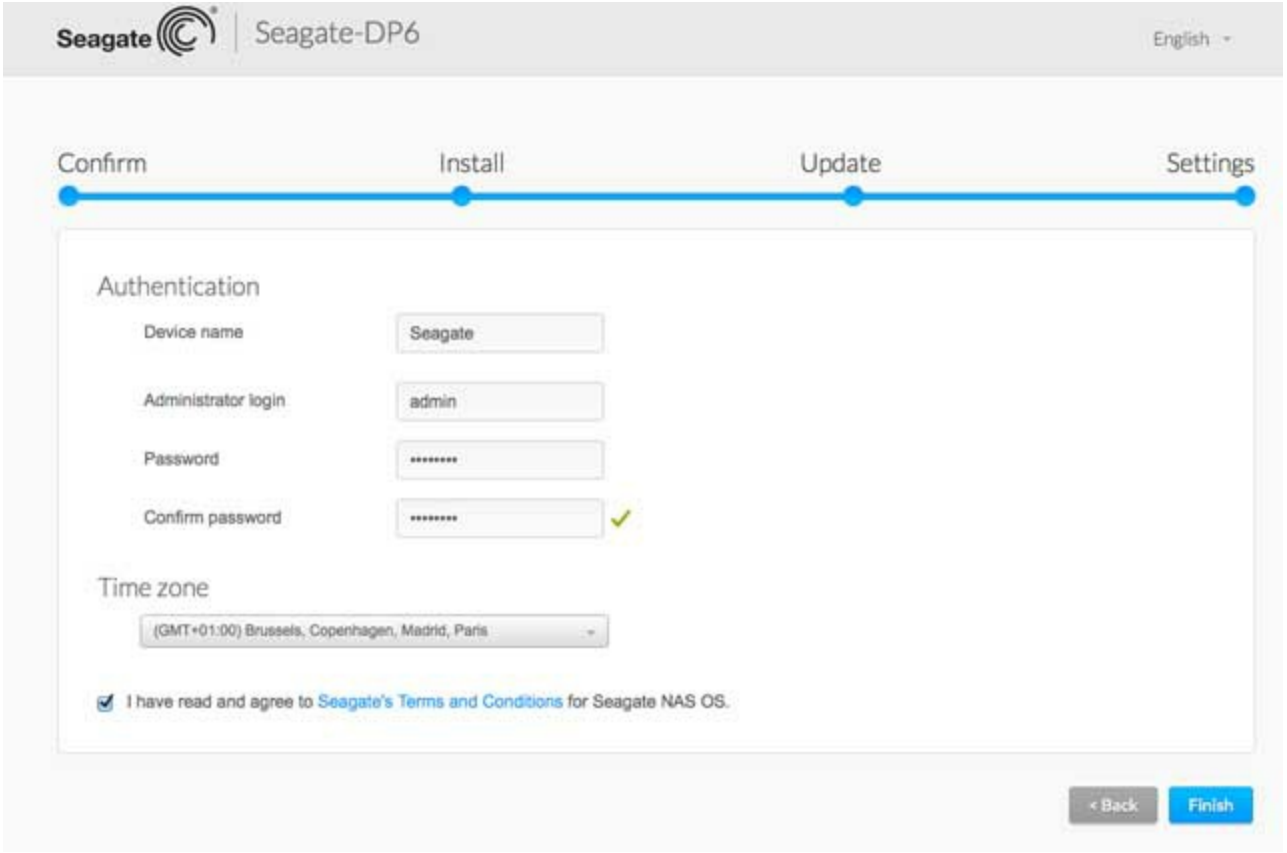
1. Power on the NAS. Wait for the status LED to turn solid before moving to the next step.



2. From a workstation on your network, launch a web browser to enter http://seagate-r8 or, http://seagate-r8.local for Mac or any workstation using Bonjour.



3. Follow the on-screen instructions to complete the installation.

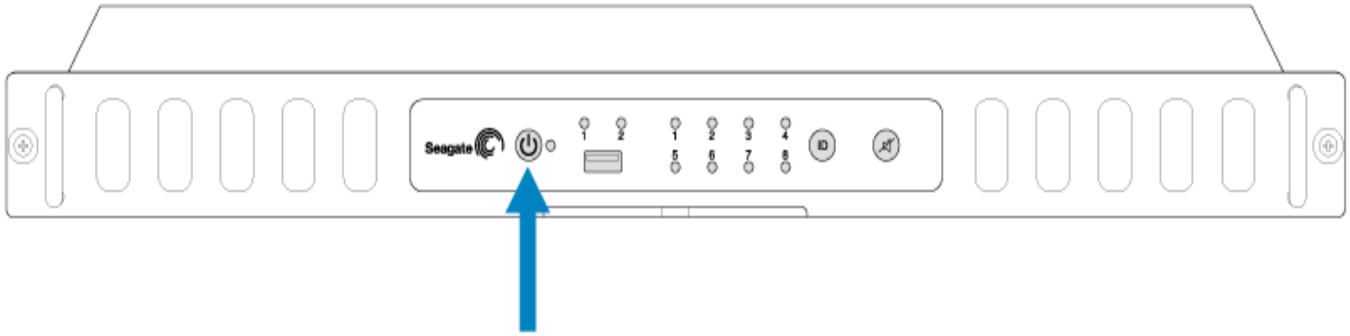

Seagate
Seagate-DP6
English
Confirm
Install
Update
Settings
Authentication
Device name
Seagate
Administrator login
admin
Password
Confirm password
Time zone
(GMT+01:00) Brussels, Copenhagen, Madrid, Paris
I have read and agree to Seagate's Terms and Conditions for Seagate NAS OS.
< Back
Finish

Operation

Powering on the NAS

> **Caution:** Do not operate the NAS until the ambient temperature is within the specified operating range (see Safety Guidelines). If the drives have been recently installed, make sure they have had time to acclimatize before operating them.

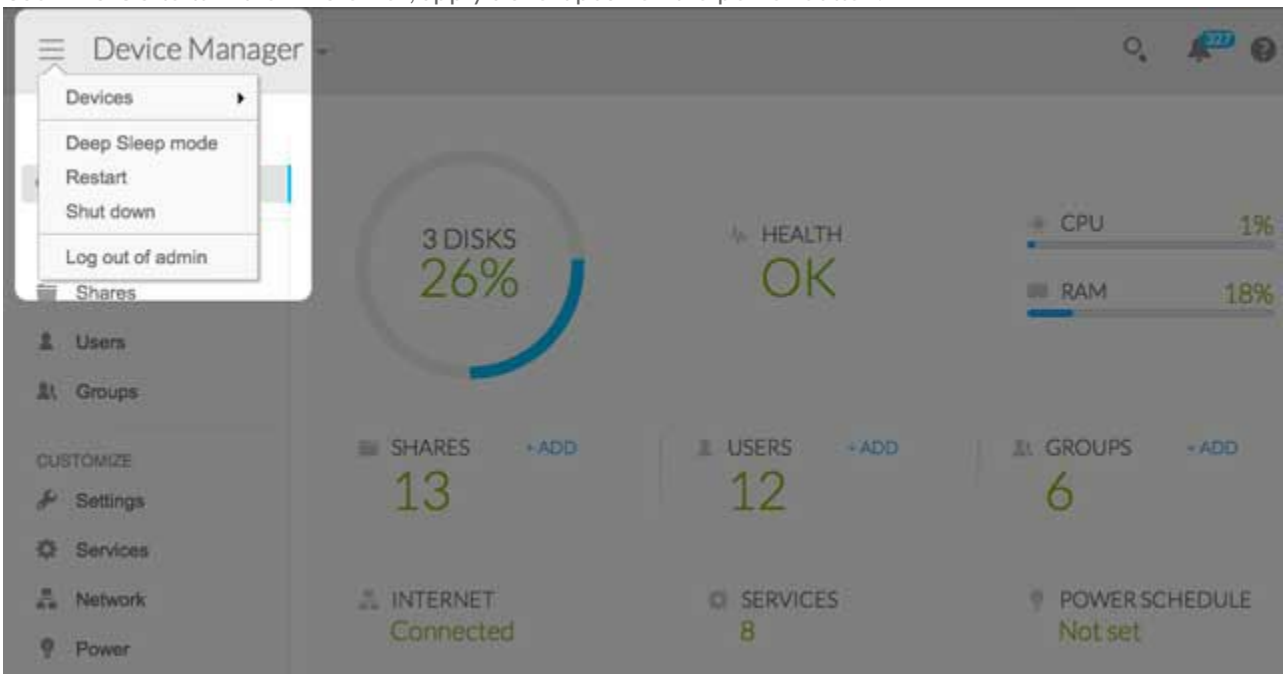
1. Before powering on the NAS, make sure that all the modules are firmly seated in their bays.
2. Make certain that the NAS power supplies are connected to compatible powered outlets.
3. Press the NAS's on/off button.



4. The LEDs on the front panel will turn blue when the NAS's power button is pressed and the disk drives should spin.

Powering off the NAS

1. Make certain the NAS is not being accessed by users on the network.
2. Use NAS OS to turn the NAS off or, apply a short push on the power button.



3. The power LED will turn off once the system has shut down.

Important info: When the product is operating, a short push of the on/off button will turn the 8-bay NAS off or, place the 8-bay NAS into deep sleep mode if the option has been configured in NAS OS. A long push of more than four seconds will cut the power from the NAS, forcing it to shut down immediately. A long push is not recommended as it may result in data loss.

Hardware Maintainance

The 8-bay Rackmount NAS has a front and rear chassis, each with its own cover. Review the details below for hardware module locations and, where applicable, replacement.

> Refer to the product's Warranty
> before performing any hardware repairs or maintenance that is not described in this manual.

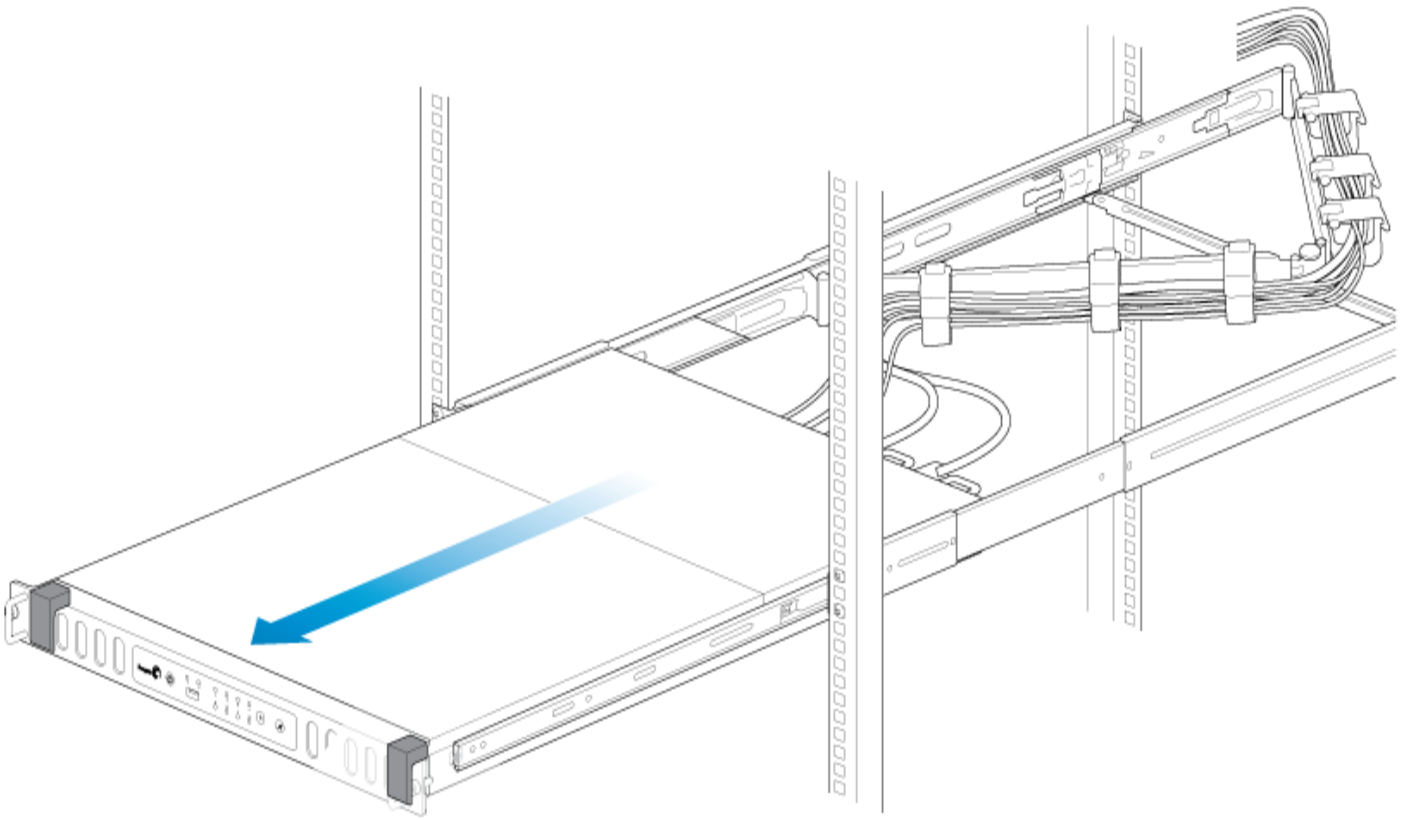
Precautions

- Hot-swapping means that you can perform maintenance or upgrade hardware while the NAS is powered on. The 8-bay Rackmount NAS features three hot-swappable parts: hard drives; fans; and power supply units.
- Prior to performing hardware maintenance on other parts of the NAS (such as RAM and the battery), power off the product and disconnect the power from the power supply. Use NAS OS or a short push on the power button to shut down the NAS before unplugging the power cables.
- During operation, all provided hardware (including the installed drives in their frames) should remain in place for optimal air flow. Users with less than eight disks are not required to install empty disk trays in the enclosure. Airflow and fan performance are regulated by temperature.
- Observe all conventional ESD precautions when handling 8-bay Rackmount NAS parts. Avoid contact with backplane components and module connectors, etc.
- In most instances, the top cover should be removed only when the unit has been turned off and allowed to cool down. Potential hazards of opening the cover while the product is operating includes, but is not limited to, hot surfaces and exposed parts.

