



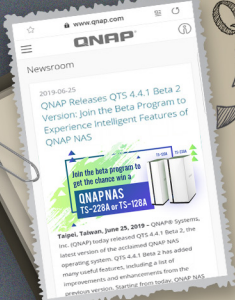
QNAP Facebook Post

Qnap GLOBAL OPEN COMPETITION

Qnap INVITED FOR INTERVIEW AFTER WINNING THE EXCEPTIONAL AWARD



Tahawuttech.com is platform in the Middle East for transformational business success stories through the innovative use of technology.



Exceptional Award receiving TS-453be

Re: QTS beta 4.4.1 Program
document feedback that may
benefits of QNAP customers.

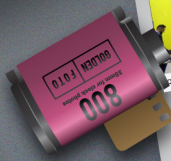
Hi Bilal,
Thank you for providing us with such a detailed
writing report. We really appreciate your valuable
feedback.
After some internal discussion, we're delighted to
let you know that we are going to provide you with
a TS-453be NAS model in return for your
time and efforts.

Please reply to this email and confirm your
name, address and phone number:
Full name:
Address (Please don't provide P.O. Box):
Zip code:
Phone number:

Once your details are confirmed, I will forward
your shipment information to our partner in UAE
and they will ship the NAS to you.
Thank you again for helping us improve our
QTS.

Best regards,

Qnap Email EXCEPTIONAL WINNER FOR GLOBAL OPEN COMPETITION QNAP QTS BETA 4.4.1 PROGRAM.



QNAP showcases new operating system at GITEX

QNAP LinkedIn Post

CUSTOMER
Feedback

QNAP

Getting early access

to experience
exciting

new features



By: **Bilal** Abid
including layout design

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1. **History / Revision Control:**

Version	Prepare Date	Author / Issued by
1.0	14-Aug-2019	Bilal Abid

Version	Amended Page(s)	Amended by	Amendment Brief
1.0	All	Bilal Abid	The Initial document created to provide detail feedback with screenshots to Qnap for their QTS 4.4.1 beta program.

Version	Review Date	Issue Date	Reviewed by
1.0	20-Aug-2019	05-Sep-2019	Bilal Abid

2. **Purpose of the Feedback to Qnap:**

The Purpose of this document is to provide detail feedback to Qnap for their QTS 4.4.1 beta program from individual customer point of view, highlighting the Bugs, Defects and Suggestions, that can enhance Qnap customer’s expectation and to add additional features those can benefits to all Qnap customers.

3. **Disclaimer:**

Author of this document is not responsible in any way for their content, images or highlighting bugs, defect or suggestions.

4. About Qnap Customer:

Using the Qnap for 3.5 years with model, TS-253 Pro with 8 GB RAM. Having 2+ decade of IT professional and extensive experience.

Qnap Customer details as follows:

Customer Name:	Bilal Abid
Customer Email	Coolbilal_Jd@yahoo.com
Country based	United Arab Emirates, Dubai
Customer Qnap Model	TS-253 Pro, 8GB Ram, Firmware 4.4.1

The screenshot shows the QNAP Control Panel interface. At the top, there is a navigation bar with a hamburger menu icon and a 'Control Panel' tab. Below this, the 'ControlPanel' header is visible. On the left, there is a device icon and the text 'TS-253 Pro'. On the right, system specifications are listed: 'Firmware version: 4.4.1.1031', 'CPU: Intel(R) Celeron(R) CPU J1900 @ 2.00GHz', 'Serial number: [redacted]', and 'Memory: 8 GB (7859.0 MB usable)'.

5. Customer Feedback for QTS > 4.4.1 beta:

Registered to Qnap QTS 4.4.1 beta program and providing my feedbacks that includes the following:

- **Bug Report:** An Error found in the development.
- **Defect Report:** Defect is the difference between expected and actual result in the context of testing.
- **Suggestion(s):** Provide feedback to enhance the functionality.

5.1 Overall feedback on QTS 4.4.1 (to be continued at point 6):

After installing the QTS 4.4.1.0998 beta version on Qnap model TS-253 Pro, tried the following:

5.1.1 Bug-1:

Found the bug on QTS right top corner clicked on > **admin** > **options** > **Personal image** upload and upload fail as shown in figure-2

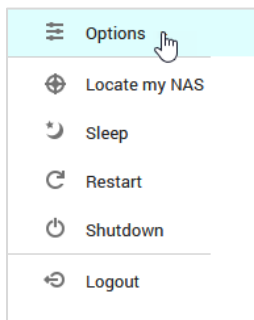


Figure-1

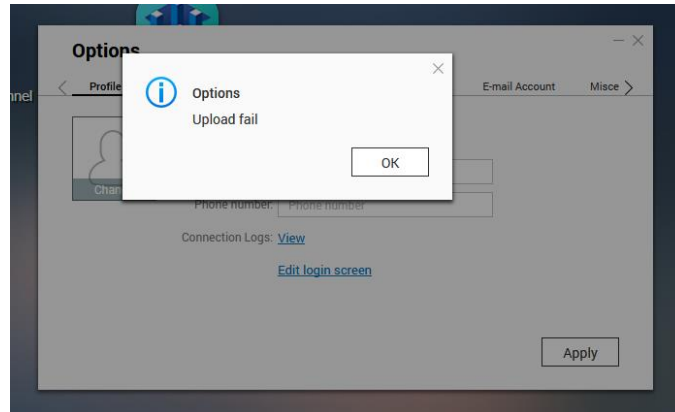


Figure-2

5.1.2 Bug-2:

Found the bug on QTS right top corner clicked on > **admin** > **options** > **Wallpaper image** upload and upload fail as shown in figure-3

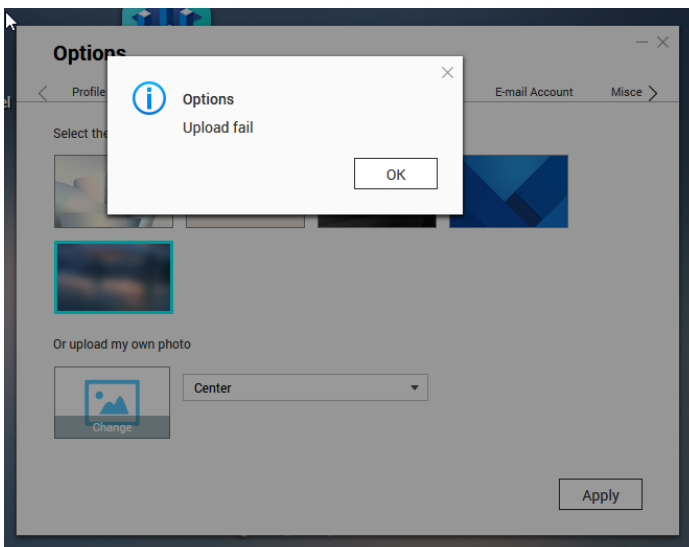


Figure-3

5.1.3 Fixed the Bug-1 & Bug-2:

After installing the 4th Beta version 4.4.1.1031, tried to upload the Images (figure-1&2) without any issue. Hence the latest version fixed this issue.

Overall feedback on QTS 4.4.1 (to be continued at point 6).....

5.2 Feedback on HBS3 (Hybird Backup Sync):

5.2.1 Defect-1:

After installing the QTS 4.4.1 beta version on Qnap model TS-253 Pro. Tried to take backup using the HBS3 with deduplicate checkbox, please note the backup target to Qnap TS-128 (as shown in figure-4).

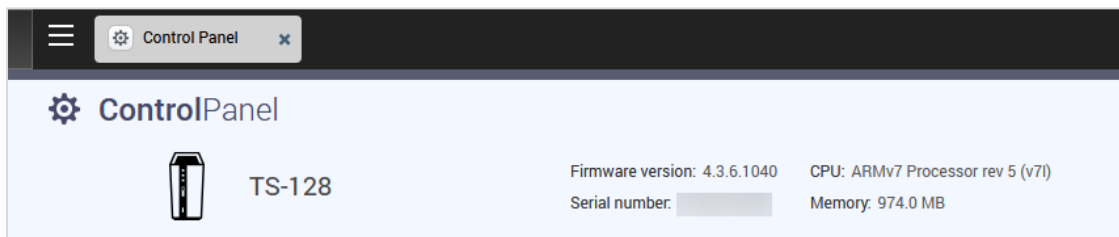
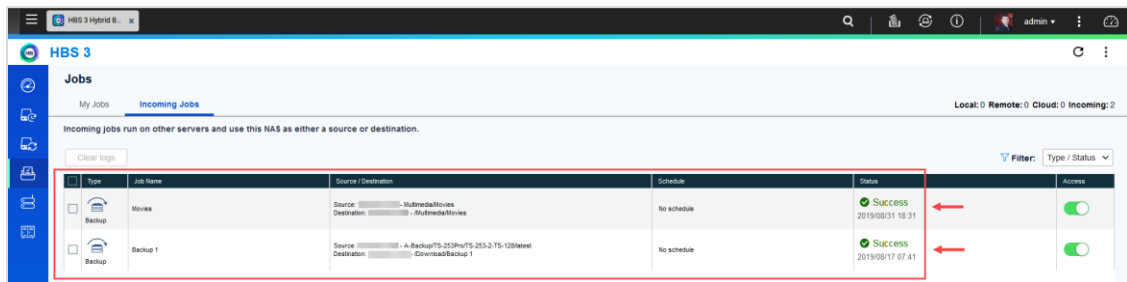


Figure-4

Backup process start (3TB data) and upon **reaching 8% (which took some hours), it gives error**. I was not able to take screenshot for it.



Restore data from TS-128 back to TS-253 Pro successfully.

Started again the backup process this time without deduplication and successful completed on TS-128. Upon completion, **perform below 5.2.2 found serious issue**.

Suggestion-1:

Qnap HBS3 **must check the version prior** to starting HBS3 backup process between the both NAS (because TS-253 pro was on 4.4.1 beta version and TS-128 4.3.6 version – if version is the showstopper).

5.2.2 Bug-3 (Not Claiming / making responsible QTS 4.4.1 beta, however request to re-check or reproduce this issue that should not appears to Qnap other customers):

After the complete successful backup (above 5.2.1), in order to use new storage features of Qnap (as my QTS was installed 3 years earlier and kept on updating QTS but did not use the new storage features that needs QTS formatting).

