



# **Atlas S8+**

## **Product Manual**

Version 1.0

## Copyright

© 2018 PROMISE Technology, Inc. All Rights Reserved.

## Important data protection information

PROMISE Technology is not responsible for any loss of data resulting from the use, disuse or misuse of this or any other PROMISE Technology product.

## Notice

Although PROMISE Technology has attempted to ensure the accuracy of the content of this document; it is possible that this document may contain technical inaccuracies, typographical, or other errors. PROMISE Technology assumes no liability for any error in this publication, and for damages, whether direct, indirect, incidental, consequential or otherwise, that may result from such error, including, but not limited to loss of data or profits.

PROMISE Technology provides this publication “as is” without warranty of any kind, either express or implied, including, but not limited to implied warranties of merchantability or fitness for a particular purpose. The published information in the manual is subject to change without notice. PROMISE Technology reserves the right to make changes in the product design, layout, and driver revisions without notification to its users. This version of this document supersedes all previous versions.

## FCC

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the instruction manual may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio TV technician for help.



### Safety Warnings

1. The Atlas S8+ can operate normally in the temperature of 0°C~40°C (31.99 ~ 103.99°F). Please make sure the environment is well-ventilated.
2. The power cord connected to the Atlas S8+ must provide a correct supply voltage (100-127V~/ 4A, 50-60Hz, 200-240V~/ 2A, 50-60Hz).
3. Do not place the Atlas S8+ in direct sunlight or near chemicals. Make sure the temperature and humidity of the environment are in the optimized level.
4. Place the product right side up at all times.
5. Unplug the power cord and all connected cables before cleaning. Wipe the Atlas S8+ with a dry towel. Do not use chemical or aerosol to clean the NAS.
6. Do not place any objects on the Atlas S8+ for the server's normal operation and to avoid overheat.
7. Do not place the Atlas S8+ near any liquid.
8. Do not place the Atlas S8+ on an uneven surface as this may lead to a fall and product damage.
9. Do not place the Atlas S8+ on the ground as this may create a trip hazard with potential product damage.
10. Do not place any object on the power cord.
11. Do not attempt to repair the Atlas S8+, this will invalidate the warranty and expose users to a shock hazard or other risks.

**CAUTION**

The electronic components within the Atlas S8+ unit are sensitive to damage from Electro-Static Discharge (ESD). Observe appropriate precautions at all times when handling the Atlas S8+ unit or its subassemblies.

# About this guide

This *Product Manual* describes how to setup, use, and maintain the Atlas S8+ unit.

This manual includes a full table of contents, chapter task lists, and numerous cross-references to help you find the specific information you are looking for.

Four types of notices are used throughout the document:

**Note**

A *Note* provides helpful information such as hints or alternative ways of doing a task.

**Important**

An *Important* notice calls attention to an essential step or point required to complete a task. Important items include things often missed.

**CAUTION**

A *Caution* informs you of possible equipment damage or loss of data and how to avoid them.

**WARNING**

A *Warning* notifies you of probable equipment damage or loss of data, or the possibility of physical injury, and how to avoid them.

---

<b>ABOUT THIS GUIDE</b> .....	VI
<b>INTRODUCTION TO ATLAS S8+</b> .....	1
<b>PACKING LIST</b> .....	1
<b>SPECIFICATIONS</b> .....	2
<b>HARDWARE</b> .....	3
<b>FRONT PANEL</b> .....	4
<b>REAR PANEL</b> .....	5
<b>DISK DRIVE NUMBERING</b> .....	6
<b>HARDWARE INSTALLATION AND INITIAL SETUP</b> .....	7
<b>CONNECT THE ATLAS S8+ TO THE HOST</b> .....	7
<b>START UP YOUR ATLAS S8+</b> .....	9
<b>DISCOVER ATLAS S8+</b> .....	10
<b>CHANGE PASSWORD</b> .....	13
<b>RESTART/SHUTDOWN/LOGOUT</b> .....	15
<b>CHOOSE LANGUAGE</b> .....	17
<b>RESET TO DEFAULT</b> .....	18
<b>RESET BUTTON</b> .....	18
<b>LED INDICATORS</b> .....	21

---

# INTRODUCTION TO ATLAS S8+

The Promise Atlas S8+ is a high-performance storage solution that features reliability, flexibility and easy management. Before setting up your new Atlas S8+, please check the package contents to verify those items below. Besides, make sure to read the safety instructions carefully.

Promise Atlas S8+ features:

- With Intel® Core™ i5 2.7GHz Quad-Core Processor.
- 16GB DDR4 SO-DIMM RAM that can be expanded up to 32GB.
- Built-in 1GbE Ethernet LAN ports x4.
- Service door for a memory upgrade.
- Screw-less design for HDD / SSD installation.

## Packing List

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

1. One Atlas S8+
2. One AC power cord
3. Two RJ45 network cables (For 1GBs version only)
4. Two Thunderbolt3™ cables (For Thunderbolt3™ version only)
5. Two lock keys (one for HDD tray lock, one for service door)
6. One Quick Start Guide



# Specifications

<b>Form Factor</b>	8 bay (3.5")+1 (2.5")
<b>CPU</b>	Intel® Core™ i5 2.7GHz Quad-Core Processor
<b>RAM</b>	16GB DDR4 SO-DIMM (Max 32GB) Note: The pre-install memory modules may need to be replaced when expanding the memory.
<b>USB</b>	USB 3.0 x5 (Front x1, Rear x4)
<b>Flash</b>	8GB USB DOM
<b>HDMI</b>	1
<b>Tray type</b>	3.5" HDD tray with key lock x8 2.5" SSD tray x1
<b>Number of Hard Disks</b>	8 (3.5" disk) + 1 (2.5" disk)
<b>Hard Drive Interface</b>	SATA 6Gb/s (backward compatible with SATA 3Gb/s)
<b>Ethernet Ports</b>	1GbE LAN (RJ45) x4
<b>PSU</b>	FLEX ATX 200W
<b>Dimension (H x W x D) mm</b>	177 x 310 x 235
<b>Agency Certifications</b>	FCC Class B

