Portal Server

The web portal at **http://myakitio.com** provides a free proxy service for your network drive. You can login through the web portal and access your device, no matter if you are at home, in the office or on-the-road.

As an alternative, you could also use third-party DDNS providers like **https://www.noip.com/remote-access** or **https://dyn.com/dns/**, which provide both free and paid services to manage dynamic DNS.

myakitio.com

This service is provided for free to all Akitio users. The web portal allows you to easily login to your device, no matter if you are at home or want to connect to the device remotely. The default registration name is the **MAC address** of your network drive. You can also register your own name, to make it easier to remember. If your registration was successful, you can use either the MAC address or your registered name to login or enter the name directly into the URL field like this http://myname.myakitio.com.

The web portal at myakitio.com has been discontinued as of August 31, 2019. We therefore recommend disabling the Portal Service under myakitio.com. To access your device on the local network (LAN), please enter the IP address of your device directly into the URL field of your web browser. For remote access, please use one of the Dynamic DNS services like noip.com or DynDNS.com instead.

The default connection for the web portal uses **TCP port 9000**. On your network router, make sure that this port is not blocked by the firewall.

If your network router supports UPnP port mapping and the UPnP service is enabled, set **Port Forwarding** to **Auto Detect** and it will automatically map the required ports to your network drive. If there is a conflict with the default port 10080, you can manually set another port and the information will be updated on the web portal as well. If automatic UPnP port mapping does not work as expected or your router does not support it, deselect **Auto Detect** and set up port forwarding on the router manually. Redirect incoming traffic on port 10080 to port 80 on your network drive.

Field	Description
Enable Portal Service	Select the check-box to enable the portal service. The current state of the service is displayed as "Service is stopped" or "Service is running". If this service is disabled, the web portal at http://myakitio.com can no longer be used to login and you will have to enter the correct IP address into the URL field instead.
Domain	Enter a new name for your device and click **Register** to register a name that is easier to remember than the MAC address. All 26 English letters and dashes(-) are allowed but the name cannot begin with a dash(-). The name is not case sensitive. If the name is already taken, enter a new name and try to register it again.
Connection Status	Shows the current status of the network connection from the device to the web portal (e.g. Unconnected or Connected).
Port Forwarding	Enable **Auto Detect** if your network router supports UPnP, to automatically set up port mapping. Disable **Auto Detect** if UPnP is not supported or not compatible, in order to set up port forwarding manually.
Mapping Port	The port number that is used for port mapping. If you have connected more than one MyCloud to the same network, make sure to select a different port number for each unit.
Mapping Address	Shows the external IP address and port number that is used to access the device remotely.

Your network drive is already registered under its MAC address and you can use the web portal as soon as you connect the device to the internet. You only need to register it again if you would like to create a name that is easier to remember.

If you change the registration name, you must logout and then login again with the new name.

Network Setup

Recommended Setup

1. On your network router, if supported, make sure the UPnP service is enabled.
2. On your network drive, enable **Auto Detect**.
3. In most cases, this is already the default setup and you can login without having to change anything.

