# OWC NASPerform

*network attached storage with NDAS*

NASPerform/USB2.0 Enclosure
for 3.5" IDE Hard Drive

## *User's Manual*

**FCC Information**
This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference and (2) this device must accept any interference received, including interference that may cause undesired operation.

Operation of this equipment in a residential area is likely to cause interference in which case the user at his or her own risk and expense will be required to correct the interference.

**Declaration of Conformity**
Other World Computing declares that the NASPerform Enclosure conforms to the following standards, in accordance with the provisions of the EC Directive 89/366/EEC: EN 55022 (CISPR 22:1985), Class A.

**Warranty**
Other World Computing warrants that this product will be free from defects in materials and workmanship for period of time specified on the product packaging. This limited warranty shall commence from the date of purchase.

Other World Computing warranty is not transferable and is limited to the original purchaser. If the product is found to be defective then, as your sole remedy and as the manufacturer's only obligation, Other World Computing will repair or replace the product. This warranty shall not apply to products that have been subjected to abuse, misuse, abnormal electrical or environmental conditions, normal wear and tear or any condition other than what can be considered normal use.

This warranty is exclusive and is limited to Other World Computing NASPerform drive enclosure. This warranty shall not apply to products that have been subjected to abuse, misuse, abnormal electrical or environmental conditions, or any condition other than what can be considered normal use.

**Warranty Disclaimers**
Other World Computing makes no other warranties, express, implied or otherwise, regarding the Other World Computing NASPerform drive enclosure, and specifically disclaims any warranty for merchantability or fitness for a particular purpose.

The exclusion of implied warranties is not permitted in some states and the exclusions specified herein may not apply to you. This warranty provides you with specific legal rights. There may be other rights that you have which vary from state to state.

**Limitation of Liability**
The liability of Other World Computing arising from this warranty and sale shall be limited to a refund of the purchase price. In no event shall Other World Computing be liable for costs of procurement of substitute products or services, or for any lost profits, or for any consequential, incidental, direct or indirect damages, however caused and on any theory of liability, arising from this warranty and sale. These limitations shall apply not with standing any failure of essential purpose of any limited remedy.

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## FAQs (Frequently Asked Questions)

**Introducing The OWC NASPerform/USB2.0 Enclosure**

Thank you for choosing the NASPerform aluminum NDAS/USB2.0 3.5" IDE Hard Drive Enclosure. NASPerform is a high performance network storage device, which can connect directly to wired or wireless Ethernet network switch or router, and share with multiple users at office or home. It can also connect with a computer through USB connection and work as a portable external Hard Drive.

NDAS, a technology developed by XIMETA, Inc, stands for network direct attached storage. NDAS is a better alternative to NAS(network attached storage) or SAN(storage area network) in SOHO environment. NASPerform is much more cost-effective, efficient and easy to use. It is for users looking for lower costs and storage associated with backup/archiving.

The OWC NASPerform utilizes NDAS technology - allowing it to connect the hard disk directly to a network without a server. NASPerform can be used with a variety of applications.

- Multimedia central storage device (MP3s, Digital Photos, Digital Video).
- Use as storage for Personal Computer and Home Networking (storing and sharing files, backup / archiving, etc.)
- Expanding storage requirements.
- Business cost-effective, secondary network storage.
- Public institution's storage for data archives, disclosed data, backups, and data conservation.
- Multi-platform networking (Simultaneous use from Macintosh and Windows)

**Before you begin using your OWC NASPerform, be sure to read this manual in its entirety.**

*\*NDAS and NASPerform are trademarks for XIMETA, Inc.*

# System Requirements

- Windows PC, Macintosh desktop or Notebook computer with network wire or wireless capability and USB port
- Windows 2000/ Windows XP/ Windows Vista
- Mac OS 10.2.8 to Mac 0S 10.4.x *
- Pentium II/compatible or above
- 100Base-T full duplex switch or compatible Internet Router or Wireless Access Point for NDAS mode

*\*Certain limitations apply to Mac network*

# Package Contents

Enclosure package includes the following items:

- NASPerform NDAS/USB2.0 3.5" IDE Hard Drive Enclosure
- The software CD contains the drivers and manual
- USB2.0 cable
- Ethernet Cable
- AC/DC Adapter

# Safety Precautions

## On Installation

1. To reduce the risk of fire or electric shock, do not expose this product to rain, water or moisture.
2. Do not place any containers with liquids (drinking glass, flower vase, etc.) or containers with small metal parts (paper clips, etc.) on top of the unit.
3. According to standard industry practice, surge protection is recommended for all telecommunications devices. Surge suppressors and/or line conditioning should be used on the input power supply.

## On Operation

- Do not move the chassis during operation. Doing so may cause a malfunction.
- Protect the unit from shocks and vibrations.
- Do not use the subsystem in areas exposed to oily smoke or steam, such as a kitchen or close to a humidifier.
- Do not use the subsystem in locations exposed to rain or splashes of water, such as outdoors, in a bathroom, or close to a window.
- Do not use the subsystem on an unstable or slanted surface without proper support.
- Keep the power cord away from hot appliances.
- Do not touch the power cord with wet hands.
- Do not expose the unit to direct sunlight or hot air where the temperature could exceed 45ºC, or very cold locations where the temperature is below 0ºC.

## On Transportation

Save the packing materials as you may need to repack and transport the unit at a later date.

Always remove the disc before moving the unit.

## On Power Sources

When you are not using the unit for a long time, disconnect the power cord from the unit.

To unplug the AC power adapter from the wall outlet, grasp the adapter itself. Do not pull the cord.
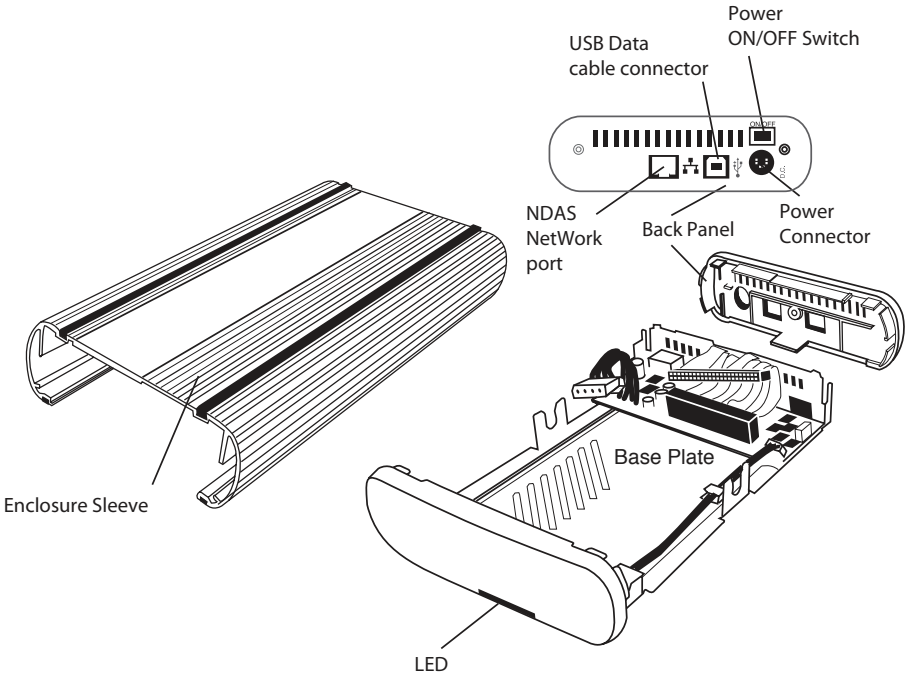
# Warning

If any of the following conditions occur, immediately disconnect the power cord from the wall outlet and contact your dealer or an authorized service station. Continuing to use the computer involves the risk of fire and electric shock.

