## How To Articles and Tutorials

## Local and Remote Login

# How to remotely access the device without using the web portal at myakitio.com

**Fixed IP**: If you have a fixed external IP address (WAN), setup port forwarding on your network router and then use the external IP plus port number (e.g. 185.152.83.10:10080) to access your device remotely.

**Dynamic IP**: If you have a dynamic external IP address (WAN), you can use the Dynamic DNS service at noip.com (free) or DynDNS.com (requires monthly fee).

- 1. Go to noip.com and sign up for a free Dynamic DNS account.
- 2. Login to your new account and add a new hostname.

| Quick Add                         |          |              |
|-----------------------------------|----------|--------------|
| Hostname 🛛                        | Domain 🛛 |              |
| mycloudmini                       | ddns.net | ~            |
| Record Type                       |          |              |
| A O More Records                  |          |              |
|                                   |          |              |
| Need help setting up your device? |          | Add Hostname |

- 3. On your local network (LAN), login as admin and go to Preferences > Portal Server.
- 4. Open the DDNS tab and select **noip.com** from the drop-down menu. If you don't see noip.com as an option, your device needs a firmware update.

|           |            | myakitio.com DDNS    |  |
|-----------|------------|----------------------|--|
| Register  | noip.com 🗸 |                      |  |
| Host Name |            | Separated by commas. |  |
| Username  |            |                      |  |
| Password  |            |                      |  |
|           |            | Apply Refresh        |  |
|           | 5A         |                      |  |

5. Enter the hostname you have just registered at noip.com as well as the username and password of your account at noip.com, then click **Apply** to save the settings. If the information is valid, you will see a message displaying **good** along with your current external IP address.

|           |                      | Portal Ser       | rver    |  |
|-----------|----------------------|------------------|---------|--|
| •         |                      |                  |         |  |
| _         |                      | myakitio.com     | DDNS    |  |
| Register  | noip.com 🗸           |                  |         |  |
| Host Name | mycloudmini.ddns.net | Separated by com | mas.    |  |
| Username  | myaccountatnoip      |                  |         |  |
| Password  | •••••                |                  |         |  |
|           | good 182.126.26.167  |                  |         |  |
|           | C                    | Apply            | Refresh |  |
|           | <u> </u>             |                  |         |  |
|           |                      |                  |         |  |
|           |                      |                  |         |  |
|           |                      |                  |         |  |

- 6. Login to your network router and navigate to your routers **port forwarding** section, sometimes also known as **virtual server**.
- 7. Create a new port forwarding entry, redirecting incoming TCP/UDP traffic from a custom port like 10080 for example to port 80 on your network drive. For more details about port forwarding, please refer to the free guidelines at portforward.com. To check if it's working as expected, you can use the Port Check Tool at portchecktool.com.
- 8. To access your device remotely, you can now use the hostname you registered plus the custom port number to login. In this example here, you would enter **mycloudmini.ddns.net:10080** into the URL field of your web browser. This address is then redirected to port 80 on your network drive and you should see the login page of your device.

|                          | 🙆 mycl | oudmini | .ddns.net >                 | < + >      | /           |     |        |    | _ |   | × |
|--------------------------|--------|---------|-----------------------------|------------|-------------|-----|--------|----|---|---|---|
| $\leftarrow \rightarrow$ | U      | ណ៍      | myclou                      | dmini.ddns | .net:10080/ | ш · | ☆      | մ≣ | h | Ŕ |   |
|                          |        | Pa      | sername assword anguage Eng | glish      | ber me.     |     | orgot? |    |   |   |   |

#### How to troubleshoot the error "Connect to device timeout"

- 1. The reason for this error is usually temporary. At first, we recommend to wait for a minute and then try again.
- 2. If the above tip does not solve the problem, please reboot the network drive.
- 3. If none of the above helps or the reboot solves the problem only for a short while and it happens again very often, please contact tech support.

