



## Seagate WSS NAS Administration Guide

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Model: SRPS20 / SRPS40 / SRPS60



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# Getting started

## Installation

Your Seagate WSS NAS's installation is divided into two parts:

1. Hardware setup
2. Seagate WSS NAS Setup Assistant

## Hardware setup

For instructions on how to add hard drives and connect the WSS NAS to your network, see the [Seagate WSS NAS User Manual](#). The user manual leads directly to the first login to the operating system.

## Seagate WSS NAS Setup Assistant

The Windows Storage Server 2012 R2 Essentials dashboard is a critical management tool for your WSS NAS. However, it is not available when you first log into the NAS. Follow the required steps in the Seagate WSS NAS Setup Assistant to make certain that the dashboard is properly installed.

## First login

Per the [Seagate WSS NAS User Manual](#), you can access the WSS NAS using Remote Desktop Connection.

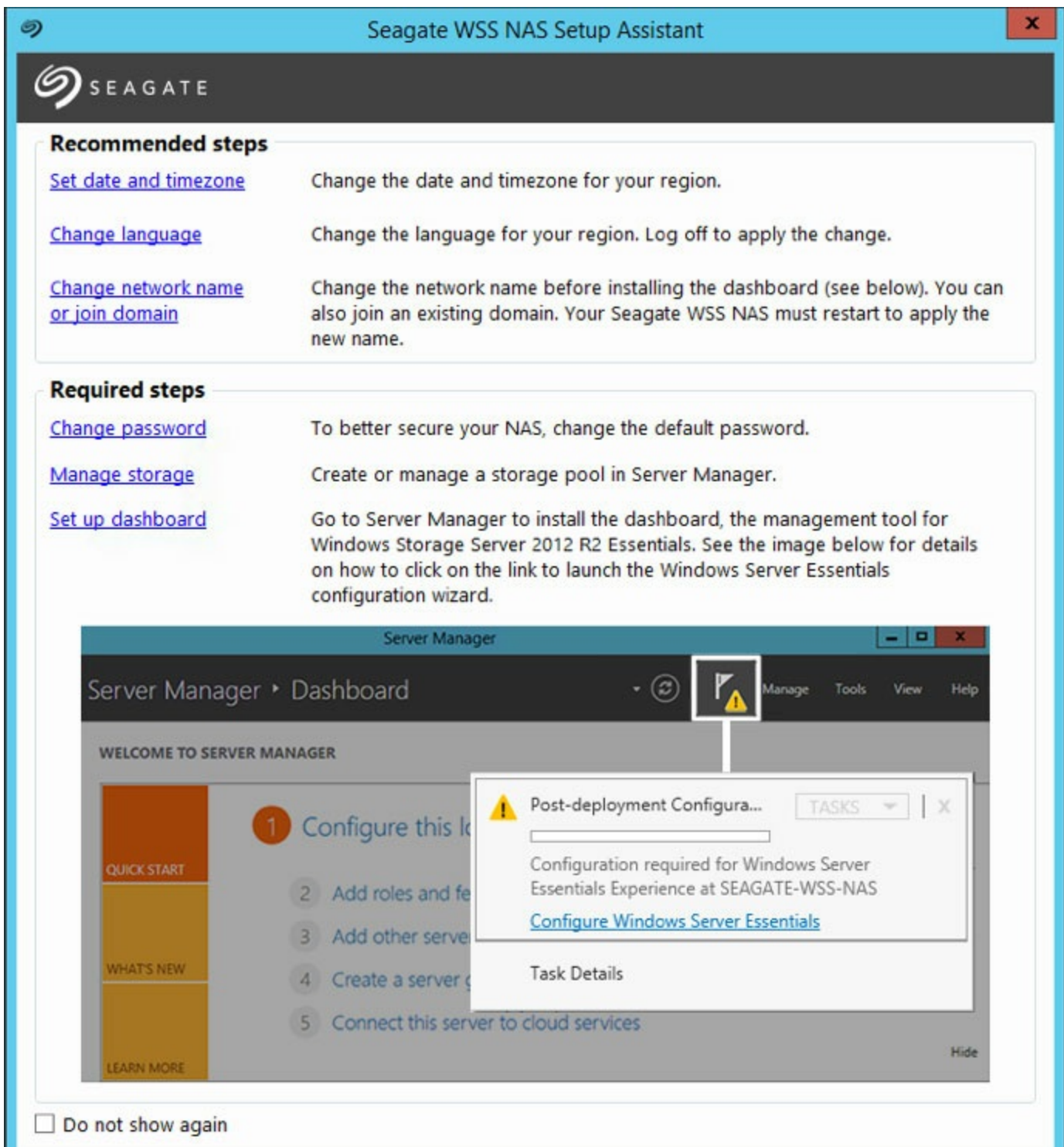
1. From a PC on the same network as the WSS NAS, launch Remote Desktop Connection.
2. Enter the default login: administrator
3. Enter the default password: **admin**
4. Choose **Connect**

Two popup windows appear when you first log into the NAS:

- Seagate WSS NAS Setup Assistant
- Windows Networks (to the right).

You can choose **Yes** for the Windows Networks popup window.

## Seagate WSS NAS Setup Assistant: recommended and required



The Seagate WSS NAS Setup Assistant launches automatically each time you boot the NAS. Once you complete the initial setup and confirm that the dashboard is available, you can choose to stop the Setup Assistant from launching by checking the box on the lower left: **Do not show again**.

The Seagate WSS NAS Setup Assistant includes a list of recommended and required steps to complete the installation. If the recommended steps are applicable to you, make certain to complete them before moving to the required steps.

### Recommended steps

- **Set date and timezone**—The default timezone is Pacific Standard Time (DST). Click this option to change

- **Set date and timezone**– The default timezone is Pacific Standard Time (PST). Click this option to change the timezone for your region.
- **Change language**–The default language is English. Click this option to change the language for your environment.
- **Change network name or join domain**–The WSS NAS's default network name is seagate-nas-wss. Click this option to change the network name. If applicable, you can also join your WSS NAS to a domain on your network.

### Required steps

- **Change password**–A second administration account must be created when running the Windows Server Essentials wizard (see **Setup dashboard below**). However, the password for the default user, *Administrator*, remains *admin* unless it is changed. For security reasons, change the password.
- **Manage storage**–Models sold with hard drives can skip this step. For diskless models, choose this option to create a storage pool and choose the best storage space to protect your data. For further explanation and step-by-step instruction, see [Manage storage: storage spaces](#) below.
- **Set up dashboard**–Perform this step last. Click the link to launch the Server Manager and review the instructions at [Dashboard setup: Configure Windows Server Essentials](#). The Windows Server Essentials configuration wizard walks you through creating a new domain for the WSS NAS. The domain is required to use the dashboard.

## Manage storage: storage spaces

Windows Server 2012 introduced storage spaces to better optimize hard drive capacity and performance. Hard drives in your WSS NAS are collected into one or more storage pools that work together to manage and protect data. For further information on storage pools/spaces, see the [Microsoft Technet overview](#).

Review the instructions below to create one or more:

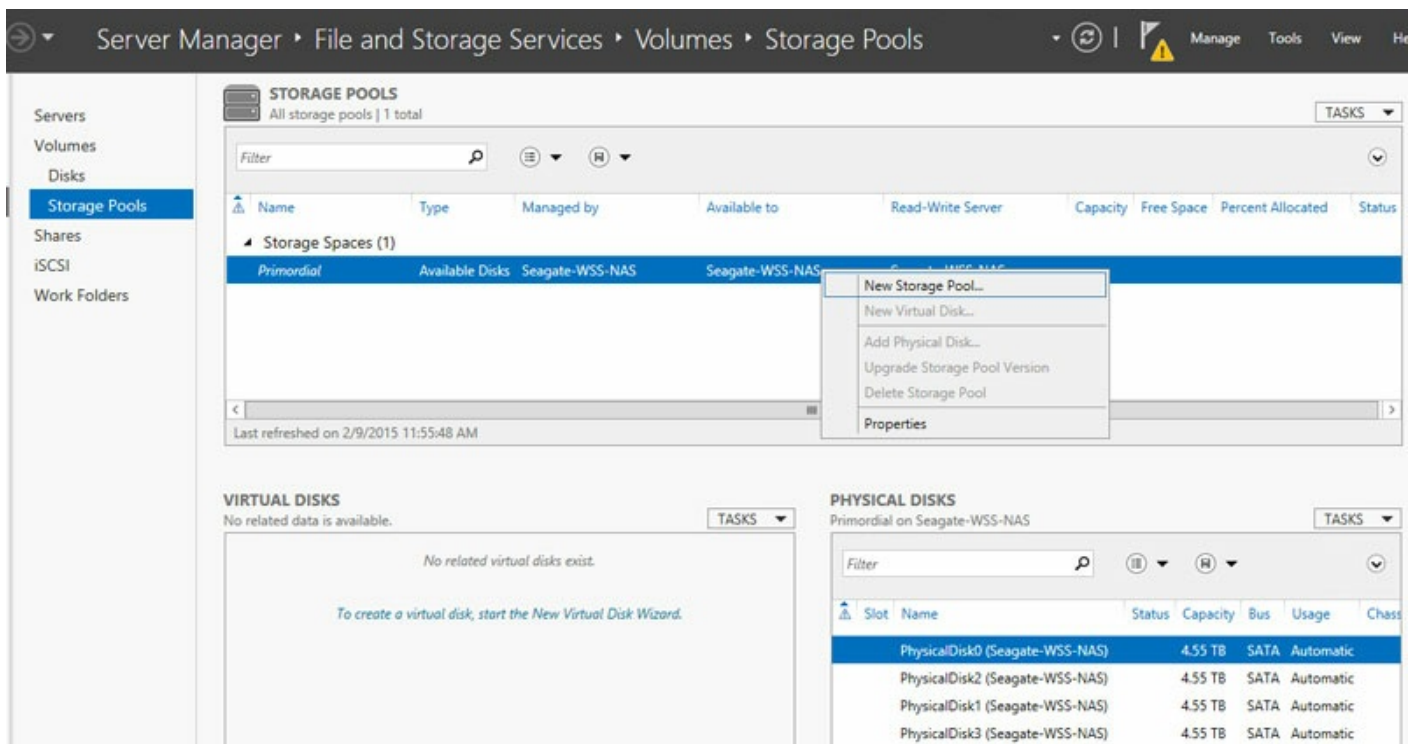
- **Storage pools**–Combine the WSS NAS hard drives into one or more groups.
- **Virtual disks**–Use the storage pool's available capacity to create virtual disks for the storage pool.
- **Volumes**–A volume appears on your WSS NAS as a disk. Add server folders to a volume to store and access data on the network.

### Storage pools

You can create one or more storage pools using the hard drives in the WSS NAS. For enhanced storage capacity, Seagate recommends combining all the hard drives into a single storage pool.

#### Create a storage pool

1. From the Seagate WSS NAS Setup Assistant, click the link **Manage storage**.
2. In the Storage Pools window, right click *Primordial* below **Storage Spaces**.
3. Choose **New Storage Pool**.



4. Choose **Next**.
5. At the Storage Pool Name window, enter a name for your storage pool and choose **Next**.
6. Choose the hard drives for the new storage pool and choose **Next**.
7. Review the Confirmation page and choose **Create**.

## Virtual disks

The New Virtual Disk wizard asks you to assign the following:

- A level of data protection
- A level of storage provisioning

## Data protection

Use one of the resiliency types below:

- **Mirror (recommended)**—One or two extra copies of each file are written across a stripe that includes two or more hard drives. Mirroring hard drives reduces capacity by as much as 50% but it also offers enhanced performance when compared to parity.
- **Parity**—Parity information is written alongside data across a stripe that includes three or more hard drives. Parity offers greater capacity than mirroring but performance is reduced. Parity is a very good option for archival environments.
- **Simple (No data protection)**—Though it provides the best performance, **choosing Simple can lead to data loss should a hard drive fail.**

## Storage provisioning

Windows Storage Server 2012 R2 Essentials offers two types of provisioning:

- **Fixed (recommended)**—Storage space is used based upon the total capacity assigned to the virtual disk.

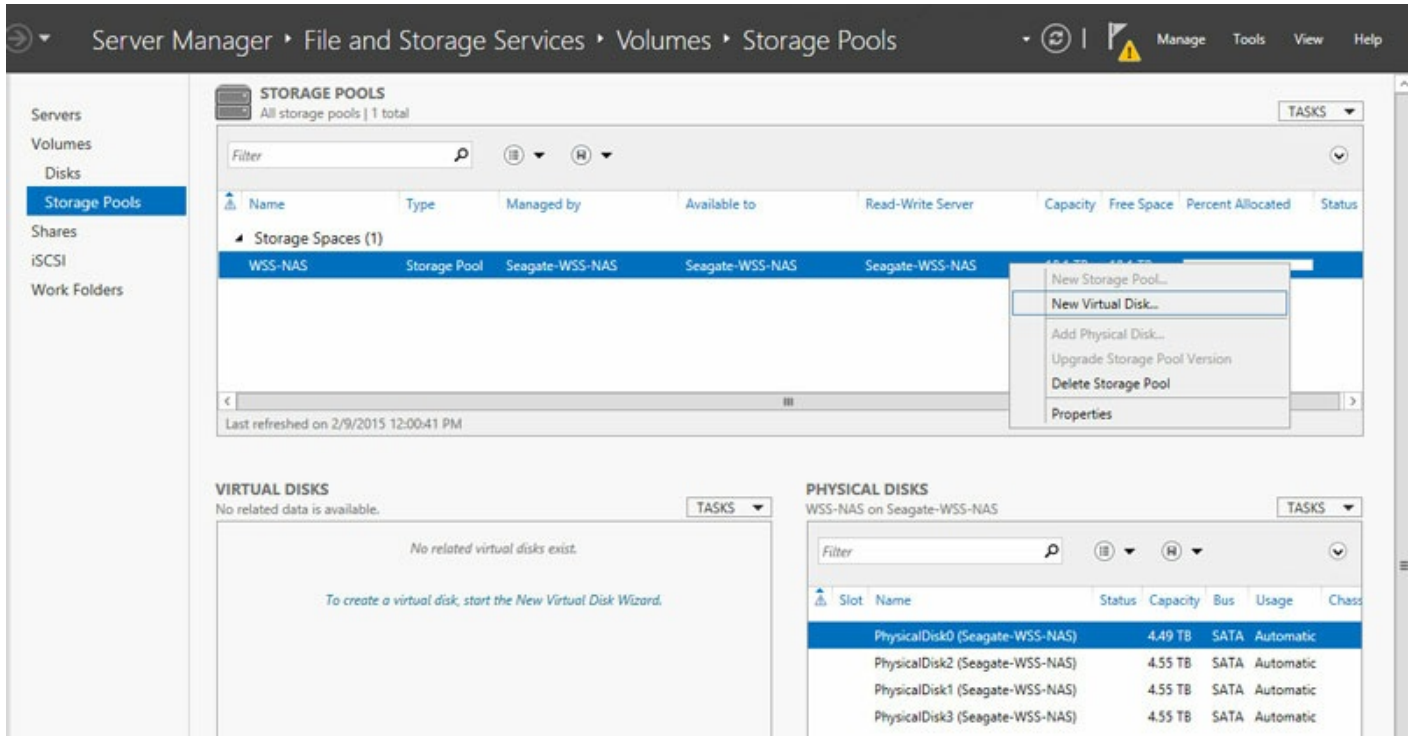


- **Thin**—Storage space is used as it is needed, up to the volume size. The volume size can be expanded when adding an amount of hard drives equal to the storage pool.