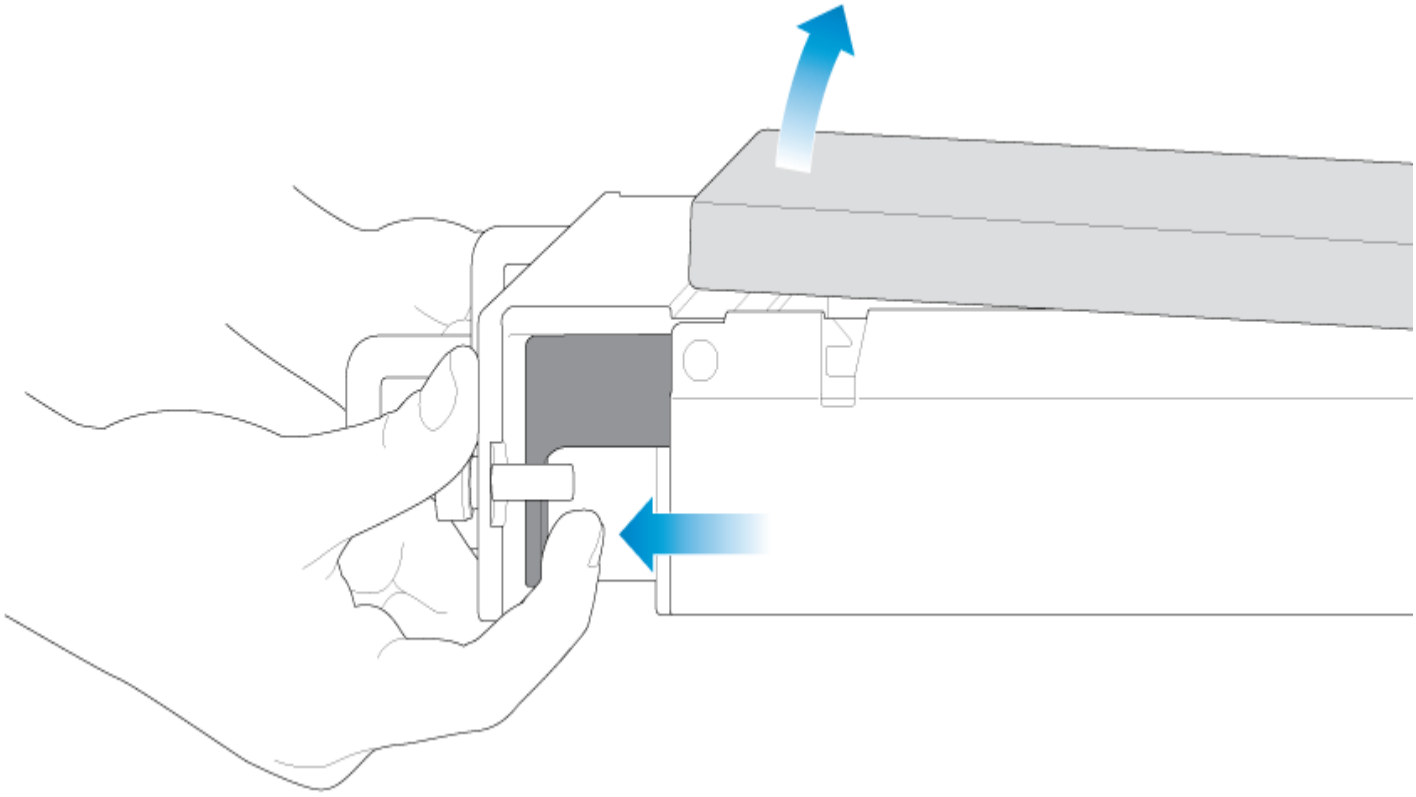
Front chassis

Remove the front cover

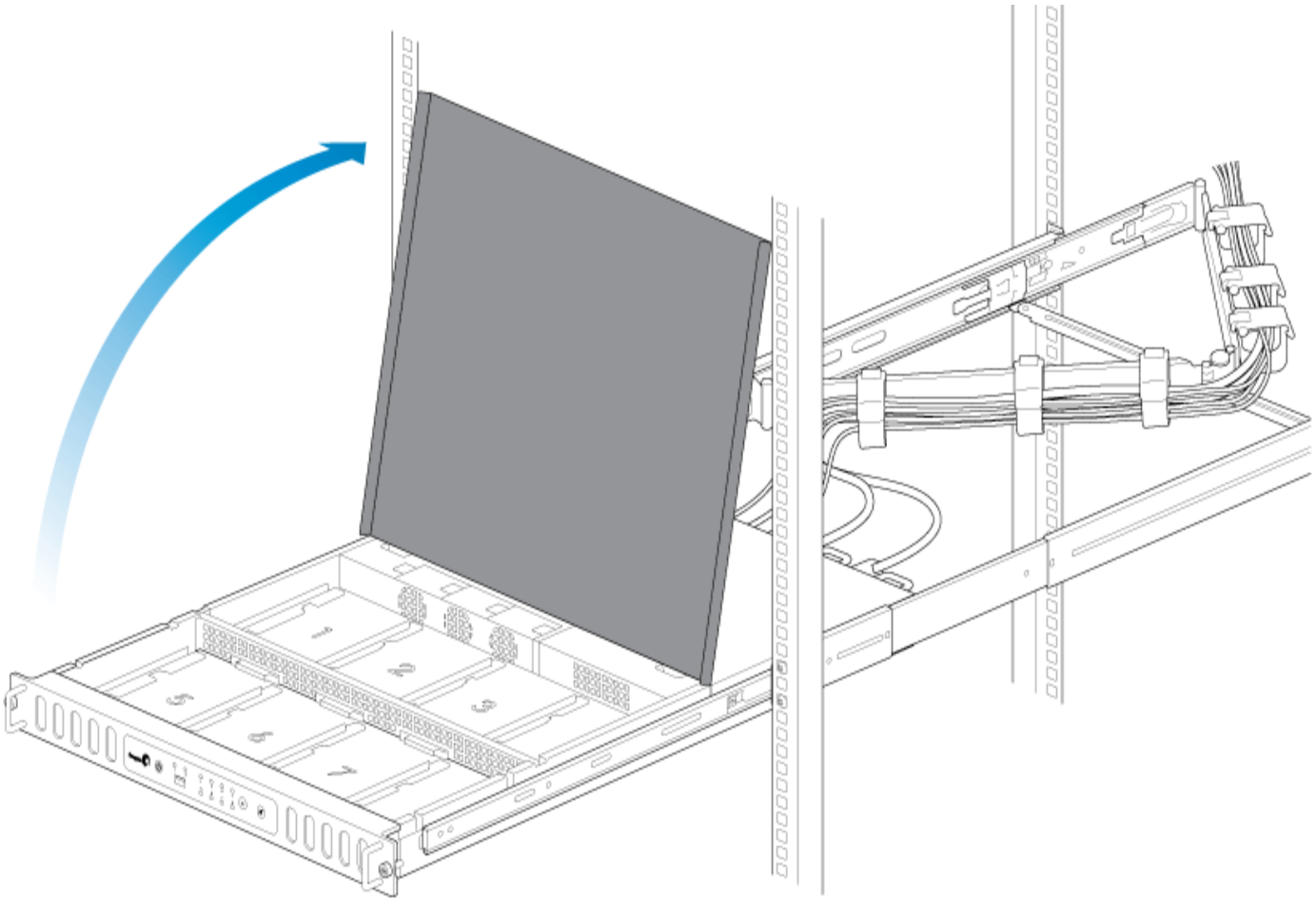
1. Power down the NAS using NAS OS and unplug the power supplies. Wait for the components to completely cool before moving to Step 2.
2. Slide the NAS toward you until it locks into position.



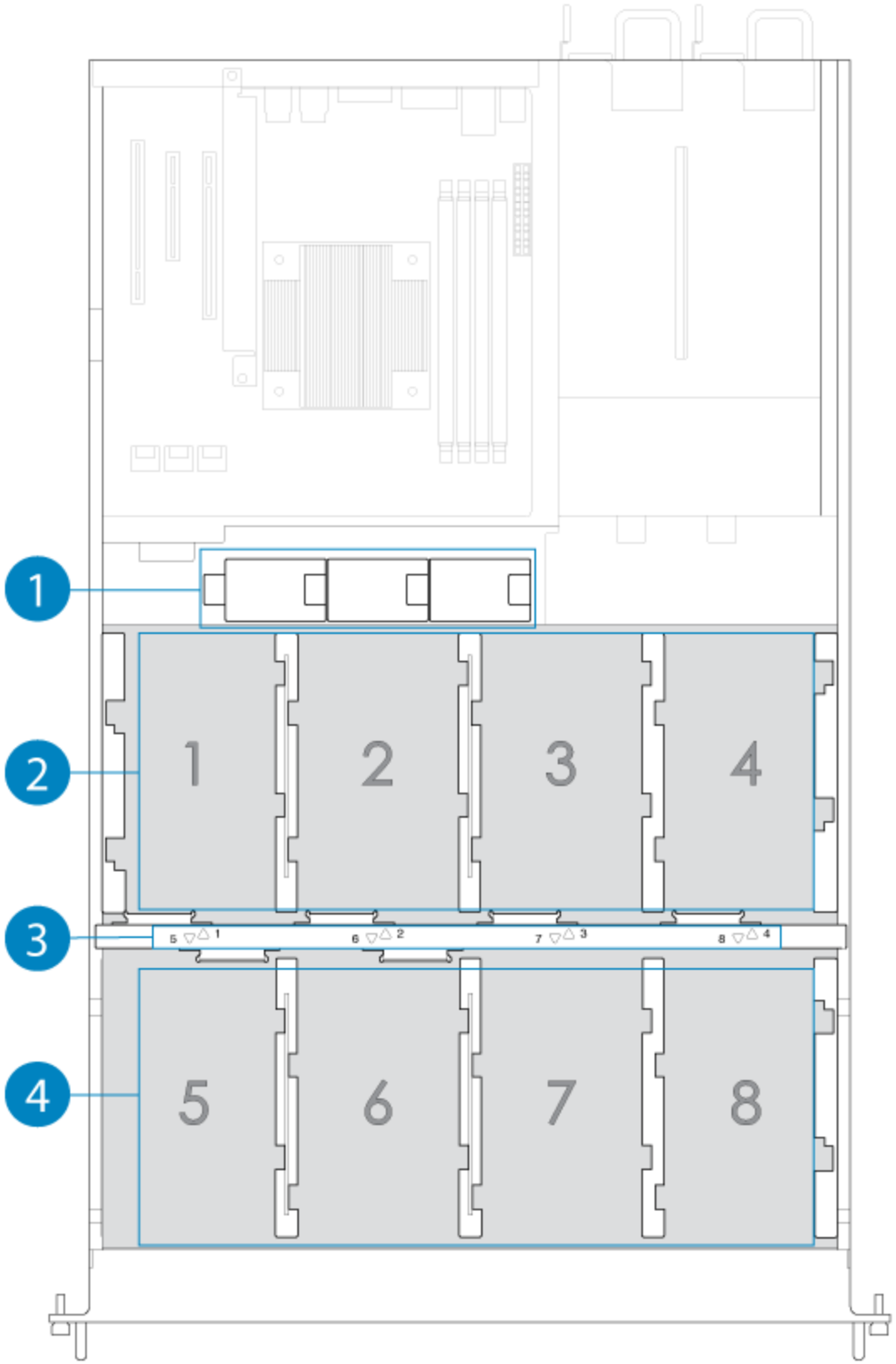
3. Release the cover by simultaneously pushing both front latches toward you.



