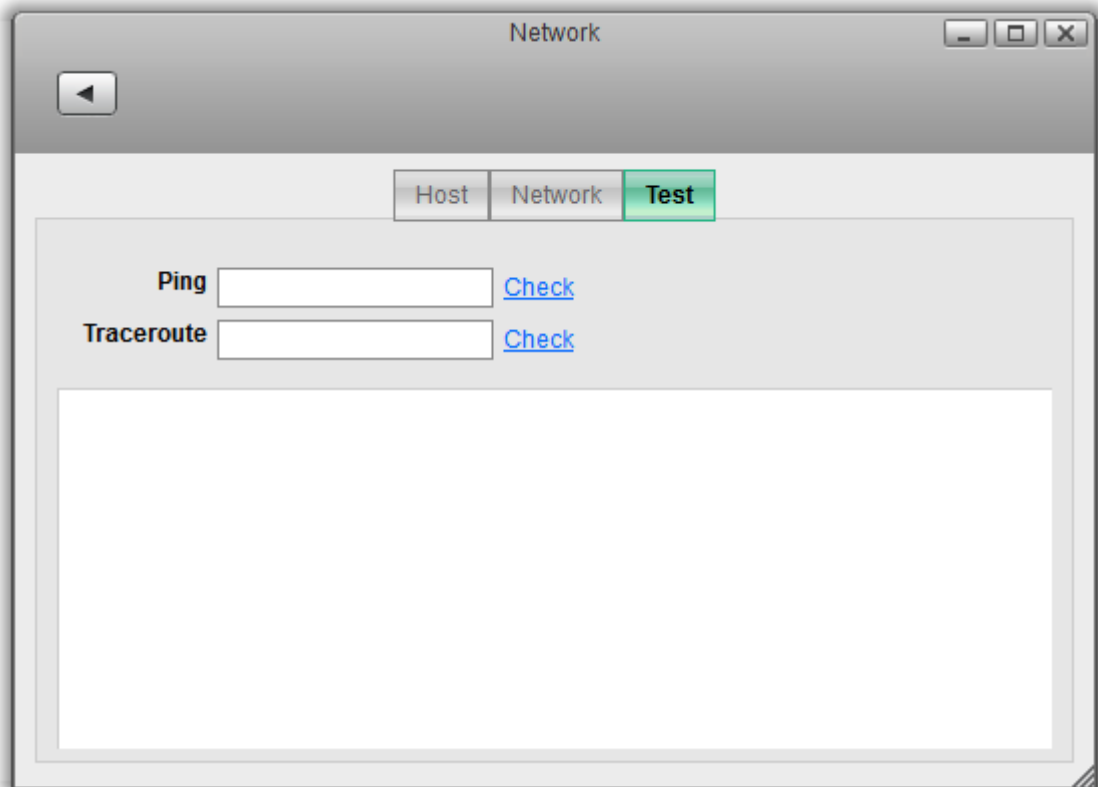


How To Articles and Tutorials

Local and Remote Login

How to troubleshoot the error "Device offline"

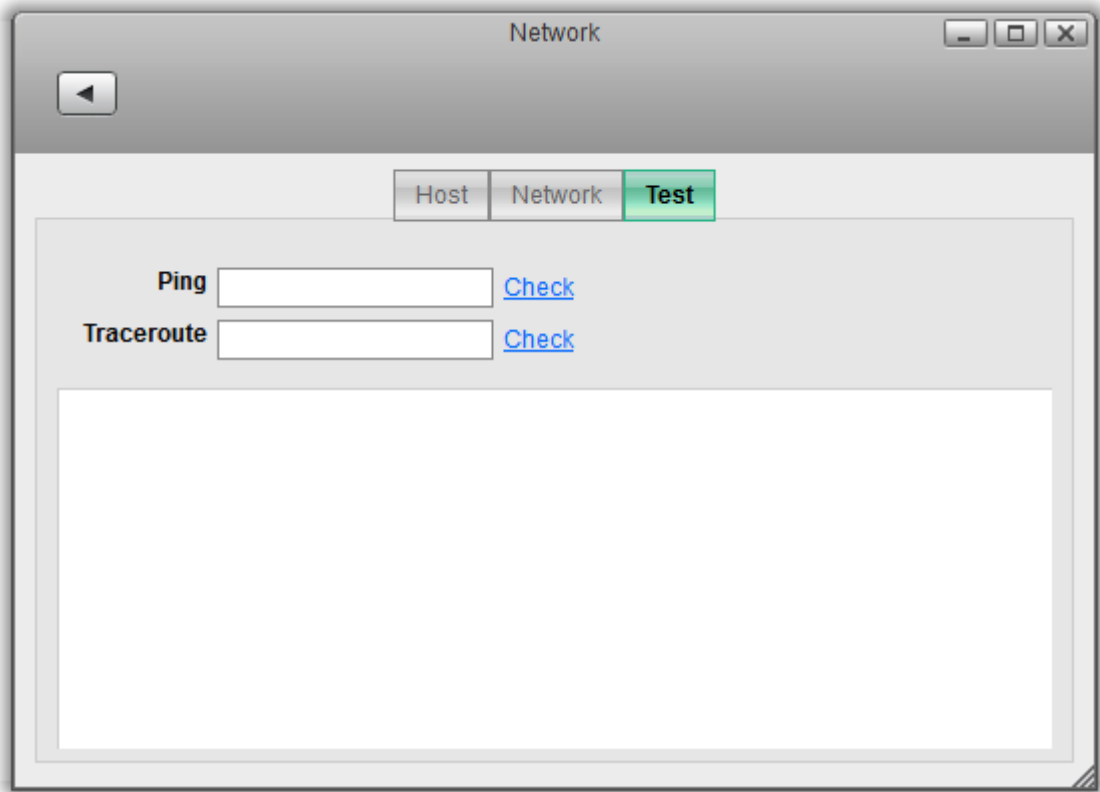
1. The most obvious reason for this error message is that the device is powered off. Please turn on the power, wait for about 1 minute for the system to start up and then try again.
2. If the device is up and running but you still get this error, there is a problem with the network connection somewhere in between your device and our server. See the following tips on how to troubleshoot the network connection.
3. On your network router (this is the device that connects your home to the internet), check that following ports are not blocked.
 - TCP port 9000 is required for the default connection to our server.
 - TCP port 10080 (or 10081-10100 if 10080 is used) is required if your router supports the UPnP function.
 - TCP port 1194 is only required if you have already enabled both port 9000 and 10080 but it still does not work.
4. If you are unsure how to setup your network router or the above tips have not helped so far and your router has a so called "DMZ zone", add the IP address of your network drive to the DMZ zone. You can also use this method to temporarily test if the router setup is indeed a problem.
5. If none of the above helps, connect a computer to the same local area network (LAN) that the network drive is connected to. Open the web browser and access the internet (e.g. <http://www.google.com>). This is to test that your home has internet access.
6. For further network tests, use the [finder utility for Windows](#) or the [finder utility for Mac](#) to locate your device on the local network. Login using its IP address rather than our web portal.
 - Go to **Preferences** and select **Network**.
 - Open the **Test** tab.
 - Enter **myakitio.com** into the first field after "Ping" and click **Check**.
 - Copy and paste the results into a text file.
 - Enter **myakitio.com** into the second field after "Traceroute" and click **Check**.
 - Copy and paste the results into a text file.
 - Open the drop-down menu in the top left corner under the A logo and select **Server Info**.
 - Copy and paste the whole text into a text file.