Thin provisioning is an advanced storage configuration that can be used to great effect with enclosures that house a large amount of hard drives. Seagate recommends using Fixed for the WSS NAS. To learn more about thin provisioning, see the [Microsoft Technet overview](#).

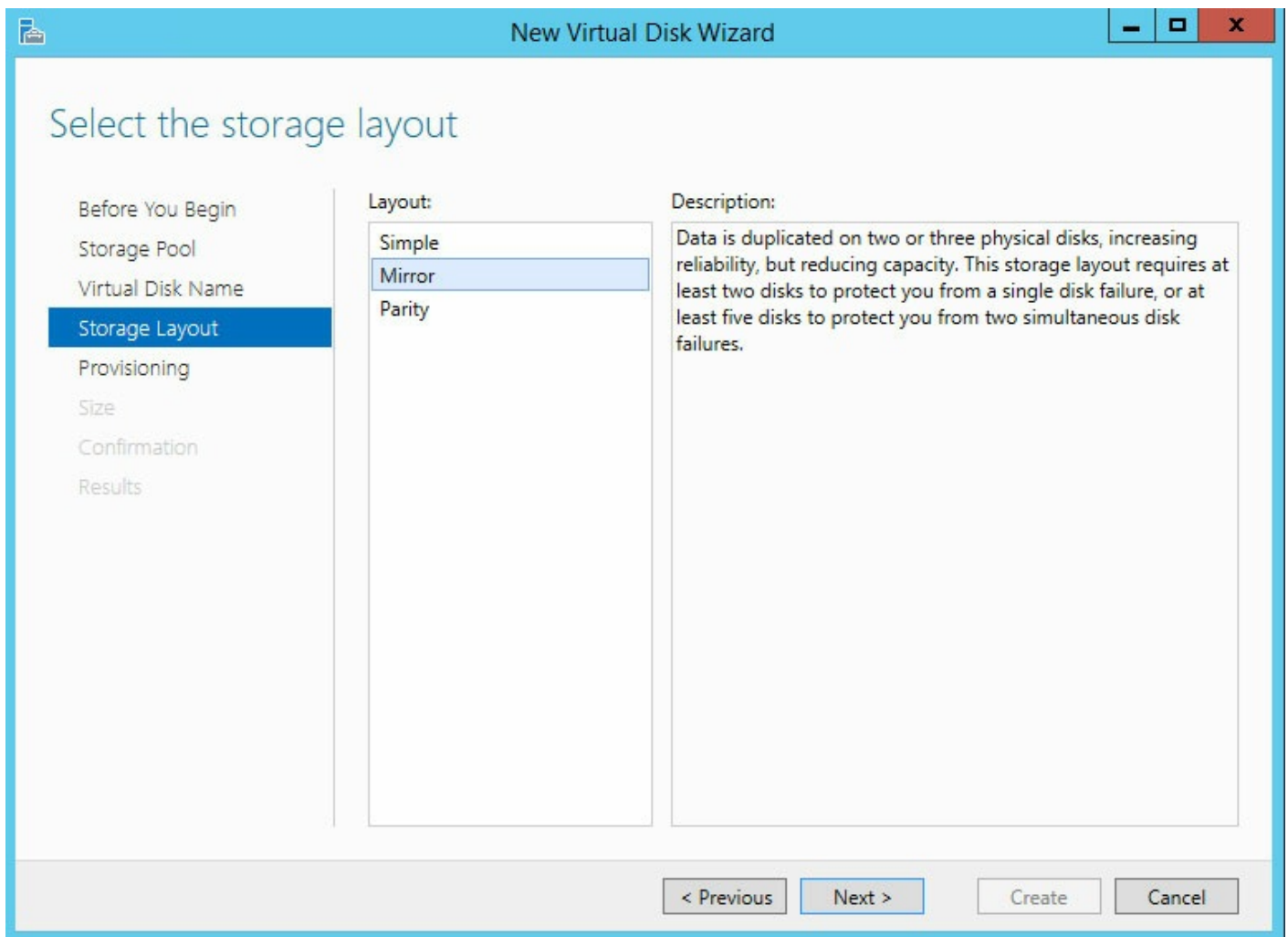
## Create a storage pool

1. In the Storage Pools window, right click the newly created storage pool. It is listed below **Storage Spaces**.



2. Choose **Next**.
3. If applicable, choose a storage pool and select **Next**.
4. At the Virtual Disk Name window, enter a name and choose **Next**.
5. Choose your level of data protection.

**i Important:** Seagate recommends mirror for performance and protection while parity is a good choice for archival environments. **Seagate does not recommend** simple since it will not protect your data if a hard drive fails.