4. Lift the cover and remove it from the NAS.



Front chassis information

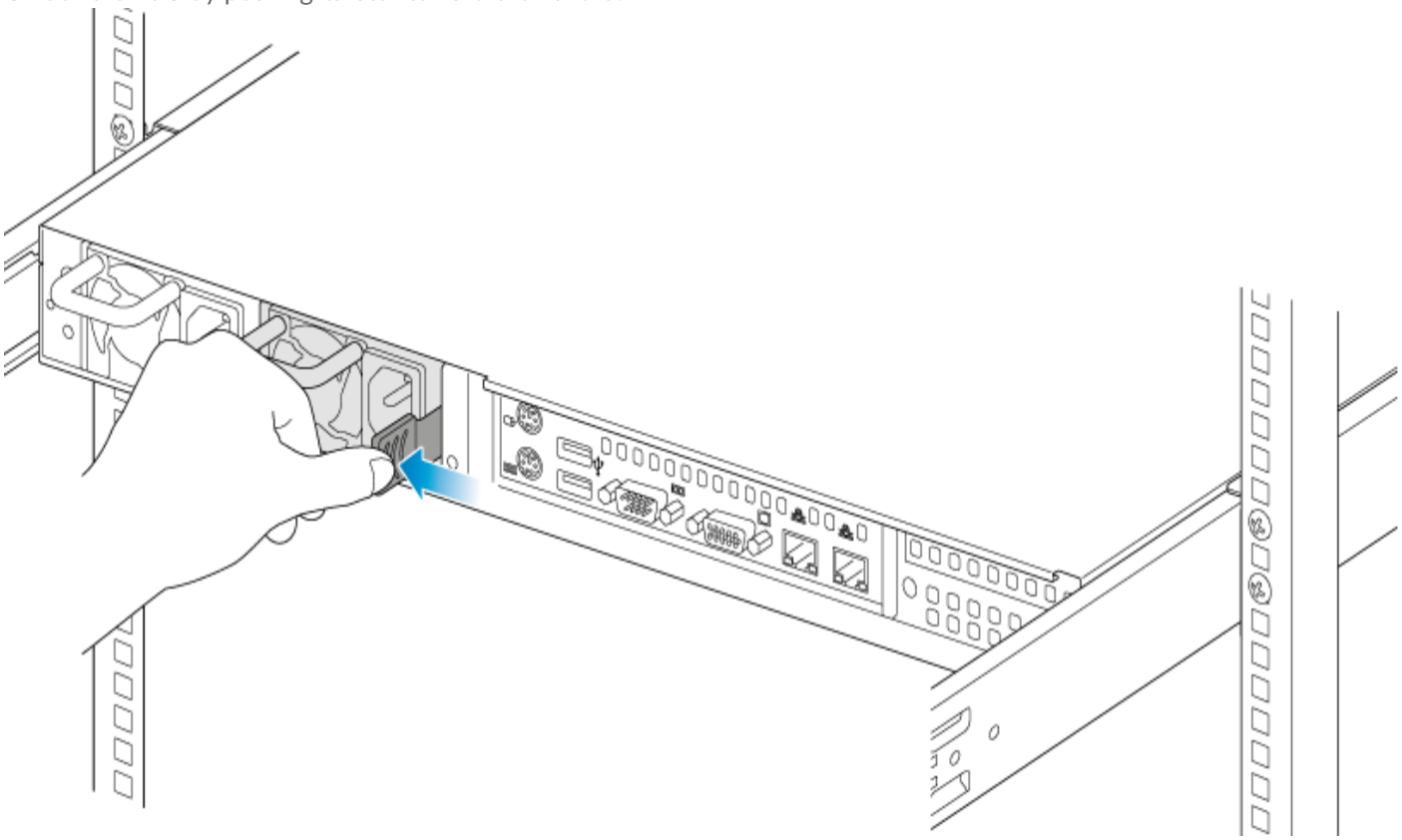


1. Fans (x3)
2. Frame 1, hard drives 1 - 4
3. Hard drive LEDs; SATA connections
4. Frame 2, hard drives 5 - 8

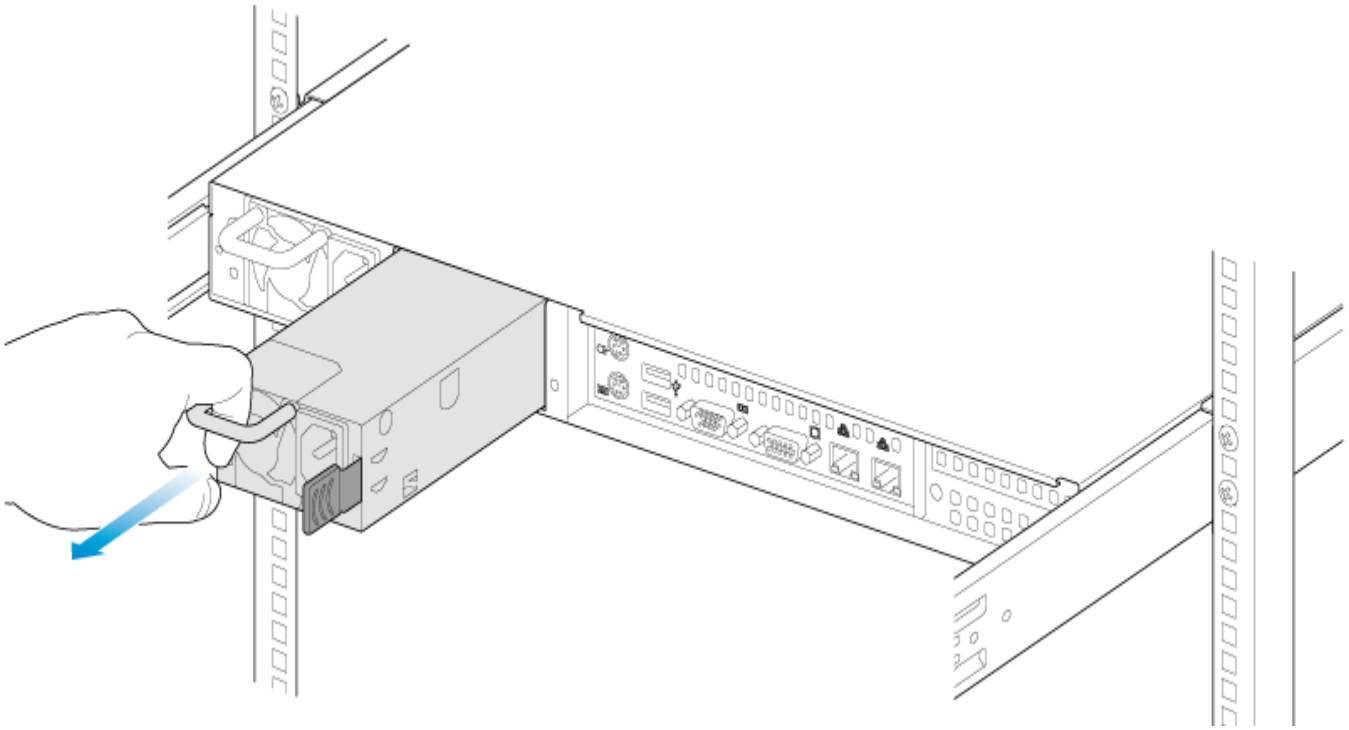
Replace a power supply unit (PSU)

For optimal power management, the power load for the NAS is shared between the two PSU. If one should fail, all power will automatically run from the active PSU, guaranteeing continuous NAS operation. To help extend the lifetime of your hardware, make certain to replace a failed PSU as soon as possible. Follow the instructions below to replace a PSU:

1. Locate the PSU on the rear of the NAS.
2. Unlock the PSU by pushing its latch toward the handle.



3. Remove the PSU by pulling the handle away from the NAS.



4. Insert the replacement PSU into the empty PSU slot.

Replace a hard drive

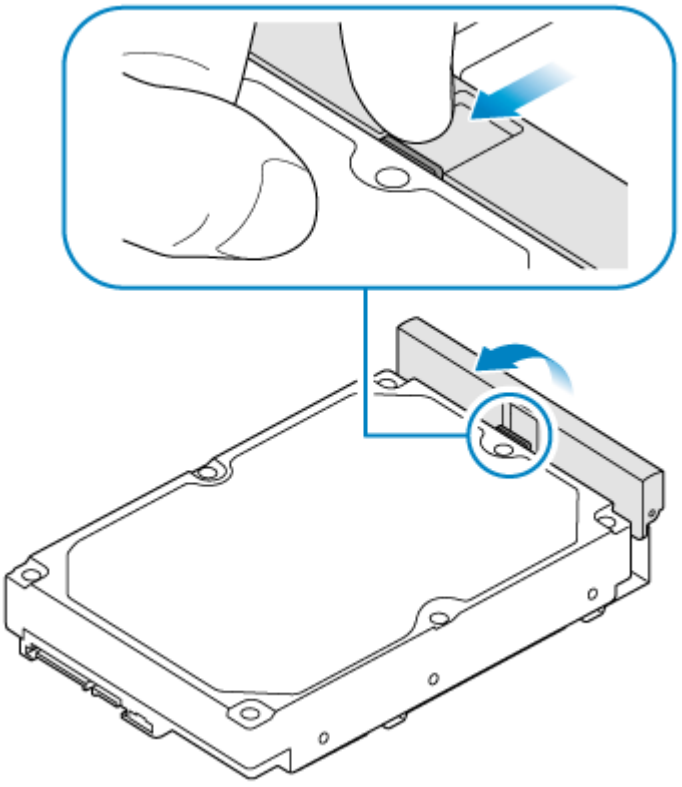
If a failed hard drive is under warranty, make certain to contact Seagate customer support to receive a replacement disk.

When adding or replacing hard drives, consider using Seagate hard drives that are optimized for use with your 8-bay Rackmount NAS. See Seagate Enterprise Drives
for further information.

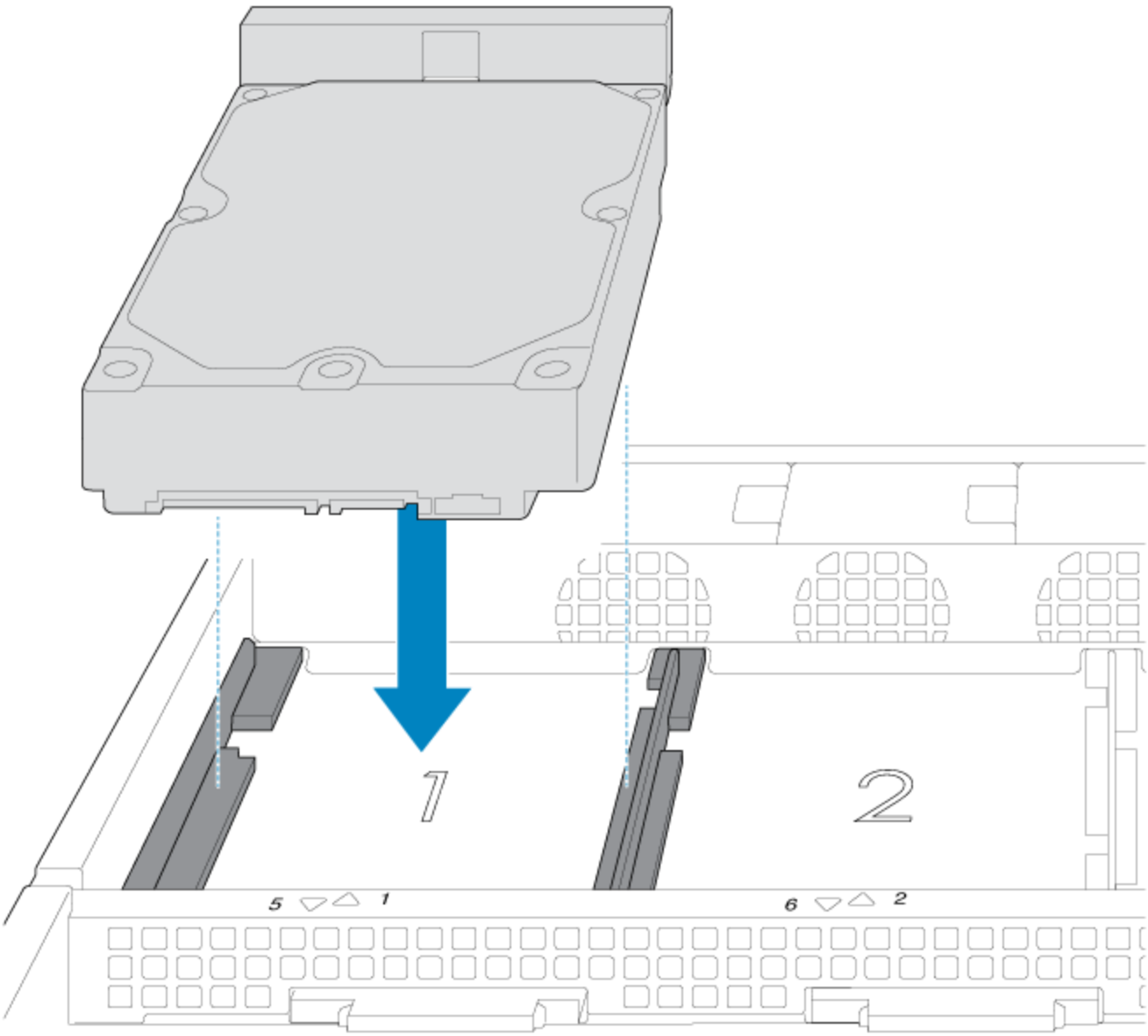
> **Important info:**
> Replace a faulty drive with a drive of equal or greater capacity.
> When handling drives, make sure that they are placed (and stored) on a cushioned surface.