Decided to do the format Qnap model TS-253 Pro, while clicking on **Control panel > Backup / Restore > Restore to Factor Default > Restore to Factor Default & Format All Volumes**

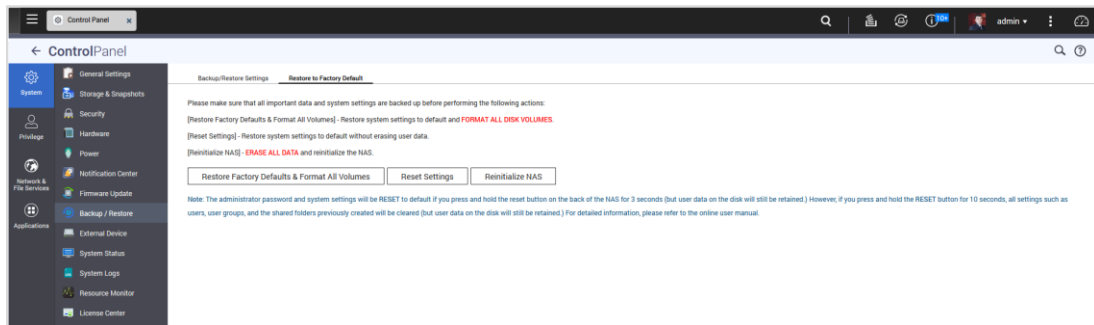


Figure-4

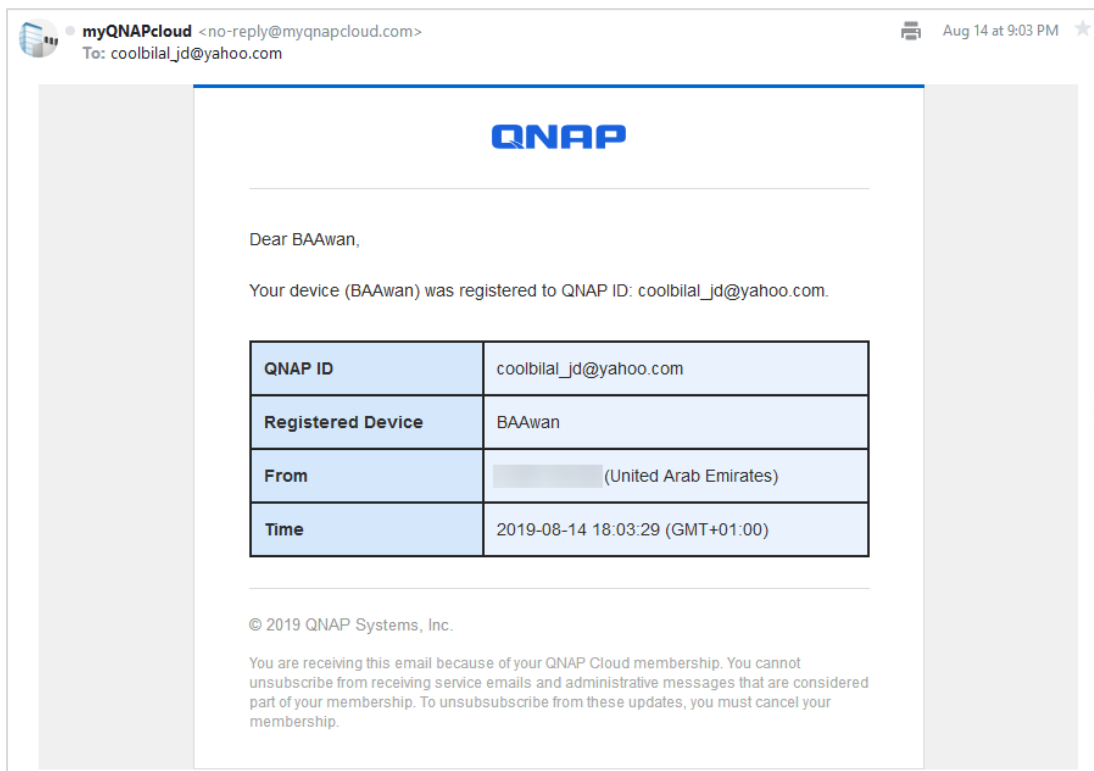


Figure-5

Used Qfinder > upon restarting QTS with factor default > **I was not able to found 1 harddisk**. (Out of two disk 6TB each WD) in Qnap and cannot proceed for RAID-1.

I started struggling with my 1disk > tried to perform every possible action within Qnap by reading forms with no use (as shown in figure-6 & 7).

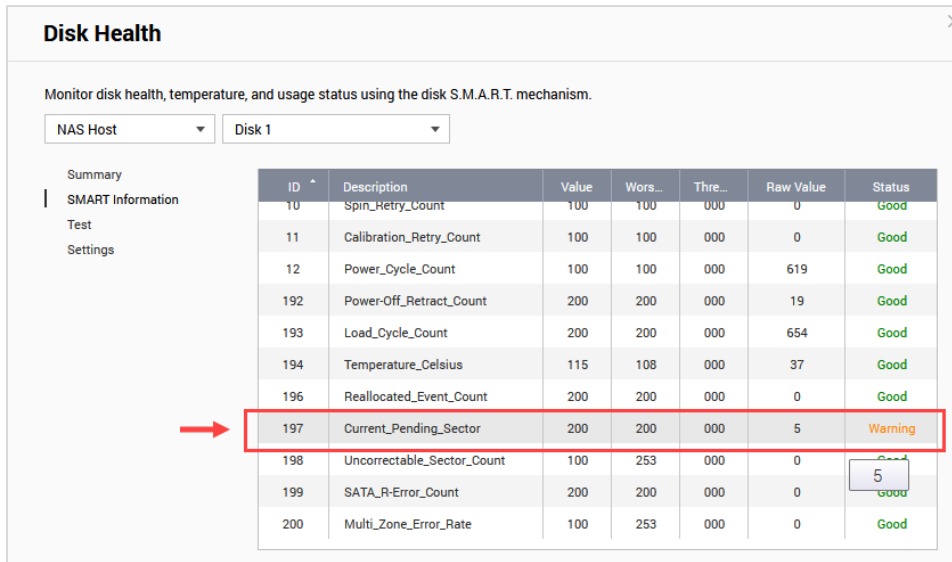


Figure-6

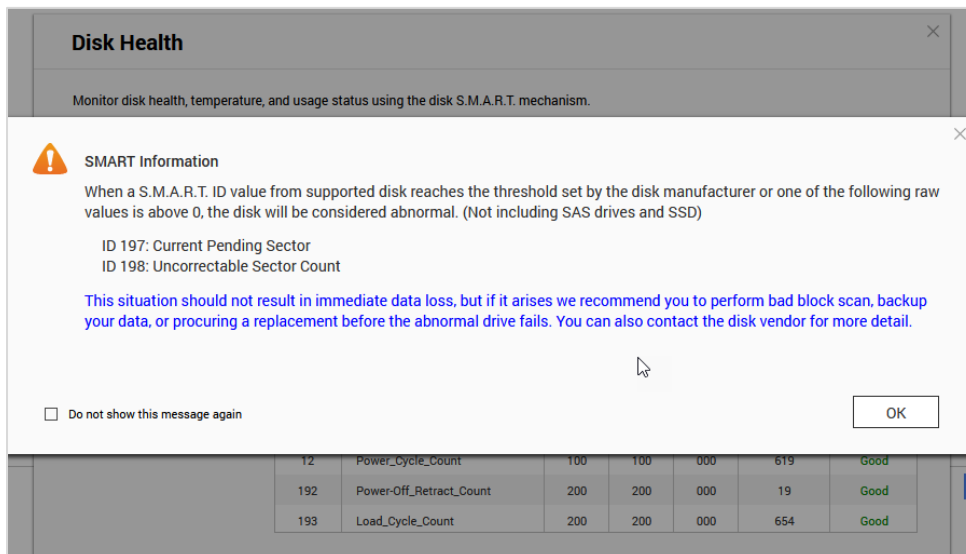


Figure-7

Please note: Indeed every hhd has life span, however the disk was not dropped, Overheating, File System Error (before 4.4.1 beta), Virus/Malware Attack, Shut off Computer Improperly, Shaked or Knocked, electricity failure. Qnap to re-check or reproduce the issue (if its an issue) so that other Qnap customers should not get same problem.

Next Step-1: I escalated to Qnap support > advised the disk 3.5 years old may not have warranty, you may use third party software to detect or fix bad sector.

From: QNAP Noreply
To: coolbilal_jd
Sent: Thursday, August 15, 2019, 2:21:43 PM GMT+4
Subject: [QNAP Support] Ticket Q-201908-14963 has been updated [ref:_00D6F1GV0s._5006F2Kn9Im:ref]

QNAP Technical Support has updated the support ticket Q-201908-14963. To check this ticket, go to QNAP Customer Portal.

A preview of the updated ticket is shown below:@@@"

Dear Bilal

Generally HDD have around 2-3 years lifetime and as I see there is bad sector block on that HDD, and I highly advice you to change that one with another compatbile model.

Ps: For bad sector scan, you can use 3.th party applications, just like Seagate seatool & slow format. Qnap gui also have "smart test" and "HDD scan" options.

Ps 2: All those HDD works in same nas as same timezone. If one fails, others may fail soon, so please be careful and get backup

Ps 3: for HDD change process, you can fallow this guide;

<https://www.qnap.com/en/how-to/faq/article/what-should-i-do-if-i-see-a-disk-error-message-shown-on-the-qnap-nas/>

Ps 4: (Bilal Abid removed this message for privacy concern).

@@@"

This is an automated message. Do not reply directly to this email.

If you need further assistance, contact us via QNAP Customer Portal.

Next Step-2: While connecting with PC windows 10 same 6TB WD disk (which shows in figure5&6), performed windows deep bad sector finding. The result came with **zero bad sectors took 16hours** as shown in figure-8.

```
Administrator: Command Prompt
Stage 3: Examining security descriptors ...
Security descriptor verification completed.
  11 data files processed.

Stage 4: Looking for bad clusters in user file data ...
  240 files processed.
File data verification completed.

Stage 5: Looking for bad, free clusters ...
  1465057421 free clusters processed.
Free space verification is complete.

Windows has scanned the file system and found no problems.
No further action is required.

5723154 MB total disk space.
 35904 KB in 7 files.
   72 KB in 13 indexes.
  0 KB in bad sectors.
245055 KB in use by the system.
 65536 KB occupied by the log file.
5722880 MB available on disk.

 4096 bytes in each allocation unit.
1465127679 total allocation units on disk.
1465057422 allocation units available on disk.

C:\WINDOWS\system32>
```

Figure-8

Next Step-3: Also performed deep formatting with WD 6TB with WD tool that took 1.5days. later used 3rd party software that detected ID 197 and ID 198 (shown in figure-7), fixed it.

Next Step-4: While adding disk back to Qnap TS-253 Pro it gives the same message.

Next Step-5: Changed the bay, but no effect, restarted the Qnap, no effect. It shows the same message and disk 2 (that had issue) cannot proceed for RAID-1.

Next Step-6: RESET the button from **Qnap hard reset** (backside of Qnap NAS more than 10sec), **Restarted Qnap this time both harddisk shows and ready for RAID-1 😊** as shown in figure-9, 10 & 11 and temperature of the harddisks shows 39c as shown in figure-12.

Suggestion-2: Qnap to give option or advisory in QTS to do above step-3 (as 3rd party does) and Qnap should give advisory in QTS to do the Qnap hard reset (backside of Qnap NAS) to ease for Qnap customers.