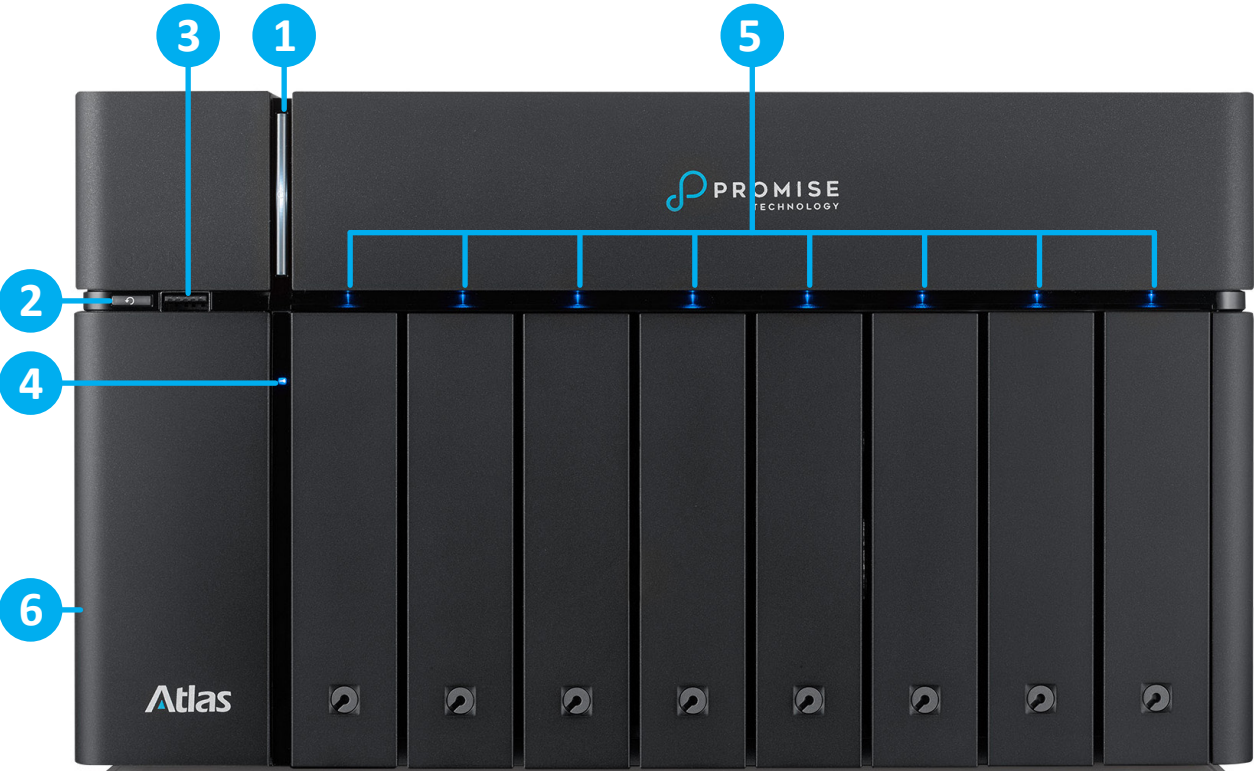
# Hardware

This chapter outlines the key hardware components of the Atlas S8+ system. After reading this chapter, you will have a basic understanding of each Atlas S8+ hardware component and give you the ability to configure and operate your system successfully. The key components of Atlas S8+ are:

- Front Panel
- Rear Panel
- Disk Drive Numbering

# Front Panel

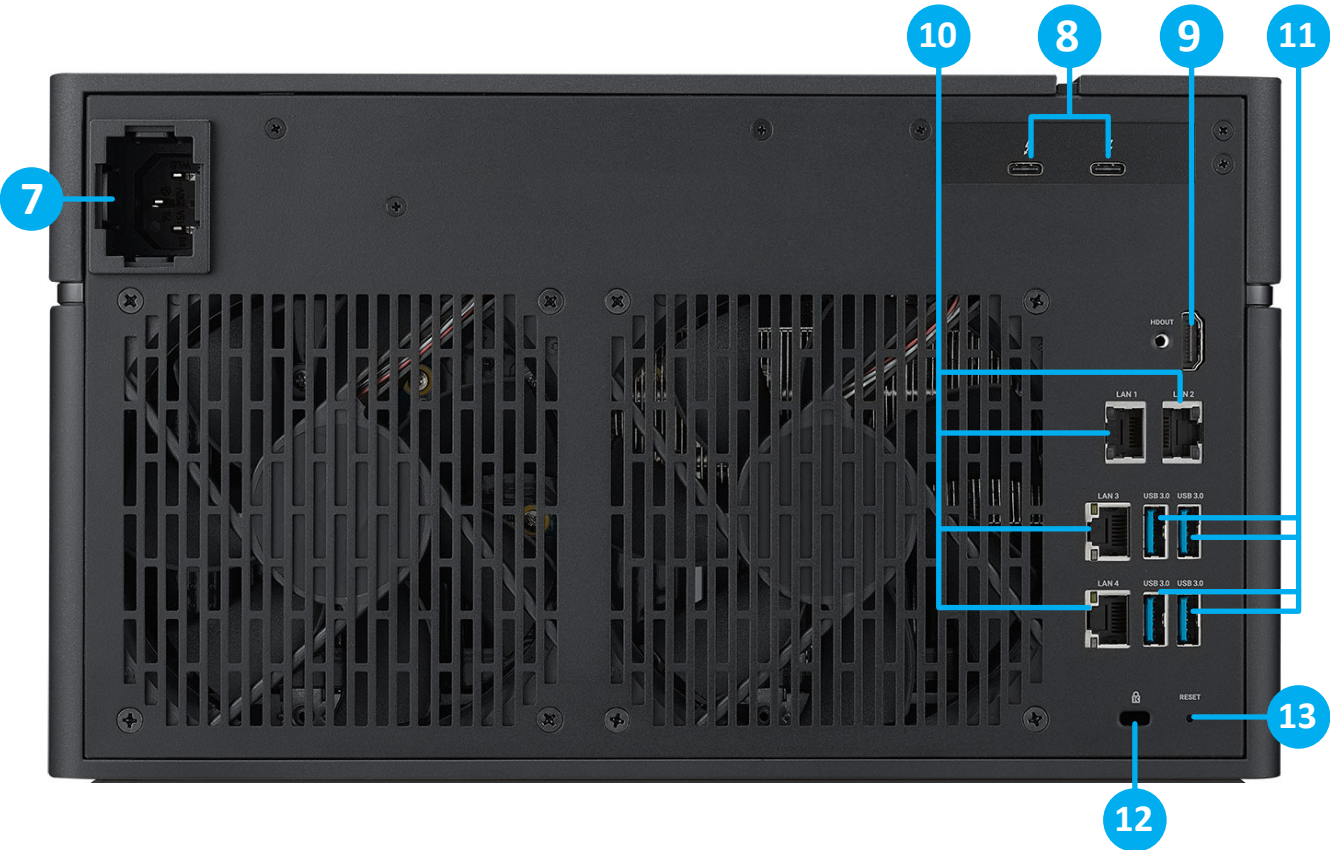
The figure below contains the information about buttons and indicators modules.



Number Description	
1	Power button / LED Indicator for Power and System Status
2	USB copy button / LED Indicator for USB Status
3	USB 3.0 Port
4	LED Indicator for LAN Status
5	LED Indicator for HDD and SSD Status
6	Service Door

# Rear Panel

The figure below contains the information about buttons and indicators modules.



Number Description	
7	Power Receptacle
8	HBA (Thunderbolt 3 or 10G BaseT)
9	HDMI Port
10	Gigabit LAN Port
11	USB 3.0 Port
12	Kensington Lock
13	Reset to Factory Default Button

# Disk Drive Numbering

The figure illustrates the Atlas S8+ system disk drive numbering.



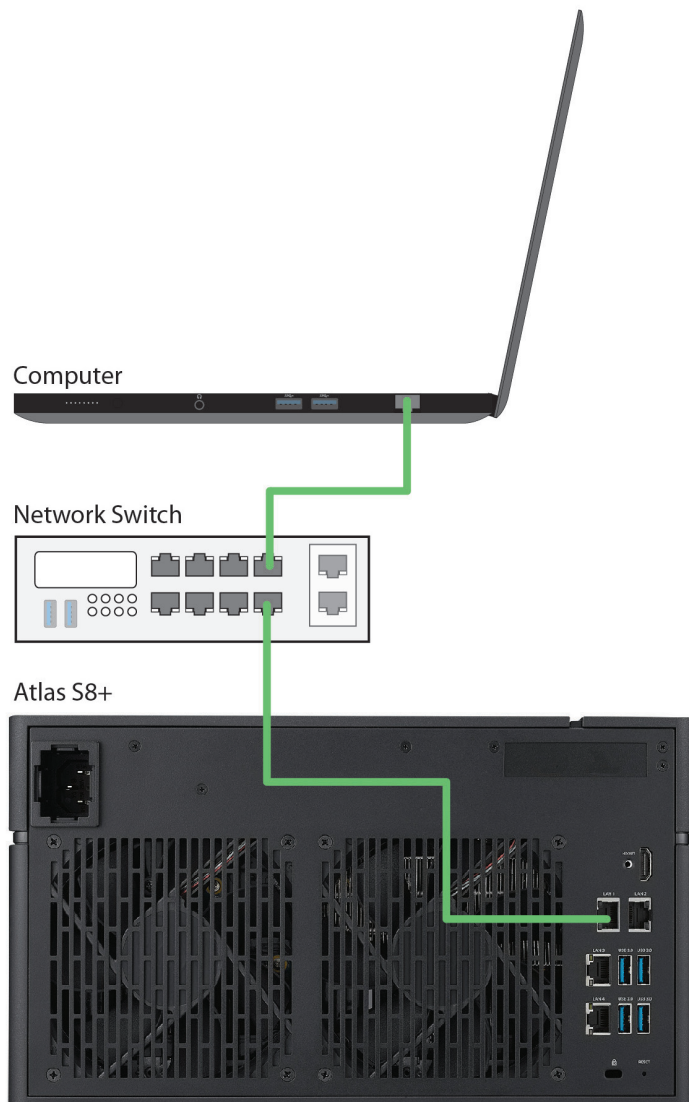
# HARDWARE INSTALLATION AND INITIAL SETUP

This chapter will show you the procedure of the Atlas S8+ hardware installation and initial configuration.

