



PROMISE
TECHNOLOGY

VTrak N1008

Product Manual

Version 1.0

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INTRODUCTION

This chapter covers the following topics:

- “Packing List”
- “Specifications”
- “Hardware”
 - “Front Panel”
 - “Rear Panel”

Packing List

Check the shipping package to make sure you have the following items:

- VTrak N1008 (includes 8 hard disk drives installed in drive carriers)
- One power cord (1.5 meter)
- Quick Start Guide

Specifications

Interface	
LAN Ports	Share Ports: 10G Base-T : 4-Port / 10G SFP+ : 4-Port / 25G SFP28 : 2-Port Management: 2 Ports 1G Base-T
USB Ports	USB2.0 x 2 (Back) & USB3.2 x 4 (Back)
Graphics	HDMI x 1; VGA x 1

General	
CPU	Intel CPU i5-8500.3.0 GHz. 9MB Cache.65W.6 Cores
Memory	32GB
Memory Slot	2 x Long-DIMM DDR4
Drives	Shipped with eight 3.5 inch 7200 rpm SATA Hard Disk Drive (HDD) Modules mounted in the drive bays.
Drive Support	3.5" & 2.5" (SATA 6Gb/s) HDD/SSD
RAID	RAID level support: RAID 0, 1, 5, 6, 10, 50, 60
OS Support	macOS 10.15 or newer, Windows 10 or newer
Boost	NVMe Cache 2TB x 2

System	
Power supply	100 ~ 240V AC, 60 ~ 50Hz, 8A Max, 350W
System Fan	System fan: 2700 RPM.12V
Hardware monitoring	Temperature, Enclosure, Physical drives, Logical drives, RAID controller
Temperature	Operating: 5° ~ 35° C Non-operating: -40° ~ 70° C
Humidity	Operating: 10% ~ 95% non-condensing Storage: 5% - 95% non-condensing
Dimensions	310 mm x 187 mm x 245 mm
Weight	16 Kg with HDD installed

Hardware

The following section provides a summary of the front and back panel hardware features of VTrak N1008.

Front Panel

The front panel of VTrak N1008 enclosures provide access to drives carriers. Defective drives can be replaced without interruption of data availability to the host computer. If so configured, a hot spare drive will automatically replace a failed drive, securing the fault-tolerant integrity of the logical drive. The self-contained hardware-based RAID logical drive in the VTrak N1008 provides maximum performance in a compact external enclosure.

The VTrak N1008 system power button located on the front includes the Power status LED.

VTrak N1008 Front Panel



Drive carrier LED behavior on VTrak N1008

LED	Description
Power	Lights BLUE to indicate the system is powered on. Blinks BLUE in shutdown mode.
Drive Status	Each drive carrier has two LEDs on the right side of the front, the Drive Status LED located above the Activity LED. The Drive Status LED displays BLUE when a drive is configured and working properly. When the lights are RED the HDD requires manual replacement. ORANGE indicates background RAID activity on this particular HDD, no user action is required.
Drive Activity	Steady BLUE when HDD link is established, flashes BLUE during drive activity.

Rear Panel

The rear panel of the VTrak N1008 enclosure provides access to the power supply, 10G NAS (Share) ports, VGA and HDMI video monitor connections, 1G Ethernet ports for device management over the local network, and USB 3.2 ports.

VTrak N1008 Rear Panel

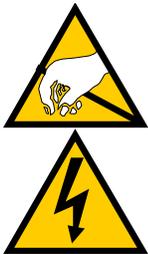


1	USB 2.0 ports
2	HDMI (technical support only)
3	USB 3.2 ports (4 ports)
4	VGA port (technical support only)
5	LAN RJ-45 ports (LAN1/LAN2) Use these ports to connect to a 1G network for system management using WebPAM Insight. <i>1G port numbers are written in white text in the illustration.</i>
6	Network (Share) ports For collaborative accounts accessing over network. Three SKU available: <ul style="list-style-type: none"> • 10G Base-T : 4-Port • 10G SFP+ : 4-Port • 25G SFP28 : 2-Port
7	System fan vents
8	PSU fan vent
9	Power insert

INSTALLATION AND SETUP

This chapter contains the following topics:

- “Unpacking”
- “1 Download PROMISE Utility Pro”
- “3 Connect Power and power on”
- “4 Connect Network (Share Port)”



CAUTION

The electronic components within the VTrak N1008 unit are sensitive to damage from Electro-Static Discharge (ESD). Observe appropriate precautions at all times when handling the VTrak N1008 unit or its subassemblies.



CAUTION

Make sure to protect the VTrak from dust, moisture, extreme temperatures and sudden large changes in temperature at all times, even if the unit is not installed.

Unpacking

Carefully remove contents of shipping package, unpack the device and shipped components from the protective packaging. The equipment contained in the shipment is sensitive to electrostatic discharge.

The VTrak is shipped with eight hard disk drives (HDD) installed in drive carriers, so the unit is heavy. Be careful handling it and taking it out of the packaging.

Summary of the setup procedure

The setup procedure for the VTrak N1008 is simple and easy. The device is shipped with hard disk drives installed and a RAID array configured, so it is just necessary to plug it in and connect the device. However, you should install the PROMISE Utility software used for monitoring and administration of the system. Mac users, please follow the setup procedure here or in the Quick Start Guide.

The setup process is summarized below.

1. Download and install the latest software package including PROMISE Utility (download these from PROMISE website) on the host computer and any users that will use VTrak N1008 via the Ethernet (Share Port) interface.
2. Install PROMISE Utility.
3. Connect the power cord and power on the VTrak N1008.
4. Connect the VTrak N1008 Share Port to the network.

1 Download PROMISE Utility Pro

Then download and install PROMISE Utility on the host computer and collaborative user computers. The software download files are the same for all computers that will use the VTrak N1008.

Go to promise.com > Products > Pegasus > VTrak > Download > Utilities

2 Install PROMISE Utility Pro

The PROMISE Utility software Utility is necessary for managing users and folders, for enabling File Boost, and other important features of the VTrak N-Series.

More advanced configuration such as changing the Disk Pools or RAID type can be done using the web-based management interface, WebPAM InSight, if preferred.

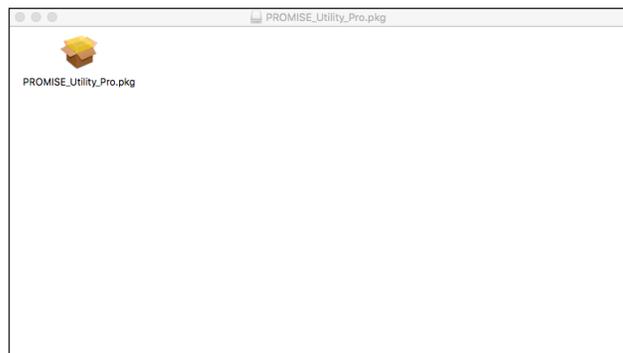
The software Utility installation package is located on the VTrak N1008. Follow the instructions below to install the Utility according to the OS you are using.

Install Utility on Mac

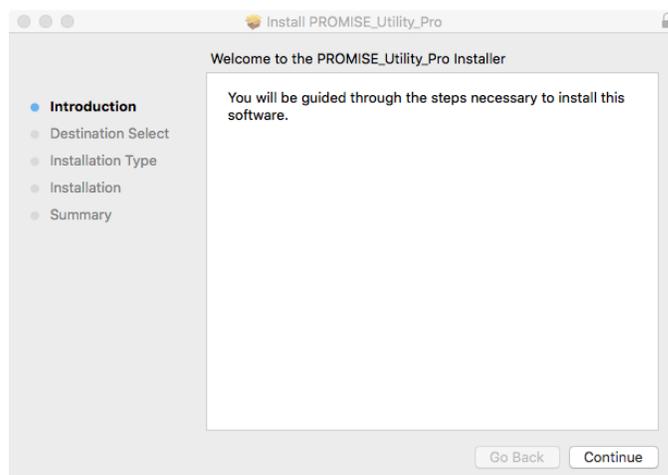
To install the PROMISE Utility on Mac:

1. Double-click on the VTrak N1008 icon on your desktop to view the device contents.
2. Find the file **R_PROMISE_Utility.dmg** and double-click on it to mount the virtual drive containing the installation software package.
3. Double-click on the PROMISE_Utility.pkg* file to begin the software installation.

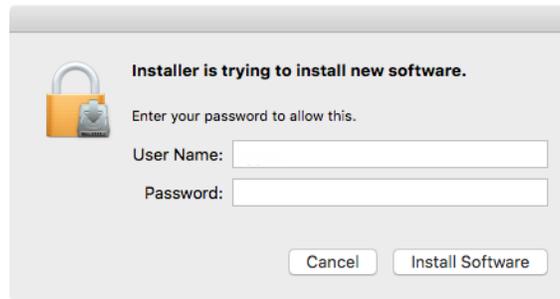
Note that the version number of the .dmg file and .pkg file will change as it is updated. The version number used in this example is just for the purpose of illustration.



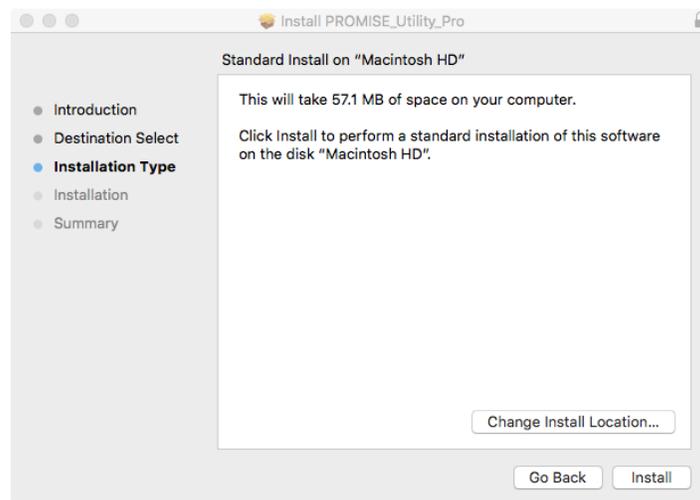
4. The Welcome menu explains that software will be installed on the computer. Click the **Continue** button to proceed with installation.



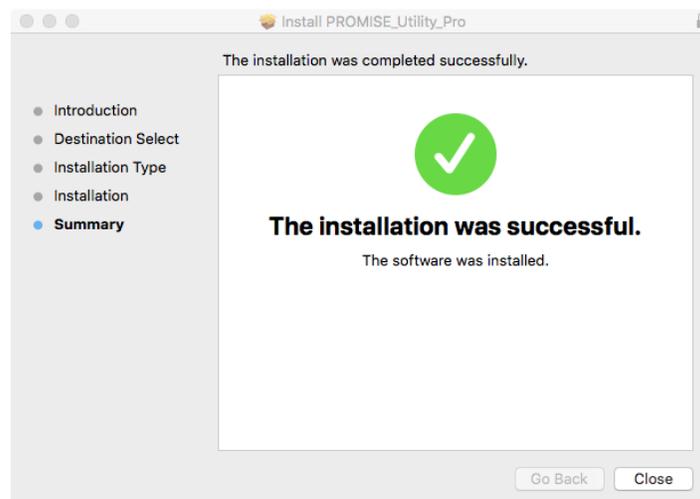
- Administrator permission is required to install the software. Type the administrator password of your computer for permission to install the software.



- You can change the location on your system for the installation if desired by clicking the **Change Install Location** button. Otherwise click on **Install** to continue the installation in the default location.



- It takes a few seconds for the Utility software to be installed. When the installation has completed, a message informs you that the installation was successful.



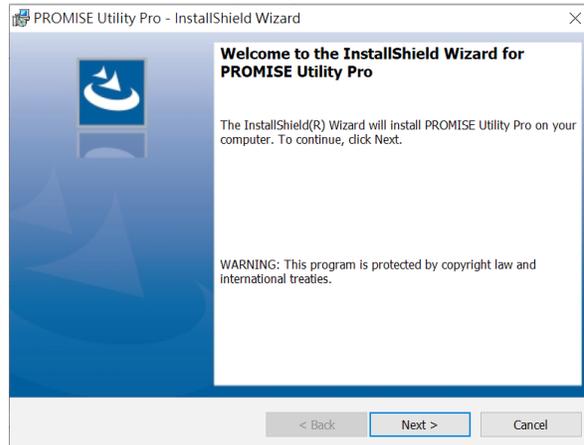
- Click **Close** to end the installation procedure.

The PROMISE Utility is now available to be used with the VTrak N1008.

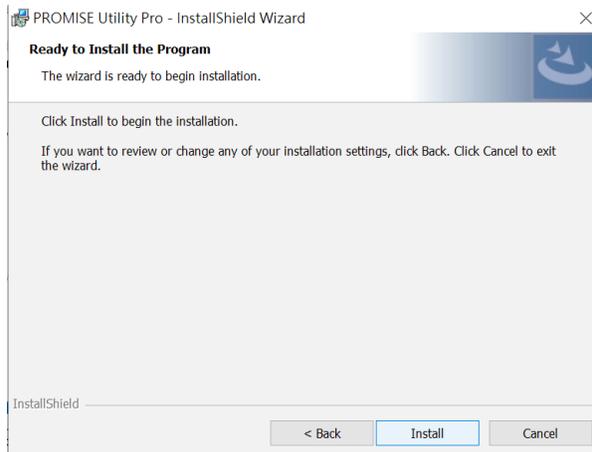
Install Utility on Windows

To install the PROMISE Utility on Windows:

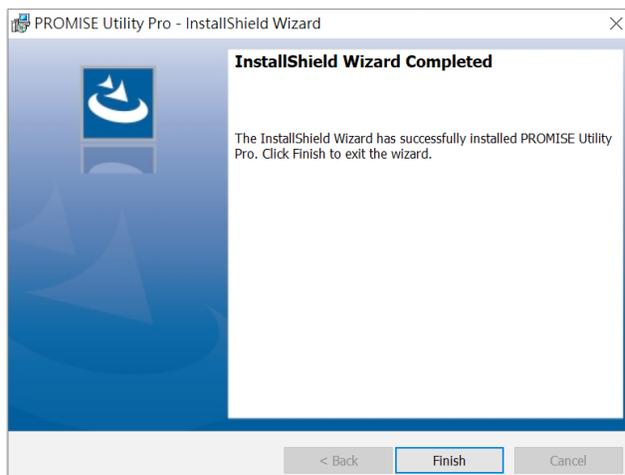
1. Double-click on the Utility installation file to launch the install wizard. Click on the **Next** button to begin installation.



2. Click **Install** to continue. The installer will start.



3. Click **Finish** to close the menu.



3 Connect Power and power on

VTrak N1008 enclosures are equipped a single power supply.

1. Insert the female end of one of the supplied power cable in to a power cable receptacle on the power supply unit, and plug the other end in to a suitable power outlet.

Power insert and PSU on rear panel of VTrak N1008



2. Press the **Power** button on the front left bracket facing.



4 Connect Network (Share Port)

Use a suitable cabling to connect one to four of the Share Ports on the rear panel. The network cables for the Share Ports can be connected to a switched Ethernet network, or connect directly to a collaborative user computer.

10G BASE-T ports



10G SFP+ ports



25G SFP28 ports



The network Share Port enables collaborative workflow for users connected via Ethernet. Users install the same software, PROMISE Utility, and use it to mount shared folders for collaborative work.

5 Connect 1G Network WebPAM Insight Management

In order to use the web-based management interface, WebPAM Insight, it is necessary to connect the VTrak N1008 to the same switched network as the computer used to manage the system. Note that this is an optional step, since the device is ready to use as shipped. However, some advanced configuration options can only be accessed using the WebPAM Insight interface.

1G ports on back of VTrak N1008



Connect either 1G port to 1G network for system management using WebPAM Insight.