- Smoke or unusual smell is coming from the subsystem.
- Water has entered the unit, or the unit has become wet.
- A foreign object has entered the unit.
- The unit has been dropped or the front panel or frame has been damaged.
- The power cable is damaged, causing wire breakage or exposed leads.

# Hardware Basics

## PRECAUTION:

Please make sure your hand is dry and remove static from your body by touching metal parts of your computer chassis.

USB Data cable connector

Power ON/OFF Switch

NDAS NetWork port

Back Panel

Power Connector

Base Plate

Enclosure Sleeve

LED

## PACKAGE CONTENTS:

| | |
|---|---|
| Enclosure Sleeve | 1 USB Data Cable |
| Base Plate | 1 Ethernet Cable |
| Back Panel | 2 - 5mm Diameter Screws |
| AC Adapter | 4 - Anti-Shock Mount with 10mm diameter screw |

# Hardware Installation



Enclosure Sleeve

Front ← → Back

Front Panel     Back Panel
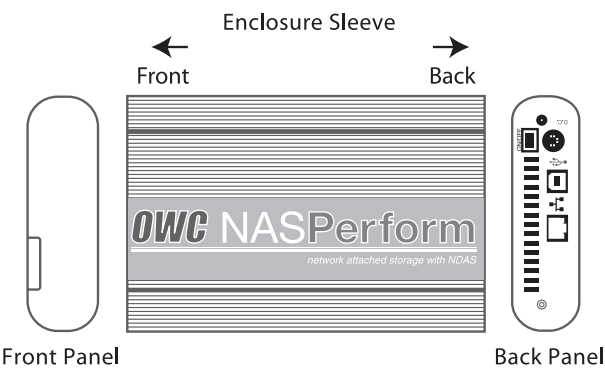
*Note: The diagrams below are using a FireWire/USB2.0 Enclosure as an example*



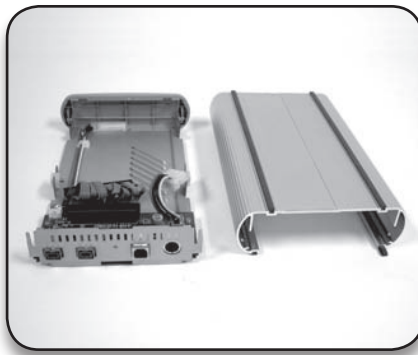**STEP 1**
Unscrew to loosen the Back Panel and remove the Back Panel from the Enclosure.



**STEP 2**
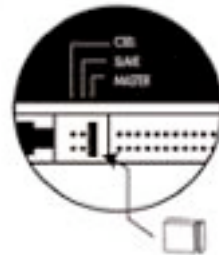Use your thumb to push the Base Plate out.

**Step 3**
Set the Enclosure Sleeve aside.



**Step 4**
Install 4 white Anti-Shock Mounts w/10mm screw into both sides of the hard drive. Do not tighten the screws yet.



**Step 5**
Set up the jumper ID as "Master" mode according to the HDD jumper setting spec or "Single Master" mode for Western Digital model hard drive. Connect (A) the 40-pin connector and (B) the power connector from the Base Plate securely to the hard drive.

**8**
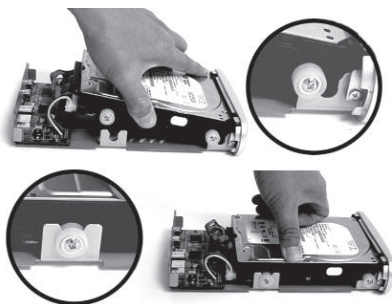
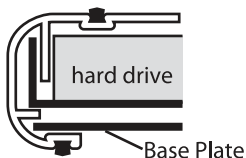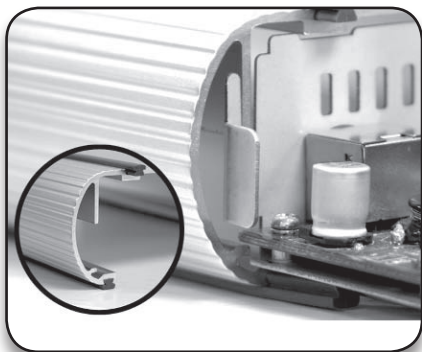## Step 6

(a)Slide the hard drive into the front Base Plate first and (b) press down on the hard drive, make sure all 4 Anti-Shock Mounts sit inside the Support Slot.
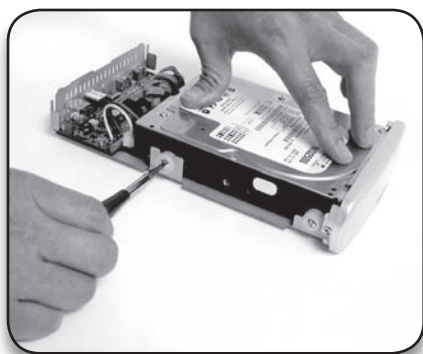


## Step 7

Press down on the hard drive and tighten all 4 screws to secure the hard drive to the Base Plate.



## Step 8

Align the Base Plate to the Sleeve Slot. Slide and push the hard drive/Base Plate into the Enclosure Sleeve
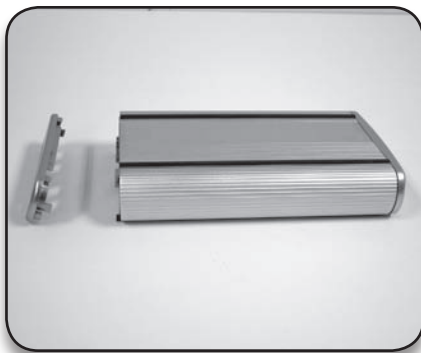
**Step 9**
Install the Back Panel to the Enclosure.



**Step 10**
Secure the Back Panel with the 5mm diameter screw.



**Step 11**
Plug the AC adapter into the Enclosure to power it on. You may now connect the unit to your network by Ethernet Cable or to your computer using a USB Cable.