## Connect the Atlas S8+ to the Host

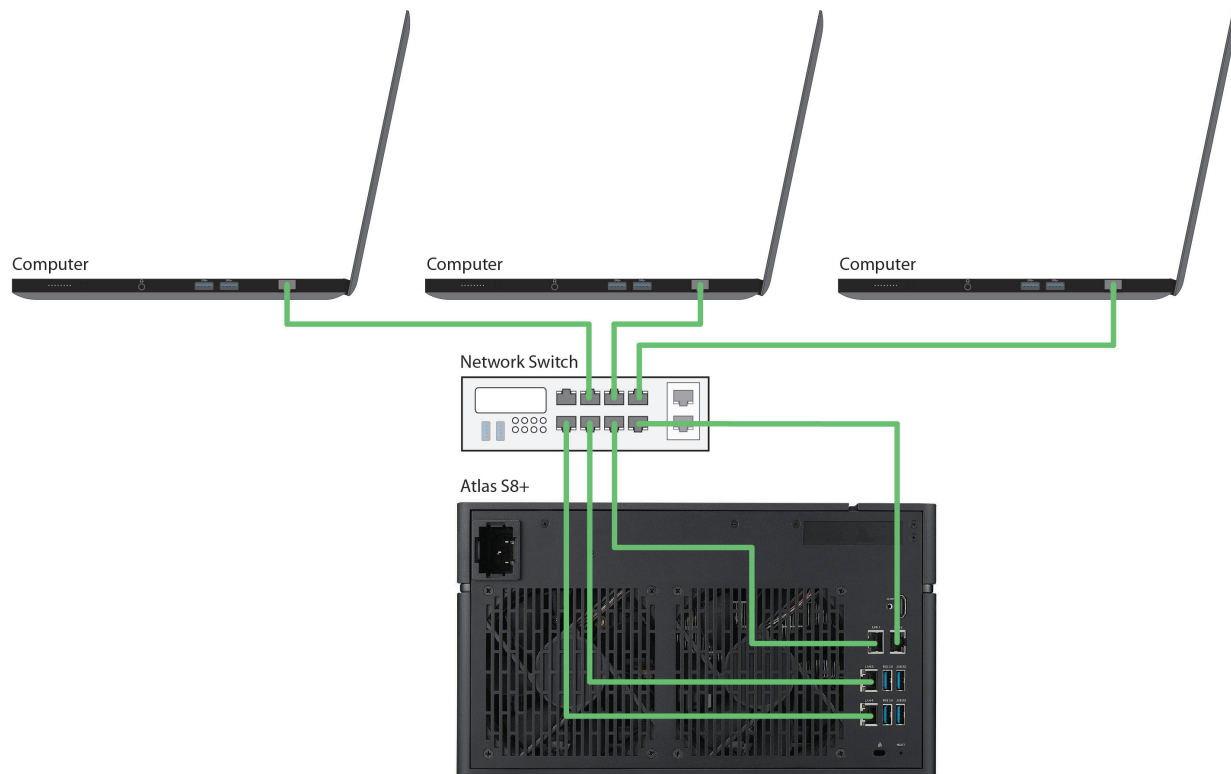
Atlas S8+ has four onboard 1Gbps LAN ports for host connections. The images below illustrate possible cable path configurations used for the Atlas S8+.

One LAN connection

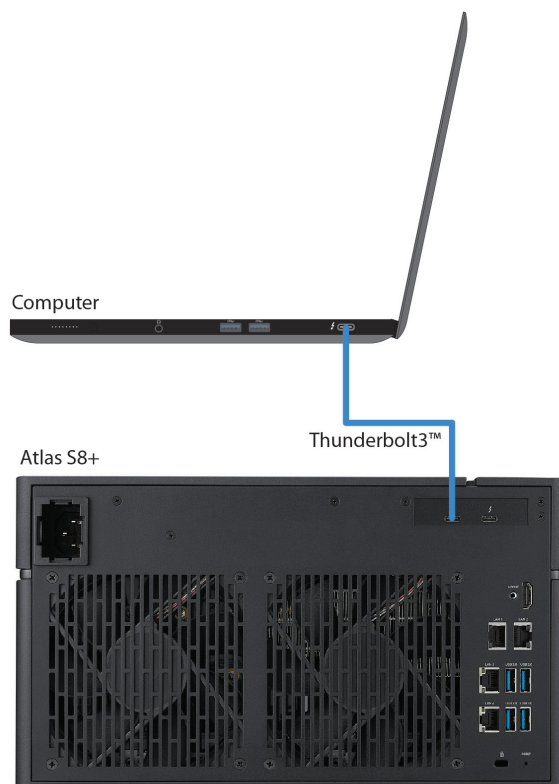




## Multiple LAN connections



## Direct attachment



# Start Up Your Atlas S8+

Before you power on your Atlas S8+ for the first time, please make sure the following tasks are done:

1. Connect one end of the power cord to the power port located on the back of the Atlas S8+ and the other end to a power outlet.
2. Connect a LAN cable to LAN 1 port and the other end to your switch, router, or hub. You can likewise connect LAN2, LAN3 and LAN4 as desired, just make sure that LAN1 is connected so the finder can locate the Atlas S8+.
3. Press the power button to turn on your Atlas S8+.

Your Atlas S8+ is now online and detectable from a network computer.



## Important

The Following are the operational conditions for Atlas S8+:

Temperature:

- Operating temperature 0 to 40°C
- Shipping temperature -10°C to 50°C

Relative Humidity:

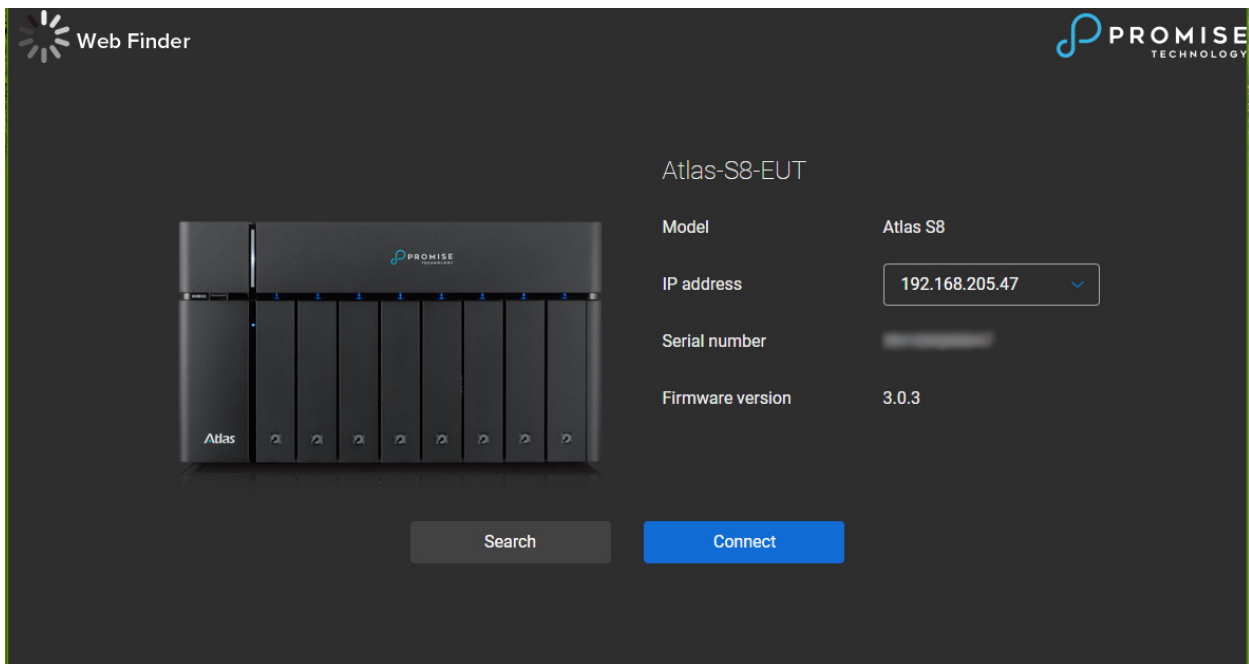
- Operating Relative Humidity 20% to 80% non-condensing



