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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, Duba		i			
Customer Qnap Model	TS-253 Pro, 8GB Ram, Firmware 4.4.1				
Control Panel	×				
🍄 ControlPa	nel	₽ ₽			
	TS-253 Pro	Firmware version: 4.4.1.1031 Serial number.	CPU: Intel(R) Celeron(R) CPU J1900 @ 2.00GHz 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:

RNF

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

	Options -×
章 Options [ʰŋ]	Incl < Profile Options Email Account Misce > Upload fail
Locate my NAS	ОК
t Sleep	Connection Logs: View
C ^L Restart	Edit login screen
ථ Shutdown	
€ Logout	Apply
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

Ontions		- ×
Options	× Options Upload fail	E-mail Account Misce >
	ОК	
1		
Or upload my own ph		
Change	Center 🔹	
		Apply
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:

QN

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).



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.

≡	🙆 HBS 3 Hybrid B	×		c	1 色 (🖻 🛈 🎊 admin •	: @
0	HBS 3						c :
	Jobs						
Fe	My Jobs	Incoming Jobs				Local: 0 Remote: 0 Cloud	:0 Incoming:2
G:	Clear logs	in on other servers and use this NAS as either	a source or destination.			V Filter: Ty	pe / Status 🗸
8	1 1700	Job Name	Source / Destination	Schedule	Status		Access
3	Backup	Movies	Source: - Mutmedia/Novies Destination: - Mutmedia/Novies	No schedule	Success 2019/08/31 18:31	-	
	E Eschup	Backup 1	Seurce A-BackupTS-253Pro/TS-253-2.TS-1281atest Destination: Download/Backup 1	No schedule	Success 2019/08/17 07:41	←	

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** <u>prior</u> 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**

Control Panel x		Q (着	9	🕕 🚺 🚺 admin 🕶	: 🗠
← ControlPanel					Q ()
Controllerate Contr		AT ALL DERV FOLLMES. Reinitialize NAS Notif the result bottuse in the back of the NAS for 3 seconds (but user data on the disk will still be relations). However, if you press Notif the result bottuse in the back of the NAS for 3 seconds (but user data on the disk will still be relations).	and hold the RES	NET button for 10 seconds, all settings :	
Resource Machter					
	d <no-reply@myqnapcloud.com> d@yahoo.com</no-reply@myqnapcloud.com>			Aug 14 at 9:03 P	м ★
	Dear BAAwan, Your device (BAAwan) was reg				
	QNAP ID	coolbilal_jd@yahoo.com			
	Registered Device	BAAwan			
	From	(United Arab Emirates)			
	Time	2019-08-14 18:03:29 (GMT+01:00)			

Figure-5

QN

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).

CUSTOMER Feedback QTS 4.4.1 beta Program

NAS Host	Disk 1	tatus using the disk S.M.A.R.T. me	chanism.				
Summary SMART Information	ID *	Description Spin_Retry_Count	Value 100	Wors	Thre	Raw Value	Status Good
Test Settings	11	Calibration_Retry_Count	100	100	000	0	Good
Settings	12	Power_Cycle_Count	100	100	000	619	Good
	192	Power-Off_Retract_Count	200	200	000	19	Good
	193	Load_Cycle_Count	200	200	000	654	Good
	194	Temperature_Celsius	115	108	000	37	Good
	196	Reallocated_Event_Count	200	200	000	0	Good
\rightarrow	197	Current_Pending_Sector	200	200	000	5	Warning
	198	Uncorrectable_Sector_Count	100	253	000	0	5
	199	SATA_R-Error_Count	200	200	000	0	GOOG
	200	Multi_Zone_Error_Rate	100	253	000	0	Good

Figure-6

GNAP

	Disk Health							×
	Monitor disk health, temperature, a	and usage s	tatus using the disk S.M.A.R.T. m	echanism.				
	SMART Information							
	When a S.M.A.R.T. ID value to values is above 0, the disk w						er or one of t	he following raw
	ID 197: Current Pending S ID 198: Uncorrectable Sec		t					
	This situation should not re your data, or procuring a rep							
					\square			
								ОК
] [Do not show this message again							
] (Do not show this message again	12	Power_Cycle_Count	100	100	000	619	Good
	Do not show this message again	12 192	Power_Cycle_Count Power-Off_Retract_Count	100	100 200	000	619 19	Good

