

DA Desktop Suite for Mac User Guide

Overview:

This document highlights the features of DA Desktop Suite for Mac and provides a step-by-step guide to download, install, and use the application.

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Terms and Definitions:

- DA Desktop Suite for Mac** is a Mac-based desktop application for DA Drive Analyzer that contains two major components:
 - DA Monitor**, which is meant for monitoring drives at a glance on one or more devices and accounts.
 - DA Smartquest** [Launching Soon], which is meant for uploading drive health data and for user registration.
- DA Portal**, a web-based dashboard, is DA Drive Analyzer's most detailed user interface.
- Alerts** summarize the AI-based and non-AI-based events that potentially signal drive problems. Alerts include (in decreasing order of importance) AI Alerts, Fault Alerts, and Threshold-Based Alerts. If you see any Alerts, you may want to back up your data or take other precautions.

4. **AI-based drive health predictions** leverage complex patterns in drive health data to let you know when a drive might soon experience poor drive health.
 - a. A drive with a **Severe Risk of Failure** prediction may fail in the near future. If a drive has this prediction, please take precautions to prevent data loss, and consider backing up your data or replacing the drive.
 - b. A drive with a **Moderate Risk of Failure** prediction may fail in the near future. If a drive has this prediction, please take precautions to prevent data loss, and consider backing up your data or replacing the drive. Drives with a moderate risk of failure may or may not transition to a severe risk of failure prediction status before failure.
 - c. **Healthy Drives** are unlikely to fail any time soon.
 - d. **Pending Drives** are undergoing data collection for the purpose of generating AI-based health predictions. Currently, data for 14 out of 20 calendar days must be collected for predictions to be generated.
 - e. **AI Prediction Unsupported Drives** cannot receive AI-based health predictions because they have a different set of health indicators from the ones our AI has been taught to analyze. Currently, these unsupported sets of health indicators are not present in sufficient quantities within our datasets for us to teach our AI to analyze them.
5. **Faulty Drives (with NAS-Detected Errors)** have crossed a special class of thresholds that likely indicate drive problems. Faulty drives may sometimes revert back to normal, such as after a power cycle or reset. If you see a Faulty drive, you may want to back up your data or take other precautions. This feature does not utilize AI.
6. **Threshold-Based Alerts** occur when a drive crosses thresholds that likely indicate drive problems. If you see a Threshold-Based Alert, you may want to back up your data or take other precautions. This feature does not utilize AI, but may help users to explore the conditions underlying drive deterioration. Threshold-Based Alerts are an advanced feature designed for users who are knowledgeable about computer storage technology.
7. **DA Drive Analyzer** is a web-based service that monitors the health and performance of your storage drives, makes artificial-intelligence-based predictions about impending drive failures, and notifies you of predicted impending failures or possible deteriorations in the health of your drives.
8. **Licensed Drives** refer to the total number of licensed drives out of the total number of drives detected from a system, such as a computer or a network-attached storage device (NAS).

Feature Overview for DA Monitor:

1. DA Monitor works in the background to continuously monitor the health of multiple drives across multiple devices and accounts -convenient for IT support and maintenance.
2. DA Monitor Alerts you about potential drive problems through desktop notifications.
3. DA Monitor lets you check how many new Alerts and Alert subtypes (AI Alerts, Fault Alerts [with NAS-Detected Errors], and Threshold-Based Alerts) you have among your licensed drives.
4. DA Monitor links to DA portal [<https://qnap.ulinkda.com>] where you can access drive information in greater detail.

Requirements:

- A iMac or MacBook with OS Version 11 and onwards
- An internet connection
- One or more QNAP user accounts

Download and Install the Application:

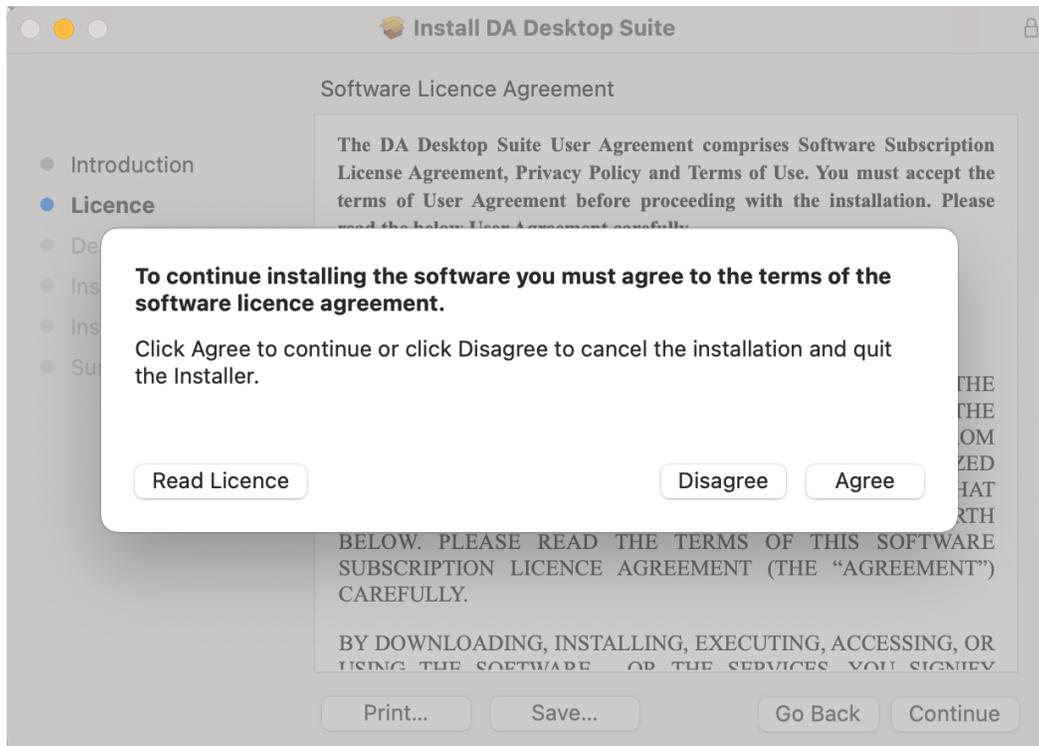
1. To download DA Desktop Suite for Mac, please visit <https://ulinktech.com/dadrivedownloads/> and click the download button to start the application download.
2. Upon downloading the installation file, double-click on the saved file to start the installation process. To proceed with the installation, please click “Continue” on the Introduction page on the installation window.



3. In the next window, you will see the Software License Agreement. Read the Software License Agreement and click “Continue” to proceed.



4. On the next page, a pop-up window will appear to request acceptance of the Software License Agreement. Please read the Software License Agreement and then click “Agree” to proceed.

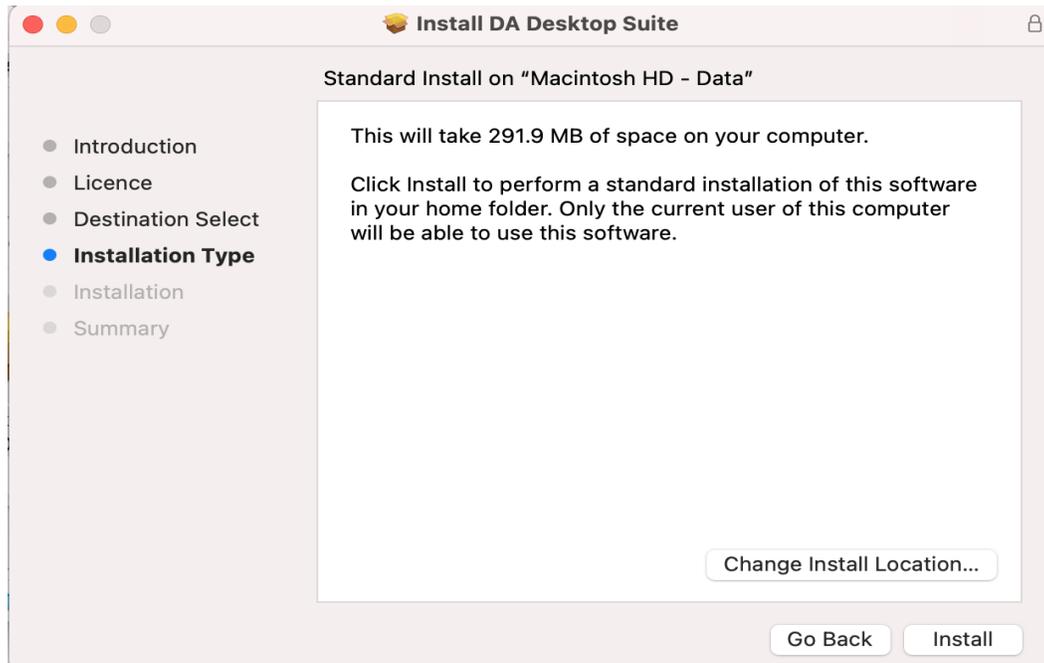


5. The next window will ask the destination where the application should be installed. Select the destination and click “Continue” to proceed.

