

The QNAP logo is displayed in white, bold, uppercase letters within a blue rounded rectangular box in the top-left corner of the page.

# QSW-M3224-24T

## User Guide

A decorative graphic at the bottom of the page features a complex network of interconnected nodes and lines. The nodes are represented by small circles in various colors (white, blue, black, red) and are connected by thin, light-colored lines. The overall effect is a sense of digital connectivity and data flow, set against a light blue background that transitions into a darker blue at the bottom.

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# 1. Important Information

## Original Packaging

Please keep the original packaging and packaging materials. If you want to return the product or send it for repairs, please use the original packaging to avoid damage.

QNAP reserves the right not to provide a refund or warranty service for products that are damaged due to improper packaging.

## Hardware Defects

If your QNAP product has hardware defects, return the product to QNAP or a QNAP-authorized service center for maintenance or replacement. Any attempt to repair or perform maintenance procedures on the product by you or an unauthorized third party invalidates the warranty.

QNAP is not responsible for any damage or data loss caused by unauthorized modifications and installation of unsupported third-party applications.

For details, see the [QNAP Warranty Terms and Conditions](#).

## Safety information

The following instructions help ensure personal safety and environmental safety. Read these instructions carefully before performing any operation.

### General Instructions

- The device should be stored in a secure location with restricted access, controlled through the use of a tool, lock and key, or any means of security.
- Only qualified, skilled, and authorized persons with knowledge of all restrictions, safety precautions, and installation and maintenance procedures should have physical access to the device.

### **WARNING**



To avoid potential injury or damage to components, ensure that the drives and other internal system components have cooled before touching them.



Observe electrostatic discharge (ESD) procedures to avoid potential injury or damage to components.

## Power

### WARNING



To reduce the risk of fire or electric shock, ensure that you only connect the power cord to a properly grounded electrical outlet.



To avoid serious injuries, a trained service technician must disconnect all PSU cords from the device before installing or replacing system components.

## Moving Parts

### WARNING



**Moving fan blades:** Keep your body parts away from any moving fan blades while the device is connected to a power source.



**Moving components:** Keep your body parts away from any other moving components.

The device is not suitable for use in locations where children are likely to be present.

## System Battery

### WARNING



#### INGESTION HAZARD

- This product may contain a button battery.
- Keep batteries out of reach of children.
- If swallowed, a lithium button battery can cause severe or fatal injuries within 2 hours.
- If you think batteries may have been swallowed or placed inside any part of the body, seek immediate medical attention.

- To avoid potential battery explosion, causing injury or damage to components, ensure that you replace the existing battery with a battery of the same type.
- Dispose of used batteries properly according to local regulations or the instructions of the battery manufacturer.

- Even used batteries may cause severe injury or death.
- Call a local poison control center for treatment information.
- For information on the type and voltage of the button battery in your device, please see the hardware specification table.
- Non-rechargeable batteries are not to be recharged.
- Do not force discharge, recharge, disassemble, heat, or incinerate. Doing so may result in injury due to venting, leakage, or explosion resulting in chemical burns.
- Ensure the batteries are installed correctly according to polarity (+ and -).
- Do not mix old and new batteries, or different brands or types of batteries, such as alkaline, carbon-zinc, or rechargeable batteries.
- Remove and immediately recycle or dispose of batteries from equipment not used for an extended period of time according to local regulations.
- Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the batteries, and keep them away from children.

## Rail Kits

Rackmount models may require rail kits for installation onto a server rack or cabinet.

To ensure equipment and personal safety, please carefully read the installation instructions for your rail kit before you install the rail kit and mount your device.

To check if your device is a rackmount unit, see the hardware specification table.

### **WARNING**

- When the rail kit is installed on the server rack, do not fully extend and unlatch the rails except when mounting or unmounting a device.
- Leaving the rails fully extended out and unlatched may cause heavy equipment to fall. This can cause equipment damage and severe or even fatal injuries.
- Before you prepare the rails for device mounting or unmounting, please carefully read and ensure you understand the installation instructions.
- Do not place any objects or add any extra load onto the device or rails when mounting or unmounting a device.
- When mounting a device, slide the device all the way into the server rack to fully latch the rails and secure the device to the server rack.

## 2. Product Overview

This chapter provides basic information about the QSW-M3224-24T switch.

### About the QSW-M3224-24T

The QSW-M3224-24T, a high-performance gigabit Ethernet switch, equips broadcast and AV environments with 24 dedicated 10 GbE RJ45 ports for uncompressed video and audio applications. Featuring Lite-Layer 3 routing capabilities accessible through QSS Pro, the QSW-M3224-24T empowers network administrators with granular control over routing, VLANs, and multicast, streamlining complex multi-stream workflows.

The switch provides dedicated management interfaces for secure control, configuration, and updates: a 1 GbE management port for exclusive access to the QSS Pro interface, and a USB-C console port for access to the command line interface (CLI) for diagnostic purposes.

### Hardware specifications

#### Tip

Model specifications are subject to change without prior notice. To see the latest specifications, go to <https://www.qnap.com>.

Component	QSW-M3224-24T
Processor	
CPU	Marvell® 98DX4550
Chipset	Marvell® 88F6821
Memory	8 Gb
Network interfaces	24 x 10G/5G/2.5G/1G/100M RJ45 ports
Management interfaces	<ul style="list-style-type: none"> <li>• Console ports: 1 x USB Type-C port</li> <li>• Management ports: 1 x Marvell® 88E1512 1 GbE port</li> </ul>
Interface	
Buttons	Switch reset
LEDs	

Component	QSW-M3224-24T
System	<ul style="list-style-type: none"> <li>• Status</li> <li>• Fan</li> <li>• Locator</li> </ul>
Ports	<ul style="list-style-type: none"> <li>• Speed</li> <li>• Link</li> <li>• Activity</li> </ul>
Dimensions	
Form factor	1U Rackmount
Dimensions (H x W x D)	44.2 x 438.5 x 190 mm (1.74 x 17.26 x 7.48 in)
Net weight	2.93 kg (6.46 lbs)
Others	
Power supply unit	100-240V, 50/60 Hz
Maximum power consumption	116.9 W
Fans	5 x 40 mm fan
Operating temperature	0°C to 40°C (32°F to 104°F)
Relative humidity	<ul style="list-style-type: none"> <li>• Non-condensing relative humidity: 5% to 95%</li> <li>• Wet-bulb temperature: 27°C (80.6°F)</li> </ul>
Security slot	Kensington security slot

## Package contents

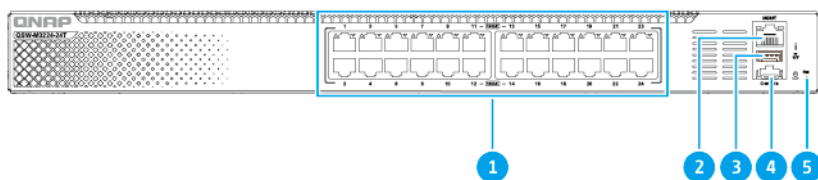
Item	Quantity
QSW-M3224-24T	1
Power cord	1
Rail kit	1



Item	Quantity
Quick Installation Guide (QIG)	1

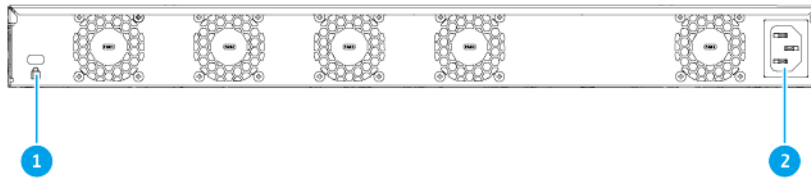
## Components

### Front panel



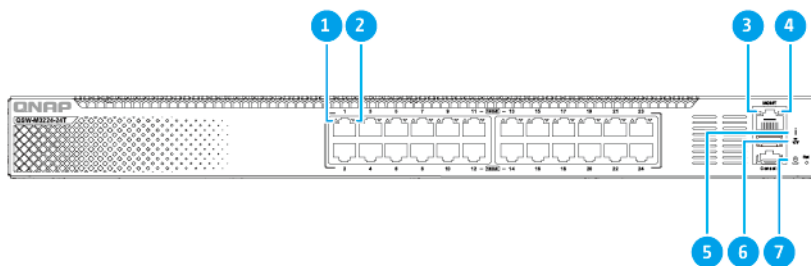
No.	Component	No.	Component
1	10 Gigabit Ethernet ports (RJ45)	4	Console port
2	Management port	5	Reset button
3	USB 2.0 Type-A port  <div style="border: 1px solid #ccc; padding: 5px; background-color: #f0f0f0;"> <p><b>Note</b> This port is dedicated for maintenance purposes by authorized personnel only.</p> </div>	-	-

