ReQuest
SERIOUS PLAY

Using NAS with Your ReQuest Server
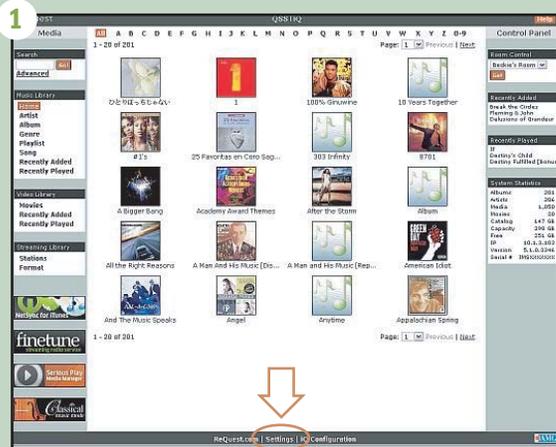Basic instructions for using NAS as your main storage for N, F, and iQ systems

Requirements

- **ReQuest N, F.Series** or **iQ** with **Serious Play 5.1** software.
  If running 2.3.2 or earlier - contact ReQuest for upgrade options.

- A NAS device setup on the same local network

- NAS support enabled on the ReQuest server

Be sure to follow the manufacturer's instructions for setting up the NAS device on the local network. Note the IP address of the NAS, the share name, and any user name and password used for the NAS.

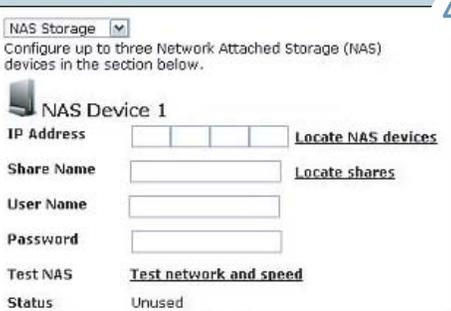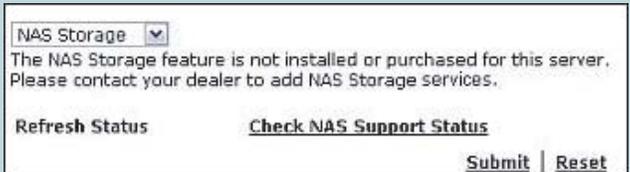## Setup ReQuest Server to work with NAS Device

1

Connect to the web server of the ReQuest server by entering the server's IP address in a web browser. Click **"Settings"** on the bottom.

2

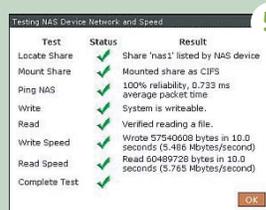Once on the **"Settings"** page, select **"NAS Storage"** from the pull down menu at the top.

3

If NAS Support has not been enabled, you will receive an error message. Dealers should contact ReQuest Sales to enable this feature.

If NAS has recently been enabled by ReQuest, click **"Check NAS Support Status"** to refresh.

NAS Storage
The NAS Storage feature is not installed or purchased for this server. Please contact your dealer to add NAS Storage services.

Refresh Status   **Check NAS Support Status**

Submit | Reset

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NAS Storage
Configure up to three Network Attached Storage (NAS) devices in the section below.

NAS Device 1

IP Address   Locate NAS devices
Share Name   Locate shares
User Name
Password
Test NAS   Test network and speed
Status   Unused

Once NAS support is enabled on the server, enter the IP address, share name, and username/password (if applicable).

Some NAS devices can be automatically discovered on the network. Click "Locate NAS Devices" to try to automatically locate a NAS. Similarly a list of shares available on the device can be listed by clicking "Locate Shares".

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Testing NAS Device Network and Speed

Test	Status	Result
Locate Share	✓	Share 'nas1' listed by NAS device
Mount Share	✓	Mounted share as CIFS
Ping NAS	✓	100% reliability, 0.733 ms average packet time
Write	✓	System is writeable.
Read	✓	Verified reading a file.
Write Speed	✓	Wrote 57540608 bytes in 10.0 seconds (5.486 Mbytes/second)
Read Speed	✓	Read 60489728 bytes in 10.0 seconds (5.765 Mbytes/second)
Complete Test	✓	

OK

Click "Test network and speed" to test the connection to the NAS.