The default IP settings on the 1G network interface is DHCP client. If your network used for management has an active DHCP service, use DHCP on the computer used for management to simplify IP settings on both systems.

To complete the physical connection to the WebPAM Insight management interface, connect the computer used for VTrak N1008 management to a 1G network switch, and connect either of the 1G network ports to the same switch or switched network.

Also keep in mind that both the management computer and VTrak N1008 must be in the same IP subnet. If your network has DHCP service, this is easily done by setting the computer IP setting to DHCP client.

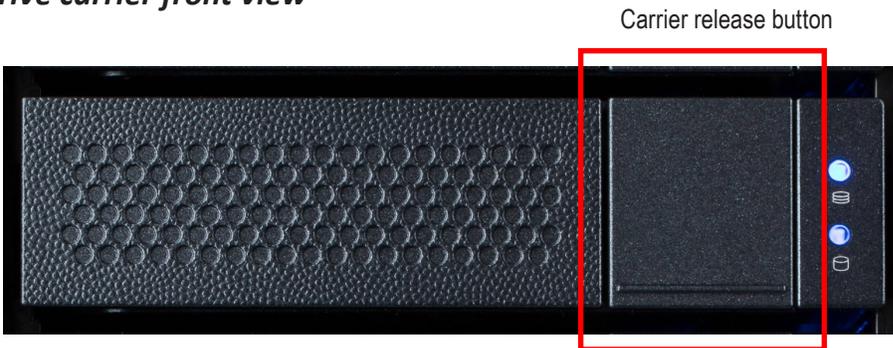
HDD REPLACEMENT

VTrak models are shipped with Hard Disk Drives (HDD) installed, so it will not be necessary to install new drives in order to use the device. If it is necessary to change a drive, follow the instructions in this section. It is best to have identical HDD in all bays, or at least identical specifications for capacity and speed. Go to PROMISE Support online to find a list of compatible HDD for the VTrak Series.

Removing the Drive Carrier

The drive carrier accommodates 2.5-inch and 3.5-inch drives.

Drive carrier front view



Cautions

Swing open the drive carrier handle before you insert the drive carrier into the enclosure.

To avoid hand contact with an electrical hazard, remove only one drive carrier a time.

1. Press the drive carrier release button.
2. Grasp the handle between thumb and finger, gently pull the empty drive carrier out of the enclosure.
3. Carefully lay the drive into the carrier with the power and data connectors facing away from the carrier handle.

Installing 3.5" Disk Drive in the Carrier

The instructions below apply 3.5" hard disk drives installed in drive carriers intended for use with VTrak N1008.

1. Remove a disk drive carrier.
2. Carefully lay the disk drive into the drive carrier at the front, so that the screw holes on the sides line up correctly with the power and data connectors facing away from the carrier handle.
3. Insert the screws through the holes in the drive carrier and into the sides of the disk drive.

Install only the counter-sink screws supplied with the drive.

- Install four screws per drive.
 - Snug each screw. Be careful not to over-tighten.
4. Reinstall the drive carrier into the enclosure.

Hard disk drive mounted in a drive carrier



USING PROMISE UTILITY PRO

Most system management can be done using PROMISE Utility Pro connected via network connection through either 1G network port or via Share Port connection. Some more advanced system changes however require using the WebPAM Insight web-based system management GUI. For example, if you want to change the RAID, extend or change a Storage Pool, these operations must be done using WebPAM Insight. Keep in mind that the VTrak is shipped ready to use, with the Disk Pool and RAID already configured, most users will not need to change any of these. Also note that making changes to the RAID or Storage Pool configuration will erase any data that is stored on the effected disks.

To use the VTrak, you first need to install the most up to date hardware drivers and PROMISE Utility Pro software. PROMISE Utility Pro allows the system administrator and collaborative users to copy and transfer files, create private and public folders; this is also where users can enable File Boost to quickly send or retrieve files between the Private volumes and the Public NAS folders.

PROMISE Utility Pro

Many users might find it simpler to perform administrative operations using PROMISE Utility Pro. Fortunately, many of the necessary administrative functions can be done easily using either method. In this section we describe most of the basic setup functions and some of the user tasks that can be completed using PROMISE Utility Pro.

First Time Setup

If this is the first time using PROMISE Utility Pro, make sure to follow the instructions to power on and connect the device in “Installation and Setup” on page 5. If you have installed the latest software, begin with the section “3 Connect Power and power on” on page 10.

Follow the steps below if you are setting up VTrak for the first time.

1. Launch the PROMISE Utility Pro and you are presented with instructions on connecting a 10G network cable to the device. If you have not yet done so, do this now. It is necessary to login for the first time setting up the system.



Note that other VTrak N Series, PegasusPro, Pegasus3 or Pegasus32 systems detected will also appear in the device list. Choose the device you are setting up.

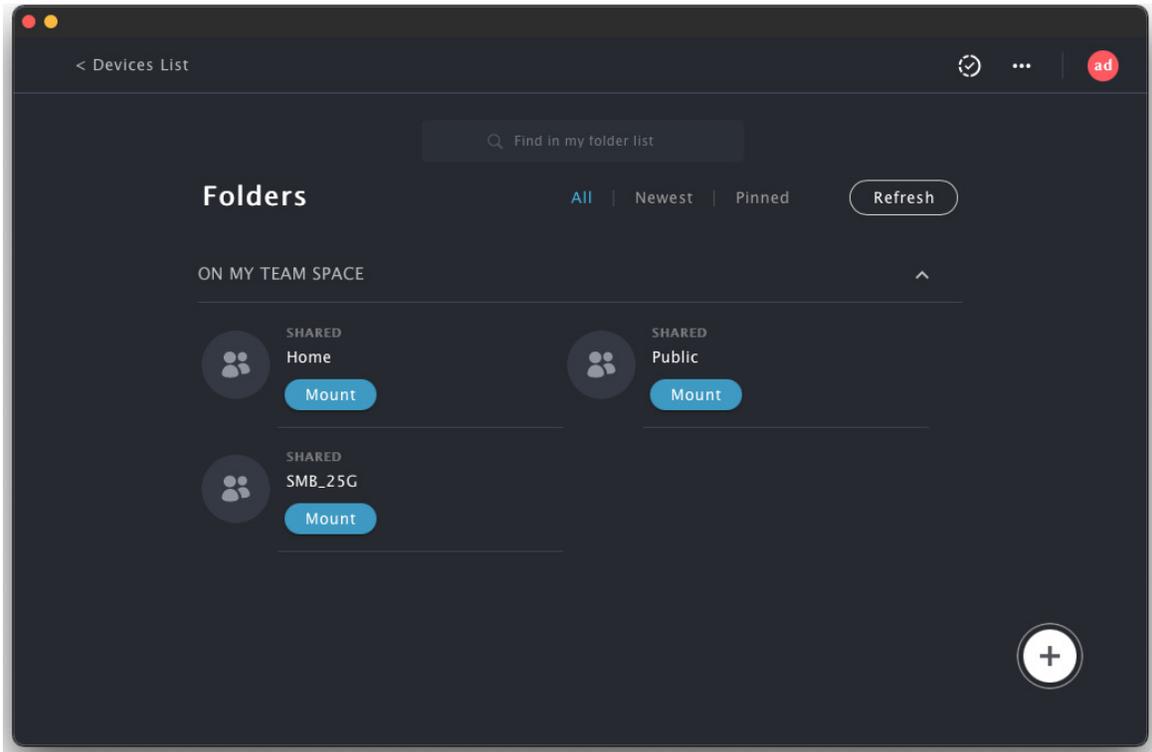


The default login settings are:

- User Account name: **admin**
- Password: **admin**

The administrator login information is used for accessing the management interface on the network as well. You will need to change the default login settings the first time you set up the system. Upon logging in you are presented with an opportunity to change the login password for the administrator. **You must change the password in order to proceed to the next menu.**

- The **Folders** menu appears with the default folder configuration and the shared space folders (Public and Home). The administrator has access to the Home Volume folders. The shared space Team folders are available to be shared over the 10G network. Only the administrator can create Team folders on the shared space.
To create a new folder, click on the **+** icon in the lower right corner of the menu and follow the on screen instruction. See *next page for summary of Folder Type uses and actions*.



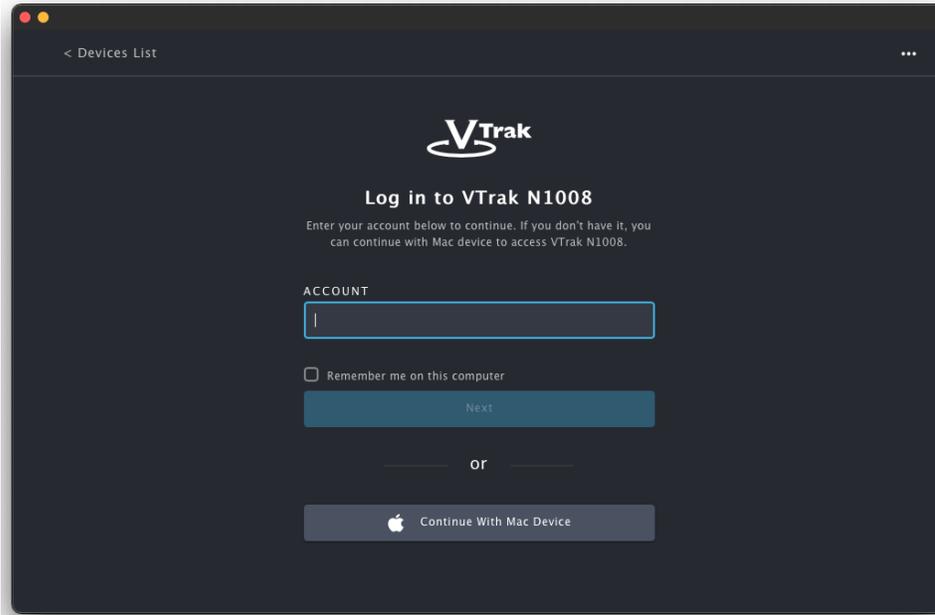
- At this point, the administrator can approve member requests for access, manage member groups, are perform the operations necessary to use the VTrak and manage member accounts.

Summary of Folder Types

Folder Type	Administrator account	Member account
Public Folder	<ul style="list-style-type: none"> The Public Folder is created automatically. Only one Public Folder is allowed. Available for use to the administrator. Cannot be renamed. Cannot be deleted. 	The Public Folder is available for use to all members
Home (Personal Folder)	<ul style="list-style-type: none"> The Home Folder contains member personal folders. It cannot be renamed. It cannot be deleted using the PROMISE Utility Pro. It can be deleted using File Explorer or Finder. 	Personal Folders are created automatically for each member when their account is created.
Team Folder	<ul style="list-style-type: none"> Team Folders can be created using PROMISE Utility Pro. The administrator can use any Team Folder. Can be renamed using PROMISE Utility Pro. Can be deleted using PROMISE Utility Pro. 	Members can use a Team Folder if the account is added to the team using the folder. Team members are managed by the administrator.
External Folder (USB)	<ul style="list-style-type: none"> The administrator can use any external folder. Cannot be renamed. Cannot be deleted. 	Members can use any external folder.

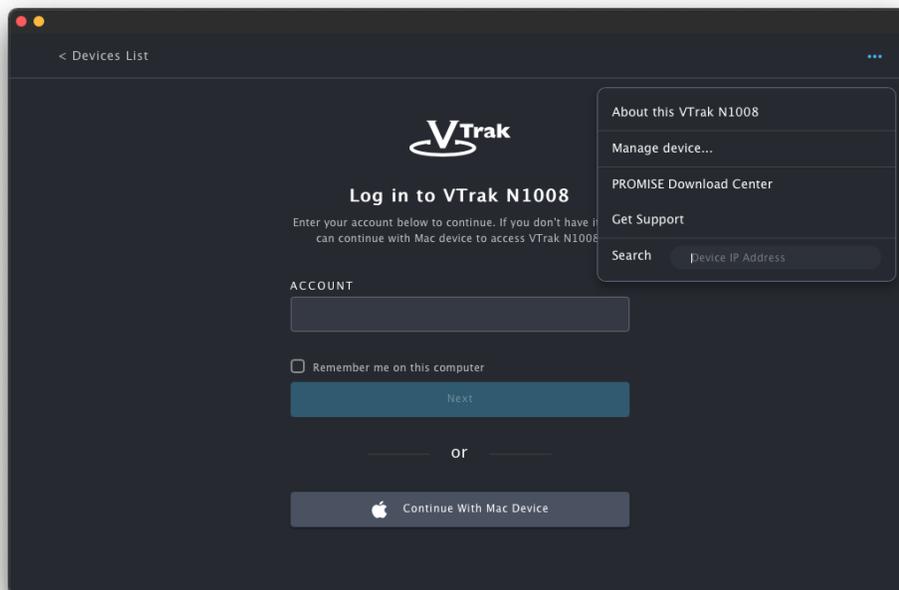
First Time Using PROMISE Utility Pro on Mac

Install the PROMISE Utility Pro on your Mac and launch the utility. The Welcome menu presents with two options for connecting with the VTrak. If you have an account already, login normally with your User Name and Password. Notice you that you can click on the *Remember me on this computer* option box to enable automatic login. Click on the **Next** button to continue to the password entry dialog.

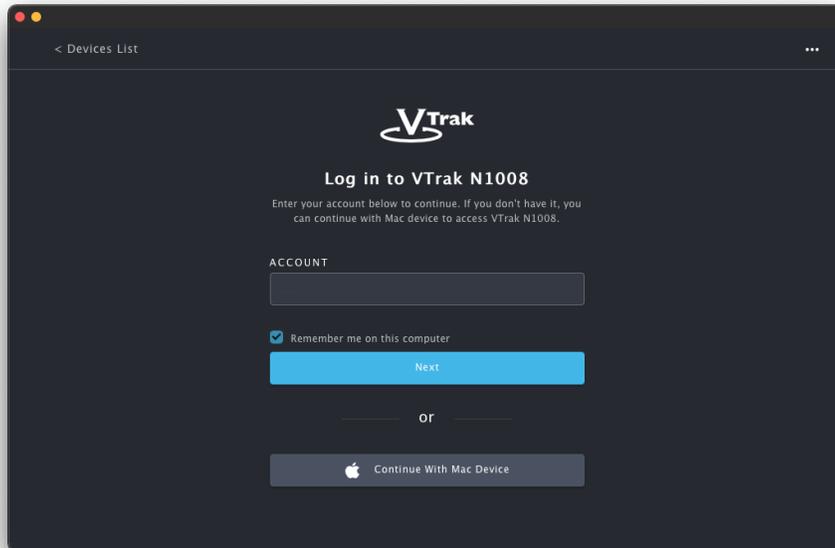


If this is the first time using PROMISE Utility Pro, you have the option to enable **Auto Startup**. *This is used to save time so you do not need to manually mount the storage folders located on the VTrak.* After launching the utility a dialog menu asks if you want to allow Auto Startup, click **Allow** to enable it, or click **Deny** if you prefer to manually mount storage folders after restarting the Mac.

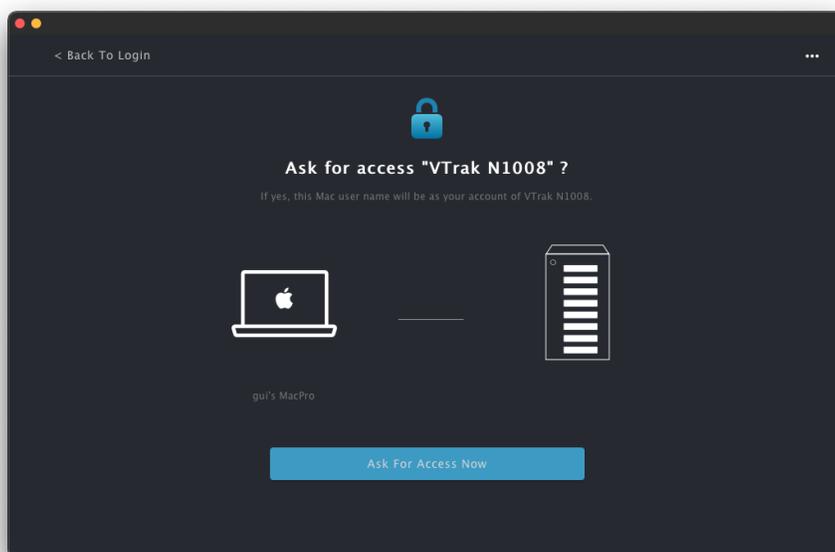
Note that you can perform other actions form the log in menu by clicking on the three dot symbol in the upper right corner of the window.