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._5006F2Kn9lm:ref ]
```

CUSTOMER Feedback

QNAP

QTS 4.4.1 beta Program

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 higly 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-thegnap-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.



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.

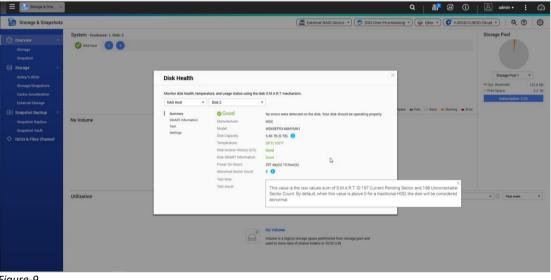
Next Step-4: While adding disk back to Qnap TS-253 Pro it gives the same message.

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).





QNAP

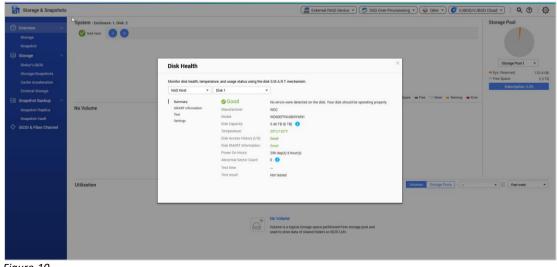


Figure-10

CUSTOMER Feedback QTS 4.4.1 beta Program



Storage & Sna. 🗙						٩	🗐 🕘 admin • 🚦
Storage & Snapshots				External RAID Device *	🐡 SSD Over-Provisio	oning 🔹 😂 Q	itier 🔹 🧭 VJBOD/VJBOD Cloud 🔹 🕴 🧏 🔞
Overview Storage Snapshot Storage Storage	Disk 1 Disk 2			NAS Hest			Performance test
Diska/VJB00 Storage/Shapabotis Cache Acceleration External Storage Shapabot Backup Shapabot Backup Shapabot Replica Shapabot Yawik Č* ISCSI & Fibre Channel							
	ESD © Disk	Disk terformation Manufacturer Good Bus Typer Status:	WD60EFRX-68MYMN1				Disk twfo] Disk Health] Action • [RAID Gr
	■ Data = Spare = Free □ None = Wa = Error						

Figure-11

System Health		Hardware Info	rmation	Resource Mor	nitor		
Good	BAAwan Uptime Oday(s) 00:52:52		9°C/102 🤡 154 RPM 🧭	CPU 6%	RAM 9%	Adapter 1 • 1.1 0.5	↓ 1 KB/s ↓ 5 KB/s
Disk health		:=	Storage				i=
Good	NAS 2/	2 Disks 🔗	 Used:0 Byte Available:0				
Figure-12							

5.3 Feedback on VJBOD:

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

Storage & Snepshots		🚍 External RAID Device 🔹 🥏 SSD Over-Provisioning 🔹 🍚 Clier 🔹 🖉 VJBOOLVJBOD Cloud 🔹 🔍 🕥 🚳
Orwinier Strange Graphol Strange Orsk//000 Orsk/000	Create Storage Pool Wizard Competencies Benetic Dates Competencies Co	Performance text [VADO -] [Berowr -
Banger Markan Banger Markan Cana Kasimatan Kanan Hang Bangkat Bangka Bangkat Bang Bangkat Kasi Bangkat Kasi Bangkat Kasi	Create: Not Stanger Mult Dia Configuration: Min the off opposition: Diameter Ministry (Configuration): Diameter Ministry (Configuration): Standing Multiple (Configuration): Diameter Ministry (Configuratio	>
■ 500 = Dax = Caris = Date = Teoper Teop	Cancel International Ready Rea	Back Create Back ands Data ands Anten w Monto Data provide * Marcelline Sector and the provide and the provi

Figure-13

Resource Mor	nitor	x 📑 Storage & Sna x 🔁 File Station x 🔻 VJBOD Overview x	🛄 App Center 🛛 🗙	🔮 ISCSI & Fibre 🗙	٩	i 🖅 🤗 (🏴 🎊 admin + 🚦 🌔
📕 iSCSI & Fi	bre C	hannel					0 \$
Ç- iscsi	^	iSCSI Target List 💭				Create 🔻 Snapsh	ot 🔻 iscsi ACL Action 💌
		Alias (IQN)	Type	Snapshots	Capacity	Allocated Statu	a la
		PCdevelopment (ign.2004-04.com.gnap.ts-253pro.iscsi.pcdevelopment.f01b5e) R	eady				