## Rear panel



No.	Component	No.	Component
1	Kensington security slot	2	Power input

## Front panel LEDs



No.	Component	No.	Component
1	10 Gigabit Ethernet LED <ul style="list-style-type: none"> <li>• 10 Gigabit Ethernet activity</li> <li>• 10 Gigabit Ethernet 10 Gbps speed</li> <li>• 10 Gigabit Ethernet 100M/1G/2.5G/5G speed</li> </ul> <div style="background-color: #e6f2ff; padding: 5px; margin-top: 10px;"> <p><b>Note</b> The LED has an upward arrow shape, which indicates it applies to the upper port (in this case, port 1).</p> </div>	5	Status LED
2	10 Gigabit Ethernet LED <ul style="list-style-type: none"> <li>• 10 Gigabit Ethernet activity</li> <li>• 10 Gigabit Ethernet 10 Gbps speed</li> <li>• 10 Gigabit Ethernet 100M/1G/2.5G/5G speed</li> </ul> <div style="background-color: #e6f2ff; padding: 5px; margin-top: 10px;"> <p><b>Note</b> The LED has an downward arrow shape, which indicates it applies to the lower port (in this case, port 2).</p> </div>	6	Fan status LED
3	Management port link and speed LED	7	Locator LED
4	Management port activity LED	-	-

## 3. Installation and Access

This chapter provides specific hardware installation and switch access steps.

### Installation requirements

Category	Item
Environment	<ul style="list-style-type: none"> <li>• Room temperature: 0°C to 40°C (32°F to 104°F)</li> <li>• Non-condensing relative humidity: 5% to 95%</li> <li>• Wet-bulb temperature: 27°C (80.6°F)</li> <li>• Flat, anti-static surface without exposure to direct sunlight, liquids, or chemicals</li> <li>• Free from objects that may obstruct the switch ventilation or apply pressure to the switch or power cord.</li> </ul>
Hardware and peripherals	<ul style="list-style-type: none"> <li>• Computer or NAS</li> <li>• Network cable</li> </ul>
Tools	<ul style="list-style-type: none"> <li>• Phillips #1 or #2 screwdriver</li> <li>• Flat head screwdriver</li> <li>• Anti-static wrist strap</li> </ul>

### Setting up the switch

1. Place your switch in an environment that meets the requirements.  
For details, see [Installation requirements](#).
2. Connect the AC power cord on the switch to a working AC outlet.
3. Connect the switch to a computer or network.  
For details, see [Connecting the switch to a computer or network](#).
4. Log in to QSS Pro.

### Connecting the switch to a computer or network

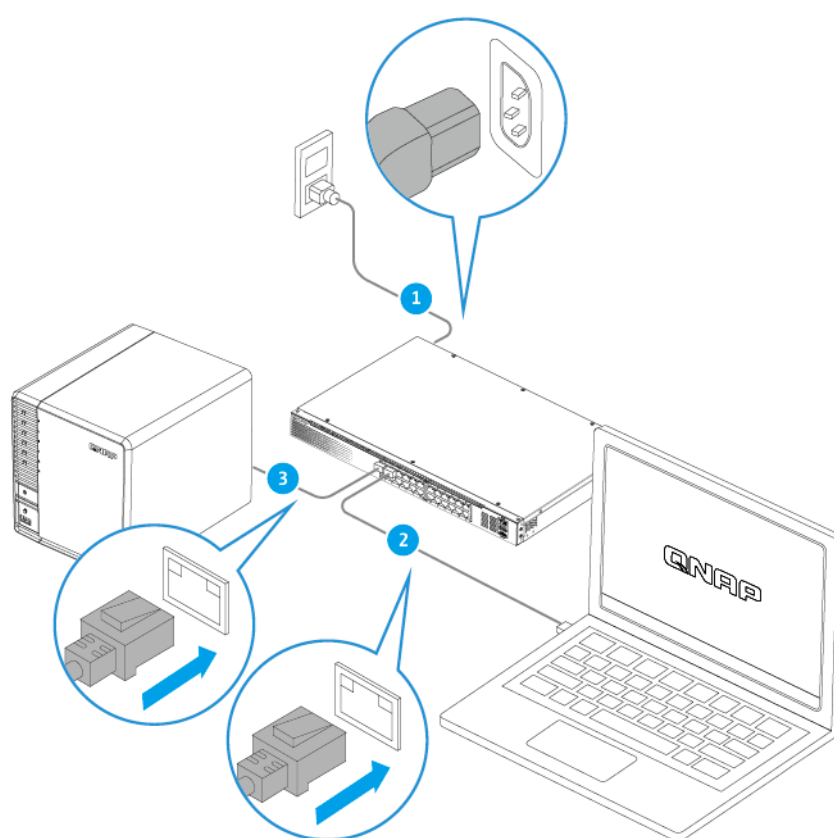
You can connect the switch to a computer or local area network. For details, see the following topics:

- [Connecting the switch to a computer](#)
- [Connecting the switch to a network](#)

## Connecting the switch to a computer

Connecting the switch to a QNAP NAS allows you to expand storage capacity and back up data to another NAS through network cable connections to a host port on the switch. However, you must connect the switch to a computer to configure the settings.

1. Connect the AC power cord on the switch to a working AC outlet.
2. Connect the switch to a computer.
  - a. Connect a network cable to the host port on the switch.
  - b. Connect the network cable to a Gigabit network port on the computer.
  - c. Optional: Connect the switch to the NAS.



3. Verify that the computer recognizes the switch.
  - a. Open Qfinder Pro on the host computer.

### Note

To download Qfinder Pro, go to <https://www.qnap.com/utilities>.

- b. Locate the switch on the list.

## Connecting the switch to a network

You can connect the switch to the local area network through the host port.

1. Connect the AC power cord on the switch to a working AC outlet.
2. Connect the switch to your local area network using the host port.
3. Run Qfinder Pro on a computer that is connected to the same local area network.

### Note

To download Qfinder Pro, go to <https://www.qnap.com/utilities>.

4. Locate the switch in the list and then double-click the name or IP address.  
The QSS login screen appears.
5. Enter your QSS login information.
6. Click **Log In**.

## Switch access

Method	Description	Requirements
Web browser	<p>You can access the switch using any computer on the same network if you have the following information:</p> <ul style="list-style-type: none"> <li>• Switch name (Example: <a href="http://example123/">http://example123/</a>) or IP address</li> <li>• Login credentials of a valid user account</li> </ul> <p>For details, see <a href="#">Accessing the switch using a browser</a>.</p>	<ul style="list-style-type: none"> <li>• Computer that is connected to the same network as the switch</li> <li>• Web browser</li> </ul>
Qfinder Pro	<p>Qfinder Pro is a desktop utility that enables you to locate and access QNAP devices on a specific network. The utility supports Windows, macOS, and Linux.</p> <p>For details, see <a href="#">Accessing the switch using Qfinder Pro</a>.</p>	<ul style="list-style-type: none"> <li>• Computer that is connected to the same network as the switch</li> <li>• Web browser</li> <li>• Qfinder Pro</li> </ul>

## Accessing the switch using a browser

You can access the switch using any computer on the network if you know its IP address and the login credentials of a valid user account. QNAP switches support DHCP client configuration by default for IP assignment. When connected to a network, the switch automatically obtains an IP address from a DHCP server.

**Note**

- If you do not know the IP address of the switch, you can locate it using Qfinder Pro.
- If the switch is not connected to a DHCP supported network, you can access the switch web interface by changing the IP address of the computer to 169.254.100.102.
- The default IP address of the switch is 169.254.100.101.