I spend 4 FULL DAYS on 5.2.2 to reach on successful Step-6 (knowing the fact that I have to replace my harddisk).

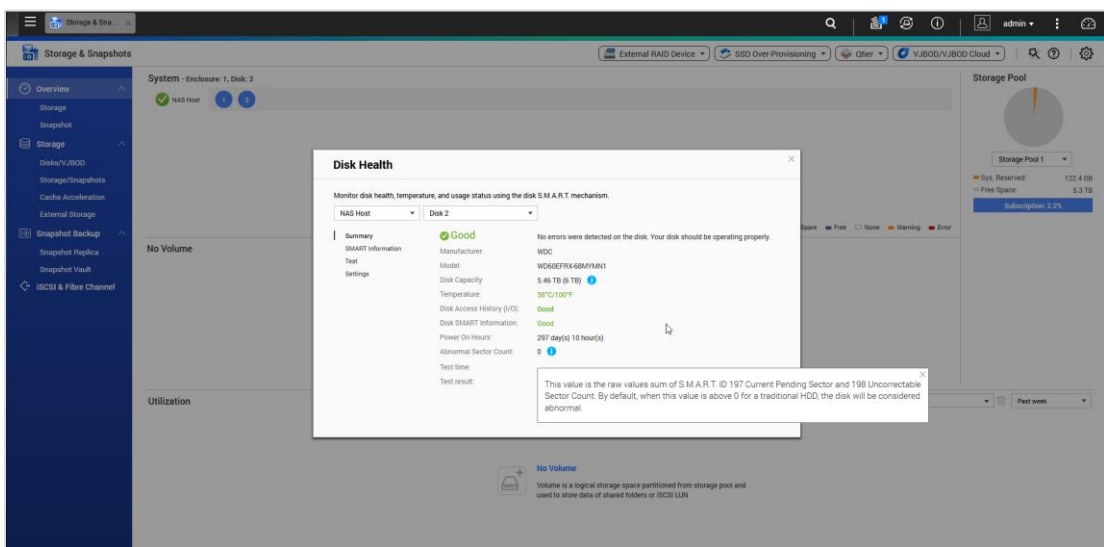


Figure-9

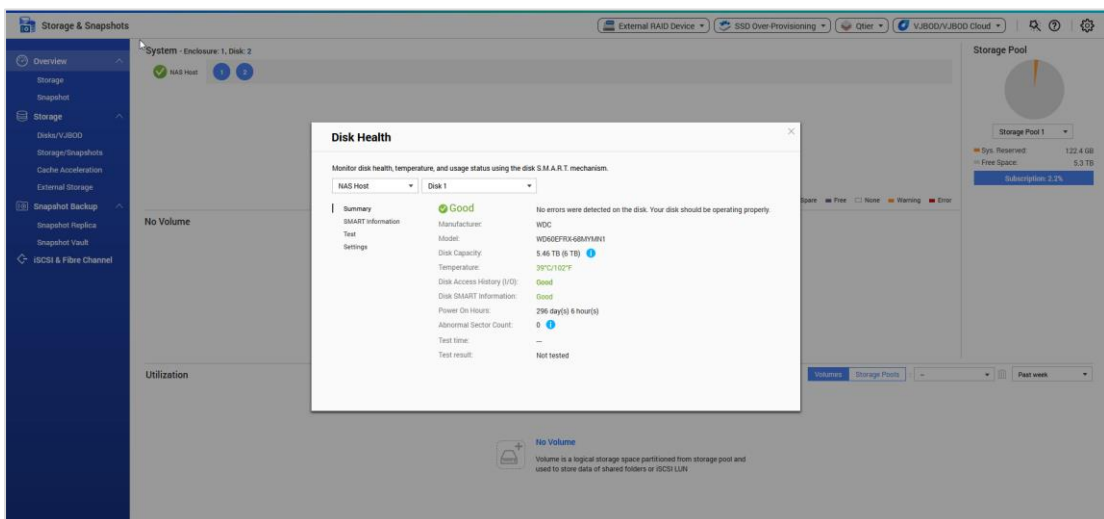


Figure-10

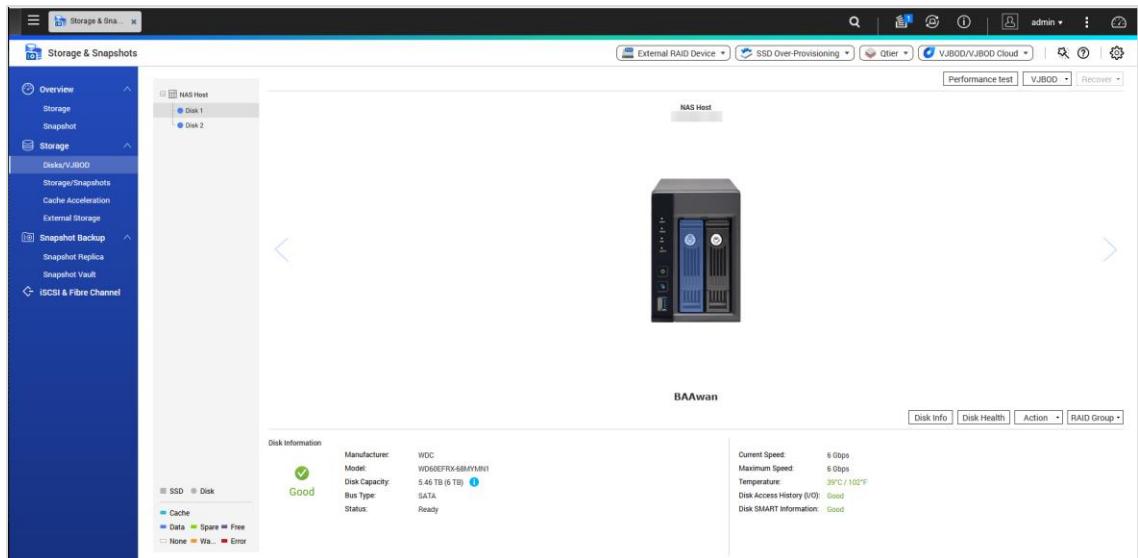


Figure-11

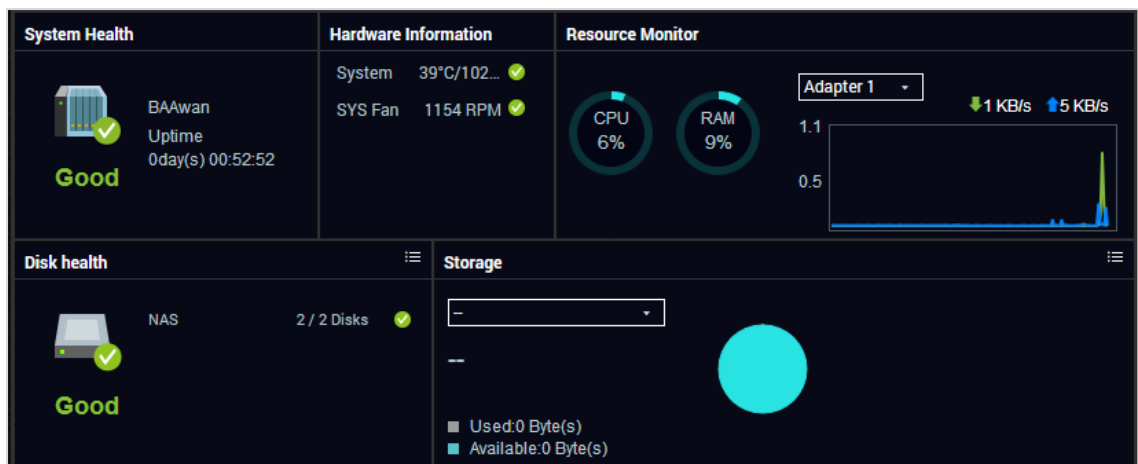


Figure-12

5.3 Feedback on VJBOD:

Due to the storage limitation, tested local NAS as VJBOD, very handy and effective feature.

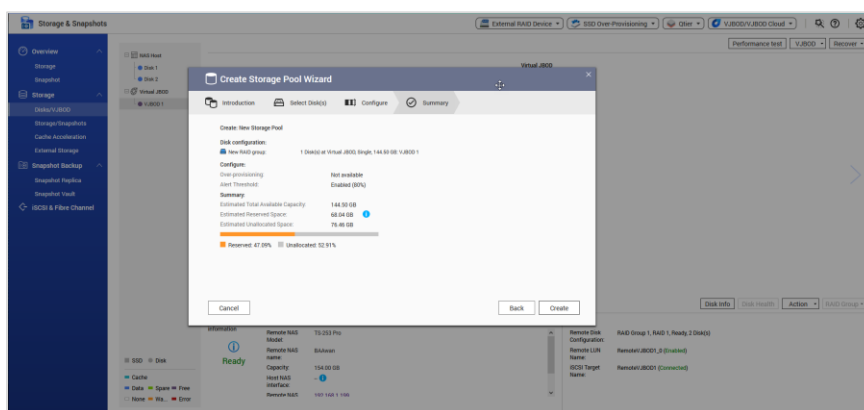


Figure-13

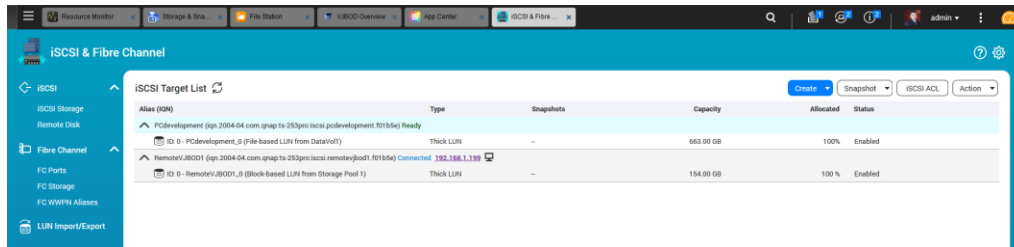


Figure-14

Suggestion-3: Logs to be display within iSCSI & Fibre Channel.

Suggestion-4: Wizard is excellent to create iSCSI disk; however kindly add one click removing from iSCSI & Fibre Channel to Storage. This will save lot of time.

5.4 Feedback on CacheMount:

Awesome feature really enjoyed using it. Used as cloud “Microsoft OneDrive” as well as remote NAS “FTP”. Worked smoothly.

