



# Quick Start Guide

## SnapServer® 2U Storage Appliance

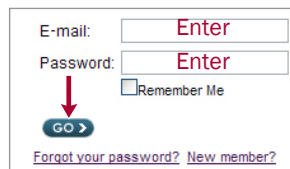


### Step 1

#### Registration

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 email from Overland with instructions on how to complete the registration process.*

### Step 2

#### Optional Components

**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.

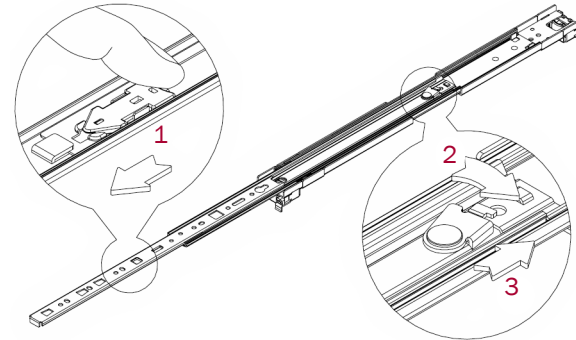
### Step 3

The SnapServer 2U appliance 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.

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

#### Attach the Inner Rail to the SnapServer

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

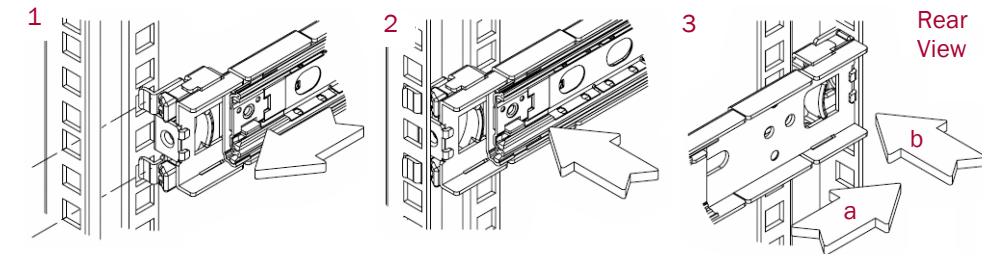
#### Attach Outer Rails to Square-holed Rack

**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). Seien Sie vorsichtig bei der Rack-Installation oder -Entnahme, um ein versehentliches Kippen des Racks zu vermeiden und das Rack nicht zu beschädigen bzw. sich selbst zu verletzen.

**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.



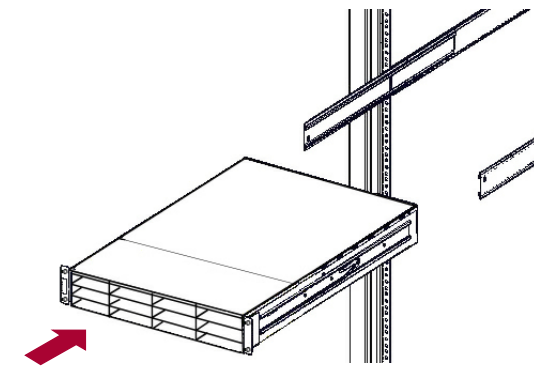
2. Push the rail toward the **outside of the rack** (2) until the rail locks snap into place.
3. At the **rear** (3), slide the outer rail in or out to fit between the vertical rails (a) and repeat **Steps 1–2** to secure it (b).

*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

#### Mount the Drives

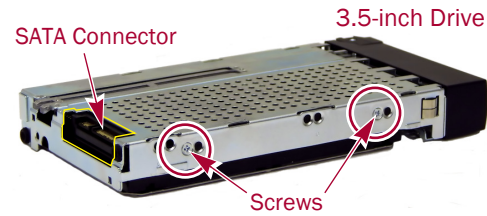
**CAUTION:** Do not remove Overland-certified drives from their carriers. Doing so voids the drive warranty.

The SnapServer uses up to 12 disk drives. The drives can be either Certified Overland drives or third-party drives selected from the qualified drive list. Overland-certified drives come pre-installed in carriers while third-party drives must be installed in the empty drive carriers shipped with the appliance.

#### Install 3.5-inch Drives in Drive Carriers

1. Align the drive's SATA connector with the opening at the rear of the empty carrier and insert the drive.

2. Push the drive rearward until the **SATA connector** is almost aligned with the rubber bumpers on the rear of the drive carrier.
3. Align the **holes** on each side of the carrier with the drive screw holes and **secure** the drive to the carrier with the four supplied screws.

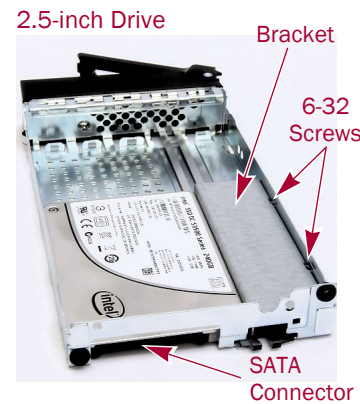


Continue with [Step 5](#).