7. Depending on the results from the tests above, you might be able to narrow down and solve the problem yourself. If you see that there is no internet connection at all, it is a local issue at your home. If you see that there is an internet connection but it is extremely slow, it might be an issue at your ISP (internet service provider) or somewhere on the way to our server.
8. If you are unsure or not able to solve the problem, please contact [tech support](#). Make sure to include the text files you have saved earlier and explain what the problem is as well as what you have done already to solve it.

How to troubleshoot the error "Connect to device timeout"

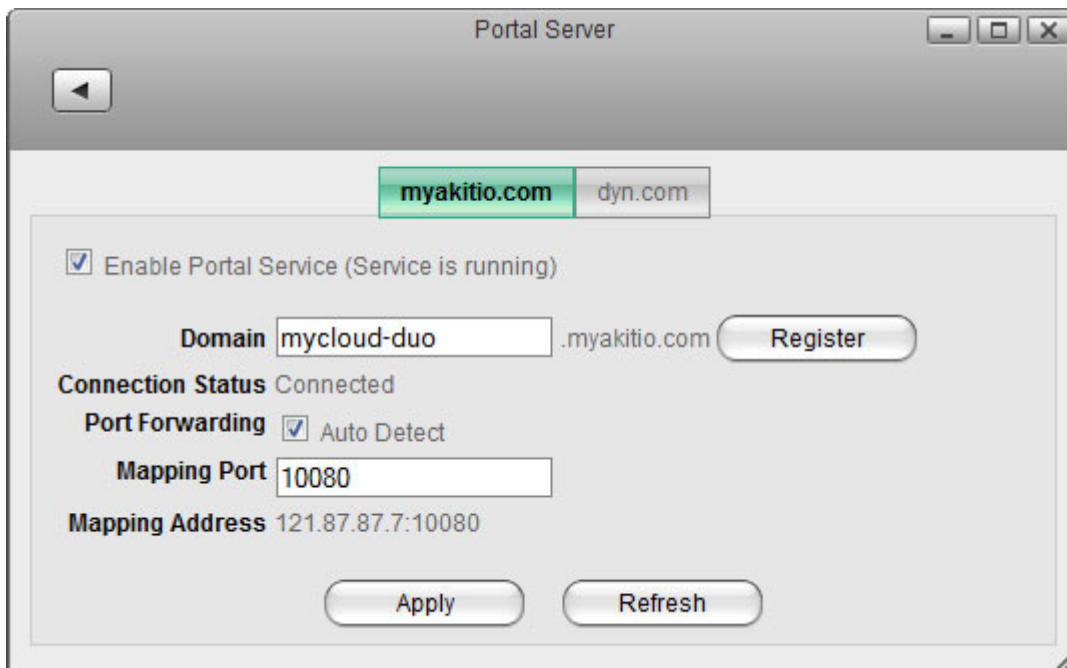
1. The reason for this error is usually temporary. At first, we recommend to wait for a minute and then try again.
2. If the above tip does not solve the problem, please reboot the network drive.
3. If none of the above helps or the reboot solves the problem only for a short while and it happens again very often, please contact [tech support](#).
4. To better help us troubleshoot the device, use the [finder utility for Windows](#) or the [finder utility for Mac](#) to locate your device on the local network. Login using its IP address rather than our web portal (assuming that you are still able to login at this point).
 - Go to **Preferences** and select **Network**.
 - Open the **Test** tab.
 - Enter **myakitio.com** into the first field after "Ping" and click **Check**.
 - Copy and paste the results into a text file.
 - Enter **myakitio.com** into the second field after "Traceroute" and click **Check**.
 - Copy and paste the results into a text file.
 - Open the drop-down menu in the top left corner under the A logo and select **Server Info**.
 - Copy and paste the whole text into a text file.
 - Include these files in your report to our tech support.



How to troubleshoot the error "Receive response from upstream server timeout"

This error indicates that the network connection between the web portal at <http://myakitio.com> and the network drive is too slow or too busy, so it timed out. The best solution is to make sure that UPnP port mapping is enabled and working correctly, so that a direct connection to the network drive can be established without having to go through the web portal.

1. Try to login again. This error is temporary and you are most likely able to login if you try it a couple of times.
2. Go to **Preferences > Portal Server** and click **Apply**. Make sure that the system has obtained an IP for the "Mapping Address".



- 3. Login again from outside your home and check the URL. If it starts with something like this **http://0001d21234da.us1.myakitio.com**, containing the MAC address or device name of your network drive, the connection still goes through the web portal and the automatic port mapping function does not work correctly. If that is the case, continue with the next step, otherwise, if the URL now contains your external WAN IP, the error should not occur again.



- 4. If the automatic port mapping function failed, setup port forwarding manually to allow incoming traffic to your network drive. For more details, please refer to [Preferences > Portal Server > Network Setup > Alternative Setup](#).
- 5. After setting up port forwarding, repeat the test as seen above in step 3 and login from the outside. If that still fails, add the IP address of your network drive to the DMZ zone in your network router.



If none of the above tips help, please restart your network router and the network drive.