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# Software Installation

**Installation Warning**
**DO NOT connect USB cable and Ethernet cable at the same time**
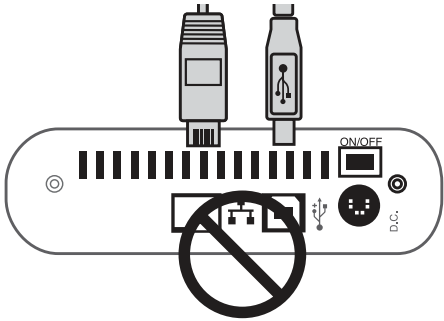


The OWC NASPerform works under either USB 2.0 mode as external drive for single computer, or network (NDAS) mode as network shared storage. Once your NASPerform is connected to your network, it can be accessed from supported wired and wireless computers on your LAN as shown below.



Notebook

Wireless AP

LAN Ethernet
network switch,
Internet router
or wireless AP

Wireless
Notebook
PC & Mac
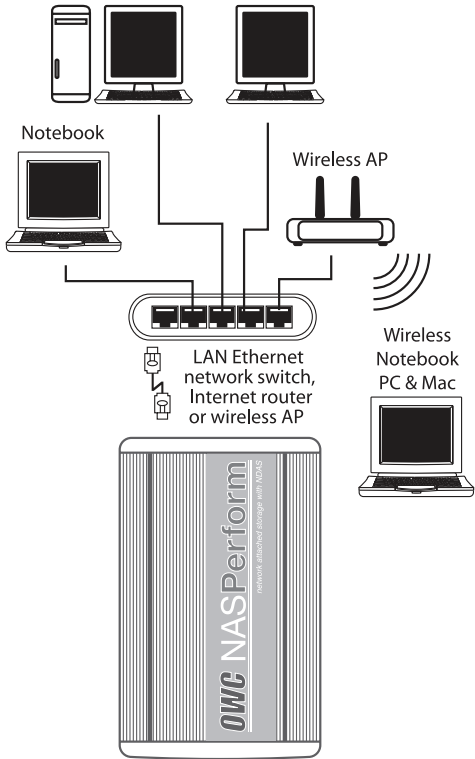
**OWC** NASPerform
(Multiple units can be used on the same LAN)

There are two network environments in which your NASPerform can be shared. Each has different requirements and characteristics.

## WINDOWS 2000/XP/Vista ENVIRONMENT:

- All computers and the NASPerform must be on the same LAN.
- The NASPerform must be connected via Ethernet switch (Hub is not supported)*, Internet Router or Wireless Access Point.
- Your NASPerform uses NTFS format.
- To share Read and Write access, all computers on the network using the Net Disk must have the same NASPerform driver version 3.x.x installed.
- The NASPerform must be registered onto each computer.

**Write access can be assigned to every Windows computer simultaneously.**

## ALL-MAC ENVIRONMENT OR MIXED ENVIRONMENT WITH WINDOWS AND MAC:

- All computers and the NASPerform must be on the same LAN.
- NASPerform must be connected via Ethernet switch (Hub is not supported)*, Internet Router or Wireless Access Point.
- The NASPerform must use FAT32 format.
- To share the NASPerform ,each computer on the network must install the corresponding NASPerform Driver.
- On Windows XP/2000/Vista, install the same NASPerform driver v 3.x.x.
- On MacOSX, install the same NASPerform driver 1.x
- The NASPerform must be registered onto each computer.
- **Write access is assigned to one Mac computer (For more detail, please refer to subsection Write Access in Software installation for Mac) at a time and is passed manually from one computer to another.**

*Although the OWC NASPerform needs to be connected to a Network switch, computers using it can be plugged into regular Ethernet hub in the LAN.

## WARNING:

- Do not perform disk operations (format, partition and chkdsk) when multiple computers are connected.
- The NASPerform can be formatted/partitioned/chkdsk only when one computer is connected.
- When sharing the NASPerform between Windows 2000 and Windows XP, perform chkdsk, if data corrupt occurs, NASPerform function will be restored. However, corrupted data will be lost. Therefore, do not force to take over and mount Read/Write access before other computers are unmounted the write access permission.

# Software Installation for Mac

### USB2.0 Mode in Mac

When the enclosure is connected to the computer USB port using included USB cable, Mac OS will recognize it automatically and mount the drive to desktop. If the hard drive is not initialized yet, please refer to section "IDE Hard Drive Partition and Format" for instruction.

### Using Network Mode in Mac

*Note: Make sure you have selected the appropriate version of the NDAS drivers for the version of MacOS you are using.*

**A) Driver Installation**
1. Insert included CD.
2. Select to open the OS folder to match your operating system.
3. Run "NDAS Install.mpkg" file.
4. Follow through the installer window to complete driver installation.
5. Restart computer.

**B) Drive Registration and Mount the NASPerform Drive**
1. Power on and use included Ethernet cable to plug NASPerform enclosure into available Ethernet port on the Router, switch or Wireless Access Point in your Local Area Network (LAN).
2. Open "NDAS Utility" from Go > Utilities (or Application > Utilities).
3. Click on icon on the top-left corner of the window to register a new device.
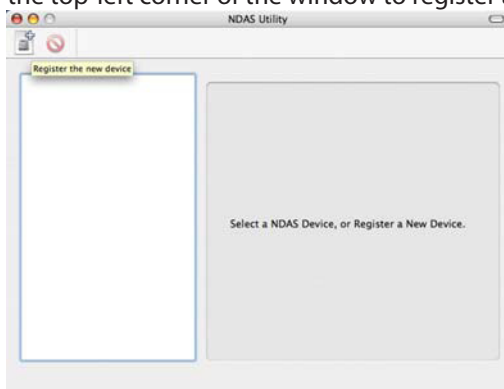


4. Enter a name for "NDAS Device Name".

5. Enter the ID in area for "NDAS Device ID".
   (Please find ID and Key at bottom side of the enclosure)
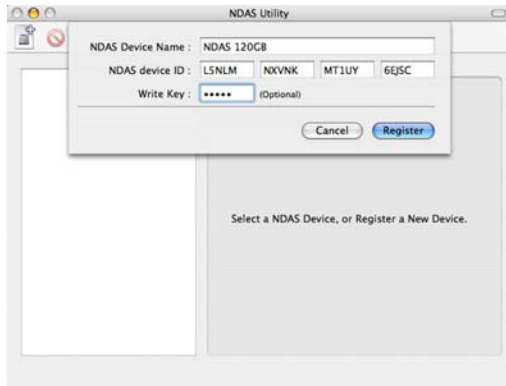