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Once a NAS is configured, you will be presented with some options:

Media Access
Select Read and Write (default) for full access control of NAS media including adding new files, modifying current media, and deleting unwanted media. Selecting Read Only disallows any changes to media on the NAS.

Store New Media Files
Select YES (default) to use this NAS to store new media files. New media files added to the server library will be added to this NAS device. If there are multiple NAS devices configured, then media will be automatically added to the NAS with the greatest amount of free space available. Select NO to stop adding files to this NAS.

Move ReQuest Internal HD Media Files to this NAS
Select YES to move all audio and video files from the ReQuest hard drive to this NAS. This process can take several days depending on the amount of media on the internal drive, and will happen in the background.

Up to 3 NAS Devices can be used per server

Common Questions and Issues.

NAS Support Notice
Many dealers are now using NAS with our servers. Our implementation provides an inexpensive way for clients to add NAS to ReQuest servers and keep their media in safe and high performance RAID systems. When you enable NAS on any ReQuest server we automatically enable load balancing across all storage devices, so media will be split between the ReQuest drive and the NAS immediately. We suggest that you set "Move ReQuest Internal HD Media Files to this NAS" to "YES" and keep all music and video files on the NAS. Also, any media already on the NAS in the config- ured share will be automatically added to the library. Please make sure any content in the share is not duplicated on the ReQuest drive.

What NAS devices work with ReQuest servers?
The IMC and ReQuest server will work with almost any NAS device which has a shared folder and can be pointed to via a local IP address. If our server can hit the NAS with an IP address and the NAS has a share, it should work. Be sure that the NAS can support storing files greater than 8Gb for movie storage. Note that if the NAS device is not on our supported NAS device list, ReQuest will not be able to offer any extended level of support with that NAS.

What NAS device does ReQuest recommend and support?
Currently ReQuest offers support for the the use of Netgear ReadyNAS 1100 for large installs and Lacie 2BIG.

Can other NAS devices be used with the ReQuest Server?
Yes. Providing the NAS device allows a read/ write network share and is NOT using a FAT32 partition, the NAS should work. Note: Support on other NAS devices might be limited.

How much storage does the Netgear Ready NAS1100 hold.
This unit comes in several models and holds 4 seperate drives allowing up to 1 terabyte per drive for a maximum of total of 4TB per NAS (depending on the RAID configuration)

Is there a limit to the number of NAS devices that the ReQuest can connect to?
Yes. 3 is the maximium number of NAS devices.

If I turn on NAS and connect a single NAS, will load balancing happen between my ReQuest hard drive and the NAS.
YES. Using any NAS will start load ballancing across all drives. We recommend migrating all files off the ReQuest hard drive and only using NAS server. In addition, if multiple NAS devices are used, load balancing will automatically distribute the files across all the NASs configured.

If multiple NAS devices are connected to the server, where is new media added?
If there are multiple NAS devices configured, then media will be automatically added to the NAS with the greatest amount of free space available.

Does the NAS software support password protected shares?
Yes. User Name and Password access is supported.

Is there a RAID level setting that ReQuest recommends for the NAS device?
While ReQuest always recommends some level of RAID for fault tolerance, this is a personal peference based on size, performance and fault tolerance needs.

Approximately how many movies can be stored per Terabyte of storage?
This can vary widely based on the movies that are archived, However a general rule of thumb would be approximately 80-100 Movies per terabyte

Can I store both movies and music on the NAS Server?
Yes. There will be a setting to configure where both the music and Movies are stored which can either be on the ReQuest server hard drive or the NAS.

What if I have music and movies on the ReQuest server. Can I move that data over to my NAS device.
Yes. There will be a function to move all your existing data from the Request server to the NAS. This setting is recommended.

Can I store personal files on the NAS in a separate share?
No. It is not recommended, or supported, to have personal files or services running on the NAS. The NAS should be dedicated solely to ReQuest media. All additional services (e.g. DNLA, Plex, Bittorrent, etc) should be disabled.