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FUJITSU STORAGE CELVIN NAS

TRANSITION FROM FUJITSU FIRMWARE TO QNAP QTS

Affected Product(s):	FUJITSU CELVIN NAS: Q805, Q905, QR806, QR1006, QE705, QE805, QE707, QE807
Affected Version(s):	FW 4.3.4.0931

SUBJECT / ISSUE

In order to keep the NAS up-to-date with latest feature additions, bug fixes and security improvements, users can opt to transition to QTS firmware from our trusted partner QNAP Systems Inc.

DETAILS / SOLUTION / WORKAROUND

Foreword

The pace of technological advancements and threats keeps accelerating. To make sure, our customer's NAS can stay compatible in such rapidly changing IT environments while staying secure against a growing variety of malicious software and attack vectors, frequent firmware updates are essential. In order to give customers a way to receive firmware updates in a more frequent and convenient way, Fujitsu Technology Solutions GmbH and QNAP Systems Inc. have decided together to offer a transition from the current Fujitsu firmware to the QNAP firmware called QTS. This will offer a more direct access to the latest developments for these NAS products.

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Supported products and new naming

With the latest QNAP QTS Firmware, users can expect various feature enhancements, bug fixes and security improvements compared to the currently available Fujitsu Firmware. Please note that after the transition, the product name and model will change according to following table:

Fujitsu Product	Model	Firmware		QNAP Product	Model	Firmware
CELVIN NAS	Q805	4.3.4.0931	will change to	TurboNAS	TS-453 Pro	4.4.1.1216
CELVIN NAS	Q905	4.3.4.0931	will change to	TurboNAS	TS-653 Pro	4.4.1.1216
CELVIN NAS	QR806	4.3.4.0931	will change to	TurboNAS	TS-463U-RP	4.4.1.1216
CELVIN NAS	QR1006	4.3.4.0931	will change to	TurboNAS	TS-863U-RP	4.4.1.1216
CELVIN NAS	QE705	4.3.4.0931	will change to	TurboNAS	TS-231	4.3.6.1286
CELVIN NAS	QE805	4.3.4.0931	will change to	TurboNAS	TS-431	4.3.6.1286
CELVIN NAS	QE707	4.3.4.0931	will change to	TurboNAS	TS-231P	4.4.1.1216
CELVIN NAS	QE807	4.3.4.0931	will change to	TurboNAS	TS-431P	4.4.1.1216

Before the transition

Due to various differences in features, architecture and configuration between Fujitsu Firmware and QNAP QTS, users are strongly advised to perform a full re-initialization directly after the transition. Otherwise, failure to connect to iSCSI targets and issues with various other applications are to be expected.

A backup of all user data on the NAS is necessary before starting the transition!

Fujitsu Technology Solutions GmbH and QNAP Systems Inc. will not accept responsibility for the loss of or the recovery of any data in any form.

Re-initialization Notes

Re-initialization means that any data on the NAS is deleted and NAS will start initial configuration wizard. Any configuration files created via the "Back up System Settings" under Fujitsu firmware will not work properly after the transition.

- RAID – will need to be re-established
- Apps – will need to be re-installed and configured
- Licenses – will need to be transferred / -re-activated
- Users / User Settings – will need to re-created and configured
- User groups – will need to be re-configured (incl. LDAP or AD)
- QSync – will need to be re-connected and configured
- Web server – will need to be re-established and configured
- iSCSI LUN & Targets – will need to be re-established and configured

After transition from Fujitsu firmware to QNAP QTS it is not possible reverse back to Fujitsu firmware!

License Transfer

In order to use existing top-up licenses for Surveillance Station bought from https://license.qnap.com, it is important to de-activate the licenses before the transition. Open the **Surveillance Station** App, navigate to **License Management**, click the Deactivate button and follow the steps. For help with the License Transfer, please contact QNAP support (refer to section QNAP Resources below).

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Support & Warranty
Fujitsu Service Desk still provides support for any issues within warranty regardless of the firmware loaded on the device.
To contact, please visit www.fujitsu.com/fts/contact/servicedesk
For warranty information, please visit https://support.ts.fujitsu.com/IndexWarranty.asp
For any issues related to Apps or Licenses after the transition, please contact QNAP support (refer to section QNAP Resources below).