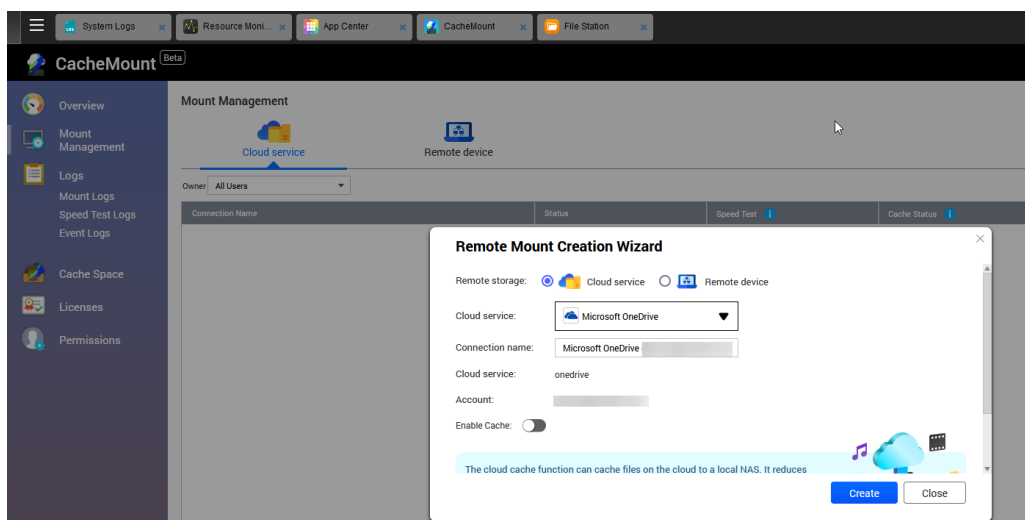


Figure-15

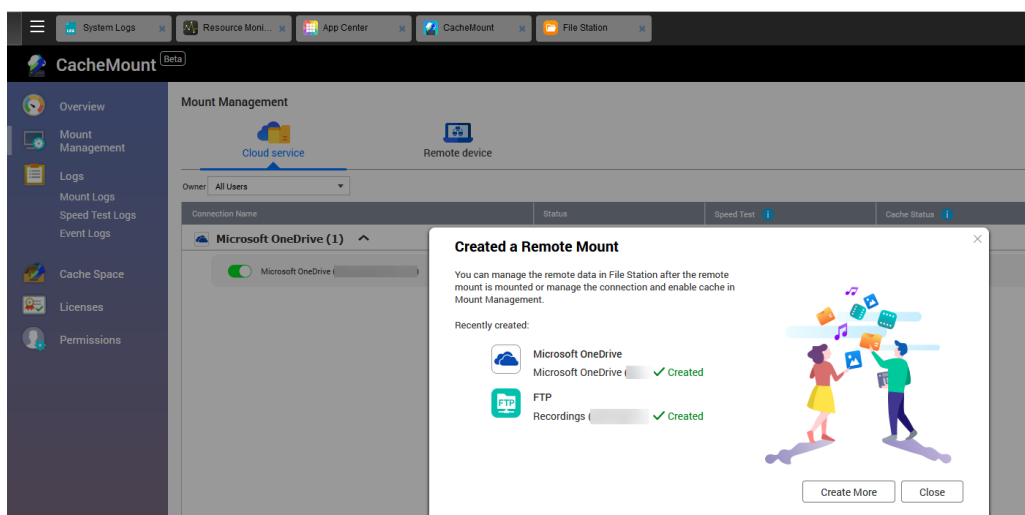


Figure-16

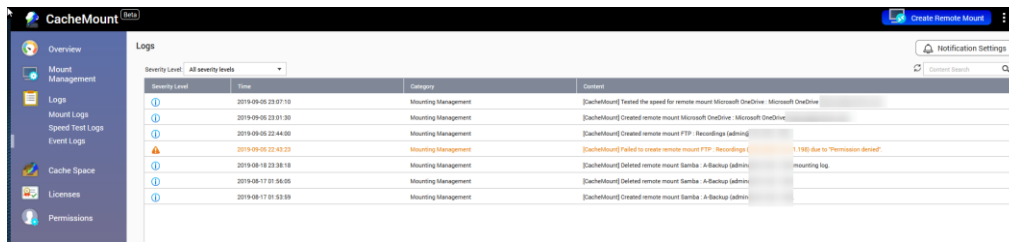


Figure-18 "Event logs: Successfully added Microsoft OneDrive and Remote NAS FTP"

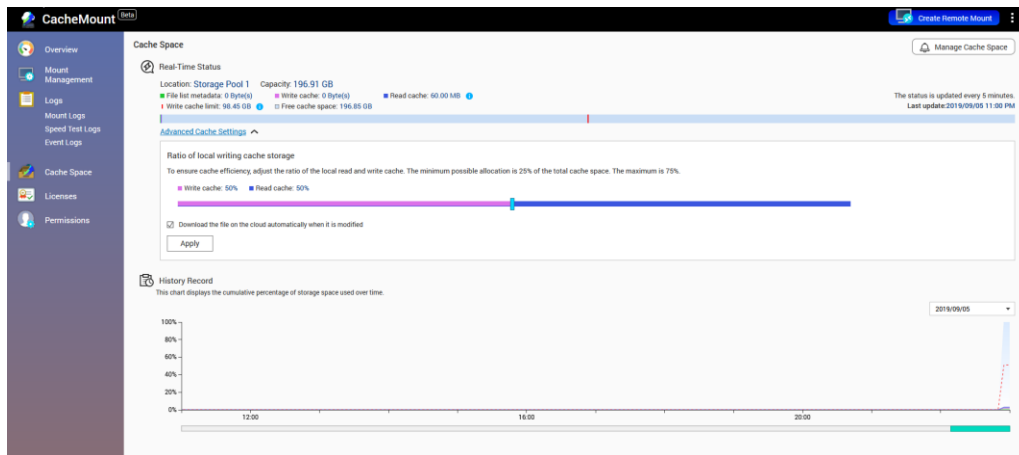


Figure-19

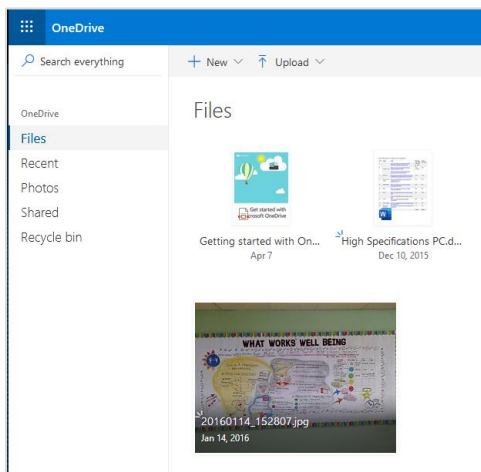


Figure-18 (Microsoft OneDrive – document uploaded)

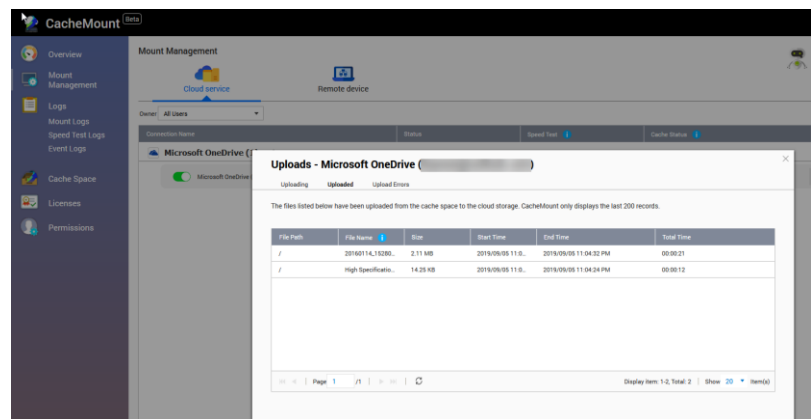


Figure-19 "uploaded logs reviewed > clicking on OneDrive Option"

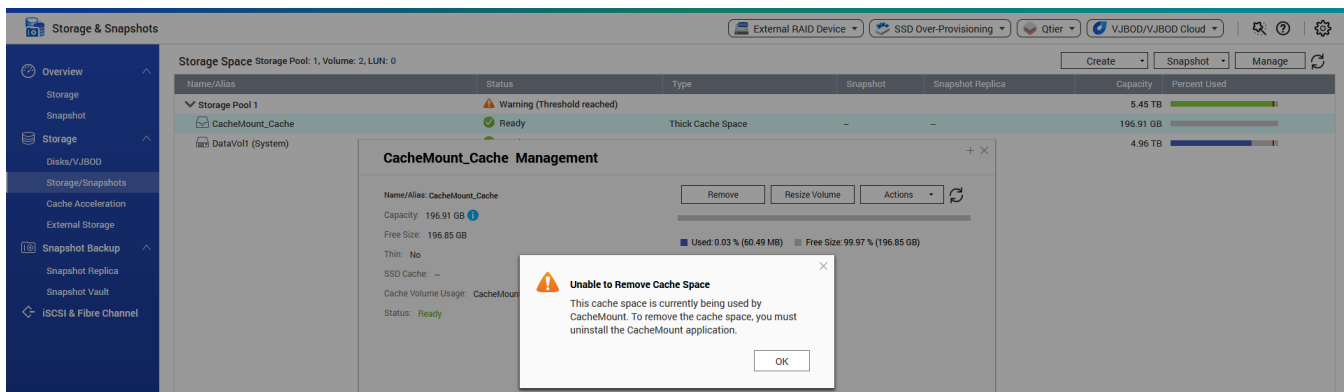


Figure-20

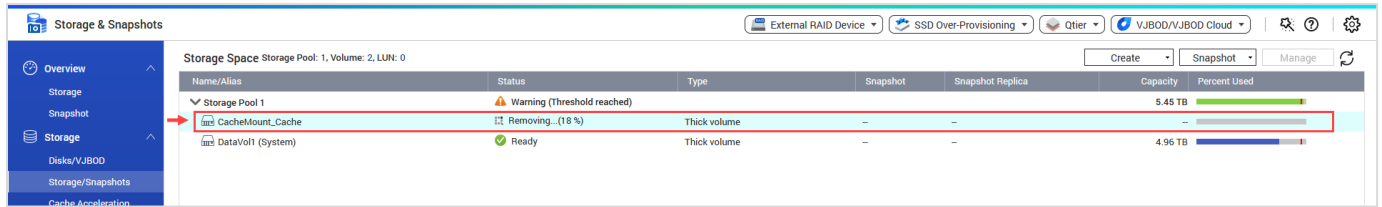


Figure-21

Suggestion-5: Uploading Logs (as shown in figure-19) to be clickable in the main panel on left hand side, **new option as “action logs”** under “event log shown in figure-18”.

Suggestion-6: Other than, to have CacheMount from storage, there **Should be option to use any folder for CacheMount**, because Qnap customer may not have free storage to assign.

Suggestion-7: Upon removing the CacheMount from storage (as shown in figure-20), message appears *“This cache space is currently being used by CacheMount. To remove the cache space, you must uninstall the CacheMount Application.”* Why to uninstall CacheMount Application? 2ndly please provide option along with OK as **“one click” uninstall CacheMount Application + Remove CacheMount disk from storage.**

5.5 Feedback on QuMagie:

Awesome, waited for long for this feature. Excellent work done by Qnap, features analysts / developers. However please find the below findings for further improvements for Qnap customers.