*(Note: NDAS device ID in this picture is an example)*

6. Enter the "Write Key" to have write access to the NASPerform device. Alternatively, you can choose to leave it blank, and use the NASPerform as a Read-only device. Enter "Write Key" later to obtain write access permission when needed.
7. Click on "Register" button to complete the registration process. NASPerform Storage will be listed in the left side of window.
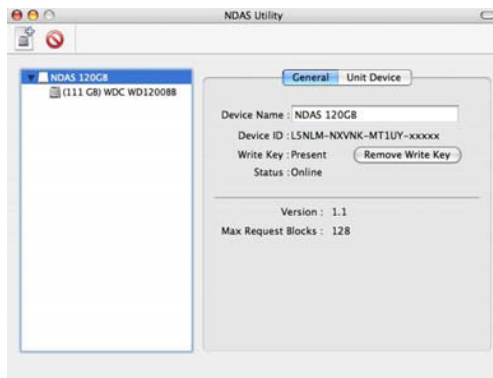


8. Select the hard drive under the storage icon.
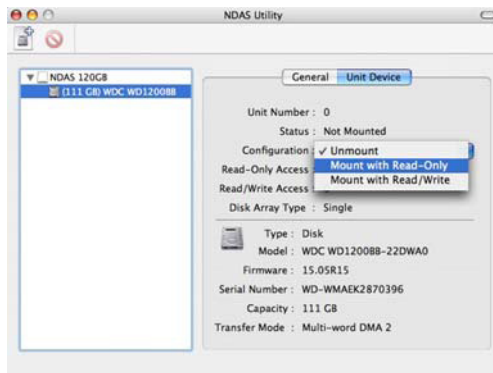
9. Under "Unit Device" tab, in "Configuration", select Mount with appropriate access rights. "✓" check mark shows current mounting status (Note: If "Write Key" was not provided when registering the device, "Mount with Read/Write" option is grayed out.)



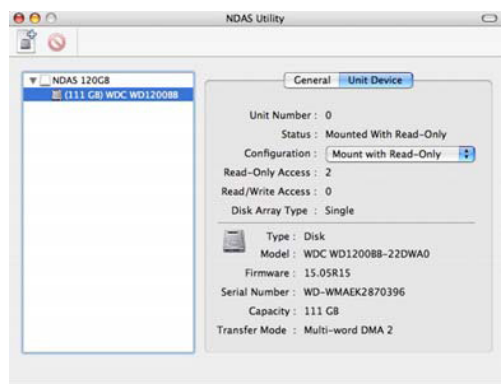10. The storage will mount as an orange icon on the desktop, the process might takes up to 2 minutes.
11. If you have multiple NASPerform connected, repeat step 3 through step 10.

## C) Eject, Unmount and Remount the NASPerform Drive

1. To disconnect the NASPerform from a Mac, just simply drag the orange NASPerform icon to Trash can, or right click on the NASPerform icon and eject it.
2. If you need to unmount the NASPerform for changing Read, Write access or for troubleshooting, please open "NDAS Utility", highlight the hard drive and select the option to "Unmount" the device under "Unit Device" tab.
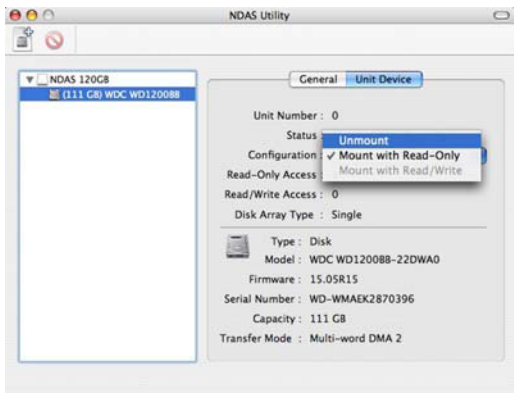
3. To mount NASPerform again, just choose the desired access permission and click to complete.
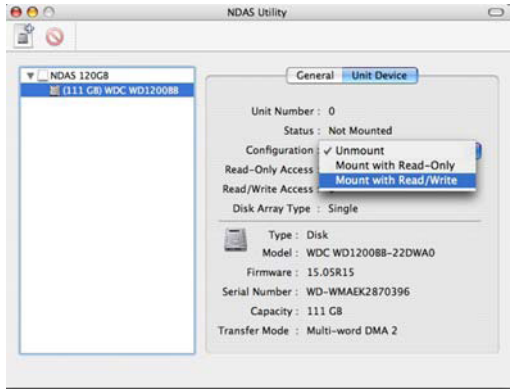


### D) Write Access
In a network environment where only Windows 2000 or XP computers need to access and share NASPerform, every computer can be assigned or mounted with Read/Write access permission and all computers are able to read and write to the NASPerform simultaneously.

However, in a network environment with all Macintosh or mix of Widows PC and Macintosh sharing the NASPerform, to prevent data corrupt on your NASPerform device, it is very critical to remember, all Windows PC computers can mount the NASPerform with Read/Write permission and all Macintosh computers mount NASPerform with Read-Only. If one of the Macintosh computer needs to mount as Read/Write to the NASPerform, please re-mount all the other computers (both PC and Mac) as Read-Only first, and mount the Macintosh computer as Read/Write.

### E) Unregister NASPerform
To unregister the NASPerform, please eject and unmount the NASPerform drive first, then highlight the NDAS device, click 🚫 to unregister it.



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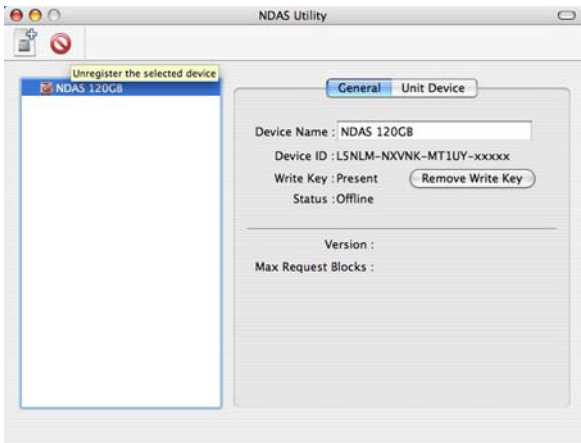
# Software Installation for PC

**USB Mode in Windows 2000/XP/Vista**

Power on the NASPerform, plug the USB cable into any available port, Windows will start installing the proper driver. Please follow the on-screen instruction to complete the driver installation. If the hard drive is not partitioned and formatted yet, please refer to section "IDE Hard Drive Partition and Format" section for instruction. The NASPerform drive will mount and work as a regular external USB2.0 hard drive.

**Using NDAS Mode in Windows 2000/XP/Vista**

**A) Driver Installation**
1. Insert included CD.
2. Open the "NDAS Driver" folder and click to run Setup.exe.
3. Follow through the installation. Please note, during installation, Microsoft Logo testing or digital signature (in Windows 2000) message window will pop up, please click on "Continue Anyway" or "Yes" button to finish the installation.
4. Restart the computer to complete the driver installation procedure.

