



# NETGEAR<sup>®</sup>

---

## ReadyNAS Remote Add-on Manual

350 East Plumeria Drive  
San Jose, CA 95134  
USA

August 2012  
202-11078-02

© 2012 All rights reserved

No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language in any form or by any means without the written permission of NETGEAR, Inc.

NETGEAR, the NETGEAR logo, and Connect with Innovation are trademarks and/or registered trademarks of NETGEAR, Inc. and/or its subsidiaries in the United States and/or other countries. Information is subject to change without notice. Other brand and product names are registered trademarks or trademarks of their respective holders. © 2012 All rights reserved.

### **Technical Support**

Thank you for choosing NETGEAR. To register your product, get the latest product updates, get support online, or for more information about the topics covered in this manual, visit the Support website at

<http://support.netgear.com>

Phone (US & Canada only): 1-888-NETGEAR

Phone (Other Countries): Check the list of phone numbers at

[http://support.netgear.com/app/answers/detail/a\\_id/984](http://support.netgear.com/app/answers/detail/a_id/984)

### **Statement of Conditions**

To improve internal design, operational function, and/or reliability, NETGEAR reserves the right to make changes to the products described in this document without notice. NETGEAR does not assume any liability that may occur due to the use, or application of, the product(s) or circuit layout(s) described herein.

# Using ReadyNAS Remote

---

ReadyNAS Remote lets you drag and drop files between your ReadyNAS system and your computer or smartphone over the Internet.

With ReadyNAS Remote, your ReadyNAS system and your computer or smartphone access a remote server at NETGEAR and use a peer-to-peer (P2P) virtual private network (VPN) connection. Data transmission over the Internet goes through an encrypted tunnel, so your data stays private as it transfers to and from your ReadyNAS system.

ReadyNAS Remote software has two parts:

- **ReadyNAS Remote add-on.** Runs on your ReadyNAS system. You install and access it from a computer that is on the same local area network (LAN) as your ReadyNAS system.
- **ReadyNAS Remote agent.** Runs on each computer or phone that you want to use to access your ReadyNAS system over the Internet.

When both of these parts are set up, you can drag and drop files between your ReadyNAS system and your computer or phone, using simple tools like Windows File Explorer or Finder for OS X over CIFS or SMB. All file permissions and share security settings are retained as if you were on a local area network (LAN).

This manual covers the following topics:

- *Getting Started*
- *Connect to Your ReadyNAS System Remotely*
- *Manage Advanced Settings*

For more information about the topics that are covered in this manual, visit the ReadyNAS Remote FAQs web page at [www.readynas.com/?page\\_id=2545](http://www.readynas.com/?page_id=2545).

You can also visit the ReadyNAS Remote support forum at [www.readynas.com/forum/viewforum.php?f=75](http://www.readynas.com/forum/viewforum.php?f=75).

## Getting Started

ReadyNAS Remote runs on the following ReadyNAS storage systems:

- **Duo v1.** Running RAIDiator 4.1.5 or later.
- **NV+ v1.** Running RAIDiator 4.1.5 or later.
- **Ultra 2/4/6.** Running RAIDiator 4.2.4 or later.
- **Ultra Plus 2/4/6.** Running RAIDiator 4.2.4 or later
- **Pro 2/4/6.** Running RAIDiator 4.2.4 or later.
- **Duo v2.** Running RAIDiator 5.3.1 or later.
- **NV+ v2.** Running RAIDiator 5.3.1 or later.

To start using ReadyNAS Remote, follow these high-level steps:

1. Install and enable the ReadyNAS Remote add-on on your ReadyNAS storage system.
2. Install the ReadyNAS Remote agent on your Windows or Mac computer and create a ReadyNAS Remote account. If you want, you can also install the ReadyNAS Remote agent (app) on your smartphone.
3. Set up access for your ReadyNAS Remote account with your ReadyNAS Remote add-on.

After you complete these steps, which are explained in more detail in the following sections, you can use the ReadyNAS Remote agent on your computer or smartphone to access your ReadyNAS system.

## Install and Enable the ReadyNAS Remote Add-on

The ReadyNAS Remote add-on runs on your ReadyNAS system. The ReadyNAS Remote add-on works with the ReadyNAS Remote agent that you installed on your remote computer or smartphone.

If the ReadyNAS Remote add-on is not installed and enabled on your ReadyNAS system, download and install it. Use a computer that is on the same local area network (LAN) as the ReadyNAS system.