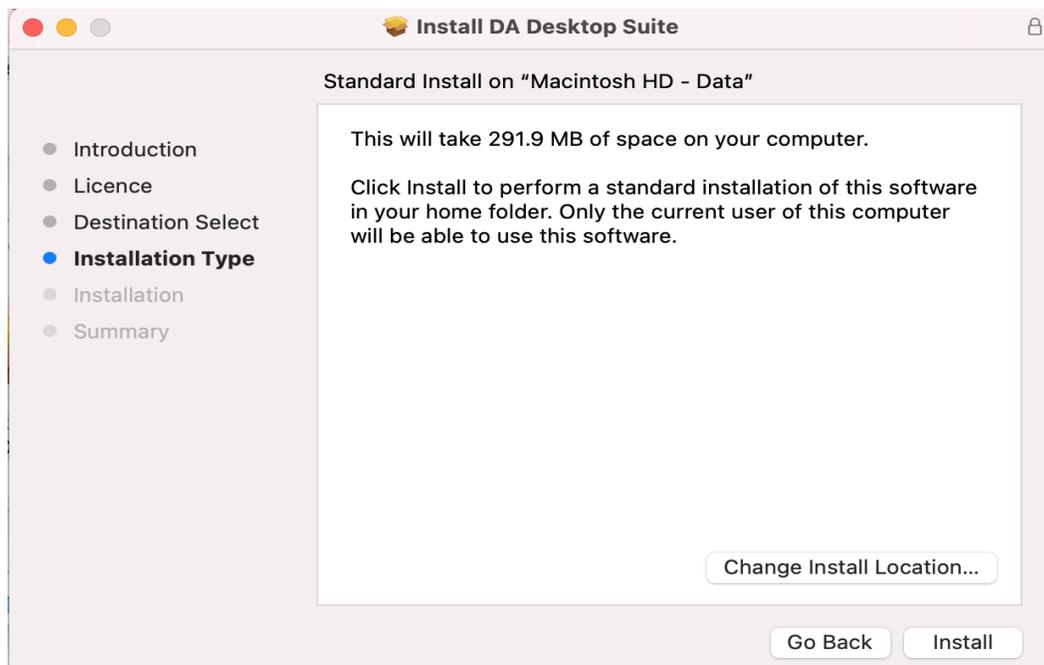


6. If the installation wizard skips the above step “Destination Select” and goes directly to “Installation Type” Step, please click on the “Change Installation Location” and then select “Install for me only” on the Destination Select tab. Post selection, click on

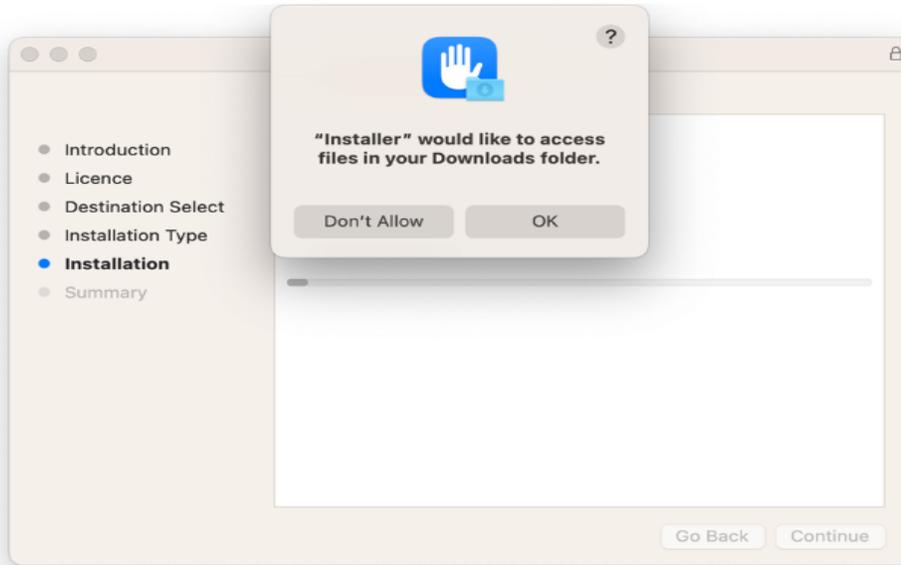
continue to proceed further.