> **Important info:** When following the instructions below, make certain to place the new or replacement disk on the drive guides before connecting the ends to the SATA ports. Attaching the drive to the SATA ports before placing it on the guides will damage the SATA connections.

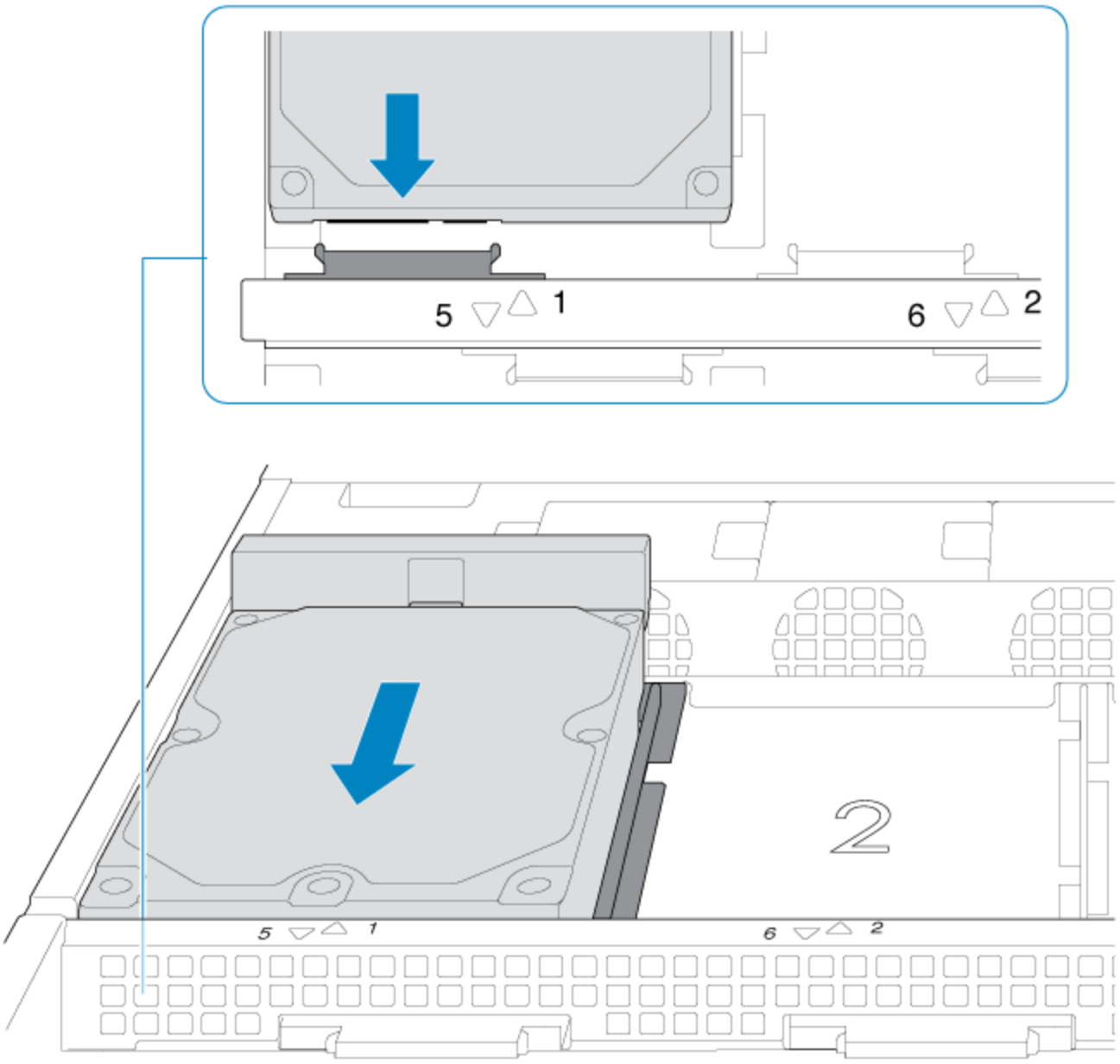
1. Power down the system, unplug the power supply, and remove the cover as described above.
2. Push the disk's lock button to open the latch.



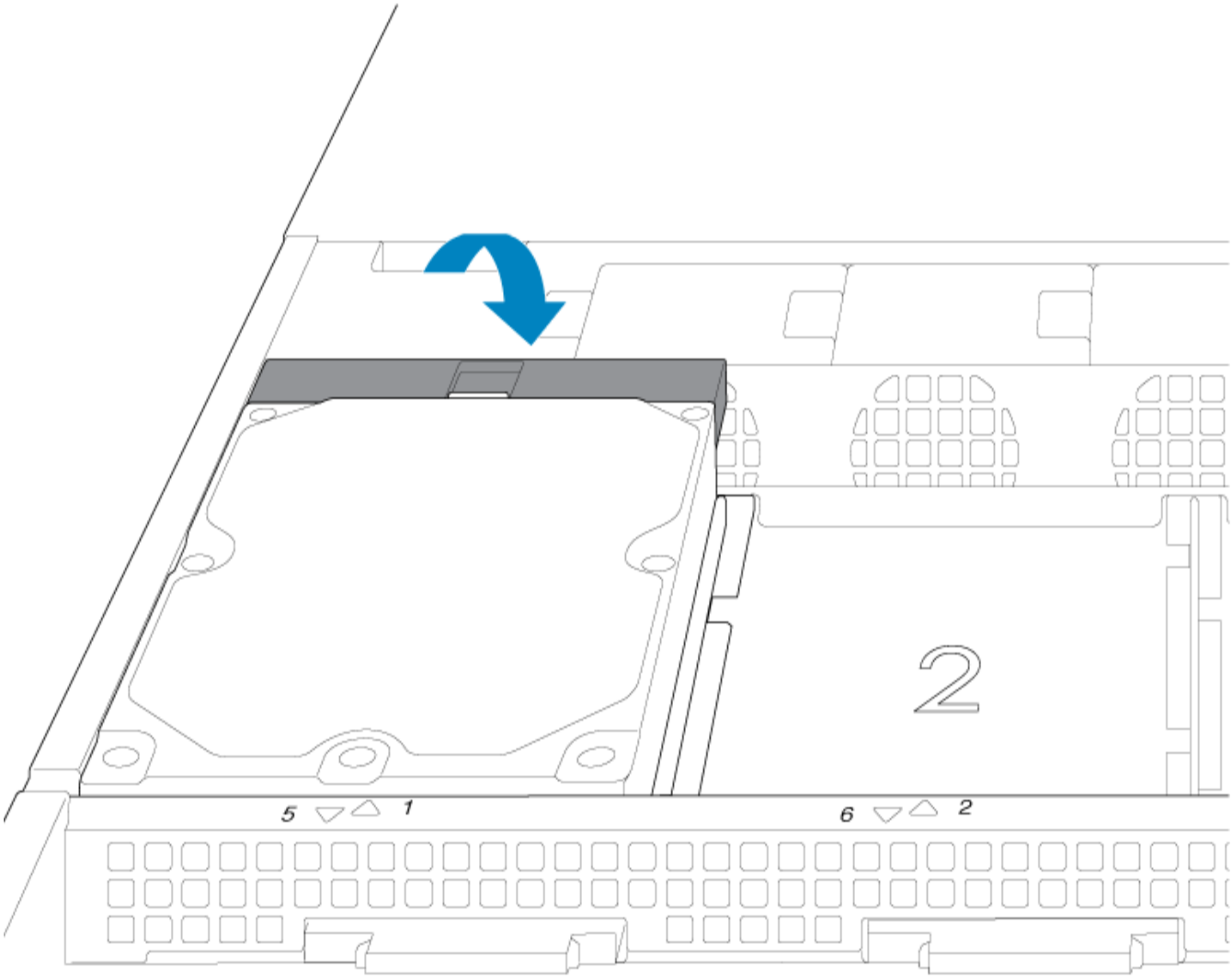
3. Place the disk on the NAS's hard drive guides. Confirm that the disk is correctly aligned on the guides by gently pushing it away from the SATA connection.



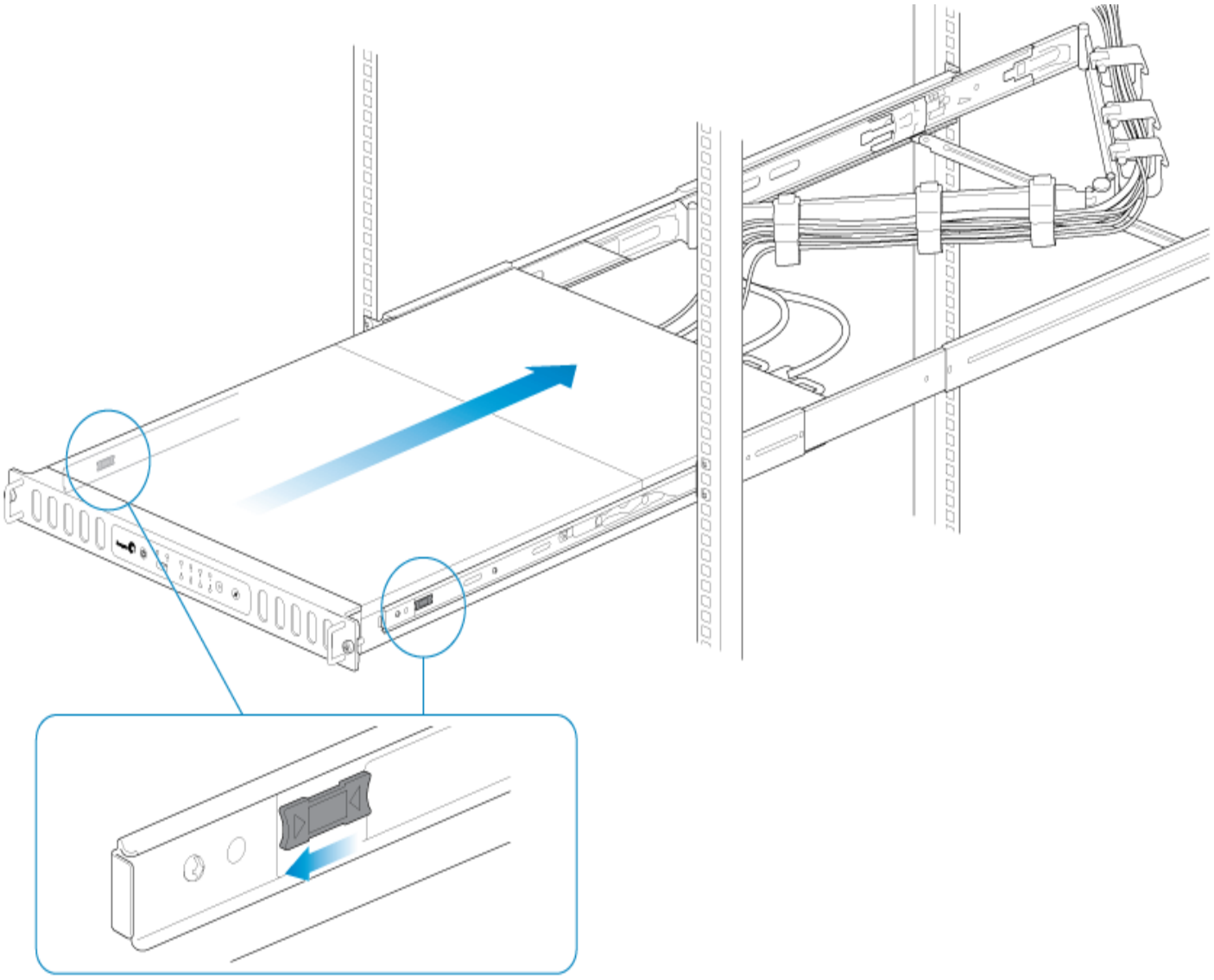
4. Slide the disk into the SATA connection.



5. Close the disk's latch.



6. Repeat the steps for each disk.
7. Replace the cover and slide the NAS into the rack. To unlock the rails, pull the rail fasteners on each side toward you. Secure the NAS to the rack using the two front screws.



8. Log on to the Seagate 8-bay Rackmount NAS from a workstation on your network to manage the new storage.
9. Rebuild the NAS volume. For details, refer to Software .