Setup and Configuration

How to setup an external USB drive as system drive

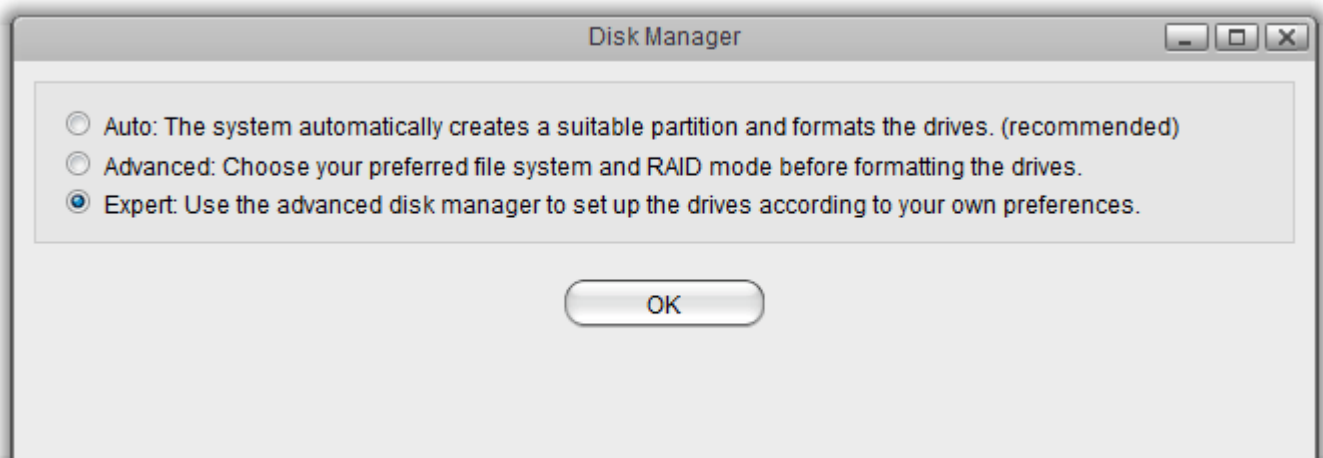
In general, we recommend to install at least one internal (SATA) hard drive but the system can also run with just an external USB drive. The disadvantage is that you need two power supplies (one for the MyCloud and one of the USB drive) and the setup of the drive (creating a partition and formatting the drive) has to be done manually, using the "Expert" menu of the MyCloud disk utility.



The following instructions are for blank drives without any existing partition(s) or data on it. If your drive has an existing partition and some data on it already, backup your data to a different location first! Once the backup is completed, connect the drive to your NAS and in the disk manager, click **Unmount Partition**, followed by **Delete Partition**. This step erases all existing data on that drive. Your drive is now ready for setup as system drive.

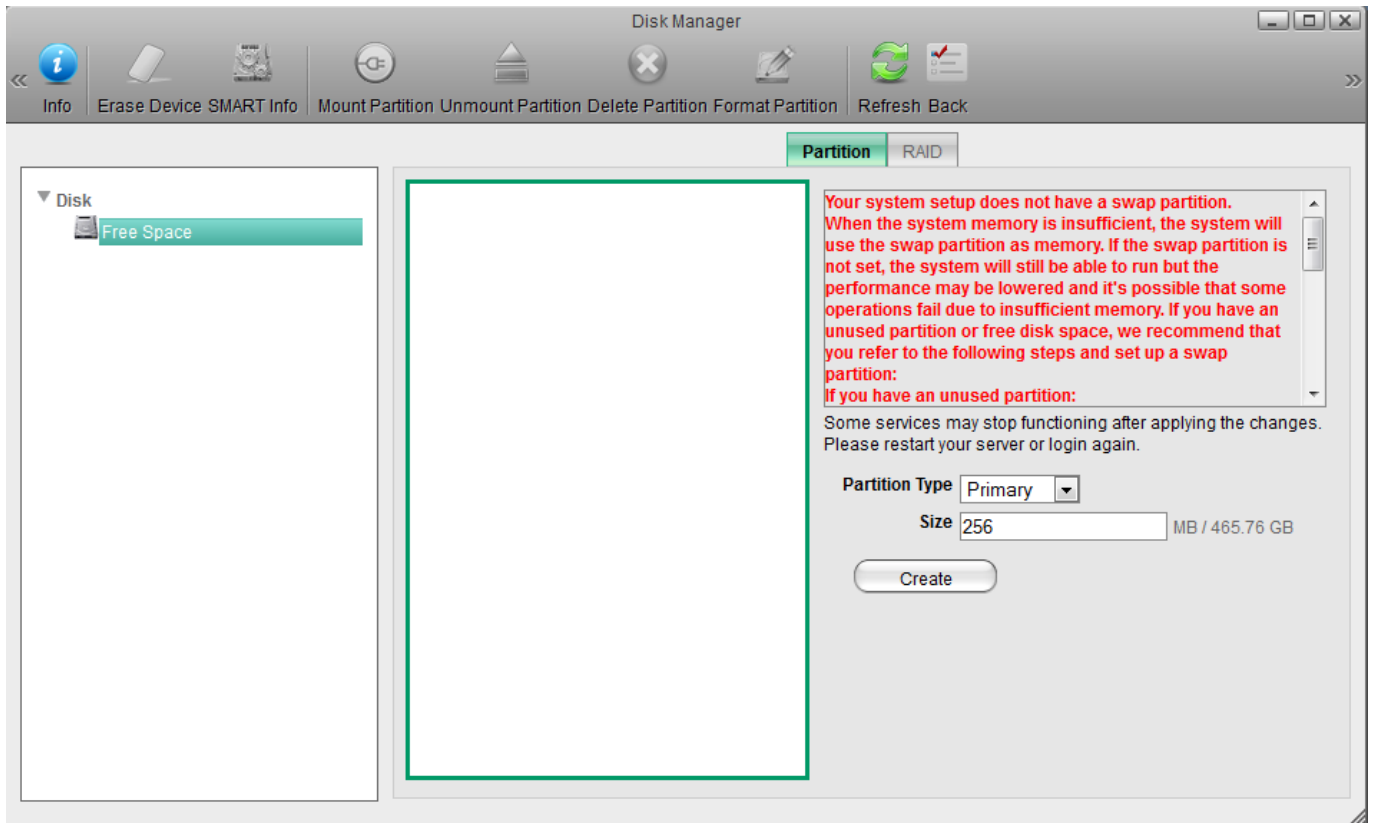
Open the disk manager

1. Open the web browser and login to your network drive.
2. A window opens automatically with a message saying that the system is running without a HOME partition. Select **Management** to open the disk manager.
3. Select the **Expert** mode and click **OK**.