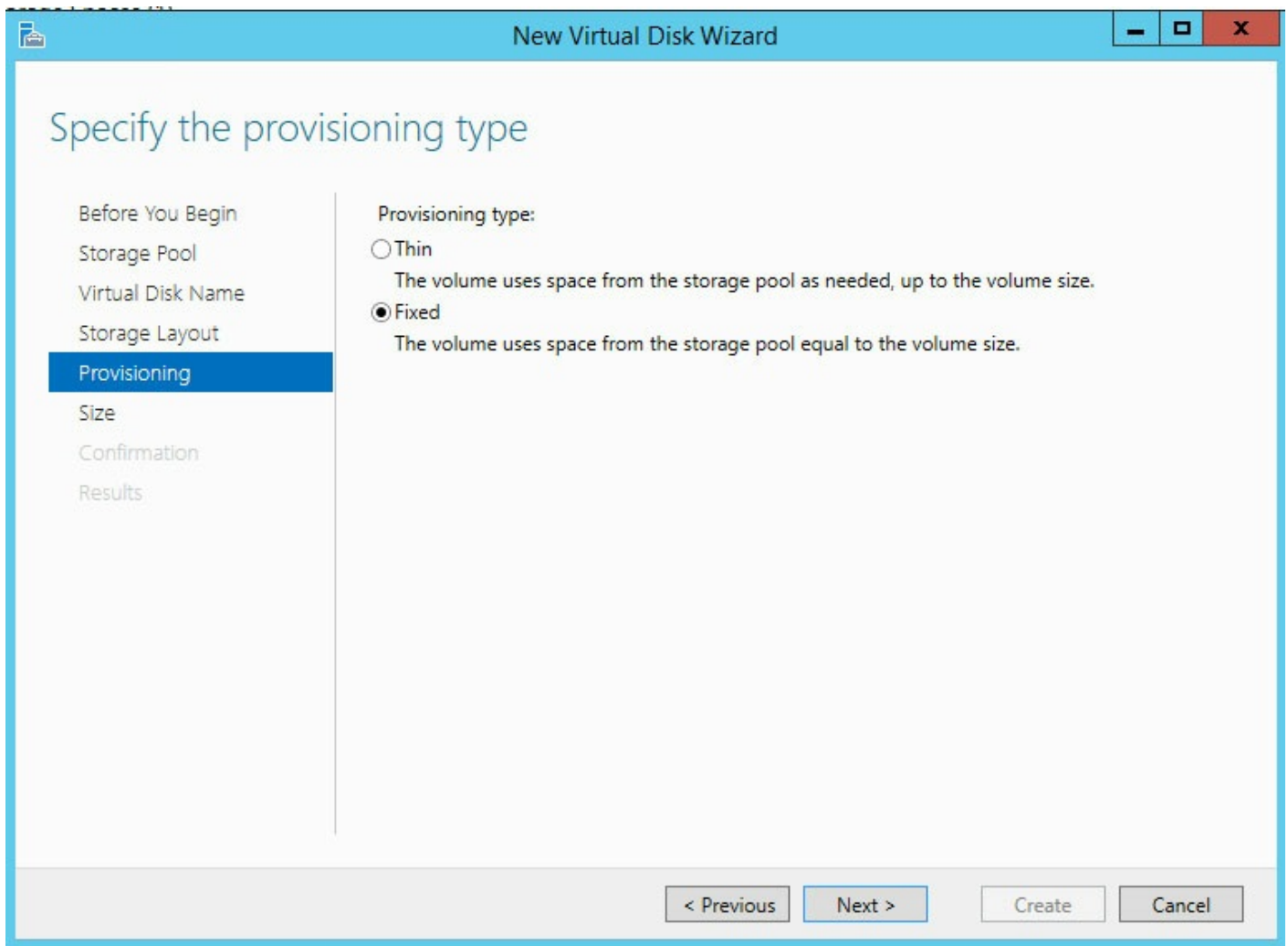


6. Choose **Next**.
7. Choose a provisioning type.

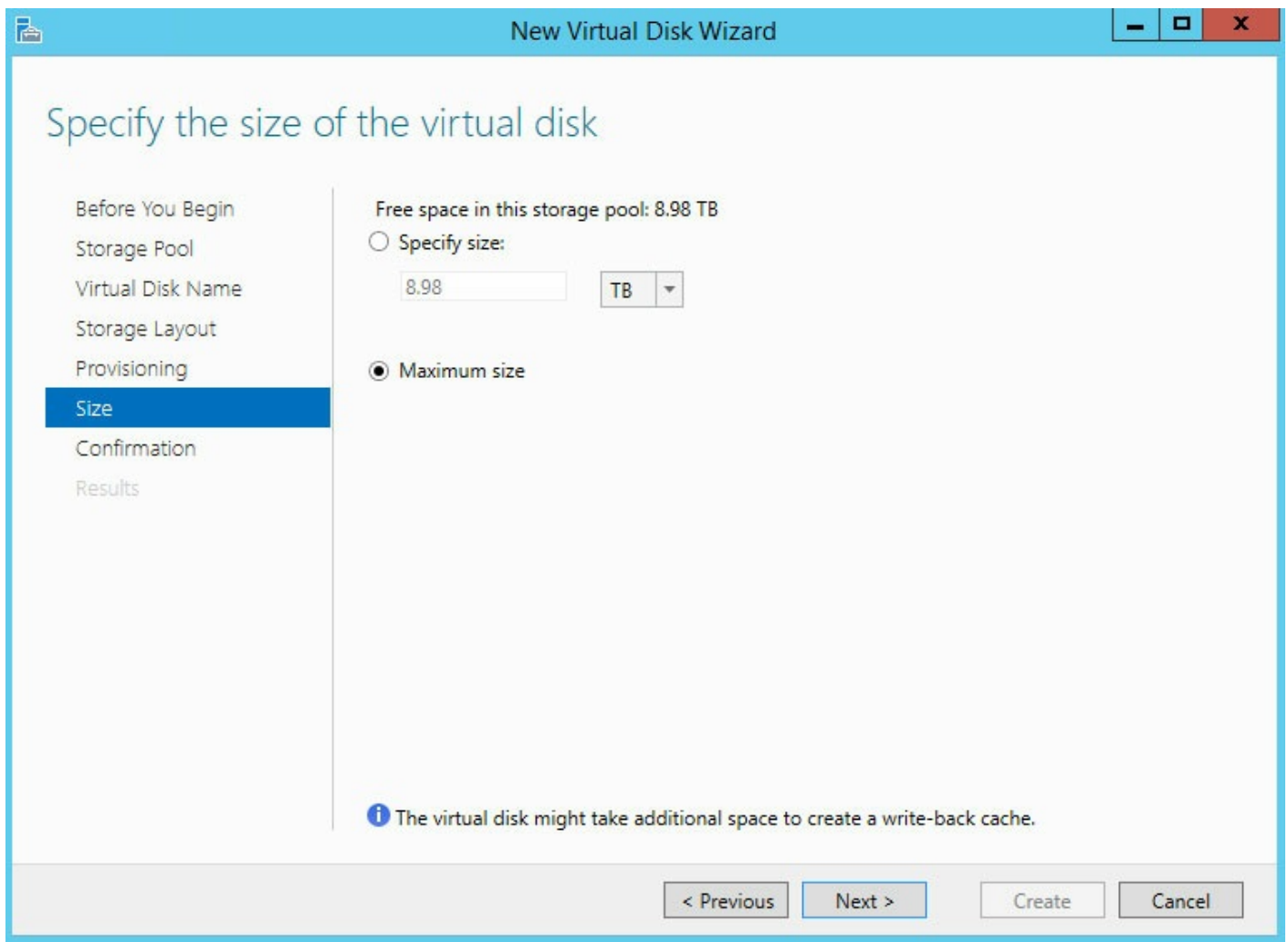


**Important info:** Seagate recommends fixed for the WSS NAS.

8. Choose **Next**



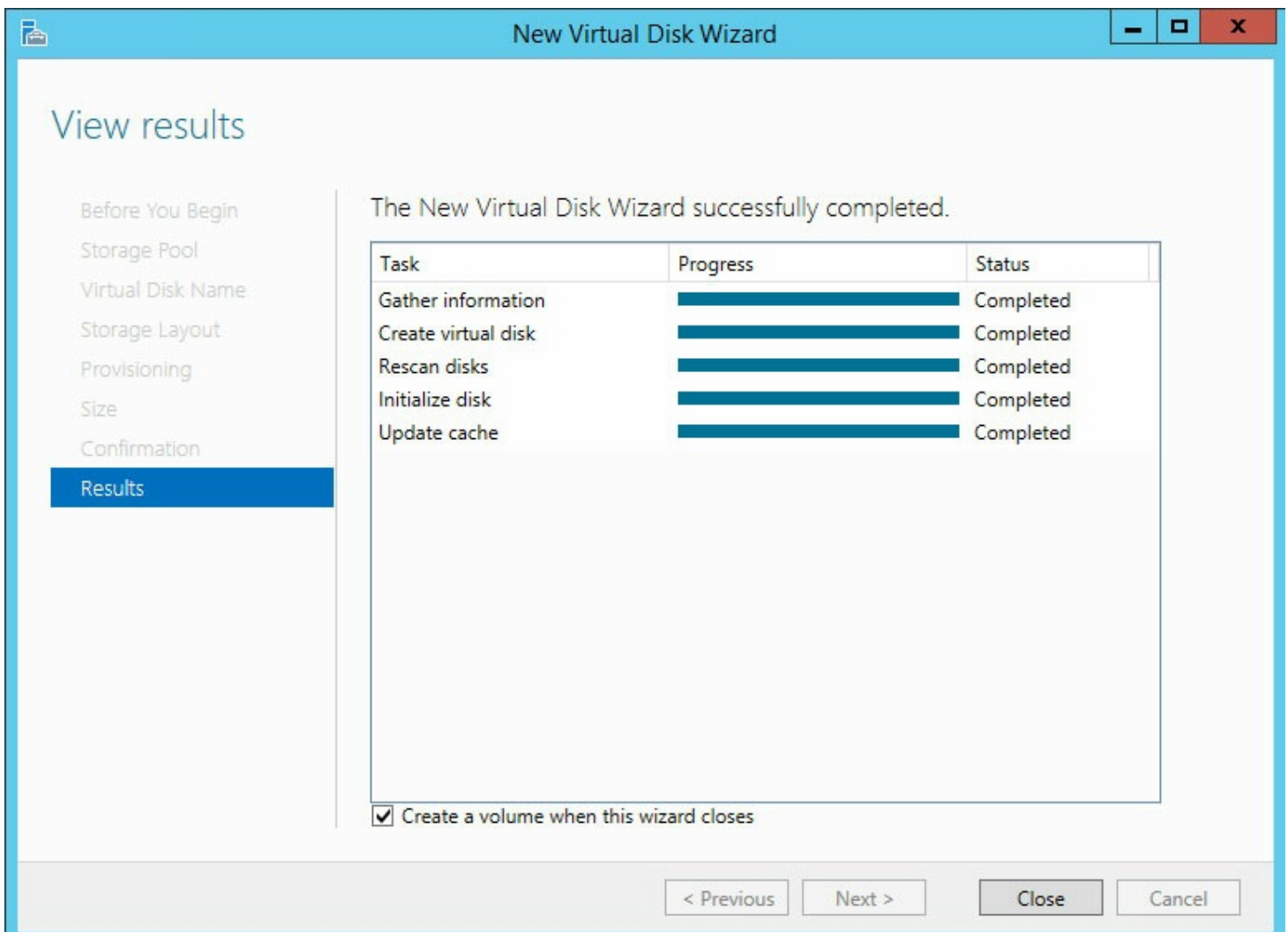
9. Enter the capacity for the virtual disk. If you are creating a single virtual disk with fixed provisioning, you can choose **Maximum size**.



10. Choose **Next**.
11. Review the Confirmation page and choose **Create**.

## Volume

The New Volume wizard may open automatically following the creation of a virtual disk. You can confirm that it launches automatically by reviewing the final step of the New Virtual Disk wizard. The box is checked next to *Create a volume when this wizard closes*.



## Volume format

When creating the volume, you can format using:

- NTFS (recommended)
- ReFS

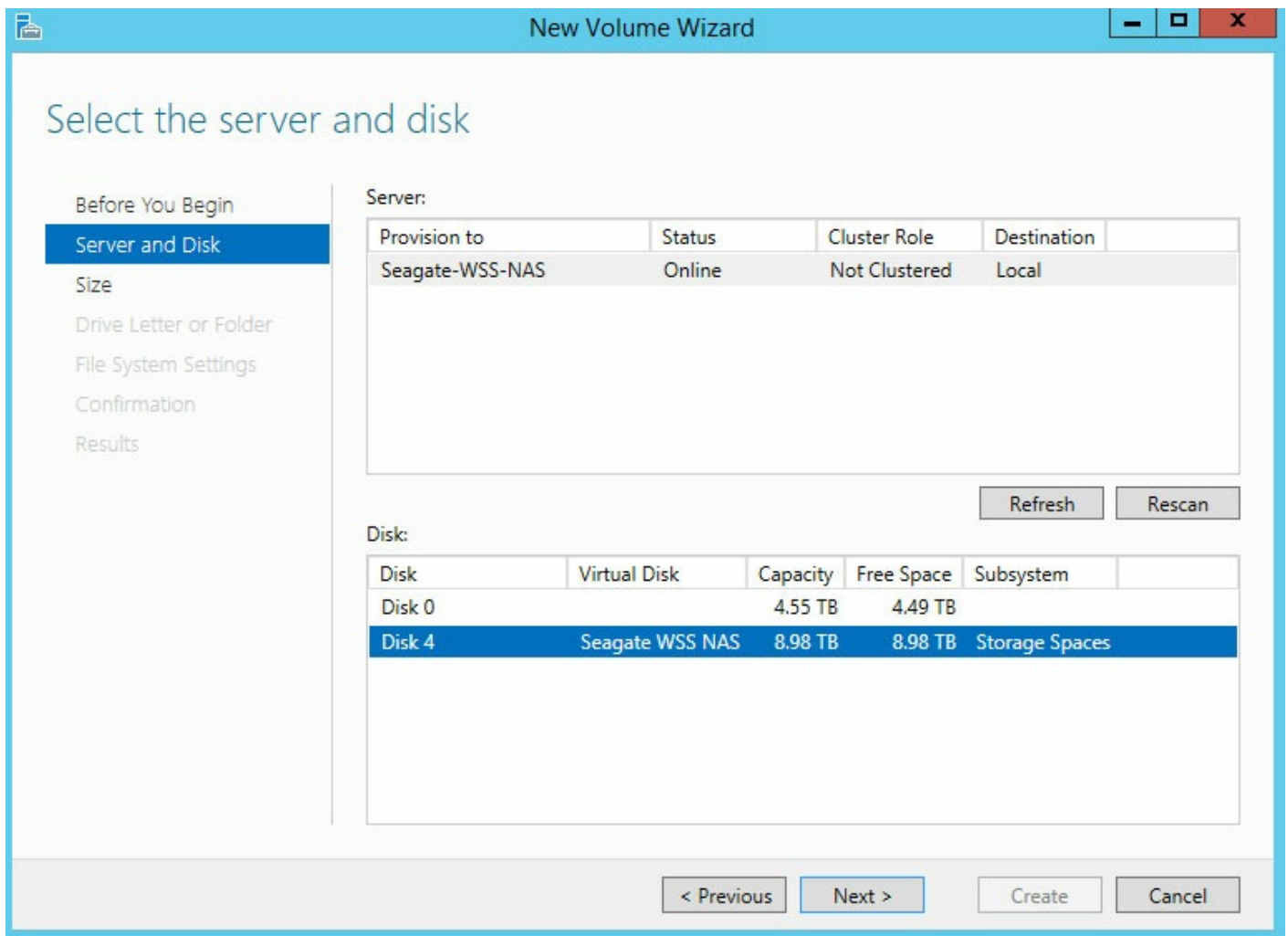
ReFS has many advantages, including efficient error correction and corrupt file handling. However, it is not possible to know if all client applications support ReFS. Therefore, Seagate recommends NTFS.

To learn more about ReFS, see the [Microsoft Technet overview](#).

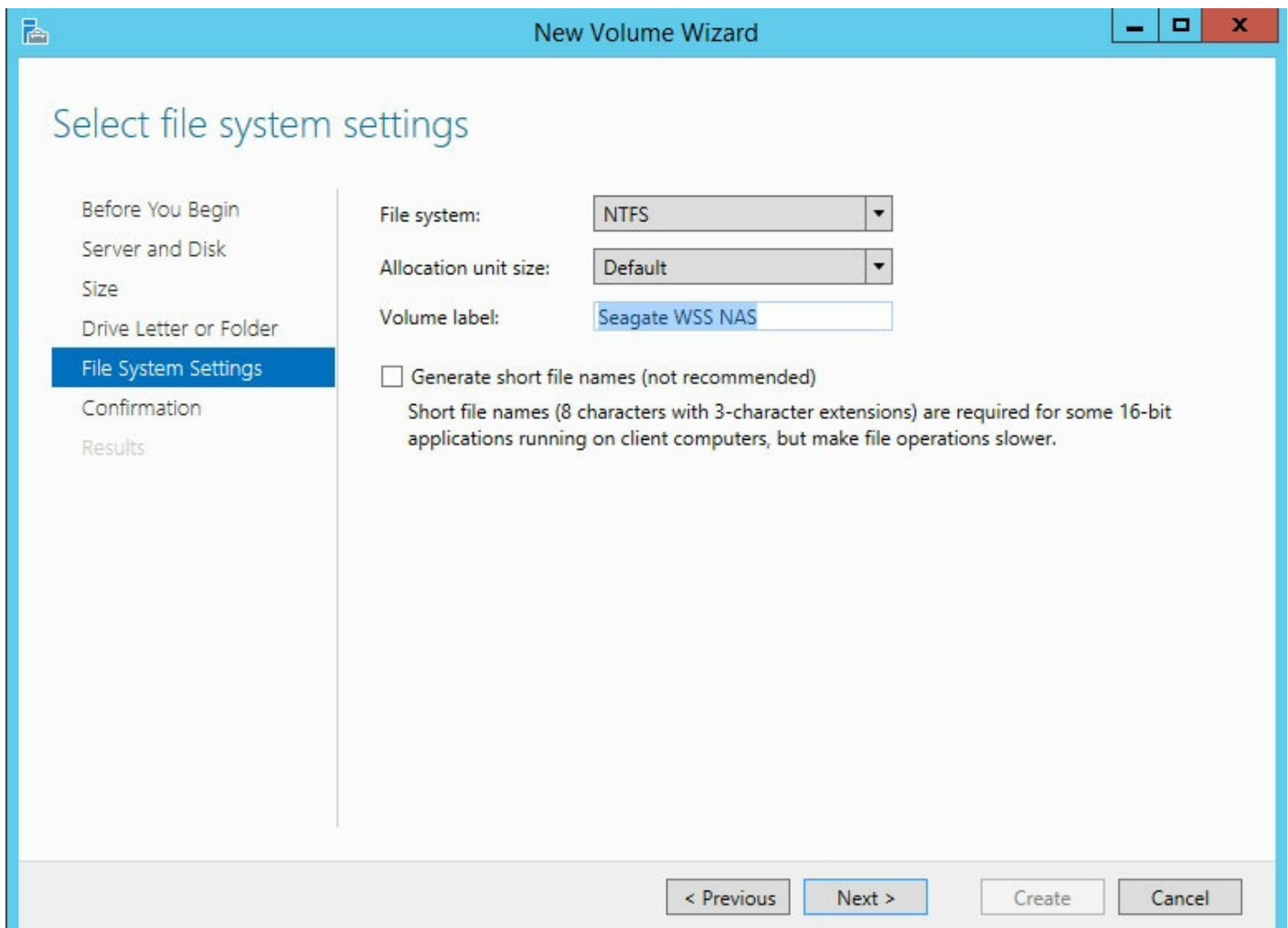
### Create a volume

If the New Volume wizard is open, skip step 1.

1. In Server Manager > File and Storage Services > Volumes > Storage Pools, right click on the virtual disk and choose **New Volume**.
2. Choose **Next**.
3. Click the virtual disk that will host the volume and choose **Next**.

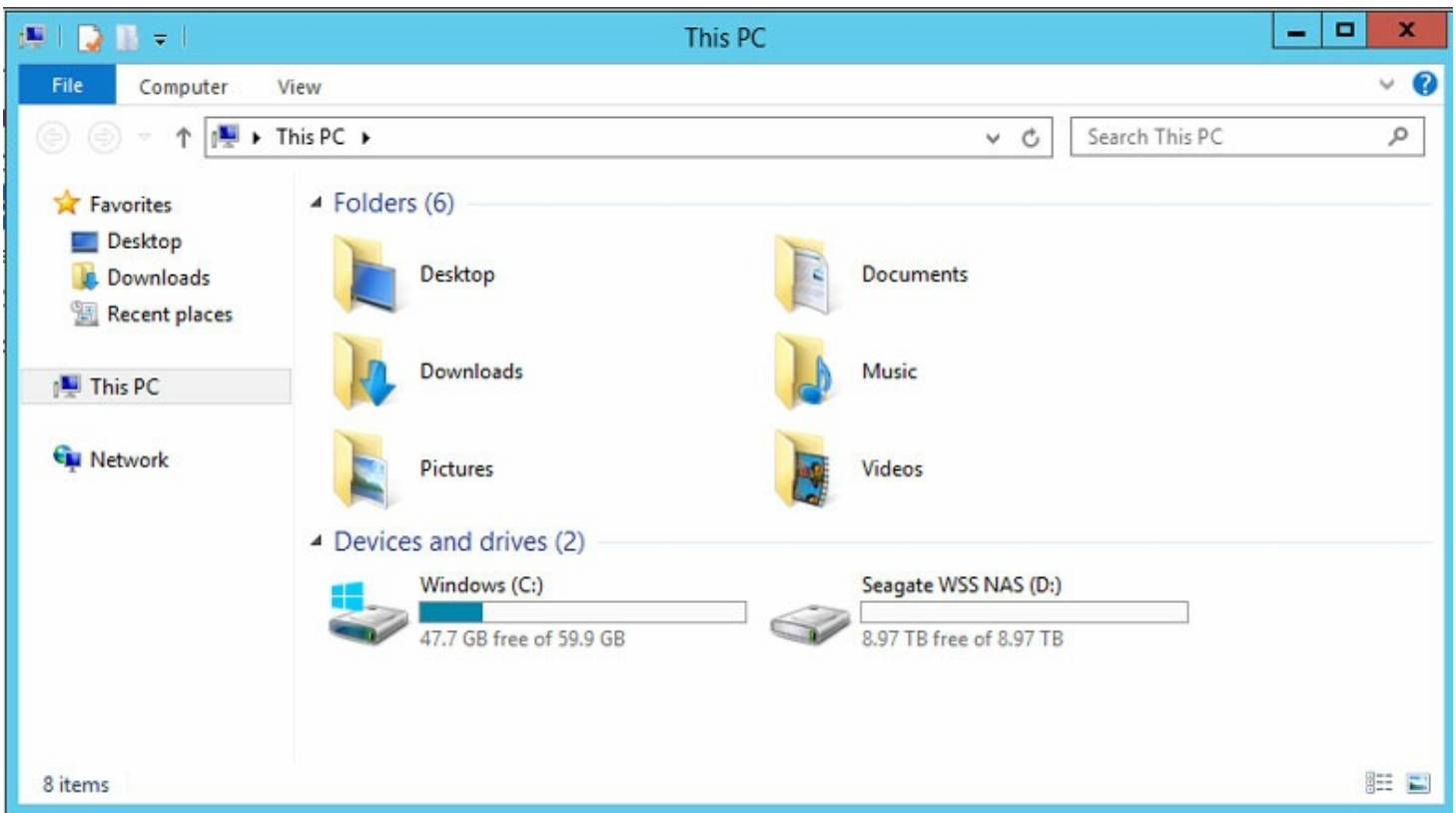


4. Enter the size of the volume. In this example, the full capacity is used for the volume.
5. Choose **Next**.
6. Choose the drive letter and select **Next**.
7. Choose the file system. Seagate recommends NTFS.
8. Enter a name for the volume in the volume label field.