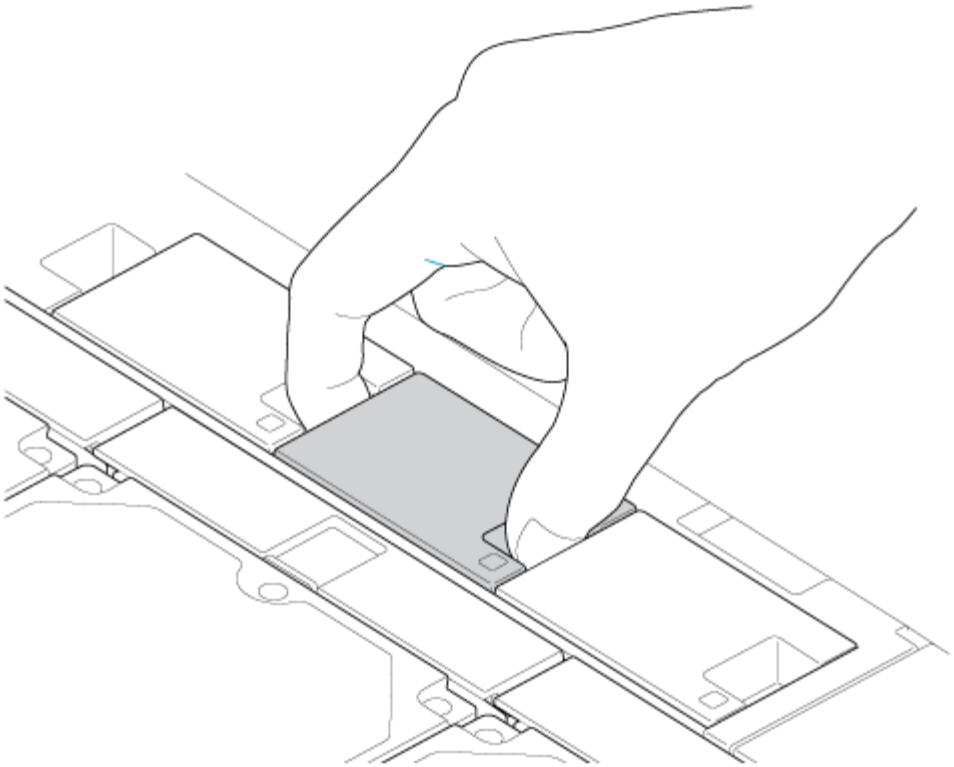
Replace a fan

Caution: The fans are hot-swappable and can be replaced when the NAS is powered on. You must use caution when removing a fan. In most instances, the fan will stop rotating once it is removed from its slot. However, **moving parts can cause severe damage to your hands and body**.

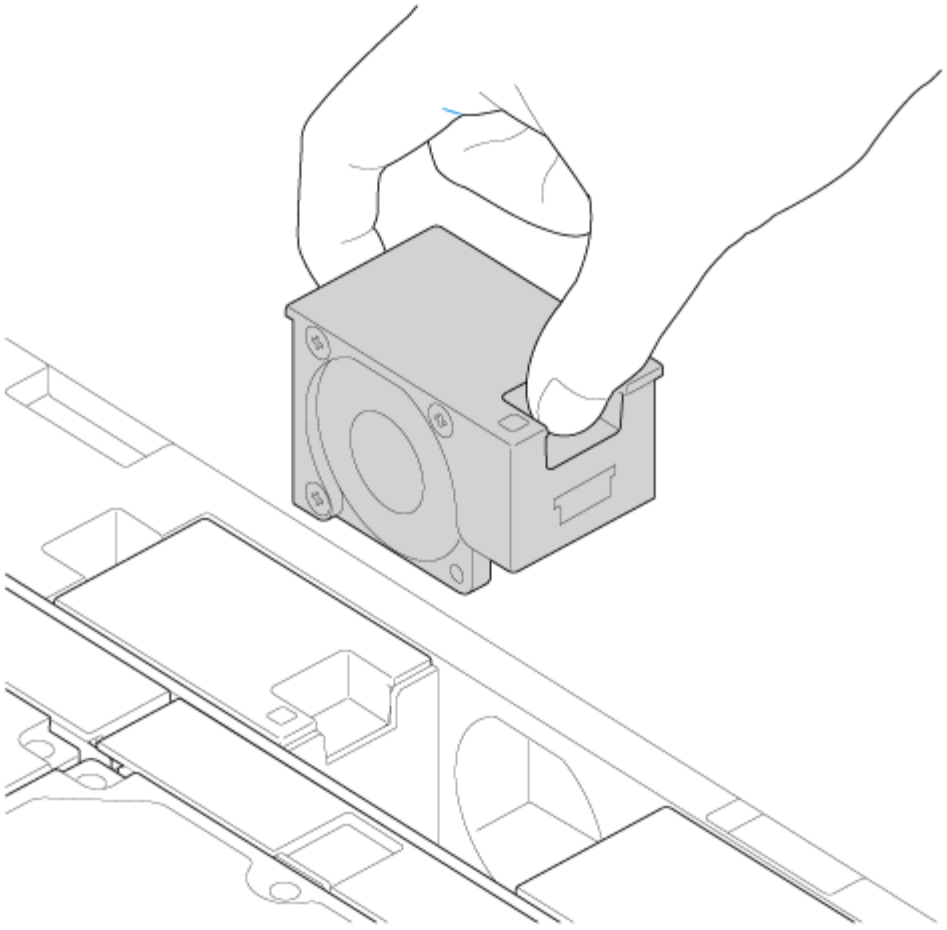
Important info: The NAS is temperature controlled via an internal sensor. When removing one of the three fans, the other two will turn faster to maintain the required operational temperature. The faster rotation will be sudden and can become loud. If your NAS fans appear to be louder than normal, confirm that the room's temperature is within operational range (see Safety

Guidelines).

1. Remove the cover as described above.
2. Using your forefinger and thumb, pinch the clips that secure the fan to its slot.



3. Lift the fan from its slot. Show caution when removing the fan since moving parts can cause severe damage. The fan should stop rotating once it is removed from its slot.