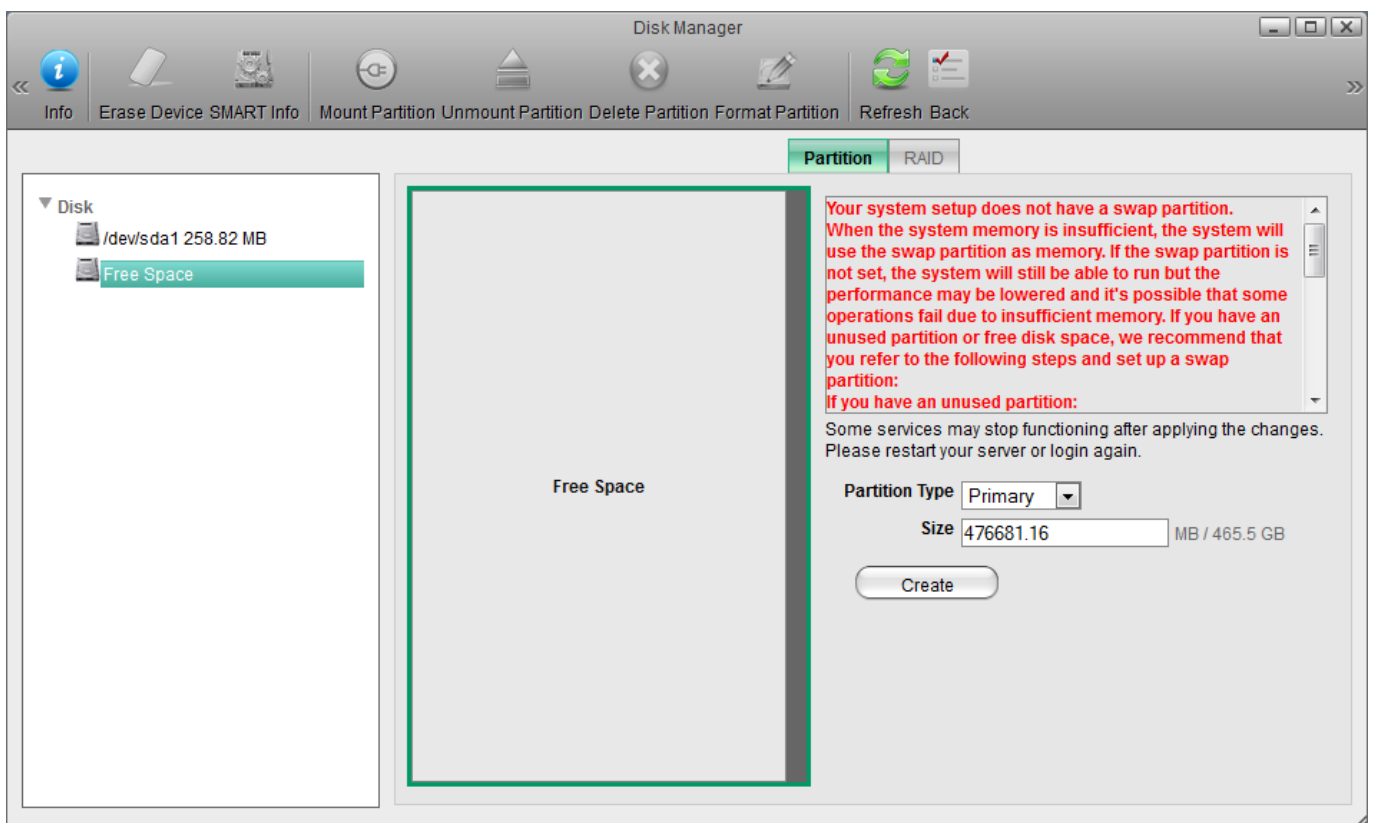
Create a Swap partition

1. In the panel on the left, select **Free Space**.
2. For the "Partition Type", select **Primary**.
3. For the "Size", enter **256**.
4. Click **Create**.



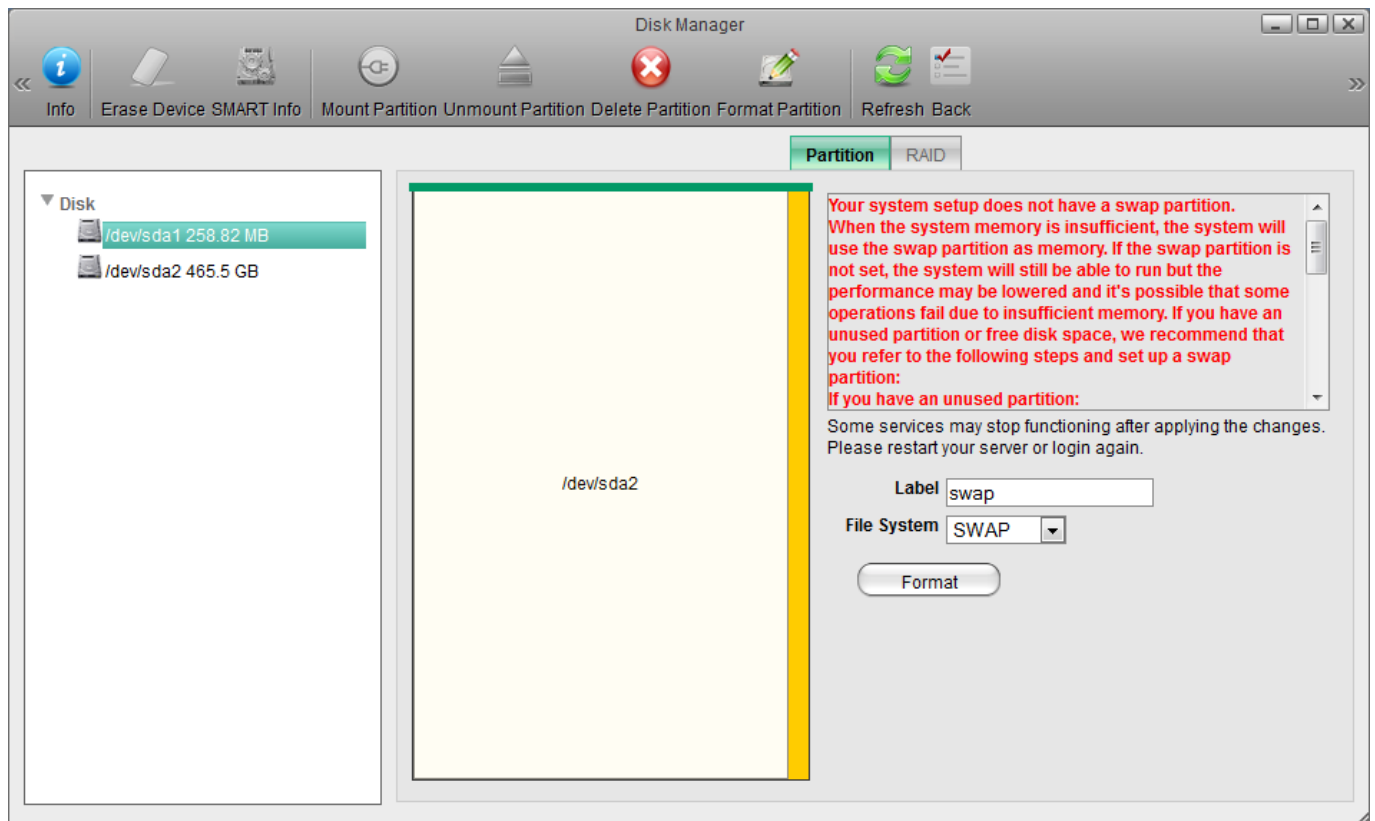
Create a HOME partition

1. In the panel on the left, select **Free Space**.
2. For the "Partition Type", select **Primary**.
3. For the size, use the default value (the remaining space).
4. Click **Create**.