Follow the steps below for first time member set up:

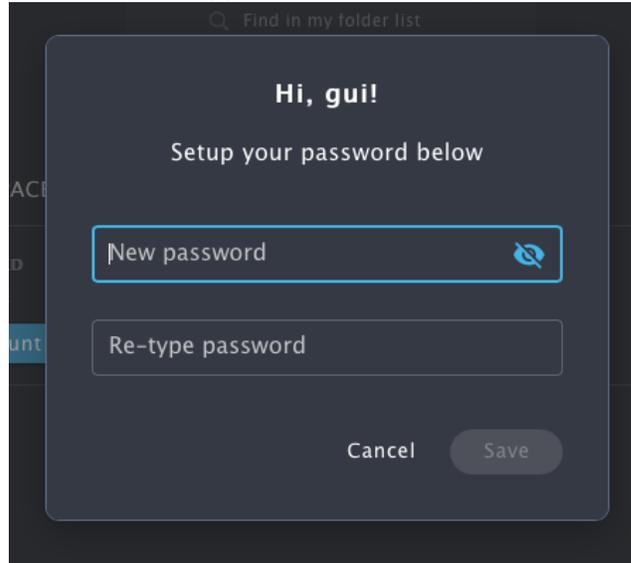


1. If you are using a Mac, click the **Continue with Mac Device** button to proceed with the first time setup.
2. To access the VTrak, you first need to get permission from the administrator. Click on the **Ask For Access Now** button. A request is sent immediately to the administrator to accept or deny the request. Presumably the administrator will be running VTrak and will respond quickly. While you await a reply, the menu presents the locked icon. If you need to cancel the request,



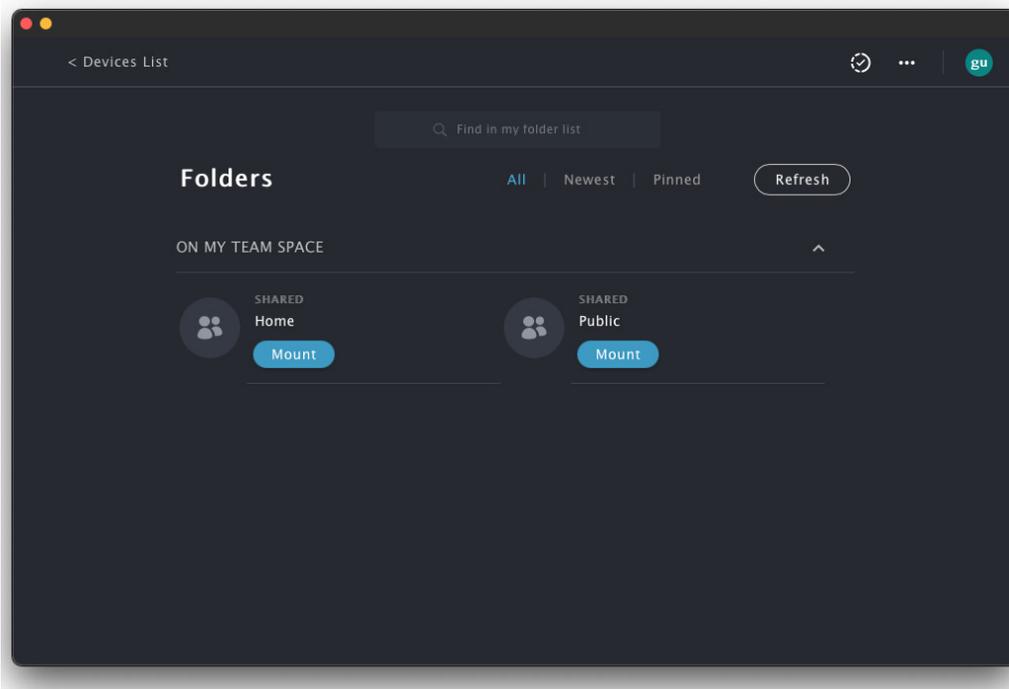
click on the **Cancel Request** button.
When access is granted, the **Folders** menu appears.

3. It is first necessary to create a password for your account. Your default account user name is the name of the Mac user account logged in when the request was sent. The user name cannot be



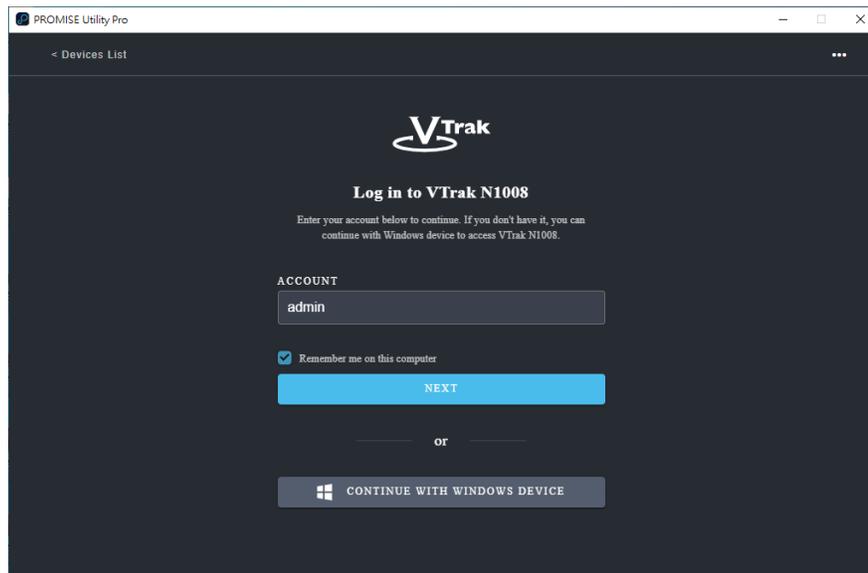
changed. Click on the **Set up now** link in the blue banner that appears in the Folders menu.
Note that you will no longer see this banner once you have a password.

4. Once you are accepted by the administrator, you can Mount the folders available to your account. When you mount a folder it appears in Finder and becomes available for use. These folders function the same as a network drive, you can read or write to the Team folder and your personal folder. You can also be granted read and write access to other shared folders; access to other folders is controlled by the administrator.

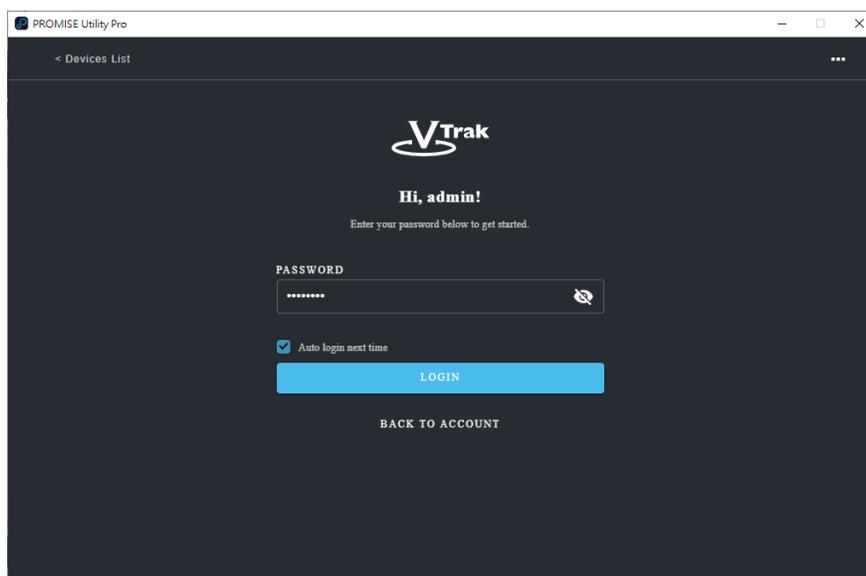


First Time Using PROMISE Utility Pro on Windows

Install the PROMISE Utility Pro on your Windows 10 (or later) system and launch the utility. The Welcome menu presents with two options for connecting with the VTrak. If you have an account already, login normally with your User Name and Password. Notice you that you can click on the *Remember me on this computer* option box to enable automatic login. Click on the **Next** button to continue to the password entry dialog.

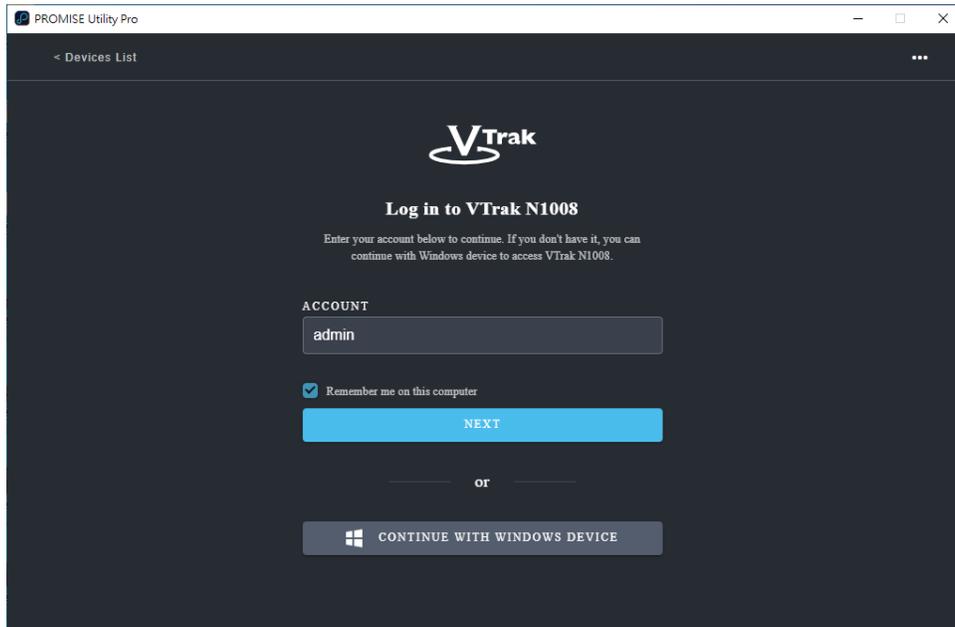


If this is the first time using PROMISE Utility Pro, you have the option to enable **Auto Startup**. *This is used to save time so you do not need to manually mount the storage folders located on the VTrak.* After launching the utility a dialog menu asks if you want to allow Auto Startup, click **Allow** to enable it, or click **Deny** if you prefer to manually mount storage folders after restarting Windows.

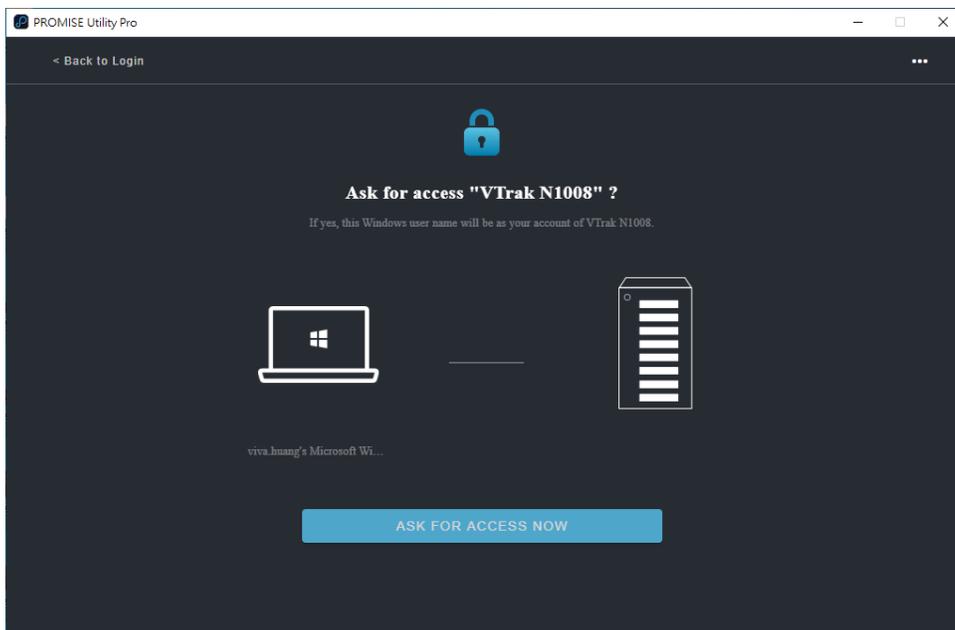


Follow the steps below for first time member set up in Windows:

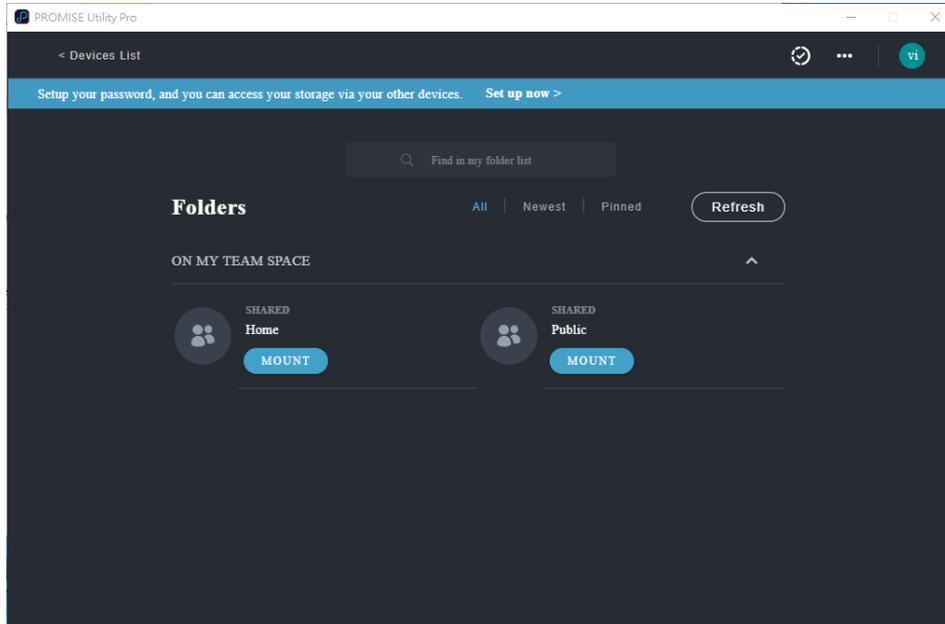
1. If you are using Windows, click the **Continue with Windows Device** button to proceed with the first time setup.