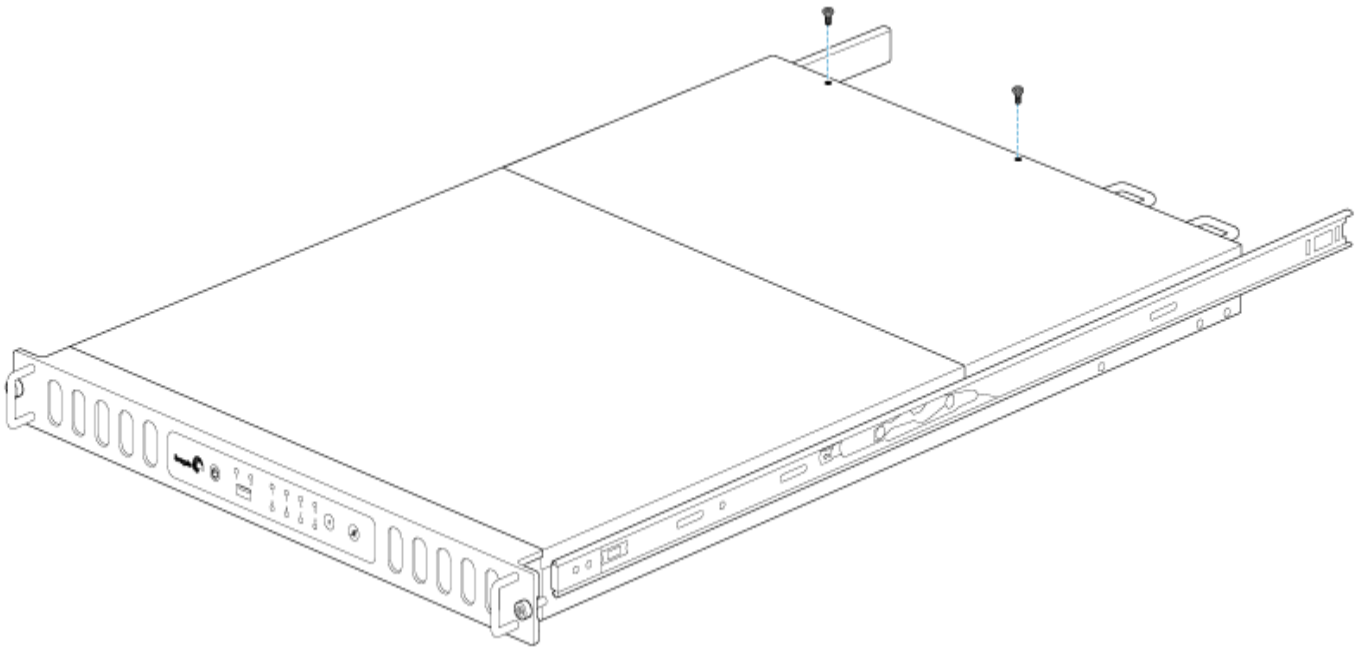


4. Insert the replacement fan into the empty slot.

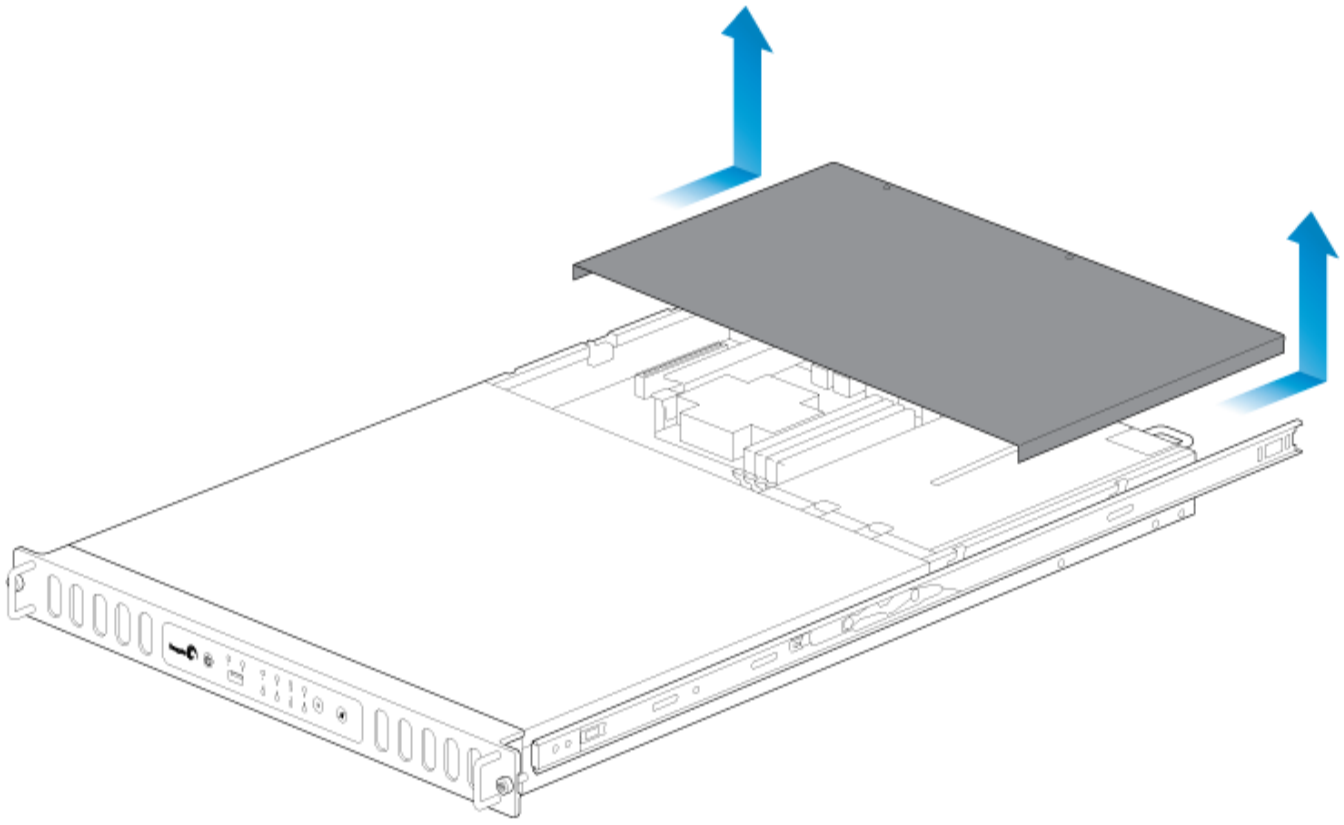
Rear chassis

Remove the rear cover

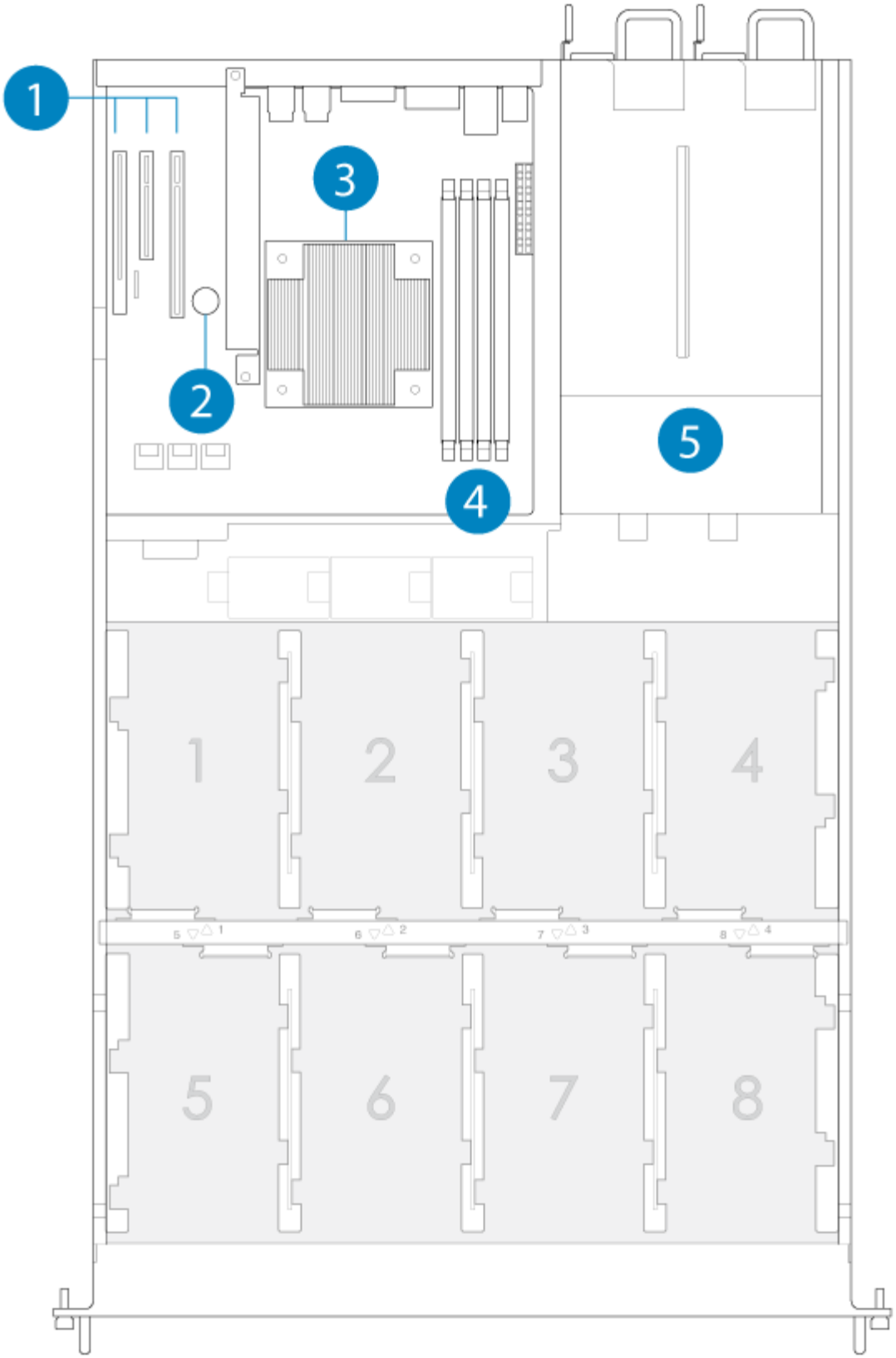
1. Power off, unplug the power supplies, then wait for the components to completely cool.
2. Slide the NAS toward you until it locks into position.
3. Remove the two screws on the rear cover.



4. Slide the cover toward the rack and remove it from the NAS.



Rear chassis information



1. PCIe slots
2. Battery
3. Central Processing Unit (CPU)
4. RAM slots
5. Power supplies (x2)

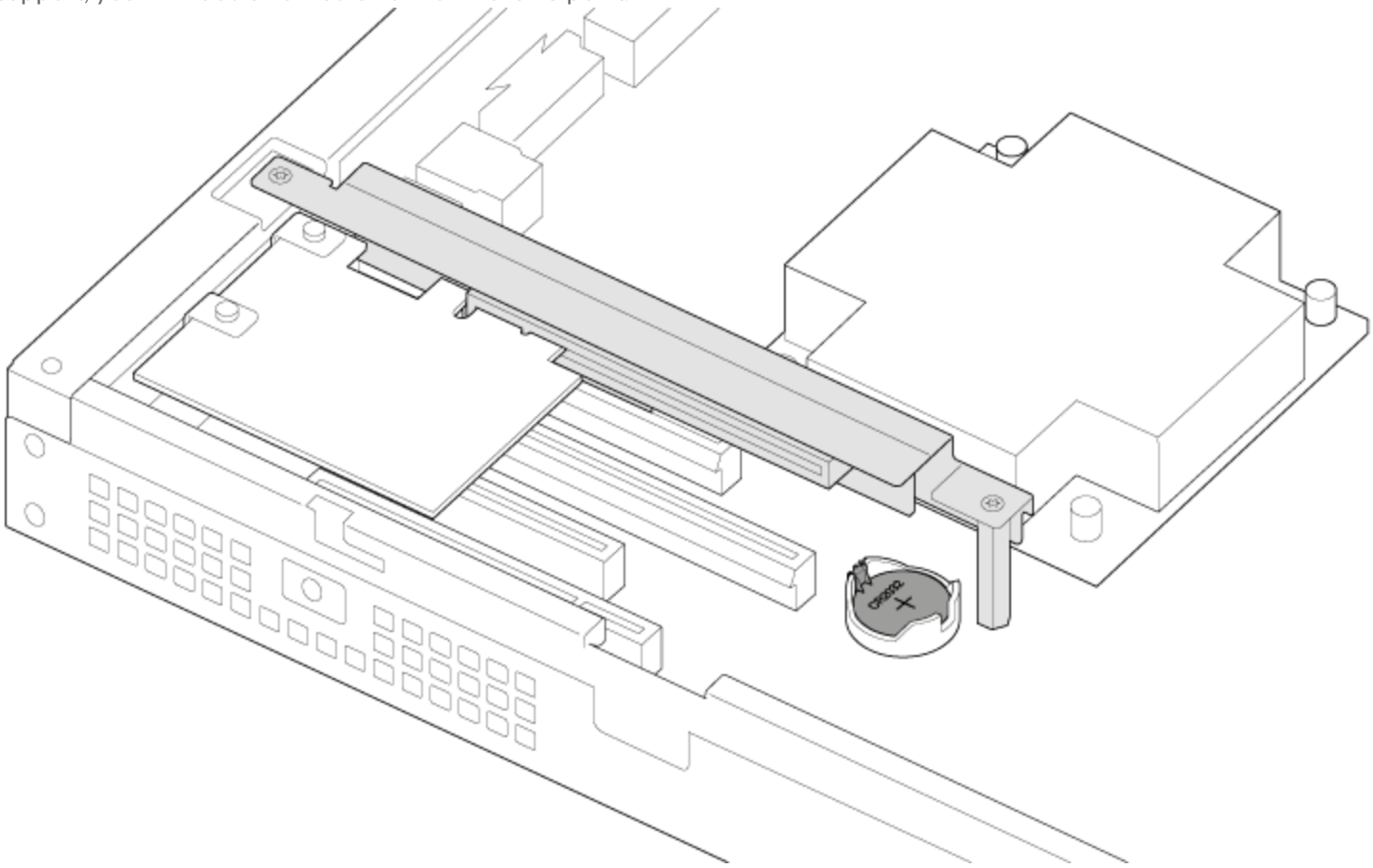
Installed components

The rear chassis is shipped with the following:

1. PCIe: SATA extender (do not remove the SATA extender or add third-party PCIe boards to the NAS)
2. Battery: 3V Lithium Battery (CR2032)
3. CPU: Intel® Ivy Bridge 2.3GHz
4. RAM: 4GB DDR3 DIMM ECC (x1)
5. Power supplies: 100 to 240 VAC, 50 to 60 Hz (x2)

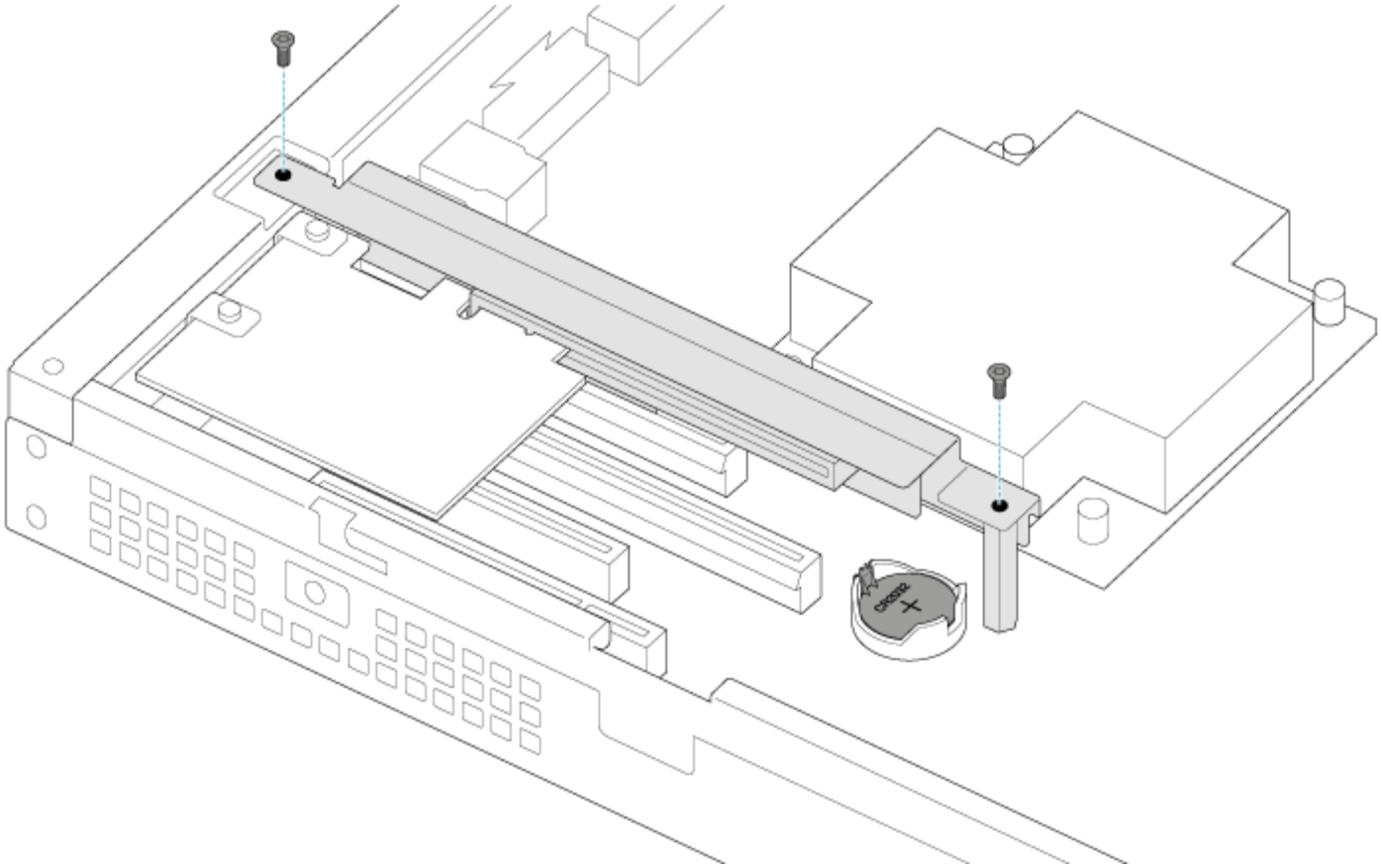
Replace the battery

The battery is located next to the PCIe slots and protected by the extension card support. To remove the extension card support, you will need a Torx screwdriver with a T6 point.

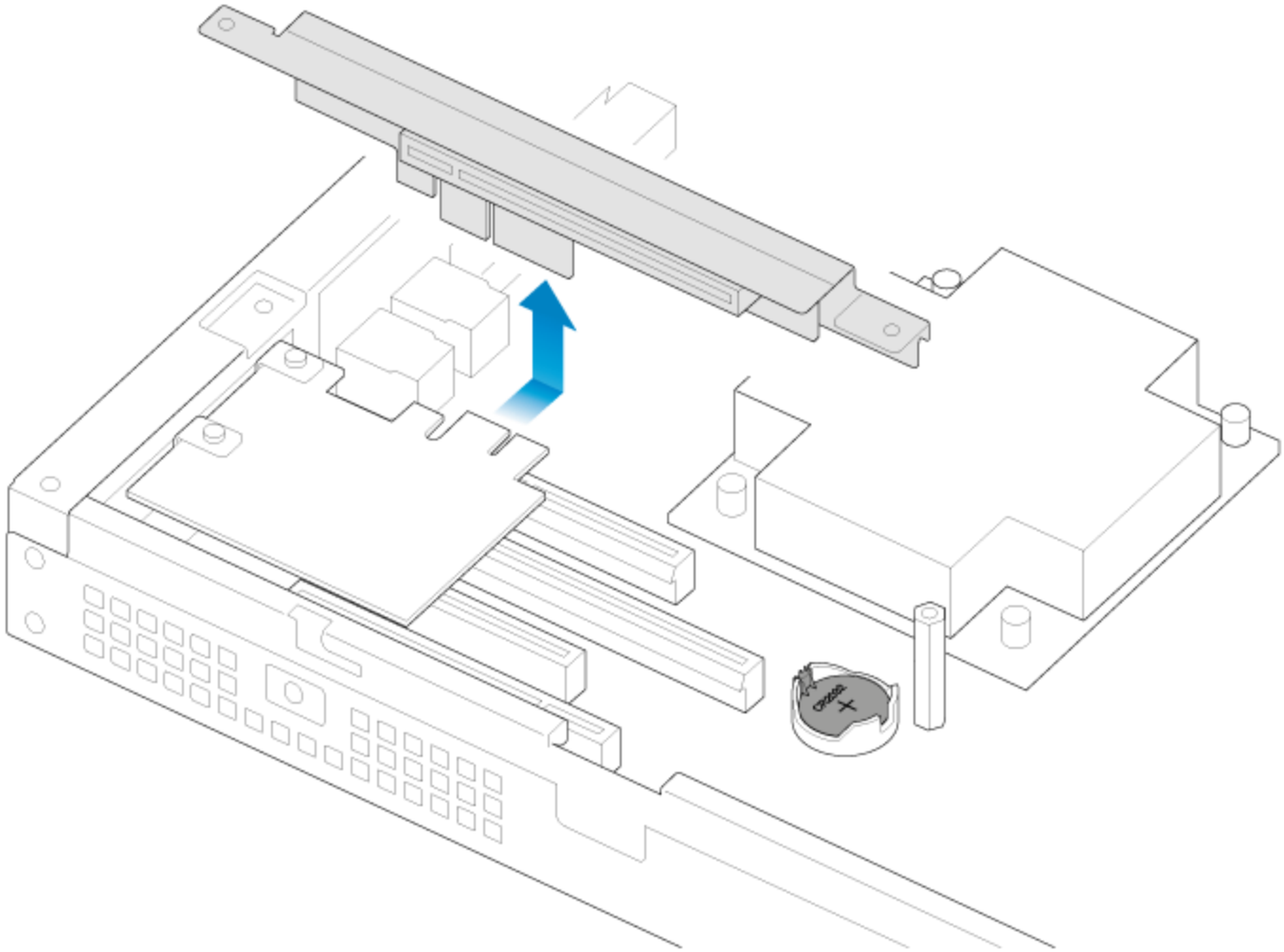


Use caution when replacing the battery. There is a strong risk of explosion if the battery is replaced by an incorrect type.