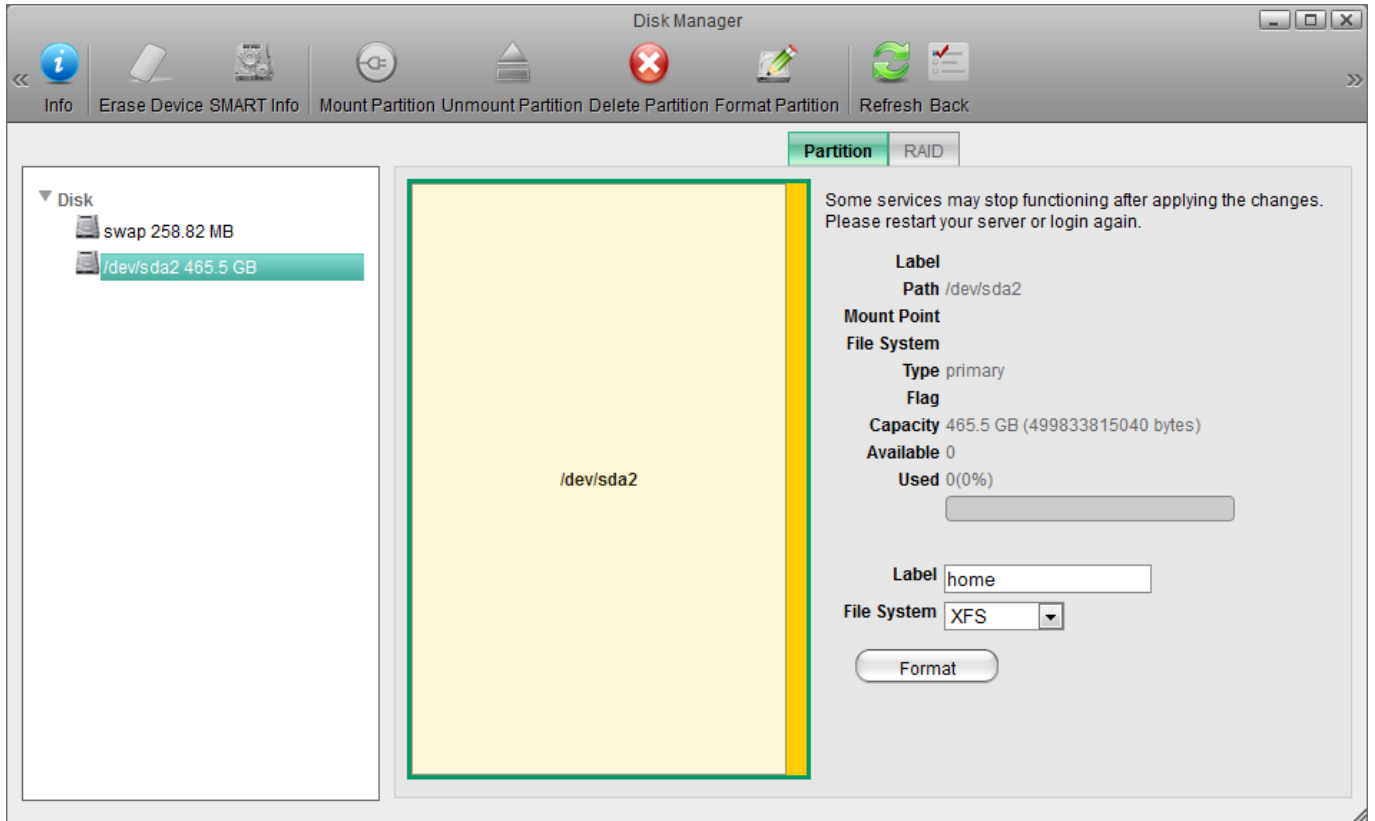
Format the Swap partition

1. In the panel on the left, select the smaller partition **/dev/sda1**.
2. For the "Label", enter **swap**.
3. For the "File System", select **SWAP**.
4. Click **Format**.
5. Wait until the partition is completely formatted and then close the progress window and return to the disk manager.