9. Choose **Next**.
10. Review the Confirmation window and choose **Create**.

The volume is visible in an Explorer window.



## Dashboard setup: configure Windows Server Essentials

The dashboard is the central management tool for Windows Storage Server 2012 R2 Essentials. You can use the dashboard to add users, create user groups, review storage health and much more. To enable the dashboard, you must create a new domain for the WSS NAS. The Windows Server Essentials setup wizard helps you create the domain.

To learn more about domains, see [the Microsoft Technet overview](#).

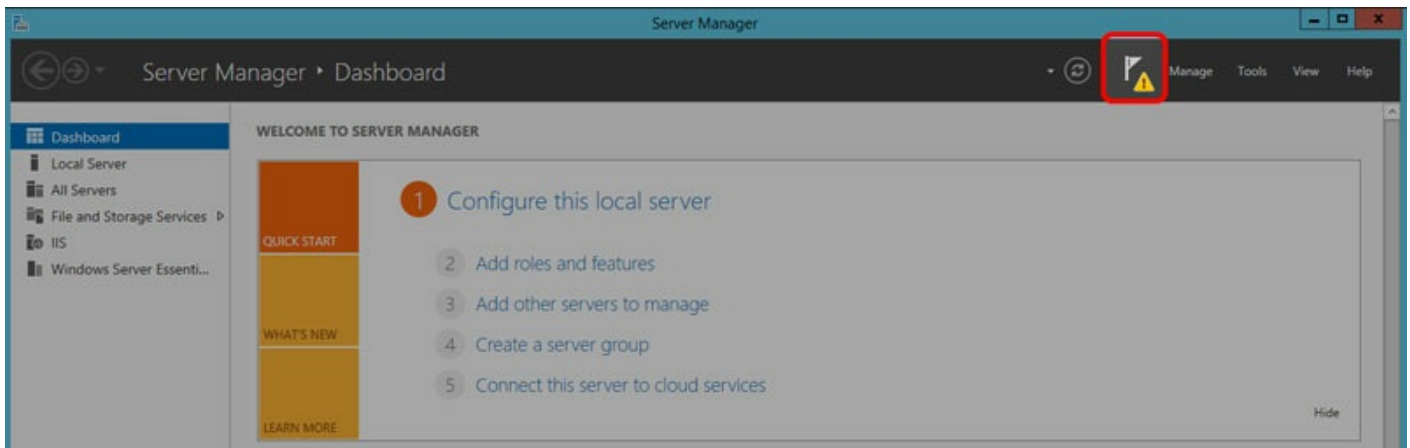
**i Important info:** The network name for your WSS NAS cannot be changed after the Windows Server Essentials setup wizard. Consider changing the name before following the directions below. To change the name, go to **System Properties > Computer Name** and click **Change**.

**i Important info:** If you intend to join the WSS NAS to an existing domain, you must do it before running the Windows Server Essentials setup wizard.

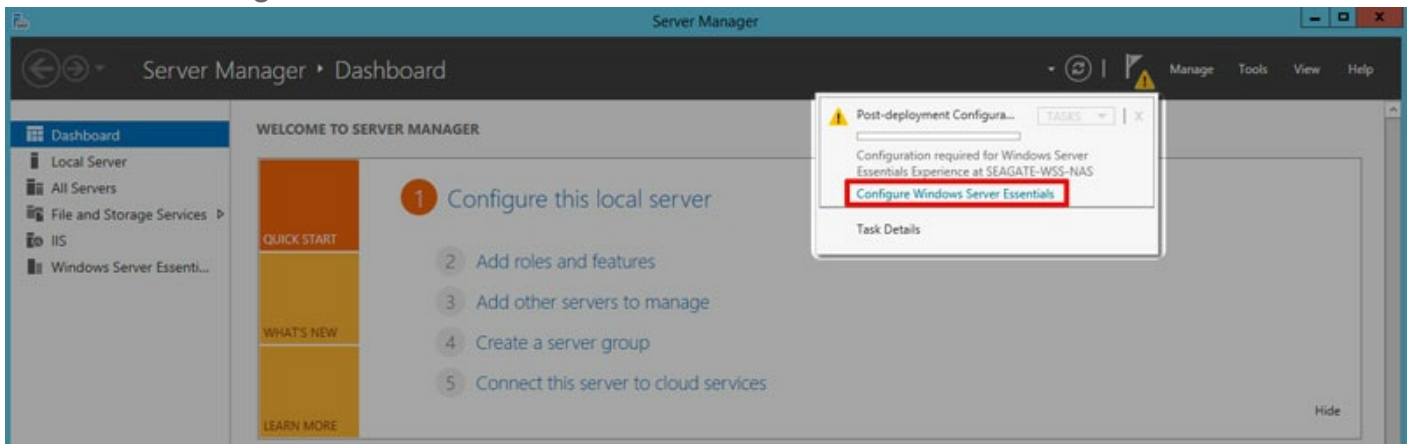
Follow the steps below to create a domain:

1. From the Seagate WSS NAS Setup Assistant, click the link **Set up dashboard**. The Server Manager launches.
2. Click the notification flag on the top right of Server Manager.





3. Click the link **Configure Windows Server Essentials**.



4. Click **Next**.

5. Enter your company name (optional) and the name for the domain.

**i Important:** PCs connected to the WSS NAS are associated with the domain name you choose in this step. It is very complicated to change.

6. Click **Next**.

7. Create a new administration account name and password for the WSS NAS domain. The credentials should be different than the default account.

**i Important:** This is your domain's administrator account. Use it to manage users, user groups, server folders, permissions and all features related to the WSS NAS.

8. Click **Next**. The server must reboot one or more times to add the domain.

9. Check the power button LED to determine when you can log in. When it is solid white, launch Remote Desktop from a PC on the network. Enter the new domain's administrator credentials to log in.

**Note:** Preparing the dashboard can take up to 15 minutes.

10. Launch Server Manager by clicking its icon on the lower left.

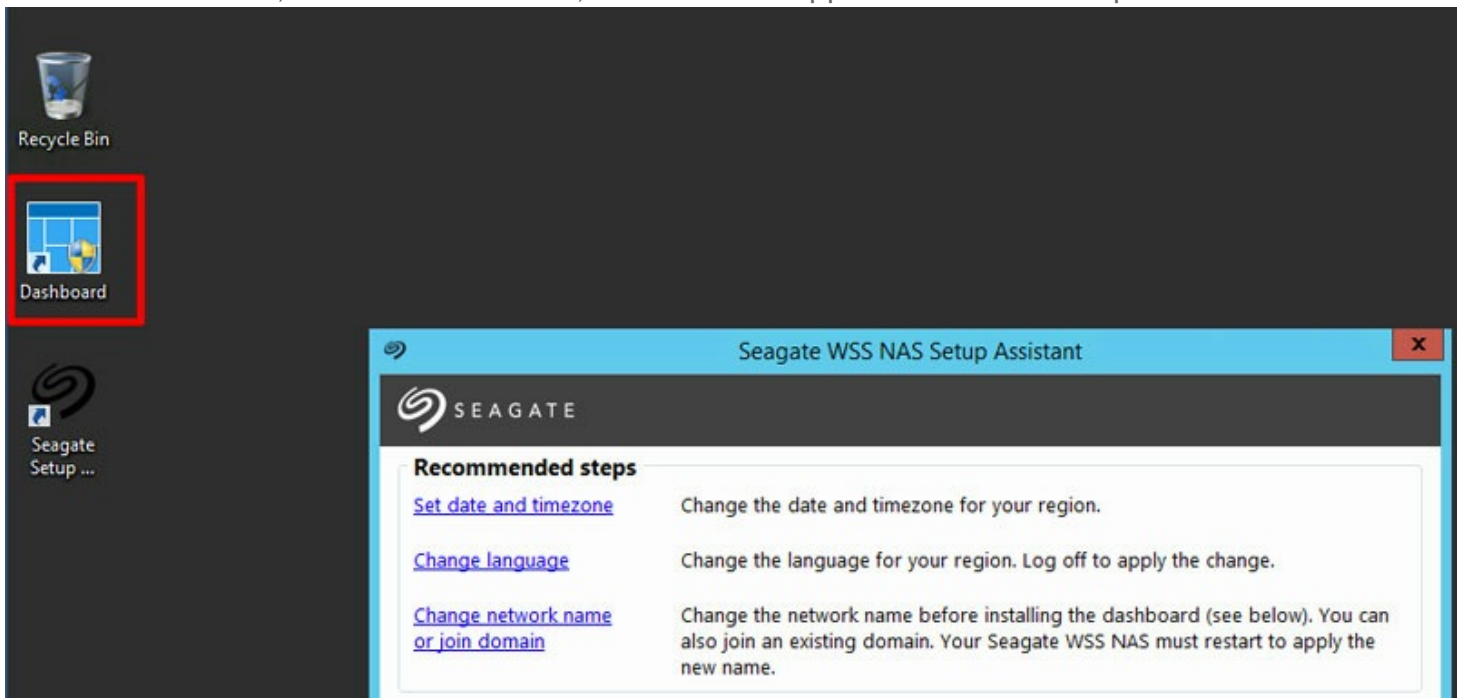


11. Server Manager completes the update. Choose **Next**.
12. (Optional) You can click the link to register your WSS NAS with Microsoft online services for business.

## Review dashboard notifications

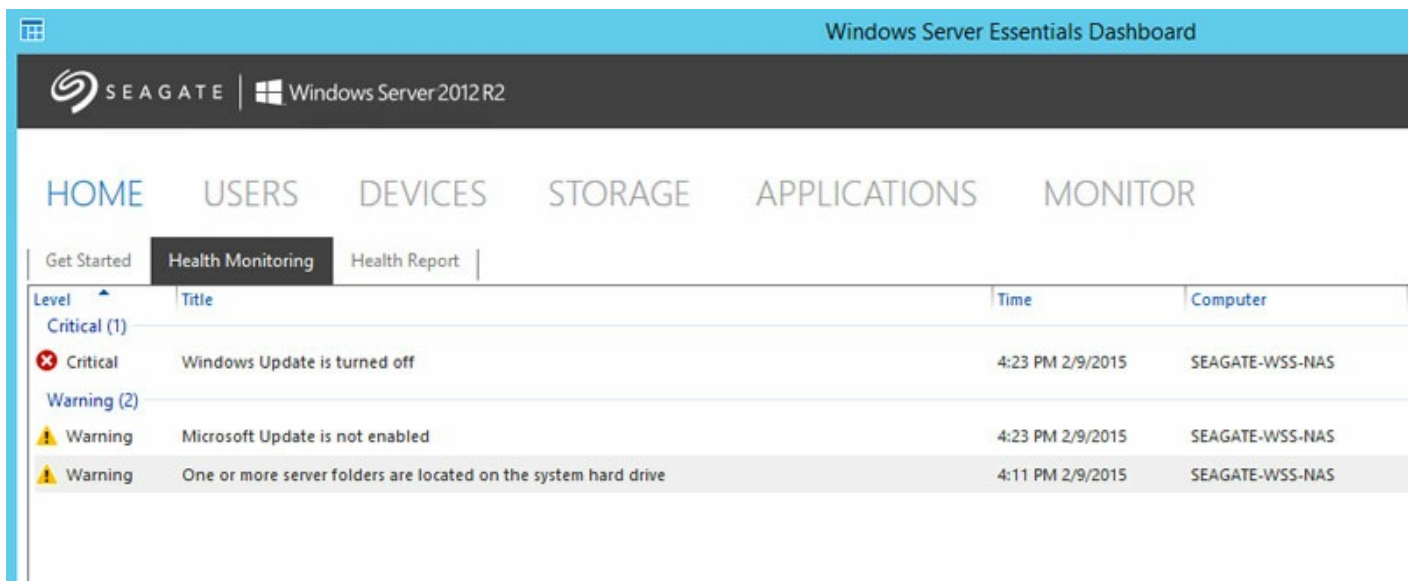
Following the domain creation, you can use dashboard to manage your WSS NAS. To begin, check Health Monitoring for notifications on the health of your WSS NAS. When first reviewing notifications, there are two messages to resolve. See the instructions below.

To launch dashboard, click twice on its icon, located on the upper left of the desktop.



## Notification: Windows update

1. In dashboard, go to Home > Health Monitoring.

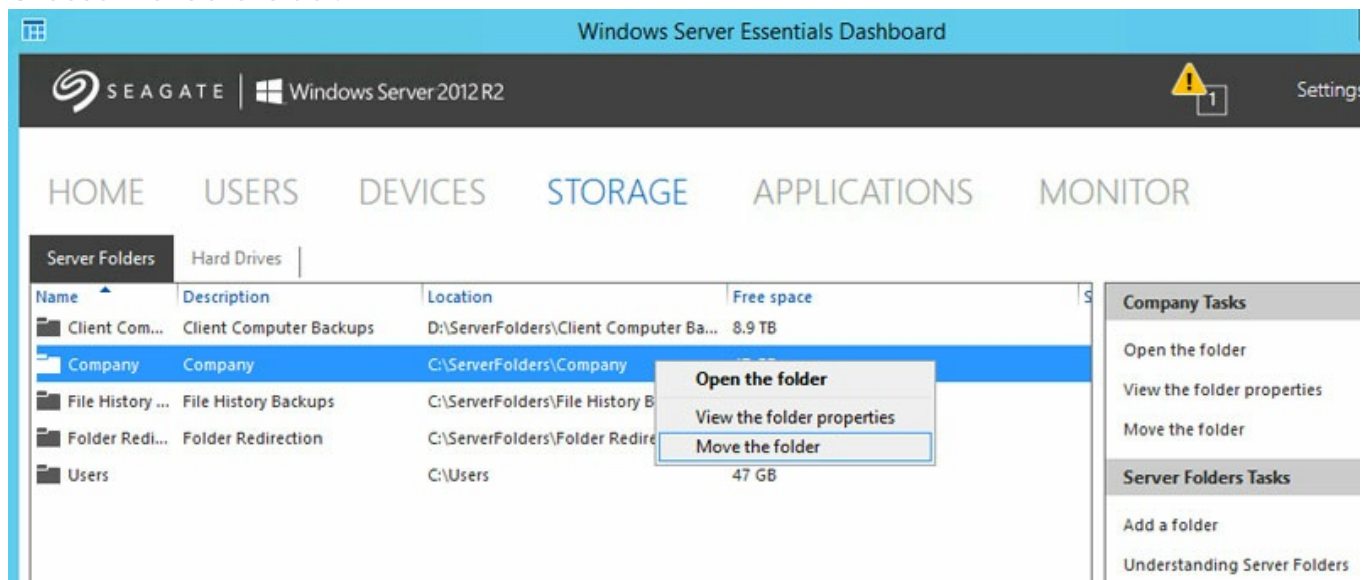


2. Right click the critical message and choose **Troubleshoot this issue**.
3. The Windows Update Control panel opens. Seagate recommends selecting **Turn on automatic updates** to receive the latest versions of software.

