# DA Desktop Suite User Guide

## Overview :

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

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## Terms and Definitions :

1. **DA Desktop Suite**, a Windows PC based desktop application for DA Drive Analyzer, that contains two major components:
   a. **DA Monitor**, which is meant for monitoring drives at a glance on one or more devices and accounts.
   b. **DA Smartquest** [Launching Soon], which is meant for uploading drive health data and for user registration.
2. **DA Portal**, a web-based dashboard, is DA Drive Analyzer's most detailed user interface.
3. **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 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 indicators from 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** 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.
7. **DA Drive Analyzer** is a web-based service that monitors the health and performance of your hard 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, 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 Windows PC with OS Version 8 and onwards
➢ An Internet connection
➢ One or more QNAP user accounts

# Download and Install the Application :

1. To download DA Desktop Suite, please visit https://ulinktech.com/dadrivedownloads/ and click the download button to start the application download.
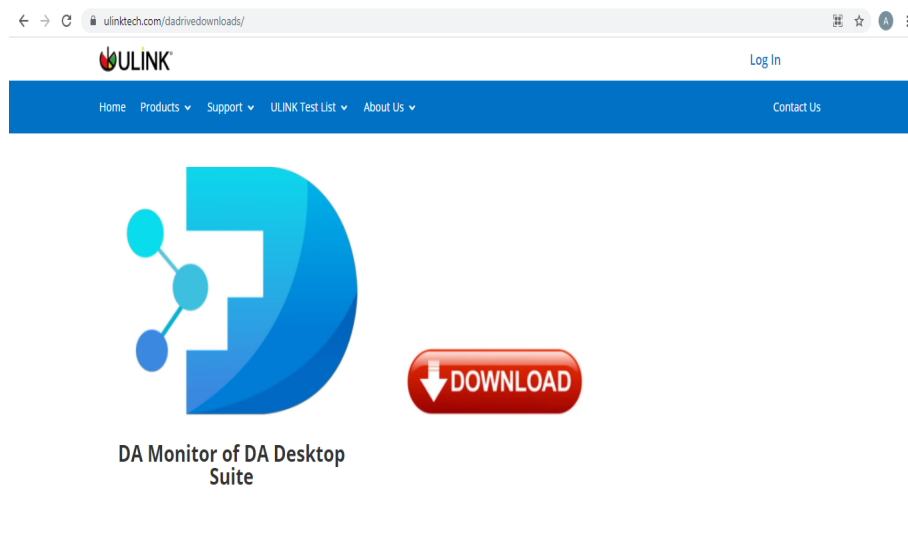


2. Upon downloading the installation file, double-click on the saved file to start the installation process. A prompt will appear to notify you about the unrecognized app. This