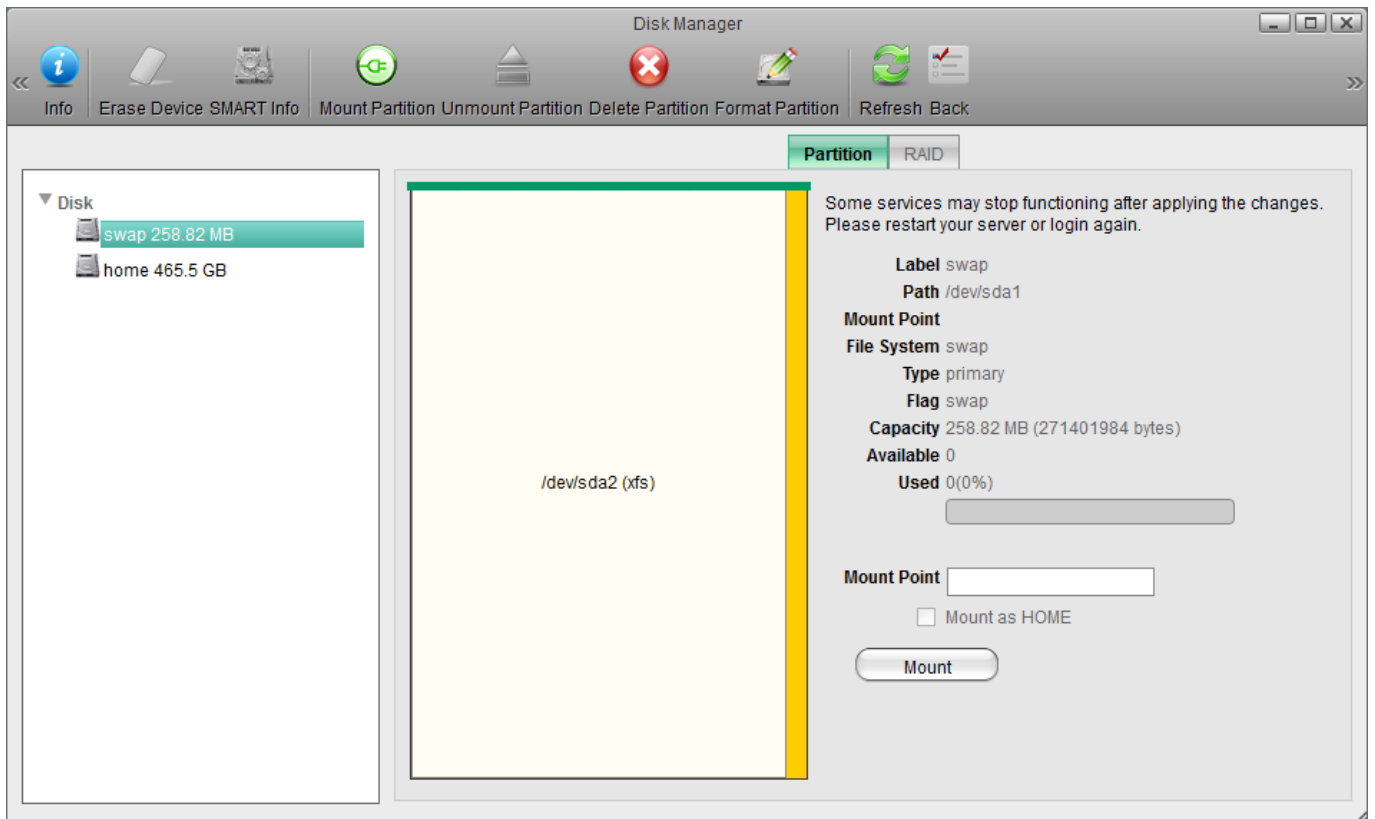
Format the HOME partition

1. In the panel on the left, select the larger partition **/dev/sda2**.
2. For the "Label", enter **home**.
3. For the "File System", select **XFS**.
4. Click **Format**.
5. Wait until the partition is completely formatted and then close the progress window and return to the disk manager.