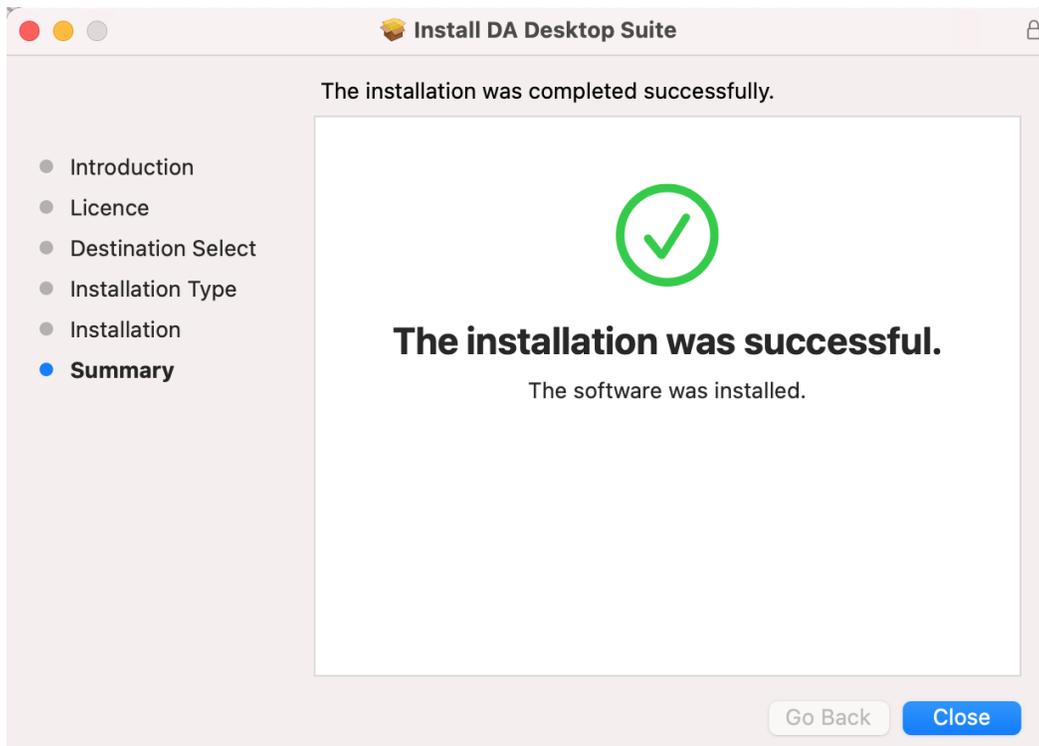
7. The next window will show the installation type and other app details. Click "Install" to proceed.



8. On the next page, a pop-up window will appear asking to allow the installer to access files from the download folder. Click "OK" to proceed.

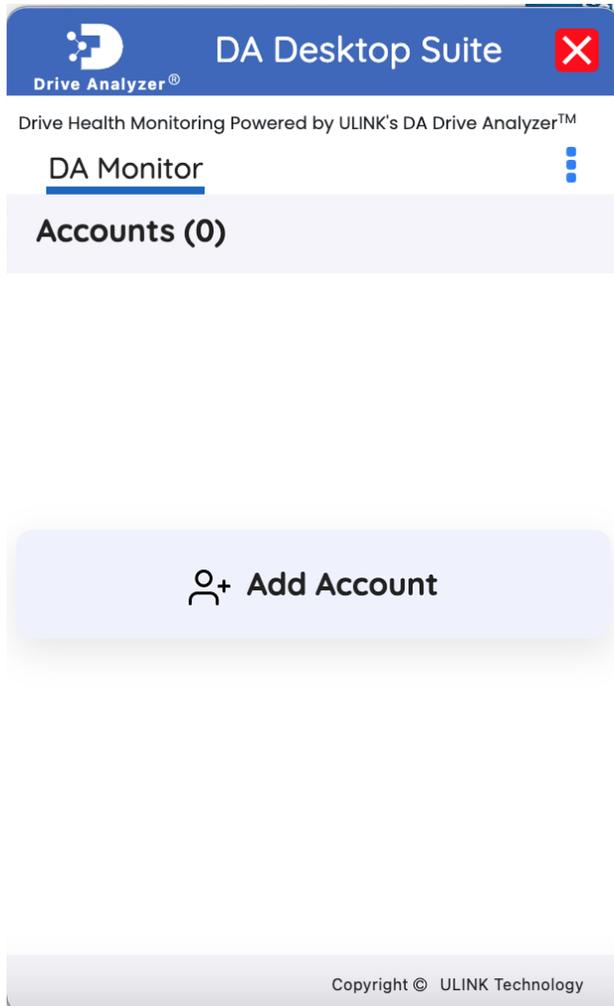


9. The installation process may take a few seconds. After completion, a completion window will appear. Click "Close" to close the installation window.