**B) Drive Registration, Mount and Configuration**
1. Click NDAS Device Management icon ![icon], located on the System Tray.
2. Select "Register a New Device". Click on "Next" to continue.
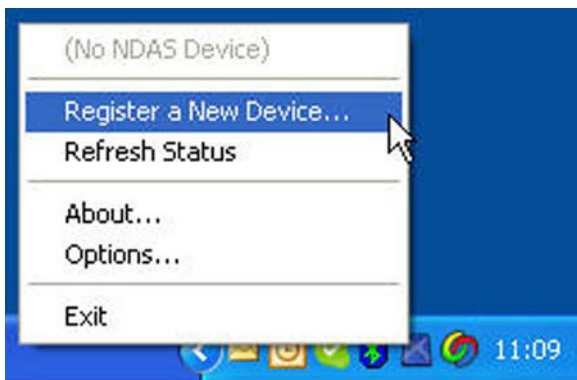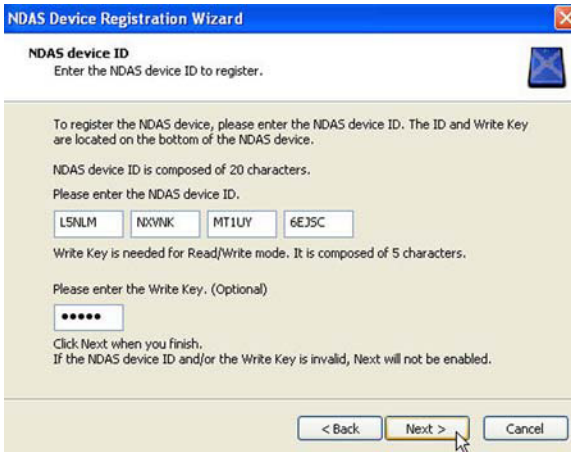


3. Assign name for the device under "NDAS Device Name". Click on "Next" to continue.



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4. Find ID and Key at bottom side of the enclosure. Enter the enclosure ID, and the Write Key for write access to the enclosure under "NDAS Device ID". Click on "Next" to continue.



*(Note: NDAS device ID in this picture is an example)*

5. Select the options available to mount the NDAS device. (Note: If Write Key was not provided when registering the device, "mount with Read/Write mode" option is gray-out, only "mount with Read-Only mode" option is available)



6. Once mount option will be selected, click on "Next" button, and "Found New Hardware wizard" window will show up. Select "Yes, this time only" option, and click on "Next".
7. Select "Install the software automatically" option, and click on "Next".

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8. Click "Finish" to complete the installation procedure. The storage will appear under "My Computer" as a local hard drive. If you have multiple NASPerform connected, please repeat step 2 through step 8 to register them all.



9. To view current list of computer hosts mounting the NASPerform, click on "Properties…" in the menu, and click on Hosts tab to see the list. It is useful for troubleshooting purposes.

10. To configure advanced setting, click on NDAS Device Management icon ⬛ in the system tray, select "Options…" and go to Advanced Tab. We recommend that you keep the default setting, and only make changes to what you are certain with.
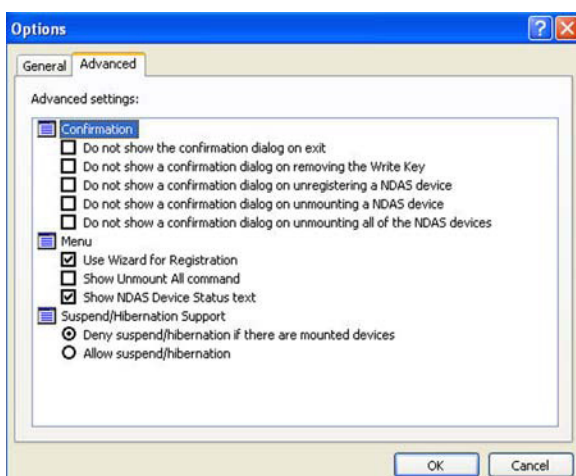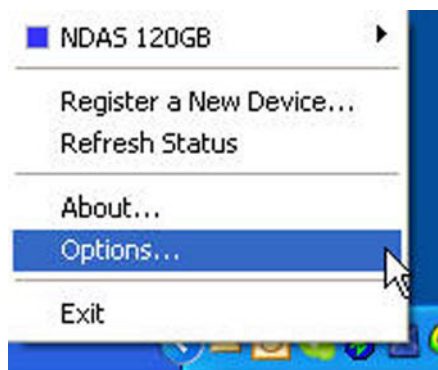




**C) Remove, Unmount and Remount the NASPerform drive**
1. To remove the NASPerform, please click "Safely Remove Hardware" icon in system tray
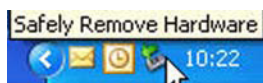


to pop up a menu, then click on "Safely remove NDAS SCSI Controller…"
2. To unmount the NASPerform before changing Read or Write access. Select the NAS-Perform, and click Unmount in the NDAS Device Management menu

3.  To mount the NASPerform with different Read or Write access. Select the NASPerform, and click the desired mount access (Read Only or Read/Write)
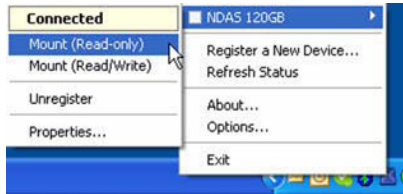




## D) Write Access

In a network environment where only Windows computers need to access and share the NASPerform, every computer can be assigned or mounted with Read/Write access permission and all computers are able to read and write to the NASPerform simultaneously.

However, in a network environment with all Macintosh or mix of Windows PC and Macintosh sharing the NASPerform, to prevent data corrupt in on the device, it is very critical to remember, all Windows PC computers can mount the NASPerform with Read/Write permission and all Macintosh computers mount the NASPerform with Read-Only. If one of the Macintosh computer needs to mount as Read/Write to the NASPerform, please re-mount all the other computers (both PC and Mac) as Read-Only first, and mount the Macintosh computer as Read/Write.

# IDE Hard Drive Partition & Format Procedure

To mount your NasPerform in computer system under USB2.0 mode or Network Mode, you need to make sure the hard drive inside your NASPerform has a required format for your computer network environment.

**Warning:** Partition and format procedures in Mac and PC will wipe out all the previous data in the NASPerform hard drive, please back up your data first if you wish to keep

### Under MacOSX

For an all-Mac computer network environment or if the NASPerform will be shared among Mac computer only, you can choose to initialize your NASPerform into MacOS format. However, if your NASPerform will be shared between Mac and Windows Computers in a mixed network environment, you must initialize it into MS-DOS (FAT32) format.

Procedures under MacOS 10.3 and 10.4 are described below.

1. To initialize (format) the hard drive in your NASPerform, please disconnect your NASPerform from the network, power on and connect it to a MacOSX system via USB cable.