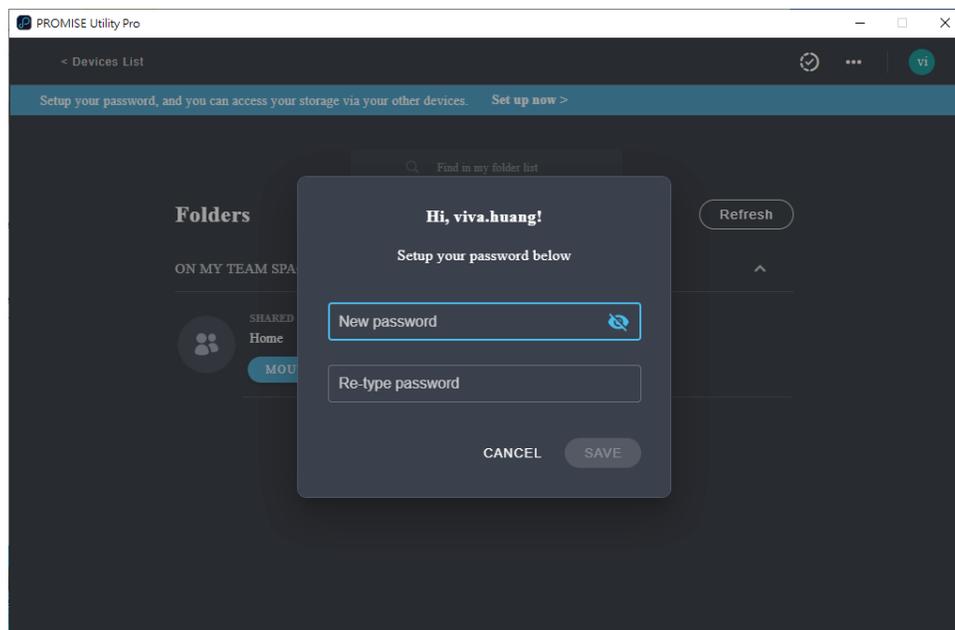
2. To access the VTrak, you first need to get permission from the administrator. Click on the **Ask For Access Now** button. A request is sent immediately to the administrator to accept or deny the request. Presumably the administrator will be running VTrak and will respond quickly. While you await a reply, the menu presents the locked icon. If you need to cancel the request, click on the **Cancel Request** button. When access is granted, the **Folders** menu appears.



- It is first necessary to create a password for your account. Your default account user name is the name of the Windows user account logged in when the request was sent. The user name cannot be changed. Click on the **Set up now** link in the blue banner that appears in the Folders menu. *Note that if your Windows user account is named Administrator, a different name will automatically be assigned using the account name 'Administrator' with an index number attached with an underscore. There can be only one account named Administrator.*



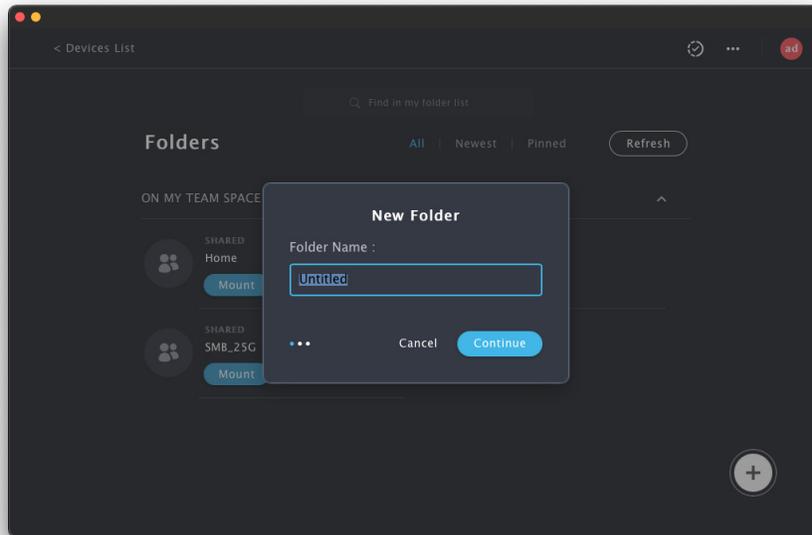
- Once you are accepted by the administrator, you can Mount the folders available to your account. When you mount a folder it appears in File Explorer and becomes available for use. These folders function the same as a network drive, you can read or write to the Team folder and your personal folder. You can also be granted read and write access to other shared folders; access to other folders is controlled by the administrator.



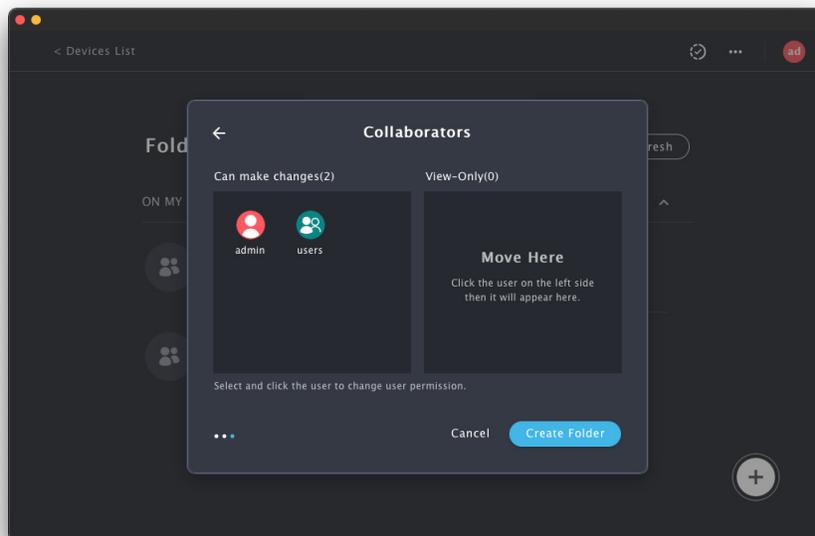
Adding a folder with PROMISE Utility Pro

To add a folder to a Team Volume, follow these steps:

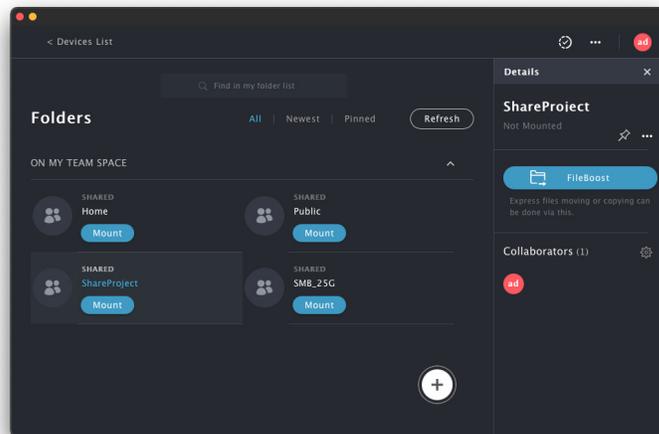
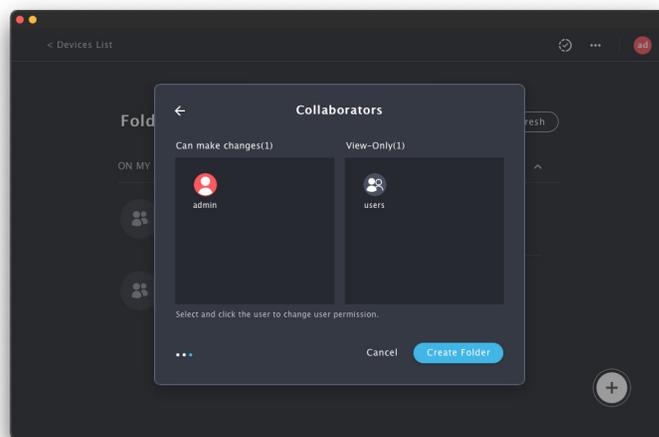
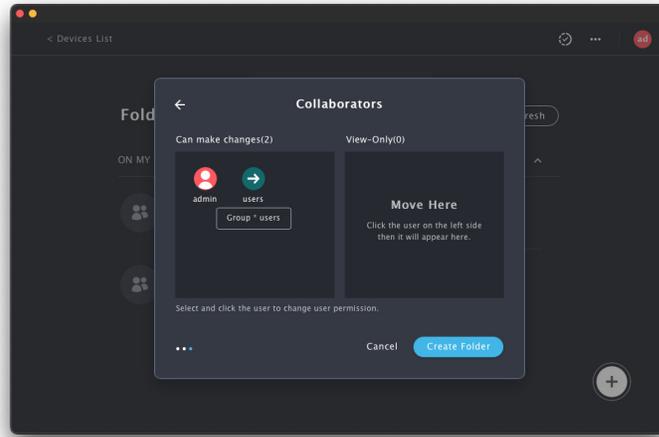
1. Click on the **+** icon in the lower right corner, enter a name for the new folder. Enter a name for the folder and click **Continue**.



2. Add Collaborators to group allowed to access the new Team Folder. Click on the icons for the Members you want to add, and click on **Create Folder**.



- There are two categories for Collaborators: Collaborators which are allowed to add, delete or edit their files in the Team folder (read/write) and others that can view content but not make changes (view only). Hover the cursor over the account icon to move from one category to the other, then click **Create Folder** to finish. The new Team folder appears in the Folders list.



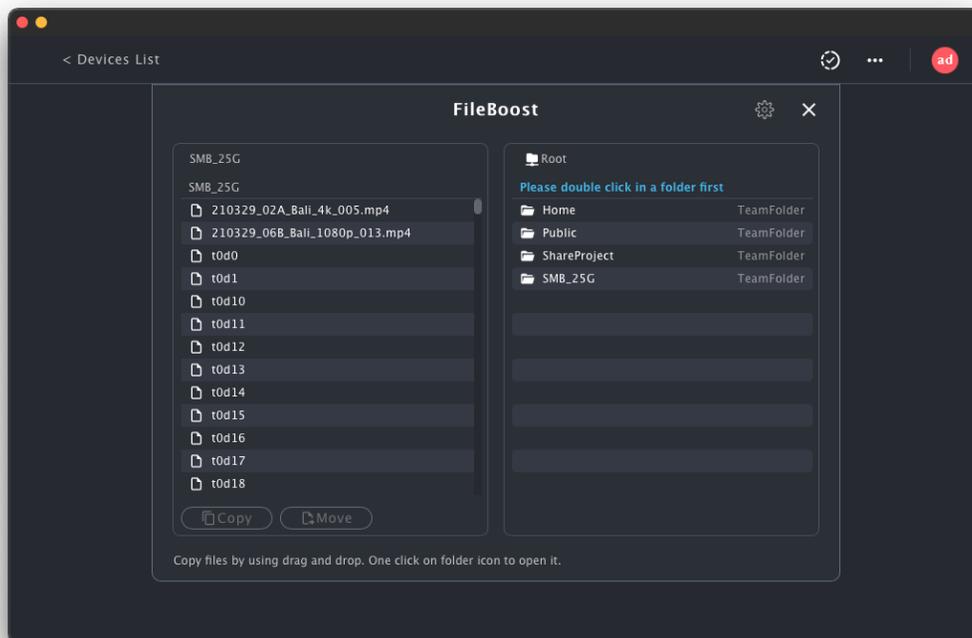
Using FileBoost

FileBoost is a PROMISE proprietary technology that makes possible very rapid data transfers to and from the NAS folder accessible on Member computers. This is a key feature of the VTrak system and is especially useful when large amounts of data need to be copied and moved between folders mounted on Member computers.

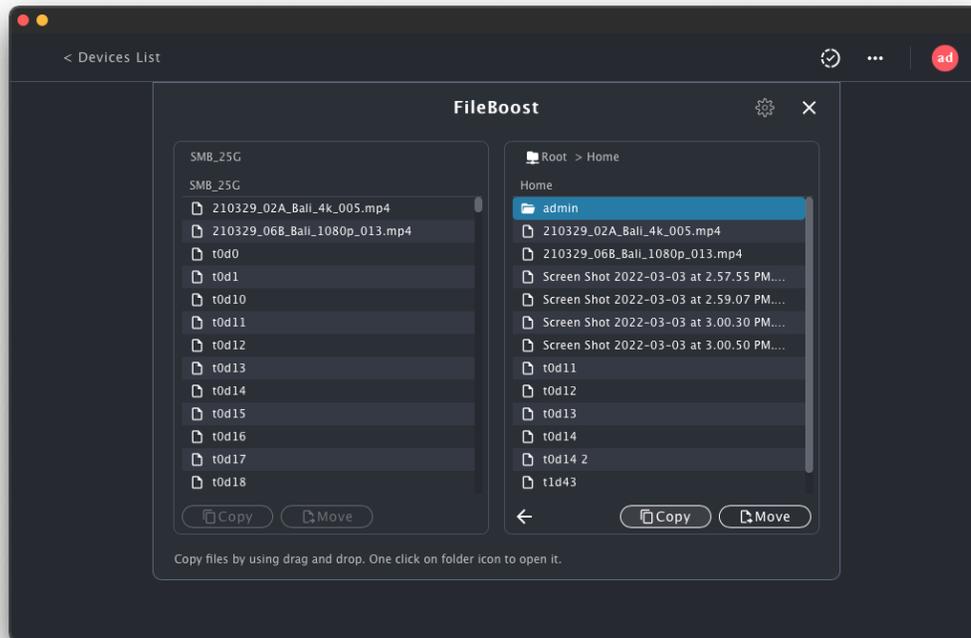
It is possible to perform the same operation using only Finder in Mac, but FileBoost greatly increases data transfer performance to reduce time needed for completion. Again, the time savings is significant when large quantities of data are routinely being moved from one Member folder to another.

To start using FileBoost:

1. Click on the **FileBoost** button, the FileBoost menu appears. The menu reveals the content of the Source Volume in the left panel, with the Target folders available to the Member in the right panel. Select files and use the **Copy** and **Move** buttons or use the drag and drop function to move or copy files to the desired location.



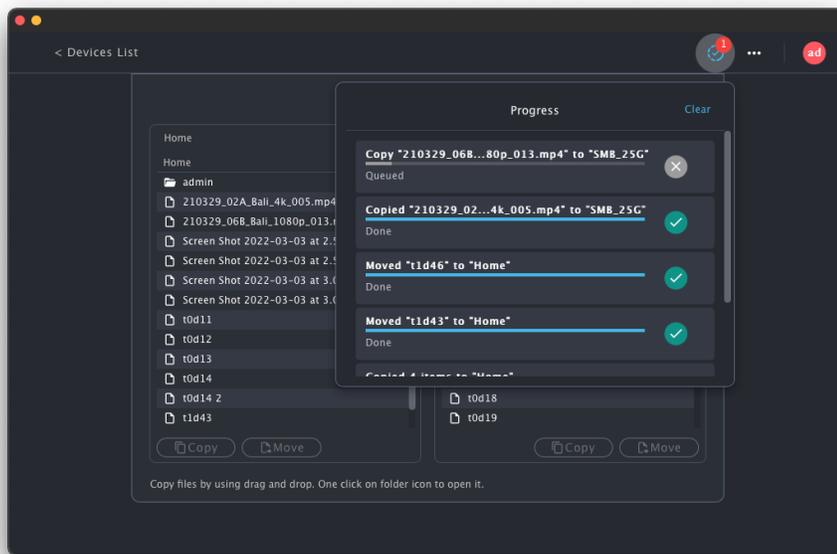
2. Choose the items to copy or move from the Source Volume, and click on the action button (i.e. **Copy To** or **Move To** located under the panel). Alternatively, select the items, drag them to the destination and release the (left) mouse button. Note that dragging a file will only **Copy** it to the location, it will not **Move** the file (i.e. the original file remains in the source location and is copied to the new location).



- The items appear in the target location. Click **X** to close the FileBoost menu when you are finished copying or moving files.



- Status on the transfers appear above the menu. Click outside the menu to close the status menu.



USING WEBPAM INSIGHT

In order to connect to WebPAM Insight, the computer used for management and the VTrak must be connected to the same switched 1G network, and be in the same IP subnet.

1G ports on back of VTrak N1008



Connect either 1G port to 1G network for system management using WebPAM Insight.

Accessing WebPAM Insight

The simplest way to access WebPAM Insight is to click on the link embedded in the PROMISE Utility Pro interface.