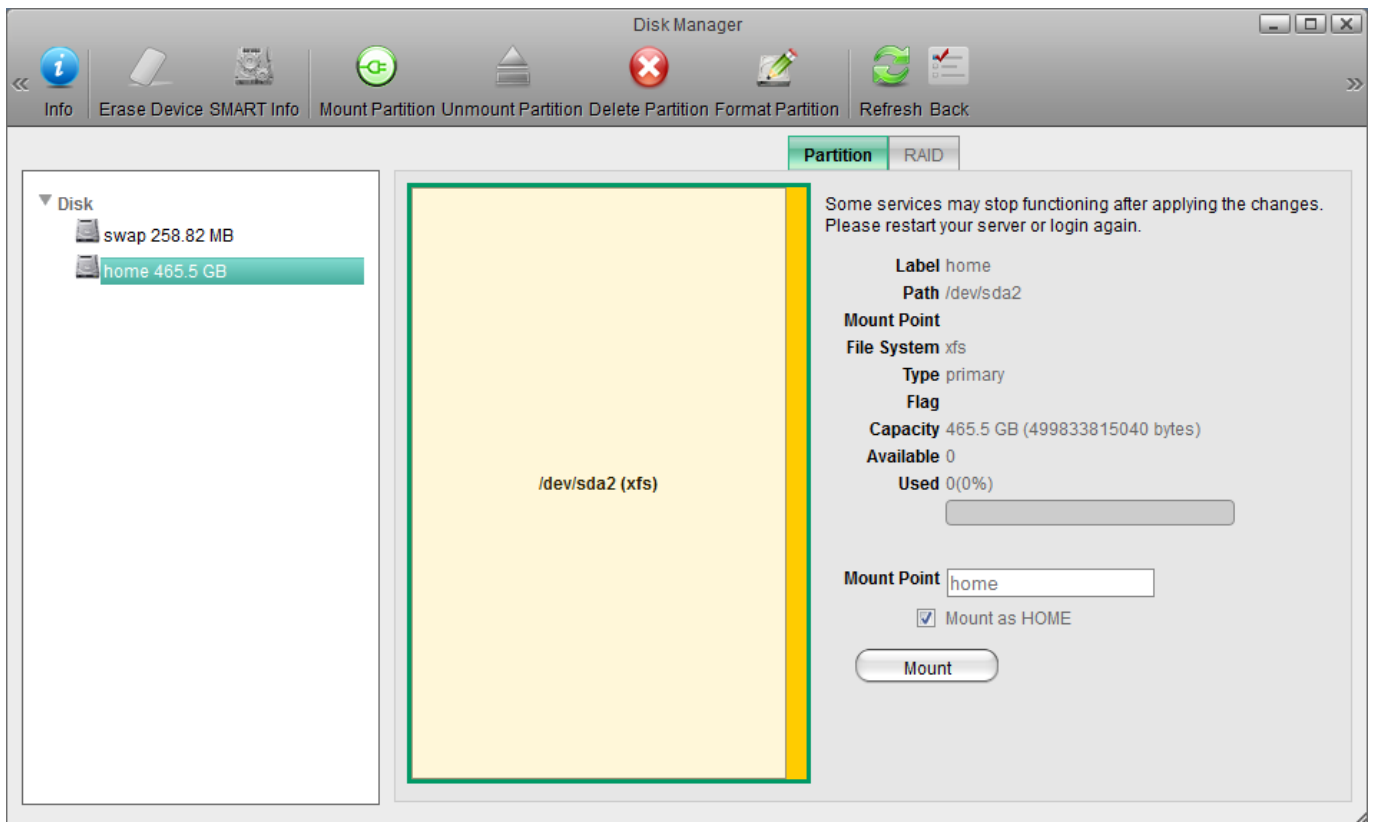
Mount the Swap partition

1. In the panel on the left, select the **swap** partition.
2. Click **Mount**.



Mount the HOME partition

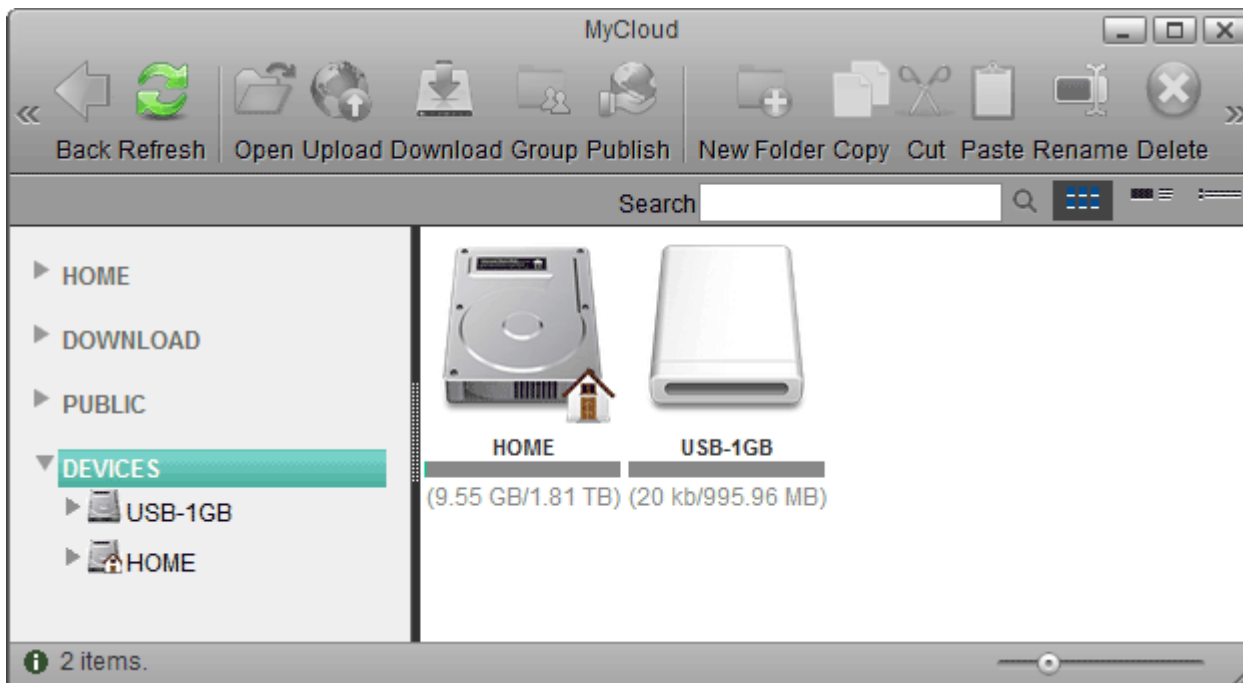
1. In the panel on the left, select the **home** partition.
2. Check the **Mount as HOME** option.
3. Click **Mount**.





File Access and Playback


How to access files on a USB drive


1. Connect the USB drive to the USB port on your network drive and turn on the power.
2. Open the web browser and login as administrator (admin).
3. You can now access the data on the USB drive under **DEVICES**.




 If USB bus power is insufficient to power up the hard drive, please connect an external power adapter to your USB drive.

 Instead of using the web browser to access your data, you can also mount the network drive via SMB (Samba) or AFP. Use SMB on the PC and AFP on the Mac. The data on the USB drive can be found inside the **usb-p1** or **usb-p2** folder.

 Only the administrator (admin) can see and access the USB drive. If you want to share the data with other users, copy the files to the **PUBLIC** folder on your network drive or use the **Share** function in the web interface. Select an existing folder or create a new folder on the USB drive, right-click on it, select **Share**, select **Group** and then set up your preferred user access.

 USB drives with capacities over 2TB are not supported!

 USB drives which use a firmware that has support for **4K sectors** enabled are not supported!

Supported file systems

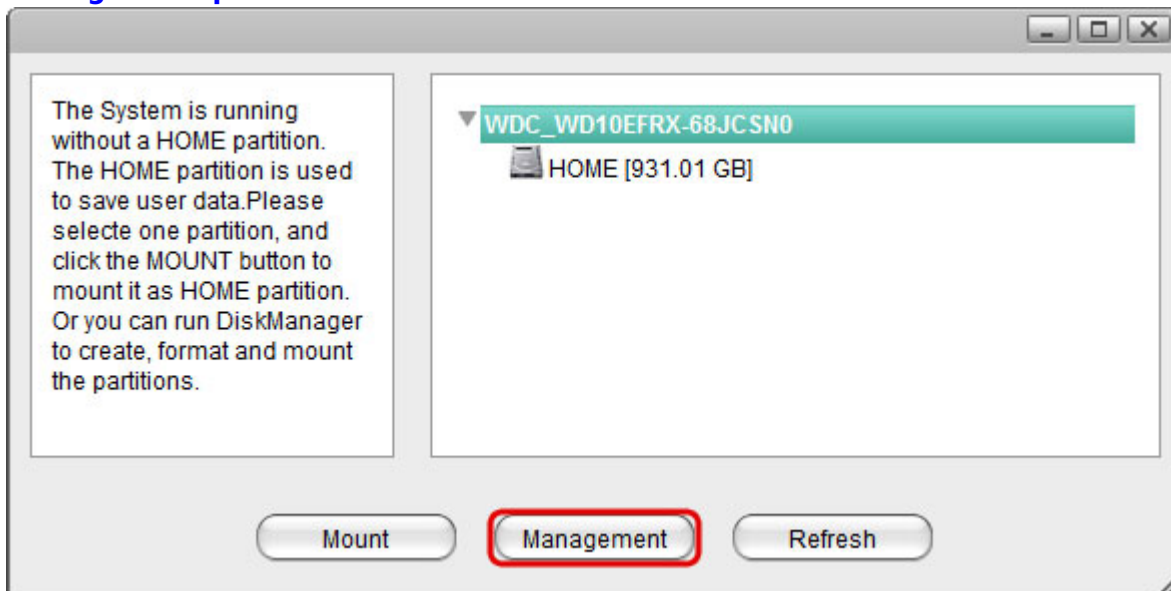
Following file systems are supported by the network drive.