### Install 2.5-inch Drives in Drive Carriers

For 2.5-inch drives, a side bracket is required for the installation. Four M3 screws are provided for the drive and two 6-32 screws are provided for connecting the outside edge of the bracket to the carrier.

1. Using **two** of the four M3 screws, attach the **bracket** to the right side of the drive (when viewing the drive from the rear).
2. Position the **drive/bracket assembly** in the drive carrier with the SATA connector in the rear opening.
3. Install the drive/bracket assembly in the **carrier**, using two M3 screws for the drive side and two 6-32 screws for the bracket side.
4. Repeat [Steps 1–3](#) for all remaining **2.5-inch drives**.



Continue with [Step 5](#).

## Step 5

### Install Drive Assemblies

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

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

1. Remove **blank drive carriers** from all the drive bays being used.
2. Positioning the **drive assembly** in front of the appropriate **bay**, slide it in until the **latch** clicks, and push in the handle in, locking the assembly into the bay.
3. Repeat [Step 2](#) for **each** remaining drive assembly.

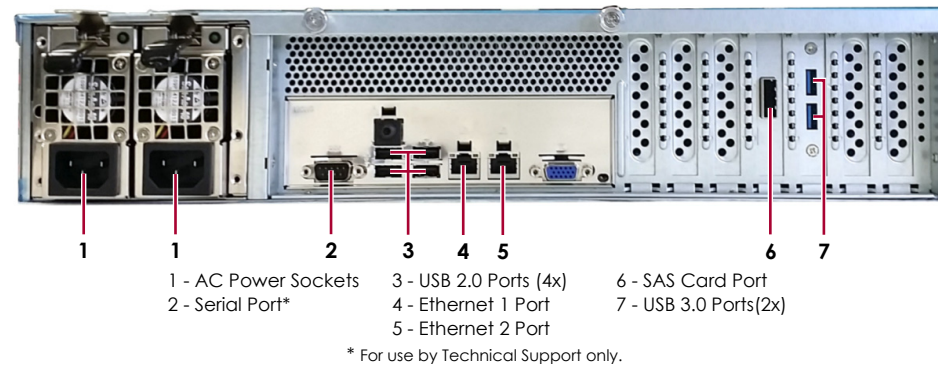
### Attach the Bezel

1. Position the **bezel** with the top and bottom tabs aligned with the top inside edges.
2. Move the bezel toward the unit until the **magnets** engage.
3. Verify that the bezel is **aligned** properly with all the LEDs visible and the Power Panel on the left side in line with the hole on the bezel flange.

## Step 6

**IMPORTANT:** The speed/duplex setting of the Ethernet ports on the appliance defaults to autonegotiate. The networking switch or hub to which the appliance is connected must also be configured to autonegotiate; otherwise, network throughput or connectivity to the appliance may be seriously impacted.

## Cable Attachment



1. Connect Ethernet 1 to the **network**.

Using a Category 5e (or better) cable, connect Ethernet 1 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 cable** into Ethernet 2.

*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 both power cords to the **AC power** sockets on the server.
4. Plug the **power cords** into a UPS or a properly grounded AC power source.
5. If using an APC-brand UPS appliance, plug the **USB cord** from the APC UPS into a USB port 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 Web Management Interface and in the APC interface.*

6. Briefly press the front **power switch** to power on the unit.

### Important – Read This Before Continuing

**CAUTION:** Under no circumstances should power be removed while the system is powering on for the first time! Doing so may render the appliance inoperable.

After initial power up with new drives, a SnapServer can take up to **10 minutes** to complete the appliance initialization process. During this time, the Status LED flashes an alternating green and amber pattern. 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 7

### 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 SnapStorage Manager (SSM).*

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

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

## Connecting Using the SnapStorage Manager

SnapStorage 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 on the same network segment as the SnapServer.

### SnapStorage Manager Procedure

1. Launch SSM.  
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 [Connecting Using the Appliance Name](#) section.*
2. Right-click the appliance name and select **Launch Web Administration**.
3. Log into the **Web Management Interface**.  
In the login fields, enter **admin** as both user name and password, then click **OK**.
4. Complete the **Initial Setup Wizard**.

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

## Step 8

### Additional Help

For detailed information on configuring your SnapServer appliance, refer to the *SnapServer Administrator’s Guide for GuardianOS* or the *GuardianOS Release Notes*. They and translations of this guide are **available online** at:

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

For additional documentation, search the SnapServer community Knowledge Base:

<https://community.sphere3d.com/community/documentation/nas/snapserver>

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

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



<http://support.overlandstorage.com>  
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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