For more information about installing and enabling add-ons, see the software manual for your ReadyNAS system, which is available at [www.readynas.com/documentation](http://www.readynas.com/documentation).

## Install the ReadyNAS Remote Agent and Create a ReadyNAS Remote Account

You must use the ReadyNAS Remote Agent on a Windows or Mac computer to create a ReadyNAS Remote account. You cannot use a smartphone app to create a ReadyNAS Remote account.

You can install the ReadyNAS Remote Agent on an Android or iOS (iPhone) smartphone, but you cannot use the mobile app to create an account.

Install the ReadyNAS Remote agent on each computer or smartphone that will remotely access your ReadyNAS storage system.

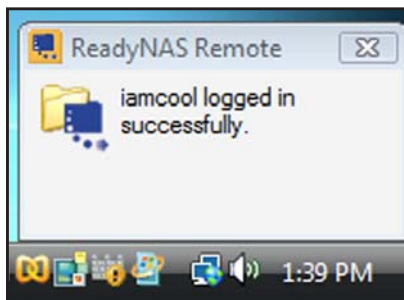
➤ **To install the ReadyNAS Remote agent and create a ReadyNAS Remote account:**

1. On a Windows or Mac computer, use a browser to visit the ReadyNAS download page at <https://remote.readynas.com/download.html>.
2. Scroll down to the sections for ReadyNAS Remote for Windows and Mac.



3. Download and install the software that you want.  
After installation, the software starts automatically.
4. Follow the prompts to create a ReadyNAS Remote account.

When you create a ReadyNAS Remote account, you are automatically logged in as that user.



You do not have access to your ReadyNAS system using ReadyNAS Remote yet. You must set up access with the ReadyNAS Remote add-on. See [Add ReadyNAS Remote Accounts to the ReadyNAS Remote Add-on](#) on page 6.

➤ **To install the ReadyNAS Remote Agent on a smartphone:**

1. On a Windows or Mac computer, use a browser to visit the ReadyNAS download page at <https://remote.readynas.com/download.html>.
2. Scroll down to the sections for ReadyNAS Remote for Windows and Mac.



3. Click the link for the app you want and follow the prompts to install it on your smartphone.
4. Provide your ReadyNAS Remote account credentials.

You do not have access to your ReadyNAS system using ReadyNAS Remote yet. You must set up access with the ReadyNAS Remote add-on. See [Add ReadyNAS Remote Accounts to the ReadyNAS Remote Add-on](#) on page 6.

## Add ReadyNAS Remote Accounts to the ReadyNAS Remote Add-on

Before you can remotely access your ReadyNAS storage system using the ReadyNAS Remote Agent that you installed on your computer or smartphone, you must first notify the add-on that is installed on your ReadyNAS system about your ReadyNAS Remote account. You must use a computer that is on the same LAN as your ReadyNAS system. Add the ReadyNAS Remote account for each user to whom you want to grant access to your ReadyNAS storage system using ReadyNAS Remote.

ReadyNAS Remote accounts and users are independent of user accounts on your ReadyNAS storage system. For more information about ReadyNAS users, see the software manual for your ReadyNAS system.

➤ **To add a ReadyNAS Remote account:**

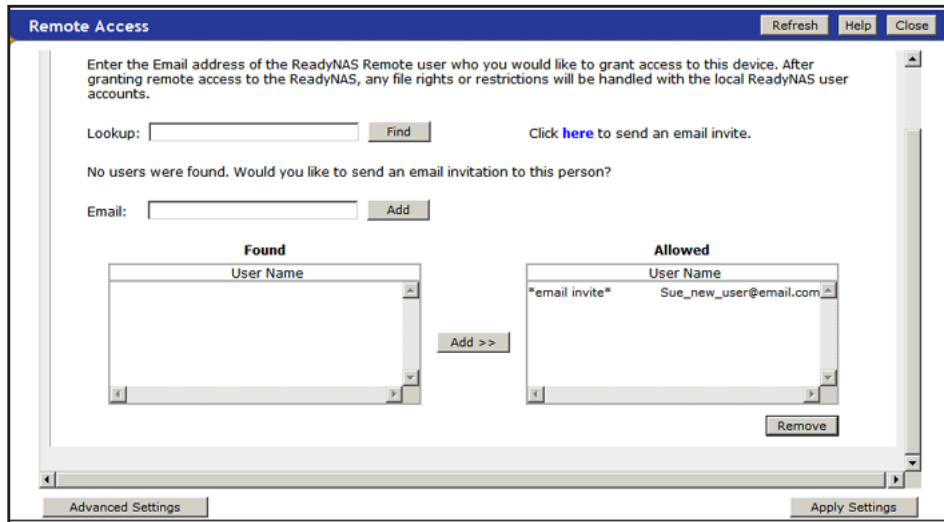
1. Access the web-based management system for your ReadyNAS system:
  - If your ReadyNAS system is running RAIDiator 4.1, in FrontView, select **Services > Installed Add-ons**.
  - If your ReadyNAS system is running RAIDiator 4.2, in FrontView, select **Add-ons > Installed**.
  - If your ReadyNAS system is running RAIDiator 5.3, in Dashboard, select **Configure > Add-ons > Installed**.