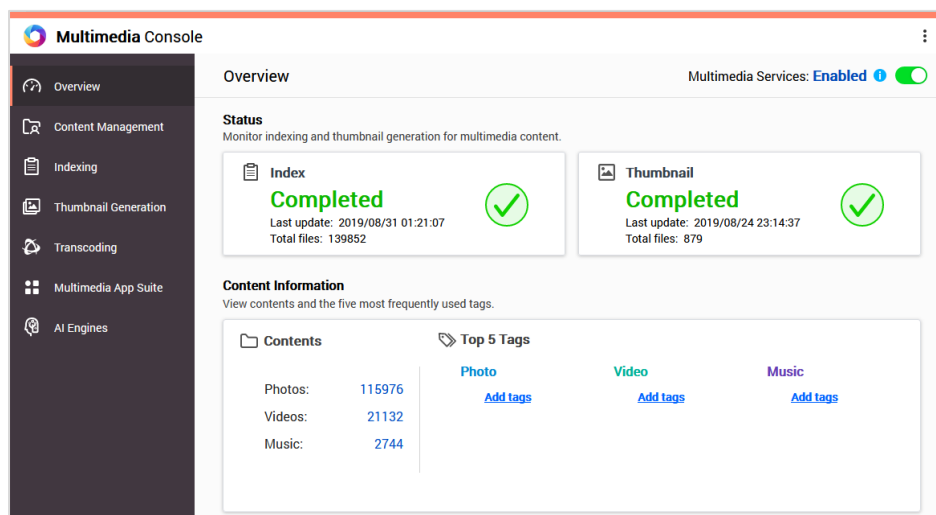


Figure-22

5.5.1 Defect-2:

Added photos folder into Multimedia Console > Photostation > (as shown in figure-23) and can see in FileStation path.

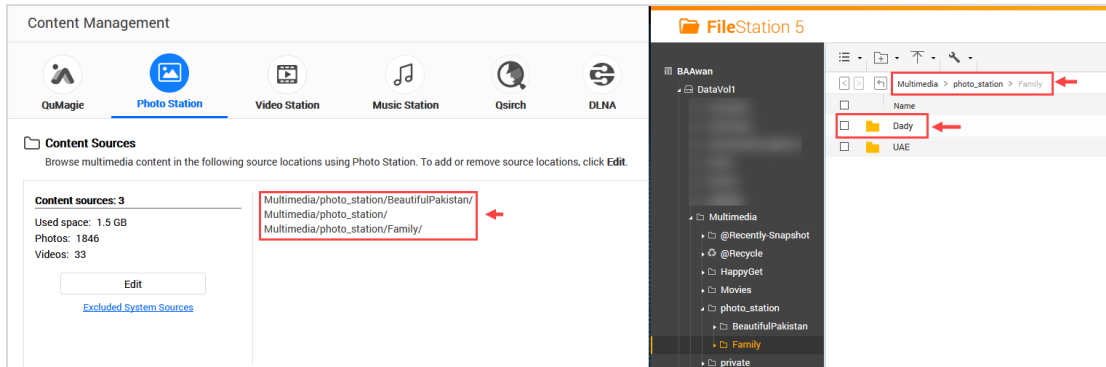


Figure-23

QuMagie> Created Smart Album, “Daddy” took very long time for photo detection 80% was done. However I shut down the TS-253 pro. Upon next day, I was not able to see Smart Album “Daddy” with 0 photos and 0 videos (as shown in figure-24) in QuMagie, however in PhotoStation I can see 1048 Photos and 12 Videos (as shown in figure-25).

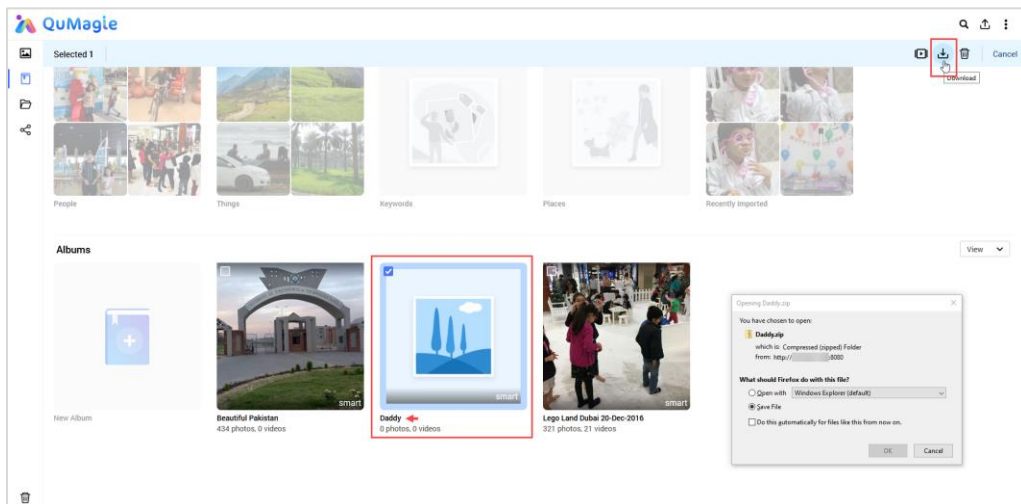


Figure-24

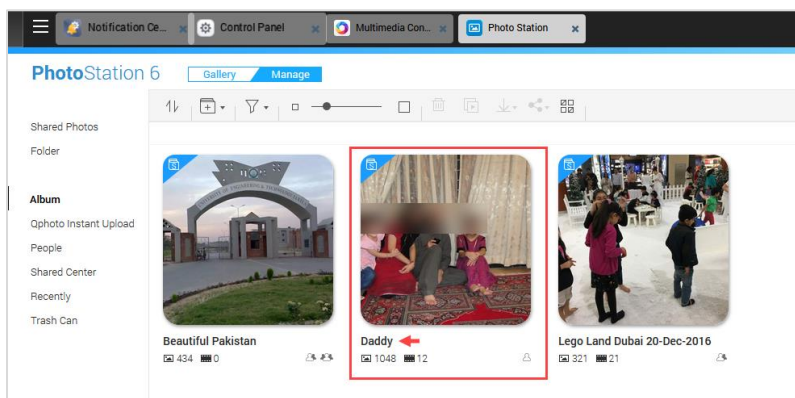


Figure-25

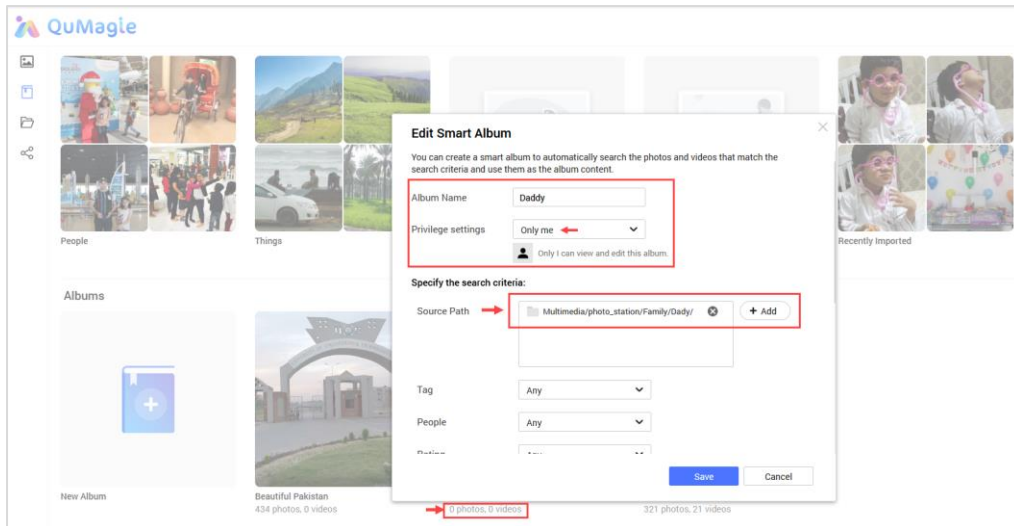


Figure-26

5.5.2 Defect-3:

Added Smart Album in **QuMagie** with same name & same path, must have validation not to created **duplicate** album names on same path.

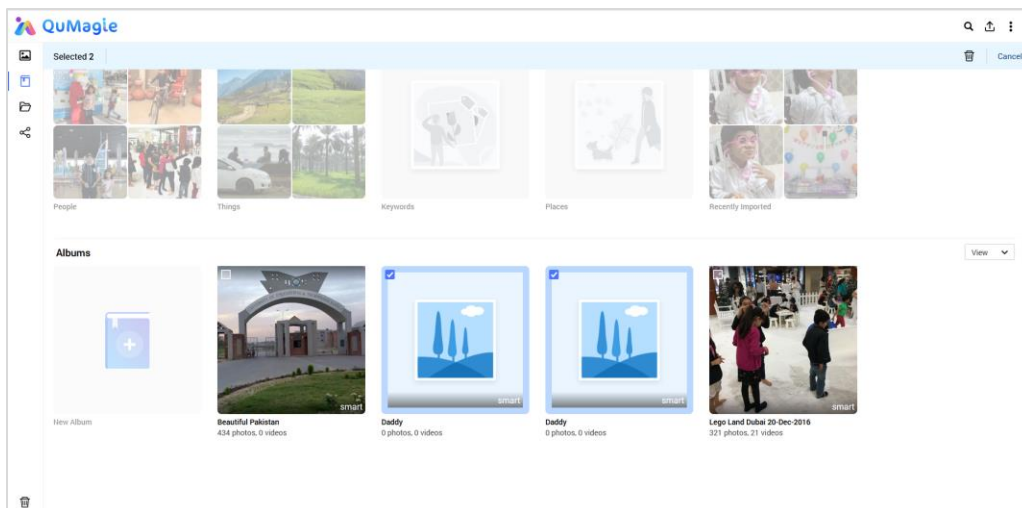


Figure-27

5.5.3 Defect-4:

QuMagie > Also tried that Smart Album “Daddy” to re-recognize the faces by going into settings and clicking on Object Recognition (as shown in figure-28), but not of use.