# DISCOVER ATLAS S8+

After hardware setup is finished, the next step is to discover the system on the network and start the initial configuration.

1. Open a web browser on your computer connected to the same local area network as the Atlas S8+, and use either of the following methods on the browser:
  - a. Use Web Finder: atlas.promise.com (Please make sure the Atlas S8+ has internet access ability before using the Web Finder.)

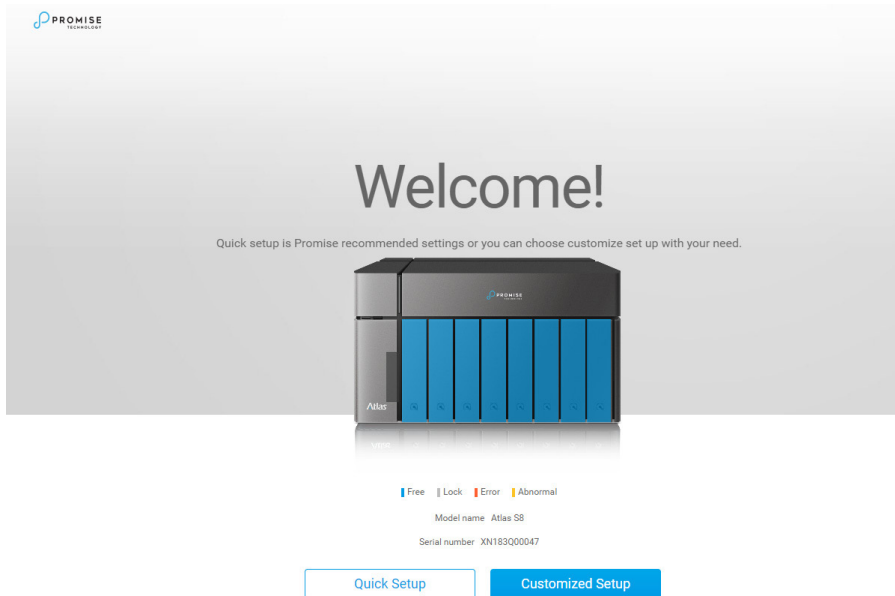


- b. If your Atlas S8+ cannot be connected to the internet, please try downloading and installing Atlas Finder application (listed as AFinder) from the Promise website to your PC. Use this [link](#) below to go to the download page for Windows and Mac (Note: Mac requires Java).

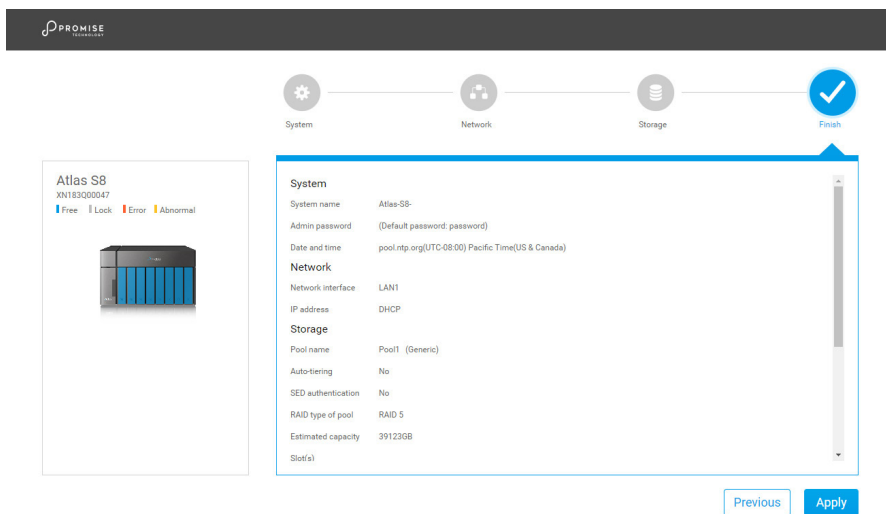
Or copy this URL and paste it in the address bar of your browser to go to the utility download page:

<https://www.promise.com/us/Support/downloadcenter/Atlas/S8-plus/S8-plus-Thunderbolt-3#Utilities>

2. Click "Connect" on the Web Finder or double click on your Atlas S8+ on the Atlas Finder, the welcome page will be launched on your web browser.



3. Click Quick Setup to start the setup process and follow the onscreen instructions.



4. If you accidentally leave the quick install page, you can always return to the setup page by go through the steps above from step 1 again.
5. After quick setup is finished, login as “admin” (default account name) with the default password, “password” - you can change the password in the General Settings menu in the Control Panel.



### Important

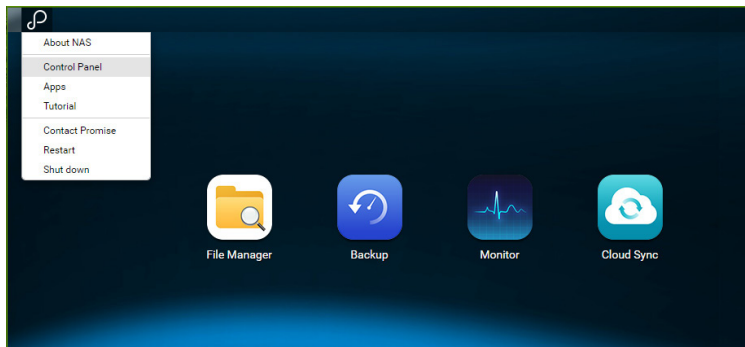
1. The Atlas S8+ must be connected to the Internet.
2. Both the Atlas S8+ and your PC must be on the same local network.
3. If you expanded your memory earlier on, you can now check to make sure the system recognizes the new memory capacity. You can check the status by following steps:
  - a. Login to Storage Manager as **admin** or a user that belongs to the administrator's group.
  - b. Find the memory status in *About NAS*

If your system does not recognize the expanded memory or failed to start up, please check again and ensure the memory is properly installed.