A list of add-ons that are installed on your ReadyNAS system displays.

2. Scroll to the ReadyNAS Remote add-on section.

3. Click the **Manage ReadyNAS Remote** button.

The following window displays.



4. In the **Look up** field, enter the email address of a user with a ReadyNAS Remote account and click the **Find** button.

A pop-up window notifies you that the user was found.

5. Click the **OK** button.

The user is listed in the **Found** pane.

6. Highlight the user in the **Found** pane and click the **Add** button.

The user is moved to the **Allowed** pane.

7. Click the **Apply Settings** button.

The user associated with that ReadyNAS Remote account has access to your ReadyNAS system using ReadyNAS Remote.

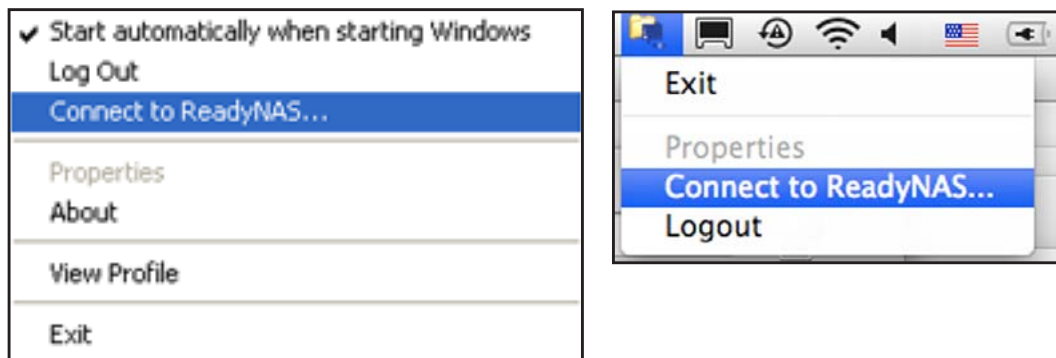
## Connect to Your ReadyNAS System Remotely

To access your ReadyNAS system, the computer or smartphone contacts a NETGEAR server. The NETGEAR server looks up the IP address of the ReadyNAS system and verifies that this user ID is allowed access. The computer or smartphone acts as a remote client and connects to the ReadyNAS system directly through a P2P VPN connection.

### ➤ To connect to ReadyNAS system from a computer:

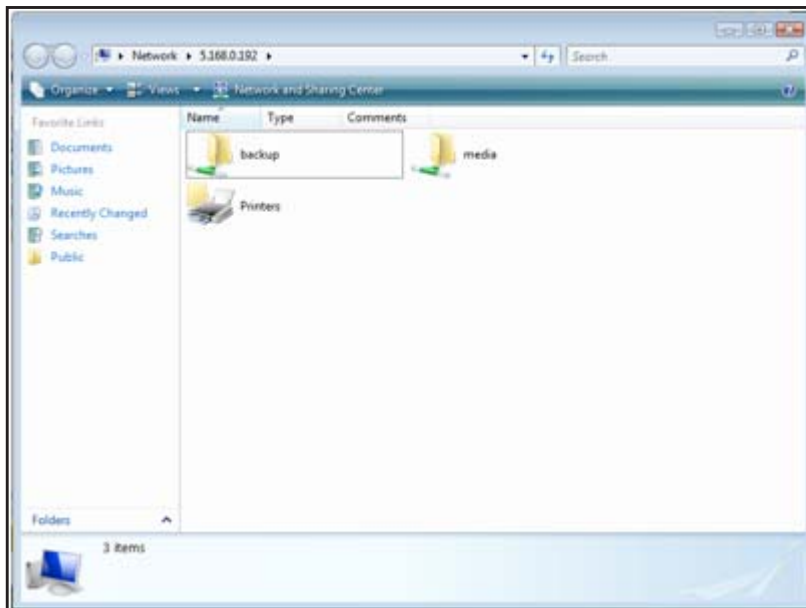
#### 1. Launch ReadyNAS Remote on your computer:

- **Windows.** From the system tray, right-click the **ReadyNAS Remote** icon.
- **Mac.** In the top-right status bar, click the **ReadyNAS Remote** icon.