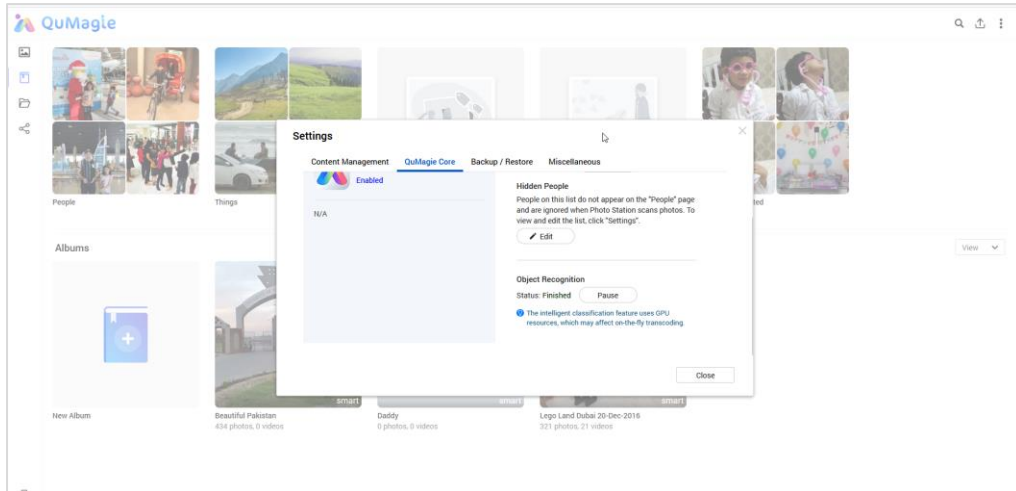


Figure-28

5.5.4 Defect-5:

QuMagie > smart album title “Daddy” in QuMagie, display 1048 photos and 12 videos (as shown in figure-29). However upon clicking the “Daddy” album inside empty display 0 photos and 0 videos (as show in figure30).

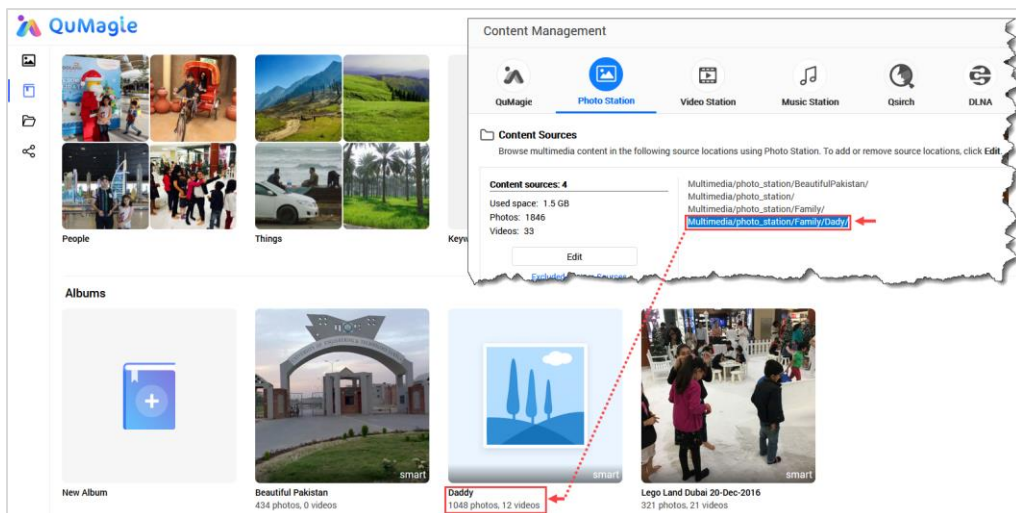


Figure-29

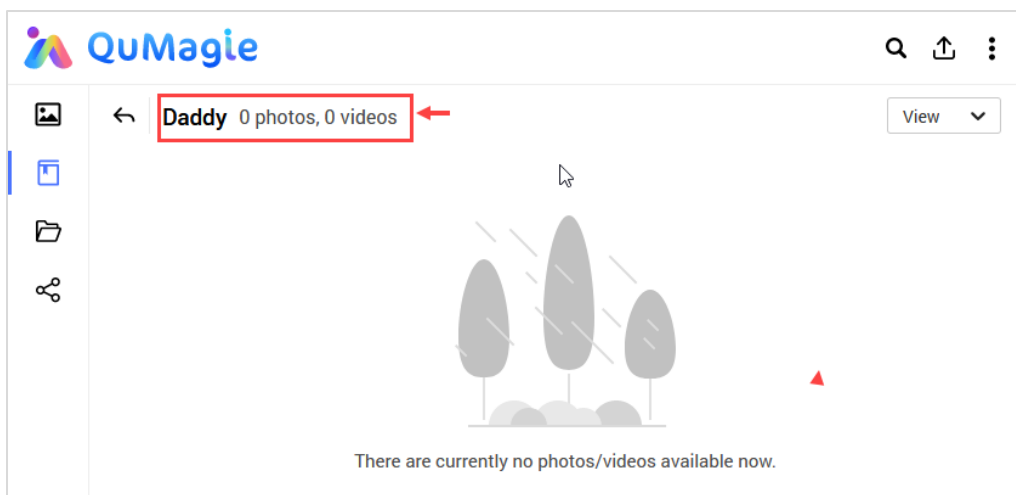


Figure-30

5.5.5 Defect-6 Security / Privacy issue:

QuMagie > smart album title “Daddy” permission was assigned to “only me” as QNAP admin role as Administrator and vlcplayer user is having “everyone” role (as shown in figure-31).

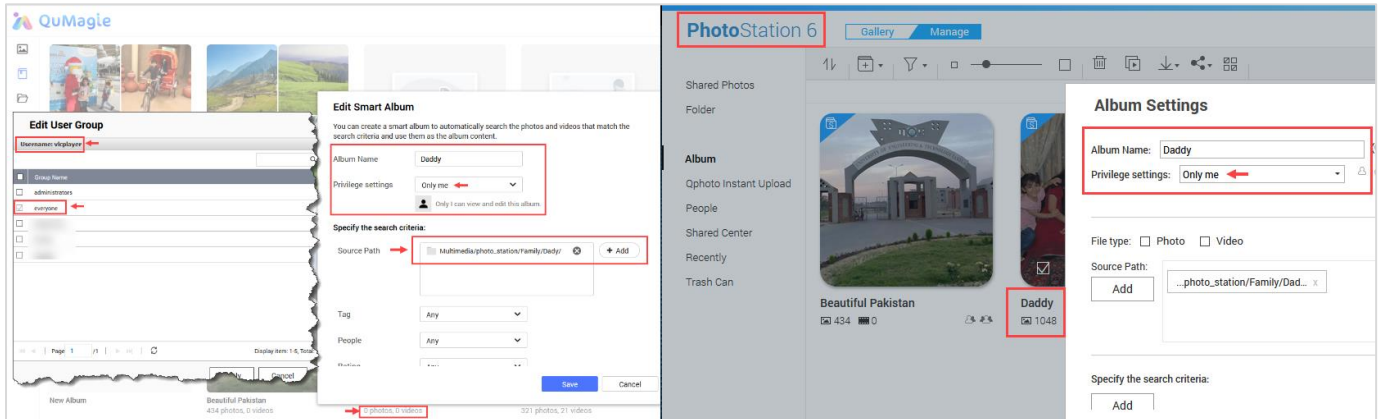


Figure-31

However using the AppleTV > Qmedia > Username as > vlcplayer > can view the album “Daddy” whereas the admin user as “only me” having access (as shown in figure-31) that considered as security / privacy breach.

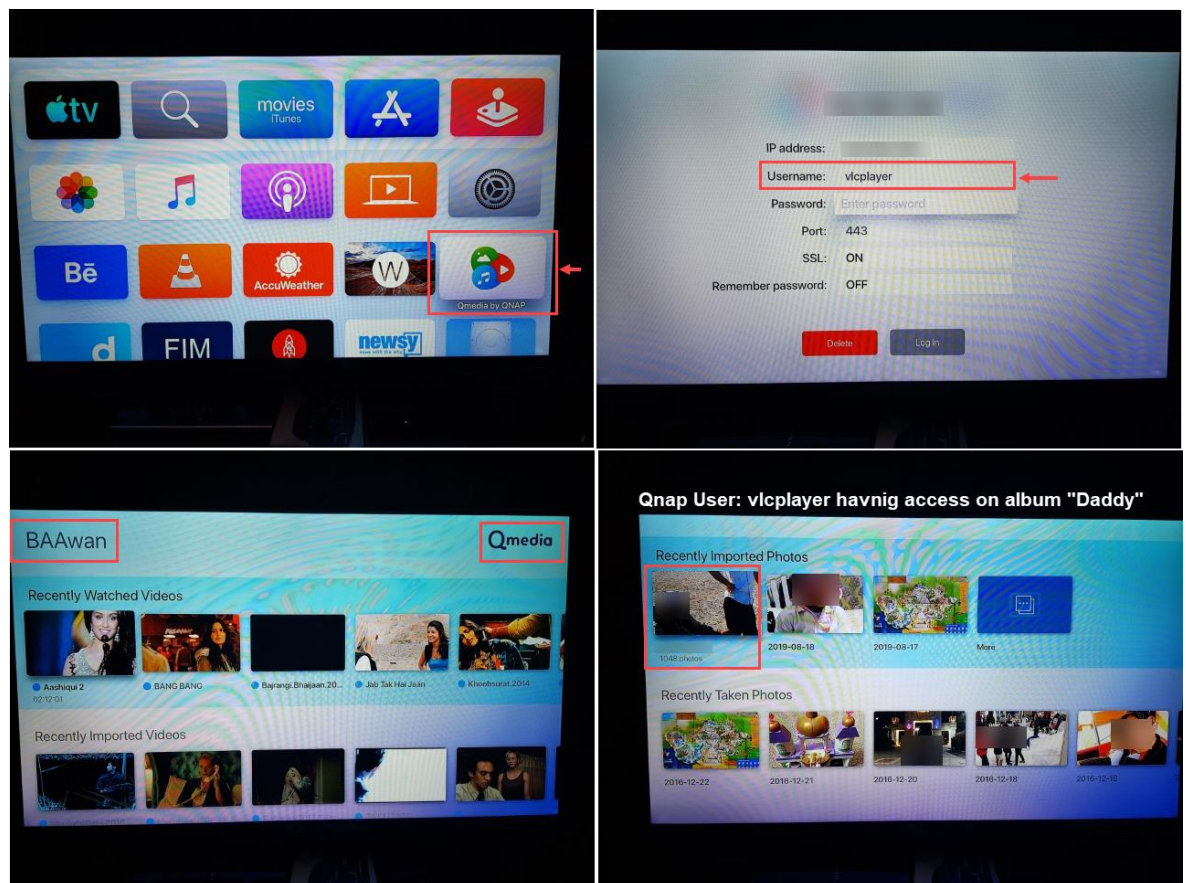


Figure-32

5.5.6 Bug-4:

Upon clicking on > **QuMagie** > Help gives error.