Fibre Channel	~	ID: 0 - PCdevelopment_0 (File-based LUN from DataVol1)	Thick LUN		663.00 GB	100% Enab	led
	\sim	▲ RemoteVJB0D1 (iqn.2004-04.com.qnap.ts-253pro.iscsi.remotevjbod1.f01b5e) Co	nnected 192.168.1.199 🖵	1			
		ID: 0 - RemoteVJBOD1_0 (Block-based LUN from Storage Pool 1)	Thick LUN	-	154.00 GB	100 % Enab	led
FC Storage FC WWPN Aliases							
LUN Import/Expor	t -						

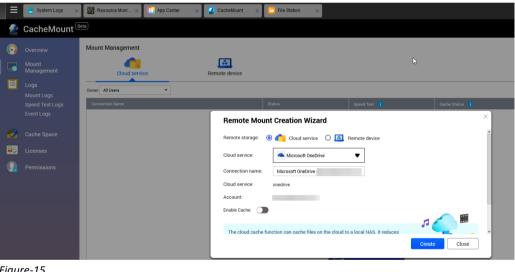
Figure-14

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

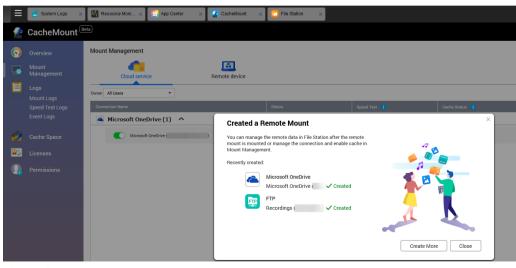
Suggestion-4: Wizard is excellent to create iSCSI disk; however kindly add one click removing from iSCSI & Fibre Channel to Storage. This will save lot of time.

5.4 Feedback on CacheMount:

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









in https://www.linkedin.com/in/bilalabid



	CacheMount					Create Remote Mount
\bigcirc	Overview	Logs				Q. Notification Settings
	Mount	Severity Level All severity	ievels 👻			Content Search
	Management	Severity Level				
	Logs	0	2019-09-05 23:07:10	Mounting Management	[CacheMount] Tested the speed for remote mount Microsoft OneDrive : Micro	soft OneDrive
	Mount Logs	0	2019-09-06 23:01:30	Mounting Management	[CacheMount] Created remote mount Microsoft OneDrive : Microsoft OneDriv	e
	Speed Test Logs	O	2019-09-05-22:44:00	Mounting Management	[CacheMount] Created remote mount FTP : Recordings (adming	
	Event Logs	4	2019-09-06 22:43:23	Mounting Management	[CacheMount] Pailed to create remote mount FTP : Recordings (1.198) due to "Permission deried".
12	Cache Space	0	2019-08-18 23:38:18	Mounting Management	[CacheMount] Deleted remote mount Samba : A-Backup (admin	mounting log.
	Gardie oparie	0	2019-08-17 01:56:05	Mounting Management	[CacheMount] Deleted remote mount Samba : A-Backup (admin	
₽.	Licenses	0	2019-08-17 01:53:59	Mounting Management	[CacheMount] Created remote mount Samba : A-Backup (admin	
Ω	Permissions					

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

2	CacheMount	Man and Anna	Create Remote Mount
\bigcirc		Cache Space	Anage Cache Space
	Mount Management	Real-Time Status Location: Storage Pool 1 Capacity: 196.91 GB	
	Logs Mount Logs	File list metadata: 0 byte(s) II Write cache: 0 byte(s) III Write cache: 0 0 0 0 0 0 III Write cache limit: 90 45 08 0 12 Free cache: 96 00 0 0 08	The status is updated every 5 minutes. Last update:2019/09/05 11:00 PM
	Speed Test Logs Event Logs	Advanced Cache Settings 🕕	
-		Ratio of local writing cache storage To ensure cashe efficiency, adjust the ratio of the local read and write cache. The minimum possible allocation is 25% of the total cache space. The maximum is 75%,	
	Cache Space	i o ensure come ensores, exploit the latio of the local read and write cache, ine minimum possible allocation is 20% of the local cache space. The maturum is 70%, is Write cache: 50% III Read cache: 50%	