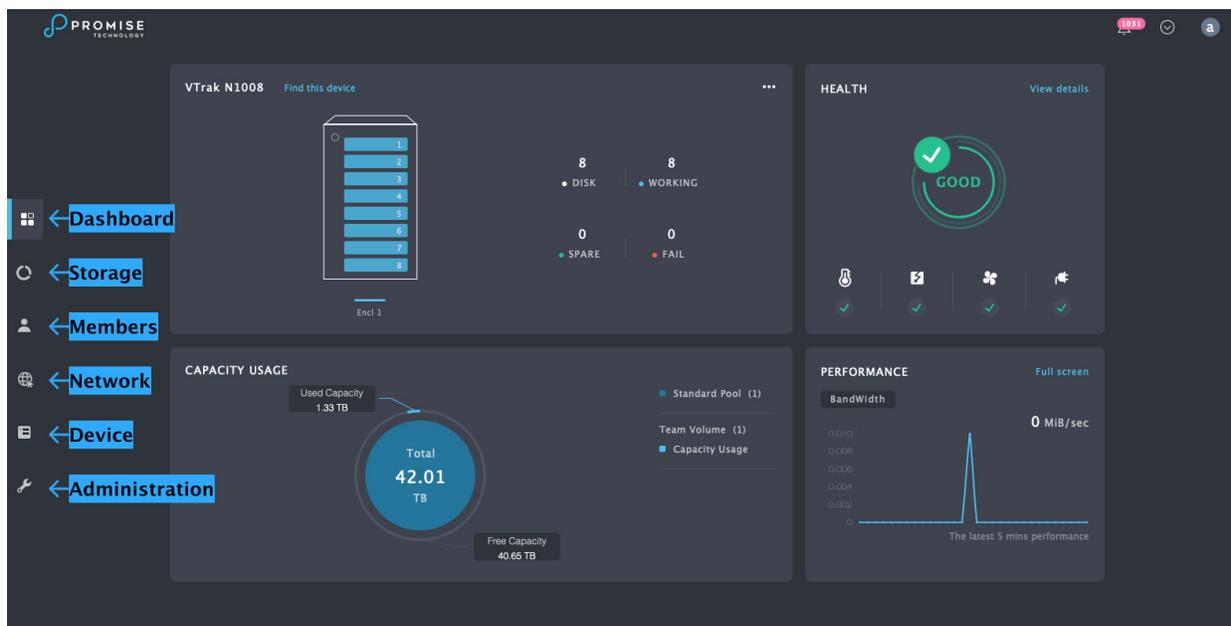
To launch WebPAM Insight in the default web browser, click the **⋮** icon to view the various options and select *Manage device*.

Your default browser will launch and present the Dashboard menu of WebPAM Insight.

Perusing WebPAM Insight GUI

The WebPAM Insight interface consists of menu icons in the left panel, each leading you to a specific function; a virtual front view of the VTrak N1008 with drives indicating their working status; a system health status indicator, capacity indicator that informs of total and available storage capacity; and a real-time graphical performance monitor. Note that the icons in the main display are interactive, if you float the cursor over an icon a tool tip appears telling its function. The icons labeled on the left side in the example below (*Dashboard, Storage, Members, Network, Device* and *Administration*) are links to functional menu groups. All configuration and administrative actions can be completed using the linked menus.

WebPAM Insight interface with the Dashboard displayed



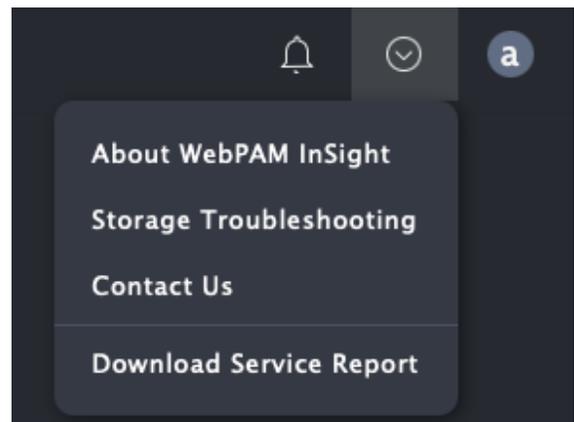
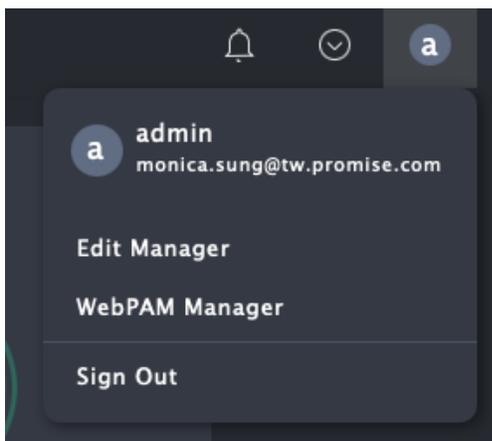
Dashboard

The Dashboard menu is the starting point on WebPAM Insight after login. This display menu provides a quick overview of the real time status to the physical enclosure hardware and functional systems of the VTrak.

Click on the arrow icon to view a drop-down menu to create a **Service Report**, find the current version of WebPAM Insight, or link to the **Support** menu on the PROMISE website. Click on the Bell icon to view the events menu. Click on the 'a' to logout of the administrator account, or to edit details for the account.

- **Dashboard** – Show the Dashboard
- **Storage** – Storage Pool List, Spare Drive List
- **Members** - Member Account and Member Group management
- **Network** - Network interface management
- **Device** – Device Information, Basic Settings, Physical Drive List
- **Administration** – Enclosure (VTrak hardware) Information, Events, Background Activities, Firmware Update, Performance Monitor and Restore Factory Default (Settings)

WebPAM Insight drop-down menus

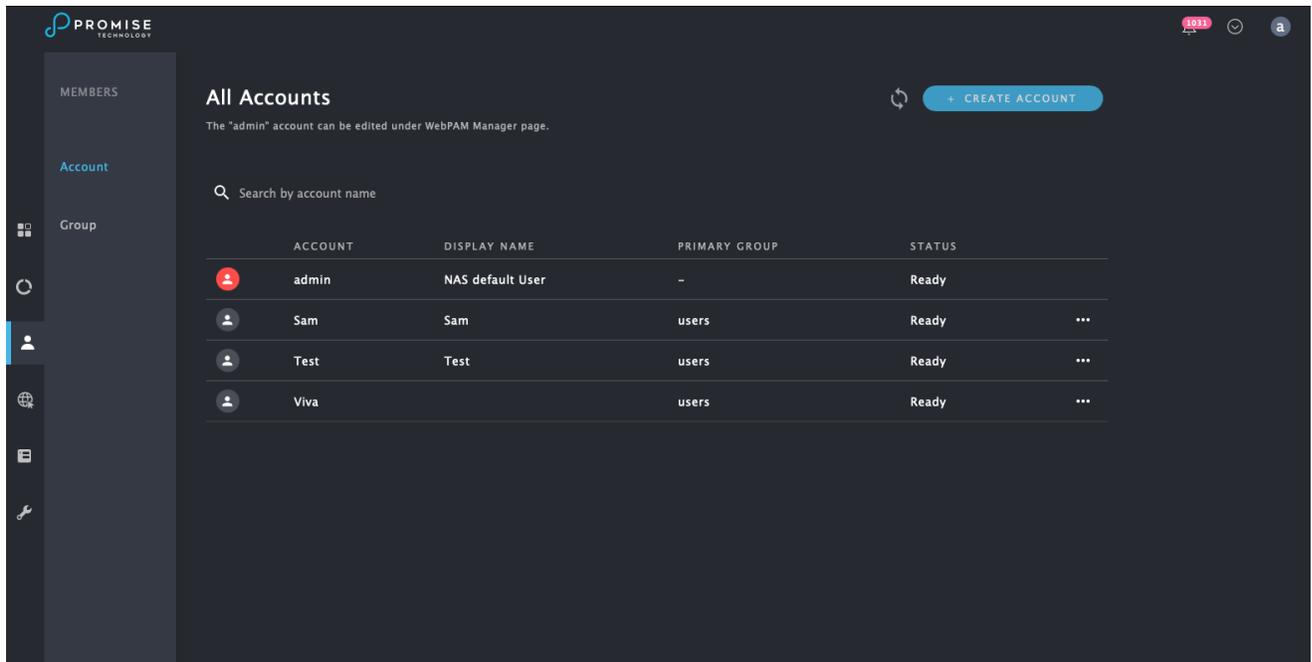


Member and Group Management

Management of accounts and groups can be done by the administrator using PROMISE Utility Pro or WebPAM Insight. In WebPAM Insight, click the **Members** icon in the left panel to go to the Members main menu.

Member accounts are listed in the main menu in alphabetical order by **Account** name. Other information in the menu includes **Display Name**, **Primary Group** (individual accounts can be in more than one group) and the **Status** of the account. By default, there is only a single account for the administrator; newly added accounts appear as they are created.

Members Main menu

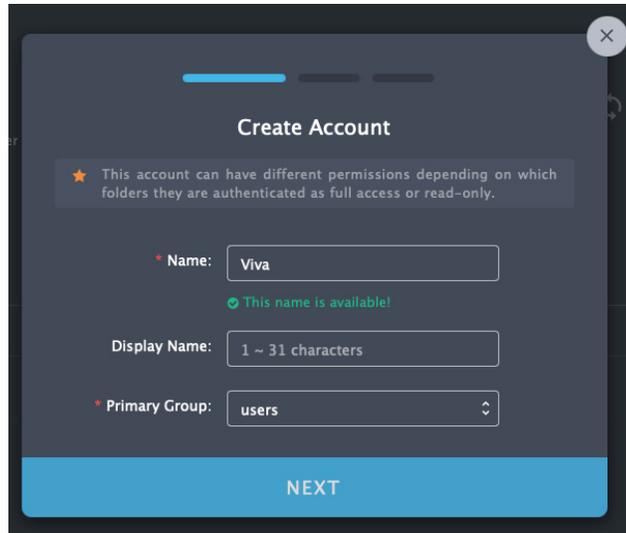


Creating a New Member Account

To create a new account, in the **Members** menu:

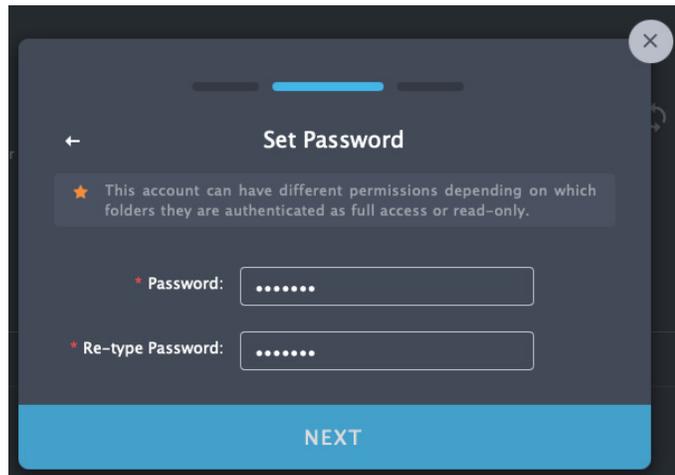
1. Click on the **Create Account** button, a new menu appears.
2. Enter a **Name** and a **Display Name** for the account.
3. Choose the **Primary Group** in which the account is placed and click **Next**. A new menu appears.
4. Enter a **Password**, **Re-type** the password to verify it is correct, and click **Next**.
5. The new account appears in the Members list.

Create Account menu



The screenshot shows a dark-themed 'Create Account' dialog box. At the top, there's a progress indicator with three segments, the first being blue. Below it, the title 'Create Account' is centered. A warning message with a star icon states: 'This account can have different permissions depending on which folders they are authenticated as full access or read-only.' The form contains three fields: 'Name' with the value 'Viva' and a green checkmark below it saying 'This name is available!'; 'Display Name' with a placeholder '1 ~ 31 characters'; and 'Primary Group' with a dropdown menu showing 'users'. A large blue 'NEXT' button is at the bottom.

Account Password menu



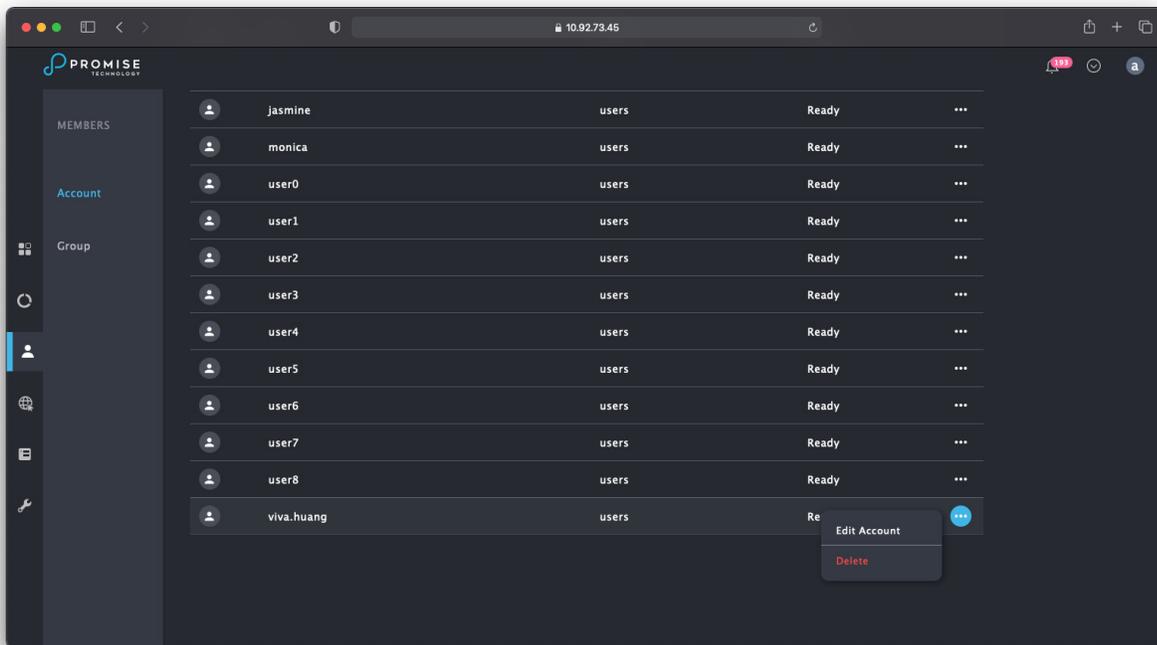
The screenshot shows a dark-themed 'Set Password' dialog box. At the top, there's a progress indicator with three segments, the second being blue. Below it, the title 'Set Password' is centered. A warning message with a star icon states: 'This account can have different permissions depending on which folders they are authenticated as full access or read-only.' The form contains two fields: 'Password' and 'Re-type Password', both with masked input (dots). A large blue 'NEXT' button is at the bottom.

Deleting an Existing Account

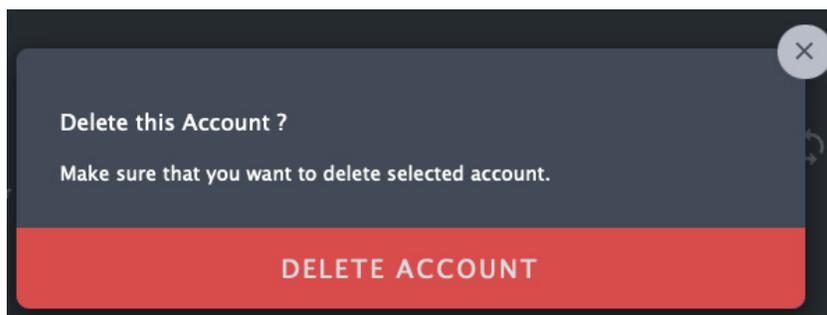
To remove an existing account:

1. Go to the Members Main Menu, click on the **⋮** icon in the right column for the account to be removed, and select the *Delete* option; a new menu appears.