## **Setup and Configuration**

#### How to setup an external USB drive as system drive

In general, we recommend to install at least one internal (SATA) hard drive but the system can also run with just an external USB drive. The disadvantage is that you need two power supplies (one for the MyCloud and one of the USB drive) and the setup of the drive (creating a partition and formatting the drive) has to be done manually, using the "Expert" menu of the MyCloud disk utility.



The following instructions are for blank drives without any existing partition(s) or data



on it. If your drive has an existing partition and some data on it already, backup your data to a different location first! Once the backup is completed, connect the drive to your NAS and in the disk manager, click **Unmount Partition**, followed by **Delete Partition**. This step erases all existing data on that drive. Your drive is now ready for setup as system drive.

#### Open the disk manager

- 1. Open the web browser and login to your network drive.
- 2. A window opens automatically with a message saying that the system is running without a HOME partition. Select **Management** to open the disk manager.
- 3. Select the **Expert** mode and click **OK**.

| Disk Manager   |    |
|--|----|
| <ul> <li>Auto: The system automatically creates a suitable partition and formats the drives. (recommender</li> <li>Advanced: Choose your preferred file system and RAID mode before formatting the drives.</li> <li>Expert: Use the advanced disk manager to set up the drives according to your own preferences.</li> </ul> | d) |
| ОК   |    |
|  |    |

#### **Create a Swap partition**

- 1. In the panel on the left, select **Free Space**.
- 2. For the "Partition Type", select **Primary**.
- 3. For the "Size", enter 256.
- 4. Click Create.

|             |                         |                   |                    | Disk Mana          | ger                  | $\sim$ $\sim$   | _  |                   |
|-------------|-------------------------|-------------------|--------------------|--------------------|----------------------|---|--|-------------------|
| « 🚺<br>Info | Erase Device SMART Info | Mount Partition U | nmount Partition ( | Delete Partition I | ZZ<br>Format Partiti | on Refresh Bac  | c.   | »>                |
| V Disk      | Free Space              |                   |                    |                    | Pe                   | When the syster<br>use the swap pa<br>not set, the syst<br>performance ma<br>operations fail d<br>unused partition<br>you refer to the f<br>partition:<br>If you have an un<br>Some services m<br>Please restart yo<br>Partition Type | nay stop functioning after applying the char<br>our server or login again.<br>Primary •<br>256 MB / 465.76 G | a E<br>a<br>nges. |

#### **Create a HOME partition**

- 1. In the panel on the left, select **Free Space**.
- 2. For the "Partition Type", select **Primary**.
- 3. For the size, use the default value (the remaining space).
- 4. Click Create.

|    |                                | I  | Disk Manager   |  |     |
|----|--------------------------------|--|--|--|-----|
| ~~ |                                |  | 8 🙋 🕻  |  | >>  |
|    | Info   Erase Device SMART Info | Mount Partition Unmount Partition Delete | Partition  | RAID   | _   |
|    | ▼ Disk                         | Free Spac                                | Your sys<br>When th<br>use the<br>not set,<br>perform<br>operatic<br>unused<br>you refe<br>partition<br>If you ha<br>Some sy<br>Please r | stem setup does not have a swap partition.<br>he system memory is insufficient, the system will<br>swap partition as memory. If the swap partition is<br>the system will still be able to run but the<br>hance may be lowered and it's possible that some<br>ons fail due to insufficient memory. If you have an<br>partition or free disk space, we recommend that<br>er to the following steps and set up a swap | es. |

#### Format the Swap partition

- 1. In the panel on the left, select the smaller partition /dev/sda1.
- 2. For the "Label", enter **swap**.
- 3. For the "File System", select **SWAP**.
- 4. Click **Format**.
- 5. Wait until the partition is completely formatted and then close the progress window and return to the disk manager.

|   | Disk Manager |  | JX        |
|---|--------------|--|-----------|
| « 🖸 📿 🔜<br>Info Erase Device SMART Info Mou |              | Partition         Refresh         Back   | »         |
| ▼ Disk                                      | /dev/sda2    | When the system memory is insufficient, the system will<br>use the swap partition as memory. If the swap partition is<br>not set, the system will still be able to run but the<br>performance may be lowered and it's possible that some<br>operations fail due to insufficient memory. If you have an<br>unused partition or free disk space, we recommend that<br>you refer to the following steps and set up a swap<br>partition: | • E<br>5. |

