Introduction

Thank you for purchasing a ReQuest Serious Play NAS device. You will find that this NAS performs better with your ReQuest server than most devices you can purchase from mainstream brands. That is because the ReQuest NAS has been optimized to perform a single task: deliver media data to the ReQuest servers and MediaPlayers. There are no extra overhead or services running on the NAS. It does not attempt to adjust your data or share content with social media. It serves data. That's it.

We have designed the NAS so that the installation is nearly 100% automatic. You will install the four (4) hard drives, connect it to the LAN network, and configure the IP address. That is it. ReQuest takes care of the rest.

Important! It can take several hours for the NAS to format and prepare the hard drives for use. During that time, the NAS will not allow media to be added. You should plan to prepare the NAS well ahead of the site installation so that all of the preparation tasks are complete when you are onsite.

What You Will Need

> 4x   3.5" SATA enterprise-grade hard drives; 4TB each maximum; 4 drives **REQUIRED**
> Phillips screwdriver
> PC/laptop with network connection to LAN
> RJ-45 Ethernet cable

Step 1: Installing Hard Drives

Your ReQuest NAS device did not include hard disk drives. ReQuest recommends the use of enterprise-grade, NAS hard drives. These drives are rated for 24x7 operation and designed to run in RAID arrays such as the ReQuest NAS.

A good example of a 24x7 NAS hard drive is the Western Digital Red WD40EFRX 4TB IntelliPower 64MB Cache SATA 6.0Gb/s 3.5" NAS Internal Hard Drive. You should avoid any hard drive that is "green" or "eco" as these have limited onboard cache and will attempt to spin down to conserve power.

Important! It is _required_ that you install all four (4) SATA hard drives in the ReQuest NAS at the same time. The ReQuest NAS will automatically configure itself for a RAID5 drive array. RAID5 is the only

option available. You cannot add or remove drives from the array once configured except in the case of drive failure, in which case you can replace the failed drive.

Install the hard drives into the trays/caddys. Be sure to observe all electrostatic discharge (ESD) rules. The circuit board on the hard drive can be damaged by even the smallest spark.
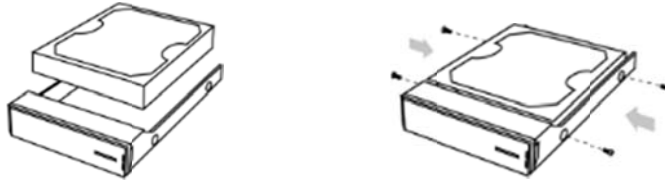

Slide the trays into the NAS chassis and secure the lock for each tray.

Step 2: Connecting To Your Network

The ReQuest NAS has two (2) RJ-45 Ethernet ports. One of the ports has been capped with a silicone cover. That is the DHCP Recovery port. Do NOT remove the silicone plug. Do NOT connect this to your network unless directed to do so by ReQuest Customer Support.

Connect the open RJ-45 connector to the LAN using CAT5e or better network cabling. The network should be 1Gbps capable.

If you removed the silicone plug, the diagram below will show you which port is the NORMAL port. This is the connection you should use for normal operation.

ReQuest NAS4R   **ReQuest NAS4T**
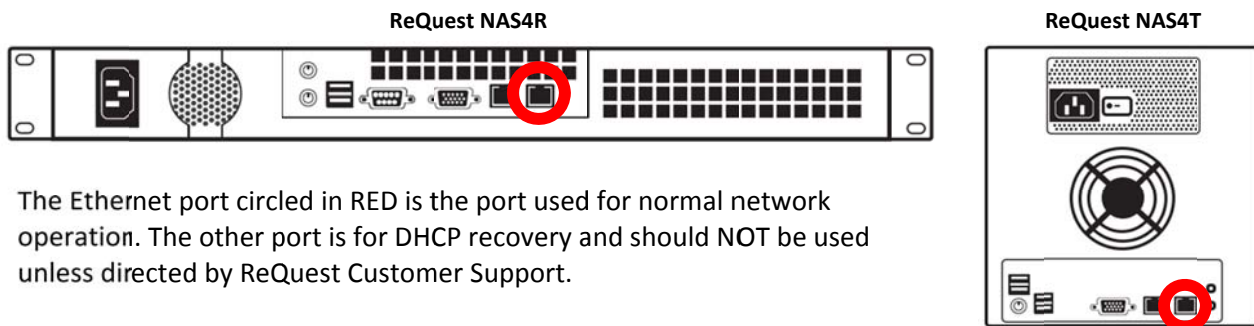
The Ethernet port circled in RED is the port used for normal network operation. The other port is for DHCP recovery and should NOT be used unless directed by ReQuest Customer Support.

Step 3: Connect To Power

Connect the supplied IEC power cable to the back of the ReQuest NAS. The NAS internal power supply will auto-switch for 110V or 220V power.

Once the network and power are connected, you may power on the ReQuest NAS. Note that the NAS4T has a main power switch on the rear of the unit which needs to be turned on before the front power switch can function.

At this time, the NAS will boot up and begin to prepare the 4 hard drives into a RAID5 drive array. RAID5 is the only option for fault-tolerance on the ReQuest NAS devices. RAID5 means the data will be split across 3 of the 4 drives, and the 4th drive will be used to record a CRC parity. The system can withstand a loss of any, single hard drive without loss of data. If 2 or more drives fail, all of the data will be lost. There is no recovery option when more than two drives fail at the same time in a RAID5 array.

The ReQuest NAS will report failure of a hard drive to ARQLink (http://www.arqlink.com) under the same account as the ReQuest Server it is connected. Be sure to check your devices and configure your account for email notification.