2. On the desktop, click on Go > Utilities, double click to launch Disk Utility. Select the NASPerform hard drive (orange color USB drive) in the list and click on top Erase button.
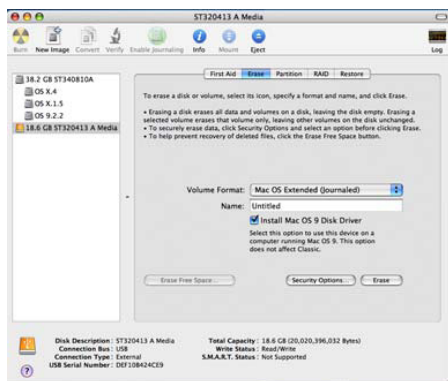


3. Click on volume Format to choose MS-DOS File System or MacOS Extended format suitable to your computer network environment.



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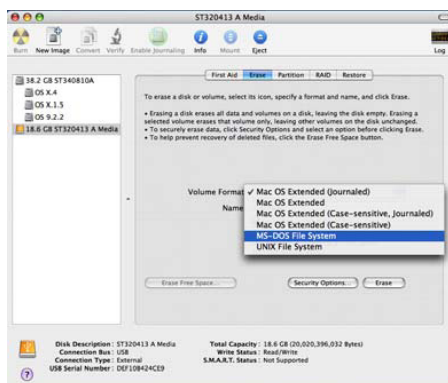
4. Enter a name for the Volume, and click bottom Erase button to proceed.
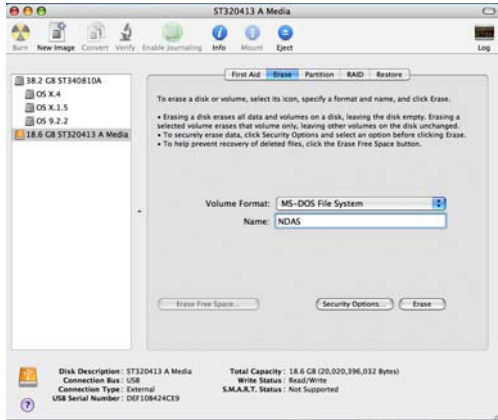


5. Once completed, a new USB drive will mount on the desktop.
6. Eject the disk from the desktop by dragging its icon to the Trash. You can disconnect the USB cable, and use Ethernet cables to connect your NASPerform to a network switch, internet router or wireless access point.

## Under Windows 2000/XP/Vista

For an all-Windows computer network environment or only one Windows PC will share the NASPerform, we recommend you to format it to NTFS. However, if your NASPerform will be shared between both MacOSX and Windows computers, you have to format it to FAT32. Standard Windows Disk Management described next will allow you to format hard drive up to 30GB into FAT32, and hard drive larger than 30GB into only NTFS. If FAT32 must be used in hard drive larger than 30GB, you should refer to previous section "Under MacOSX" to use Disk Utility, or use a third party PC software Swissknife from www.compuapps.com to do FAT32 format.

To format the hard drive in your NASPerform, please disconnect your NASPerform from the network and connect it to a Windows 2000/XP/Vista PC with USB cable.

If you can see a new entry under Disk drives of Device Manager, you are ready to partition and format the drive.

1. Open Control panel, "Administrative Tools" and "Computer management".
2. Click on "Disk Management".
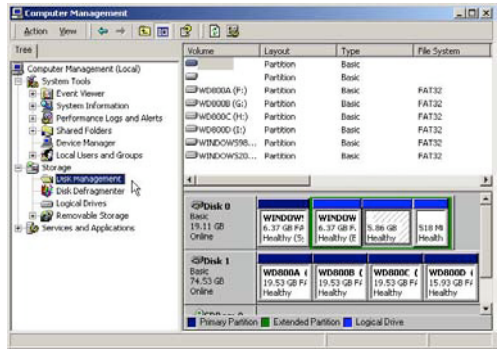
3. "Write Signature and Upgrade Disk Wizard" windows will show up and click "Next".



4. Write a signature to the new drive, click "Next".
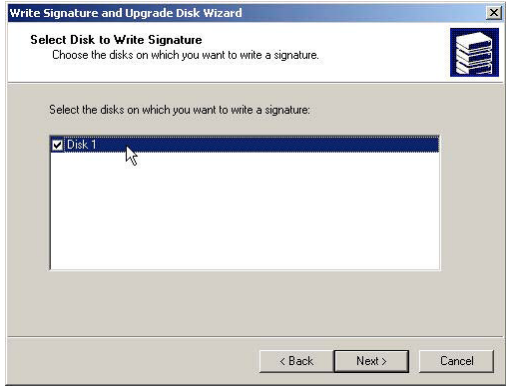


5. Click "Finish" to close the wizard.
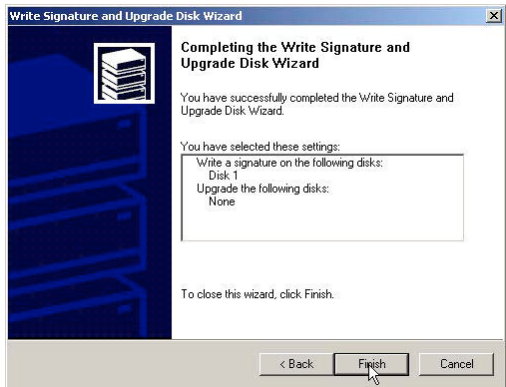
6. Select the new "Unallocated" disk, and then right click to choose "Create partition".
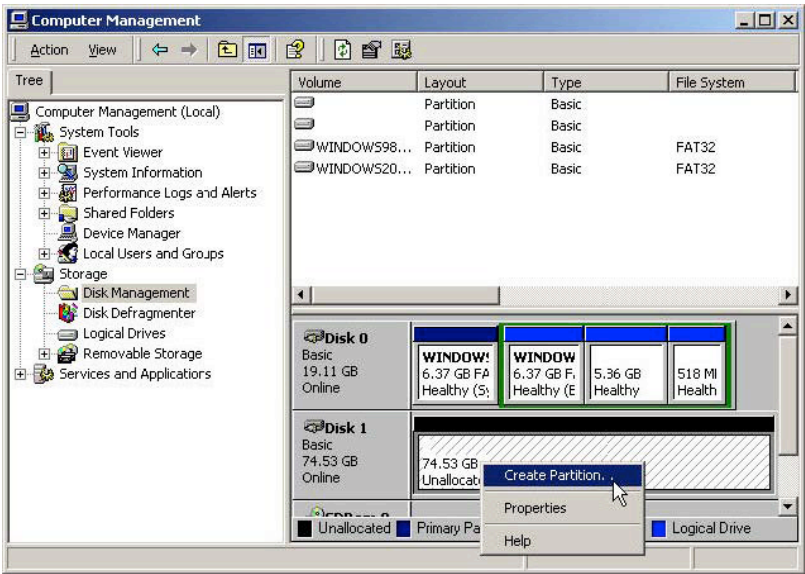