Members menu



2. Confirm that you want to remove the account, click on **Delete Account**.

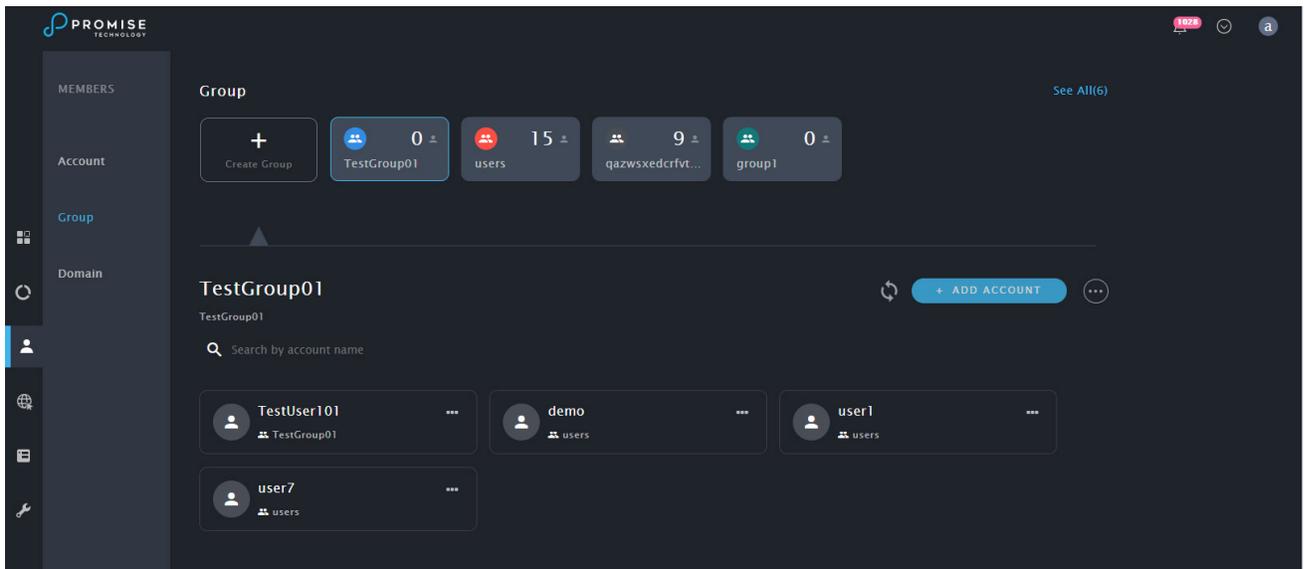


Creating a New Member Group

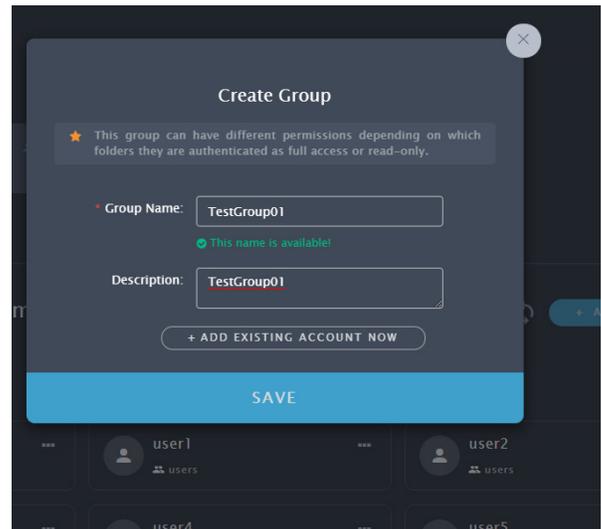
To create a new member group:

1. In the Group menu, click on the **Create Group +** icon, a new menu appears.

Group menu



2. Enter a **Group Name** and a **Description** for the account.
3. Click on **Save**. The new group appears listed in the **Group** menu.

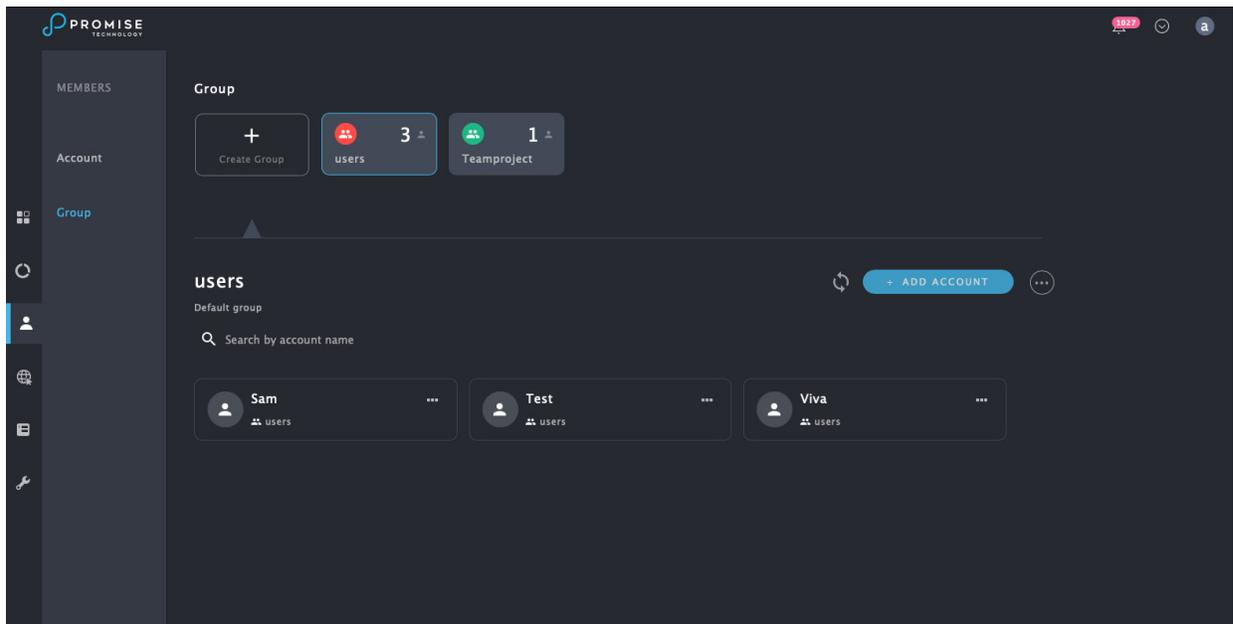


Adding Members to a Group

To add members to an existing group:

1. In the **Group** menu, click on the **Group** icon to view details for that group.
2. Click on the **Add Account** button, a new menu appears.
3. Select existing users from the list and click **Save**. The users are added to the group.

Group Details



Network Management

Network management includes managing network settings for the 10G and 1G Ethernet interfaces, as well as enabling and configuring bonding for the Ethernet interfaces. **Device management over the network is done through the 1G Ethernet interface. Note that if you change the IP address or other network settings on this interface, you will need to reconnect to the device for further management changes.**

The 10G and 1G Ethernet network settings are managed via the Ethernet menu. To view this menu, click on the Network icon in the left tool bar, then click on Ethernet in the left panel.

Ethernet Interface List

Press **F11** to exit full screen

After Network Bonding is enabled, bond IP will use DHCP. You can modify bond settings in Bond page and related Ethernet settings can't be modified.

Ethernet 1G Bond Enabled

ID	PROTOCOL FAMILY	IP ADDRESS	LINK SPEED	CURRENT SPEED	SUBNET MASK/PREFIXLEN	GATEWAY	LINK STATUS
1	IPv4 (Enabled)	10.92.52.96	1000	1000	255.255.255.0	10.92.52.254	up
	IPv6 (Enabled)	fe80::f4e4:3bd7:3698:c9ec	-	-	64	-	-
2	IPv4 (Enabled)	10.92.52.97	1000	1000	255.255.255.0	10.92.52.254	up
	IPv6 (Enabled)	fe80::2f84:821e:ebd6:a58b	-	-	64	-	-

Ethernet 10G Bond Enabled

ID	PROTOCOL FAMILY	IP ADDRESS	LINK SPEED	CURRENT SPEED	SUBNET MASK/PREFIXLEN	GATEWAY	LINK STATUS
1	IPv4 (Enabled)	10.35.10.112	10000	10000	255.255.255.0	10.35.10.254	up
	IPv6 (Enabled)	fe80::fa67:1995:6b57:cff	-	-	64	-	-
2	IPv4 (Enabled)	10.35.10.110	10000	10000	255.255.255.0	10.35.10.254	up
	IPv6 (Enabled)	fe80::4d74:fe20:18d6:5e98	-	-	64	-	-
3	IPv4 (Enabled)	10.17.10.10	10000	10000	255.255.0.0	-	up
	IPv6 (Enabled)	fe80::92bd:47b5:b80e:a29a	-	-	64	-	-
4	IPv4 (Enabled)	10.17.10.11	10000	10000	255.255.0.0	-	up
	IPv6 (Enabled)	fe80::cee3e35:19cc:85f	-	-	64	-	-

To configure network settings on any Ethernet interface, click the settings icon for the interface (***) and choose the Network Settings option. In the new menu, configure network IP settings for the 10G or 1G interface and click **Submit**.

Network Interface Bonding

Network bonding is a process of combining or joining two or more network interfaces together into a single interface. Network bonding offers performance improvements and redundancy by increasing the network throughput and bandwidth. If one interface is down or unplugged the other one will work. It can be used in situations where you need fault tolerance, redundancy or load balancing networks. In Linux, a special kernel module named bonding is used to connect multiple network interfaces into a single interface. Two or more network interfaces can be connected into a single logical “bonded” interface. The behavior of the bonded interfaces depends on the type of bonding method used.

Types of Network Bonding

- **mode=0 (balance-rr)** This mode is based on Round-robin policy and it is the default mode. This mode offers fault tolerance and load balancing features. It transmits the packets in Round robin fashion that is from the first available slave through the last.
- **mode=1 (active-backup)** This mode is based on Active-backup policy. Only one slave is active in this band, and another one will act only when the other fails. The MAC address of this bond is available only on the network adapter part to avoid confusing the switch. This mode also provides fault tolerance.
- **mode=2 (balance-xor)** This mode sets an XOR (exclusive or) mode that is the source MAC address is XOR'd with destination MAC address for providing load balancing and fault tolerance. Each destination MAC address the same slave is selected.
- **mode=3 (broadcast)** This method is based on broadcast policy that is it transmitted everything on all slave interfaces. It provides fault tolerance. This can be used only for specific purposes.
- **mode=4 (802.3ad)** This mode is known as a Dynamic Link Aggregation mode that has it created aggregation groups having same speed. It requires a switch that supports IEEE 802.3ad dynamic link. The slave selection for outgoing traffic is done based on a transmit hashing method. This may be changed from the XOR method via the `xmit_hash_policy` option.
- **mode=5 (balance-tlb)** This mode is called Adaptive transmit load balancing. The outgoing traffic is distributed based on the current load on each slave and the incoming traffic is received by the current slave. If the incoming traffic fails, the failed receiving slave is replaced by the MAC address of another slave. This mode does not require any special switch support.
- **mode=6 (balance-alb)** This mode is called adaptive load balancing. This mode does not require any special switch support.

Team Folders

Management of production teams for collaboration will likely be one of the main activities of the VTrak administrator. The user interface and menus are user friendly and intuitive in order to simplify overall system management. Folders, teams and users can also be managed using the PROMISE Utility Pro.

To view the menu for team and user management, click the Storage menu icon in the left panel of the interface. The first menu that appears is the **Team Volume and Team Folder List**. The default configuration has a shared team volume, **Team_Volume_01**, already set up. If you want to change the name of the volume you need to go to the **Pool** configuration menus. Note however that making changes to the existing disk pool should be done before you start using it since the data will be lost if you change the default pool set up.

Team Folders List

The screenshot shows the 'Team Volume & Team Folder List' interface. At the top, there is a 'REFRESH' button. Below it, a note states: 'A volume can Extend Capacity by using free capacity on the pool. Start Repair is to scan the file system and correct problems encountered. During repairing, all the team folders belong to this team volume cannot be used.' The main section displays 'TeamVolume_01' with a circular progress indicator showing 40.65 TB free. Below this, there is a '+ ADD FOLDER' button and a search bar. The table below lists the folders:

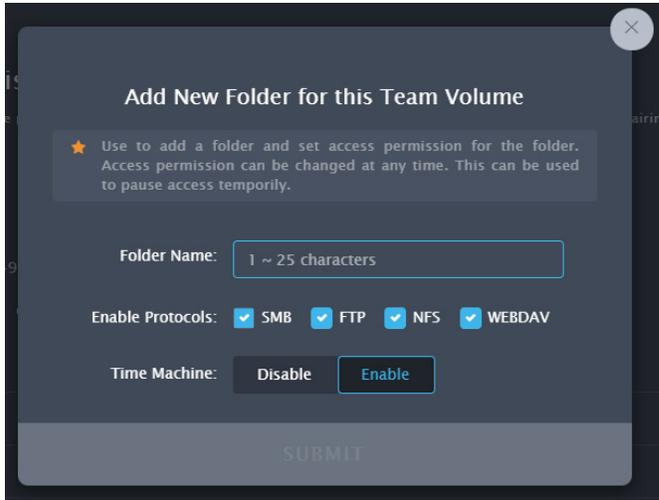
ID	FOLDER NAME	PROTOCOL
0	Public	SMB NFS FTP WebDav
1	Home	SMB
2	SMB_25G	SMB NFS FTP WebDav
3	ShareProject	SMB NFS FTP WebDav

At the bottom of the table, there is a 'HIDE FOLDER LIST' button.

Creating a New Team Folder

To create a new Team Folder, click the **+ Add Folder** button, the **Add New Folder** menu appears.

Add New Folder to Team Volume menu



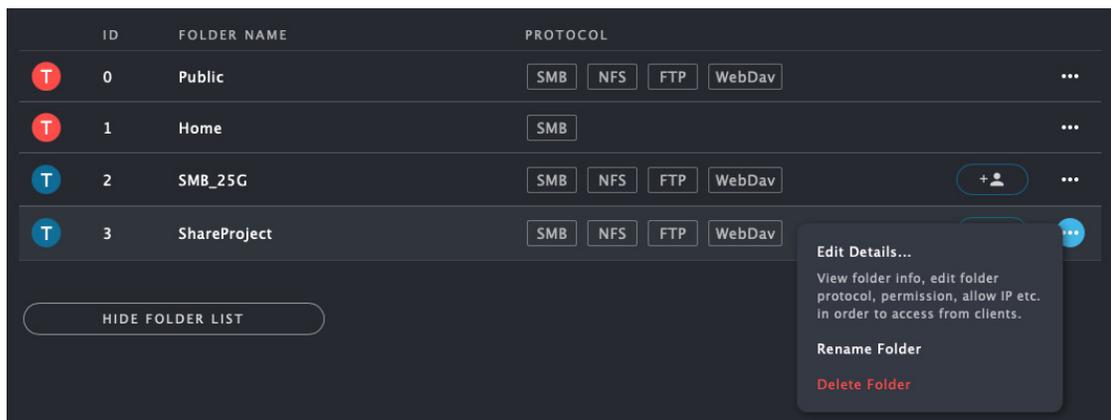
To create a new Team Folder:

1. Type a **Folder Name**, and click to **enable** or **disable** protocols for the folder (*SMB, FTP, NFS* or *WEBDAV* all enabled by default).
2. The option of enabling Time Machine backups for the team folder can also be **enabled** or **disabled** (enabled by default).
3. Click the **Submit** button to create the new team folder. The new folder appears in the Team Folder list for the volume.

Removing a Team Folder

To delete a team folder, go to the Folders List, click on the Details icon for the folder (⋮) and choose the *Delete* option. A pop-up menu asks you to confirm your decision to delete the folder. To confirm, type the name of the folder and click on **Confirm** to remove the folder.