		Download the file on the cloud automatically when it is modified	
		Apply	
		Tistary flecord This that dispins the curvative preventage of storage space used over time. 100% 40% 40% 40% 40% 40% 40% 40%	2018/09/05
		12:00 16:00 20:00	

Figure-19

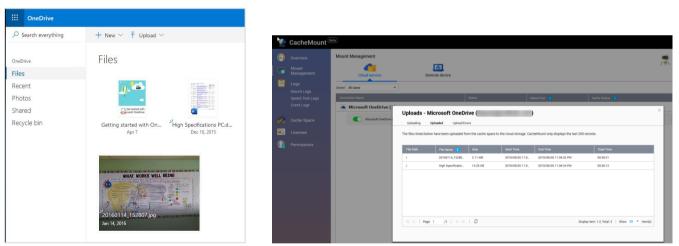




Figure-19 "uploaded logs reviewed > clicking on OneDrive Option"

Storage & Snapshots				External RAID Devic	e 🔹 🤔 SSD (Over-Provisioning 🔹	Qtier 🔹 🥑 VJBOD/VJBOD Cloud 🔹 🕴 🎊 🕐 🕴	<u>نې</u>
Overview ^	Storage Space Storage Pool: 1, Volume	: 2, LUN: 0					Create • Snapshot • Manage	S
Storage	Name/Alias	stage Pool: 1, Volume: 2, LUN: 0 status Type Snapshot Snapshot Replica Capac Pool 1 A Warning (Threachold reached) heldount_Cache @ Ready Thick Cache Space 196.9						
Snapshot	V Storage Pool 1		A Warning (Threshold reached)				5.45 TB	
	CacheMount_Cache		🔮 Ready	Thick Cache Space	-	-	196.91 GB	
Storage ^	DataVol1 (System)		· · · · · · · · · · · · · · · · · · ·			+ ×	4.96 TB	Manage 💭
Disks/VJBOD		CacheMount_Ca	ache Management					
Storage/Snapshots						a		
Cache Acceleration				Remove Resize volume	Actions			
External Storage								
🔟 Snapshot Backup 🔿				Used: 0.03 % (60.49 MB)	e: 99.97 % (196.85 GB)			
Snapshot Replica				×				
Snapshot Vault			Unable to Remove Ca	che Space				
iSCSI & Fibre Channel			This cache space is c					
V= ISCSI & Fibre Channel		Status: Ready						
			uninstan the outsteam					
				ОК				

Figure-20

QNAP

CUSTOMER Feedback QTS 4.4.1 beta Program



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.

0	Multimedia Console								
$\widehat{\mathcal{O}}$	Overview	Overview			Multir	nedia Services: Enabled 🕕 💽			
ឝ	Content Management	Status Monitor indexing and t	humbnail generat	tion for multimedia content.					
Ē	Indexing	🖺 Index							
Ŀ	Thumbnail Generation	Compl	eted	1:07	Last update: 2019				
ø	Transcoding	Total files: 13			Total files: 879				
::	Multimedia App Suite	Content Informatio View contents and the		ntly used tags					
Q	AI Engines	Contents	ine noor neque	Top 5 Tags					
		Photos: Videos: Music:	115976 21132 2744	Photo <u>Add tags</u>	Video <u>Add tags</u>	Music <u>Add tags</u>			

Figure-22

5.5.1 Defect-2:

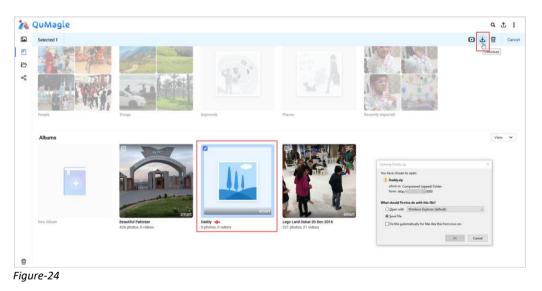
RN

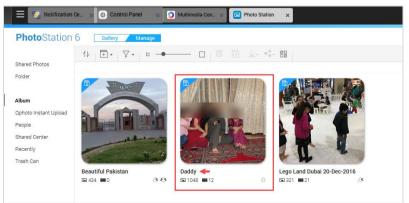
Added photos folder into Multimedia Console > Photostation > (as shown in figure-23) and can see in FileStation path.

Content Mar	nagement					FileStation 5	
QuMagie	Photo Station Irces nedia content in the follow	Video Station	Music Station	Qsirch	DLNA	ITI BAAwan ≠ ⊖ DataVol1	
Content source Used space: 1.5 Photos: 1846 Videos: 33	s: 3	-		_	UUTIS, UICA LOR.	Multimedia Gecently Snapshot Gecycle Gecycle Get Movies Deut/MultiAPakistan Gently Dently	

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).







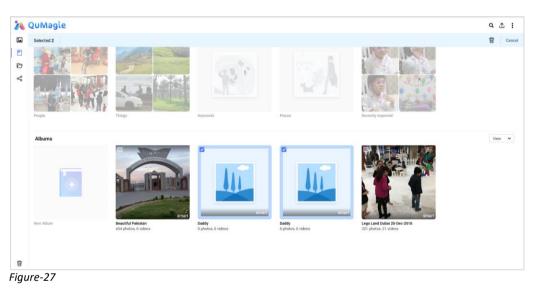