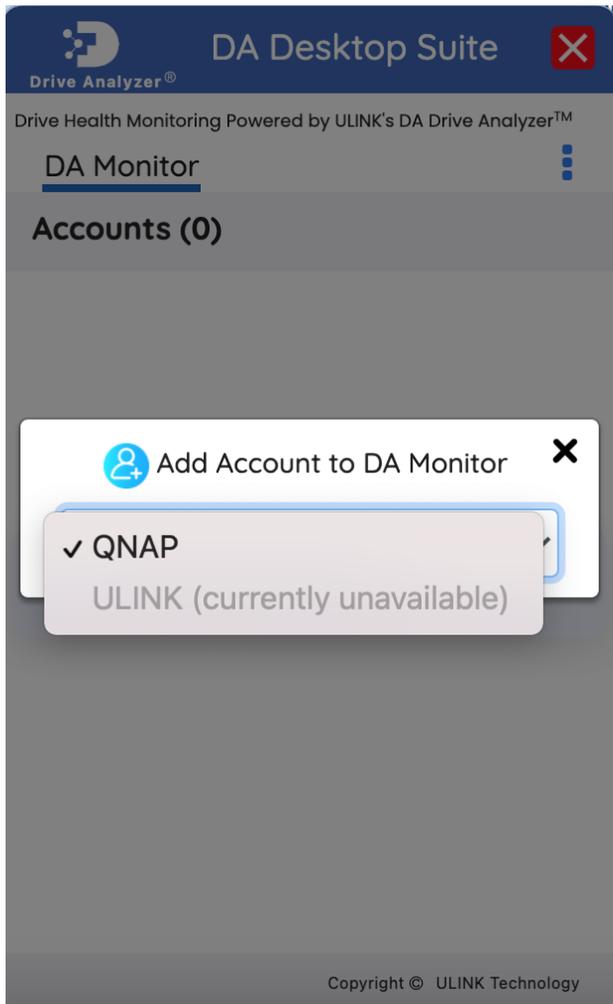


Add Accounts on DA Monitor:

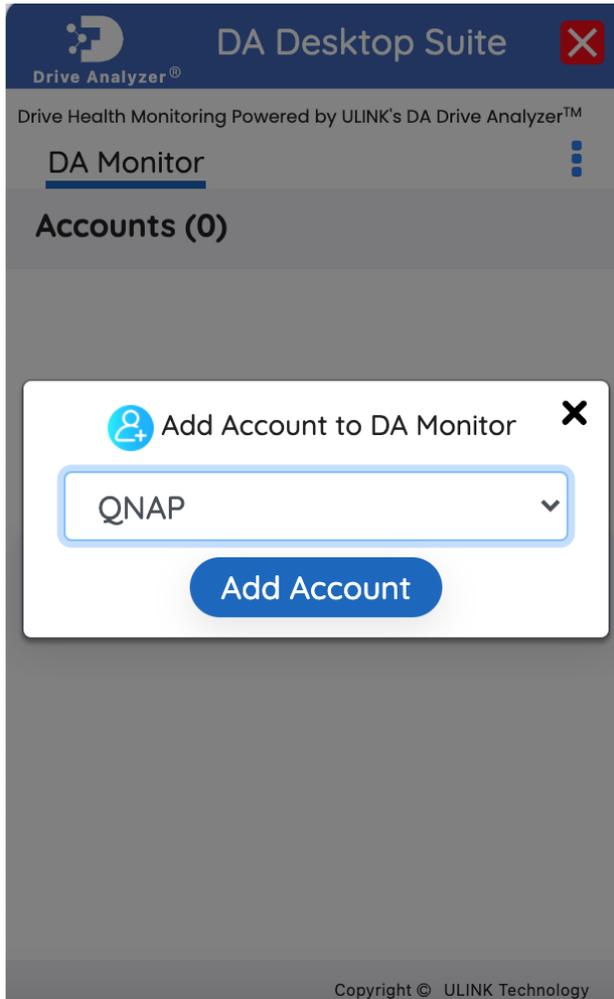
1. After installation is complete and the application is launched, you will see the homepage of DA Monitor. Click on "Add Account" to proceed with account addition.



2. Select an account type (typically the manufacturer of the host) from the drop-down menu that appears after clicking "Select Account Type" to add a QNAP account.



3. Click "Add Account."



4. You may be directed to an account login page. If so, please enter a UserID and Password and click "Sign in" to add the account.