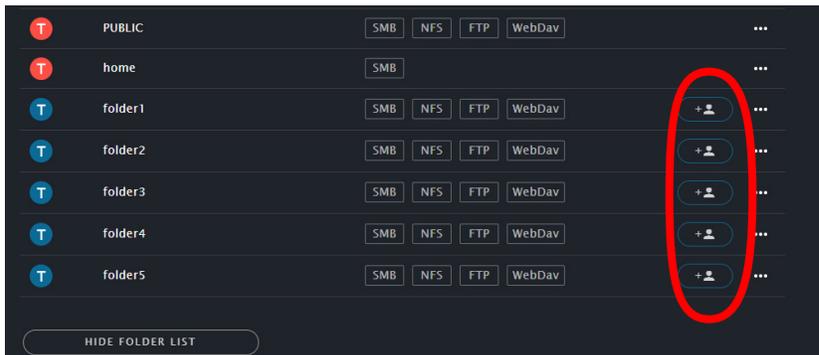
Delete Team Volume



Adding Members to a Team Folder

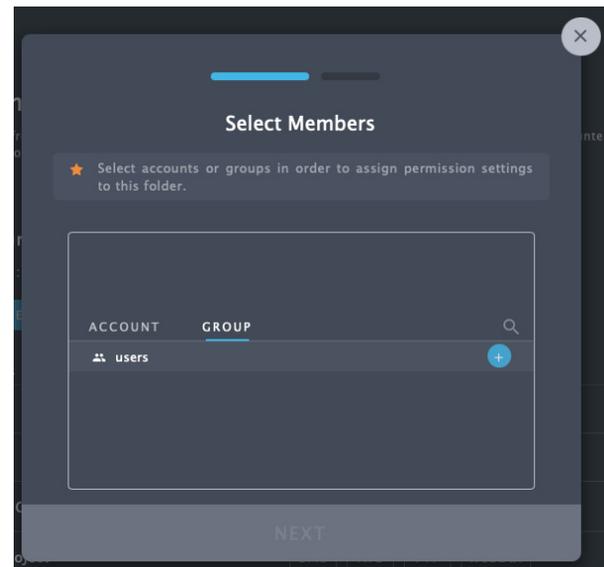
1. To add members to a team folder, click on the **Add Member** icon for an eligible team folder. *Note that team folders with the blue T icon are eligible for member management in this menu.*

Click icon to add members

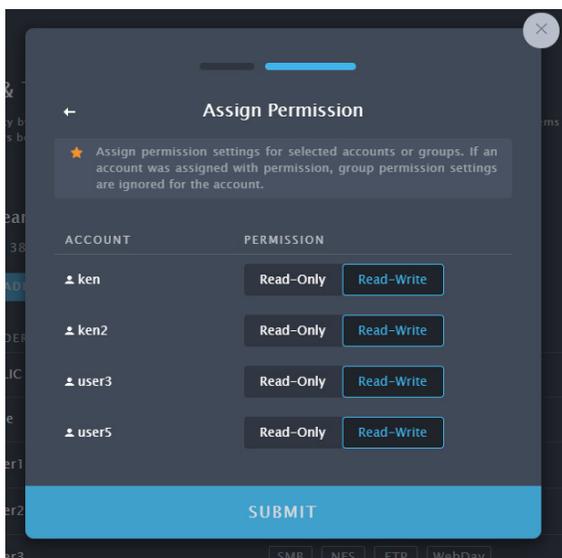


2. In the menu that appears, click on the + icon for the members you want to add to the team folder.

Select members to add to the team folder



Assign permission level for added members

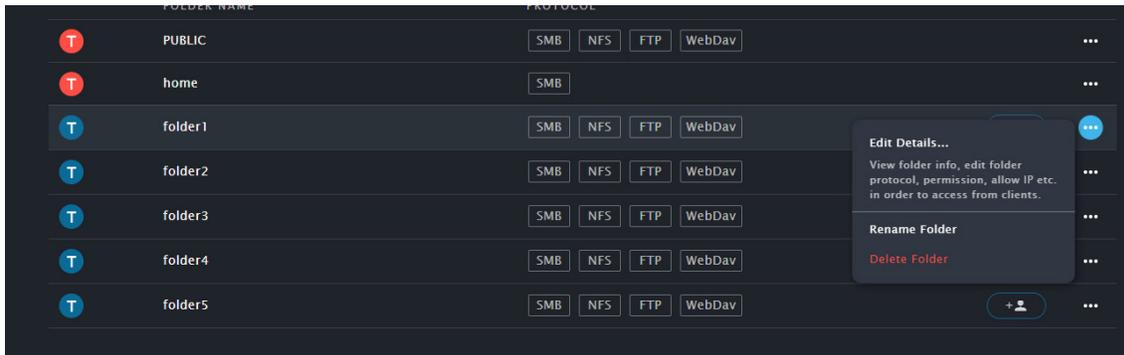


3. Choose the permission level (*Read-Write, Read-Only*) for the newly added members.
4. Click the **Submit** button.

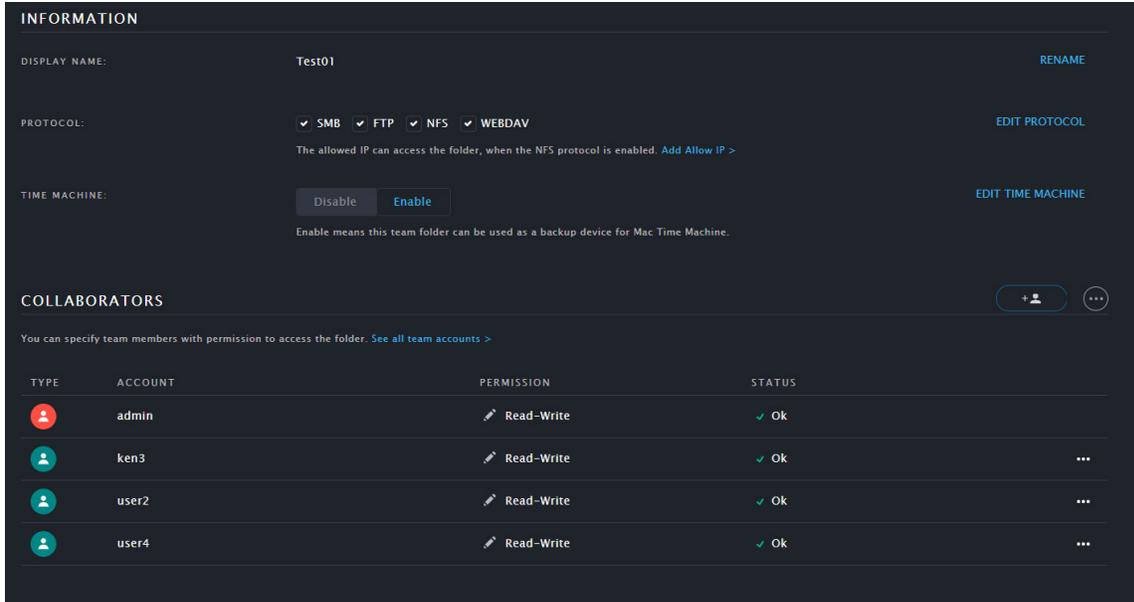
Editing/Deleting Members and Permission Settings

To delete members from a team folder or to change settings such as read-write permission settings, go to the Folders List, click on the Details icon for the folder (⋮) and choose the *Edit Details* option. *Note that this is also where you can change the name of the folder.*

Team Folders list, Edit Details



Folder Information

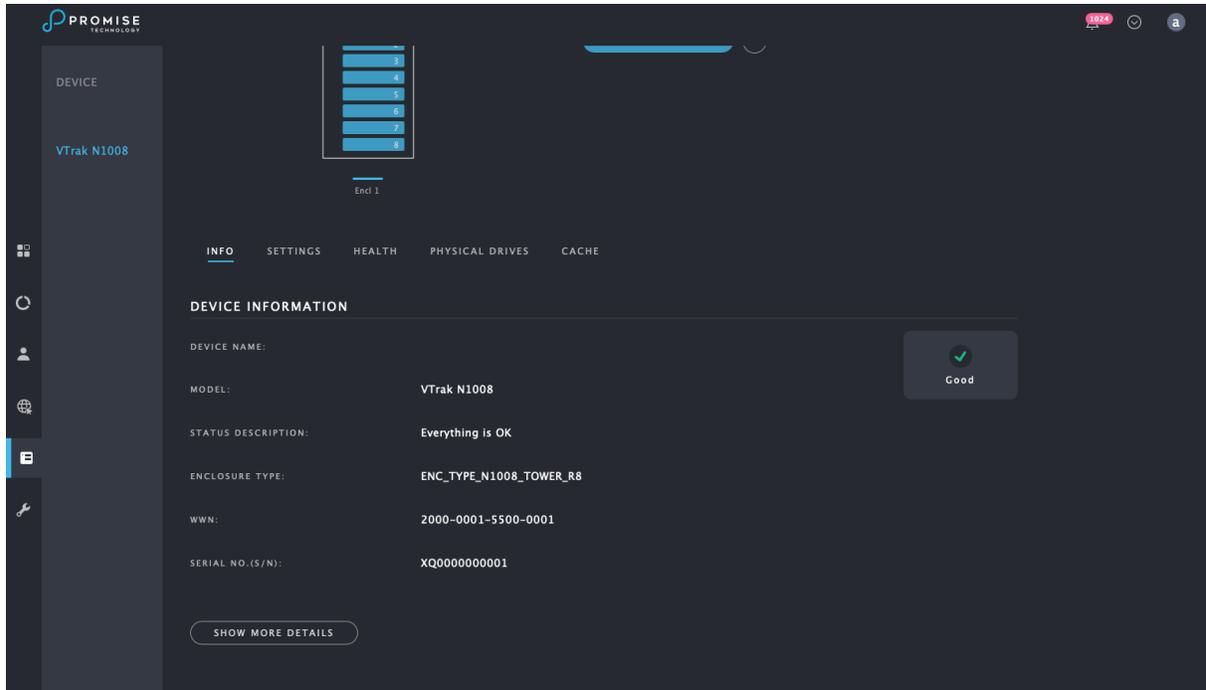


To delete members from a team folder, click on the Details icon for the user (⋮) and choose the *Remove user from this folder* option.

Device Information

The Device menu includes a few settings menus for system alarm and system time. This is also where you can reset the device to the factory default settings. Most of the menus under the Device banner are used to present information about the enclosure.

Device Information Menu



Device Information

Information presented in the Device main menu includes:

- Device Name
- Model
- Status Description
- Enclosure Type
- WWN
- Serial Number
- Click *See more details* to expand the menu.
- SCSI Protocol Supported
- Cache Usage Hardware Version
- Host Cache Flushing (*Disabled by default*)
- Dirty Cache Usage
- Firmware Version
- Software
- Version

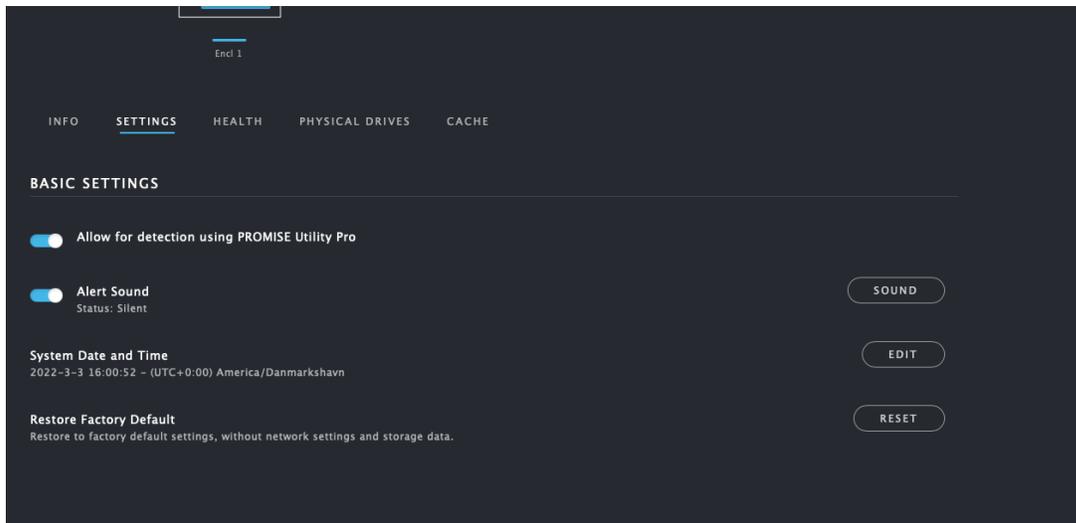
Device Settings

Click the Settings link in the Device menu to view the basic settings menu for the device.

The actions available in the Basic Settings menu are:

- Allow detection using PROMISE Utility Pro**
 Enabled by default. Use this to enable or disable autodetection for PROMISE Utility Pro on the network. PROMISE Utility Pro uses autodetection to locate available VTrak devices on the 10G network.
- Alert Sound (Sound/Mute)**
 Enabled by default. Use this to enable or disable the audible alarm on the VTrak.
- System Date and Time**
 Click the Edit button to change Date and Time settings.
- Restore Factory Default**
 Click on Reset to restore system settings to factory default settings. Note that if a reset is conducted, all data in the Home folder will be moved to the administrators Home folder, and all Members and permission settings will be lost. *Note that you can backup settings for Members and Storage settings using the Import/Export settings menu in the Administration tab.*

Device Settings menu



Device Health

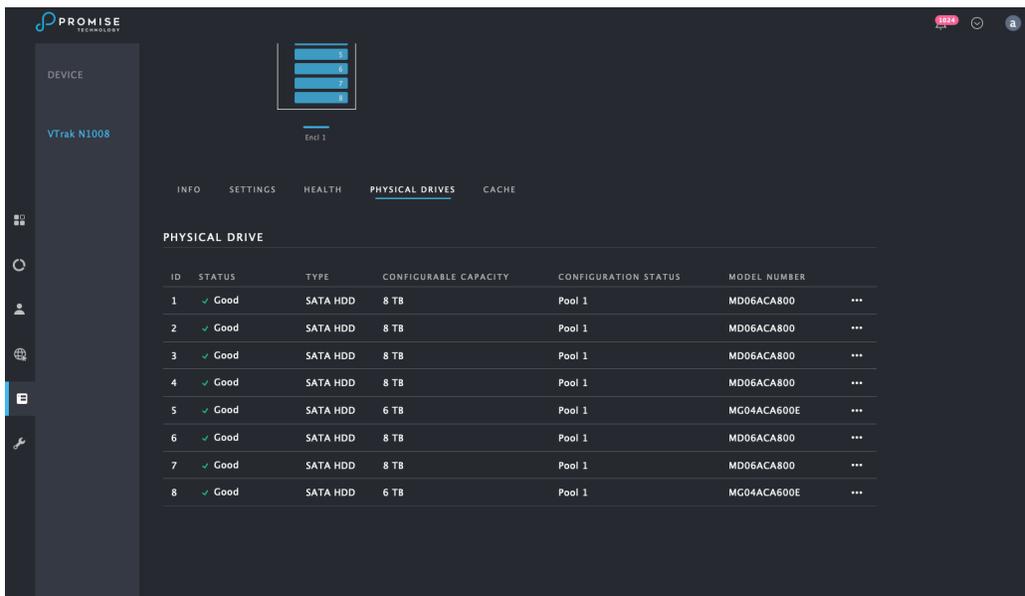
Click the Health link in the Device menu to view system health status information for the following:

- **Controller**
- **Power Supply Unit**
- **PSU Fan**
- **Blower**
- **Temperature Sensors**
- **Voltage Sensors**

Physical Drive Status

Click on the **Physical Drives** link in the Device menu to view the current status of the physical drives populating the enclosure. Basic information includes that drive health, the type, capacity and configuration status.