in	QuMagle						
1 2 8	Peple	Thigs	Edit Smart Album You can create a smart a search criteria and use th Album Name Privilege settings	lbum to automatically s	v	os that match the	Recently Imported
	Albums		Specify the search crite Source Path		to_station/Family/Dady/ (Add + Add	
	٠		Tag People	Any Any	 ✓ ✓ Sav 	e Cancel	7
	New Album	Beautiful Pakistan 434 photos, 0 videos	D photos, 0 vide	05	321 photos. 21 v		

Figure-26

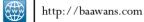
5.5.2 Defect-3:

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



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.

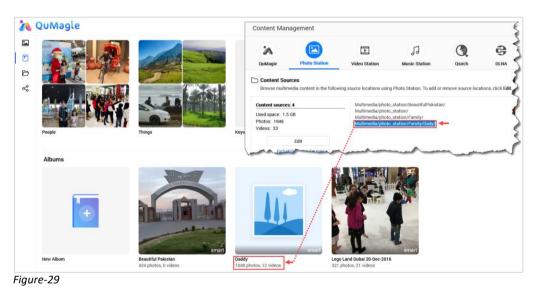




QuMagle			Q 🛧 I
Page Abums	Trips	Actor / Peteror Miscelaneous	Vev V
New Album	Exactifit Praisan As protes & redex	Coor Coor	

Defect-5: 5.5.4

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 figure 30).



1 QuMagie **Q** ⊥ : Daddy 0 photos, 0 videos 4 View × • 2 Ð ~ There are currently no photos/videos available now. 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).

💫 QuMagie		Photo Station	6 Gallery Manage	
		Shared Photos		
Edit User Group	Edit Smart Album You can create a smart album to automatically search the photos and videos that match the	Folder		Album Settings
	seerch indivia and use them as the album content. Abum Hame Doddy Philoge antinga Orly me Quint for the second of the album. The second of the album.	Album Qphoto Instant Upload People		Album Name: Daddy Privilege settings: Only me 🔶 🔹
	Specify the search criteria: Source Path	Shared Center Recently Trash Can	-	File type: Photo Video Source Path:
III + Papi 1 /r > III C Displayment 5,500	Tag Ary V People Ary V		Beautiful Pakistan 📾 434 🎟 0 🛛 🕹 🐔	Daddy Ga 1048
New Album Beautiful Paisstan 434 photos, 0 videos	Seve Cancel			Specify the search criteria:

Figure-31

RN

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.

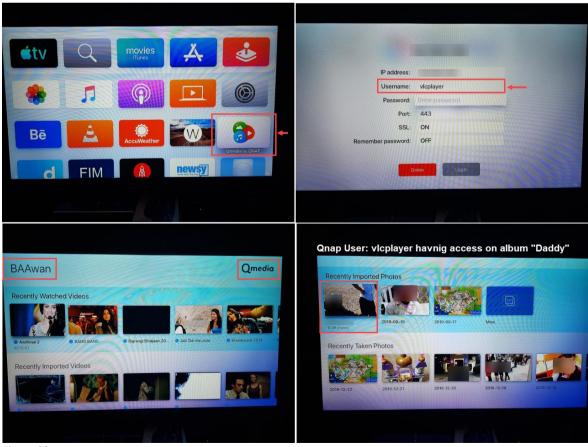
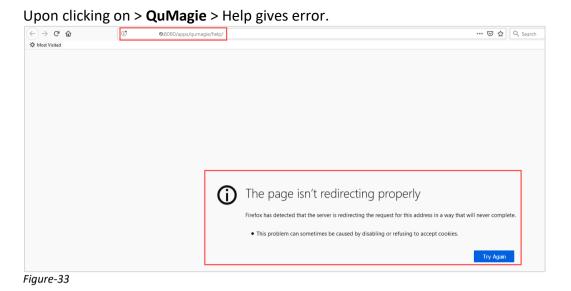


Figure-32



5.5.6 Bug-4:



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.

😑 🔯 Resource Mo	onitor	x 🛐 Storage & Sna x 🎦 File Station 🛛 🗴 🖤 VJBOD Overview 🗴	n App Center 🛛 🗙	iscsi & Fibre 🗙	۹	i 🖉 🧐 🗊	admin 🕶 🚦 🥝
iscsi & F	ibre C	Channel					0 🕸
	^	iSCSI Target List 🖉				Create - Snapshot	iscsi ACL Action
		Alias (IQN)	Type	Snapshots	Capacity	Allocated Status	
		PCdevelopment (ign.2004-04.com.gnap.ts-253pro:isosi.pcdevelopment.f01b5e) R	xady				
D Fibre Channel	~	ID: 0 - PCdevelopment_0 (File-based LUN from DataVol1)	Thick LUN	-	663.00 GB	100% Enabled	
		A RemoteVJB0D1 (iqn.2004-04.com.qnap:ts-253pro:iscsi.remotevjbod1.f01b5e) Co	nnected 192.168.1.199 🖵	,			
		ID: 0 - RemoteVJBOD1_0 (Block-based LUN from Storage Pool 1)	Thick LUN	-	154.00 GB	100 % Enabled	
🚝 LUN Import/Expo	irt						

Figure-34

5.7 Feedback on Multimedia Console:

RNF

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.

0	Multimedia Console	e	:
ଜ	Overview	Thumbnail Generation Note: Trumbnai generation may affect system performance. Go to Content Management to edit content sources.	Enabled 🚺
ᅜ	Content Management	🖴 Status	
Ê	Indexing	Progress: Completed Prose	
۵	Thumbnail Generation	Used: Total size 912,2 MB / Volume capacity 5.0 TB	
æ	Transcoding	Remove All Thumbnails O Regenerate All Thumbnails	
::	Multimedia App Suite	G Schedule	
Q	AI Engines	Schedule: Generate in real time Generate Now	
		08 Advanced Settings	
		Large thumbnails: C Generate Large thumbnails for high-resolution displays G Generate Large thumbnails (2160 pr) for a clear, high-quality image on 4K displays.	
		Image quality: High	
		Excluded file sizes: Width: Less than 400 🗘 pixels	
		Height Less than 600 C platels Multimedia Concole will not generate thumbnails for images smaller than the specified size.	
		Excluded fife types: Characteristic of the selected file types.	
		And	

Figure-34

0	Multimedia Console				
ŝ	Overview	AI Engines			
ឝ	Content Management	QuMagie Core provides fa	acial recognition and object recogni	tion engines. Note: These processes run in the back	ground and may affect system performance.
Ē	Indexing	🙂 Facial Recogniti	on		
	Thumbnail Generation	Status:	Completed Pause		
ø	Transcoding	Progress:	100% (1825 / 1825)		
::	Multimedia App Suite		€ Restart		
ঞ্	Al Engines	🗇 Object Recogniti	on		
		Status:	Completed Pause		
		Progress:	100% (1825 / 1825)		
		Processor.	CPU		
			O Restart		~ •

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, SSx79U, TS-x77, TVS-x73, TS-x73/x73U, TVS-x72X/x72XU, TVS-x71/x71U, TVS-x70, TS-x70/x70U, TVS-x63, TS-x63/x63U, TSx63X/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 selfencryption 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.

Notification Cente	r					* ?	
iii Overview							
Notification Queue and History		Queue			History		
Service Account and	 Multimedia Console 	2019/08/23 14:51:08	[Multimedia Console] Started Multimedia Services.	E-mail baawan76@yahoo.com	baawan76@yahoo.com	Successfully	
Device Pairing System Notification	🕕 🐁 Network & Virtual Swit	h 2019/08/23 14:51:03	[Network & Virtual Switch] Set "Adapter 1" as the system default gateway.	E-mail baawan76@yahoo.com	baawan76@yahoo.com	Successfully	
Rules	🕕 🛛 🔨 Network & Virtual Swit	h 2019/08/23 14:50:35	[Network & Virtual Switch] Set "Adapter 1" as the system default gateway.	E-mail baawan76@yahoo.com	baawan76@yahoo.com	Successfully	
Global Notification Settings	(i) 💡 Power	2019/08/23 14:50:01	[Power] System started.	E-mail baawan76@yahoo.com	baawan76@yahoo.com	Successfully	
	🕕 😤 Network & Virtual Swit	h 2019/08/23 14:50:00	[Network & Virtual Switch] Initialized Network & Virtual Switch.	E-mail baawan76@yahoo.com	baawan76@yahoo.com	Successfully _	