#### Format the HOME partition

- 1. In the panel on the left, select the larger partition /dev/sda2.
- 2. For the "Label", enter home.
- 3. For the "File System", select XFS.
- 4. Click Format.
- 5. Wait until the partition is completely formatted and then close the progress window and return to the disk manager.

|   | Disk Manager   |   |
|---|--|---|
| « 🕖 📿 🖾 🚱<br>Info Erase Device SMART Info Mount Parti | tion Unmount Partition Delete Partition Format Partition | C   |
| ▼ Disk<br>Swap 258.82 MB<br>Cdev/sda2 465.5 GB        | Pi   | tion RAID  provide the services may stop functioning after applying the changes. ease restart your server or login again.  Label Path /dev/sda2  Mount Point File System Type primary Flag Capacity 465.5 GB (499833815040 bytes) Available 0 Used 0(0%)  Label home File System XFS ▼ Format |

#### Mount the Swap partition

- 1. In the panel on the left, select the **swap** partition.
- 2. Click **Mount**.

|     |                              |                     | Disk Mar                         | nager                            |  |
|-----|------------------------------|---------------------|----------------------------------|----------------------------------|--|
| ~~~ |                              | <u>@</u>            | 🚔 🔞                              | 🗹 🛛 😂 🖆                          | »»   |
|     | Info Erase Device SMART Info | Mount Partition Unr | mount Partition Delete Partition | n Format Partition Refresh Back  |  |
|     | _                            |                     |                                  | Partition RAID                   |  |
|     | ▼ Disk                       |                     |                                  | Please restart your server or    | ctioning after applying the changes.<br>login again. |
|     | 🔜 home 465.5 GB              |                     |                                  | Label swap                       |  |
|     |                              |                     |                                  | Path /dev/sda1                   |  |
|     |                              |                     |                                  | Mount Point                      |  |
|     |                              |                     |                                  | File System swap<br>Type primary |  |
|     |                              |                     |                                  | Flag swap                        |  |
|     |                              |                     |                                  | Capacity 258.82 MB (2            | 71401984 bytes)                                      |
|     |                              |                     |                                  | Available 0                      | ,  |
|     |                              |                     | /dev/sda2 (xfs)                  | Used 0(0%)                       |  |
|     |                              |                     |                                  |                                  |  |
|     |                              |                     |                                  | Mount Point                      |  |
|     |                              |                     |                                  | Mount as HO                      | ME   |
|     |                              |                     |                                  | Mount                            |  |
|     |                              |                     |                                  |                                  |  |
|     |                              |                     |                                  |                                  |  |
|     |                              |                     |                                  |                                  |  |

#### Mount the HOME partition

- 1. In the panel on the left, select the **home** partition.
- 2. Check the **Mount as HOME** option.
- 3. Click **Mount**.

|   | Dis  | sk Manager  |              |
|---|--|---|--------------|
| « U Erase Device SMART Info               | Mount Partition Unmount Partition Delete P | artition Format Partition Refresh Back  | >>           |
| ▼ Disk<br>Swap 258.82 MB<br>Mome 465.5 GB | /dev/sda2 (xfs)                            | Partition       RAID         Some services may stop functioning after applying Please restart your server or login again.       Label home         Path /dev/sda2       Mount Point         File System xfs       Type primary         Flag       Capacity 465.5 GB (499833815040 bytes)         Available 0       Used 0(0%)         Mount Point       home         Image: Mount as HOME       Mount | the changes. |

### **File Access and Playback**

#### How to access files on a USB drive

- 1. Connect the USB drive to the USB port on your network drive and turn on the power.
- 2. Open the web browser and login as administrator (admin).
- 3. You can now access the data on the USB drive under **DEVICES**.

|  | MyCloud   |                             |
|--|---|-----------------------------|
| " <> 😂 🖾 🚷 -   | 🚊 🗔 🔊 🖌 🖬   | 121 🖬 😣 🖕                   |
| Back Refresh Open Upload D   | ownload Group Publish New Folder C                  | opy Cut Paste Rename Delete |
|  | Search  | Q === ===                   |
| <ul> <li>HOME</li> <li>DOWNLOAD</li> <li>PUBLIC</li> <li>DEVICES</li> <li>USB-1GB</li> <li>HOME</li> </ul> | HOME USB-1GB<br>(9.55 GB/1.81 TB) (20 kb/995.96 MB) |                             |
| 1 2 items.   |   | //                          |

If USB bus power is insufficient to power up the hard drive, please connect an external power adapter to your USB drive.