prompt may appear after you begin the installation. To proceed with the installation, please click 'More Info' and then click 'Run Anyway'.
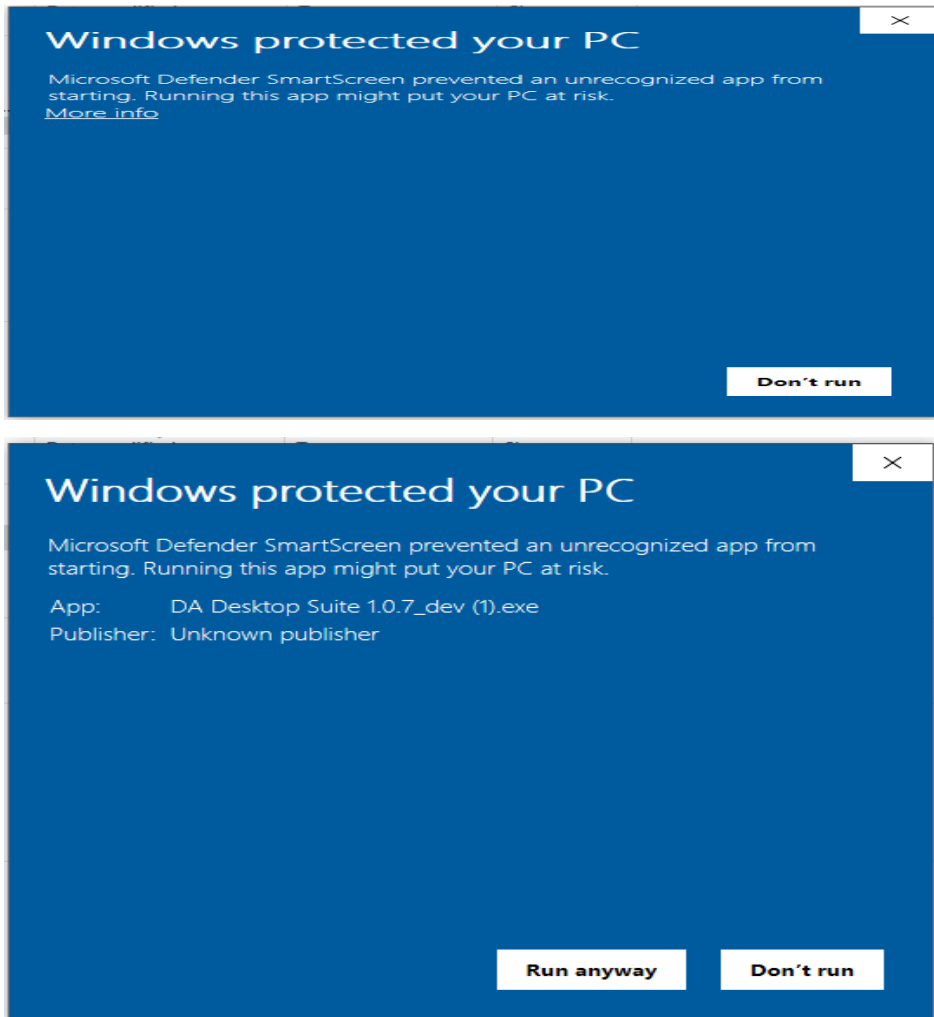




3. A pop up window will appear for the Software Subscription License Agreement, Privacy Policy, and Terms of Use. To proceed, please check the 'I accept the agreement' button and click 'Next.'
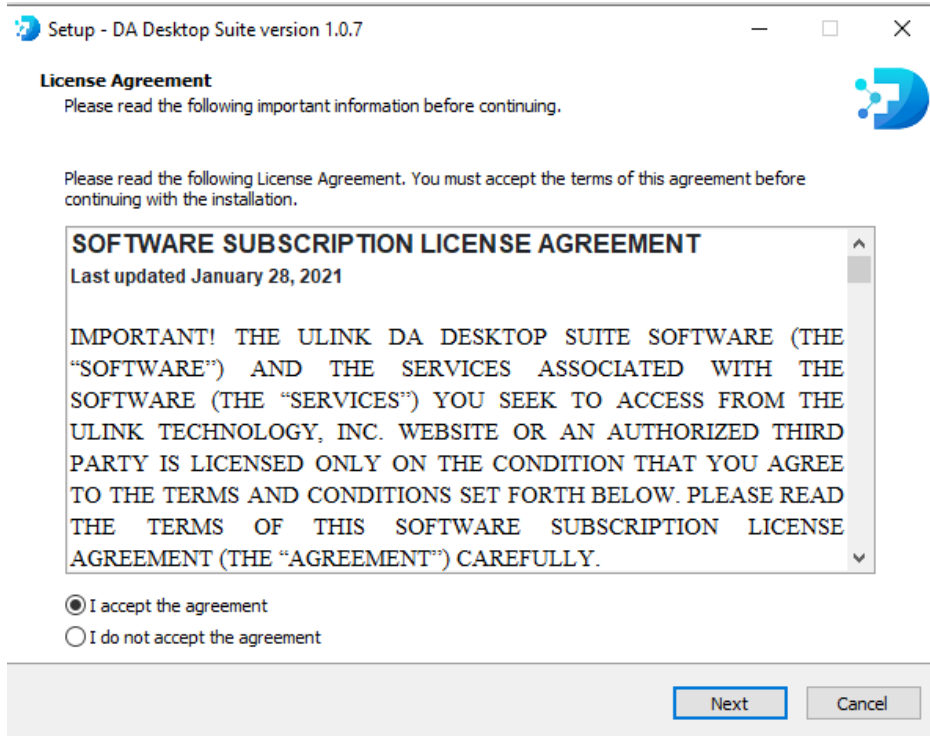
4. On the next screen, you will see check boxes to confirm if you wish to create a desktop shortcut and let the application launch itself on OS startup. Please check the required boxes and click 'Next.'
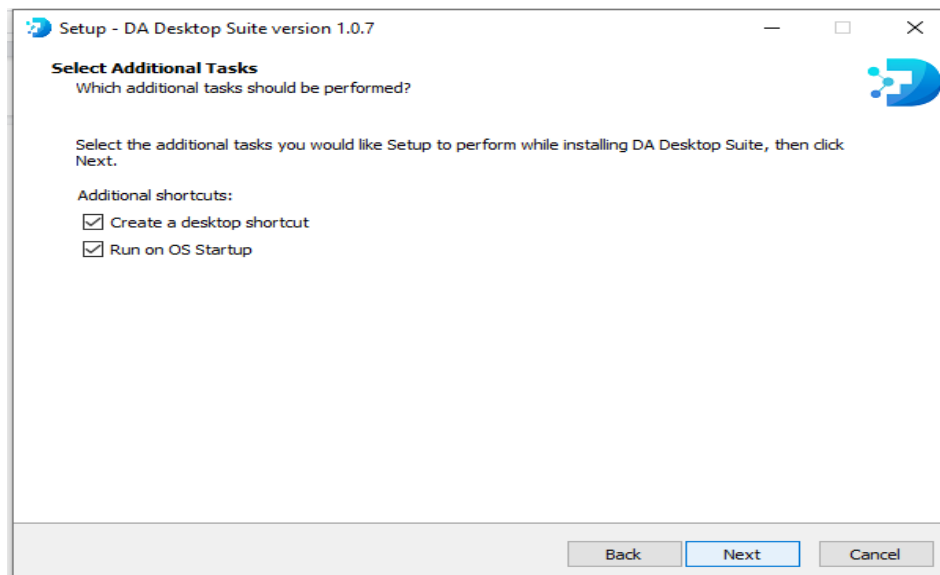