List of differences after transition
- Additional features and services
- Easy check for firmware updates and more convenient installation via "Live Update"
- Optional access to QTS Beta program
- Dashboard News will be maintained by QNAP
- 3rd party Apps available in App Center
- Extended Help Center

Terms & Conditions
- For QNAP App Center and other QNAP services, QNAP terms and conditions apply.

Transition Instructions

- **Step 1:** Read the chapter **"Before the transition"** carefully and make sure, all data is backed up!

- Step 2: Please uninstall the „**Fujitsu Qfinder**", and install the „**QNAP Qfinder Pro**".
  You can download it via the following link https://www.qnap.com/de-de/utilities/essentials.

- **Step 3:** Install the latest Fujitsu firmware on your NAS. Firmware version must be **4.3.4.0931** before following next steps.
  Please refer to www.fujitsu.com/fts/download to download the latest version if necessary.

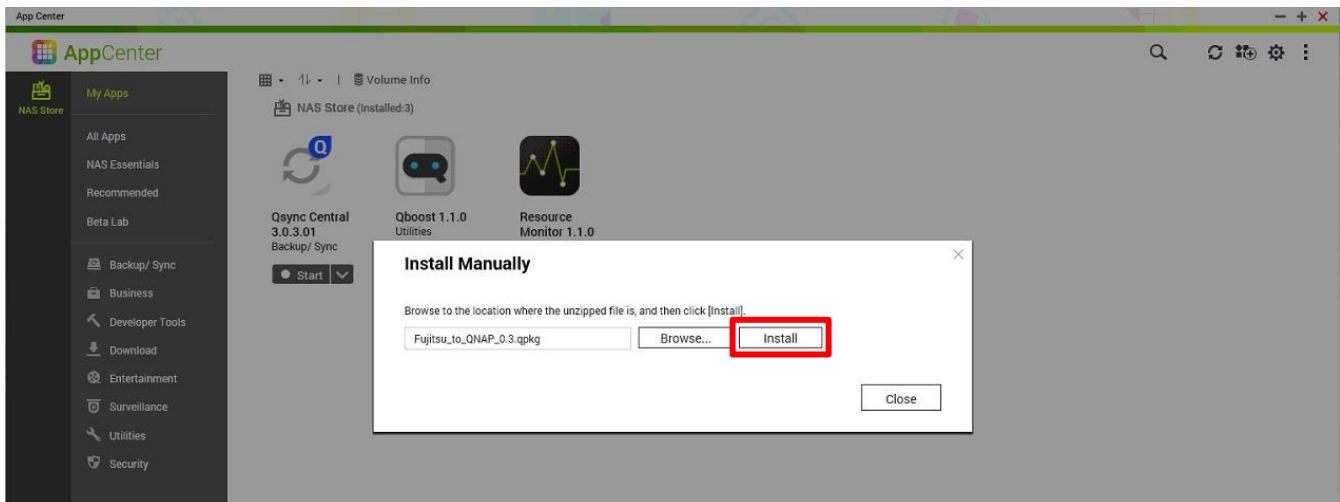- **Step 4:** Download the related QNAP transition firmware file for your model:

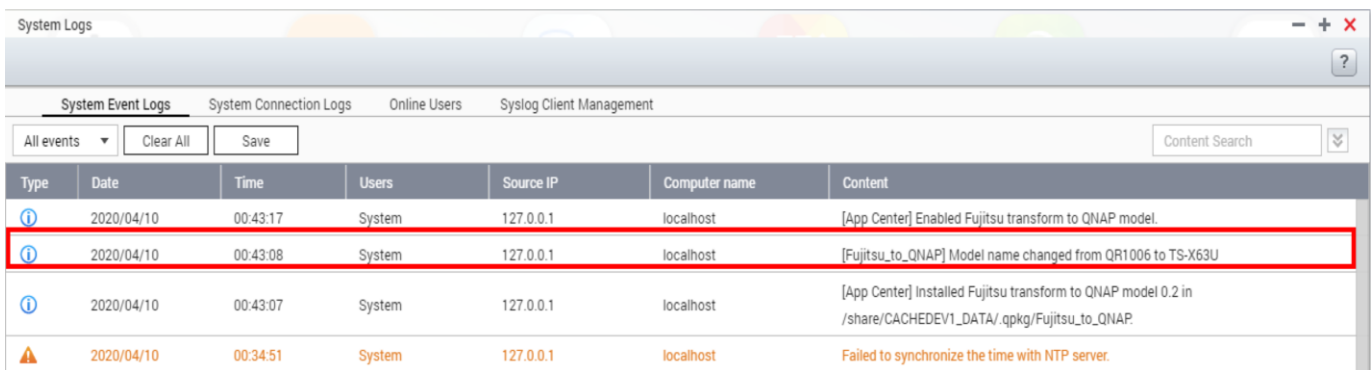| Model	Link
Q805	http://download.qnap.com/Surveillance/Fujitsu_download/TS-X53_20200214-4.4.1.1216.zip
Q905	or https://download.qnap.com/Storage/TS-X53/TS-X53_20200214-4.4.1.1216.zip
QR806	http://download.qnap.com/Surveillance/Fujitsu_download/TS-X63U_20200214-4.4.1.1216.zip
QR1006	or https://download.qnap.com/Storage/TS-X63U/TS-X63U_20200214-4.4.1.1216.zip
QE705	https://download.qnap.com/Storage/TS-X31/TS-X31_20200422-4.3.6.1286.zip
QE805	
QE707	http://download.qnap.com/Surveillance/Fujitsu_download/TS-131P_231P_431P_X31%2B_20200214-4.4.1.1216.zip
QE807	or https://download.qnap.com/Storage/TS-X41/TS-131P_231P_431P_X31+_20200214-4.4.1.1216.zip

