



# Quick Start Guide

## SnapServer® 2U Storage Appliance



### Step 1

It is **essential** that you activate your warranty. Technical and warranty support are **not available** until the warranty is active:

1. Go to <http://www.overlandstorage.com/> and select **Service & Support > My Products**.
2. At the **Site Login**, enter your **e-mail address** and **password**, and click **GO**.
3. Click **Register New Product**.
4. Fill in the information (including serial number) and click **Submit**.



*NOTE: You'll receive a confirmation e-mail from Overland with instructions on how to complete the registration process.*

### Step 2

**WARNING:** To reduce the risk of electric shock or damage to equipment, always remove any power cords while working with the unit.

**WARNUNG:** Um das Risiko eines elektrischen Schlags oder Schäden am Gerät zu vermeiden, ziehen Sie stets den Netzstecker, bevor Sie an der Einheit arbeiten.

**AVERTISSEMENT:** Pour réduire le risque de choc électrique ou endommagement de l'équipement, retirez toujours les cordons électriques en travaillant avec l'appareil.

Any optional internal components, such as expansion cards and extra memory, need to be installed before continuing. Refer to the installation instructions and warnings that are packaged with the components.

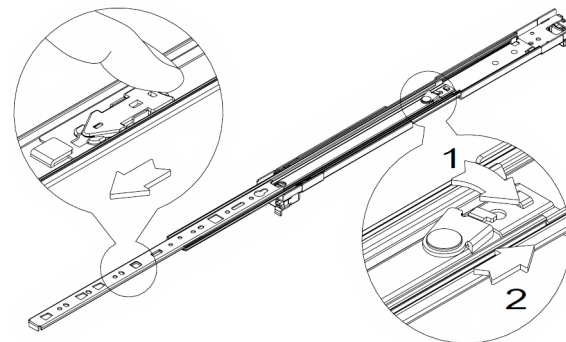
### Step 3

**IMPORTANT:** Two-post Telco-style or other racks less than 29 inches in depth will NOT support this unit.

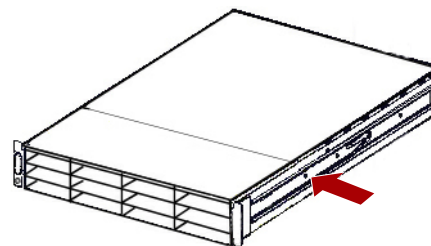
The SnapServer 2U comes with a sliding rail rack kit for easy installation into a 19-inch (EIA-310) rack. The two rails are identical; install them with the end flanges pointed outward from the SnapServer.

### Attach Inner Rails to Unit

1. Select a **rail assembly** and slide the inner rail out until it stops.
2. Slide the inner rail **release latch** forward and remove the inner rail.
3. To retract the **middle rail**, release the lock (1) and slide it into (2) the outer rail.



4. Repeat **Steps 1–3** for the **other rail assembly**.
5. Align the **inner rail** against the side of the unit.



6. Using the supplied **screws**, secure the rail.
7. Repeat **Steps 5–6** for the **left rail**.

### Optional Steps for Thicker Rack Rails

For rack rails **thicker than 3mm**, the sliding rail anchors cannot be seated without exerting excessive force and potentially damaging the sliding rail kit. The brackets need to be removed from each end of the slide rails to make the anchors seat securely.

For standard rack rail sizes 3mm or less, skip this procedure and proceed to **“Attach Outer Rails to Square-holed Rack.”**

1. Locate the **bracket** on the end of a slide rail.
2. Remove the **screw** securing the bracket to the rail.
3. Push the **bracket** toward the end of the rail, prying the back of the **bracket** upward to unseat and remove it.
4. Repeat **Steps 1–3** for each **end** of both **rails**.

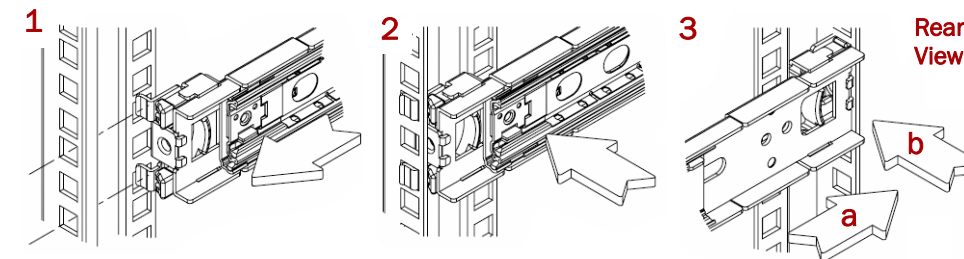
### Attach Outer Rails to Square-holed Rack

**WARNING:** It is recommended that a mechanical lifter (or at least two people) be used to raise and align the unit to prevent injury during installation. Use care when inserting or removing a unit into or out of a rack to prevent the accidental tipping of the rack, causing damage or personal injury.