QNAP Add Account

QNAP Account

Sign in to QNAP Account
to continue to ULINK

New user? [Sign up](#)

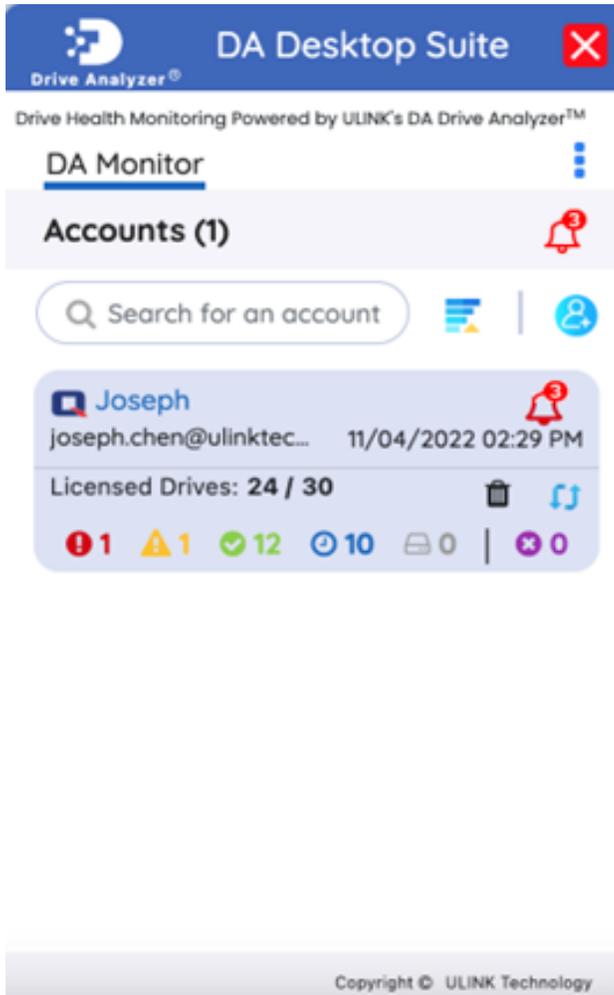
Email address or phone number

Password

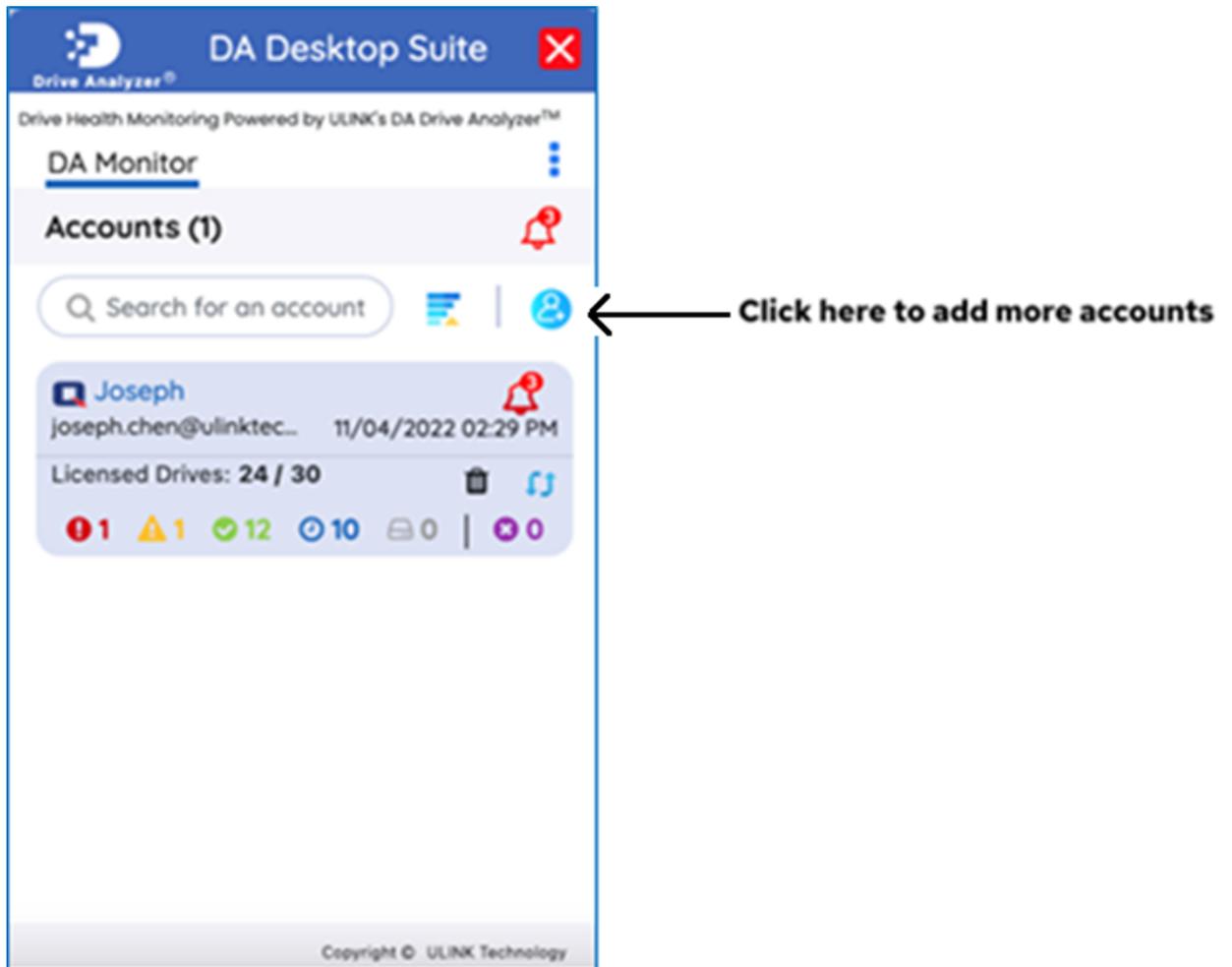
Sign in

[Privacy - Terms](#)