Alternative Setup

1. If UPnP is not supported on your network router or the recommended setup does not work, set up port forwarding manually.
2. On your network router, if not needed, disable the UPnP service.
3. On your network drive, disable **Auto Detect**.
4. Note the port number under "Mapping Port" (e.g. 10080).
5. On your network router, setup port forwarding to allow incoming traffic on port 10080 (see previous step) and redirect it to port 80 on your network drive. See http://portforward.com if you don't know how to set up your router.
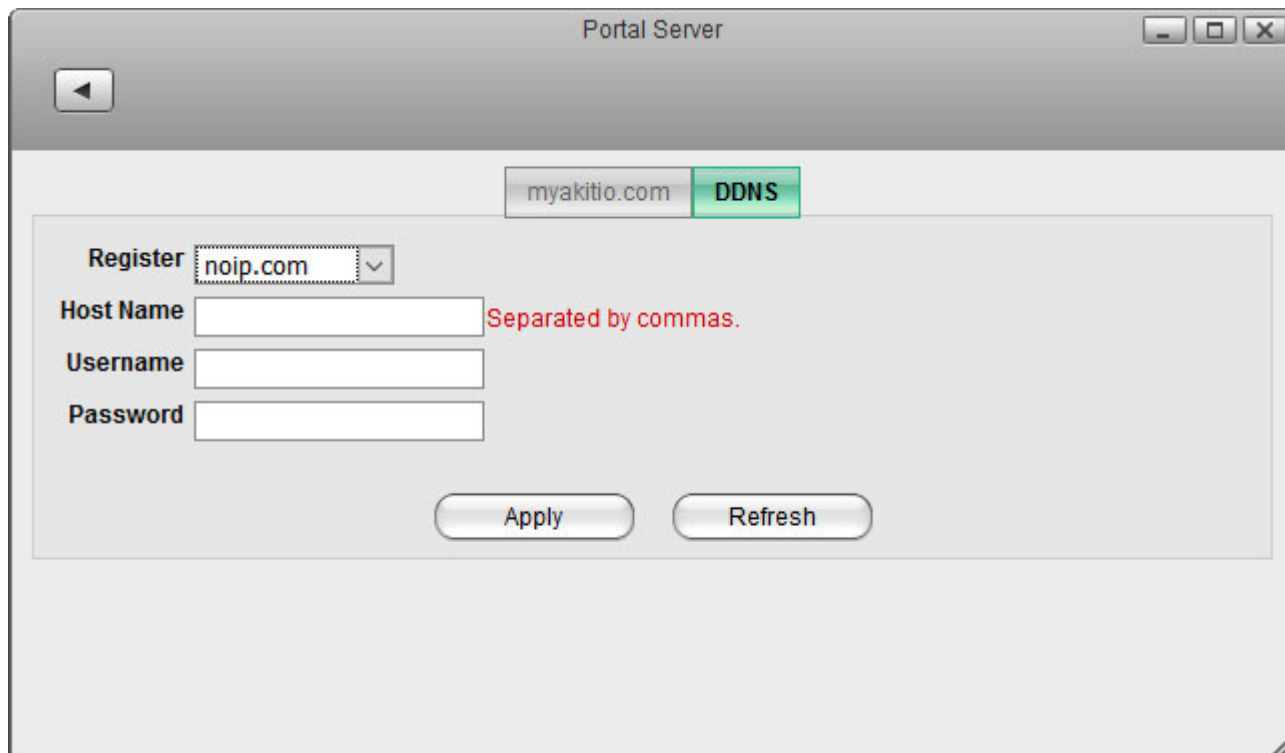
Troubleshooting

1. If automatic port mapping fails, set up port forwarding manually. Redirect incoming traffic on port 10080 to port 80 on your network drive.
2. If remote login fails and port forwarding was not successful, on your router, add the IP address of your network drive to the DMZ zone.
3. If there is a conflict with the default port 10080 or this port is blocked on the network you are trying to connect from, change it to another port number.
4. If you see that after the login, the URL still shows the device name or MAC address instead of the internal or external IP address, apply the settings for the portal server once more. If necessary, change the port number for the mapping port to another number.
5. If the "Connection Status" shows **Unconnected**, login to your network router and make sure that the TCP port 9000 is not blocked by the firewall.

noip.com

At no-ip, you can sign up for a free account to manage your dynamic DNS or you can choose from one of the enhanced and paid services to access your device remotely.

For more information, see https://www.noip.com/remote-access.

Field	Description
Register	Select noip.com from the drop-down list.
Host Name	Enter the host name that you have set up at noip.com.
Username/Password	Enter the username and password of your DDNS account at noip.com.
Apply	Click **Apply** to save your settings.

For more detailed instructions about how to setup remote access with a free account at noip.com, please see Support > How To Articles and Tutorials.

DynDNS.com

Dynamic DNS is a paid service that provides the capability for networked devices using the Internet Protocol Suite to notify a Domain Name System (DNS) name server to change, in real time, the active DNS configuration of its configured hostname, IP address or other information.

Fore more information, see https://dyn.com/dns/.

| myakitio.com | **DDNS** |

Register	DynDNS.com
Host Name		Separated by commas.
Username	
Password	

Apply   Refresh

Field	Description
Register	Select DynDNS.com from the drop-down list.
Host Name	Enter the host name that you have set up at dyn.com.
Username/Password	Enter the username and password of your DDNS account at dyn.com.
Apply	Click **Apply** to save your settings.

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