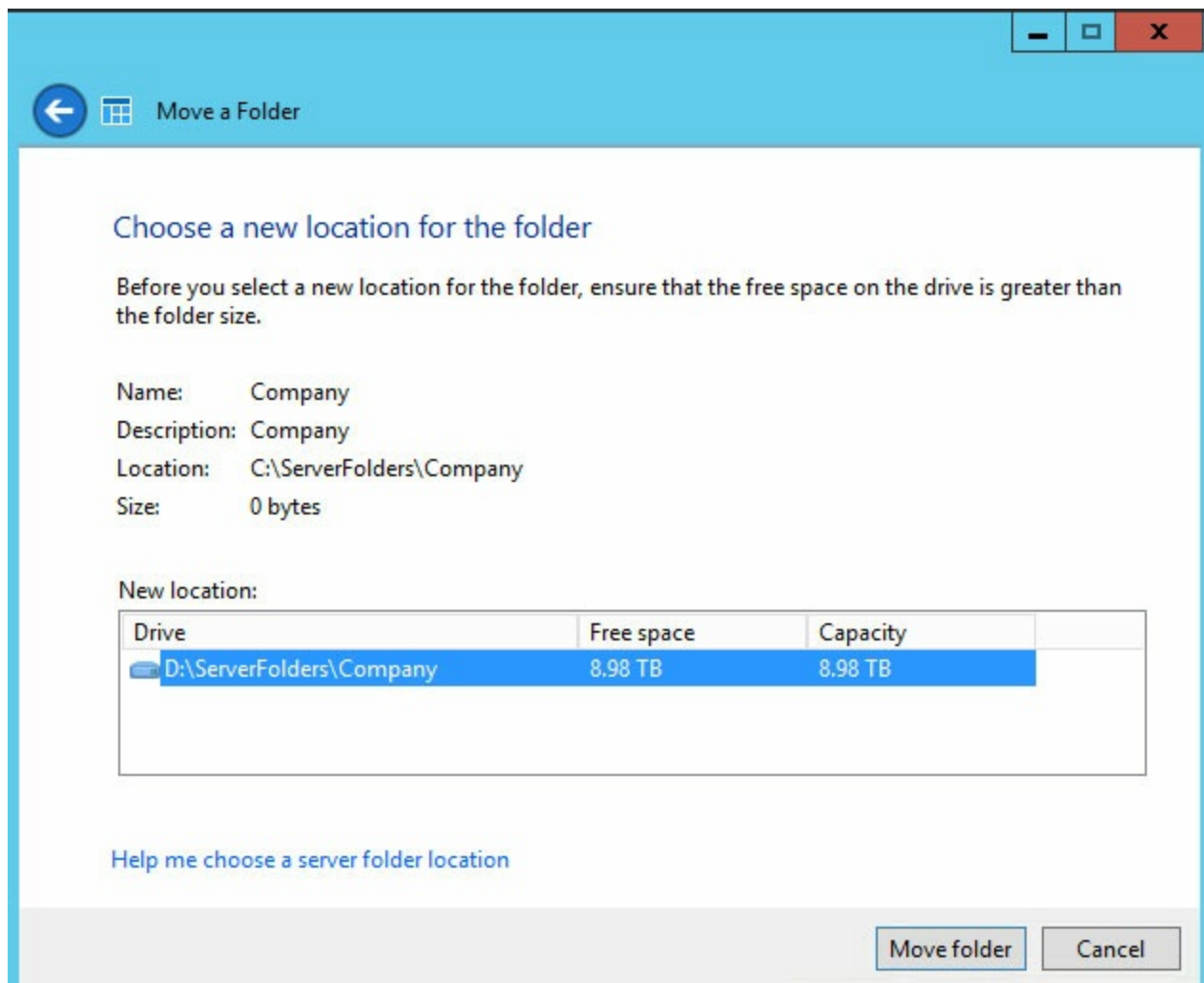
## Notification: server folders

By default, the server folders remain on the system hard drive. It is recommended to move them to a larger volume.

1. In the dashboard, go to **Storage > Server Folders**.
2. Right click on any folder except Users.
3. Choose **Move the folder**.



4. Choose **Next**.
5. Choose the drive to store the folder and select **Move folder**.



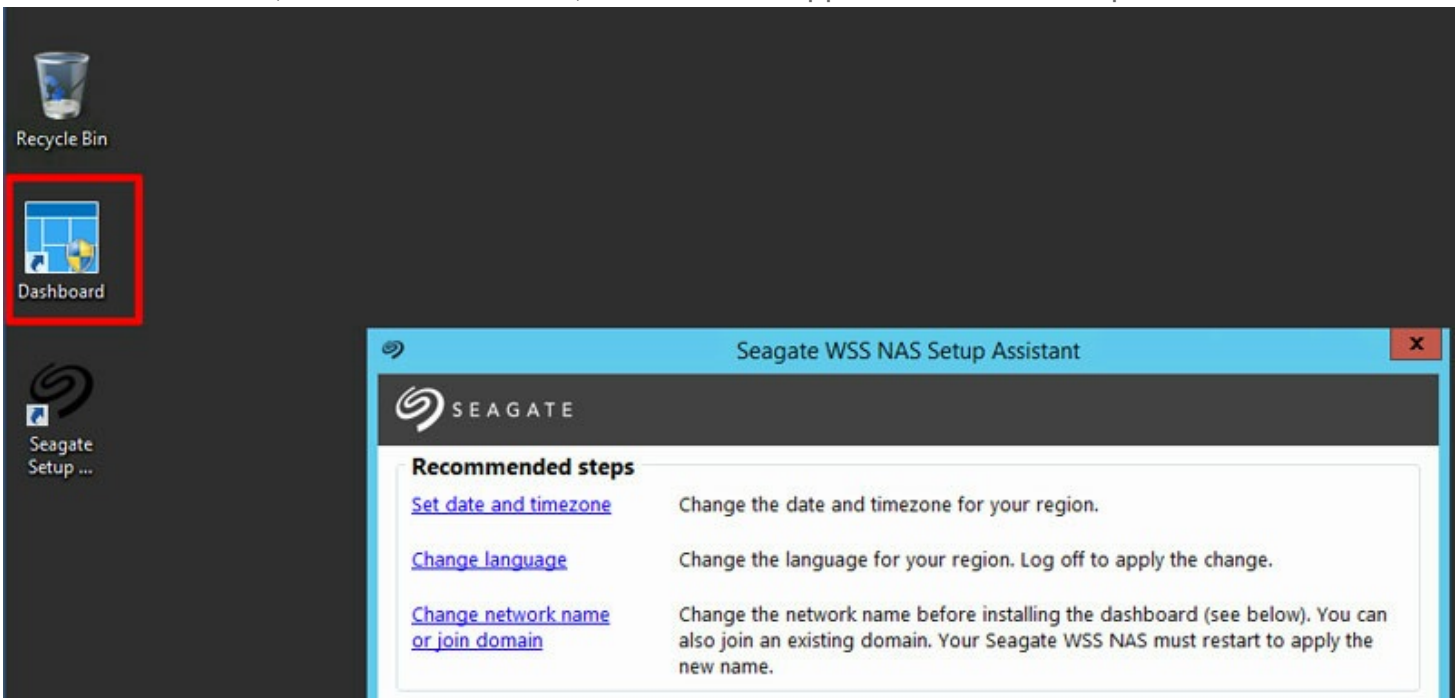
6. Choose **Close**.

Repeat the steps for all folders except Users. The Users folder is always active and cannot be moved. Since it cannot be moved, dashboard notifications will continue to post warnings that folders are on the system hard drive. As long as you make certain to keep all other server folders on non-system volumes, the warning can be disregarded.

# Dashboard tour

Use the Windows Storage Server 2012 R2 Essentials dashboard to manage your device and review its features.

To launch dashboard, click twice on its icon, located on the upper left of the desktop.

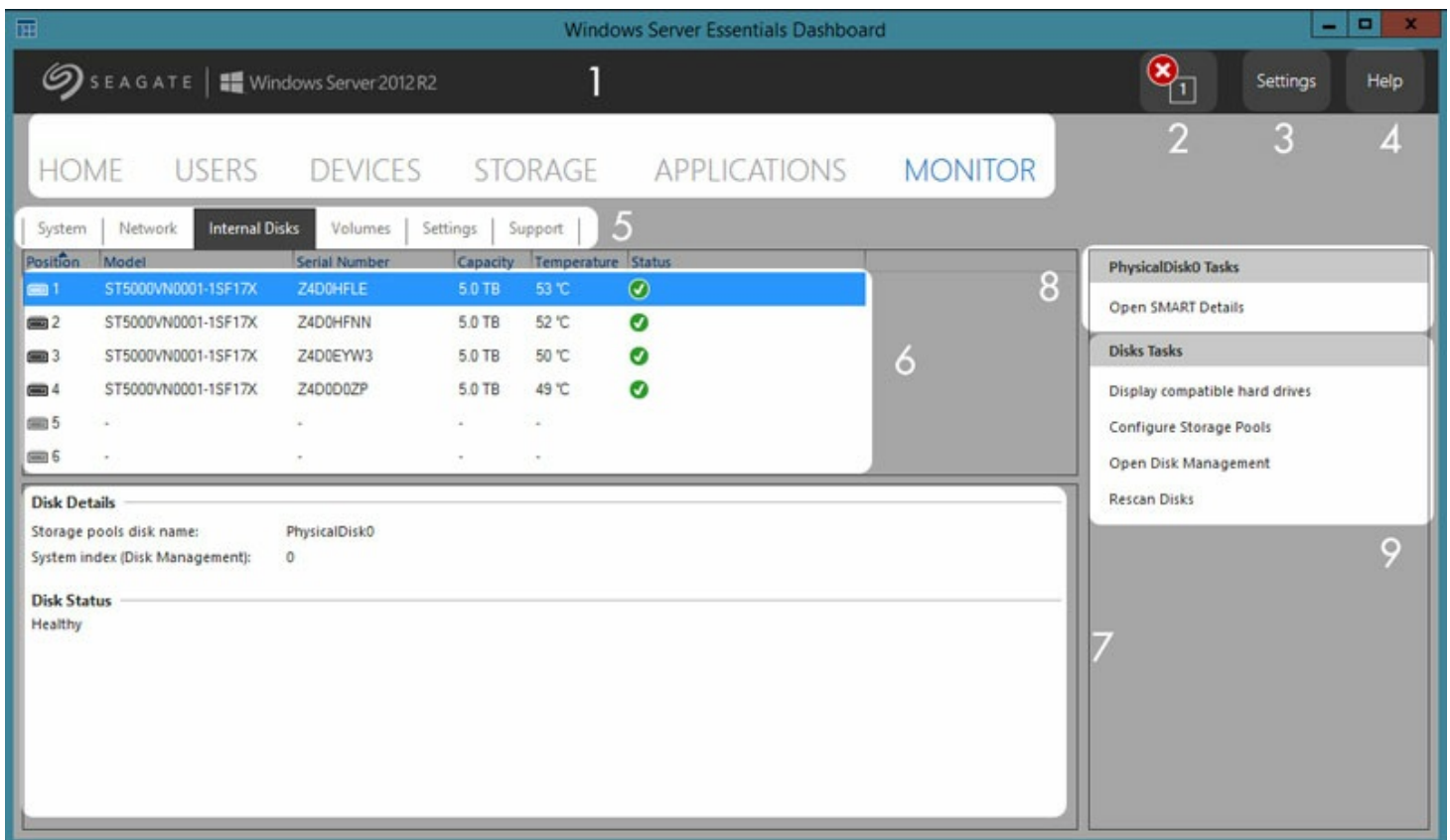


Dashboard is composed of the following sections:

- Home
- Users
- Devices
- Storage
- Applications
- Monitor (Seagate's WSS NAS monitor)

## Dashboard interface

While dashboard sections can vary by features, tables are consistent. The screenshot below offers an example of the general interface for all sections.



1. **Sections**–Choose a section to manage and review its settings.
2. **Notifications**–Click notifications to view **Home > Health Monitoring**.
3. **Settings**–Open settings for date/time and Anywhere Access (remote access).
4. **Help**–Search for help topics related to your product.
5. **Tabs**–Choose a sub-category for the section.
6. **Select**–Choose an item.
7. **Information**–Review the details of the selected item.
8. **Related links**–Click a link to access related information or, to perform an alternate action to the selected item.
9. **Action links**–Click a link to perform an action to the selected item.

## Dashboard sections

### Home

The Home section includes three tabs:

- Get Started
- Health Monitoring
- Health Report

### Get Started

After completing the steps in the Setup Assistant, you can choose this tab for ideas and links that help you further configure your WSS NAS.

- Set Windows Update.

- Add user accounts.
- Add server folders.
- Configure remote access via Anywhere Access.
- Set up email notifications.
- Connect PCs on the network to the WSS NAS.

## Health Monitoring

Review and troubleshoot alerts and warnings.

## Health Report

Customize the types of alerts listed in Health Monitoring and configure email notifications. You can also download a log of the health report.

## Users

Add new users and create groups.

## Users, groups and server folders

Allotting storage and network permissions for multiple departments and users in a branch office or corporate network can be complicated. It takes forethought and planning to configure which user is part of what user group with access to how many server folders. For this reason, the Users section is closely linked to the *Storage > Server Folders* tab. The administrator can:

1. Create new server folders in the *Storage > Server Folders* tab.
2. Set access rights to the shared folders when adding users and user groups in the Users section.

Though each setting can be revised at any time, it is highly recommended that the administrator plan ahead when first adding users, user groups and server folders. With a map that lists all users, user groups and server folders, the administrator can simplify access rights. See the example below.

## Example: users, user groups and server folders

Based upon a branch office's departments, an administrator maps permissions for 40 server folders, 20 users and 10 user groups.

To get started, the administrator adds the 20 server folders using the *Add a folder* wizard at *Storage > Server Folders*. All folders should be kept on volumes with large capacities. The system volume should not be used to host server folders.

Next, the administrator adds the 20 users using the *Add a user account* wizard in the Users section. Using this workflow, the administrator has the option to wait before setting server folder permissions.