5. Next, you should be able to see the account's card on DA Monitor's homepage.



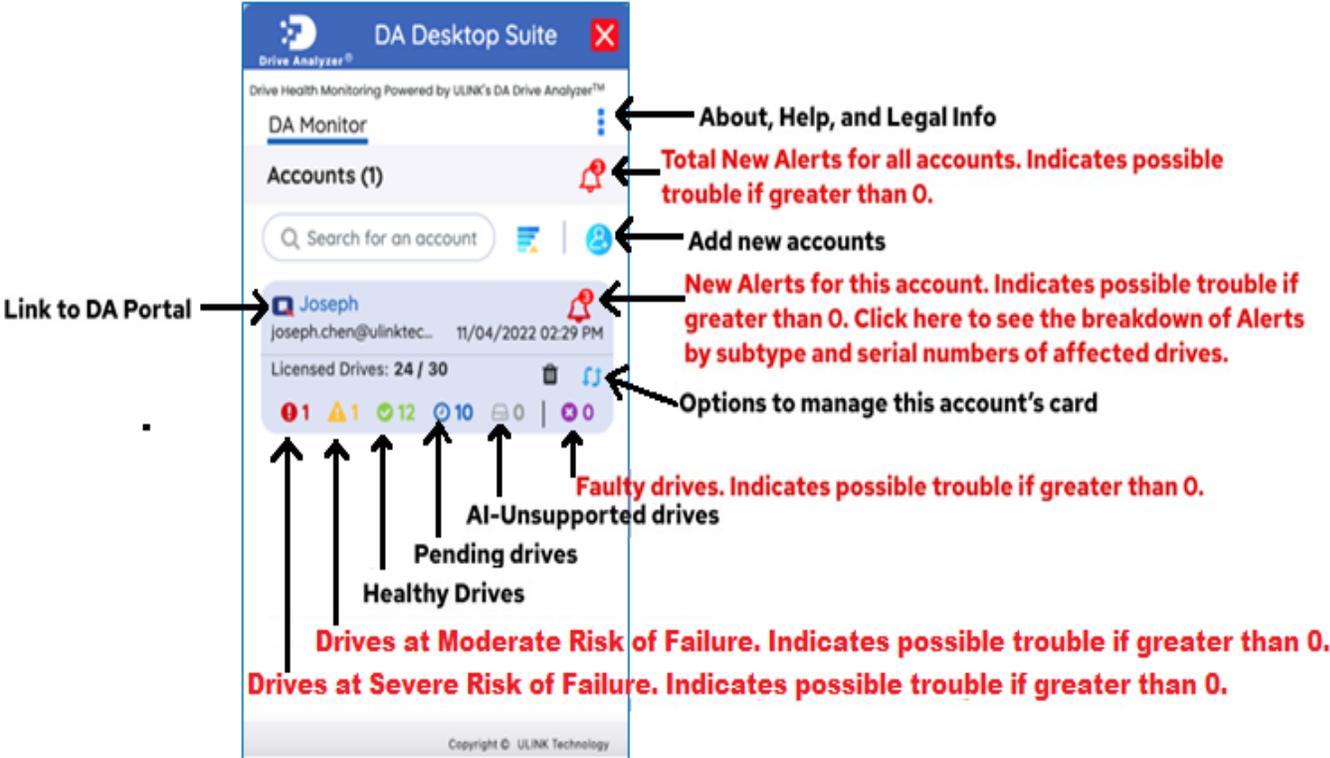
- To add more accounts, you can repeat the add account process by clicking the add account icon below the red Alert icon.