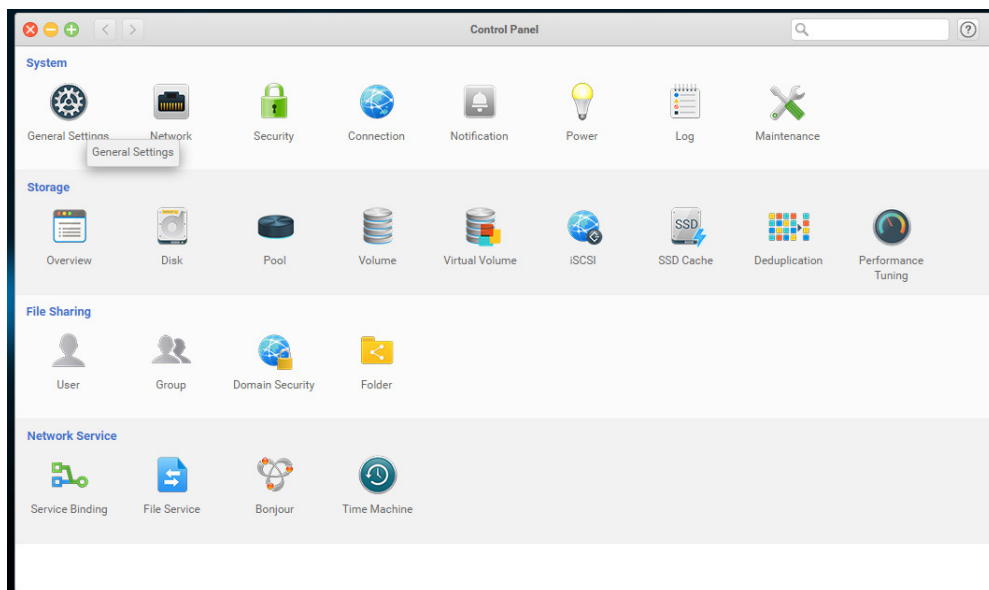
# Change Password

After logging in for the first time, it is a good idea to change the administrator password from the default setting. Follow these instructions to change the login password:

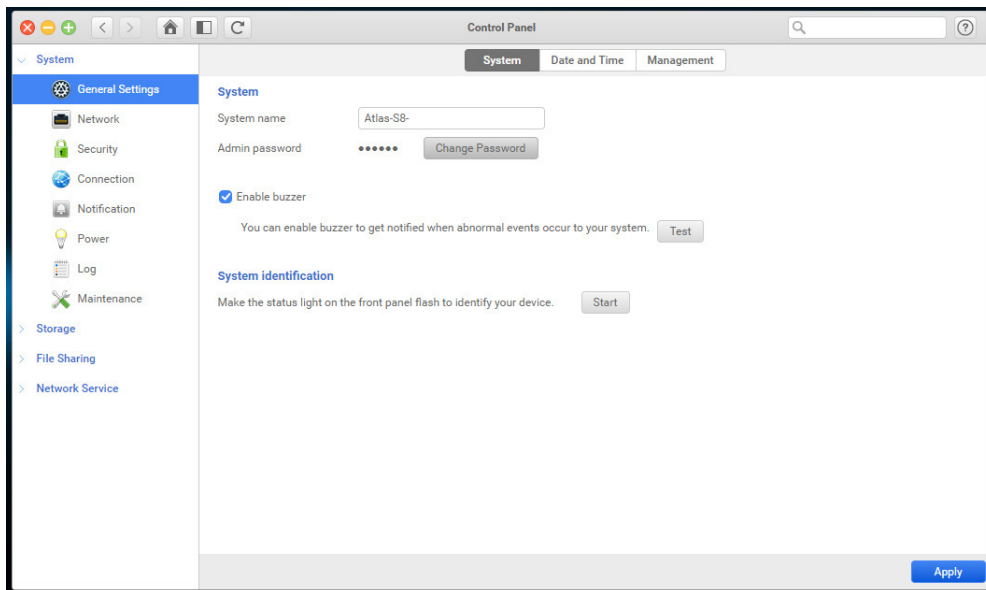
1. Left click on the Promise logo in the upper left corner, select Control Panel to open the menu.



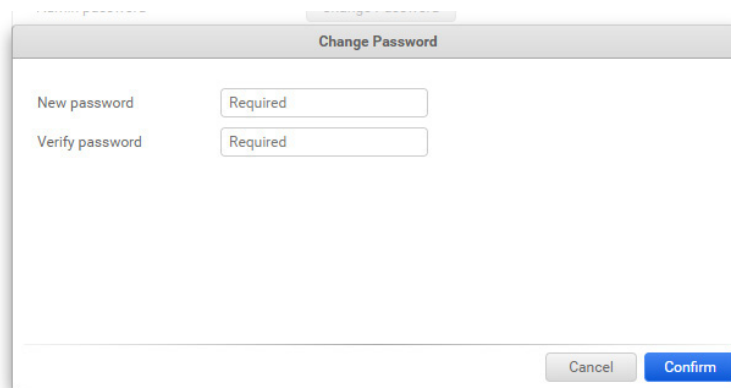
2. Click on the General Settings icon.



- Click on Change Password to open a new menu.



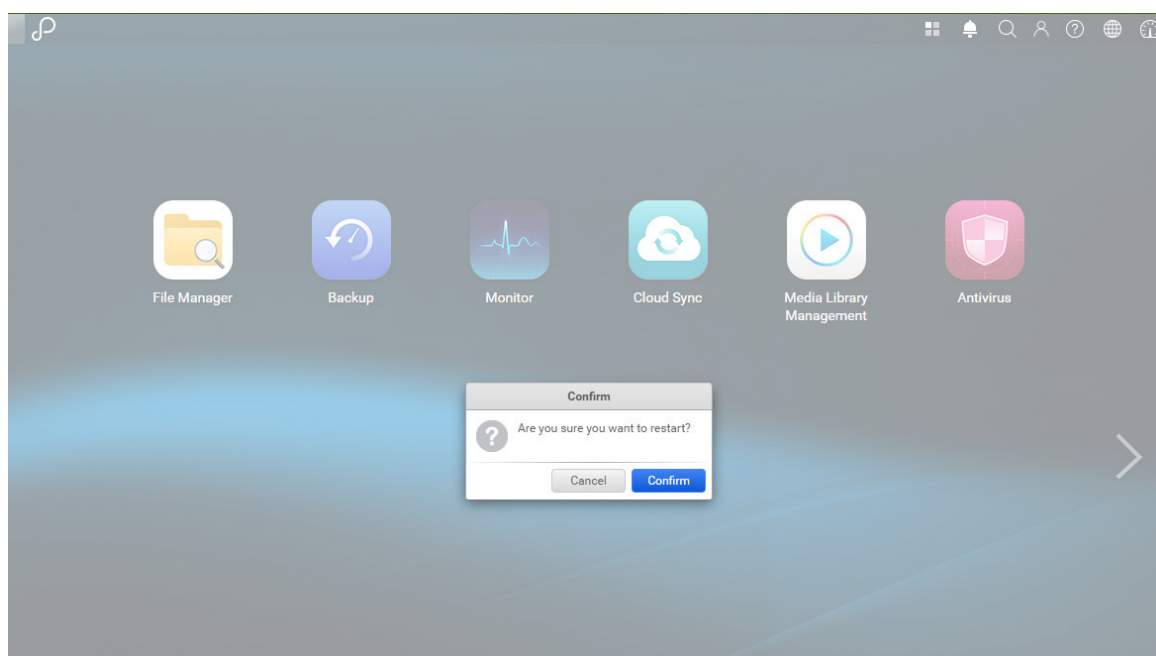
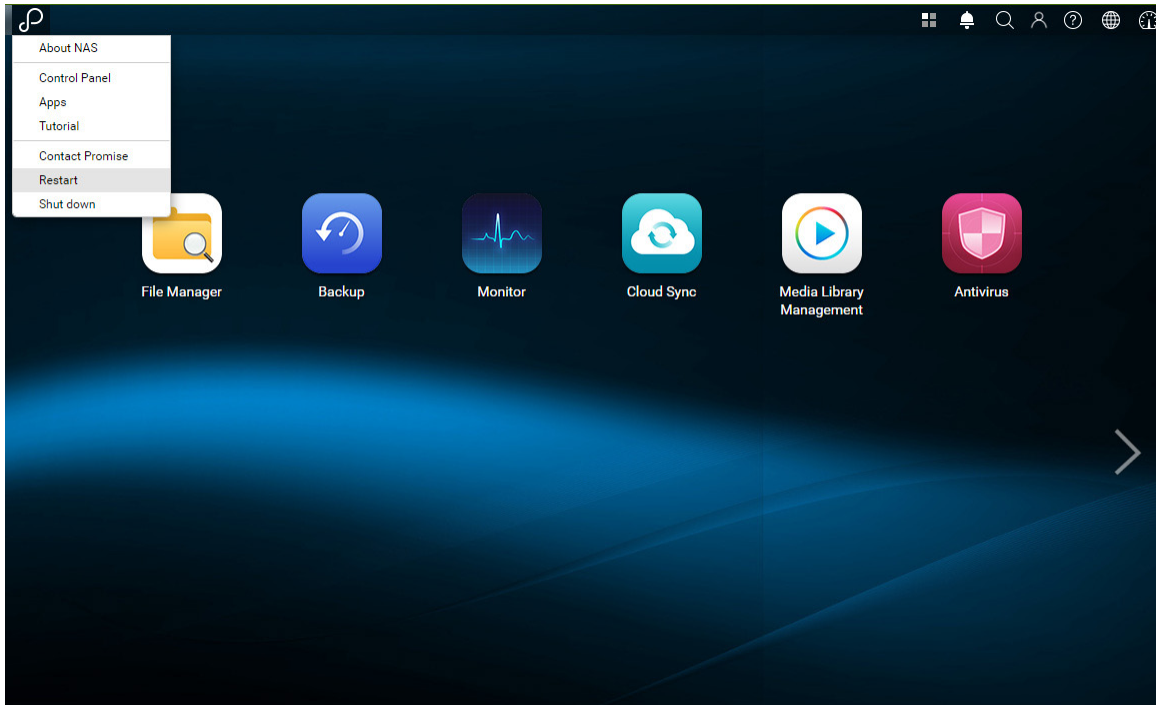
- Change the login password and click Confirm to apply.