*** It is critical that you do not power off the NAS during this time. You will see activity on the 4 drive bays to indicate the system is working on the array. ***

Step 4: Configuration
It is highly recommended that you configure the NAS with a Static IP address. A NAS on DHCP could change IP addresses at any time and render the entire system unusable. The configuration of the NAS is the same for both the NASR and NAST models.

Make sure your ReQuest server is powered on and available on the network. This will make configuration much easier.

From a computer connected to the same network as the ReQuest NAS, visit the following URL:
http://www.request.com/findmyserver

This tool requires that you have a working Java environment on your browser. Visit http://www.java.com and ensure you can run Java applets before proceeding.

You should see a screen similar to the following showing all of the ReQuest devices you have on the network. Locate the entry for the ReQuest NAS you have. The name will be the same as the serial number on the back of the NAS.
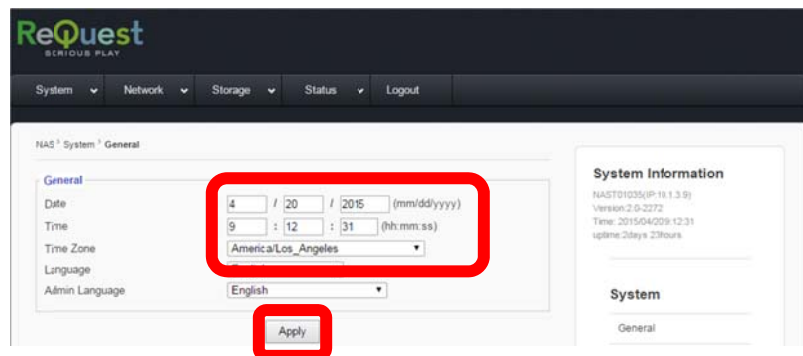
Once you have selected the NAS you wish to configure, click the "Connect" button. Your computer's web browser will open and display a login page.


Default Username: admin

Default Password: admin

You should configure the date and time and set the proper time zone for the NAS. Click "Apply" when you are done.

There are two (2) Ethernet connectors on the ReQuest NAS. Only one of them should be used. Please see the section above about "**Connecting To Your Network"** to know which connector should be used.

To set the IP address of the NAS, click Network then TCP/IP on the top bar of the NAS webpage. Click on the "Edit" button for **eth0**. Enter the network information in the fields under "Configuration" and click "Apply" when complete. **Be very careful entering the network information!** If you make a mistake and have clicked "Apply" you will need to connect the OTHER Ethernet port to the network and relocate the NAS via DHCP.
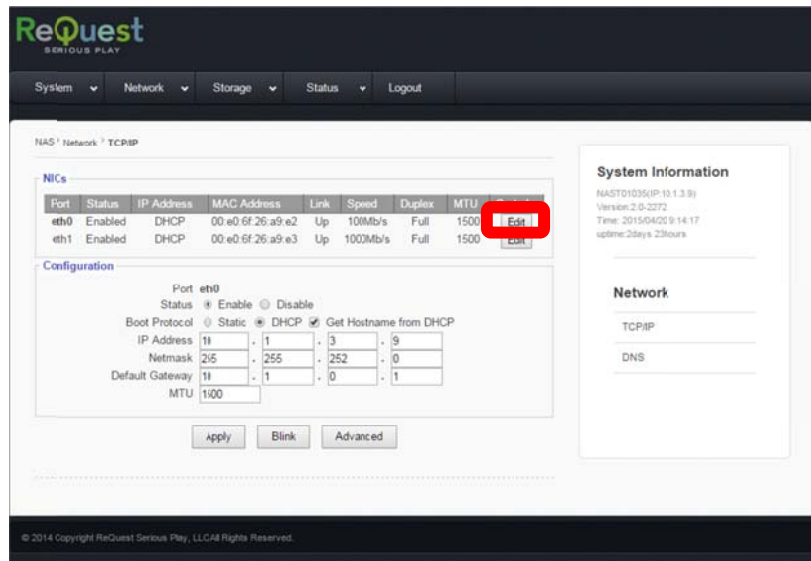

Note that *eth1* will remain DHCP forever as this is how you can reach the NAS if the local network is no longer able to reach the NAS at the static IP you have entered.

You can also observe the state of the storage array being constructed by clicking on Storage/Software Raid. The % complete will be displayed.

Step 5: Configure the ReQuest Server for Automatic NAS
Using http://www.request.com/findmyserver, click Connect for the ReQuest server you wish to configure.

At the bottom of the ReQuest server webpage, click on Settings then select NAS Configuration from the drop-down.
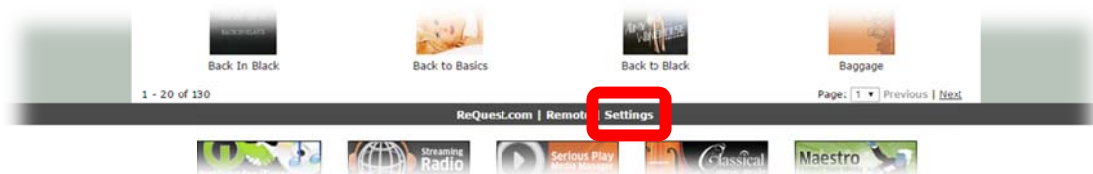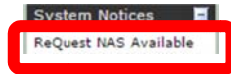

You can enable the Auto-find by selecting "Yes" and clicking Submit at the bottom of the page.

Once auto-find is enabled, you should see a notification that a ReQuest NAS has become available in the left side of the ReQuest server webpage.

Click on the text "ReQuest NAS Available" and then "Use NAS" to have this NAS auto-configured to your ReQuest server.

That's it! The NAS is now added to the ReQuest Server configuration and is ready to store media as soon as the drive array is complete.