#### 2. Select **Connect to ReadyNAS**.

An entry for the ReadyNAS system displays Windows File Explorer. A similar entry displays in Finder for OS X.





3. Double-click the ReadyNAS entry.

The familiar share listing displays. You might be prompted to enter the ReadyNAS system's user name and password to access the shares if guest access is not enabled on them.

4. Drag and drop between your ReadyNAS system and your computer or smartphone.

➤ **To connect to a ReadyNAS system from a smartphone:**

The FTP file-sharing protocol must be enabled on the ReadyNAS system that you want to access from a smartphone. For more information about how to enable file-sharing protocols, see the software manual for your ReadyNAS system.

The following instructions describe using the iOS (iPhone) ReadyNAS Remote agent; steps for Android phones are similar.

1. Launch the ReadyNAS Remote app on your smartphone.

A list of the host names of the ReadyNAS systems to which you have access displays.



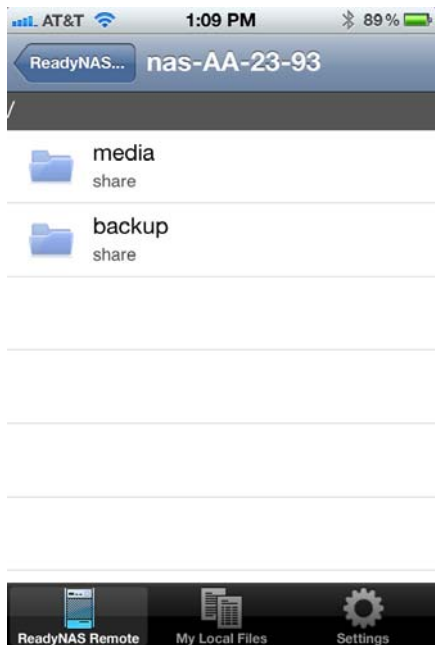
If you are not connected to a ReadyNAS system, follow these steps:

- a. Click the **Settings** button.

- b. Enter your ReadyNAS Remote account credentials and click the **Sign On** button.

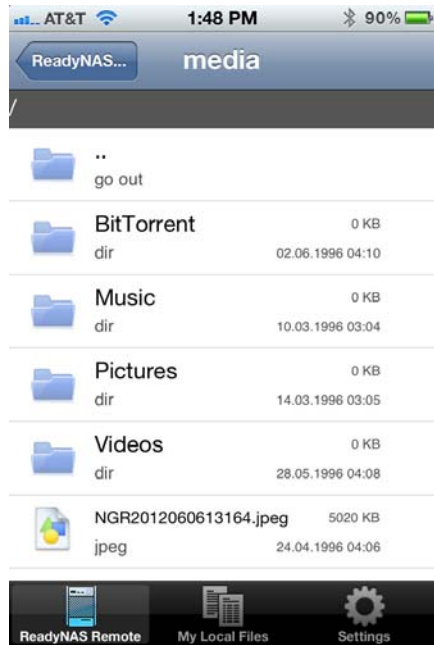


- c. Click the **ReadyNAS Remote** button.  
A list of the ReadyNAS system to which you have access displays.
- 2. To work with files on a ReadyNAS system, follow these steps:
  - a. Click the host name of the ReadyNAS system you want to access.  
A list of the shares on that ReadyNAS system displays.



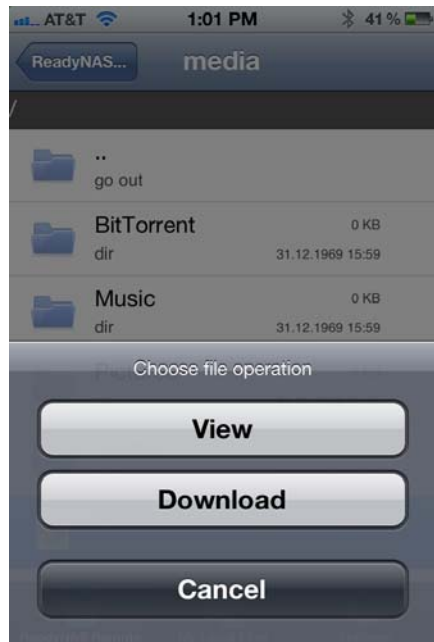
- b. Click a folder icon to see a list of the files and subfolders it contains.