Physical Drives Status



ID	STATUS	TYPE	CONFIGURABLE CAPACITY	CONFIGURATION STATUS	MODEL NUMBER	
1	✓ Good	SATA HDD	8 TB	Pool 1	MD06ACA800	...
2	✓ Good	SATA HDD	8 TB	Pool 1	MD06ACA800	...
3	✓ Good	SATA HDD	8 TB	Pool 1	MD06ACA800	...
4	✓ Good	SATA HDD	8 TB	Pool 1	MD06ACA800	...
5	✓ Good	SATA HDD	6 TB	Pool 1	MG04ACA600E	...
6	✓ Good	SATA HDD	8 TB	Pool 1	MD06ACA800	...
7	✓ Good	SATA HDD	8 TB	Pool 1	MD06ACA800	...
8	✓ Good	SATA HDD	6 TB	Pool 1	MG04ACA600E	...

NVMe SSD Status

NVMe SSD cache on the VTrak N1008 is a RAID0 volume made up of two NVMe SSD drives. The NVMe SSD cache increases read performance up to 4000MB/s. The status menu lists the health and operational status, usage statistics and information about the installed drives.

NVMe SSD Status

READ CACHE

USAGE	HIT RATIO	ATTACHED TEAM VOLUME	STATUS
1%	0% Last hour	TeamVolume_01	Attached

NVMe SSD INFORMATION

Slot	Health
NVMe SSD - Slot 1	100%
NVMe SSD - Slot 2	100%

Slot 1 Details:

- MODEL NUMBER: INTEL SSDPEKNU512GZ
- SERIAL NUMBER: BTKA12440DJ2512A
- PHYSICAL SIZE: 512.11 GB
- SECTOR SIZE: 512 Bytes
- TEMPERATURE: 22 °C

Administration

Administration menus include the Events, Firmware Update, Import/Export settings, Service, Protocol Registration menus.

Events Log

The log of Events appears. Events are added to the top of the list. Each item includes:

- **Index number** – Begins with 0 at system startup.
- **Time Stamp** – Date and time the event happened.
- **Device** – Pool, Volume, Physical Drive by its ID number.
- **Severity** – See below:
 - Information – Information only, no action is required
 - Warning – User can decide whether or not action is required
 - Minor – Action is needed but the condition is not serious at this time
 - Major – Action is needed now
 - Critical – Action is needed now and the implications of the condition are serious
 - Fatal – Non-Recoverable error or failure has occurred
- **Description** – A description of the event in plain language.

To download the Events log, click on the Download Events button to save a zipped file listing the contents of the log.

To clear the log, click the **...** icon and selection the *Clear Events* option.

Firmware Update

To update system firmware, make sure to first download the latest firmware from the PROMISE website, and save the file to the administrator's computer. The Firmware Update menu allows drag and drop, or Browse functions to locate the downloaded firmware update file. You can also use TFTP from a remote system if preferred.

Choose the update file and follow the on screen instructions to install the new firmware. A system reboot will be required. Make sure there are no active users during the update process.

Import/Export Settings Files

The Import/Export settings menu allows back up of Members and Storage settings, which can be loaded back onto the system. This menu can also be used to generate a Service Report.

To import settings, drag and drop the previously saved settings file or Browse to locate it, then click on the **Import** button.

To export settings, click on the type of setting you want to save and click the **Export** button.

Service

Use the Service menu to start, stop or configure SSH, Email and Webserver functions. Click on the ... icon for the service and choose the option to configure *Settings*, *Start*, *Stop* or *Restart*.

Protocol

The Protocol menu is used to enable, disable or configure settings for SMB, NFS, FTP and HTTP protocols. Note that SMB, NFS and HTTP must be enabled for client Members to use the VTrak.

Registration

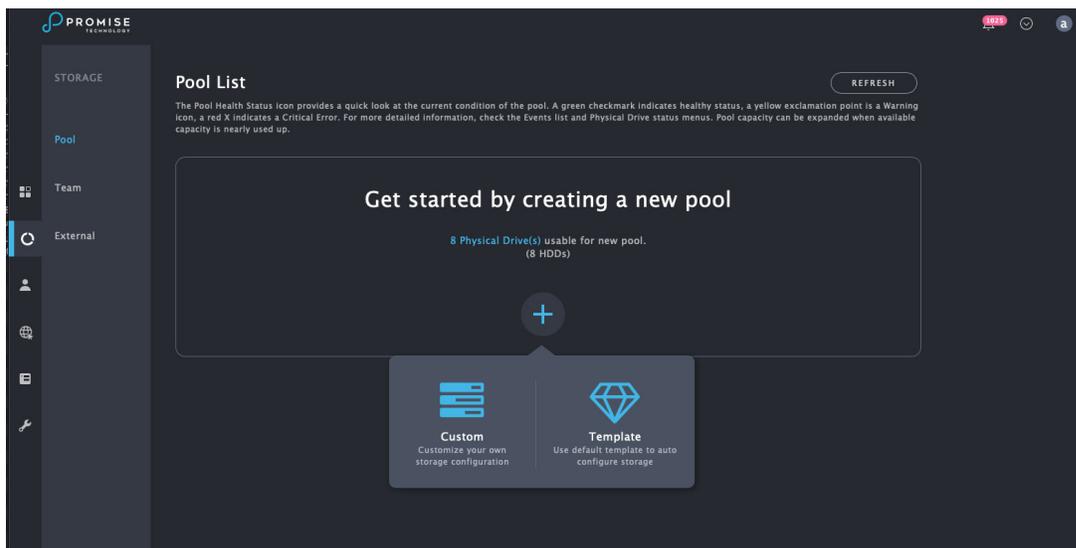
It is strongly recommended that you register your VTrak N1008 to enable optimum service if you should require assistance or technical support. To register, you must login with your PROMISE account. If you do not have an account, it is easy and quick to get one. To create a new PROMISE account, click on the Sign Up link in the Registration menu and proceed to register the VTrak. If you have an account already, just follow the instructions in the menu to complete the registration.

Configuring A New Storage Volume

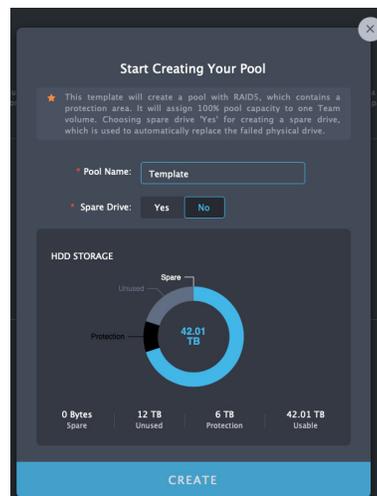
The VTrak is shipped with the storage configured ready to use. However, if you should want to delete the existing storage volumes and create a new storage configuration, the instructions in this section explain how to do it. The default storage configuration on the VTrak N1008 contains one storage pool with one storage volumes (*Team_Volume_01* with *Public* and *Home* folders), the volume consists of a storage pool of 8 HDD.

If you have deleted the default storage pool, the **Pool** menu will instruct you to create a new storage pool to begin the configuration. You have the option of using the **Template** option to create the default storage setup (one pool, two equal sized volumes) or you choose the **Custom** option to customize the storage configuration.

Pool List with no storage configuration



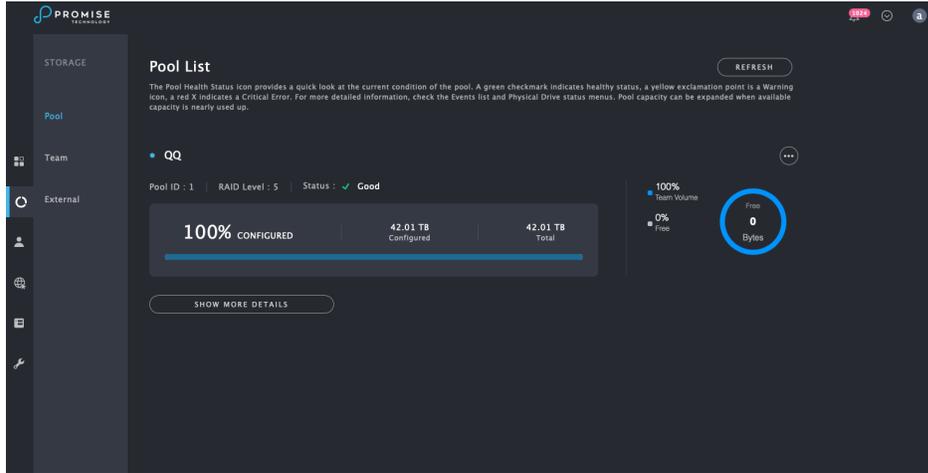
Create New Pool from Template



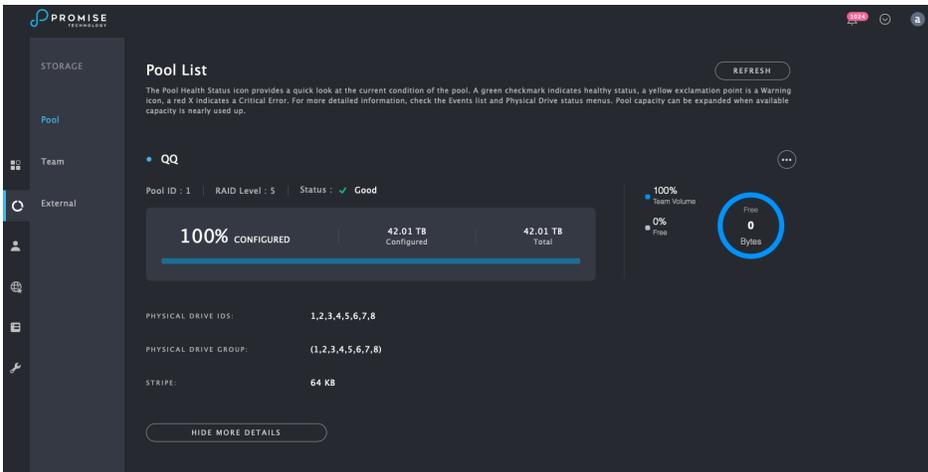
Template Option

The Template option will create everything in one step. You simply need to enter a name for the storage pool, click **Yes** or **No** to create or not create a spare drive and click on **Create**. The new pool will use all available drives for one storage pool with two volumes. When completed the **Storage Pool List** will look like the example here.

Pool List with Default Storage Configuration



Pool List Details



CONTACTING TECHNICAL SUPPORT

PROMISE offers Web Support 24/7 and local Phone Support during normal business hours for VTrak N Series:

For Web Support, click here: <https://support.promise.com>. For telephone support, click here: <http://www.promise.com/ContactUs>

Please be sure to register your product at PROMISE eSupport (<https://support.promise.com>)

The information below is required for troubleshooting. Please register this information or have it readily available at the time of your support call.

Serial number - Located on label toward rear of chassis

RMA METHODS

1. Cross Ship

For this method, Credit card information is required for security purposes. The replacement item is first sent to you (customer). Thirty (30) days, from the day of shipment, are allowed for returning the defective unit. If the defective part is not returned within the allowed 30days, your credit card will be charged the MSRP of the replacement part(s) shipped.

2. Return and Replace

Credit card information is not needed for this method. Once your request for an RMA is approved, an RMA number will be emailed to you along with specific shipping instructions. Product(s) must be returned in its original packaging (inner and outer box). If you do not have the original packaging contents please contact PROMISE Technical Support. All RMA are shipped standard ground to your location.

See "Returning the Product For Repair" on page 55 for more details.

Return ONLY the specific product covered by the warranty. Do not ship cables, manuals, CDs, etc.

Please return the product to your dealer or retailer or Contact PROMISE technical support for instructions before shipping the product.

Please check PROMISE E-Support: <https://support.promise.com> for full instructions before shipping the product.

You must follow the packaging guidelines for returning products:

- Use the original shipping carton and packaging
- Include a summary of the product's problem(s)
- Write an attention line on the box with the RMA number
- Include a copy of your proof of purchase

You are responsible for the cost of insurance and shipment of the product to PROMISE. Note that damage incurred due to improper transport or packaging is not covered under the Limited Warranty.

When repairing returned product(s), PROMISE may replace defective parts with new or reconditioned parts, or replace the entire unit with a new or reconditioned unit. In the event of a replacement, the replacement unit is under warranty for the remainder of the original warranty term from purchase date, or 30 days, whichever is longer.

PROMISE pays for outbound standard shipping charges only. You must pay for any additional shipping options, such as express shipping and return of the defective part or unit.

YOUR RESPONSIBILITIES

You are responsible for determining whether the product is appropriate for your use and will interface with your equipment without malfunction or damage. You are also responsible for backing up your data before installing any product and for regularly backing up your data after installing the product. PROMISE is not liable for any damage to equipment or data loss resulting from the use of any product.

RETURNING THE PRODUCT FOR REPAIR

If you suspect a product is not working properly, or if you have any questions about your product, contact our Technical Support staff, and be ready to provide the following information:

- Product model and serial number (required)
- Return shipping address
- Daytime phone number
- Description of the problem
- Copy of the original purchase invoice

The technician helps you determine whether the product requires repair. If the product needs repair, the technician issues an RMA (Return Merchandise Authorization) number.



IMPORTANT

Obtain an RMA number from Technical Support before you return the product and write the RMA number on the label. The RMA number is essential for tracking your product and providing the proper service.

LIMITED WARRANTY

PROMISE Technology, Inc. ("PROMISE") warrants that this product, from the time of the delivery of the product to the original end user:

- a) all components for a period of three (3) years;
- b) will conform to PROMISE's specifications;
- c) will be free from defects in material and workmanship under normal use and service.

This warranty:

- a) applies only to products which are new and in cartons on the date of purchase;
- b) is not transferable;
- c) is valid only when accompanied by a copy of the original purchase invoice.

This warranty shall not apply to defects resulting from:

- a) improper or inadequate maintenance, or unauthorized modification(s), performed by the end user;
- b) operation outside the environmental specifications for the product;
- c) accident, misuse, negligence, misapplication, abuse, natural or personal disaster, or maintenance by anyone other than a PROMISE or a PROMISE-authorized service center.

DISCLAIMER OF OTHER WARRANTIES

This warranty covers only parts and labor, and excludes coverage on software items as expressly set above.

Except as expressly set forth above, PROMISE disclaims any warranties, expressed or implied, by statute or otherwise, regarding the product, including, without limitation, any warranties for fitness for any purpose, quality, merchantability, non-infringement, or otherwise. PROMISE makes no warranty or representation concerning the suitability of any product for use with any other item. You assume full responsibility for selecting products and for ensuring that the products selected are compatible and appropriate for use with other goods with which they will be used.

PROMISE does not warrant that any product is free from errors or that it will interface without problems with your computer system. It is your responsibility to back up or otherwise save important data before installing any product and continue to back up your important data regularly.

No other document, statement or representation may be relied on to vary the terms of this limited warranty.

PROMISE's sole responsibility with respect to any product is to do one of the following:

- a) replace the product with a conforming unit of the same or superior product;
- b) repair the product.

PROMISE shall not be liable for the cost of procuring substitute goods, services, lost profits, unrealized savings, equipment damage, costs of recovering, reprogramming, or reproducing of programs or data stored in or used with the products, or for any other general, special, consequential, indirect, incidental, or punitive damages, whether in contract, tort, or otherwise, notwithstanding the failure of the essential purpose of the foregoing remedy and regardless of whether PROMISE has been advised of the possibility of such damages. PROMISE is not an insurer. If you desire insurance against such damage, you must obtain insurance from another party.

Some states do not allow the exclusion or limitation of incidental or consequential damages for consumer products, so the above limitation may not apply to you.

This warranty gives specific legal rights, and you may also have other rights that vary from state to state. This limited warranty is governed by the State of California.