- FAT32
- NTFS (make sure to follow the safe removal procedure when ejecting the drive from the computer)
- HFS (read only)
- EXT2, EXT3, EXT4
- XFS

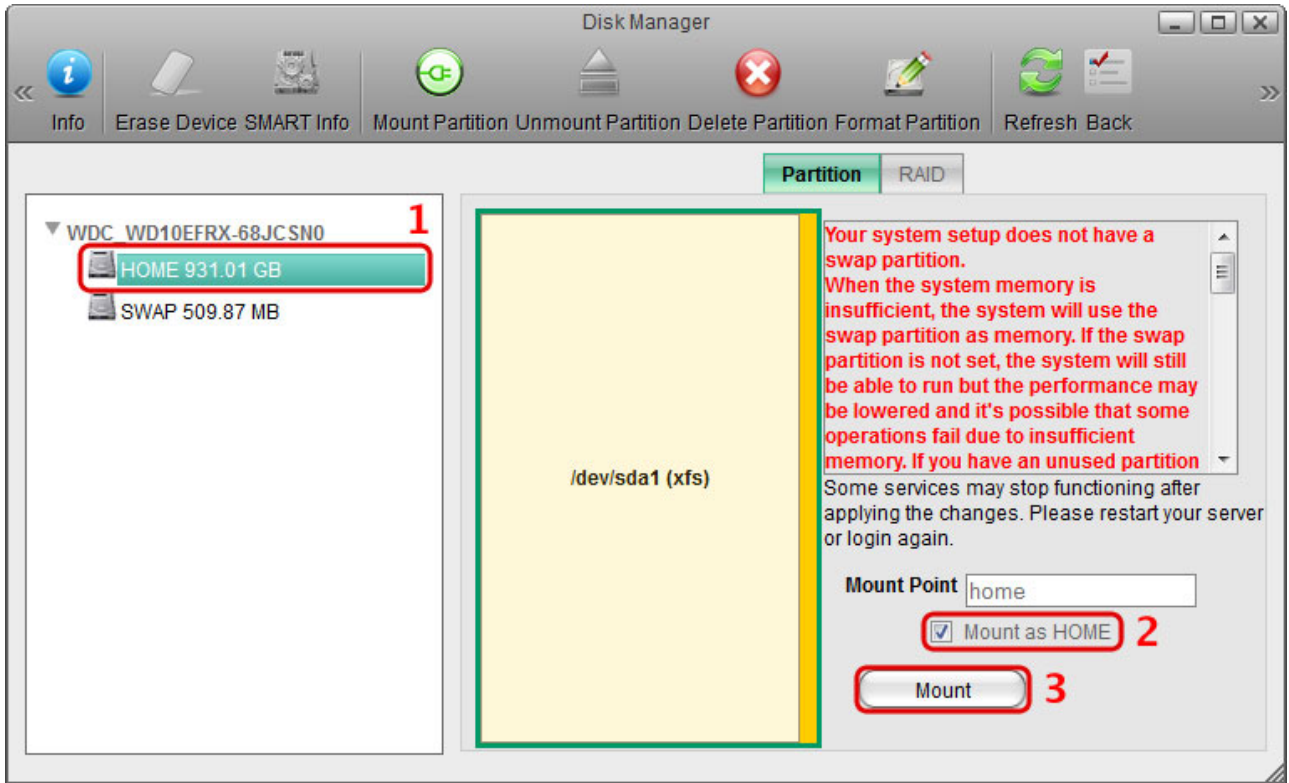
How to mount existing partitions

Under some circumstances (e.g. after a reset, after receiving a replacement product), you might have an existing HOME and SWAP partition that contains all your data but you are not able to access it, because the partitions are no longer mounted. If that happens, a pop-up window will appear upon login and inform you that the system is currently running without a HOME partition. All you need to do is simply mount the existing partitions again.

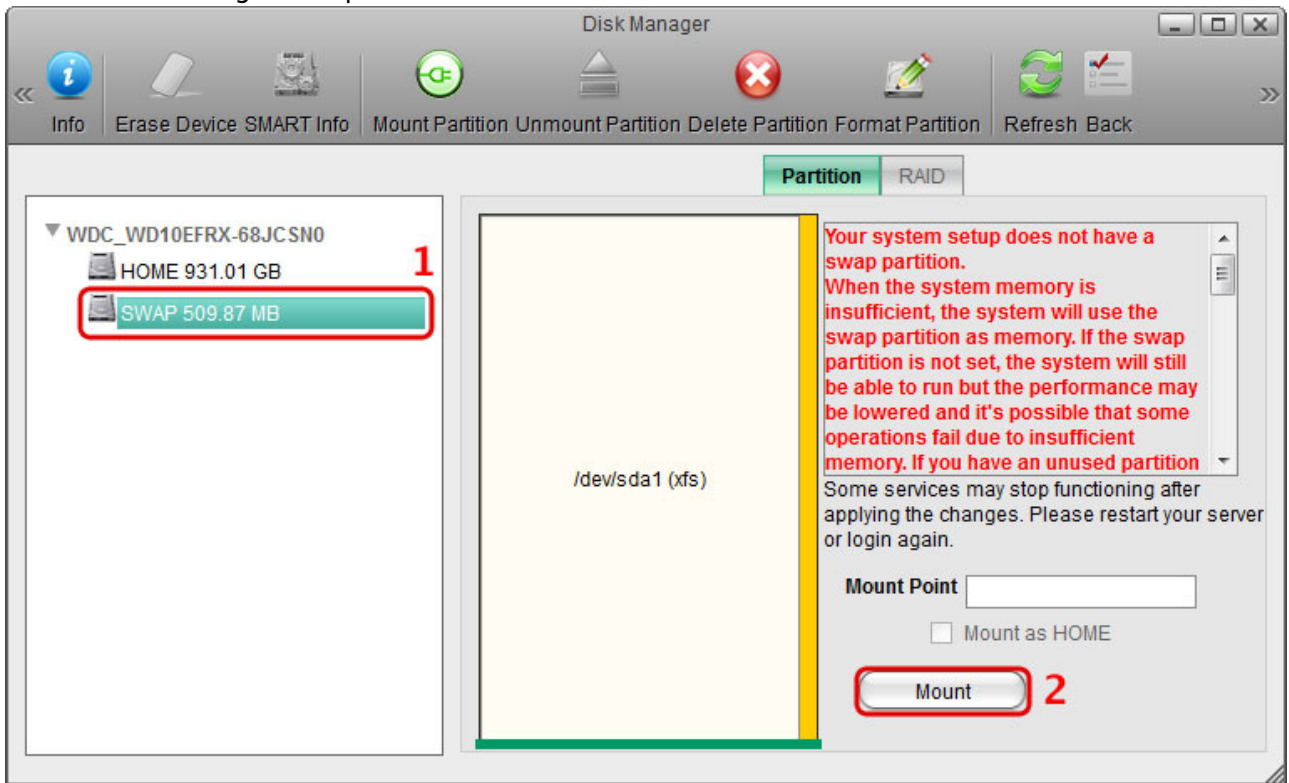
1. Click **Management** to open the disk manager. Alternatively, go to **Applications > Disk Manager > Expert**.



2. Select the existing HOME partition, enable the **Mount as HOME** option and click **Mount**.



3. Select the existing SWAP partition and click **Mount**.



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