7. Follow the on screen instruction to partition and fully format the drive. If it assigns a new hard drive letter but format dose not run automatically, please exit "Computer Management", and find the new drive letter in My Computer to format it completely.
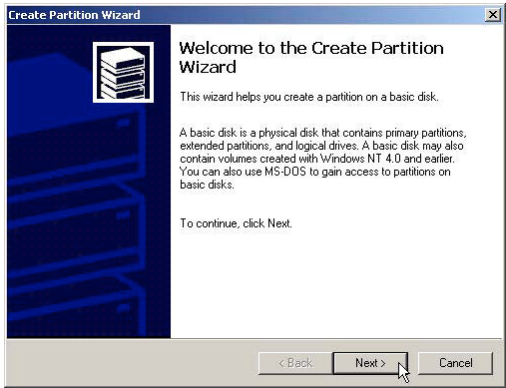
# Frequently Asked Questions

**How can I ensure data integrity and availability in the NASPerform?**

You should regularly back up your data on the NASPerform. This is the only way to keep data safe. Following instructions properly and thoroughly in user's manual will ensure functionality of the NASPerform and data integrity.

We do not perform any data recovery services. If you are unable to access data on your NASPerform due to a defective Hard Drive, you may wish to contact an independent, data recovery service provider. If the Hard Drive is still functioning, there is Data Recovery software out there that can get your data back.

**I found a newer version of the NDAS driver and plan to install it, what is the procedure?**

All the Windows computers sharing the NASPerform must use the same version of PC driver, and all Macs must use the same version of Mac driver (Mac and PC driver version # can be different). Therefore, when upgrading the NDAS driver, please uninstall current NDAS driver first, restart computer and install the new driver. Repeat upgrading steps in all computers that the new driver is made for. If only Windows driver has newer version, you can upgrade in Windows PC, and keep using the same driver in Mac computer. Vice versa.

**What are the documented Router/ Wireless Access Point/Card incompatible with the NASPerform?**

The unsupported products are: DLINK-713P, 714P SMC-7004AWBR, SMC7000VWBR Linksys WAG54G Linksys WPC11 Version 4 card If you have a router using that has Turbo Mode, then you may have to switch to 54G mode to use with the NASPerform.

**Does NASPerform have an IP address?**

NASPerform does not use IP Addressing and does not run TCP/IP.

**FOR WINDOWS 2000/XP /Vista**

**I am having trouble using Multi-write over wireless connection. What do you recommend?**

Try a wired connection and compare how it works. If you are using wireless with other computers, we recommend enabling the hard-wired computer first, then the wireless computer.

When using wireless, we also recommend 802.11g. When using 802.11b, we highly recommend hard-wiring your computer when doing large file transfers because of the low bandwidth associated with 802.11b.

**How should I format the NASPerform?**

We recommend formatting your NASPerform via NDAS (Ethernet) mode. If using NASPerform as a USB device only, then it is OK to format via USB.

**How do I disconnect the NASPerform?**

We always recommend using the Disable option from your NASPerform Administrator Tool if connected via NDAS (Ethernet). You can use the "Unplug or Eject Hardware" icon in your System Tray to stop the NASPerform before disconnecting (this applies to either USB or NDAS mode).

**When I try to write to the NASPerform I get a "write protected" error and can't write to the disk.**

The permissions scheme may need to be reset. Try disabling the NASPerform on all machines first, then re-enable them one by one. If that doesn't help, try rebooting the machines and power cycling NASPerform.

**When I try to write to the NASPerform, I get the following error message: "NASPerform is being used by non-compatible software on another PC. You can use read-access only for now." What does this mean?**

This means that there is another computer on the network that has a different version of the NASPerform software installed. All machines must have the same exact version of our software. Please make sure that all computers have the same exact version of the NASPerform software installed. For instance, 3.02 is different from 3.03.

**Can I set the "My Documents" folder to point to my NASPerform instead of a place on my local hard drive?**

We do not recommend doing this, as your computer will be dependent on this location during software installation and uninstallation. You may receive Windows Error Messages looking for a nonexisting location.

**My computer is moving very slowly when my NASPerform is enabled. What's wrong with it?**

This is a result of a bad connection between the computer and the NASPerform. First, please make sure that your NASPerform is connected to only network switches, Internet routers or wireless AP, and that it is not using any network hubs. (Note: If you have other network hub in the network, it is no problem to connect computer to the network hub). Also, if you have any software firewalls installed on your computer (i.e. Norton Internet Security, McAfee Personal Firewall, etc.), make sure to add Admin.exe and LDServ. exe into their list of programs to Allow with full access. You can also try disabling your Antivirus software to see if that makes a difference. Please also try power cycling your NASPerform and switch as well.

**Sometimes when I transfer files to my NASPerform, why is the speed so slow?**

Try updating your Network Card's drivers to the latest from the manufacturer. If you network card has the option of changing the transmit and receive buffers to both 128 (in the card's properties in device manager), please try doing that. If you have an nForce chipset, try updating your Nvidia nForce drivers to the latest Unified Drivers from Nvidia's website. Please also make sure that you are using 100mb switch as well.

**I've installed my NASPerform and it shows up as a Black Dot in NDAS Device Management.**

Make sure you are using the latest version of the NASPerform software. USB does not require the NASPerform software to work; so if you are using USB, NDAS Device Management does not detect the NASPerform in the network and this explains why there is a black dot. Also, double check the following: the power cable is plugged in tightly, the LED light is blinking in the switch port where the NASPerform is connected.

Also, latest versions of antivirus software have a feature called Script Blocking. Please ensure that this feature is disabled along with any firewall software before installing NASPerform software. You might also need to enable NASPerform protocol and programs to run alongside your firewall soft-

ware. Even after you have done these steps, your firewall/antivirus software may still block access.

If using Wireless, make sure you are connected to the wireless router and that the signal is strong. Try to check for and install the latest firmware from your router's manufacturer website and for the latest drivers for your wireless card. You can also try plugging in via Ethernet to see if it works that way. If using VPN software, try unchecking the box for Deterministic Network Enhancer or any other VPN protocol in your NIC Properties.

If, after everything, it is still showing as a black dot, please try disabling all your Startup items and non-Microsoft services from your msconfig utility. Msconfig can be accessed by clicking on Start-> Run-> and typing in "msconfig" and clicking OK.

**When trying to mount the NASPerform to my computer, I experience some problem.**
When first time registering the NDAS, you may not have entered all the NDAS device ID (alpha-numeric values) correctly. Please check NASPerform ID and write key from bottom side of the enclosure again. There are no letter "O"s in ID; please verify that you have used the number "0" (zero) for anything resembling an "O." Also please check your other letters as well; two V's may look like a W. Please also make sure that there are 20 characters for the NASPerform ID, not including the Write Key. You can always unregister the problematic device, and start over to register the NASPerform again.