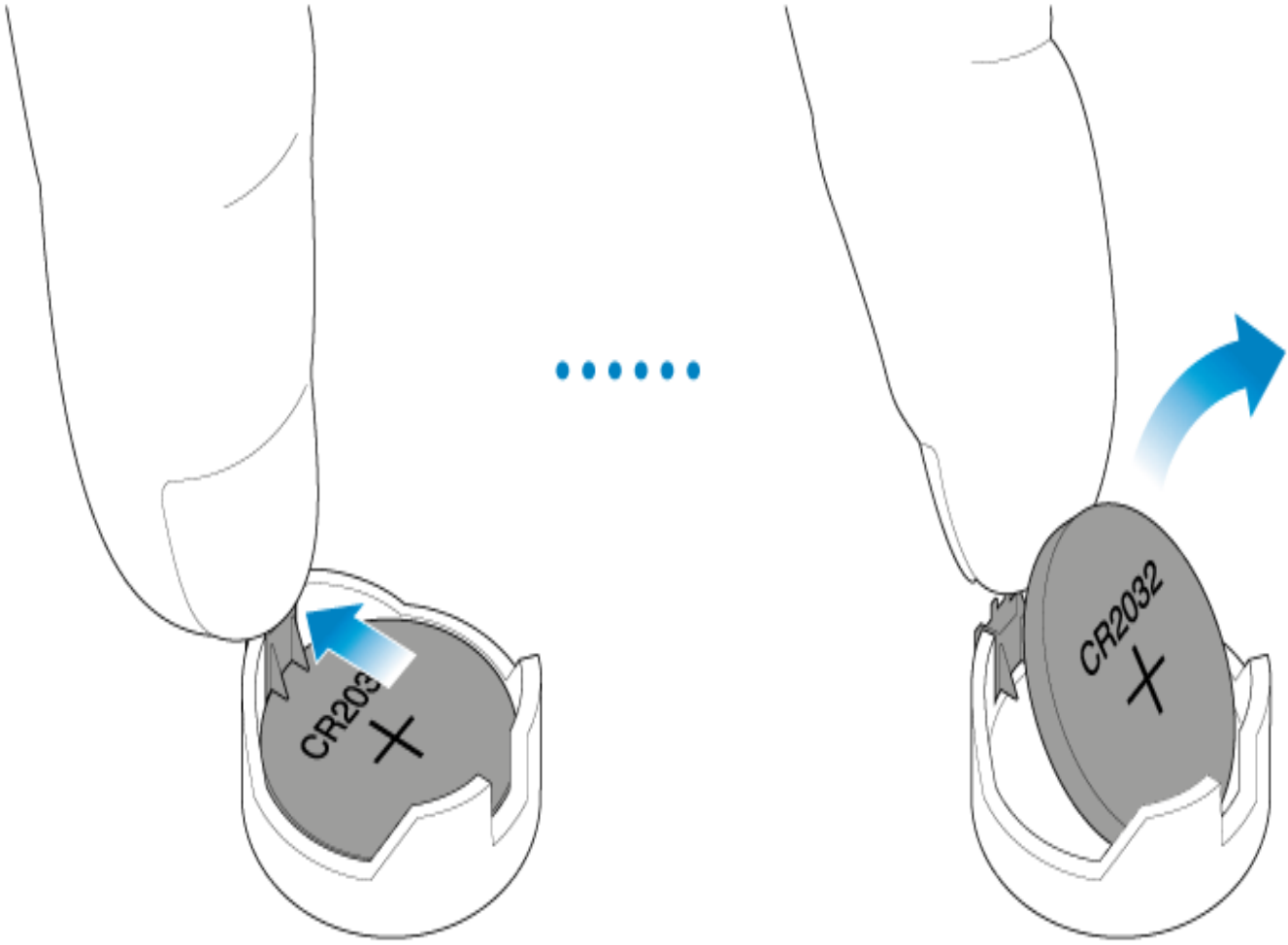
1. Power off the system, unplug the power supply, and remove the rear cover as described above.
2. Remove the screws from the extension card support.



3. Gently unfasten the extension card support from the extension card and remove it to provide access to the battery.



4. Use one hand to press the battery's retaining clip away from the batter and use the other hand to lift the battery from its socket.



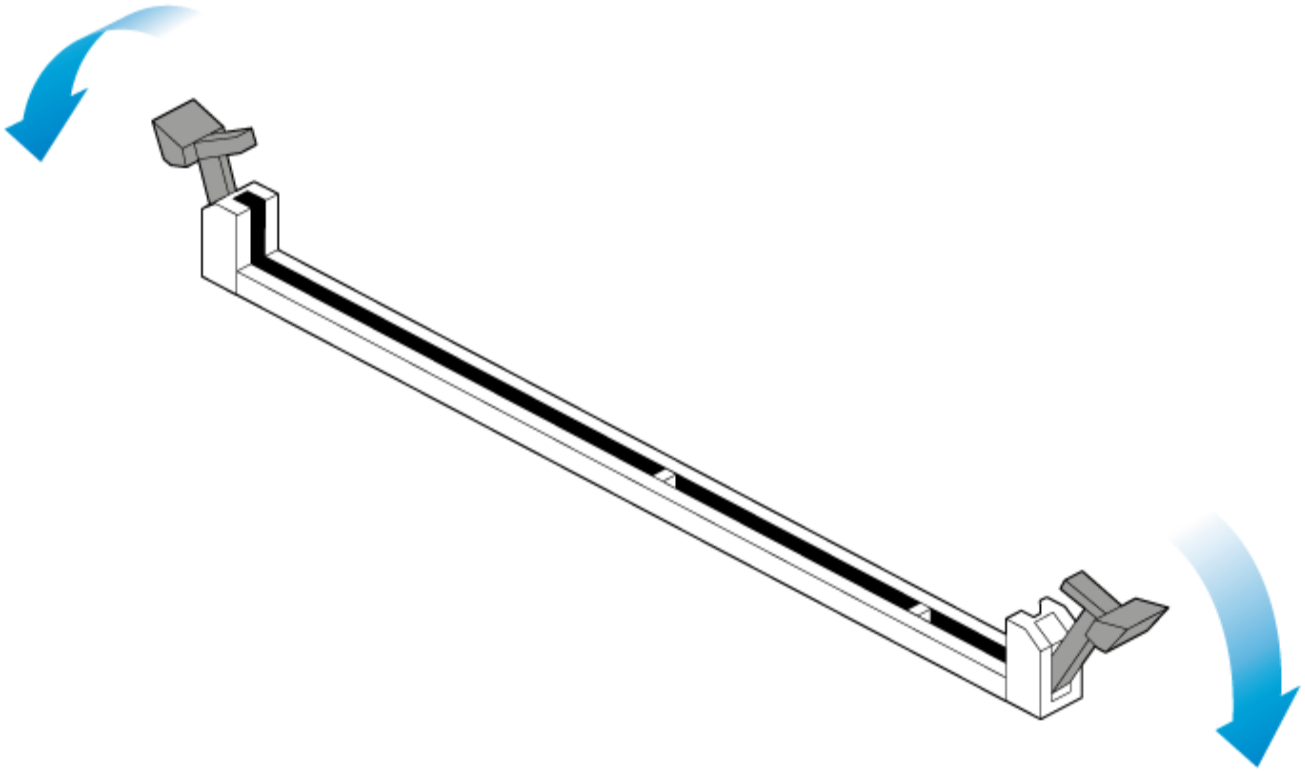
5. Insert the replacement battery into the battery socket.
6. Connect the extension card support to the extension card and fasten its screws.
7. Replace the rear cover and connect the power supply cables.
8. Power on the NAS.

Make certain to dispose of used batteries according to the applicable laws for your region.