Finally, the administrator adds the 10 user groups using the *Add a new user group* wizard at *Users > User Groups*. In this step, the administrator assigns:

- Each user to a specific group.
- Server folder permissions for each group.

The *User Groups* setting is the last step since it can cover more users at one time rather than assigning server folder permissions for each new user.

The generic sample setup may not apply to all environments. However, Windows Storage Server 2012 R2 Essentials gives the administrator free reign to configure permissions for all users and server folders.

To learn more about user accounts, see the [Microsoft Technet overview](#).

For additional links pertaining to users and groups, see [the Microsoft Technet list](#).

## Recovering the administrator password

To have full access to the NAS, the administrator signs in with the domain's administrator password. If you forget the administrator's password, you can use a password reset disk to create a new one. As an important backup measure, Seagate recommends that you create a password reset disk when you initially create your password.

### Create a password reset disk

To create a reset disk, you need a USB key or flash drive.

1. In the Control Panel, **select User Account**.
2. Select the administrator account.
3. Select **Create a password reset disk**.
4. Follow the on-screen instructions.

Keep the USB key or flash drive in a safe location.

## Devices

Use this section to configure and manage backups for:

- **Seagate WSS NAS**. Back up the WSS NAS to desktop attached storage (DAS) connected to one of the USB ports.
- **Compatible PCs on the network**. PCs must use the Windows Server Essentials Connector to connect to the WSS NAS before configuring client backups. PCs running Windows 7 and higher are compatible with the WSS NAS.

To learn more about the Windows Server Essentials Connector, see [the Microsoft Technet overview](#).



For instructions on how to connect a PC on the network, see [Windows Server Essentials Connector](#).

## Storage

This section includes two tabs:

- Server Folders
- Hard Drives

### Server Folders

Create and manage server folders. For an example on planning server folders, users and user groups, see [Users](#).

To learn more about server folders, see [the Microsoft Technet overview](#).

### Hard Drives

Create and manage the WSS NAS's storage spaces. Use this tab to:

- Increase the capacity of a storage pool.
- View the properties of a grouped hard drive. Access the properties to review the settings for Shadow Copies.

To learn more about Shadow Copies, see [the Microsoft Technet overview](#).

## Applications

Use this section for Add-ins, compatible apps that can be installed on your WSS NAS. Go to the tab **Applications > Microsoft Pinpoint** to access the marketplace for Windows Storage Server 2012 R2 Essentials.

# Windows Server Essentials Connector

Get more from Windows Storage Server 2012 R2 Essentials by connecting the PCs on your network to the WSS NAS's domain. In addition to facilitating data sharing among users in your office, the WSS NAS can manage and automate backups for PCs.

The Windows Server Essentials Connector is compatible with PCs that run Windows 7 or higher.

Before installing the Windows Server Essentials Connector, make certain to follow the Seagate WSS NAS Setup Assistant to completion (see [Getting Started](#)).

**i** **Important info:** Installing the connector automatically joins a PC to the WSS NAS's domain. A new user account is also created on the PC to match the user credentials on the WSS NAS. Data from the PC's existing user account can be migrated to the new account. See the instructions below.

## Add users before installing the connector

The Windows Server Essentials Connector wizard prompts you for a user on the network. Therefore, you must add users in the Windows Storage Server 2012 R2 Essentials dashboard before running the Windows Server Essentials Connector wizard on PCs.

## Add users



**Note:** Review the explanation regarding how to plan for creating users in the Users section.

1. From a PC on the network, connect to your WSS NAS via Remote Desktop.
2. Launch the dashboard.
3. Choose **Users**.
4. In *Users Tasks* on the right, click **Add a user account**.
5. Enter the user's credentials and choose **Next**. See the example in the image below.

← Add a User Account

Type a name and a password for the new user account

First name: Logan Last name: Ash

User account name: LoganAsh

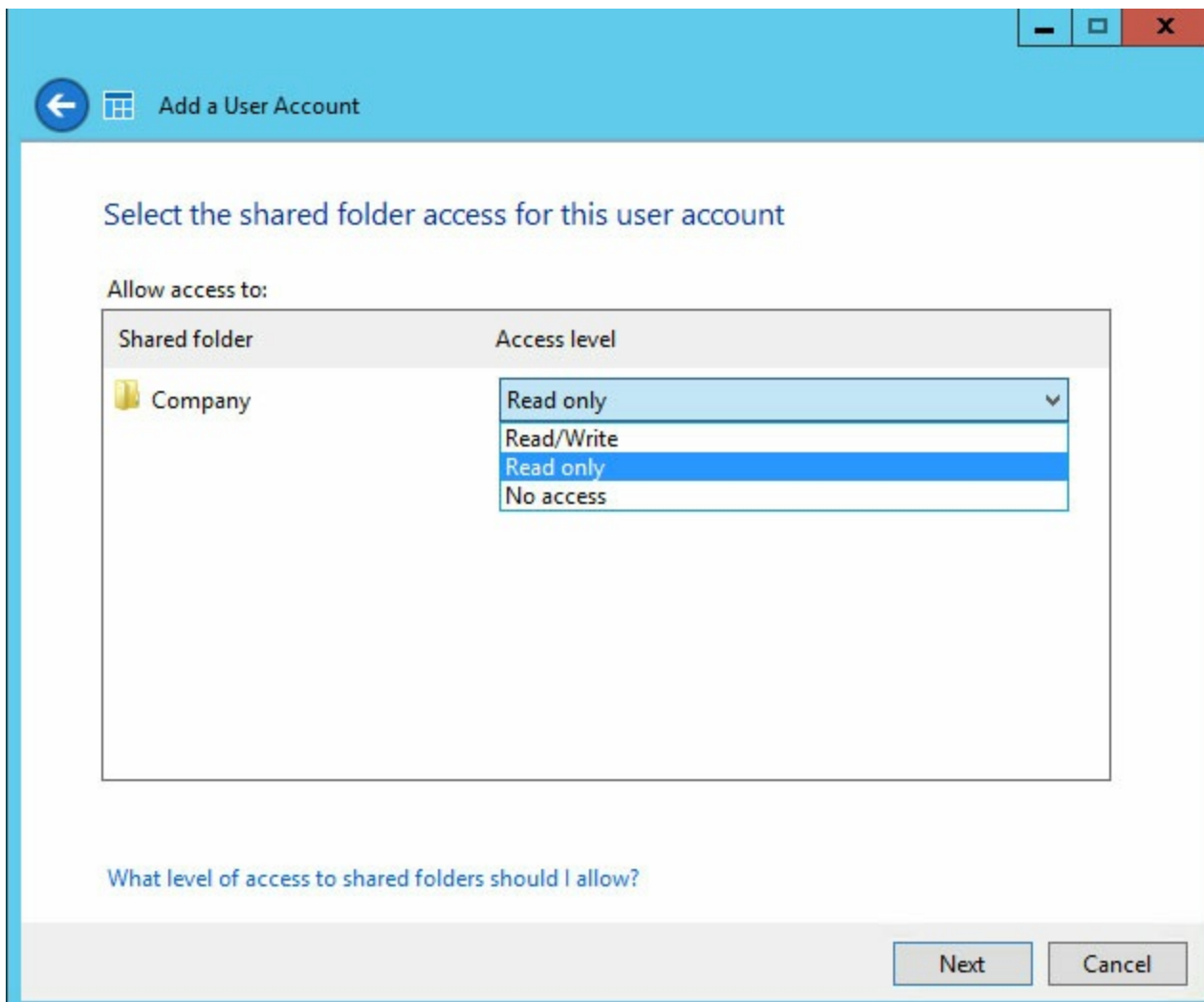
Password: ..... Confirm password: .....

- ✓ The passwords match
- ✓ The password must be at least 7 characters long
- ✓ The password must meet complexity requirements [\(learn more\)](#)

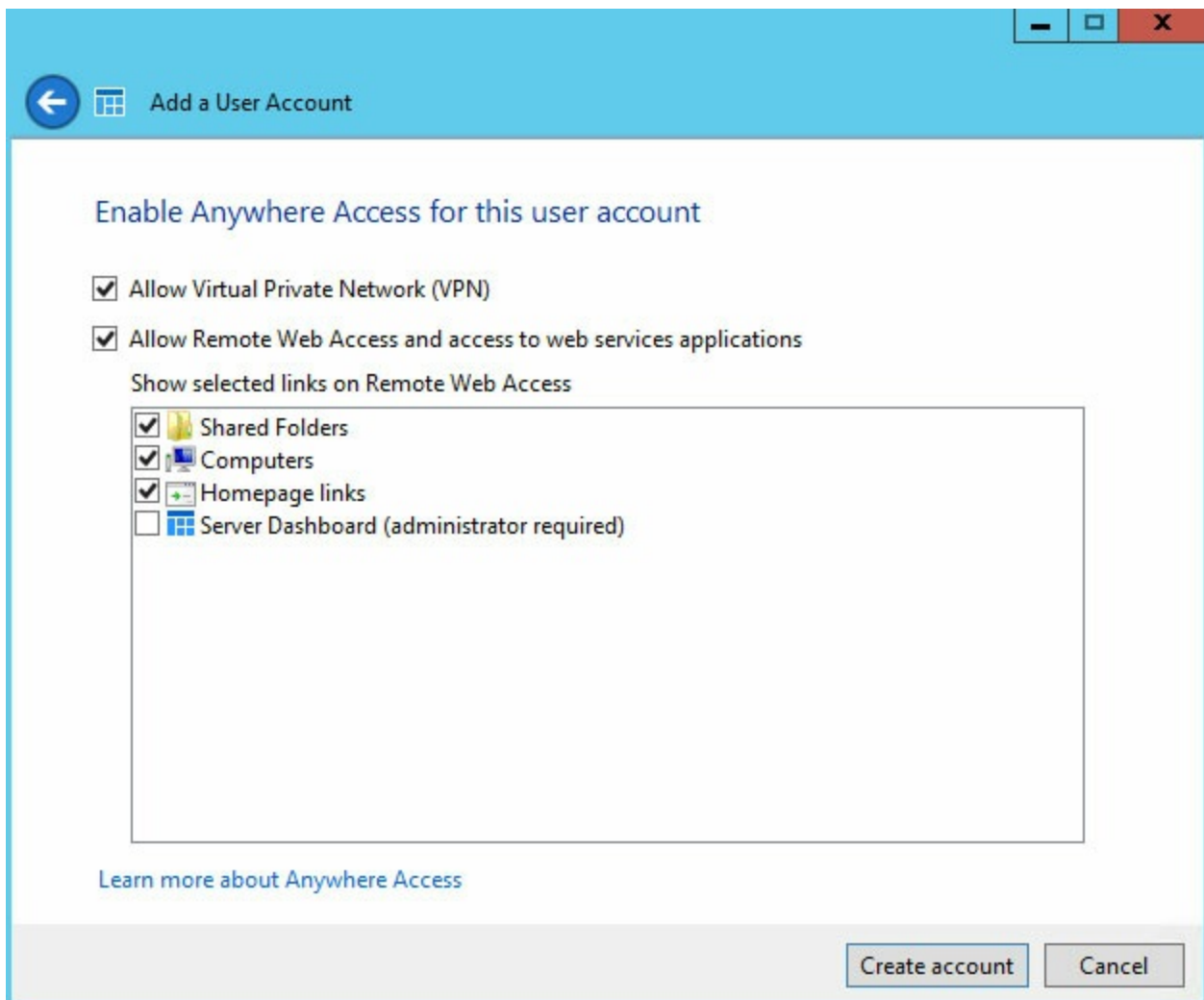
Level of access: Standard user

Next Cancel

6. Click the pull-down menu to select the user's access rights to shared server folders.



7. Choose **Next**.
8. Confirm the default user settings and make changes if necessary. Choose **Create account** to add the user.



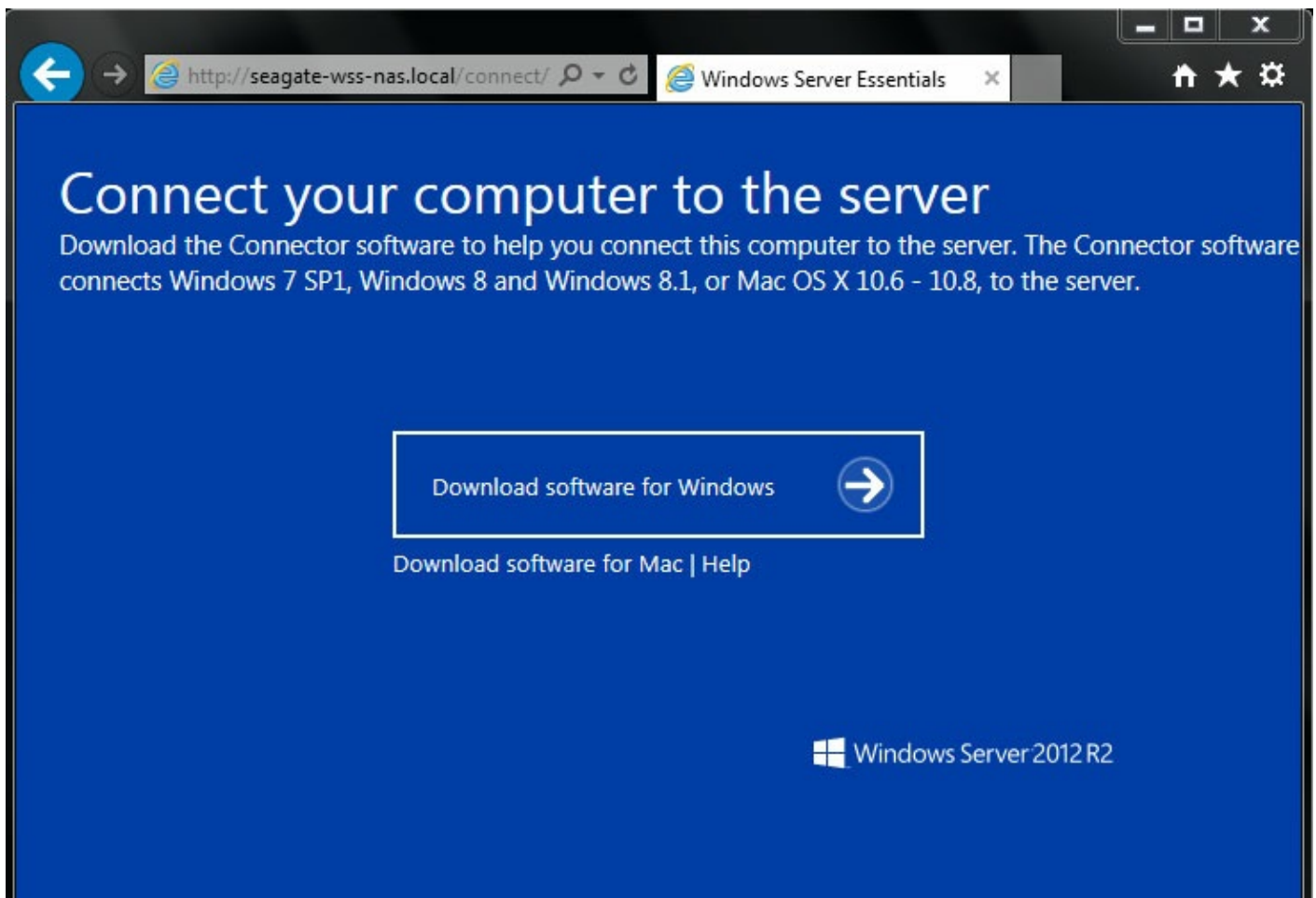
9. Review the summary page. Note the URL to download the Windows Server Essentials Connector, `http://[[server name]]/connector`, and the user account logon name.
10. Choose **Close**. The user is added to the WSS NAS.