1. Verify that your computer is connected to the same network as the switch.
2. Open a web browser on your computer.
3. Type the IP address of the switch in the address bar.  
The login page appears.
4. Specify the username and password.

Default Username	Default Password
admin	For details on the default password, see <a href="#">this FAQ</a> .

5. Click **Login**.

The **Overview** page appears.

**Important**

After setting up the switch, ensure that you change the IP address of the computer to the original configuration.

## Accessing the switch using Qfinder Pro

1. Install Qfinder Pro on a computer that is connected to the same network as the switch.

**Tip**

To download Qfinder Pro, go to <https://www.qnap.com/utilities>.

2. Open Qfinder Pro.  
Qfinder Pro automatically searches for all QNAP devices on the network.
3. Locate the switch in the list, and then double-click the name or IP address.  
The login page appears.

4. Specify the username and password.

Default Username	Default Password
admin	For details on the default password, see <a href="#">this FAQ</a> .

5. Click **Login**.

The **Overview** page appears.

**Important**

After setting up the switch, ensure that you change the IP address of the computer to the original configuration.



## 4. Basic Operations

This chapter describes basic switch operations.

### Reset button

Operation	User Action	Result
Basic system reset	Press and hold the button for 5 seconds.	The following settings are reset to default: <ul style="list-style-type: none"> <li>• The <code>admin</code> account is automatically enabled.</li> <li>• System administrator password: For details on the default password, see <a href="#">this FAQ</a>.</li> </ul>
Advanced system reset	Press and hold the button for 10 seconds.	The default factory settings are restored.

### LEDs

LEDs indicate system status and related information when the switch is powered on. The following LED information applies only when the switch is connected to the network.

For details on the location of the LEDs, see [Front panel LEDs](#).

#### System Status LED

Status	Description
Green	<ul style="list-style-type: none"> <li>• The device is ready.</li> <li>• The firmware is updated.</li> <li>• The password has been reset.</li> <li>• The device has been reset to factory default settings.</li> </ul>

Status	Description
Flashes green	<ul style="list-style-type: none"> <li>The device is being initialized.</li> <li>The firmware is being updated.</li> </ul> <div style="background-color: #fff9c4; padding: 10px; margin: 10px 0;"> <p><b>Important</b> When updating the firmware, do not remove the power cord, and do not force-exit the application.</p> </div> <ul style="list-style-type: none"> <li>The device is being reset.</li> <li>The device password is being reset.</li> </ul>
Red	<ul style="list-style-type: none"> <li>A system error occurred.</li> <li>A network loop was detected.</li> <li>The system is overheating.</li> <li>A fan error occurred.</li> </ul> <div style="background-color: #e0e0e0; padding: 10px; margin: 10px 0;"> <p><b>Note</b> For more details, check the system logs.</p> </div>
Off	<ul style="list-style-type: none"> <li>The device is powered off.</li> <li>The device is ready for password reset.</li> <li>The device is ready for factory reset.</li> </ul>

### Locator LED

Status	Description
Flashes amber	<p>The device is being located.</p> <div style="background-color: #e0e0e0; padding: 10px; margin: 10px 0;"> <p><b>Note</b> The locator LED flashes for 30 minutes when the locator function is enabled.</p> </div>
Off	<p>The locator function is disabled.</p>

## 10 Gigabit Ethernet LED

Status	Description
Green	The network connection is operating at 10 Gbps.
Flashes green	The device is being accessed from a 10 GbE network.
Amber	The network connection is operating at 100 Mbps, 1 Gbps, 2.5 Gbps, or 5 Gbps.
Flashes amber	The device is being accessed from a 100 Mbps, 1 Gbps, 2.5 Gbps, or 5 Gbps network.
Off	<ul style="list-style-type: none"> <li>• There is no cable connected to the port.</li> <li>• Auto-negotiation failed.</li> <li>• Link speed mismatch occurred.</li> <li>• Port link-up failure.</li> <li>• The port is disabled using the switch interface.</li> <li>• A network loop was detected and loop protection has disabled the port.</li> </ul>

## Management RJ45 Speed LED

Status	Description
Green	The network connection is operating at 1 Gbps.
Amber	The network connection is operating at 100 Mbps.
Flashes green or amber	Data is being transmitted.
Off	There is no network connection.

## Management RJ45 Link and Activity LED

Status	Description
Amber	The management port is operating as an uplink port.
Flashes amber	Data is being transmitted.
Off	There is no network connection.

## 5. QSS Pro

### About QSS Pro

QSS Pro is a network switch management system designed to provide comprehensive functionalities for controlling, monitoring, and optimizing network switches. It offers a robust suite of management features, including Lite-Layer 3 functionalities such as routing, Domain Name System (DNS) services, and Dynamic Host Configuration Protocol (DHCP) services.

QSS Pro empowers users to efficiently manage and optimize their switch infrastructure, including inter-network communication and device configuration.

### Getting started

1. Log in to the switch as an administrator.  
The default administrator account is `admin`.  
For details, see [Switch access](#).
2. Configure the system settings.  
For details, see [System settings](#).
3. Configure port settings and other network settings.  
For details, see [Network management](#).

### Network management

Basic network configuration of the switch includes port management, VLAN configuration, configuration of various protocols, traffic management via quality of service (QoS), and access control lists (ACLs).

### Configuring port settings

1. Log in to QSS Pro.
2. Go to **Configuration > Port Management**.
3. Go to **Port Configuration**.
4. Identify a port or LAG.
5. Configure the settings.

Setting	Description
<b>State</b>	Enables or disables the switching port
<b>Port Name</b>	Specify a port name between 1 and 24 characters.

Setting	Description
<b>Speed</b>	Allows the port speed to be auto-negotiated or controlled using the selected speed
<b>Flow Control</b>	<p>In QSS, asymmetric flow control allows independent configuration of flow control mechanisms for incoming and outgoing traffic on a switch port.</p> <ul style="list-style-type: none"> <li>• <b>Disabled:</b> The port operates without flow control mechanisms.</li> <li>• <b>Bidirectional (TX/RX):</b> Dynamically adjusts both incoming and outgoing traffic for coordinated congestion management on the network.</li> <li>• <b>Transmitting (TX):</b> Regulates outgoing traffic to connected devices when nearing overload to ensure smooth data flow.</li> <li>• <b>Receiving (RX):</b> Implements congestion control by temporarily pausing data reception when nearing capacity, allowing the connected device to adjust its transmission rate.</li> </ul>

6. Under **State**, click  to enable the interface.

7. Click **Save**.

QSS saves the settings.

## Adding a VLAN

A virtual LAN (VLAN) groups multiple network devices together and limits their broadcast domain. Members of a VLAN are isolated and network traffic is only sent between group members.

Each VLAN is assigned a specific VLAN identification number. The **VLAN** screen displays information about existing VLANs and provides access to VLAN configuration options.

1. Log in to QSS Pro.
2. Go to **Configuration > VLAN**.
3. Click **Add**.  
The **Add VLAN** window opens.
4. Specify a VLAN ID.
5. Select ports to include in the VLAN.

### Note

Only tagged ports can belong to multiple VLANs.

6. Click **Save**.

QSS Pro adds the VLAN.


## Adding a link aggregation group (LAG)

The Link Aggregation Control Protocol (LACP) allows you to combine multiple switching ports into a single logical network interface. This ensures increased throughput and provides redundancy. In case of port failure, traffic continues on the remaining ports.


The **Link Aggregation** page displays information about existing link aggregation groups and provides access to configuration options.

### Warning

To prevent network loop errors during the LAG configuration process, do not connect the switch to other devices using more than one network cable until after you have configured LAGs on all the devices. You can enable loop protection to avoid network loops in the connected network.

1. Log in to QSS Pro.
2. Go to **Configuration > Link Aggregation**.
3. Identify a group.
4. Click .  
The **Edit Group** window opens.
5. Configure the group settings.