This example shows the media folder's file and subfolders.



- c. Click a file icon to see options for that file.

This example shows the options for an image file.



- d. Click an option and follow the prompts.

3. To copy files from your smartphone to a ReadyNAS system, follow these steps:
  - a. Click the **My Local Files** button to access files on your smartphone.

A list of local file locations displays.



- b. Navigate to the file you want to copy.  
In this example, a photo is selected.



- c. Click the **Upload** button and navigate to the folder on the ReadyNAS system where you want to copy the file.

## Manage Advanced Settings

If your network is complex with strict firewalls, your computer or smartphone might not be able to easily connect to your ReadyNAS system over the Internet. If so, you can use advanced settings to specify more details about the connection. You can also manage the logs that ReadyNAS Remote maintains and restart the P2P service.

## Manage Network Configuration Settings

You can specify proxy server settings, provide authentication credentials if needed, specify a port for incoming connections, and enable encryption and firewall settings.

---

**Note:** In most cases, ReadyNAS Remote does not need to have the router port-forward to it on a specified port.

---

➤ **To manage network configuration settings:**

1. Access the web-based management system for your ReadyNAS system:
  - If your ReadyNAS system is running RAIDiator 4.1, in FrontView, select **Services > Installed Add-ons**.
  - If your ReadyNAS system is running RAIDiator 4.2, in FrontView, select **Add-ons > Installed**.
  - If your ReadyNAS system is running RAIDiator 5.3, in Dashboard, select **Configure > Add-ons > Installed**.

A list of add-ons that are installed on your ReadyNAS system displays.

2. Scroll to the ReadyNAS Remote add-on section and click the **Manage ReadyNAS Remote** button.

The ReadyNAS Remote interface displays.

3. Click the **Advanced Settings** button.

The Configuration tab displays.

4. If you use a proxy server, adjust the proxy server settings:
  - a. Select the **Use Proxy Server** check box and specify the IP address and port.
  - b. If applicable, select the **Authentication Required** check box and enter the user name and password.
5. (Optional) Select the **Specify Port for Incoming Connections** check box.

This setting is disabled by default. Select it if you want to control the port that your ReadyNAS system uses.

Do not use a port that is already in use by other applications on the ReadyNAS system, such as port 443. If ReadyNAS Remote runs on a port that is already in use, it starts, but cannot continue to run. The green status light turns gray.

6. (Optional) Adjust the security settings.  
Encryption is enabled by default.
7. Click the **Apply Settings** button.  
Your changes are saved.

## Working with Logs

You can specify debug levels, maximum number of log entries, and when to flush log entries. You can also download log files.

### ➤ To manage log settings:

1. Access the web-based management system for your ReadyNAS system:
  - If your ReadyNAS system is running RAIDiator 4.1, in FrontView, select **Services > Installed Add-ons**.
  - If your ReadyNAS system is running RAIDiator 4.2, in FrontView, select **Add-ons > Installed**.
  - If your ReadyNAS system is running RAIDiator 5.3, in Dashboard, select **Configure > Add-ons > Installed**.

A list of add-ons that are installed on your ReadyNAS system displays.

2. Scroll to the ReadyNAS Remote add-on section and click the **Manage ReadyNAS Remote** button.

The ReadyNAS Remote interface displays.

3. Click the **Advanced Settings** button.

The Configuration tab displays.

The screenshot shows the 'Remote Access' configuration window with the 'Configuration' tab selected. The window title is 'Remote Access' and it includes 'Refresh', 'Help', and 'Close' buttons. The 'Device ID' is 'nas-A9-A2-E2\_00223FA9A2E2'. The 'Use Proxy Server' section is expanded, showing a table with columns for Type, Address, and Port. The 'Type' is set to 'HTTPS'. Below the table, there is an 'Authentication Required' checkbox, and fields for 'User Name\*' and 'Password\*'. The 'Specify Port for Incoming Connections' section shows 'Protocol' set to 'TCP' and 'Port' set to '6300'. The 'Security' section has 'Enable Encryption' checked and 'Enable Firewall' unchecked. The 'Logs' section shows 'Debug Level' set to 'Debug Info', 'Max Entries' set to '1000', and 'Flush Entries' set to '100'. At the bottom, there are 'Download p2p logs' and 'Restart p2p' buttons. An 'Advanced Settings' button is at the bottom left, and an 'Apply Settings' button is at the bottom right.