	① ? Power	2019/08/19 00:49:27	[Power] System shut down on Mon Aug 19 00:49:23 GST 2019.	E-mail baawan76@yahoo.com	baawan76@yahoo.com	\rm Unable to send. 🗠	
	🕕 📒 App Center	2019/08/19 00:48:45	[App Center] Stopped Media Streaming Add-on.	E-mail baawan76@yahoo.com	baawan76@yahoo.com	Successfully _	
	🕕 📒 App Center	2019/08/19 00:48:10	[App Center] Stopped Media Streaming Add-on.	E-mail baawan76@yahoo.com	baawan76@yahoo.com	Successfully	
	🕕 🛛 🔨 Network & Virtual Swit	h 2019/08/19 00:47:56	[Network & Virtual Switch] Stopped Network & Virtual Switch.	E-mail baawan76@yahoo.com	baawan76@yahoo.com	Successfully _	
	🕕 🗧 System Logs	2019/08/19 00:45:30	Stopping Plex Media Server	E-mail baawan76@yahoo.com	baawan76@yahoo.com	Successfully	
	🕕 📒 App Center	2019/08/19 00:44:05	[App Center] Stopped QVPN Service.	E-mail baawan76@yahoo.com	baawan76@yahoo.com	Successfully	
	🕕 📒 App Center	2019/08/19 00:43:27	[App Center] Stopped QVPN Service.	E-mail baawan76@yahoo.com	baawan76@yahoo.com	Successfully	
	Over	2019/08/19 00:42:23	[Power] Shutting down NAS.	E-mail baawan76@yahoo.com	baawan76@yahoo.com	Successfully _	
View the System Logs	Over	2019/08/19 00:41:44	[Power] Shutting down NAS.	E-mail baawan76@yahoo.com	baawan76@yahoo.com	Successfully _	
	QVPN Service	2019/08/19 00:41:39	[QVPN Service] Enabled QBelt server.	E-mail baawan76@vahoo.com	baawan76@yahoo.com	Successfully	

Figure-36

QNAP

YAHOO! N UK & IRELAND	MAIL	Find messages, documents, photos or people		~	Q	
Compose		← Back ♠ ♠ I Archive	Move	💼 Delete	😵 Spam	•••
Inbox	3					
Unread		B A •				
Starred						
Drafts	1	Simple yet powerful NAS			<u>Go to QNAP</u>	
Sent						
Archive						
Spam						
Deleted Items						
∧ Less		253-InfoMsg				
Views	Hide					
Photos	- Hoc			_		
Documents						
→ Travel		NAS Name: BAAwan				
Tutorials		Severity: Info				
		Date/Time: 2019/09/04 14:01:41				
Folders	Hide					
+ New folder		App Name: Power				
		Category: NAS Power Status Message: [Power] System shut down on Tue Sep 3 00:59:48 GST 2019.				
		message. [Fower] system shut down on the sep 3 00.59:48 051 2019.				
			©2019 QNAP	Systems, Inc.		

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.

Processes		
Process Name	CPU Usage	Memory
P System Processes (157)	4.62 %	1.5 GB
C 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
b HybridDesk Station (32)	0.14 %	282.8 MB
	0.440	454.010

Figure-38



CUSTOMER Feedback QTS 4.4.1 beta Program

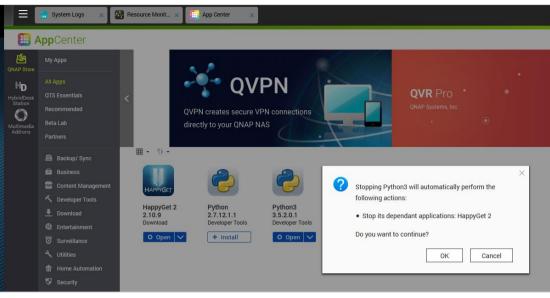


Figure-39

QN

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.

System Event Logs System Connection Logs Online Users		Syslog Client Management					
Warning							
					Application	Category	
A	2019/09/05	10:10:39 PM	System	127.0.0.1	Hardware Status	CPU Clock	[Hardware Status] CPU frequency returned to normal.