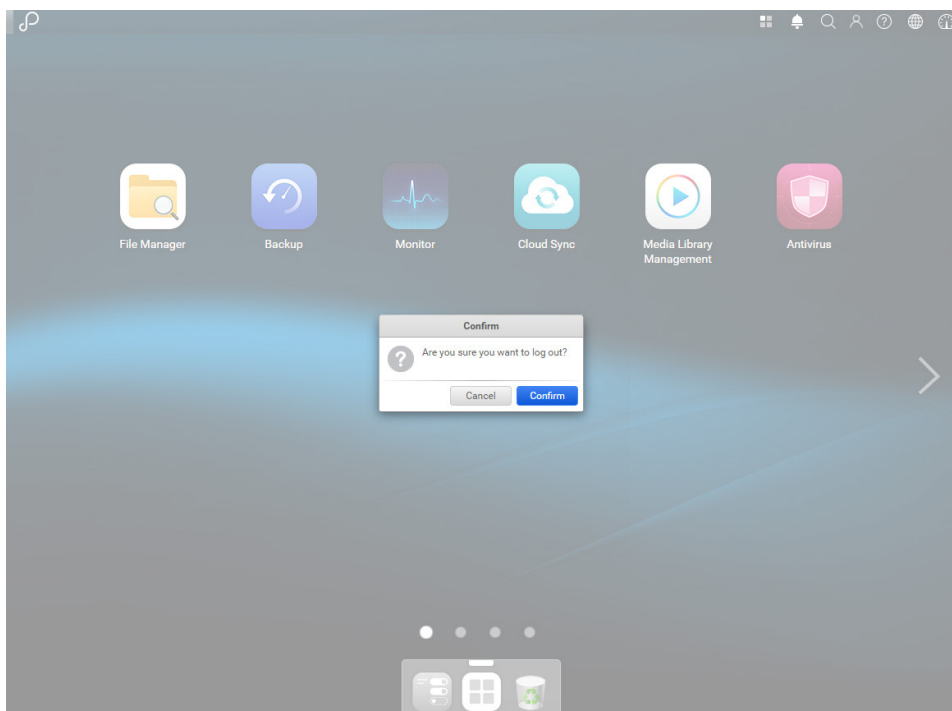
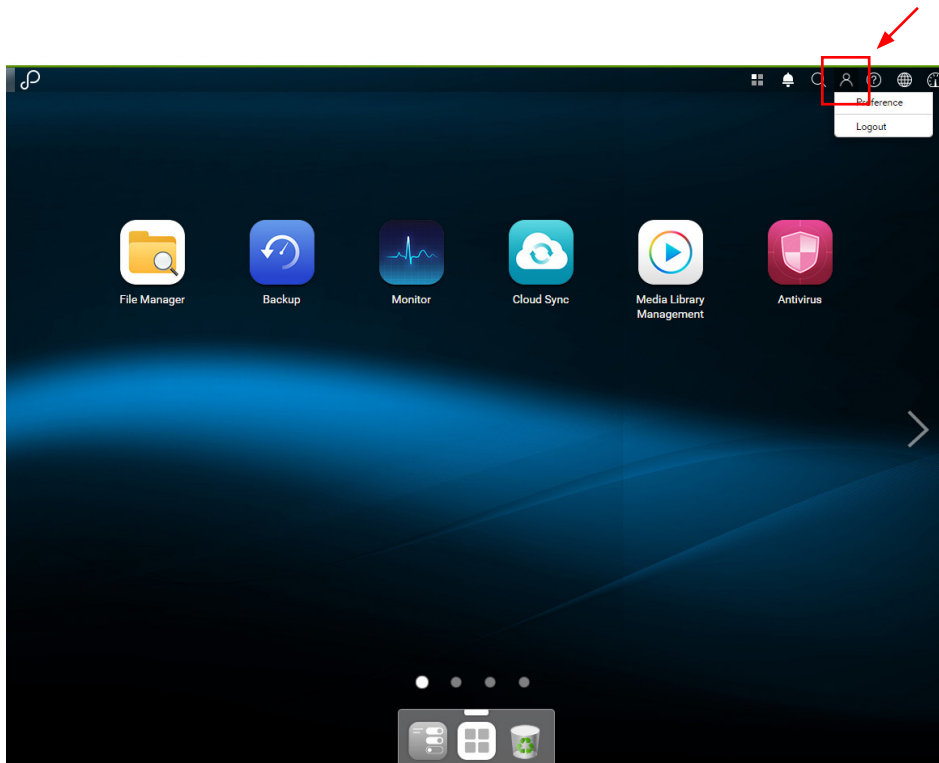
# Restart/Shutdown/Logout

If you want to restart or shutdown the Atlas S8+; or if you want to log out of the Atlas Storage Manager, please follow the steps below:

1. To restart or shutdown the Atlas S8+, left click on the Promise logo on the top left corner, then choose the option which you would like to proceed. Click Yes button on the confirm window.



