

Release Notes for Cisco NSS300 Series Smart Storage Transition From Firmware Version 1.5 to QNAP Version 3.5

October 2011

These Release Notes contain important information for the Cisco NSS300 Series Smart Storage transition from firmware version 1.5 to QNAP firmware version 3.5.

Important Notes

Firmware version 1.5.0 will be the last major software release for Cisco Smart Storage. Users can opt to transition to software from our development partner (QNAP) which will provide additional bug fixes and feature enhancements. QNAP will provide software support for Cisco users who wish to load QNAP firmware onto their devices. Visit www.qnap.com/cisco to learn more. All hardware-related issues will continue to be supported by Cisco. For any questions about support, please visit www.cisco.com/go/smallbizsupport.

NOTE Prior to upgrading to the QNAP firmware, upgrade your NSS300 Series Smart Storage device to the latest Cisco firmware version 1.5.0. Then upgrade to QNAP firmware 3.5.0 before upgrading to any higher version of QNAP firmware. Cisco only supports upgrading to QNAP firmware version 3.5.0 or within QNAP firmware versions 3.5.x.

Contents

This document includes the following topics:

- [Transition Disclaimers](#)
- [Downloading the QNAP Firmware](#)
- [Upgrading the Firmware](#)
- [Caveats](#)
- [Related Information](#)

Transition Disclaimers

NOTE Cisco Small Business Support Center engineers are unable to help troubleshoot NSS300 Series devices with the QNAP firmware. All software support for QNAP software will come from QNAP. Support options are posted at <http://www.qnap.com/cisco>.

- After you migrate a NSS300 Series Smart Storage device to the QNAP firmware, you are unable to reverse the transition back to Cisco firmware.
- Visit <http://www.qnap.com/cisco> for:
 - A list of feature differences between Cisco firmware version 1.5 and QNAP firmware version 3.5.
 - The link to download the latest QNAP NAS firmware.
 - The QNAP forum link to post specific questions about the QNAP features or support issues.
- The Mozy online backup feature and Cisco Access Now remote access are not supported in the QNAP firmware. After you transition to the QNAP firmware, you will not be able to use the Mozy online backup feature or the Cisco Access Now remote access.
 - It is recommended to disable and deactivate Mozy online backup and Cisco Access Now remote access before transitioning to QNAP firmware.
- The hardware warranty will still be processed by Cisco regardless of the software loaded on the device.

Downloading the QNAP Firmware

NOTE Prior to upgrading to the QNAP firmware, upgrade your NSS300 Series Smart Storage device to the latest Cisco firmware version 1.5.0. Then upgrade to QNAP firmware 3.5.0 before upgrading to any higher version of QNAP firmware. Cisco only supports upgrading to QNAP firmware version 3.5.0 or within QNAP firmware versions 3.5.x.

STEP 1 Visit <http://www.qnap.com/cisco> and download the latest QNAP firmware version 3.5.0.

Download the correct firmware for your model. The table below shows the correct base model references for the NSS300 Series Smart Storage devices.

Cisco Model	QNAP Model
NSS322	TS-259 Pro+
NSS324	TS-459 Pro+
NSS326	TS-659 Pro+

STEP 2 After downloading the QNAP firmware, you need to unzip the files. The NSS upgrade will NOT take a .zip or .dmg file. When you unzip the files, you will have an .img file. For example, TS-459_3.5.0_Build0815.img (Cisco NSS324 is QNAP TS-459Pro+).

STEP 3 Continue to [Upgrading the Firmware](#).

Upgrading the Firmware

NOTE After you migrate a NSS300 Series Smart Storage device to the QNAP firmware, you are unable to reverse the transition back to Cisco firmware.

This procedure describes how to upgrade the firmware on the NSS300 Series Smart Storage devices from the Network Attached Storage (NAS) interface.

From the *Administration > Firmware Upgrade* window, you can view the current firmware version and update the firmware on the NAS. The current NAS settings will not change while performing the firmware version update.

Release Notes



CAUTION As a precautionary measure, backup the NAS system configuration settings, important data, and system files before upgrading the firmware.



CAUTION Do not upgrade the firmware over a WAN or Wi-Fi link since an interruption in service can lead to corruption of the firmware upgrade process.

To upgrade the firmware:

STEP 1 Click **Administration > Firmware Upgrade** from the Navigation menu. The *Firmware Upgrade* window opens. The current firmware version is displayed.

STEP 2 Click **Browse** to locate the correct firmware file for the system update. Before updating the system, verify that the product model and firmware version you are going to update is correct.

For example, NSS322 is QNAP TS-259 Pro+, NSS324 is QNAP TS-459 Pro+, and NSS326 is QNAP TS-659 Pro+.

STEP 3 Click **Update The System**.

After this has completed, a message displays and asks you to reboot the system. Please wait patiently. A system log in window will automatically display after the successful update to the new firmware.

Caveats

The following was fixed in QNAP firmware version 3.5:

- Time Machine backup using new OS X Lion (10.7). You **MUST** upgrade the NSS to the final firmware version 1.5.0 before upgrading to the QNAP firmware.

Related Information

Support	
Cisco Small Business Support Community	www.cisco.com/go/smallbizsupport
Cisco Small Business Support and Resources	www.cisco.com/go/smallbizhelp
Phone Support Contacts	www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html
Cisco Small Business Firmware Downloads	<p>www.cisco.com/go/smallbizfirmware</p> <p>Select a link to download firmware for Cisco Small Business Products. No login is required.</p> <p>Downloads for all other Cisco Small Business products, including Network Storage Systems, are available in the Download area on Cisco.com at www.cisco.com/go/software (registration/login required).</p>
Product Documentation	
NSS322, NSS324, and NSS326 Smart Storage	www.cisco.com/go/smallbizsmartstorage
Cisco Small Business	
Cisco Partner Central for Small Business (Partner Login Required)	www.cisco.com/web/partners/sell/smb
Cisco Small Business Home	www.cisco.com/smb

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OL-26087-01