Setting	Description
<b>Mode</b>	<p>Controls the link aggregation mode for the group</p> <ul style="list-style-type: none"> <li>• <b>LACP:</b> Uses IEEE 802.3ad protocol to send Link Aggregation Control Protocol Data Units (LACPDUs) to connected devices to establish a link aggregation. This allows you to control the bundling of several physical links into a logical link.</li> <li>• <b>Static:</b> Establishes link aggregation without the LACP protocol</li> </ul> <div style="background-color: #fff9c4; padding: 10px; margin-top: 10px;"> <p><b>Important</b></p> <p>Ensure that you configure the LAG before connecting cables to the switch to avoid creating a data loop.</p> </div>
<b>Port Configuration</b>	<p>Specifies which ports are included in the group</p> <div style="background-color: #e1eef6; padding: 10px; margin-top: 10px;"> <p><b>Note</b></p> <p>Ensure that you configure the same settings for all the member ports in a LAG.</p> </div>

6. Click **Save**.  
The **Edit Group** window closes.
7. Configure the load-balancing algorithm settings.  
The selected load-balancing algorithm for LAGs dictates traffic distribution across member links, influencing factors like throughput optimization and redundancy effectiveness.
  - a. Next to **Load balance algorithm**, click .  
The **Load-Balancing Algorithm Settings** window appears.
  - b. Select the algorithm.
  - c. Click **Save**.  
The **Load balance algorithm** window closes.

QSS Pro updates the group settings.

#### Note

When assigning a LAG to a VLAN, QNAP recommends removing individual LAG port members from the VLAN, and then adding the entire group to the VLAN as required. If individual port members are not removed, the VLAN is reset to its default settings.

## Configuring MC-LAG (multichassis link aggregation group) settings

This section details the configuration options for MC-LAG on QSS Pro. MC-LAG aggregates physical links across multiple switches, appearing as a single logical LAG to connected devices, enhancing redundancy, load balancing, and simplifying network management.

#### Important

Ensure identical MC-LAG configuration across all member switches for proper operation.

1. Log in to QSS Pro.
2. Go to **Configuration > MC-LAG**.
3. Click **Settings**.  
The **MC-LAG Settings** window appears.
4. Specify the VLAN ID.
5. Specify an IP address for inter-chassis control protocol (ICCP) communication.
6. Specify the IP subnet mask.
7. Select one or more ports.
8. Select one or more link aggregation groups.

**9. Click **Save**.**

QSS saves the MC-LAG configuration.

**10. On the **MC-LAG** page, click .**

QSS Pro enables MC-LAG on the switch.


## Managing Rapid Spanning Tree Protocol (RSTP) settings



RSTP provides rapid convergence of the spanning tree and builds a loop-free topology for the switch network. RSTP allows you to enable backup links in case an active link fails.

### Note

- RSTP is disabled by default.
- The default bridge priority for the switch is 32768.

## Enabling or disabling RSTP

1. Log in to QSS Pro.
2. Go to **Configuration > RSTP > RSTP Configuration**.
3. Next to **RSTP**, click  to enable the RSTP function.
4. Identify a port.
5. Enable or disable RSTP on the port.

Toggle State	Description
	Click to enable the RSTP function.
	Click to disable the RSTP function.

**6. Click **Save**.**

QSS Pro saves the setting.

## Setting bridge priority

You can configure the RSTP bridge priority of the switch in the RSTP configuration field.

1. Log in to QSS Pro.
2. Go to **Configuration > RSTP > RSTP Configuration**.



3. Enable RSTP.

**Note**

For details, see [Enabling or disabling RSTP](#).

4. Select the RSTP bridge priority from the drop-down list.

**Note**


- The default bridge priority is 32768.
- For root bridge priority, QNAP recommends setting the value to zero.

5. Click **Save**.

QSS Pro updates the RSTP bridge priority.


## Configuring loop protection settings

A loop occurs when data packets are continually forwarded between ports. Network loops often lead to a significant drop in network performance. Enabling loop protection allows you to disable the affected interface temporarily to avoid network degradation.

1. Log in to QSS Pro.
2. Go to **Configuration > Loop Protection**.
3. Next to **Loop protection**, click .
4. Specify how much time after detecting a loop to disable the port.

**Note**

- The default shutdown time is 180 seconds.
- The value must be from 0 to 604800 seconds.

5. Under **Action**, click  to enable loop protection on specific ports or all ports.
6. Click **Save**.



QSS Pro saves the settings.

## Enabling or disabling LLDP

The Link Layer Discovery Protocol (LLDP) uses periodic broadcasts to advertise device information over the network and discover neighboring devices. This protocol operates by establishing a distributed database and gathering information from neighboring ports connected by a network link.

The **LLDP** page displays information about detected devices and allows you to enable or disable LLDP.

1. Log in to QSS Pro.
2. Go to **Configuration > LLDP > LLDP Configuration**.
3. Enable or disable LLDP.

Toggle State	User Action
	Click to enable the LLDP function.
	Click to disable the LLDP function.




4. Click **Save**.

QSS Pro saves the setting.

## Configuring IGMP snooping

The Internet Group Management Protocol (IGMP) manages IP multicast group memberships. IP hosts and adjacent multicast routers use IGMP to establish multicast group memberships.

The **IGMP Snooping** page displays information about detected IGMP groups and provides access to IGMP snooping configuration options.

1. Log in to QSS.
2. Go to **Configuration > IGMP Snooping > IGMP Snooping Settings**.
3. Next to **IGMP Snooping**, click .  
QSS enables IGMP snooping.
4. Next to **Multicast Flood Blocking**, click .  
Enable multicast flood blocking to ensure efficient forwarding of multicast traffic by directing packets only to interested devices.
5. Under **Action**, click .  
The **Edit IGMP Snooping Settings** window appears.
6. Configure the IGMP snooping settings.
  - a. Select the IGMP snooping state.
  - b. Optional: Enable IGMP querier to send periodic query packets to multicast groups to avoid multicast traffic loss.
  - c. Optional: Enable fast leave to improve the responsiveness of multicast group membership changes.
  - d. Optional: Select a static route port to act as the designated router for multicast traffic.
7. Click **Save**.


QSS Pro saves the IGMP snooping settings.

## Configuring AV over IP settings

AV over IP (Audio-Visual over Internet Protocol) transmits digital audio and video streams over Ethernet networks, enabling efficient and scalable AV signal distribution by utilizing existing infrastructure. AV over IP utilizes managed switches to prioritize and secure the real-time transmission of audio and video streams over an IP network.

### Important

Enabling IGMP snooping, fast leave, IGMP querier, and multicast flood blocking, and configuring appropriate VLANs are crucial first steps for configuring AV over IP on your switch.

1. Log in to QSS.
2. Go to **Configuration > IGMP Snooping**.
3. Click **AV over IP**.
4. Select a preconfigured VLAN ID.
5. Next to **AV over IP**, click .
6. Click **Save**.

QSS enables AV over IP on the switch.

## Managing access control list (ACL) entries

ACLs allow you to handle network traffic in a switch by using controlled rule sets. Each ACL rule is a user-created set of conditions that the switch uses to determine whether a data packet can pass through the network. If the data packet matches an existing ACL rule, the switch then uses the rule to determine whether to permit or deny the packet. If there is no matching ACL rule or there are no ACL rules, the switch applies a default rule.

You can use ACLs to control host access to different parts of a network or to control traffic forwarding or blocking at the switch level.

## Adding an IP address-based ACL rule

1. Log in to QSS Pro.
2. Go to **Configuration > ACL > By IP Address**.
3. Click **Add**.  
The **Add ACL - IP Address** window opens.

#### 4. Configure the ACL settings.

Setting	User Action
<b>ACL No.</b>	This value must be from 1 to 255.
<b>Source</b>	
<b>IP Address</b>	Specify the IP address of an incoming connection.
<b>Subnet Mask</b>	Specify the subnet mask used by an incoming connection.
<b>Destination</b>	
<b>IP Address</b>	Specify the IP address being accessed by a source connection.
<b>Subnet Mask</b>	Specify the subnet mask being accessed by a source connection.  <div style="background-color: #fff9c4; padding: 10px; border: 1px solid #ccc;"> <p><b>Important</b></p> <p>If a source is not specified, set the subnet mask to 255 . 255 . 255 . 255. If set to 255 . 255 . 255 . 0, the entry will be configured for the whole subnet.</p> </div>
<b>Port</b>	Select specific ports to apply the ACL rule, or select <b>All</b> to apply the rule to all ports.
<b>Permission</b>	Specify the type of permission type used for this ACL entry. <ul style="list-style-type: none"> <li>• <b>Allow:</b> Allows access for the configured IP addresses.</li> <li>• <b>Deny:</b> Restricts access for the configured IP addresses.</li> </ul>

#### Note

If the source or destination field is left blank, the permission setting is applied to all connections.