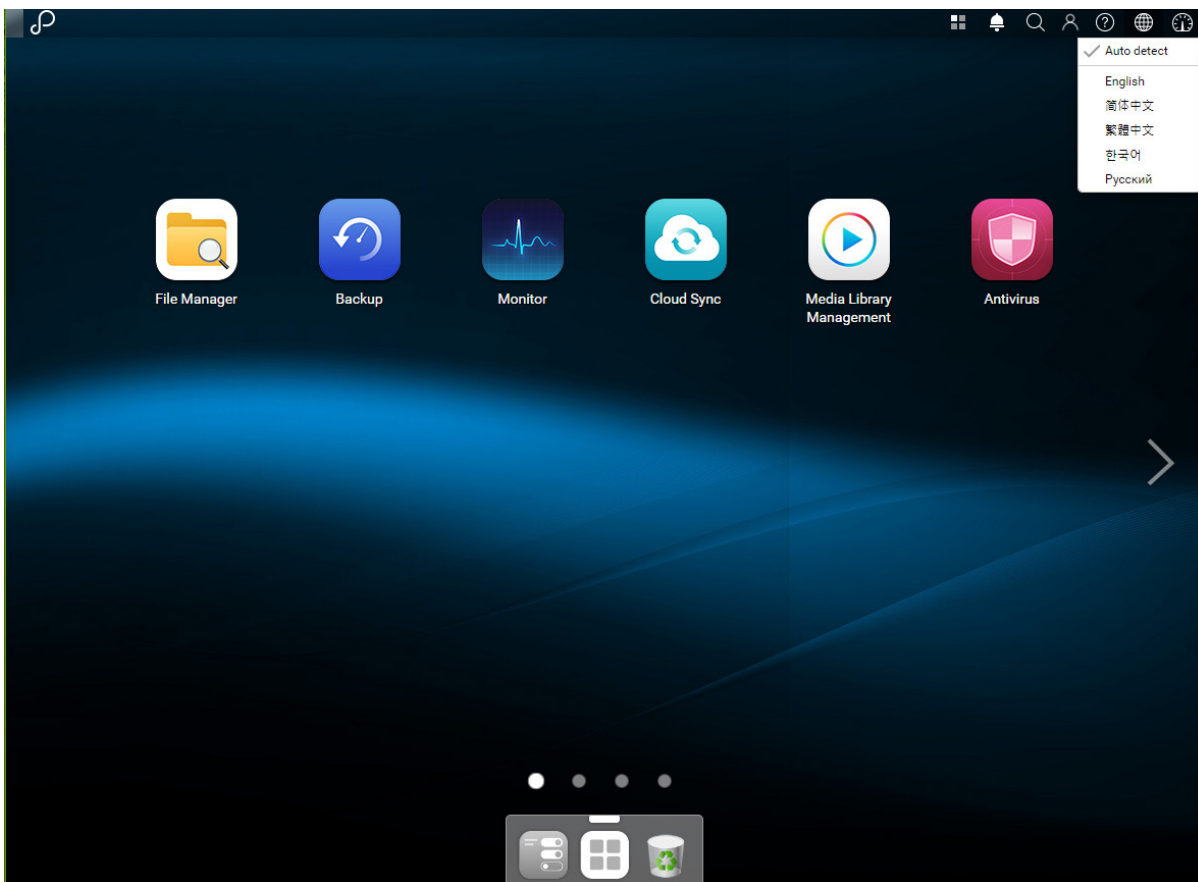
2. To log out of the Atlas Storage Manager, please click the User Profile icon on the top right corner, select Logout. Click Yes button on the confirm window.



# Choose Language

The Atlas Storage Manager user interface supports the following languages: English, Traditional Chinese, Simplified Chinese, Korean, and Russian.

Atlas Storage Manager is set to *auto detect* your language preference used in the browser. If you want to change the user interface language, click on the World icon in the upper right corner and select a language from the menu.





# Reset to Default

If you want to reset Atlas S8+ to factory default settings, there are different options available. You can use the Reset button on the back, or use the Atlas Storage Manager to perform the different types of reset. The Reset button will reset device settings on the Atlas S8+ to default, there are two levels, one for just network settings and another for all settings. Neither option using the Reset button will affect data on the hard disk drives.

A third reset option is available using the Atlas Storage Manager. If you wish to **Reset all settings and erase all contents**, this can only be done with the Atlas Storage Manager. Note that if you perform this third type of reset **will reset everything, including the storage configuration, and all data on the hard disks will be erased**.

Please follow the instructions for the type of reset you wish to perform.

## Reset Button

The Reset button on the back can be used for two levels of device settings reset. See the description and instructions on the next page.



1. To **Reset network settings to factory default**: Press and hold the reset button on the rear panel for 3 seconds, a short beep sound for 1 second will be heard. The administrator password and all the network settings will be reset, the system configuration will result in:
  - Reset Admin password to the default value: password.
  - All networking set to “DHCP”.
  - All data service ports set to default setting (All data service enable and set to default port).
  - VLAN will be terminated.
  - Port trunking will be disabling.
  - After configs are deleted, restart the Atlas S8+.
  - Log out Promise Cloud.
  - DNS settings.
  - DDNS and UPNP settings.

**Note**

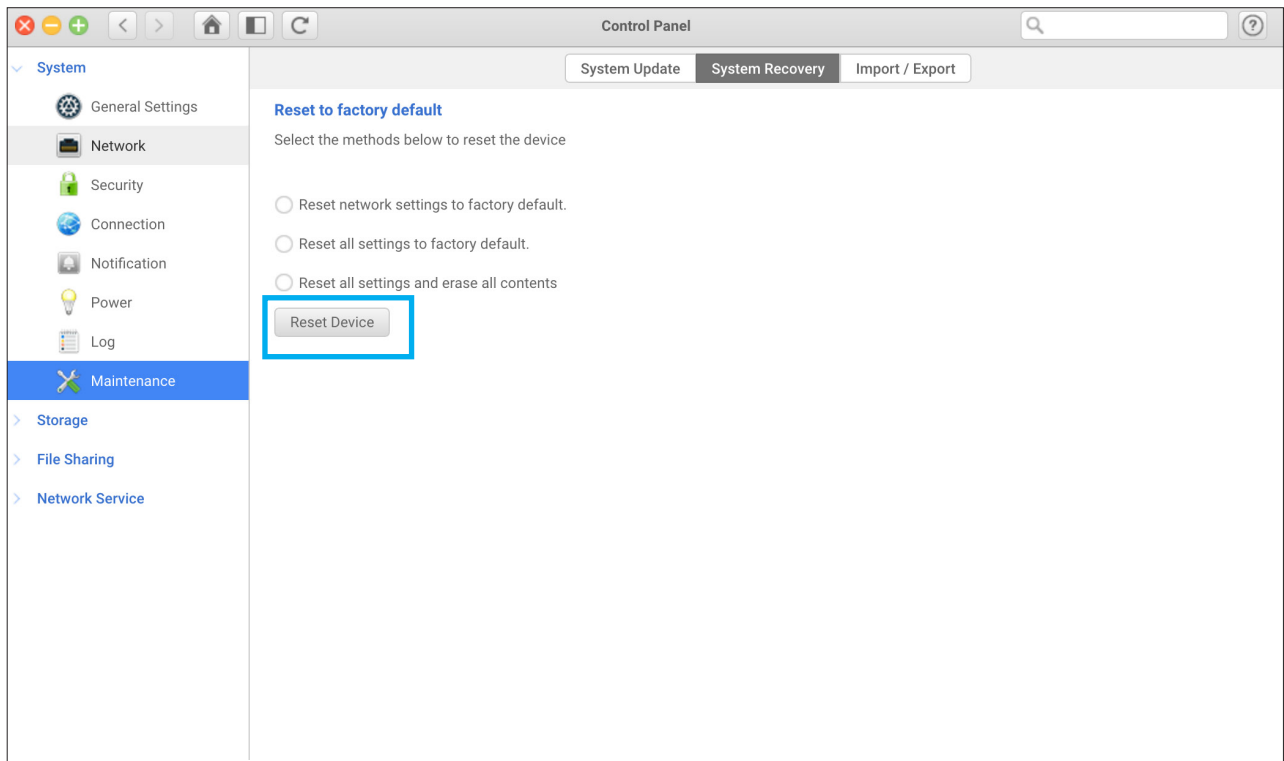
'Reset network settings to factory default' and 'Reset all settings to factory default' using the Reset button do not affect data stored on the hard disks.

2. To **Reset all settings to factory default**: Press and hold the reset button on the rear panel for 10 seconds, you will hear a short beep sound at the third second and a long beep sound at the tenth second. The operating system (including reset the administrator password and all the network settings) will be reinstalled, the system configuration will result in:
  - Reset all network settings to factory default.
  - Reset all system settings to factory default.
  - All accounts, groups, folder permission, and ACL are deleted.
  - Access control lists are all deleted.
  - All backup tasks are deleted.
  - Cloud sync job delete.
  - AntiVirus setting are deleted.
  - Media Library index will be deleted.
  - After configs are deleted, restart the Atlas S8+.
  - Log out Promise Cloud.

