## How To Articles and Tutorials

## Local and Remote Login

# How to remotely access the device without using the web portal at myakitio.com

**Fixed IP**: If you have a fixed external IP address (WAN), setup port forwarding on your network router and then use the external IP plus port number (e.g. 185.152.83.10:10080) to access your device remotely.

**Dynamic IP**: If you have a dynamic external IP address (WAN), you can use the Dynamic DNS service at noip.com (free) or DynDNS.com (requires monthly fee).

- 1. Go to noip.com and sign up for a free Dynamic DNS account.
- 2. Login to your new account and add a new hostname.

Quick Add		
Hostname 🛛	Domain 🛛	
mycloudmini	ddns.net	~
Record Type		
A O More Records		
Need help setting up your device?		Add Hostname

- 3. On your local network (LAN), login as admin and go to Preferences > Portal Server.
- 4. Open the DDNS tab and select **noip.com** from the drop-down menu. If you don't see noip.com as an option, your device needs a firmware update.

		myakitio.com DDNS	
Register [	noip.com	_	
Host Name		Separated by commas.	
Username			
Password			
	C	Anniv	

5. Enter the hostname you have just registered at noip.com as well as the username and password of your account at noip.com, then click **Apply** to save the settings. If the information is valid, you will see a message displaying **good** along with your current external IP address.

		Portal Ser	rver	
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	<u> </u>	myakito.com	DDNS	
Register	noip.com 🗸			
Host Name	mycloudmini.ddns.net	Separated by com	mas.	
Username	myaccountatnoip			
Password	•••••	]		
	good 182.126.26.167			
	_			
	C	Apply (	Refresh	

- 6. Login to your network router and navigate to your routers **port forwarding** section, sometimes also known as **virtual server**.
- 7. Create a new port forwarding entry, redirecting incoming TCP/UDP traffic from a custom port like 10080 for example to port 80 on your network drive. For more details about port forwarding, please refer to the free guidelines at portforward.com. To check if it's working as expected, you can use the Port Check Tool at portchecktool.com.
- 8. To access your device remotely, you can now use the hostname you registered plus the custom port number to login. In this example here, you would enter **mycloudmini.ddns.net:10080** into the URL field of your web browser. This address is then redirected to port 80 on your network drive and you should see the login page of your device.

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#### 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.

## **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**.

Disk Manager	
<ul> <li>Auto: The system automatically creates a suitable partition and formats the drives. (recommende</li> <li>Advanced: Choose your preferred file system and RAID mode before formatting the drives.</li> <li>Expert: Use the advanced disk manager to set up the drives according to your own preferences.</li> </ul>	d)
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#### **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.

« 🚺 Info	C SMART Info	Mount Partition Unmount	Disk Mana	ger 2 Format Partition Refresh Back	- <b>-</b> ×
Tosk	Free Space			Partition       RAID         Your system setup doe       When the system men         use the swap partition       not set, the system will         performance may be k       operations fail due to it         unused partition or frevourefer to the following       partition:         If you have an unused of       Please restart your server         Partition Type       Prime         Size       256         Create       Create	es not have a swap partition. hory is insufficient, the system will as memory. If the swap partition is I still be able to run but the owered and it's possible that some nsufficient memory. If you have an e disk space, we recommend that ng steps and set up a swap partition: p functioning after applying the changes. er or login again. ary MB / 465.76 GB

#### **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.

1			Disk Manag	er	
~~	Info Erase Device SMART Info	Mount Partition Unmo	unt Partition Delete Partition F	ormat Partition Refresh Back	»
	Info Erase Device SMART Info  Disk  Idev/sda1 258.82 MB  Free Space	Mount Partition Unmo	Int Partition Delete Partition Fr	ormat Partition       Refresh Back         Partition       RAID         Your system setup does not have a       When the system memory is insuffuse the swap partition as memory not set, the system will still be able performance may be lowered and operations fail due to insufficient munused partition or free disk space you refer to the following steps am partition:         If you have an unused partition:         Some services may stop functioning Please restart your server or login a         Partition Type       Primary          Size       476681.16         Create	a swap partition. ficient, the system will if the swap partition is e to run but the it's possible that some nemory. If you have an e, we recommend that d set up a swap g after applying the changes. Igain. MB / 465.5 GB

#### 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.

	Disk Manager		JX
« 🖸 📿 🔜 Info Erase Device SMART Info Mou		Partition     Refresh Back	»
▼ Disk	/dev/sda2	Partition       RAID         Your system setup does not have a swap partition.       When the system memory is insufficient, the system will use the swap partition as memory. If the swap partition is not set, the system will still be able to run but the performance may be lowered and it's possible that some operations fail due to insufficient memory. If you have an unused partition or free disk space, we recommend that you refer to the following steps and set up a swap partition:         If you have an unused partition:       Some services may stop functioning after applying the changes Please restart your server or login again.         Label       swap         File System       SWAP         Format       Format	* E 5.

#### 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.

Disk Manager	
Info       Image: Constraint of the sector of	>>
Into Erase Device SMART into Mount Partition Unmount Partition Delete Partition Format Partition Refresh Back  Partition RAID  Some services may stop functioning after applying th Please restart your server or login again.  Label Path /dev/sda2  Mount Point File System Type primary Flag Capacity 465.5 GB (499833815040 bytes) Available 0 Used 0(0%)  Label home File System XFS Format	ne changes.

#### 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**.

	Disk Manager	_ D X
« 🕖 🔔 🔜 🧔	artition Unmount Partition Delete Partition Format Part	ition Refresh Back
▼ Disk Swap 258.82 MB Mome 465.5 GB	/dev/sda2 (xfs)	Partition RAID Some services may stop functioning after applying the changes. Please restart your server or login again. Label home Path /dev/sda2 Mount Point File System xfs Type primary Flag Capacity 465.5 GB (499833815040 bytes) Available 0 Used 0(0%)  Mount Point home ☑ Mount as HOME 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**.

	MyCloud	
" 🗘 💆 🏳 🍪	🚊 🖪 🔊 📑 🛛	7 <u>%</u> 1 🖬 😣 "
Back Refresh Open Upload	d Download Group Publish New Folder C	opy Cut Paste Rename Delete
	Search	ର 💴 ■= ≔=
<ul> <li>HOME</li> <li>DOWNLOAD</li> <li>PUBLIC</li> <li>DEVICES</li> <li>USB-1GB</li> <li>HOME</li> </ul>	HOME USB-1GB (9.55 GB/1.81 TB) (20 kb/995.96 MB)	
0 2 items.		

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.

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

The System is running without a HOME partition. The HOME partition is used to save user data.Please selecte one partition, and click the MOUNT button to mount it as HOME partition. Or you can run DiskManager to create, format and mount the partitions.	WDC_WD10EFRX-68JC SN0
Mount	Management Refresh

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



3. Select the existing SWAP partition and click Mount.

	Disk Manager							
« 🚺 🏒	evice SMART Info	Mount Partition	Unmount Partition D	elete Partition F	Cormat Partition	Efresh Back	>>	
WDC_WD10	EFRX-68JC SN0 931.01 GB 509.87 MB		/dev/sda1 (xfs)	Partition P Partition Sv Partition Sv Partition Sv Partition Sv Partition Sv Partition Sv Partition Sv Partition Sv Sv Sv Sv Sv Sv Sv Sv Sv Sv Sv Sv Sv	on RAID our system setu wap partition. When the system sufficient, the sys	p does not have a memory is memory. If the system will the system will the performance 's possible that s ie to insufficient ive an unused pai ay stop functioning ges. Please resta	e wap still e may ome rtition • g after rt your server	