**WARNUNG:** Um Verletzungen zu vermeiden, empfehlen wir zur Rack-Installation oder -Deinstallation die Nutzung einer mechanischen Hebehilfe (oder mindestens zwei Personen).

**AVERTISSEMENT:** Afin d'éviter des blessures pendant l'installation, il est recommandé d'utiliser un monte-charge (ou au moins deux personnes) pour élever ou aligner l'appareil. Faites attention lorsque vous insérez ou retirez l'appareil d'un support, pour empêcher le déversement accidentel de la crémaillère causant des dommages et des blessures.

1. Position the front of one of the **rails** in line with the front vertical rail mounting holes (1) and move it forward until the **rail anchors** are through the holes.



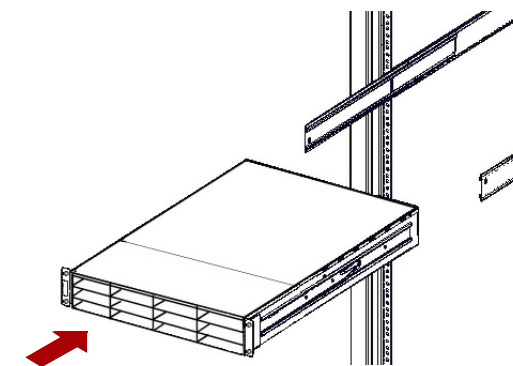
2. Push the rail toward the **outside of the rack** (2) until the rail locks snap into place.
3. At the **rear** (3), slide the outer rail in or out to fit between the vertical rails (a) and repeat **Steps 1–2** to secure it (b).

*NOTE: Make sure the rear holes are the same height as the front holes so the rail is level.*

4. For the other **rail**, repeat **Steps 1–3**.

### Install in Rack

1. Using the mechanical lifter, position the **appliance** in front of the rack.
2. Insert the **inner rails** into the **outer rails** and slide the unit into the rack.



3. Using **four** of the **provided screws**, secure the SnapServer to the front of the rack.
4. **Additional step for thicker rack rails:** Using the **two supplied screws**, secure the **rear ends of the slide rails** to the rack rails.

### Step 4

The SnapServer 2U comes with eight blank drive carriers installed (drives are sold separately). As many as 12 disk drives can be installed leaving blank drive carriers filling in any empty slots.

**IMPORTANT:** To maintain proper airflow and cooling, a drive assembly or a blank drive carrier must be installed in every slot. No empty slots are allowed.

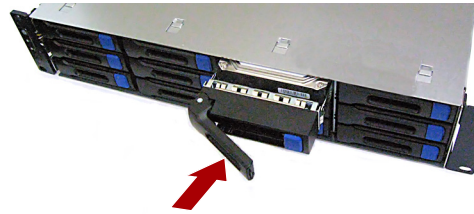
### Install Drives

*NOTE: Do not remove the disk drives from their carriers. Doing so voids the drive warranty.*

Once the SnapServer 2U is in the rack, install the drives as follows:

1. Remove any **blank drive carriers** from the slots that will be used for drives.
2. Starting at the top left, position a **drive assembly** in front of a **bay**.
3. Slide the **carrier** in until it stops.

4. Push in the **latch** until it clicks, locking the assembly in the bay.
5. Repeat **Steps 2–4** for **each** remaining drive carrier.



### Attach the Bezel

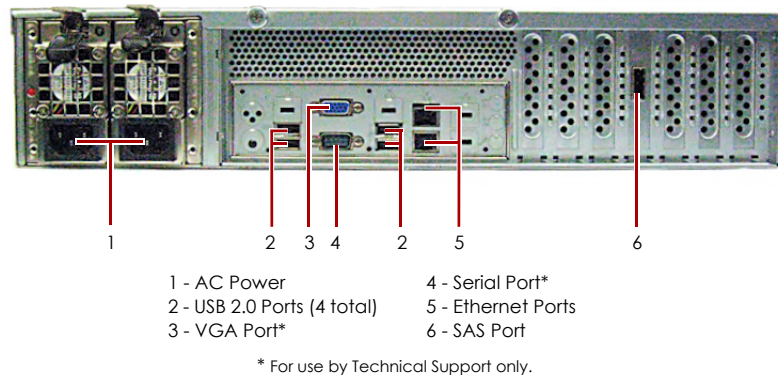
1. Position the **bezel** with the top and bottom edges aligned with the slots on the front of the appliance.
2. Push the **bezel** toward the unit until the magnets on the ends connect and the bezel snaps into place.
3. Verify that the bezel is **aligned** properly with all the LEDs visible and the Power Panel on the left side is in line with the hole on the bezel flange.

## Step 5

### Cable Attachment

**CAUTION:** The speed/duplex setting on a SnapServer defaults to autonegotiate. The networking switch or hub to which the unit is connected must also be configured to autonegotiate; otherwise, network throughput or connectivity to the unit may be seriously impacted.