#### 5. Click **Save**.

QSS Pro adds the IP address-based ACL rule.

## Adding a MAC address-based ACL rule

1. Log in to QSS Pro.
2. Go to **Configuration > ACL > By MAC Address**.
3. Click **Add**.  
The **Add ACL - MAC Address** window opens.

#### 4. Configure the ACL settings.



Setting	User Action
<b>ACL No.</b>	Specify a number between 1 and 255.
<b>Source</b>	
<b>MAC address</b>	Specify the source MAC address.
<b>Destination</b>	
<b>MAC address</b>	Specify the destination MAC address.
<b>Port</b>	Select specific ports to apply the ACL rule, or select <b>All</b> to apply the rule to all ports.
<b>Permission</b>	Select one of the following: <ul style="list-style-type: none"> <li>• <b>Allow:</b> Allows access for the configured IP addresses.</li> <li>• <b>Deny:</b> Restricts access for the configured IP addresses.</li> </ul>

#### 5. Click **Save**.

QSS Pro adds the MAC address-based ACL rule.

## Configuring QoS settings

Quality of service (QoS) enables the switch to examine incoming packets and classify them into groups to prioritize certain traffic over others. You can classify these packets based on the type of traffic, source, or destination address. QSS allows you to configure and enable traffic policies on the switch ports using two QoS classification techniques, Differentiated Services Code Point (DSCP) and class of service (CoS).

1. Log in to QSS Pro.
2. Go to **Configuration > QoS > QoS**.
3. Next to **QoS**, click . QoS is enabled on the switch.
4. Identify a port or LAG.
5. Under **DSCP**, click . DSCP is enabled on the switch port.

- Specify a CoS value to assign to incoming packets.

#### Note

- When DSCP is enabled on a port, incoming packets are tagged with the specified CoS value. The packets are then processed in order of priority according to their CoS value and which queue the CoS value is mapped to.
- QSS uses CoS 802.1p priority tag values which range from 0 to 7. By default, they are each mapped to the queue of the same number, where queue 0 receives the lowest priority and queue 7 the highest priority. To change the default mappings, see [Mapping CoS values to queues](#).
- QSS does not override the CoS values of incoming packets that have already been assigned CoS values.

- Click **Save**.

QSS Pro saves the QoS settings.

## Mapping CoS values to queues

QSS Pro supports 8 queues for each switch port. Different queues receive different priority in the network traffic, where queue 0 receives the lowest priority and queue 7 receives the highest priority.

By default, CoS values 0-7 each map to the queue of the same number. Therefore, a data packet with CoS value 0 would be put in queue 0 and processed last, after data packets with higher CoS values have been processed. However, you can change this default mapping by assigning different queues to the CoS values. You can also assign the same queue to more than one CoS value.

- Log in to QSS Pro.
- Go to **Configuration > QoS > CoS Mapping**.
- Assign a queue for each CoS value.
- Click **Save**.

QSS Pro saves the mappings.

## Mapping DSCP values to queues

Differentiated Services Code Point (DSCP) is a field in the header of an IP packet that is used to provide QoS optimization. You can map DSCP values to queues to determine the priority of incoming IP packets based on their DSCP values.

Queue 0 receives the lowest priority, while queue 7 receives the highest priority.


By default, QSS Pro assigns the following queues to the following DSCP value ranges.

DSCP Values	Queue
0-7	0
8-15	1
16-23	2
24-31	3
32-39	4
40-47	5
48-55	6
56-63	7

1. Log in to QSS Pro.
2. Go to **Configuration > QoS > DSCP Mapping**.
3. Assign a queue number to each DSCP value.
4. Click **Save**.

QSS Pro saves the mappings.

## Configuring QoS rate limits

1. Log in to QSS Pro.
2. Go to **Configuration > QoS > Rate Limits**.
3. Identify a port.
4. Click .  
The **Configure Rate Limiting** window opens.
5. Specify the ingress rate between 1 and 1000 Mbps.
6. Specify the egress rate between 1 and 1000 Mbps.

### Tip

Select **Unlimited** to allow unlimited ingress or egress traffic.

7. Click **Save**.


QSS Pro saves the rate limit settings.

**Tip**

To enable rate limits on multiple ports simultaneously, click **Multiple Port Configuration**.

## Optimizing intelligent AV streaming


Intelligent AV streaming optimization utilizes algorithms for dynamic bandwidth allocation and prioritization of audio/visual traffic, ensuring smooth streaming through packet classification and congestion control.

1. Log in to QSS Pro.
2. Go to **Configuration > QoS**.
3. Click **Intelligent AV Streaming Optimization**.
4. Click .
5. Click **Save**.

QSS Pro enables intelligent AV streaming optimization.

## Configuring port mirroring

Port mirroring is a network monitoring technique that copies data packets from one or more source ports and transmits it to a dedicated destination port for analysis and troubleshooting.

1. Log in to QSS Pro.
2. Go to **Configuration > Port Mirroring**.
3. Next to **Port Mirroring**, click .  
QSS Pro enables port mirroring.
4. Select a destination port.
5. For each source port, select the traffic mirroring direction.

Mirroring Direction	Description
<b>Disabled</b>	Mirroring is disabled on the port
<b>Both</b>	Mirrors all packets to the destination port
<b>Egress</b>	Mirrors only outgoing packets to the destination port
<b>Ingress</b>	Mirrors only incoming packets to the destination port

6. Click **Save**.

QSS Pro saves the settings.



## Adding a static MAC address

To improve frame forwarding efficiency between LAN ports, the network switch maintains a MAC address table that maps MAC addresses to LAN ports of connected devices. You can manually add a MAC address to the table, which allows the switch to retain the MAC entry even after a reboot.

1. Log in to QSS Pro.
2. Go to **Configuration > MAC Address Table > Static MAC Address**.
3. Click **Add**.  
The **Add Static MAC Address** window opens.
4. Configure the MAC address settings.
  - a. Specify a MAC address.
  - b. Specify a VLAN ID.
  - c. Select a switching port or LAG.
5. Click **Save**.  
The **Add Static MAC Address** window closes.

QSS Pro adds the MAC address.

## Configuring the dynamic MAC address aging timer

The **MAC address table** (in **Configuration > MAC Address Table > MAC Address Table**) registers the source MAC addresses of all incoming traffic. The aging timer deletes a MAC address entry from the table if there has been no incoming traffic from that MAC address after the specified period.

1. Log in to QSS Pro.
2. Go to **Configuration > MAC Address Table > Dynamic MAC Address**.
3. Specify the dynamic MAC address aging time.
4. Click **Save**.

QSS Pro saves the dynamic MAC address aging time.



### Tip

If you want to manually clear all entries in the MAC address table, go to **Configuration > MAC Address Table**, and then click **Clear Table**.


## Configuring the management port and IPv4 interface settings

### Note

- You can add up to 32 VLAN interfaces.
- Each VLAN interface can be assigned with an IPv4 address and an IPv6 address.

1. Log in to QSS Pro.
2. Go to **Configuration > IP Configuration**.
3. Click **IPv4 Interface Settings**.
4. Optional: Configure the management port settings.  
Users can access the switch through a dedicated management port without being affected by network congestion or malfunction.
  - a. Next to **Management Port**, click .
  - b. Identify the IPv4 interface.
  - c. Under **Action**, click .  
The **Edit Management Port Interface** window appears.
  - d. Configure the IP settings.

Setting	Description
<b>DHCP</b>	If the network supports DHCP, the interface automatically obtains the IP address and network settings.
<b>Static</b>	Manually assign a static IP address. You must specify the following information: <ul style="list-style-type: none"> <li>• Fixed IP address</li> <li>• Subnet mask</li> <li>• Gateway</li> </ul>

- e. Click **Save**.
5. Optional: Configure the IPv4 interface settings.  
The IPv4 interface allows users to access the switch through the ports that are also used for network traffic management.
    - a. Next to **IPv4 Interface**, click .
    - b. Click **Add**.  
The **Add IPv4 Interface** window appears.

c. Configure the IP settings.