5. The installation process may take a few seconds. After completion, a completion pop up will appear. Please check the 'Launch DA Desktop Suite' box if you wish to use the application immediately. Otherwise, uncheck the box and click on the 'Finish' button.
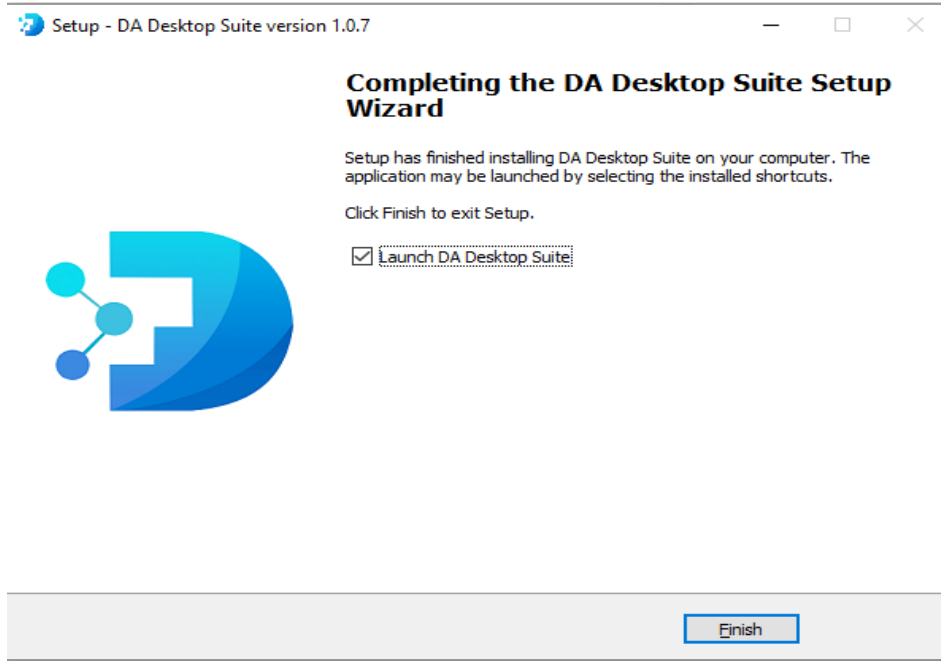
# Add Accounts on DA Monitor :