Repeat the steps above to create additional users.

## Run the Windows Server Essentials Connector installer

**i** **Important info:** Installing the connector automatically joins the PC to the WSS NAS's domain. A new user account is also created on the PC to match the user credentials on the WSS NAS. Data from the PC's existing user account can be migrated to the new account. See the instructions below.

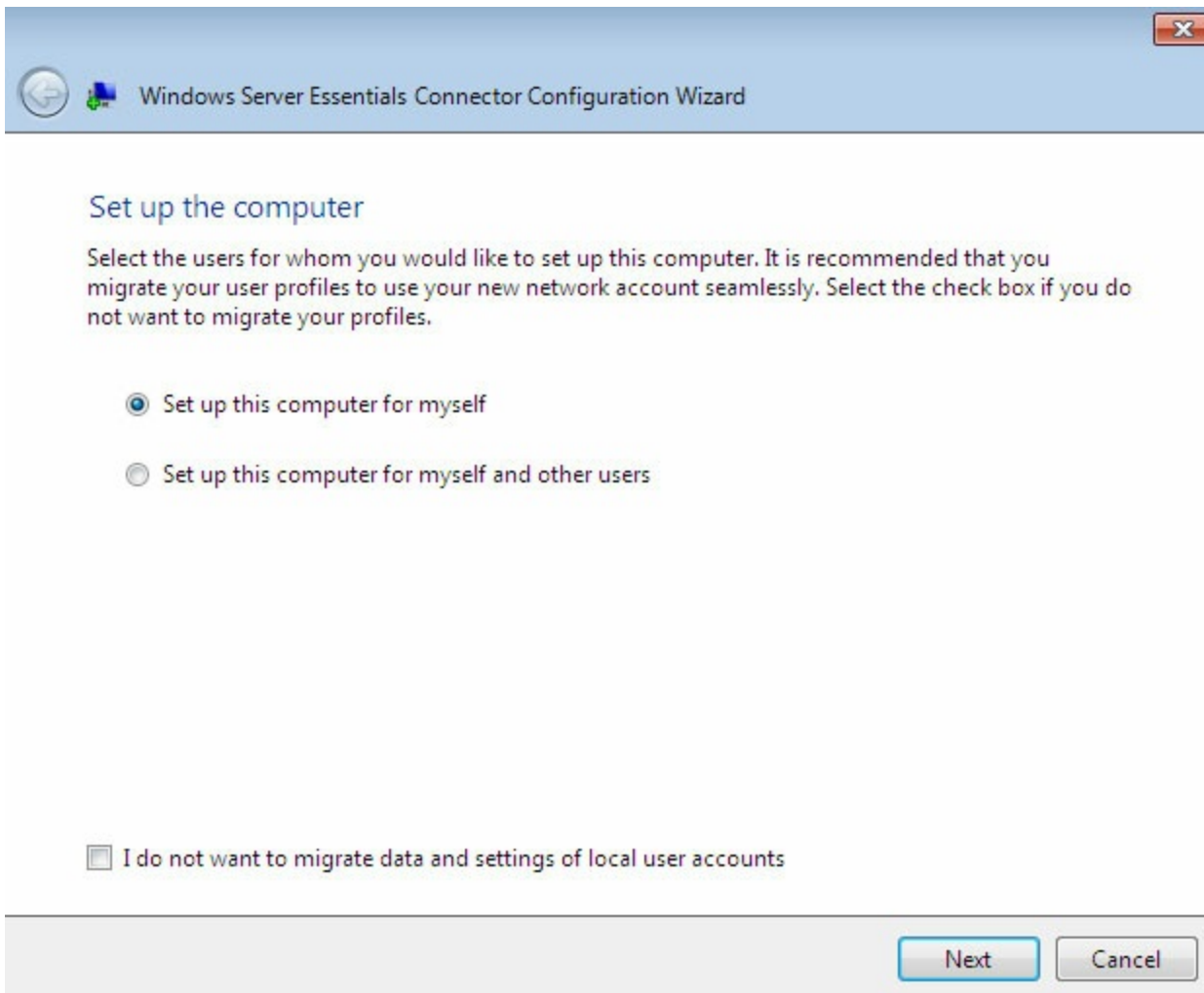
1. Launch Internet Explorer or your preferred browser.
2. Enter the URL `//[[WSS NAS network name]]/connect`. *Server name* is the network name of your WSS NAS. For example, the default network name is `seagate-wss-nas`. If the URL does not take you to the download page, try `//[[WSS NAS network name]].local/connect` or `//[[WSS NAS IP address]]/connect`.
3. Choose **Download Software for Windows**.



4. Choose **Run**.
5. Choose **Yes**.
6. Check the box next to I have read and accept the license terms and then choose **Next**.
7. Enter the applicable User name and Password that you created in the WSS NAS's dashboard.
8. Choose **Next**. It can take several minutes for the connector to complete the installation.
9. Choose **Restart**.
10. Upon restart, you are prompted to choose how many users can log on to the computer. Note that the default setting is to migrate data and settings from the PC's local user accounts. You can choose to skip the migration by checking the box on the bottom of the window.

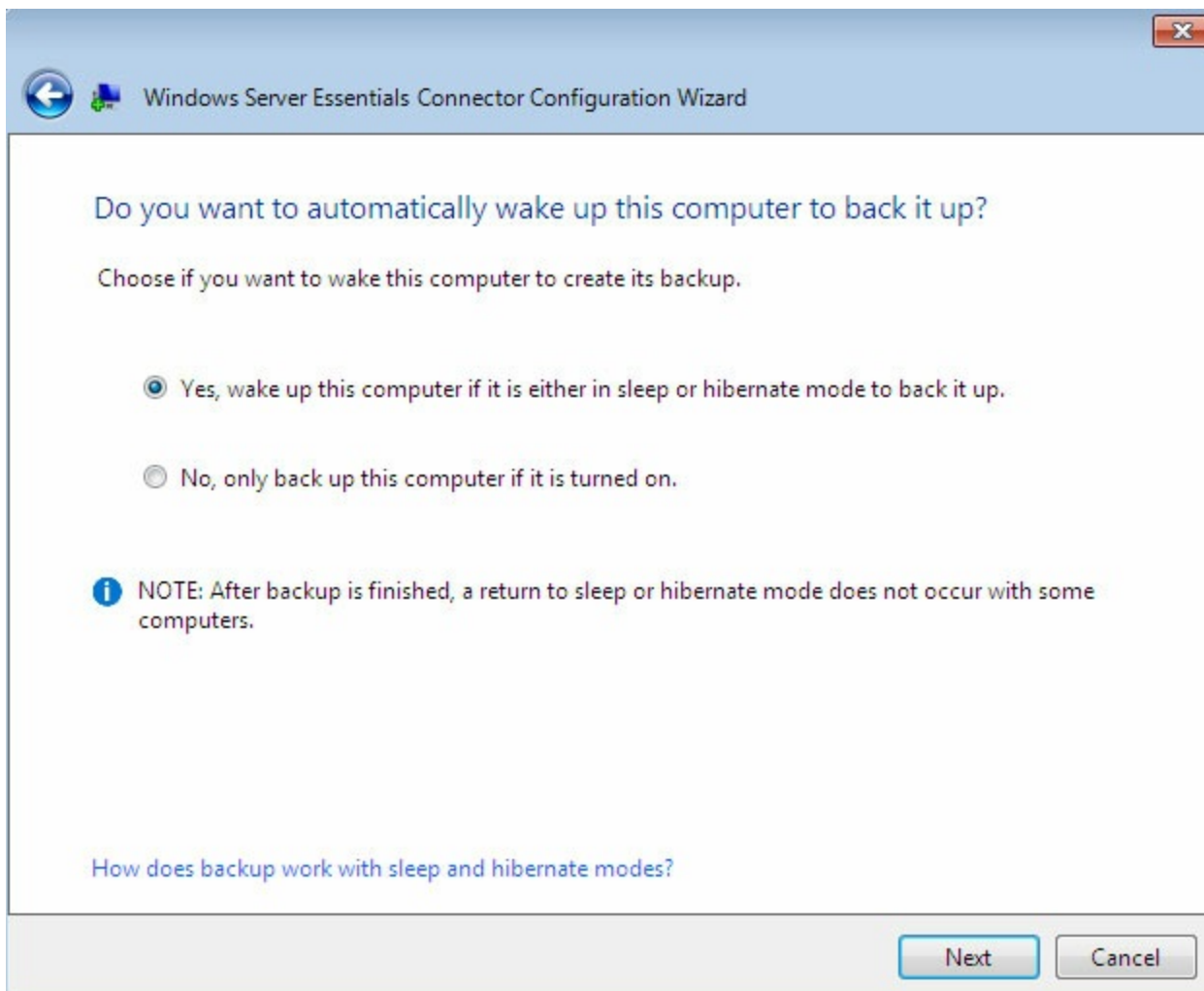


**Important info:** Checking the box will delete data on the PC.



- **One user**–Choose **Set up this computer for myself**.
- **Multiple users**–**Set up this computer for myself and other users**. When choosing this option, you are prompted to add users listed in the WSS NAS’s dashboard.

11. Choose **Next**.
12. Enter a description for the PC and choose **Next**.
13. Choose if you want the WSS NAS to wake the PC to create its backup.



14. Choose **Next**.
15. Choose **Finish** to complete the installation.

Users can now enter their new credentials when logging on to the PC. The credentials must have been created on the WSS NAS dashboard.

PCs successfully added to the WSS NAS's domain are listed in Dashboard > Devices. The WSS NAS provides notifications regarding the devices.



# Backup

Backing up data can keep your files safe should your WSS NAS or PCs experience failure due to unfortunate circumstances. Potential issues can include: user error; corrupt software; defective motherboards; poor sources of power and more. Unforeseen issues can include accidental falls natural disasters and more. Therefore, Seagate recommends that administrators consider a minimum of two levels of backup for all devices.

## PCs

- **Local**–Back up to the WSS NAS on the local network.
- **Cloud**–Back up to cloud storage.

## WSS NAS

- **Local**–Back up to direct-attached storage (DAS).
- **Cloud**–Back up to cloud storage

## PC backup

Use your WSS NAS to automate backups from compatible PCs on the network. Once you have joined PCs to the WSS NAS's domain, run the backup assistant to configure backups. See Windows Server Essentials Connector for instructions on how to join PCs to the WSS NAS's domain.

Review the instructions below to configure a backup from a PC to the WSS NAS.

1. From a PC on the network, connect to your WSS NAS via Remote Desktop.
2. Launch the dashboard.
3. Choose **Devices**.
4. Right click the PC and choose **Set up Backup for this computer**.

Name	Status	Description	Backup status	Update status	Security status	Alerts
Computers (1)						
LAPTOP7X86			Not set up	Up to date	In compliance	No alerts
Servers (1)						
Seagate-WSS-NAS(Prima		usiness server	Successful	Up to date	Not Applicable	No alerts

LAPTOP7X86

**General information about this computer**

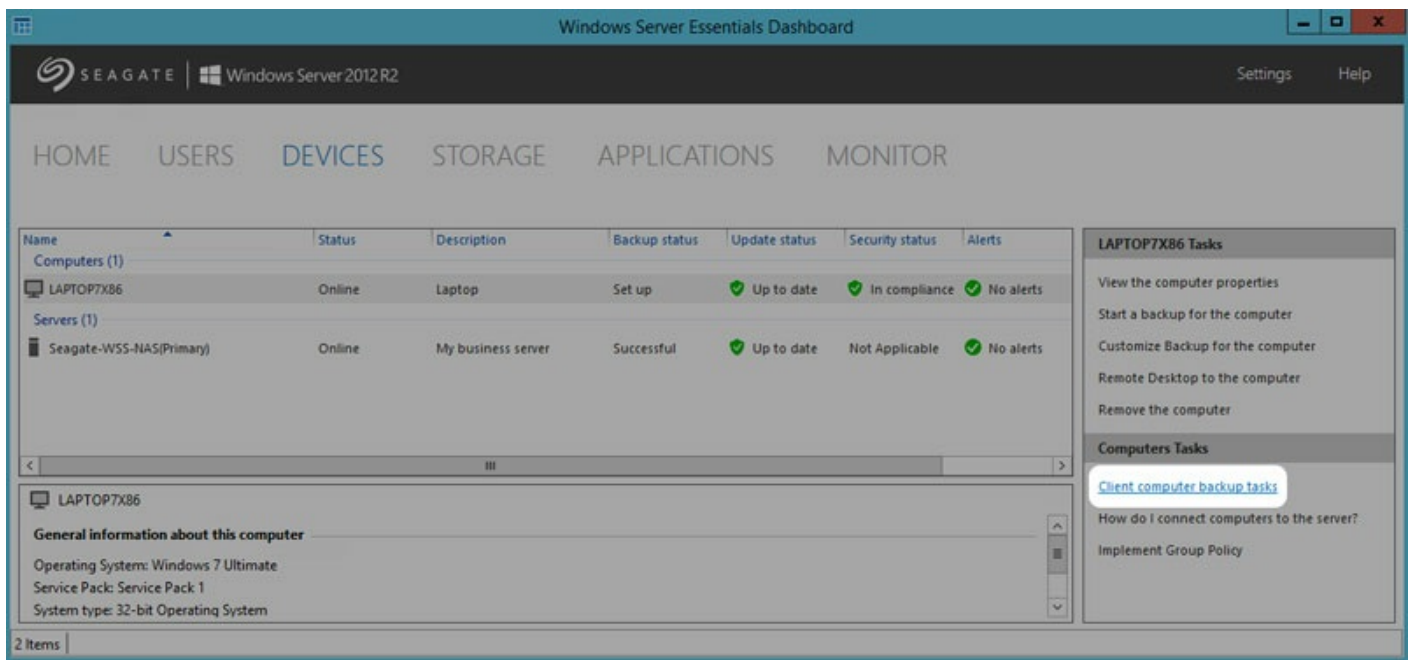
Operating System: Windows 7 Ultimate  
 Service Pack: Service Pack 1  
 System type: 32-bit Operating System