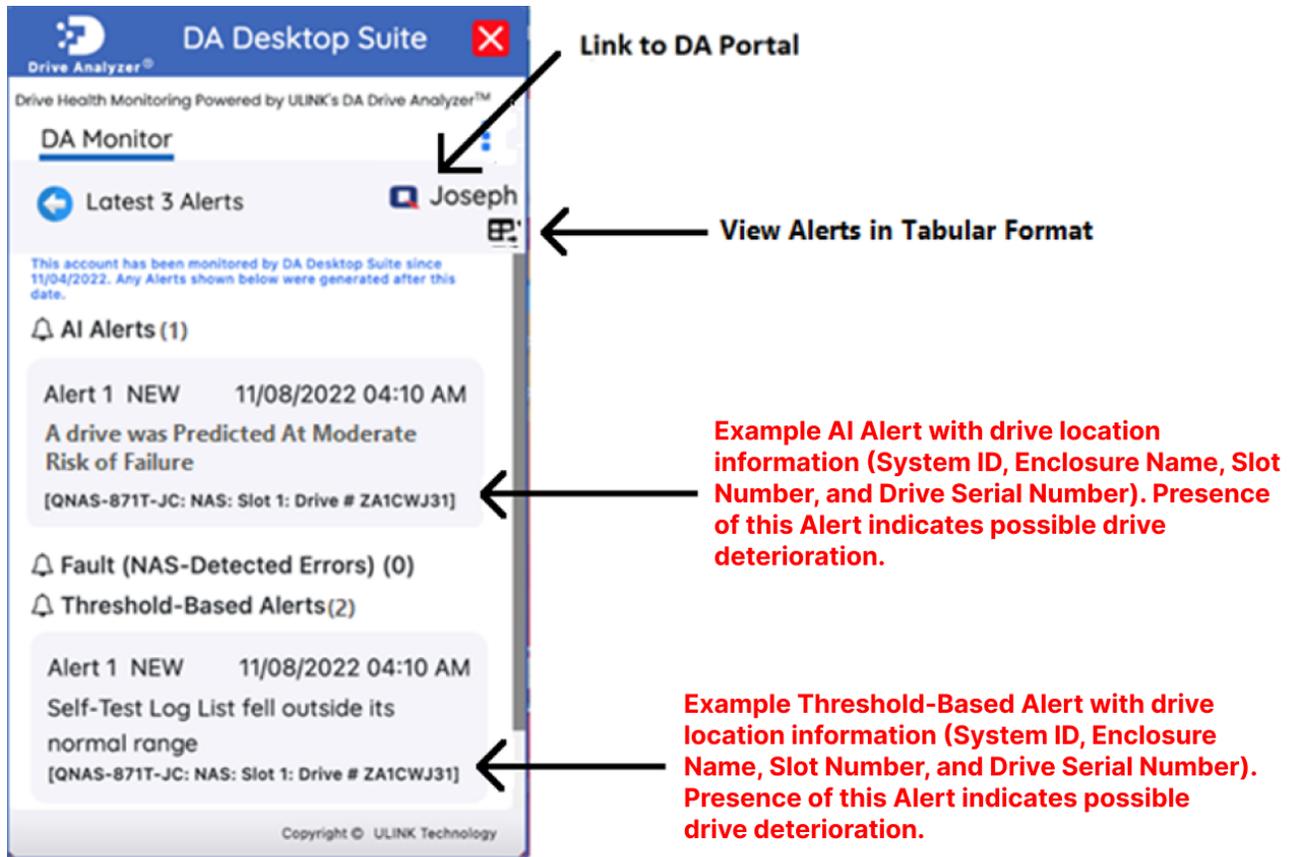


Get to Know DA Monitor's User Interface:

DA Monitor's homepage allows you to keep track of multiple warning signals for your drives. The image below specifies the meanings of various elements on DA Monitor's homepage.

Please refer to the Terms and Definitions section for more details about each term.





Clicking on the Bell Icon within an account card will take you to that account’s Alerts Page. The image below specifies the meanings of various elements within DA Monitor’s Alerts Page.

Please refer to the Terms and Definitions section for more details about each term.

Clicking on the Table icon will open a window showing all the alerts for this account in tabular format.

DA Desktop Suite - Alerts

Sr. No.	Account	NAS System	Enclosure	Slot	Drive Serial Number	Alert Date	Alert Category	Alert Description
1	Joseph	QNAS-871T-JC	NAS	1	ZA1CWJ31	11/08/2022 04:10 AM	AI Alerts	A drive was Predicted At Moderate Risk of Failure
2	Joseph	QNAS-871T-JC	NAS	1	ZA1CWJ31	11/08/2022 04:10 AM	Threshold-Based Alerts	Self-Test Log List fell outside its normal range
3	Joseph	QNAS-871T-JC	NAS	1	ZA1CWJ31	11/07/2022 04:10 AM	Threshold-Based Alerts	Number of Reallocation Logical Sectors fell outside its normal range