Setting	Description
<b>VLAN ID</b>	Select a preconfigured VLAN ID from the drop-down list.
<b>DHCP</b>	If the network supports DHCP, the interface automatically obtains the IP address and network settings.
<b>Static</b>	Manually assign a static IP address. You must specify the following information: <ul style="list-style-type: none"> <li>• Fixed IP address</li> <li>• Subnet mask</li> </ul>

d. Click **Save**.

6. Click **Save**.

QSS Pro saves the IPv4 settings.

## Configuring IPv6 settings

1. Log in to QSS Pro.

2. Go to **Configuration > IP Configuration**.

3. Click **IPv6 Interface Settings**.

4. Click **Add**.

The **Add IPv6 Interface** window appears.

5. Select a VLAN ID.

6. Select an IP address assignment method.

- **DHCP:** The adapter automatically acquires an IPv6 address and DNS settings from the DHCPv6-enabled server.
- Manually assign a static IP address to the adapter. You must specify the following information:
  - IPv6 address
  - Prefix length



### Tip

Obtain the prefix length information from your network administrator.

7. Click **Save**.

QSS Pro saves the IPv6 interface settings.

**Tip**

You can edit or delete IPv6 interfaces by clicking  or  respectively.

## Configuring DNS server settings

1. Log in to QSS Pro.
2. Go to **Configuration > IP Configuration**.
3. Click **DNS Settings**.
4. Click **Add**.  
The **Add DNS Server** window appears.
5. Select a preference number to determine the order in which the system tries to contact the DNS servers.
6. Select the IP version.
7. Specify the IP address.
8. Click **Save**.

QSS Pro saves the DNS server settings.

## Static route settings

You can create and manage static routes in the **Routing** page. Under normal circumstances, the router automatically obtains routing information after it has been configured for internet access. Static routes are only required in special circumstances, such as having multiple IP subnets located on your network.

QSS Pro maintains distinct routing tables for IPv4 and IPv6 traffic, ensuring proper separation and handling of each type of network communication.

## Adding an IPv4 static route

1. Log in to QSS Pro.
2. Go to **Configuration > Routing**.  
The **IPv4 Static Route** page appears.
3. Click **Add**.  
The **Add IPv4 Static Route** window appears.
4. Optional: Next to **Default route**, click .  
The static route is selected as the default routing interface.
5. Specify a static IP address where connections are routed to.
6. Specify the IP address of the destination's subnet mask.

7. Specify the gateway IP address of the interface that will act as the next hop for this route.
8. Click **Save**.

QSS Pro creates the IPv4 static route.

## Adding an IPv6 static route

1. Log in to QSS Pro.
2. Go to **Configuration > Routing**.  
The **IPv4 Static Route** page appears.
3. Click **IPv6 Static Route**.
4. Click **Add**.  
The **Add IPv6 Static Route** window appears.
5. Optional: Next to **Default route**, click .  
The static route is selected as the default routing interface.
6. Specify a static IP address where connections are routed to.
7. Select the prefix length for IPv6 addressing.
8. Specify the gateway IP address of the interface that will act as the next hop for this route.
9. Select a preconfigured VLAN ID.
10. Click **Save**.

QSS Pro creates the IPv6 static route.

## Configuring DHCP server settings

The Dynamic Host Configuration Protocol (DHCP) server on a managed switch automatically assigns IP addresses, subnet masks, and other configuration parameters to devices requesting them on the network. This simplifies network management and ensures consistent IP address allocation.

### Note

The DHCP server maintains a table of DHCP bindings, which are associations between assigned IP addresses and device MAC addresses.

To clear the table, go to **DHCP Server > DHCP Bindings**, and then click **Clear**.

1. Log in to QSS Pro.
2. Go to **Configuration > DHCP Server**.
3. Click **Add**.  
The **Add DHCP Server** window appears.
4. Select a preconfigured VLAN ID.
5. Enter the first IP address in the pool that will be assigned to DHCP clients.

6. Enter the last IP address in the pool that will be assigned to DHCP clients.

#### Note

Ensure this address falls within the same subnet as the starting IP address.

7. Specify the subnet mask for the network segment where DHCP clients reside.
8. Enter the IP address of the default gateway for the DHCP clients.
9. Enter the IP address of the primary DNS server for DHCP clients.
10. Optional: Enter the IP address of the secondary DNS server for DHCP clients
11. Enter the desired lease time in days, hours, or minutes.

#### Note

- This determines how long a DHCP client can retain its assigned IP address before needing to renew it.
- Select **Infinite lease** if you want DHCP clients to retain their assigned IP addresses indefinitely.

12. Click **Save**.

QSS Pro saves the DHCP server settings.

13. On the **DHCP Server** page, enable the DHCP server by clicking .

QSS Pro enables the DHCP server on the switch.


## System management

The **System** section of the QSS navigation menu provides access to device configuration options.

### System settings

The **System Settings** menu contains system configuration options such as system information, IP information, password settings, secure connection settings, and time settings for the switch.

### Changing the switch name

1. Log in to QSS Pro.
2. Go to **System** > **System Settings** > **System Information**.
3. Click .
4. Specify the switch name.

Requirements:

- Length: 1–32 characters

- Valid characters: A-Z, a-z, 0-9
- Valid special characters: Hyphen (-)

5. Click  to confirm the switch name.


QSS Pro updates the switch name.

## Updating the switch password

1. Log in to QSS Pro.
2. Go to **System > System Settings > Password**.
3. Enter the following information:

Setting	User Action
<b>Current password</b>	Specify the current password of the device.
<b>New password</b>	Specify a password that contains 8 to 20 ASCII characters.
<b>Confirm new password</b>	Reenter the new password.

### Tip

Click  to make the password visible.

4. Click **Save**.

QSS Pro logs you out of the switch interface. You can access the switch with the new password.

## Configuring time settings

### Note

You must configure the system time correctly to ensure the following:

- When using a web browser to connect to the device or save a file, the displayed time of the action is correct.
- Event logs reflect the exact time that events occur.
- Scheduled tasks run at the correct time.

1. Log in to QSS Pro.
2. Go to **System > System Settings > Time**.
3. Specify the time zone.

#### 4. Specify the time configuration.

Setting	Description
<b>Synchronize with internet time server</b>	Ensure that your device is connected to the internet, and then specify the following information: <b>Server:</b> Specify the Network Time Protocol (NTP) server. Examples: time.nist.gov, time.windows.com
<b>Manual configuration</b>	Specify the date and time.

#### 5. Configure the Daylight Savings Time (DST) settings.

- **Disable:** Disables the DST settings
- **Adjust the system clock automatically:** Allows the internal clock of the switch to configure the DST settings.
- **Adjust the system clock manually:** Allows you to manually configure the starting time, ending time, and the offset settings.

#### 6. Click **Save**.

QSS Pro updates the time settings.

## Backing up system settings

1. Log in to QSS Pro.
2. Go to **System > System Settings > Backup & Restore**.
3. Click **Backup**.

The device exports the system settings as a BIN file and downloads the file to your computer.

## Restoring system settings

### Warning

If the selected backup file contains user or user group information that already exists on the device, the system will overwrite the existing information.

1. Log in to QSS.
2. Go to **System > System Settings > Backup & Restore**.  
A file explorer window opens.
3. Click **Browse**.
4. Select a valid BIN file that contains the device system settings.
5. Click **Restore**.

QSS restores the switch settings.



## Resetting the switch password

### Note

- You can also reset the switch password by pressing and holding the physical reset button for 5 seconds.
- The default `admin` account is automatically enabled after a system reset.

1. Log in to QSS Pro.
2. Go to **System** > **System Settings** > **Backup & Restore**.
3. Click **Password Reset**.

QSS Pro resets the switch password.

### Note

For details on the default password, see [this FAQ](#).

## Resetting the switch to factory settings

Resetting the switch deletes the data stored on the device and restores the switch to the default factory settings.

### Tip

You can also reset the switch to factory defaults by pressing and holding the physical reset button for 10 seconds.

1. Log in to QSS Pro.
2. Go to **System** > **System Settings** > **Backup & Restore**.
3. Click **Factory Reset**.  
A confirmation message appears.
4. Click **Yes**.