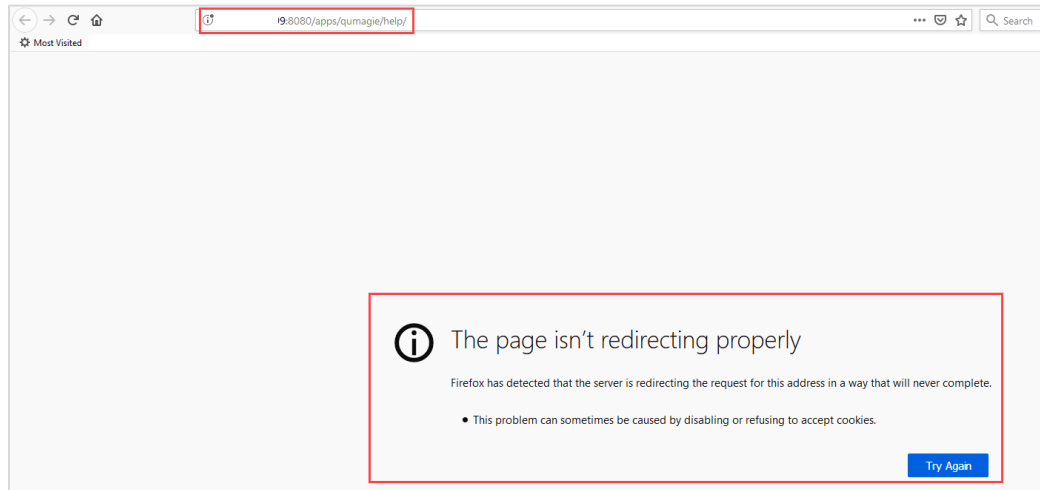


Figure-33

Suggestion-8: QuMagie > add option that can to re-recognize, especially faces detection. If it interrupted or server shut down to continue upon restarting QNAP.

Suggestion-9: QuMagie > Duplicate albums name of same path must do validation prior to creating new same name album.

Suggestion-10: QuMagie > If a parent folder is selected in Multimedia console > Photo Station then child folder (as shown in figure-23) must be auto recognize its content creating smart album. We should not add the child folder again (as shown in figure-29).

Suggestion-11: QuMagie > If the album shows 0 photos and 0 videos, must have validation before downloading and empty should not allow to download (as shown in figure-24)

5.6 Feedback on Fibre Channel:

Very handy functionality, kindly add Logs to be display, left side mention within iSCSI & Fibre Channel.

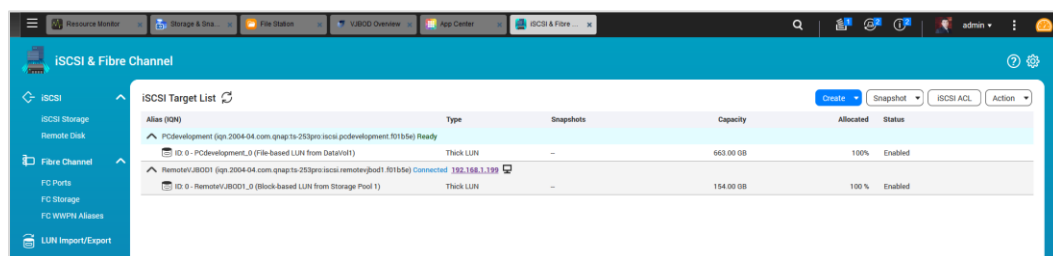


Figure-34

5.7 **Feedback on Multimedia Console:**

Indeed one of the excellent efforts by Qnap team. Given the above **suggestion-10** on Multimedia console and QuMagie that works together. Please find the further suggestions.

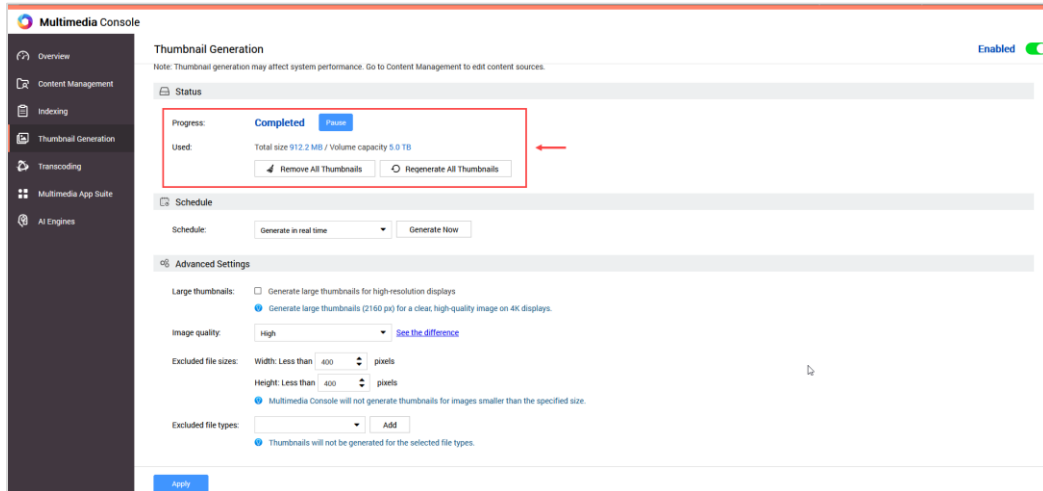


Figure-34

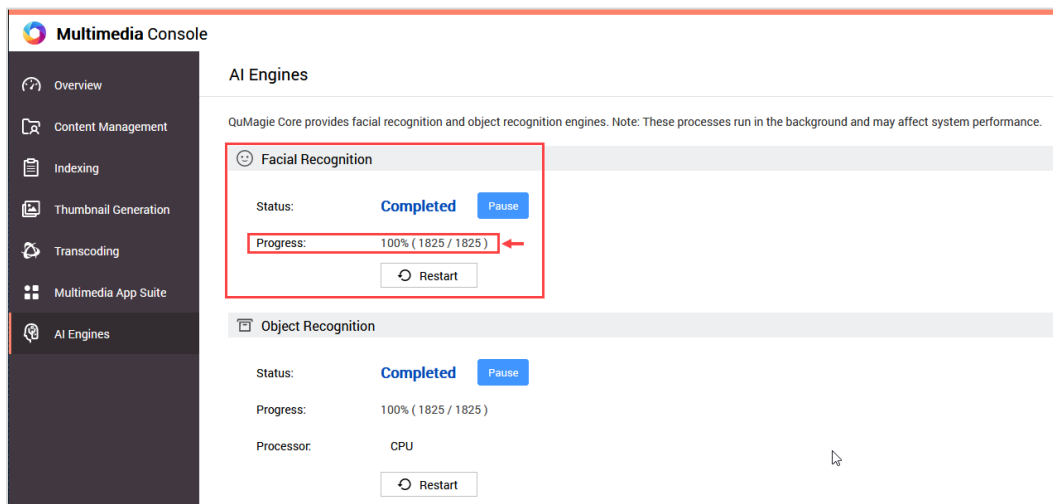


Figure-35

Suggestion-12: Multimedia console > As the **Indexing and Thumbnail Generation** takes very long time, it is recommended to have **Import / export option** (in order to backup and restore the NAS) to save time or having another copy on remote NAS Thumbnail can be imported there to save time (as shown in figure-34).

Suggestion-13: Multimedia console > Logs option to be added here “Event logs for Multimedia console” as well as “Action logs” e.g which path was added / modified / removed in Multimedia console (as shown in figure-34&35).

Suggestion-14: Multimedia console > As per the above suggestion-8, figure-35 must have option to select **paths or specific folders** to **re-start Facial Recognition**, instead of starting again for all path. That will save time and system resources to re-generating.

5.8 Feedback on Qtire’s SSD:

Indeed very powerful feature, we use in our office environment in HP 3Par “Constant optimization of data across storage tiers” when it comes to Database and critical services. I wish to give my testing hand-on’s feedback, however my home QNAP do not have this option.

<https://www.qnap.com/solution/qtier-auto-tiering/en-us/>

*Qtier is currently available in the following QNAP NAS models:

QTS 4.3.4: TDS-x89U, TES-x85/x85U (QTS), TS-x85, TS-x82/x82U, TVS-x80/x80U, TS-x80/x80U, TVS-x79U, TS-x79U, SS-x79U, TS-x77, TVS-x73, TS-x73/x73U, TVS-x72X/x72XU, TVS-x71/x71U, TVS-x70, TS-x70/x70U, TVS-x63, TS-x63/x63U, TS-x63X/x63XU, TVS-951X, TS-x53A, TS-x53B/x53BU, TS-x53pro, TS-x35AX, TS-x32X/x32XU.

5.9 Feedback on SSD self-encrypting Drives:

Indeed very powerful feature, however my QNAS do not have SSD option. As SSD self-encryption from directly aligning with OS level, definitely gives boost to performance compare to 3rd party softwares e.g Bitlocker, Truecrypt and Veracrypt. I wish to give my testing hand-on’s feedback QNAP SSD self-encryption.

6. Overall feedback on QTS 4.4.1 (Continues):

Continues for the above point 5.1, kindly find the below feedback.

6.1.1 Defect-7:

QTS 4.4.1 > Notification Center > Unable to send message. Whereas actual message sent to mailbox (as shown in figure-37). Kept on pop-up time to time that is annoying.