A	2019/09/02	08:45:41 PM	System	127.0.0.1	Hardware Status	CPU Clock	[Hardware Status] CPU frequency returned to normal.
A	2019/08/18	06:48:16 PM	System	127.0.0.1	Hardware Status	CPU Clock	[Hardware Status] CPU frequency returned to normal.
A	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.

3 Security Checkup				
	Advanced Security Policy			
B Security Policy	Category +	Bisk	Rule	Description
င္သြို Security Settings	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.
Security Applications	Update	Medium	Are all NAS apps updated to the latest version?	Keeping applications up-to-date will help to ensure system security.
Security Advisory	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 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.

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

General Suggestion to Qnap Higher Management:

 $\mathbf{R}\mathbf{N}$

7.

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.

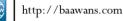
7.2 **Qnap to give Certificate for the Winners:**

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

CUSTOMER Feedback QTS 4.4.1 beta Program



Topics	Brief	Link to topic
	iSCSI & Fibre Channel > One click removing fom iSCSI & Fibre Channel to Storage.	Suggestion-4
	Cache Mount > Uploading Logs to be clickable in the main panel on left hand side, new option as "action logs".	Suggestion-5
	Cache Mount > Should be option to use any folder for CacheMount.	Suggestion-6
	Cache Mount > "One click" uninstall CacheMount Application + Remove CacheMount disk from storage.	Suggestion-7
	QuMagie > add option that can to re-recognize, especially faces detection. If it interrupted or server shut down to continue upon restarting QNAP.	Suggestion-8
	QuMagie > Duplicate albums name of same path must do validation prior to creating new same name album.	Suggestion-9
	QuMagie > If a parent folder is selected in Multimedia console > Photo Station then child folder must be auto recognize its content creating album.	Suggestion-10
	QuMagie > If the album shows 0 photos and 0 videos, must have validation before downloading (album is empty).	Suggestion-11
	Multimedia console > As the Indexing and Thumbnail Generation takes very long time, it is recommended to have Import / export option.	Suggestion-12
	Multimedia console > Logs option to be added here "Event logs for Multimedia console" as well as "Action logs".	Suggestion-13
	Multimedia console > to have option, select paths or specific folders to re-start Facial Recognition.	Suggestion-14
	Notification Center > to have option that selected log can be deleted.	Suggestion-15
Benefits to Qnap / Winner	General Suggestion to Qnap Higher Management > boost's more publicity for Qnap.	Suggestion

****** *** *** *** *** End of Document ****** *** *****