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.
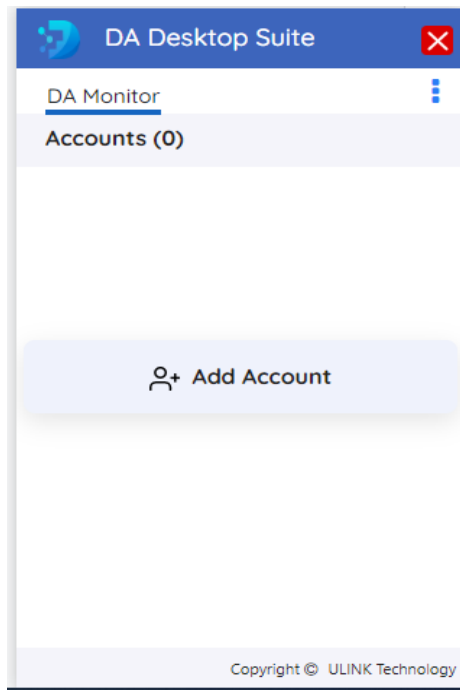
2. Select 'QNAP' from the drop-down menu that appears after clicking 'Select Account Type' to add a QNAP account.
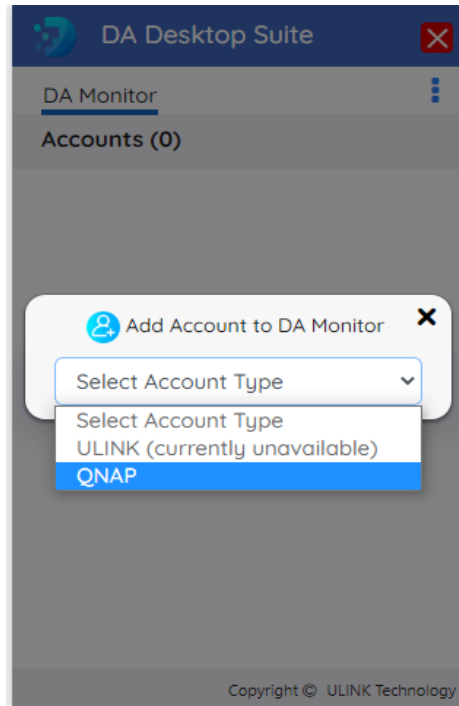