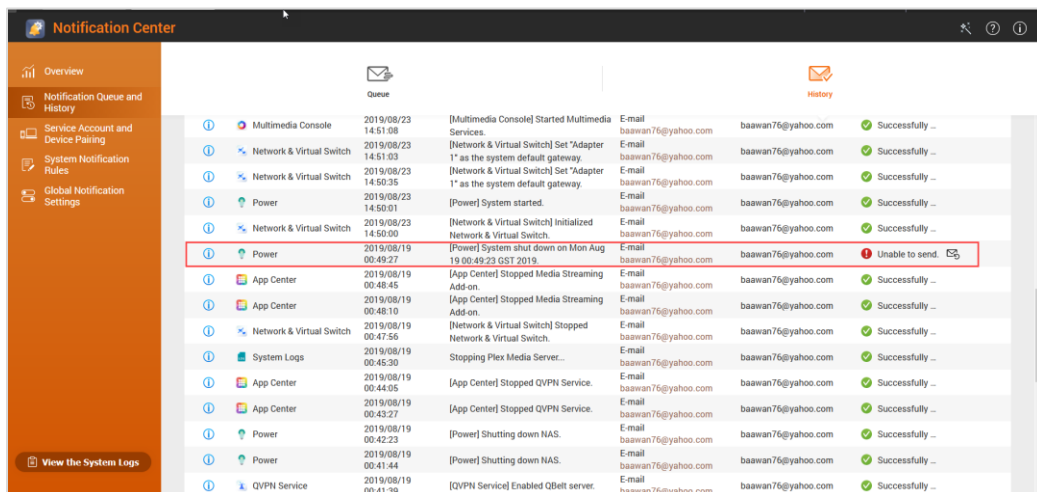


Figure-36

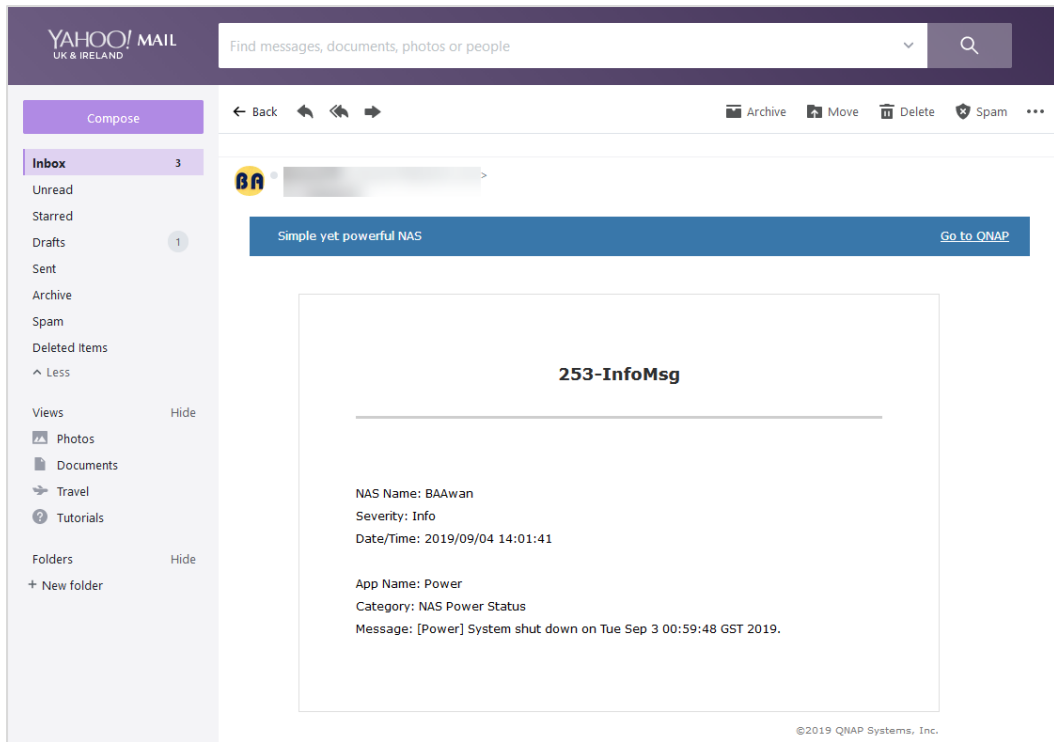


Figure-37

6.1.2 Defect-8:

QTS 4.4.1 > Resource Monitoring > Processes > Qsirch > Python stopped along with dependent applications e.g “HappyGet” (as shown in figure-39) still runs on higher CPU. Kindly check or reproduce this issue that may end occupying higher compute resources and effect QNAP performance.

Process Name	CPU Usage	Memory
System Processes (157)	4.62 %	1.5 GB
Qsirch (6)	22.24 %	724.5 MB
java	0.28 %	406.2 MB
python	21.96 %	228.9 MB
python	0 %	50.2 MB
python	0 %	18.6 MB
python	0 %	13.5 MB
qmonitor	0 %	7.1 MB
Container Station (22)	0.42 %	358.6 MB
HybridDesk Station (32)	0.14 %	282.8 MB

Figure-38

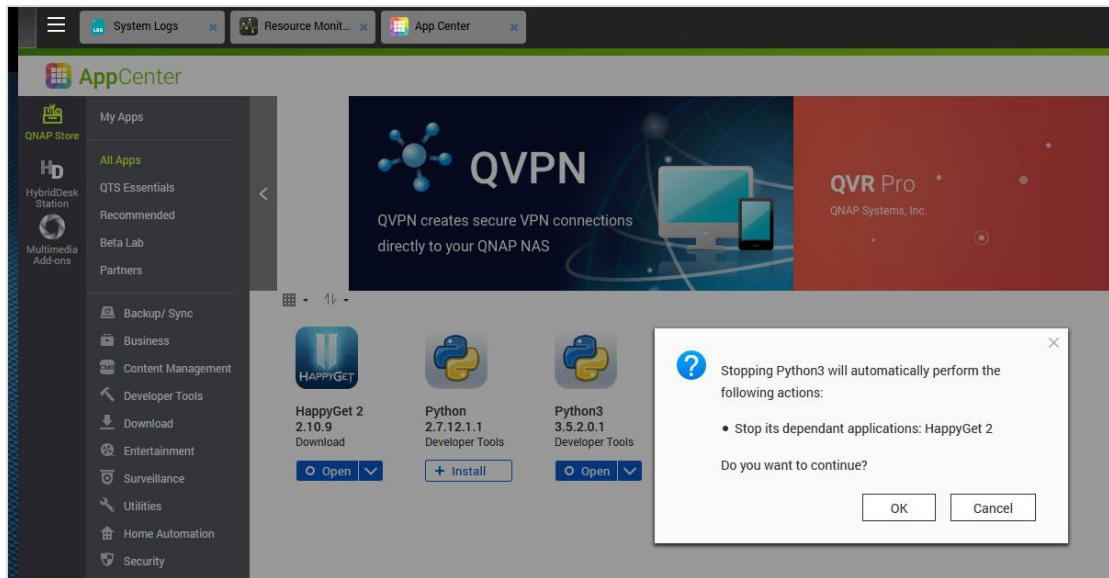


Figure-39

6.1.3 Defect-9:

Before QTS 4.4.1 > **System Event Logs** > [Hardware Status] CPU frequency returned to normal. Kindly check or reproduce this issue.

Severity	Date	Time	Users	Source IP	Application	Category	Content
Warning	2019/09/05	10:10:39 PM	System	127.0.0.1	Hardware Status	CPU Clock	[Hardware Status] CPU frequency returned to normal.
Warning	2019/09/02	08:45:41 PM	System	127.0.0.1	Hardware Status	CPU Clock	[Hardware Status] CPU frequency returned to normal.
Warning	2019/08/18	06:48:16 PM	System	127.0.0.1	Hardware Status	CPU Clock	[Hardware Status] CPU frequency returned to normal.
Warning	2019/08/18	11:28:35 AM	System	127.0.0.1	Hardware Status	CPU Clock	[Hardware Status] CPU frequency returned to normal.

Figure-40

WOW factor to see QTS 4.3.5 > Security Counselor > with too good advisory. Especially with Security Counselor 1.2.0 enhancements.

Category	Risk	Rule	Description
Update	High	Is the NAS using the latest version of firmware?	Always use the most up-to-date version of firmware to ensure that known security issues are fixed.
Update	Medium	Are all NAS apps updated to the latest version?	Keeping applications up-to-date will help to ensure system security.
Update	Low	Does the NAS automatically check for new versions of firmware?	Automatically check if a new version of firmware is available when you log in.
Update	Low	Does the NAS send push notifications for new versions of firmware?	Enable the push service to receive notifications for new versions of firmware.
Update	Low	Does the NAS send email notifications for new versions of firmware?	Enable email notifications to receive notifications that a new version of firmware is available.
Account	High	Has the administrator's default password been changed?	The administrator's password should be routinely changed to prevent it from being hacked or guessed.
Account	High	Does the admin password contain at least 5 characters?	A longer password length can reduce the risk of the password being cracked.
Account	Medium	Do shared folders deny guest access from Microsoft Networking, Apple Networking, or FTP?	Shared folders should be configured with proper access rights to ensure file security and confidentiality.
Account	Medium	Does the NAS administrator account have 2-step verification enabled?	2-step verification enhances the security of user accounts. Once enabled, users will need to enter a one-time-use security code in addition to their password whenever they log in to the NAS. Security codes can be generated by an authenticator app such as Google Authenticator.
Account	Medium	Does the NAS disallow NFS access to shared folders from all IP addresses?	When creating NFS permissions, avoid allowing all IP addresses (an input value of *) access to shared folders to prevent unauthorized access.
Account	Medium	Does the NAS force account passwords to change every 90 days?	While it may be inconvenient to users, regularly changing passwords reduces the risk of unauthorized access.
Account	Medium	Does the admin password contain at least one digit, one uppercase letter, and one lowercase letter?	Increasing the password complexity can reduce the risk of the password being cracked.
Network	High	Does the NAS allow Telnet connections?	Telnet is an unencrypted service that may be exploited by unauthorized users.
Network	Medium	Does the NAS force a secure (HTTPS) connection?	HTTPS should be used to ensure a secure connection to the NAS.

Suggestion-15: Notification Center > to have option that selected log can be deleted. I cannot delete (as shown in figure-36).

7. General Suggestion to Qnap Higher Management:

Qnap has excellent strategy to have competition among their customers for the beta programs feedback and Qnap appreciates the winner with gifts. Indeed, it is an honour for the winner to receive the gift as well as winner name display on Qnap social media accounts and Qnap website. Please allow me to give suggestion that indeed will be having added values for the winner and for Qnap.

7.1 Qnap to have Winner Portal Permanently:

Qnap to have winner portal permanently so that winner can put reference URL to Qnap website into the CV's, to their social media accounts. That boost's more publicity for Qnap.

7.2 Qnap to give Certificate for the Winners:

Qnap to give certificate (Post or via email) with reference ID that can be check from Qnap winner portal e.g Certifications. Qnap winners will add the won certificates to their portfolio that added value to winner as well as boost's more publicity for Qnap.

The above points suggested in Jan 2017 to Qnap team via email for Qfiling.

Certificate Sample: if needed can provide the Illustrator file to Qnap.



8. **Document Index:**

Document indexing based on Bug, Defect and Suggestion quick links

Topics	Brief	Link to topic
Bugs (4)	QTS right top corner clicked on > admin > options > Personal image upload and upload fail as shown in figure-2.	5.1.1 link
	QTS right top corner clicked on > admin > options > Wallpaper image upload and upload fail as shown in figure-3.	5.1.2 link
	(Perhaps Bug) Control panel > Backup / Restore > Restore to Factor Default > Restore to Factor Default & Format All Volumes may cause issue to harddisk.	5.2.2 link
	Upon clicking on > QuMagie > Help gives error.	5.5.6 link
Defects (9)	HBS3 with deduplicate upon reaching 8% (which took some hours), it gives error.	5.2.1 link
	QuMagie> Created Smart Album, was not able to see Smart Album with 0 photos and 0 videos.	5.5.1 link
	QuMagie with same name & same path, must have validation not to created duplicate album names on same path.	5.5.2 link
	QuMagie > Smart Album cannot recognize faces.	5.5.3 link
	QuMagie > Smart album, display 1048 photos and 12 videos, inside empty.	5.5.4 link
	QuMagie > smart album permission security / privacy issue.	5.5.5 link
	Notification Center > Unable to send message. Whereas actual message sent to mailbox	6.1.1
	Resource Monitoring > Processes > Qsirch > Python stopped however still utilizing CPU.	6.1.2 link
	System Event Logs > [Hardware Status] CPU frequency returned to normal.	6.1.3 link
Suggestion (15)	HBS3 must check the version prior to starting HBS3 backup process between the both NAS.	Suggestion-1
	Qnap give option or advisory in QTS to fix sectors (as 3rd party does).	Suggestion-2
	iSCSI & Fibre Channel > Logs to be display within iSCSI & Fibre Channel.	Suggestion-3