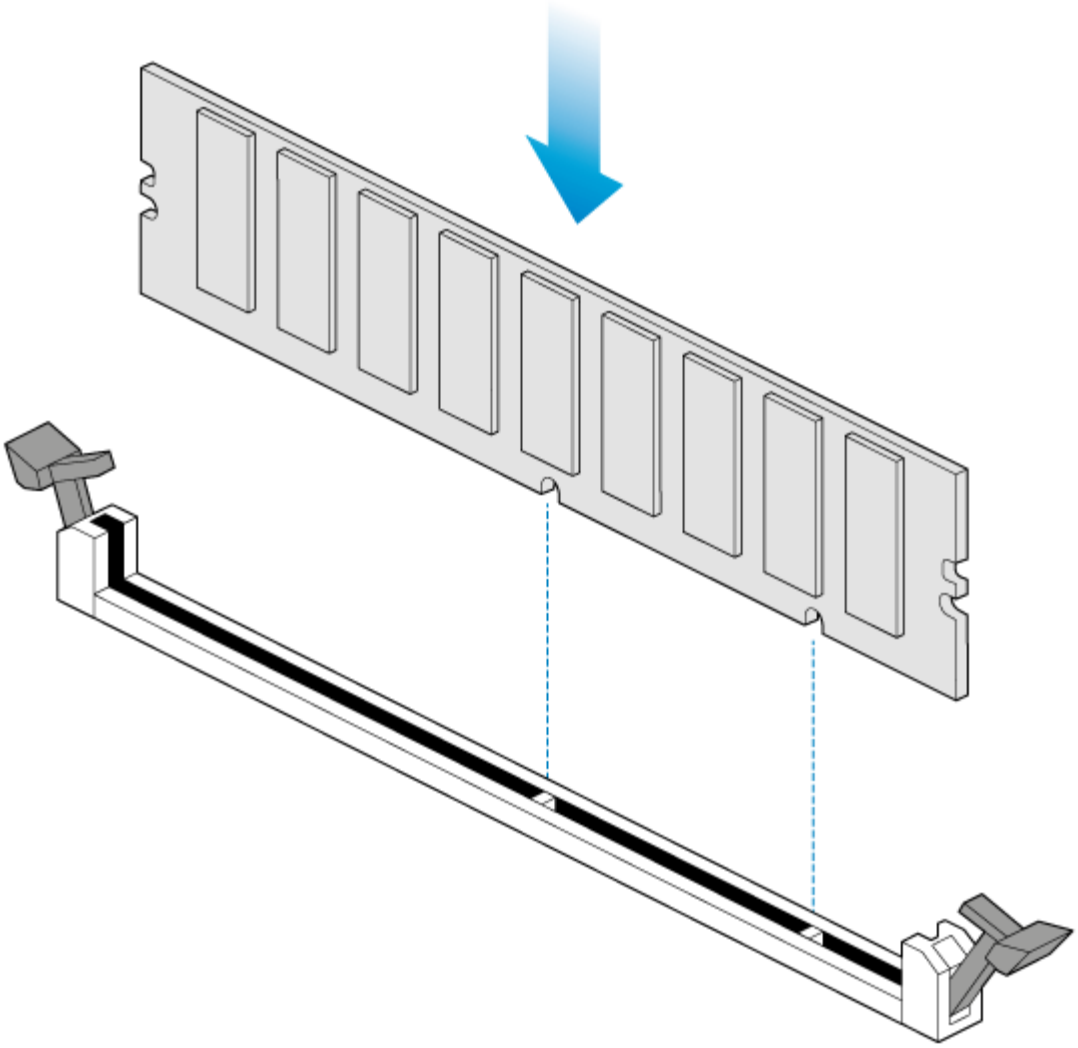
RAM

Adding a DIMM (RAM) to an empty slot

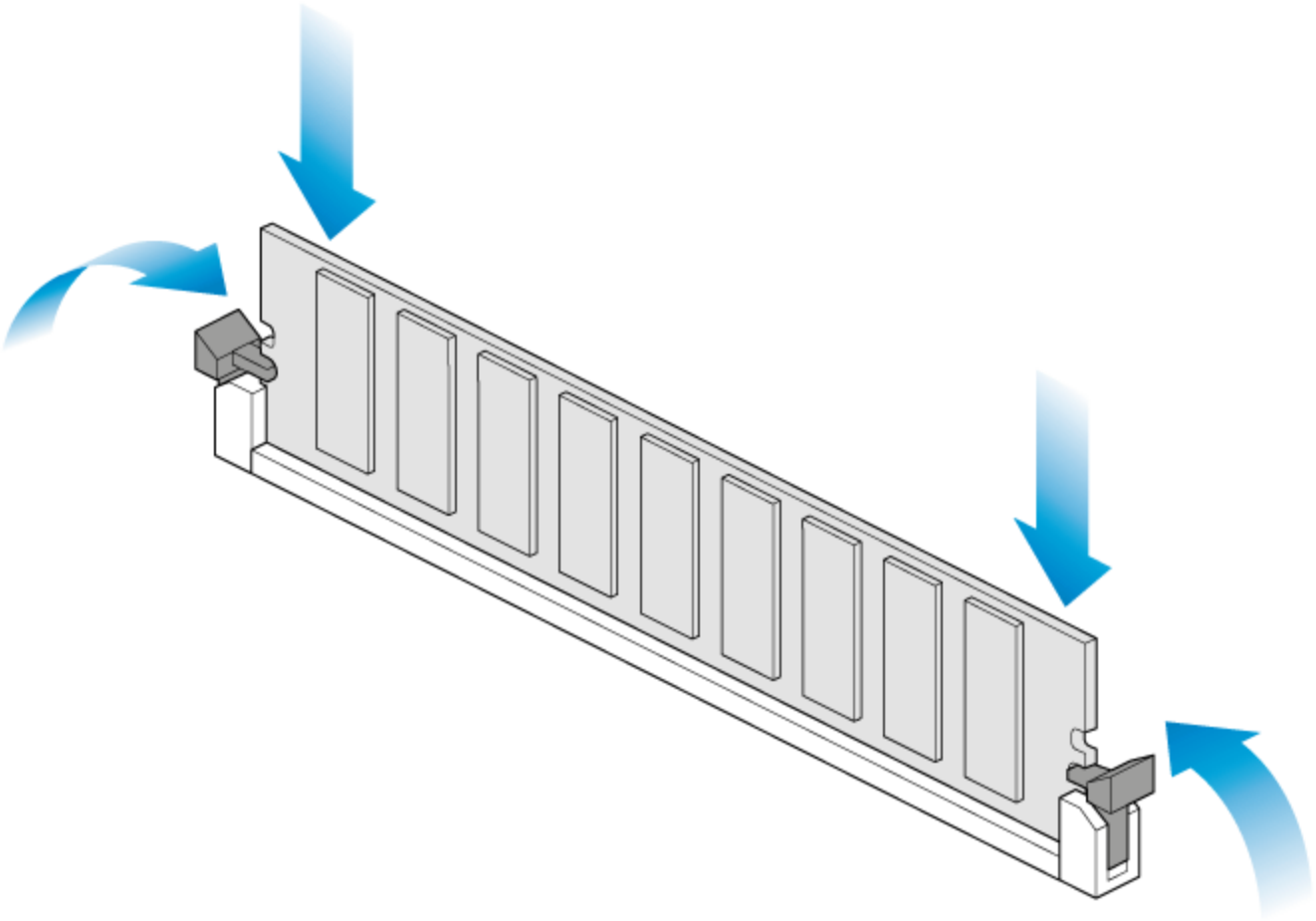
1. Power off the NAS, unplug the power supply, and remove the cover as described above.
2. Locate an empty DIMM slot and press its retaining clips outward.



3. Align the DIMM on the slot's socket. Make certain that the edge of the DIMM's notch matches the key for the socket.

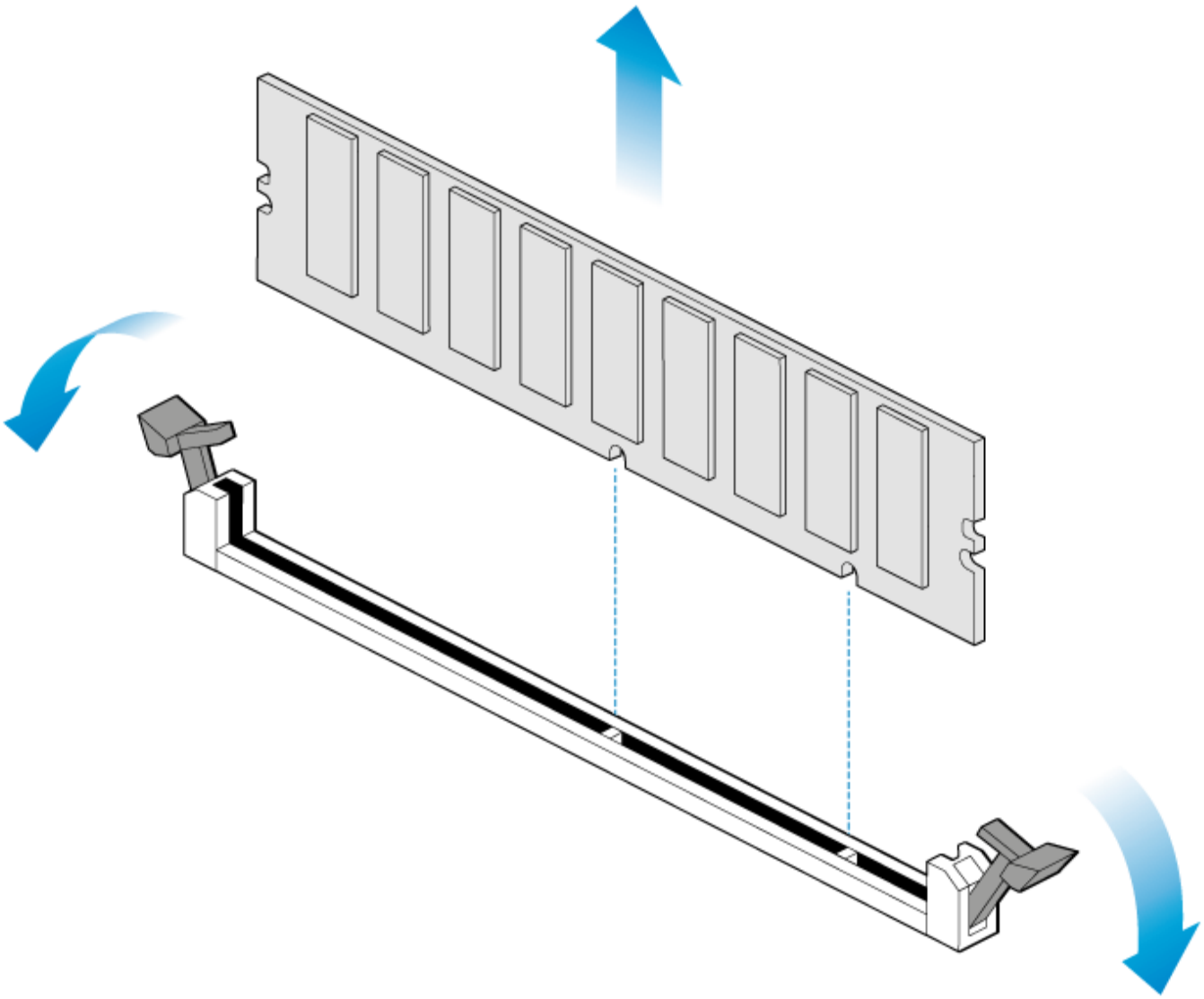


4. Hold the DIMM on both ends and carefully insert it into the socket. The DIMM is properly inserted when you cannot push it further and the retaining clips snap into place.



Important info: Always insert the DIMM vertically to avoid damaging the notch. You may have to apply a limited amount of force on the DIMM's edges when pushing it into the socket.

Remove a DIMM (RAM)

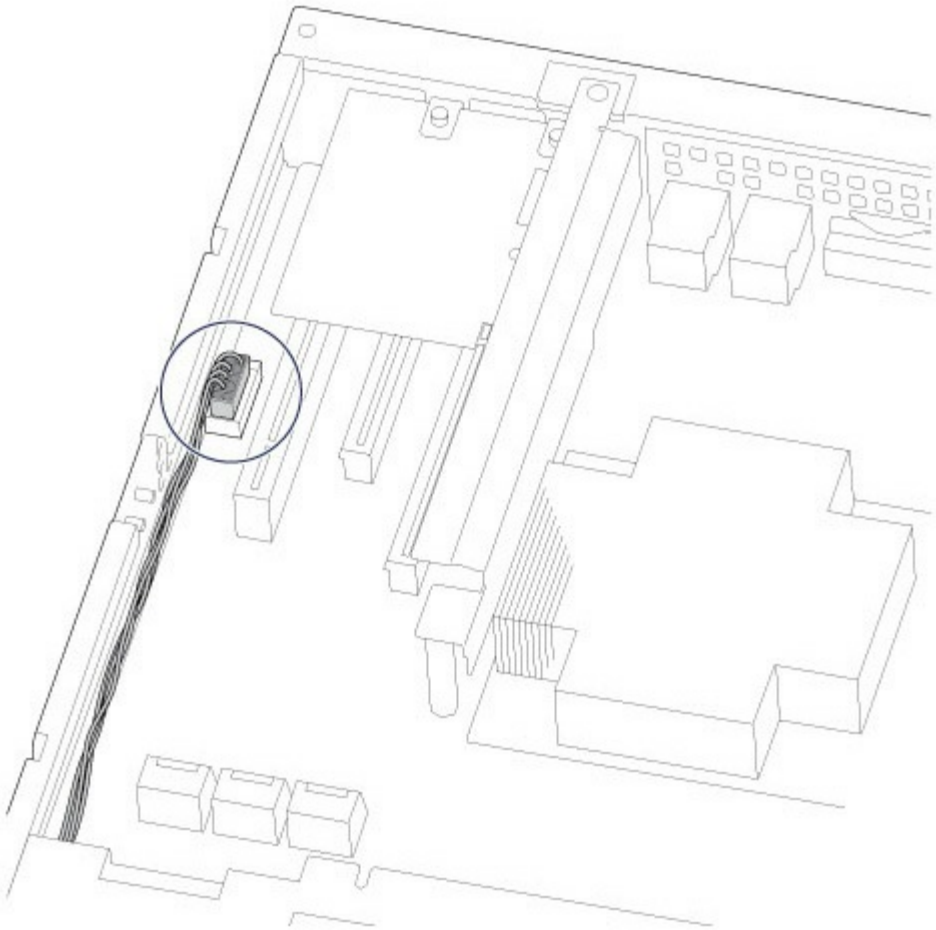


1. Power off the NAS, unplug the power supply, and remove the cover as described above.
2. Press the retaining clips outward to unlock the DIMM from its socket.
3. Hold the DIMM on its two ends and lift it from the socket.

Blinking purple LED: Confirm the connection

A blinking purple LED indicates that the backplane and motherboard cannot communicate. Follow the steps below to determine if the cable is properly seated:

1. Power off the 8-bay Rackmount NAS.
2. Remove the rear cover.
3. Confirm that the communication cable between the backplane and motherboard is firmly connected. The cable is located directly in front of the PCIe SATA Extender.



4. If the connection is loose, try to fix it into place.
5. Install the rear cover.
6. Power on the 8-bay Rackmount NAS.

If the LED continues to blink purple, contact Seagate support.

Getting Help

If you are having issues with your product, first consult this user manual and the troubleshooting topics below. If the problem persists, refer to:

- The Seagate NAS OS User Manual
- Seagate Technical Support
- Warranty rights and responsibilities

Note: Seagate is dedicated to providing high quality products that enrich the lives of our customers. To help Seagate offer the best customer support, we encourage you to create an account and register your product at https://www.onlineregister.com/seagate/ . You can give us important feedback as well as receive updated information on your Seagate device.

Troubleshooting topics

The 8-bay Rackmount NAS will not turn on.

Q: Can you confirm that the NAS is receiving power?
A: Make sure the power cord is properly connected, then push the power button until the Status LED turns ON.

Q: Have you connected a USB storage device?
A: The NAS may be attempting to boot from it. Unplug the device and retry to reboot the system.

Q: Does the motherboard battery need to be replaced?
A: A non-functioning motherboard battery could prevent the system from booting. Contact Seagate support for confirmation and help.

Q: Is there a problem with one or both power supply units?
A: Connect a monitor, mouse, and keyboard, and turn your product on. If you don't see anything on the monitor,that means that the problem may result from the NAS's power supply units. Your NAS has redundant power supplies that allow for one to fail. Contact Seagate support if you believe that one or both power supplies have failed. In the rare case in which both power supplies fail at the same time, you may be asked to send NAS to Seagate for review.

The 8-bay Rackmount NAS turns off when I connect a USB device.

Q: Have you connected more than three bus-powered USB devices or is one of your devices drawing an inordinate amount of power?
A: Connect no more than three bus-powered USB devices and/or make sure that none of the devices is drawing an inordinate amount of power.

Q: Did the product turn off as soon as the USB device and the 8-bay Rackmount NAS's USB port came into contact?
A: The USB device may have caused a short circuit. Unplug any USB devices you have connected since the failure and reboot the product.