Reset to default settings using the Atlas Storage Manager:

You can also reset network setting or all the setting with the Atlas Storage Manager.

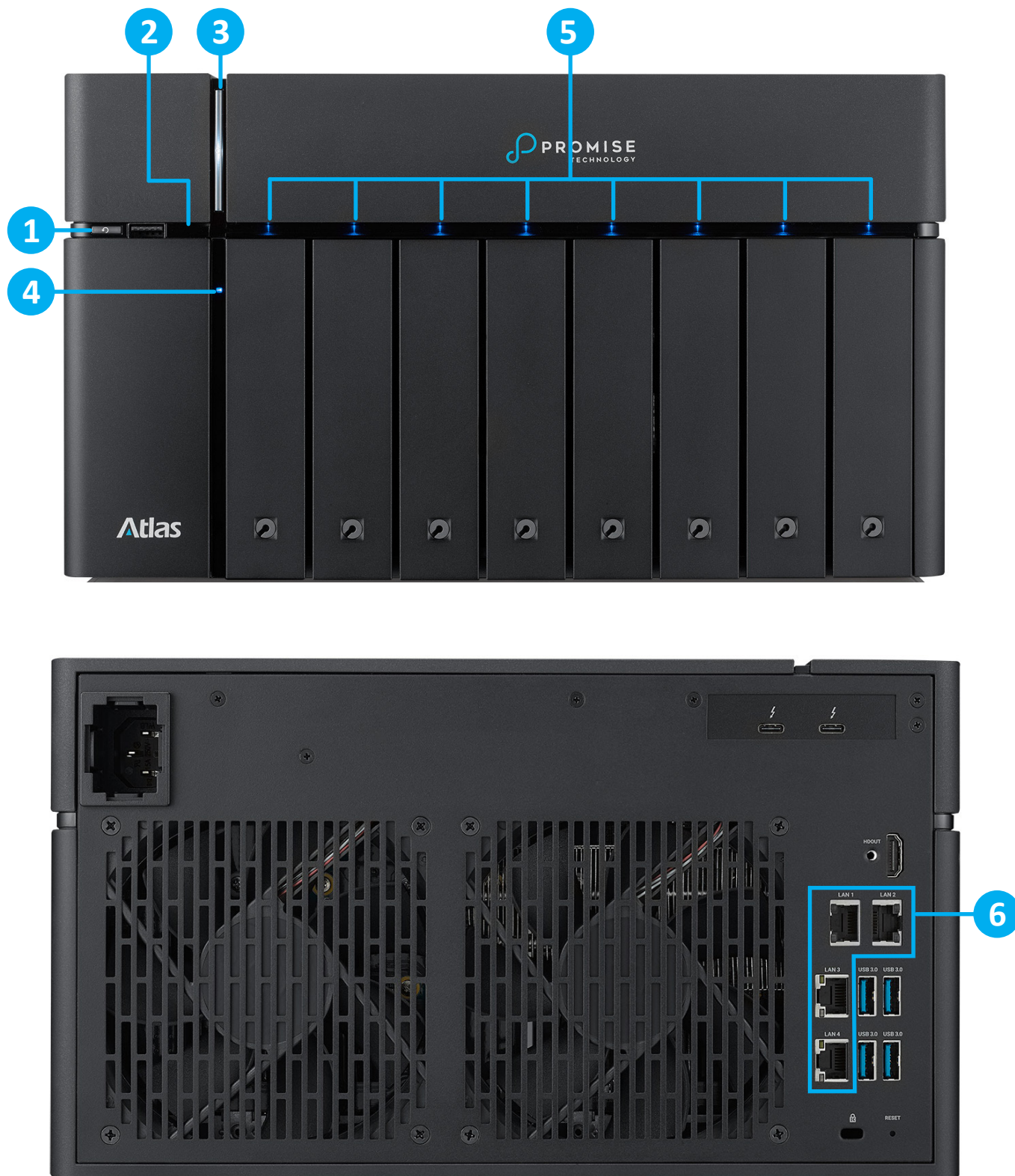
1. Click **Control Panel > System > Maintenance > System Recovery**. Choose the option which you would like to proceed.
  - a. **Reset network settings to factory default:** The administrator password and all the network settings will be reset. This will not affect data on the hard disk drives.
  - b. **Reset all settings to factory default:** The operating system (including reset the administrator password and all the network settings) will be reinstalled. This will not affect data on the hard disk drives.
  - c. **Reset all settings and erase all contents:** All settings will return to factory default. **The system config and all data will be deleted.** The system will restart automatically and return to quick install page. You then need to follow the setup instructions in “Discover Atlas S8+” on page 10 to use the device.



2. Click the Reset Device button to proceed.

# LED Indicators

Atlas S8+ features the button and indication module on both the front panel and the rear panel. Please refer to the following content for definitions of LED behaviors.





Number	Description	Definition
1	USB One Touch Copy Button/ USB Status LED	<p><b>USB Copy Button</b></p> <ul style="list-style-type: none"> <li>Press the button one time to start the action defined through UI (Note: USB one touch copy function needs to be enabled through UI first)</li> </ul> <p><b>USB Status LED</b></p> <ul style="list-style-type: none"> <li><b>Blue</b>: A front USB device is detected (after the device is mounted).</li> <li><b>Blue</b> flashes every 0.5 sec: 1) A USB device (connected to the front USB port) is being accessed. 2) The data is being copied to or from an external USB device.</li> </ul>
2	Solid State Drive (SSD) LED	<ul style="list-style-type: none"> <li><b>Blue</b>: The hard disk is attached.</li> <li><b>Blue</b> flashes: The disk data is being accessed.</li> <li><b>Amber</b>: A hard drive read/write error occurs.</li> <li><b>Blue</b> and <b>Amber</b> flashes alternatively: The hard disk is being rebuilt or identify a specific disk drive.</li> <li>OFF: No disk drive is inserted.</li> </ul>
3	Power Button/LED	<p><b>Power Button</b></p> <ul style="list-style-type: none"> <li>Press the button one time to turn ON or OFF the system power.</li> <li>Keep pressing for 4 seconds to force turn OFF the system power.</li> <li>Power LED</li> <li><b>White</b>: power is ON.</li> <li><b>White</b> flashes every 0.5 sec: the system is at the stage of starting up or shutting down, or the NAS is not configured.</li> <li><b>Amber</b>: 1) The system pool has reached its full capacity (100%). 2) The system pool is going to be full (95%). 3) The system fan is not functioning properly. 4) A bad sector is detected on the hard disk drive or hard disk failed. 5) One of the pools is in degraded read-only mode. 6) Hardware self-test error. e.g. abnormal voltage, the temperature is at critical high/low, any cooling fan module failed, any pool failed.</li> <li><b>White</b> and <b>Amber</b> flash every 0.5 sec alternatively: 1) The system firmware is being updated. 2) RAID rebuilding is in a process. 3) Software control LED indicator.</li> <li>Off: the system shutdown.</li> </ul>
4	LAN Status LED	<ul style="list-style-type: none"> <li><b>Blue</b>: The NAS is connected to the network.</li> <li><b>Blue</b> flashes: The disk data is being accessed from the network.</li> </ul>
5	Disk Drive Status LED	<ul style="list-style-type: none"> <li><b>Blue</b>: The hard disk is attached.</li> <li><b>Blue</b> flashes: The disk data is being accessed.</li> <li><b>Amber</b>: A hard drive read/write error occurs.</li> <li><b>Blue</b> and <b>Amber</b> flashes alternatively: The hard disk is being rebuilt or to identify a specific disk drive.</li> <li>OFF: No disk drive is inserted.</li> </ul>
6	LAN Port LED	1G      100M      10M      No connection
	Activity	<b>Amber</b> <b>Amber</b> <b>Amber</b> <b>Off</b>
	Link	<b>Amber</b> <b>Green</b> <b>Off</b> <b>Off</b>