QSS Pro resets the switch to the factory default settings.

### Note

To log in to the interface again, you must locate the device using Qfinder Pro. For details, see [Switch access](#).

## Restarting the switch

1. Log in to QSS Pro.

2. Click  located on the upper-right corner of the page.
3. Click **Restart Switch**.  
A confirmation message appears.
4. Click **Yes**.

QSS Pro restarts the switch.

## Enabling secure connection (HTTPS)

1. Log in to QSS Pro.
2. Go to **System > System Settings > HTTPS**.
3. Select **Enable Secure Connection (HTTPS)**.
4. Select a TLS version.

### Note

Select the latest version of TLS to maximize system security. Ensure that your system meets the TLS requirements to avoid compatibility issues.

5. Optional: Select **Force secure connections (HTTPS) only**.

### Note

After enabling this setting, you can only access the web administration page via HTTPS.

6. Click **Save**.

QSS saves the secure connection settings.

## Downloading diagnostic logs

You can remotely monitor switch events (including system, LLDP, and IGMP snooping events) by recording and downloading diagnostic logs.

1. Log in to QSS Pro.
2. Go to **System > System Settings > Diagnostic Logs**.
3. Select the services for which you wish to download logs.

### Note

By default, system logs are included in the downloaded logs.

4. Specify a period for collecting logs.

5. Click **Start**.  
QSS Pro starts collecting the logs of the selected services.
6. Click **Download**.

QSS Pro downloads the compressed file to your device.

## Configuring smart fan settings

1. Log in to QSS Pro.
2. Go to **System > System Settings > Smart Fan**.
3. Select the fan speed mode.

Option	Description
<b>Normal (recommended)</b>	Fans run on normal speed. This is the default setting.
<b>Quiet</b>	Fans run on low speed to decrease noise.
<b>Full speed</b>	Fans run on high speed to lower the system temperature. This mode is suitable for high loading systems.

4. Click **Save**.

QSS Pro saves the smart fan settings.

## Configuring SNMP settings

The Simple Network Management Protocol (SNMP) is used to collect and organize information about managed devices on a network. Enabling the SNMP service allows events (such as warnings and errors) to be immediately reported to a Network Management Station (NMS).

1. Log in to QSS Pro.
2. Go to **System > System Settings > SNMP**.
3. Select **Enable SNMP service**.

## 4. Select the SNMP version that the NMS uses.

Option	User Action
<b>SNMPv2c</b>	<p>Specify an SNMP community name that contains 1 to 64 characters from any of the following groups:</p> <ul style="list-style-type: none"> <li>• Letters: A to Z, a to z</li> <li>• Numbers: 0 to 9</li> </ul> <p>The SNMP community string functions as a password that is used to authenticate messages sent between the NMS and the device. Every packet that is transmitted between the NMS and the SNMP agent includes the community string.</p>
<b>SNMPv3</b>	<p>Specify the username, authentication protocol and password, and privacy protocol and password.</p> <p><b>a. Specify a username.</b></p> <div data-bbox="491 913 1385 1317" style="background-color: #e6f2ff; padding: 10px; border: 1px solid #d9e1f2;"> <p><b>Note</b></p> <p>The username should contain 1 to 32 characters from any of the following groups:</p> <ul style="list-style-type: none"> <li>• Letters: A to Z, a to z</li> <li>• Numbers: 0 to 9</li> <li>• Multi-byte characters: Chinese, Japanese, Korean, and Russian</li> <li>• Special characters: All except " ' / \</li> </ul> </div> <p><b>b. Optional:</b> Select <b>Authentication</b>.</p> <p><b>1. Specify the authentication protocol.</b></p> <div data-bbox="544 1496 1385 1664" style="background-color: #fff9c4; padding: 10px; border: 1px solid #fff176;"> <p><b>Tip</b></p> <p>You can select <b>HMAC-MD5</b> or <b>HMAC-SHA</b>. If you are unsure about this setting, QNAP recommends selecting <b>HMAC-SHA</b>.</p> </div> <p><b>2. Specify an authentication password that contains 8 to 64 ASCII characters.</b></p> <p><b>c. Optional:</b> Select <b>Privacy</b>.</p> <p><b>1. Specify a privacy password that contains 8 to 64 ASCII characters.</b></p>

5. Select the SNMP trap.

SNMP Trap	Description
<b>coldStart</b>	A coldStart trap signifies that the SNMP entity is reinitializing itself so that the agent configuration or the protocol entity implementation can be altered.
<b>warmStart</b>	A warmStart trap signifies that the SNMP entity is reinitializing itself so that the agent configuration or the protocol entity implementation cannot be altered.
<b>linkUp</b>	A linkUp trap signifies that the sending protocol entity recognizes that one of the communication links represented in the agent configuration has become active.
<b>linkDown</b>	A linkDown trap signifies that the sending protocol entity recognizes a failure in one of the communication links represented in the agent configuration.

6. Specify the trap addresses of the host or the targeted recipient.

7. Click **Save**.

QSS Pro saves the SNMP settings.

## Viewing information on the switch


To view the hardware and system information of the switch, go to **System > System Settings > System Information**.

The screen provides the following information.

Information	Description
Switch name	Displays the default or modified name of the switch
Model name	Displays the model name of the switch
MAC address	Displays the MAC address of the switch
IP address	Displays the DHCP or static IP address of the switch
System uptime	Displays how long the system has been operational
Current firmware version	Displays the firmware image version of the switch

## Configuring idle session timeout settings

An idle session timeout setting determines the maximum period of user inactivity allowed before a user's login session is automatically terminated. This security feature mitigates the risk of unauthorized access to sensitive information on unattended devices.

1. Log in to QSS Pro.
2. Click .
3. Click **Idle Session Timeout**.
4. Select the timeout period.

QSS Pro saves the idle session timeout setting.

## Firmware management

QNAP recommends keeping your device firmware up to date. This ensures that your device can benefit from new software features, security updates, enhancements, and bug fixes.

You can update the switch firmware using one of the following methods:

Update Method	Description
Using <b>Check for Updates</b>	Firmware updates are automatically detected and installed onto your device. For details, see <a href="#">Checking for live updates</a> .
Using <b>Firmware Update</b>	You can check for firmware updates on the <a href="#">QNAP website</a> , download updates to a computer, and manually install updates onto your device. For details, see <a href="#">Updating the firmware manually</a> .

## Firmware update requirements

Your device must meet the following requirements to perform a firmware update:

Requirement	Description
Hardware equipment	<ul style="list-style-type: none"> <li>• A computer</li> <li>• Ethernet cables</li> </ul> <div style="background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>• A computer is required when updating the firmware manually or using Qfinder Pro.</li> <li>• QNAP recommends updating the firmware using wired Ethernet connections to ensure your network connection remains stable during the firmware update process.</li> </ul> </div>
Back up system settings	<p>QNAP recommends backing up the system settings to your computer before updating the firmware.</p> <p>For details, see <a href="#">Backing up system settings</a>.</p>
Administrator privileges	<p>You must be a switch administrator or have administrator privileges to update the firmware.</p>
Stop switch operations	<p>Updating the firmware may disrupt ongoing switch services and operations. QNAP recommends stopping all switch operations before the firmware update. The switch must be restarted for the firmware update to take effect.</p>
Device model name	<p>Ensure that you have the correct switch model name. You can find the switch model name using one of the following methods:</p> <ul style="list-style-type: none"> <li>• Locate the model name on a sticker on the bottom or rear of your device.</li> <li>• View the model name on the top banner in the switch user interface.</li> <li>• Go to <b>System &gt; Firmware Update &gt; Live Update &gt; Model name</b>.</li> </ul>
Firmware version	<p>If you are manually updating the firmware using <b>Firmware Update</b> or Qfinder Pro, ensure the selected firmware version is correct for your device model.</p>

## Checking for live updates

### Warning

- To prevent data loss, QNAP recommends backing up all data on your device before updating the firmware. For details, see [Backing up system settings](#).
- Do not power off your device during the firmware update process.
- QNAP devices configured exclusively on IPv6 networks may not receive automatic live updates due to current server limitations.