Instead of using the web browser to access your data, you can also mount the network drive via SMB (Samba) or AFP. Use SMB on the PC and AFP on the Mac. The data on the USB drive can be found inside the **usb-p1** or **usb-p2** folder.



Only the administrator (admin) can see and access the USB drive. If you want to share the data with other users, copy the files to the **PUBLIC** folder on your network drive or use the **Share** function in the web interface. Select an existing folder or create a new folder on the USB drive, right-click on it, select **Share**, select **Group** and then set up your preferred user access.



USB drives with capacities over 2TB are not supported!



USB drives which use a firmware that has support for **4K sectors** enabled are not supported!

#### Supported file systems

Following file systems are supported by the network drive.

- FAT32
- NTFS (make sure to follow the safe removal procedure when ejecting the drive from the computer)
- HFS (read only)
- EXT2, EXT3, EXT4
- XFS

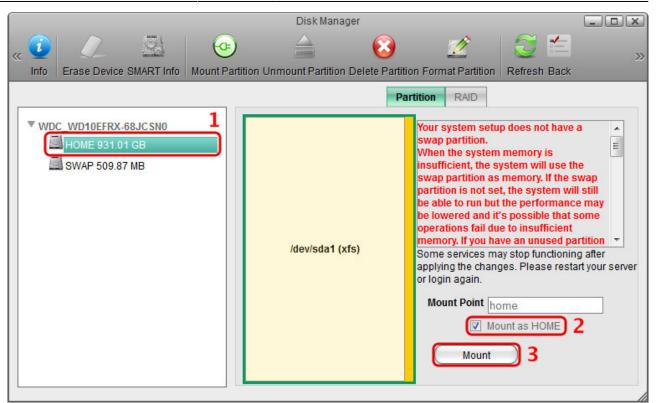
#### How to mount existing partitions

Under some circumstances (e.g. after a reset, after receiving a replacement product), you might have an existing HOME and SWAP partition that contains all your data but you are not able to access it, because the partitions are no longer mounted. If that happens, a pop-up window will appear upon login and inform you that the system is currently running without a HOME partition. All you need to do is simply mount the existing partitions again.

 Click Management to open the disk manager. Alternatively, go to Applications > Disk Manager > Expert.

| The System is running<br>without a HOME partition.<br>The HOME partition is used<br>to save user data.Please<br>selecte one partition, and<br>click the MOUNT button to<br>mount it as HOME partition.<br>Or you can run DiskManager<br>to create, format and mount<br>the partitions. | WDC_WD10EFRX-68JC SN0 |
|--|-----------------------|
| Mount  | Management Refresh    |

2. Select the existing HOME partition, enable the **Mount as HOME** option and click **Mount**.



3. Select the existing SWAP partition and click Mount.

| Disk Manager   |                               |   |   | X  |
|--|-------------------------------|---|---|----|
| « 🚺 📿 🔜 🞯<br>Info Erase Device SMART Info Mount Partiti  | on Unmount Partition Delete P | artition Format Partition   | C fresh Back  | >> |
| Info Erase Device SMART Info Mount Partiti WDC_WD10EFRX-68JC SN0 HOME 931.01 GB SWAP 509.87 MB | on Unmount Partition Delete P | PartitionRAIDYour system setu<br>swap partition.When the system<br>insufficient, the sy<br>swap partition is not se<br> | p does not have a<br>memory is<br>ystem will use the<br>memory. If the swap<br>t, the system will still<br>the performance may<br>'s possible that some |    |