3. Click 'Add Account'.
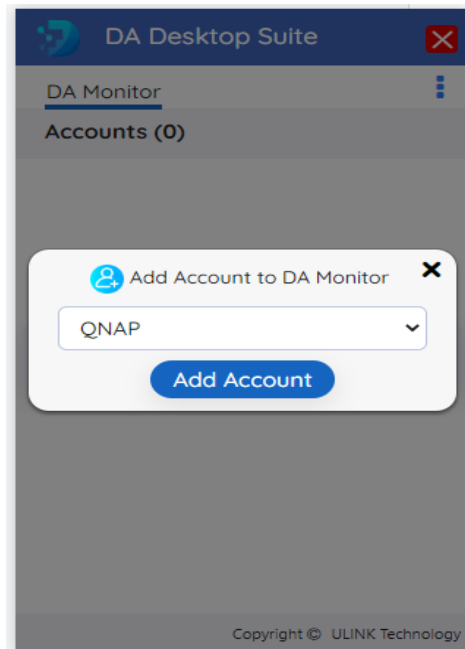


4. You will be directed to the QNAP login page. Please enter a UserID and Password and click 'Sign in' to add the account.
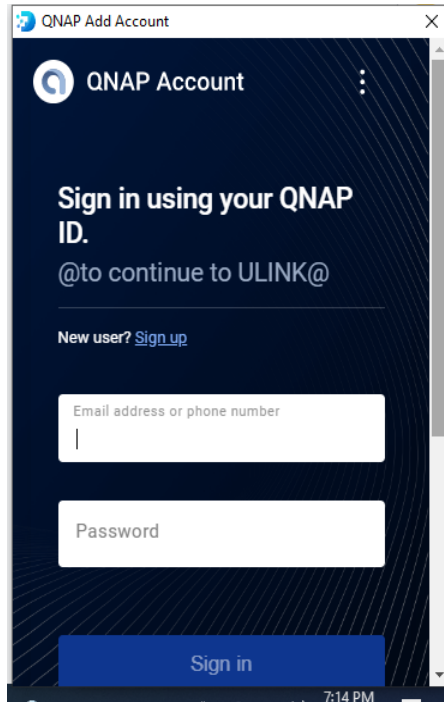
5. Once you complete the login process, you will be able to see the account card on DA Monitor's homepage.
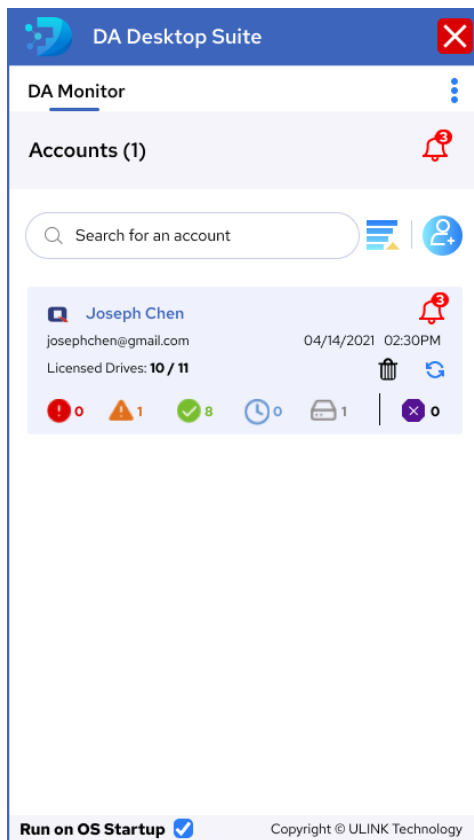
6. To add more accounts you can repeat the add account process by clicking the add account icon below the red Alert icon.
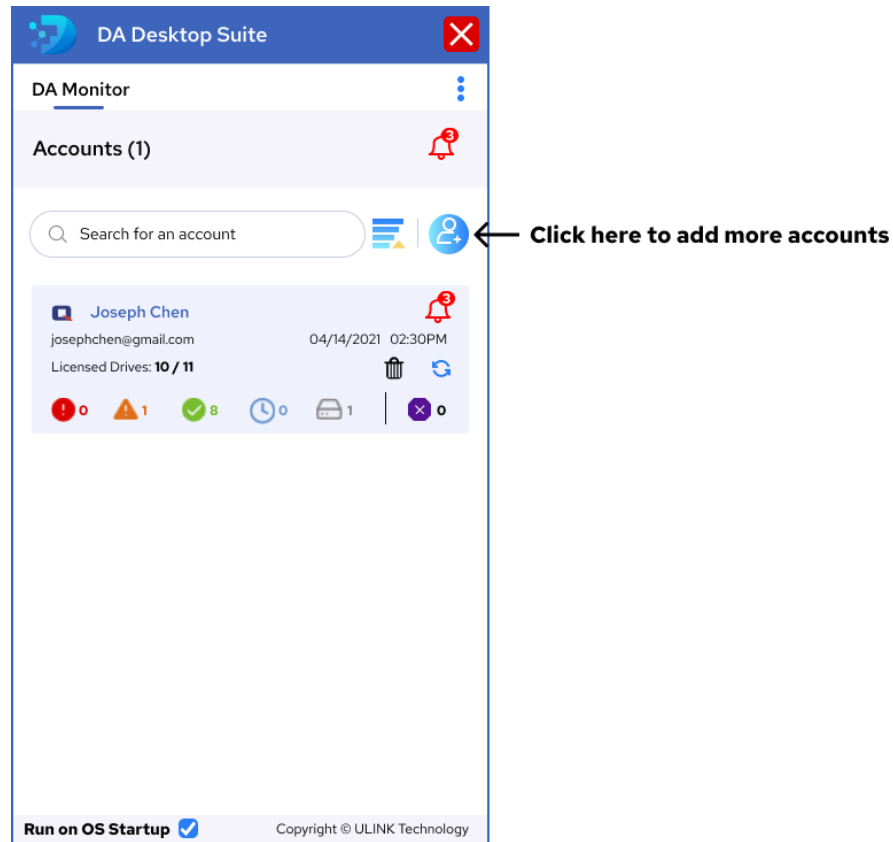