### Important

- Make sure you review [Firmware update requirements](#) before updating the firmware.
- The update may require several minutes or longer, depending on your hardware configuration and network connection.

1. Log in to QSS Pro.
2. Go to **System** > **Firmware Update** > **Live Update**.
3. Click **Check for update**.  
QSS checks for available firmware updates. You can choose to update QSS if there is an available update.
4. Click **Update System**.  
A confirmation message appears.
5. Click **Update**.

QSS Pro updates the firmware.

## Updating the firmware manually

### Warning

- To prevent data loss, QNAP recommends backing up all data on your device before updating the firmware. For details, see [Backing up system settings](#).
- Do not power off your device during the firmware update process.

### Important

- Make sure you review [Firmware update requirements](#) before updating the firmware.
- The update may require several minutes or longer, depending on your hardware configuration and network connection.



1. Download the device firmware.
  - a. Go to <http://www.qnap.com/download>.
  - b. Select the product type.
  - c. Select your device model.
  - d. Read the release notes and confirm the following:
    - The device model matches the firmware version.
    - Updating the firmware is necessary.
    - Check for any additional firmware update setup instructions.
  - e. Ensure that the product model and firmware are correct.
  - f. Select the download server based on your location.
2. Extract the firmware image file.
3. Log in to QSS Pro.
4. Go to **System** > **Firmware Update** > **Firmware Update**.
5. Click **Browse** and then select the extracted firmware image file.
6. Click **Update System**.  
A confirmation message window appears.
7. Click **Update**.

QSS Pro updates the firmware and the device restarts immediately.

## Port diagnostics and LED controls

Within the **System** menu, navigate to the dedicated **Port Diagnostics** section to access the switch's functionality for testing Ethernet ports and controlling behavior of the front panel LEDs.

### Port Tests

You can access your network switch's port diagnostics to run tests on its Ethernet (RJ45) ports. These tests help identify any issues with the physical connections or data transmission on each port.

### LED Controls

You can customize the LED behavior of the network switch on the **LED Controls** page by selecting a preferred LED mode.

## Performing and viewing port diagnostics

You can use built-in port diagnostics on your network switch to conduct comprehensive functionality tests on the RJ45 ports, aiding in the isolation of connectivity problems and guaranteeing proper network operation.

1. Log in to QSS Pro.
2. Go to **System > Port Diagnostics > Port Tests**.
3. Select a port number.
4. Click **Test**.

QSS Pro displays the port test results.

#### Note

If a pair status is `Open`, it indicates that there is a break in the cable. The cable length and cable fault distance can be used to identify the location of the break.

## Configuring switch LED behavior

QSS provides comprehensive configuration options for switch LEDs, enabling effective utilization for two critical tasks:

- Locator LED activation: Enable the locator LED to simplify switch identification within a rack or dense environment. When activated, the locator LED will flash for a user-defined duration.
- LED mode selection: Choose the desired LED mode to control the behavior of the locator LED and the LEDs on the front panel. These modes determine whether the LEDs are enabled or disabled, allowing you to customize the level of visual indication for switch activity and potential issues.

1. Log in to QSS Pro.
2. Go to **System > Port Diagnostics > LED Controls**.
3. Specify the LED activity duration for the locator LED.
4. Click **Start**.  
QSS activates the locator LED on the switch.
5. Optional: Select an LED mode.

LED Mode	Description
<b>Normal</b>	All LEDs behave in accordance with their corresponding system state. This is the default mode.
<b>Locator LED always on</b>	The locator LED displays solid green. Other switch LEDs behave in accordance with their corresponding system state. This mode can be used to easily identify the switch in a rack or other environment.
<b>Locator LED always off</b>	The locator LED is disabled. Other switch LEDs behave in accordance with their corresponding system state. This mode can be used to reduce visual distractions.

LED Mode	Description
<b>Disable all LEDs</b>	All LEDs are disabled. This mode can be used to conserve power or to reduce visual distractions.

6. Click **Save**.

QSS Pro saves the selected LED mode.

## Switch log management

You can filter logs based on their severity level, search for specific log files, or delete them altogether. These logs can be used to diagnose issues or monitor switch operations.

1. Log in to QSS Pro.
2. Go to **System > Log**.
3. Perform any of the following tasks.

Task	User Action
Filter log files	Next to <b>Severity Level</b> , select a log level.
Search log files	<ol style="list-style-type: none"> <li>a. Locate the <b>Search</b> field.</li> <li>b. Enter search terms.</li> </ol>
Delete log files	<ol style="list-style-type: none"> <li>a. Click <b>Clear</b>. The <b>Clear Logs</b> window opens.</li> <li>b. Click <b>Clear</b>.</li> </ol>

QSS Pro performs the specified task.

## 6. Support and other resources

QNAP provides the following resources:

Resource	URL
Documentation	<a href="https://download.qnap.com">https://download.qnap.com</a>
Service Portal	<a href="https://service.qnap.com">https://service.qnap.com</a>
Downloads	<a href="https://download.qnap.com">https://download.qnap.com</a>
Community Forum	<a href="https://forum.qnap.com">https://forum.qnap.com</a>

## 7. Glossary

### **Qfinder Pro**

QNAP utility that lets you locate and access QNAP devices in your local area network

### **QSS Pro**

QNAP operating system for QSW managed switches capable of Lite-Layer 3 routing functions

## 8. Notices

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**18. Interpretation of Sections 16 and 17.**

If the disclaimer of warranty and limitation of liability provided above cannot be given local legal effect according to their terms, reviewing courts shall apply local law that most closely approximates an absolute waiver of all civil liability in connection with the Program, unless a warranty or assumption of liability accompanies a copy of the Program in return for a fee.

END OF TERMS AND CONDITIONS

## CE notice



This device complies with CE Compliance Class A.

## FCC notice

### FCC Class A Notice



This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

#### Note

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

#### Important

Any modifications made to this device that are not approved by QNAP Systems, Inc. may void the authority granted to the user by the FCC to operate this equipment.



## VCCI notice



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VCCI-A

## BSMI notice



D33B77  
RoHS

警告：為避免電磁干擾，本產品不應安裝或使用於住宅環境。

## SJ/T 11364-2006



本产品符合中国 RoHS 标准。以下表格标示此产品中某有毒物质的含量符合中国 RoHS 标准规定的限量要求。

本产品上会附有“环境友好使用期限”的标签，此期限是估算这些物质“不会有泄漏或突变”的年限。本产品可能包含有较短的环境友好使用期限的可替换元件，像是电池或灯管，这些元件将会单独标示出来。

部件名称	有毒有害物质或元素					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (CR(VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
壳体	0	0	0	0	0	0
显示	0	0	0	0	0	0

部件名称	有毒有害物质或元素					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (CR(VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
印刷电路板	0	0	0	0	0	0
金属螺帽	0	0	0	0	0	0
电缆组装	0	0	0	0	0	0
风扇组装	0	0	0	0	0	0
电力供应组 装	0	0	0	0	0	0
电池	0	0	0	0	0	0
O: 表示该有毒有害物质在该部件所有物质材料中的含量均在 SJ/T11363-2006 标准规定的限量要求以下。						
X: 表示该有毒有害物质至少在该部件的某一均质材料中的含量超出 SJ/T11363-2006 标准规定的限量要求。						

## EU Directive 2002/96/EC on waste electronic and electrical equipment (WEEE)



According to the requirement of the WEEE legislation the following user information is provided to customers for all branded QNAP Electronics products subject to the WEEE directive.

This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

## EU RoHS statement

This equipment complies with the European Union RoHS Directive 2011/65/EU on the restriction of the use of certain hazardous substances in electrical and electronic equipment. The directive applies to the use of lead, mercury, cadmium, hexavalent chromium, polybrominated biphenyls (PBB), and polybrominated diphenyl ethers (PBDE) in electrical and electronic equipment.

## Laser compliance notice

Make sure the fiber-optic Small Form-factor Pluggable (SFP) module complies with CNS 15016-2 or IEC 60852-1 certifications and Class 1 Laser specifications.

使用光纖可插拔 (SFP) 模組時，請確保它通過了 CNS 15016-2 或 IEC 60825-1 認證和 1 類激光產品。

## UKCA notice



This device complies with the UKCA requirements for products sold in Great Britain.