**I have registered the NASPerform but cannot see NASPerform in "My Computer." What should I do?**
Click on the NDAS device Management icon in your System tray and make sure the NASPerform is mounted. There should be a dot next to your NASPerform, colored either Blue (Read/Write) or Green (Read Only). If it is a black colored dot, then please go to the FAQ: "I've installed my NASPerform and it shows up as a Black Dot in NDAS Device Management."

If the NASPerform is mounted, open "Computer Management" by right -clicking on "My Computer." Go to "Manage," then click on "Disk Management." Check if your NASPerform is recognized. It should show up as Disk 1 or Disk 2 or a different number depending on the number of drives that you have in your computer. Make sure that the NASPerform is partitioned and formatted. If you see something that says "Unallocated," please refer to section "IDE Hard Drive Partition and Format" to format your NASPerform. Then, it should mount in "My Computer".

**Why am I getting a "Data has been corrupted" message when I try to open or copy a file?**
Please unmount the NASPerform from all computers except one Windows PC, from which "chkdsk" command will be run. Open up Command Prompt Window and run "chkdsk" to restore the NASPerform. Go to Start > Run > type in "cmd" without the quotation marks. Then type in "chkdsk NASPerformDriveLetter: /F" For example, if your NAS-Perform shows up as drive letter E: in My Computer, you would type in the following: chkdsk E: /F Note: "chkdsk" allows you to restore the NASPerform function, but it cannot repair corrupted data. Regular back up is always the safe way to keep your data.

**Why do I keep getting this error message: "The device (NASPerform) cannot be stopped right now. Try stopping the device again later." ?**
Close any windows that are displaying your NASPerform and retry what you were doing earlier. If you continue to get that error message, reboot your computer. However, if

you were copying a large amount of files, it is possible that it is still being copied in the background from its cache. You may need to wait until it is finished before continuing. If that does not work, then try rebooting your computer and try again.

**I just installed the NASPerform; why is it showing up as a red color?**
Try unplugging your NASPerform's power cord, wait about 10 seconds, and plug it back in. If this doesn't work, try restarting your computer as well. Please try disabling your firewall/antivirus software and if that works then you may need to configure the software to allow your NASPerform to run.

**I keep getting "Internal Error; Update Failed." What does this mean?**
Try updating to the latest drivers to see if that fixes the problem. Before installing the NASPerform software, please disable any Firewall/Antivirus software and also make sure that Script Blocking is turned off for antivirus software. If problems still persist, please try uninstalling the Firewall/Antivirus software and reinstall the NASPerform software. Also try updating your NIC drivers to the latest available.

**I am getting the message "Connection closed abnormally. Try to reconnect." What does this mean?**
Check to make sure that you are using the latest version of our software. If the NASPerform keeps losing its connection to your computer, check your USB or Ethernet cable connection.

Also, make sure the NASPerform is plugged into a 100mb/full duplex capable switch and that you are using a 10/100mb Network Card. The OWC NASPerform is not supported on hubs. If you have your switch uplinked to another one, try putting the NASPerform and your computer on the same switch and retry. Try setting your NIC's speed/duplex settings to 100MB/full duplex: Right click on My Network Places - click on Properties - right click on Local Area Connection and click on Properties. Then click on the Configure button next to your NIC- and click on the Advanced tab. There, you should be able to find something related to "Speed & Duplex", "Media Settings", etc . where, once highlighted, you can click on a drop down menu and select 100mb/full duplex. You can also try going to your NIC (Ethernet card) manufacturer and downloading the latest drivers. If using a DSL router, please try updating the firmware on it as well.

If you are using an Antivirus/Firewall software, please try disabling it and see if that solves the issue. The latest versions of antivirus software have Script Blocking. Try disabling that as well because disabling Antivirus may not necessarily disable that feature.

If your NASPerform is shared on a network, we also recommend using NTFS format on the NASPerform for multi-write software in an all-Windows PC network environment.

**I keep getting Autoplay when I plug in NASPerform. How can I avoid it?**
Create a blank text file in the root directory of your NASPerform and name it "autorun. inf". Place this in the root directory of your NASPerform letter in "My Computer." This should stop the Autoplay prompt.

## Using Windows file sharing function, after reboot, share gets lost. Is there any work around?

Create a batch file and place it in your startup folder. To create batch file:

- Open up Notepad
- Type in "net share sharename=DriveLetter:path" (For example net share NASPerform =F:)
- Save the file as a .bat extension. (For example, the file name would be called " Net-Disk.bat")

## Why can't my computer go into hibernation or standby?

If you want to use your computer in hibernation or standby, you must have the NASPerform unmounted before that can occur. Click on the NDAS Device Management icon on your system tray, select the NDAS device, and click unmount to disconnect the NASPerform. Then computer will go into hibernation or standby.

## I have clicked on the NDAS Device Management icon on my desktop and nothing happens.

The icon on the desktop is only used to launch our icon into the system tray, if for some reason it is not already there. The icon in the system tray must be tested working first.

## When I try to copy something to my NASPerform, why does the following show up: "Cannot copy NASPerform Administrator: The disk is write-protected. Remove the write-protection or use another disk."?

You probably do not have Read/Write access. Please unmount write access from another computer (Mac most likely) first. Click on the NDAS Device Management Icon in your bottom-right system tray. Go to your NASPerform and then click on "Enable Read/Write."

## Why can't I format my whole NASPerform to FAT32?

Windows  comes with a limitation of only 32GB partitions that it can create. This is a Windows limitation and the only resolution is to use a 3rd party partitioning software swissknife downloadable in http://www.compuapps.com. With our Multi-Write drivers, NTFS is recommended anyways for stability and performance purposes.

## FOR USB CONNECTION

## I have plugged in NASPerform to my USB port and cannot see NASPerform in My Computer.

First double check jumper setting in the hard drive; it should be set to Master made in IDE drive and single Master for Western Digital hard drive. Please plug NASPerform into a different USB port on your PC, or try using different USB cable.

With Windows 2000/XP and Mac, the NASPerform uses the Operating System's built-in USB drivers, therefore, no additional software is necessary. Please make sure that your NASPerform is formatted to the supported files system to meet requirement of your network environment.

**My NASPerform shows up as a Black dot when used with USB.**
When used with USB mode you will see a black dot (disconnected from network) in the system tray as that is an indicator for NDAS (Ethernet) mode.

### For Mac Connection

**Why is only one Mac allowed to write to the NASPerform at a time, and all the rest of computers need to be mounted as Read-Only first?**
It is designed to prevent data corruption; we suggest you assign Read/Write only to single Mac computer which uploads (write) to the NASPerform most often, the rest of computers can download (Read) only. If other computer needs to upload, please pass the write access permission manually. Never force to take write access without being accepted by other computers first.