# Get to Know DA Monitor's User Interface:

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.

**DA Desktop Suite**

DA Monitor — About, Help, and Legal Info

Accounts (1) — Total New Alerts for all accounts. Indicates possible trouble if greater than 0.

Search for an account — Add new accounts

Link to DA Portal → Joseph Chen

josephchen@gmail.com     04/14/2021  02:30PM
Licensed Drives: **10 / 11**

New Alerts for this account. Indicates possible trouble if greater than 0. Click here to see the breakdown of Alerts by subtype and serial numbers of affected drives.

Options to manage this account's card

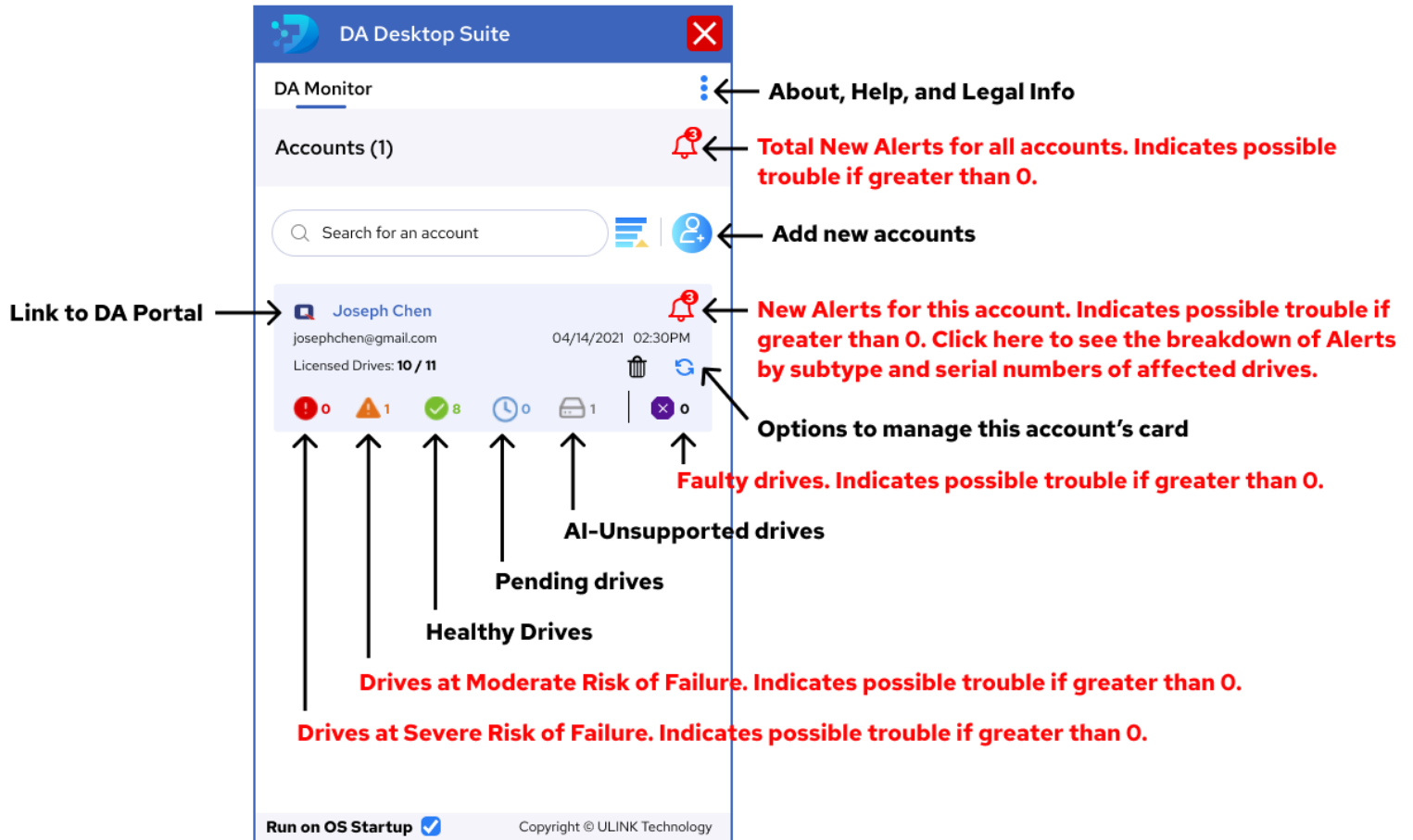Faulty drives. Indicates possible trouble if greater than 0.