(extract the ZIP file after download is completed)

- **Step 4.1**: Download the ZIP Files with the included **Fujitsu_to_QNAP_0.3.qpkg** and extract it.

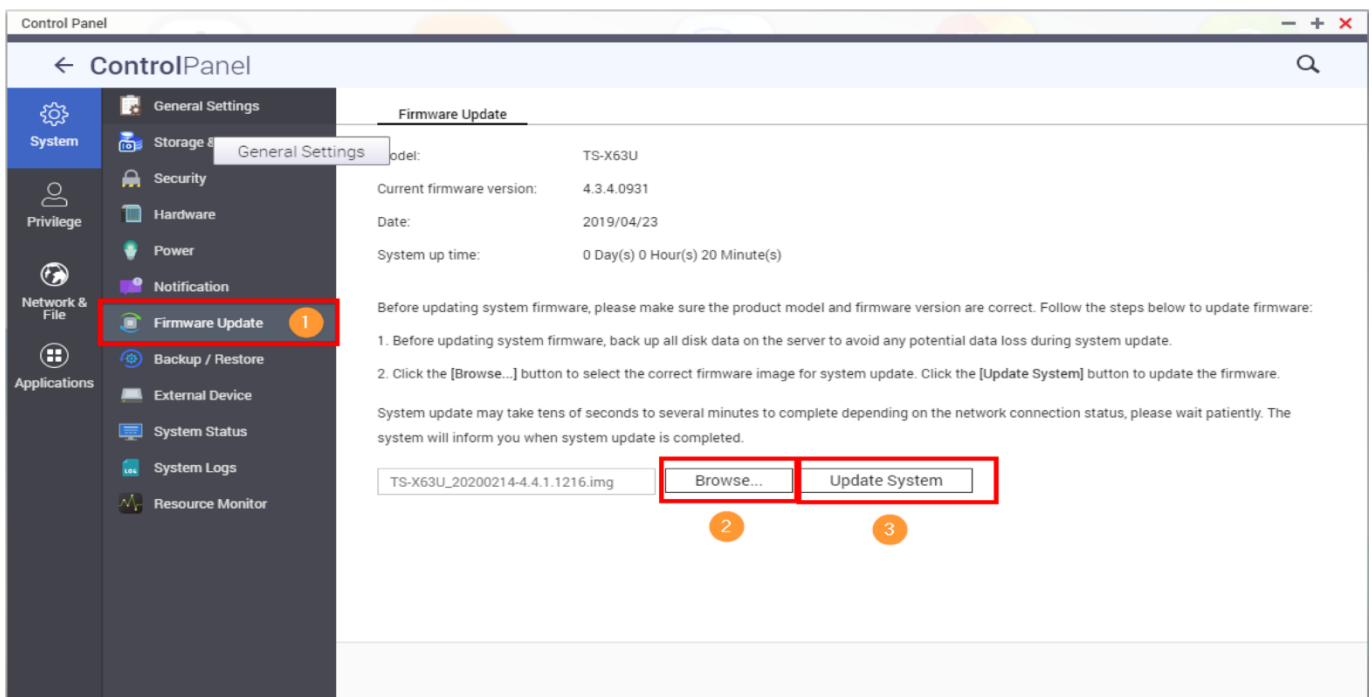https://support.ts.fujitsu.com/indexdownload.asp?Softwareguid=7f0733cf-0fc3-43c2-879a-3c5da2ff62e9

■ **Step 5:** Open the App Center and Install the **Fujitsu_to_QNAP_0.3.qpkg** in the App Center.