2 Items

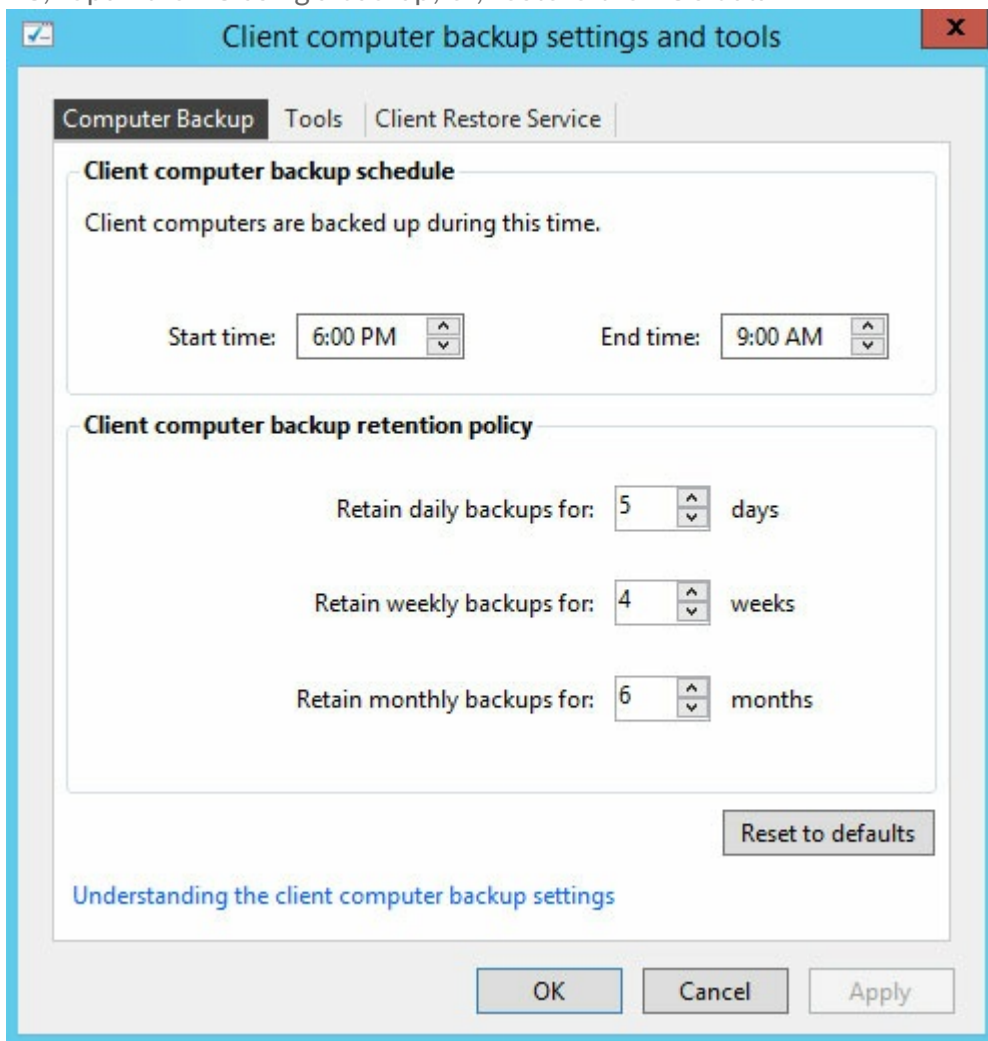
5. Choose back up all files or select the items to back up. When choosing the latter, you are directed to a directory window that allows you to check items to back up.
6. Confirm your selection and choose **Save changes**.
7. Choose Close at the confirmation window.

## Modify an existing PC backup

1. From a PC on the network, connect to your WSS NAS via Remote Desktop.
2. Launch the dashboard.
3. Choose **Devices**.
4. Click the PC in the list.
5. In Computer Tasks on the right, choose **Client computer backup tasks**.



- Adjust the available settings as needed. You can: change the backup time; create a recovery key for the PC; repair the PC using a backup; or, restore the PC's data



# WSS NAS backup

The WSS NAS can be backed up to:

- A DAS connected to one of its USB ports. See the instructions below.
- Cloud storage.

## WSS NAS backup to DAS

Connect a DAS to one of the WSS NAS's USB ports. For optimal performance, use a DAS that is compatible with SuperSpeed USB 3.0 and has sufficient capacity to back up the data stored on the WSS NAS. The DAS should be formatted NTFS for Windows.

1. From a PC on the network, connect to your WSS NAS via Remote Desktop.
2. Launch the dashboard.
3. Choose **Devices**.
4. Right click the server and choose **Set up Backup for the server**.
5. Review the introduction text and choose **Next**.
6. Select the destination DAS and choose **Next**.
7. Enter a name for the destination drive and choose **Next**.
8. Set the backup schedule and choose **Next**.
9. Select the items to back up and choose **Next**.
10. Review the backup settings and choose **Apply settings**.

## WSS NAS backup to the cloud

Since backups to the cloud are always offsite, you can prevent data loss in extreme cases such as fire, flood or natural disasters.

Your WSS NAS has easy access to Windows Azure Online Backup. In **Dashboard > Devices**, right click the server and choose **Sign up for Windows Azure Online Backup**. You will be sent to the Windows Azure service.

Seagate also recommends Evault, a [full service cloud backup solution](#).



**Important info:** Seagate is not responsible for costs, performance, reliability or any other criteria associated with third-party backup services.

# WSS NAS tasks

Your Seagate WSS NAS gives you unlimited potential for data management and security. Once you have completed the initial setup, consider performing the following basic operations to get your office ready to share and protect data:

- Add users. See [Users](#).
- Create server folders to share data. See [Storage](#).
- Add user groups to set server folder permissions. See [Users](#).
- Install connectors on PCs on the network. See [Windows Server Essentials Connector](#).
- Set up automated backups for connected PCs. See [Backup](#).
- Set up automated backups for the NAS. See [Backup](#).

# Seagate WSS NAS Recovery

Your Seagate WSS NAS features a flash drive on its motherboard. The flash drive has a dedicated recovery that installs Windows Storage Server 2012 R2 Essentials on Disk 1. You can use the Seagate WSS NAS Recovery to:

- Install Windows Storage Server 2012 R2 Essentials on a diskless Seagate WSS NAS when first configuring the device.
- Install Windows Storage Server 2012 R2 Essentials on a replacement hard drive for Disk 1. Disk 1 is located in the first bay on the far left.
- Troubleshoot problems with the operating system.

For instructions on how to perform a recovery, see the [Seagate WSS NAS 2-Bay | 4-Bay | 6-Bay User Manual](#).

## Importing the storage pool after a Seagate WSS NAS Recovery

Your storage pool is not available following the Seagate WSS NAS Recovery. Follow the steps below to import the storage pool.

1. Go to **Server Manager > File and Storage Services > Storage Pools**.
2. The storage pool should be listed with a warning. Right click the storage pool and select **Set Read/Write Access**.
3. Choose your WSS NAS.
4. Right click the virtual disk and choose **Attach Virtual Disk**. If you have multiple virtual disks, perform the same action on each one.
5. In Disks, right click the disk and choose **Online**. If you have multiple disks, perform the same action on each one.
6. To make certain that the storage pool automatically mounts, launch the Powershell and use the following command: **Get-VirtualDisk | Where-Object {\$\_.IsManualAttach -eq \$True} | Set-VirtualDisk -IsManualAttach \$False**

For more details, see the [Microsoft Technet overview](#).

# Frequently asked questions

Review the questions below for common issues that may arise when using the WSS NAS.

**Q. The operating system includes references to Windows Storage Server 2012 R2 Essentials and Windows Server 2012 R2. Which operating system do I have on my Seagate WSS NAS?**

A. The Seagate NAS WSS runs on Windows Storage Server 2012 R2 Essentials.

**Q. I cannot connect to my WSS NAS after I run the Server Essentials setup wizard. I enter the default username and password but they do not work.**

A. Use the new domain administrator login and password you created in the Server Essentials setup wizard. In certain cases, a domain administrator may need to add context to the login. **Example:** the domain administrator name is *domadmin* and the domain name is MYDOMAIN. To log in, the administrator can try to use **MYDOMAIN\domadmin** as the domain administrator username.

**Q. The Seagate Setup Assistant continues to appear on reboot even though I selected the box *Do not show again*. How do I disable the Setup Assistant?**

A. The user account control can prevent you from disabling the Setup Assistant. Follow the steps below to disable it:

1. Right click the Seagate Setup Assistant shortcut on the desktop and choose **Run as administrator**.
2. Choose **Yes** in the User Account Control popup.
3. Check the box **Do not show again** and close the Setup Assistant.

**Q. Is there a way to improve the WSS NAS's performance?**

A. Go to **Control Panel > Power options** and set the power plan to **Maximum performances**. Depending upon your network, the WSS NAS can see improved performance, especially when transferring large files.

**Q. I just installed an update and the WSS NAS is taking a long time to restart. Is this normal behavior?**

A. Boot time and Remote Desktop connections can run longer than normal following software updates. A flashing LED on disk 1 is a good indicator that the WSS NAS is implementing the updates. **DO NOT TURN OFF** the WSS NAS while it is updating the operating system.

**Q. The boot times for the WSS NAS do not appear to be correct, especially when I run the WSS NAS Recovery. What could be causing this?**

A. Ask your office's network administrator if you are in a Preboot eXecution Environment (PXE). If so, the WSS NAS may be a PXE client with boot times managed by the PXE server.

**Q. (WSS NAS 4-Bay and 6-Bay only) The LCD is slow to operate or does not work at all. What could be the problem?**

A. The LCD can be slow if the WSS NAS is experiencing heavy demand, such as synchronization. It has no effect on system operation and will return to normal.

**Q. How do I reset the Administrator password if it is lost?**

A. See [Recovering the Administrator password](#).

**Q. I successfully connected a PC to the WSS NAS and set up automated backups. Why does the Dashboard > Devices list the PC as missing?**

A. Connectivity can be lost if the PC's network name is changed. If the PC's name is different than the name used during connection, check **Administration Tools > Active Directory Users and Computers**. Click **Computers** and right click the PC in question. In the **General** tab, make certain that the PC's network name is correct. If it continues to list the former name, update it here.

**Q. I joined my WSS NAS to an existing company domain before trying the Windows Server Essentials configuration wizard. Why can't I run the wizard when it is connected to an existing domain?**

A. See the following knowledge base article on the Seagate support page:

[http://knowledge.seagate.com/articles/en\\_US/FAQ/006137en?language=en\\_US](http://knowledge.seagate.com/articles/en_US/FAQ/006137en?language=en_US)

**Q. I just inserted a new hard drive but it does not appear. How can I see it?**

A. Go to **Dashboard > Monitor > Internal Disks** and choose **Rescan Disks**.

**Q. I just inserted a new hard drive but it is listed as unrecognized. Is there a problem with the hard drive?**

A. The disk may have an error or is not correctly understood by Windows. Go to **Dashboard > Monitor > Internal Disks** and choose **Rescan Disks**. If the problem persists, the hard drive may be faulty.

**Q. Is there a limit to the number of users I can see in the Dashboard > Users tab?**

A. The maximum number of users that the Dashboard can list is approximately 600. This limit can be reached when joining an existing domain with hundreds of users. If you expect to reach this limit, consider adding a select number of users to the group *WseInvisibleToDashboard*. This group can be found at **Active Directory Users and Computers > Users**.

**Q. Groups from the company's domain do not appear in Dashboard > Users > User Groups. Is this normal?**

A. Yes, all groups created outside of the dashboard do not automatically appear in the dashboard. To view such groups, go to **Active Directory Users and Computers > Users** and add them to the group *WseManagedGroups*.

**Q. PCs are set to back up data when the office is closed. Why am I seeing backup errors?**

A. Confirm that the **Wake on LAN (WOL)** setting is enabled on the PCs.

**Q. I ran the WSS NAS Recovery and now I do not see my existing storage pool. How do I get it back?**

A. The storage pool must be imported.

1. Go to **Server Manager > File and Storage Services > Storage Pools**.
2. The storage pool should be listed with a warning. Right click the storage pool and select **Set Read/Write Access**.
3. Choose your WSS NAS.
4. Right click the virtual disk and choose **Attach Virtual Disk**. If you have multiple virtual disks, perform the same action on each one.



5. In Disks, right click the disk and choose **Online**. If you have multiple disks, perform the same action on each one.
6. To make certain that the storage pool automatically mounts, launch the Powershell and use the following command: **Get-VirtualDisk | Where-Object {\$\_.IsManualAttach -eq \$True} | Set-VirtualDisk -IsManualAttach \$False**

For more details, see the [Microsoft Technet overview](#).

**Q. I want to add .NET Framework 3.5 to my WSS NAS but appear to be having problems. What is the problem?**

A. Adding .NET Framework 3.5 requires an active Internet connection. For details, see the following [article](#).

**Q. The dashboard does not appear or it shows an error when launched. How can I see the Seagate WSS NAS Monitor?**

A. Your WSS NAS has a standalone version of Monitor. Go to C:\Program Files\Seagate\XBig and double click **XBig.Dashboard.StandAlone.exe**.

**Q. Can I add new language packs?**

A. Yes. To select a new language, go to **Control Panel > Clock, Language, and Region > Language > Change input methods > Add languages**. Language packs are downloaded from Microsoft.

**Q. Can I improve the WSS NAS's performance by removing language packs that I do not need? If so, how do I remove language packs?**

A. Your WSS NAS is shipped with 10 language packs: Chinese Simplified, Chinese Traditional, Dutch, English, French, German, Italian, Korean, Portuguese Brazilian and Spanish. Removing one or more language packs may improve the WSS NAS's performance when installing updates to the operating system. To select a language to remove, go to **Control Panel > Clock, Language, and Region > Language > Change input methods**. The language in use cannot be removed.

Removing language packs can take several hours and affects the WSS NAS's performance.

**Note:** English cannot be removed since it is the default language for the WSS NAS.

**Q. Can I use my WSS NAS to stream media?**

A. Your WSS NAS can stream media to playback devices that support DLNA. To enable streaming for DLNA playback, install an Add-in for the Dashboard. For details and to download the Add-in, go to [Windows Server Essentials Media Pack](#).

## Seagate Support

Contact Seagate Support at [www.seagate.com/support](http://www.seagate.com/support).