AI-Unsupported drives

Pending drives

Healthy Drives

Drives at Moderate Risk of Failure. Indicates possible trouble if greater than 0.

Drives at Severe Risk of Failure. Indicates possible trouble if greater than 0.

**Run on OS Startup**     Copyright © ULINK Technology

Clicking on the Bell Icon within an account card will take you to that account's New Alerts. 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.

## DA Desktop Suite

### DA Monitor

← **New Alerts**                                    Joseph Chen

◻ ← **Link to DA Portal**

### AI Alerts (1)

| AI Alert 1 | 04/14/2021  01:30 PM |
|---|---|
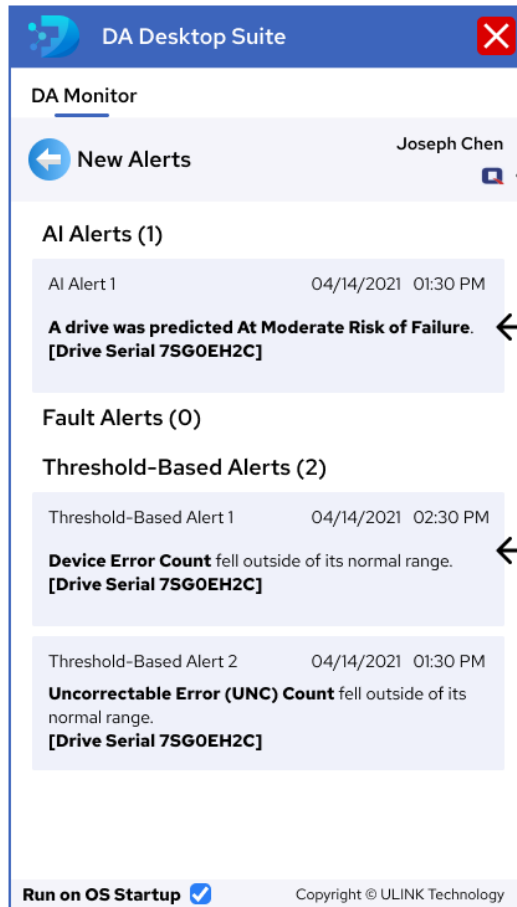
**A drive was predicted At Moderate Risk of Failure.
[Drive Serial 7SG0EH2C]**  ← **Example AI Alert along with the drive serial number of the affected drive. Presence of this Alert subtype indicates possible trouble.**

### Fault Alerts (0)

### Threshold-Based Alerts (2)

| Threshold-Based Alert 1 | 04/14/2021  02:30 PM |
|---|---|

**Device Error Count** fell outside of its normal range.
**[Drive Serial 7SG0EH2C]**  ← **Example Threshold-Based Alert along with the drive serial number of the affected drive. Presence of this Alert subtype indicates possible trouble.**

| Threshold-Based Alert 2 | 04/14/2021  01:30 PM |
|---|---|

**Uncorrectable Error (UNC) Count** fell outside of its normal range.
**[Drive Serial 7SG0EH2C]**

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