■ **Step 6:** Open **Control Panel > System > System Logs** to check if the QPKG is installed correctly.
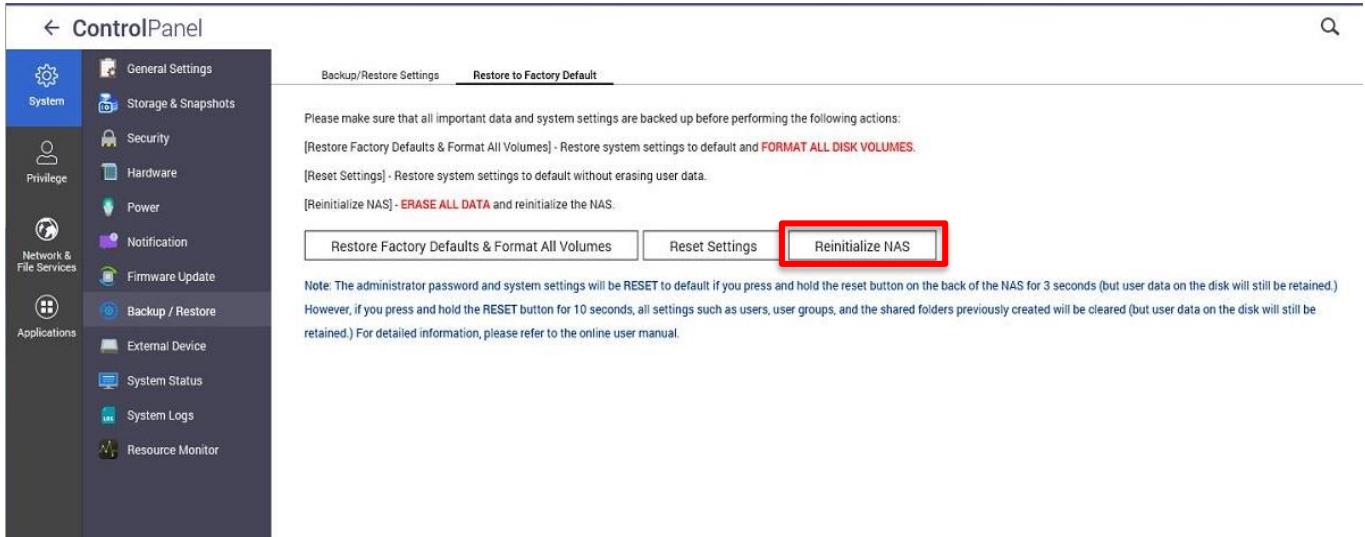

■ **Step 7:** Open **Control Panel > System > Firmware Update**, click **"Browse"** and provide the downloaded .IMG file, then click **"Update System"**

■ **Step 8:** Follow the on-screen instructions to install the new firmware. Restart the system for the new firmware to take effect.

■ **Step 9:** Navigate to **Control Panel › Backup / Restore › Restore to Factory Default** and click on **Reinitialize NAS**

■ **Step 10:** Follow the on-screen instructions to reinitialize the NAS.

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ADDITIONAL INFORMATION

QNAP Resources

- QNAP Support
  https://www.qnap.com/en/support-ticket

- QNAP User Manual
  https://docs.qnap.com/nas/

- QNAP Tutorials
  https://www.qnap.com/en/how-to/tutorial

- QNAP Downloads
  https://www.qnap.com/en/download

- QNAP Compatibility Lists
  https://www.qnap.com/compatibility

- QNAP App Center
  https://www.qnap.com/en/app_center

- QNAP Utilities
  https://www.qnap.com/en/utilities/essentials

- QNAP Security Advisories
  https://www.qnap.com/en/security-advisory

- QNAP Product Support Status
  https://www.qnap.com/en/product/eol.php

- QNAP NAS Community
  https://forum.qnap.com

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Global Technical Support
E-mail: technical.support@ts.fujitsu.com
Internet: https://ts.fujitsu.com/support