All cabling, power connections, and cooling vents are located on the SnapServer 2U rear panel.



1. Plug the **network connection** into the Ethernet 1 port (top).  
Using a Category 5e (or better) cable, connect Ethernet 1 port on the appliance to a Gigabit Ethernet switch on the same LAN as the host system used to manage the SnapServer.
2. If desired, plug a second **network connection** into the Ethernet 2 port (bottom).  
*NOTE: To take advantage of network bonding (load balancing or failover), both data ports (Ethernet 1 and 2) must be physically connected to the network. For load balancing, connect them to the same switch on the same subnet with the switch set to autonegotiate. For failover, connect them to different switches on the same subnet.*
3. Attach the power cords to the **AC power** sockets.
4. Plug the **power cords** into a UPS appliance or a properly-grounded AC power source.
5. If using an APC-brand UPS appliance, plug the **USB cord** from the UPS into one of the USB ports on the rear of the SnapServer.

*NOTE: SnapServer systems are designed to work with APC-brand USB or network-based UPS devices to automatically shut down cleanly in the event of a power failure. You must configure the APC unit both in the SnapServer Web Management Interface and in the APC user interface.*

6. Press the front **power switch** for no more than one second.

### Important – Read This Before Continuing

After initial power up with new drives, a SnapServer appliance can take up to **10 minutes** to complete the new appliance initialization process. During this time, the Status LED flashes an alternating green and amber pattern.

**CAUTION:** Under no circumstances should power be removed while the system is in this state! Doing so may render the appliance inoperable.

Once initialization is complete, the system automatically reboots and the Status LED displays a solid green color. Continue with [Connect for the First Time](#).

## Step 6

### Connect for the First Time

*NOTE: SnapServers are configured to acquire an IP address from a DHCP server. If no DHCP server is found on the network, the SnapServer defaults to an IP address in the range of 169.254.xxx.xxx. You may not be able to see the appliance on your network until you discover and optionally assign an IP address using SnapServer Manager (SSM).*

- If you are installing your SnapServer on a network with a DHCP server, continue with “[Connecting Using the Appliance Name](#).”
- If your network does not have a DHCP server or name resolution services, continue with “[Connecting Using the SnapServer Manager](#).”

### Connecting Using the Appliance Name

This procedure requires that name resolution services (via DNS or an equivalent service) be operational.

1. Find the **server name**.  
The default SnapServer name is “Snapnnnnnnn,” where *nnnnnnn* is the appliance number. The server number is a unique, numeric-only string that appears on a label affixed to the bottom of the server.
2. In a web browser, enter the **server URL**.  
For example, enter “http://Snapnnnnnnn” (using the default SnapServer name).
3. Press **Enter** to connect to the Web Management Interface.
4. In the login dialog box, enter **admin** as the user name and **admin** as the password, then click **OK**.
5. Complete the **Initial Setup Wizard**.

Your SnapServer is ready to be configured for your specific environment and needs.

### Connecting Using the SnapServer Manager

SnapServer Manager (SSM) is an administrative application that is Java-based, platform-independent, and runs on all major platforms. SSM provides administrators a single interface from which they can discover any SnapServer on the network. You can download and install SSM from:

<http://docs.overlandstorage.com/ssm>

Be sure to install SSM on a computer residing on the same network segment as your SnapServer.



## SnapServer Manager Procedure

1. Launch **SSM**.  
SSM discovers all SnapServers on its local network segment and displays their names, IP addresses, and other status information in the main console. If you do not have a DHCP server, there might be a delay before the appliance appears on the network.  
*NOTE: To distinguish multiple SnapServers, you may need to find their default appliance names as explained in the previous procedure.*
2. In SSM, right-click the appliance name and select **Launch Web Administration**.
3. Log into the **Web Management Interface**.  
In the login dialog box, enter **admin** as the user name and **admin** as the password, then click **OK**.
4. Complete the **Initial Setup Wizard**.

Your SnapServer is ready to be configured for your specific environment and needs.

## Step 7

### User Guides

For detailed information on configuring your SnapServer, refer to the *SnapServer Administrator's Guide for GuardianOS* or the *GuardianOS Release Notes*.

They are **available online** at:

<http://docs.overlandstorage.com/snapserver>

Translated versions of this Quick Start Guide are also available on the web page.



### Warranty and Technical Support

For warranty and general technical support information, see our [Contact Us](#) web page:

<http://www.overlandstorage.com/company/contact-us/index.aspx>

For information on contacting Overland Technical Support, see our [Contact Support](#) web page:

<http://docs.overlandstorage.com/support>

To search for more service information, visit our [Expert Knowledge Base System](#):

<http://support.overlandstorage.com/kb>



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You can get additional technical support on the Internet at the [Overland Storage Support web page](#), or by contacting Overland Storage using the information found on the [Contact Us](#) page on our web site.  
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