4. (Optional) From the **Debug Level** drop-down menu, select a debug level.

You can specify one of the following debug levels:

- **Debug Mesg.** Shows a debug message for every packet.
- **Debug Mesg Info.** Does not log every packet but more verbose.
- **Debug Info.** This level is the default, which shows information, warnings, and errors.
- **Debug warn.** Shows warnings and errors.
- **Debug error.** Shows only errors.
- **Debug none.** No debugging messages are logged.

5. (Optional) Adjust the **Max Entries** and **Flush Entries** settings.

Use the **Max Entries** field to specify the number of log messages to be stored in the file. Setting Max Entries to 0 means that the log file can grow indefinitely. NETGEAR recommends choosing a value from 100 through 100,000.

Use the **Flush Entries** field to specify how frequently to write to the log file. If you want every message written to the log file immediately, enter 1 in the **Flush Entries** field. NETGEAR recommends choosing a value of at least 100. The value you enter in the **Flush Entries** field cannot be larger than the value you enter in the **Max Entries** field.

6. Click the **Apply Settings** button.

Your changes are saved.

### ➤ To download a P2P log:

1. Access the web-based management system for your ReadyNAS system:
  - If your ReadyNAS system is running RAIDiator 4.1, in FrontView, select **Services > Installed Add-ons**.
  - If your ReadyNAS system is running RAIDiator 4.2, in FrontView, select **Add-ons > Installed**.
  - If your ReadyNAS system is running RAIDiator 5.3, in Dashboard, select **Configure > Add-ons > Installed**.

A list of add-ons that are installed on your ReadyNAS system displays.

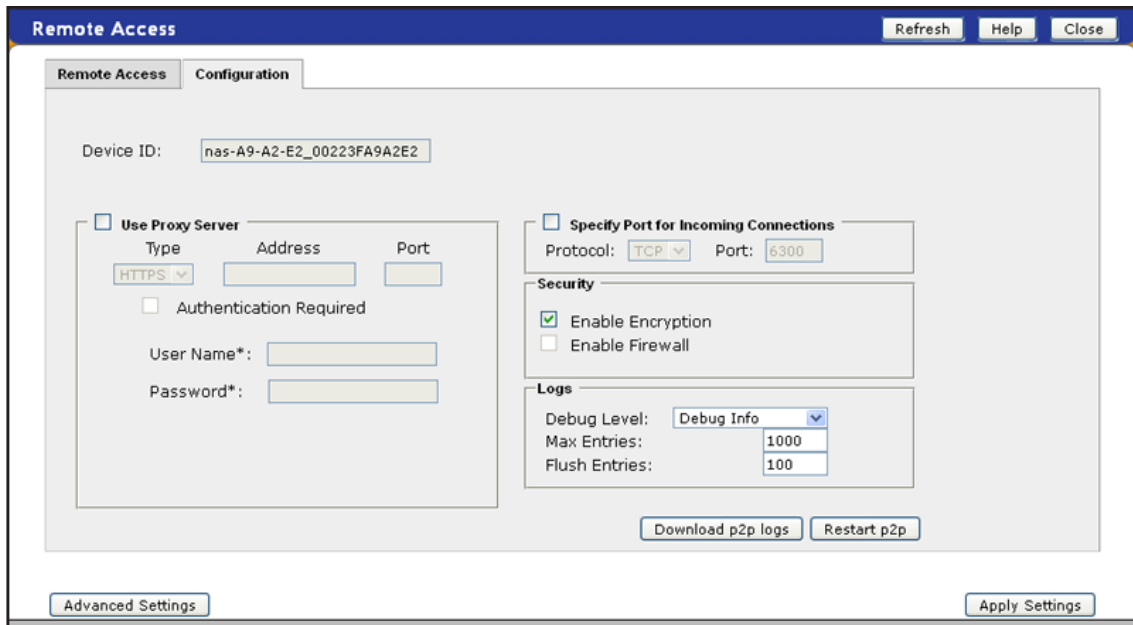
2. Scroll to the ReadyNAS Remote add-on section and click the **Manage ReadyNAS Remote** button.

The ReadyNAS Remote interface displays.



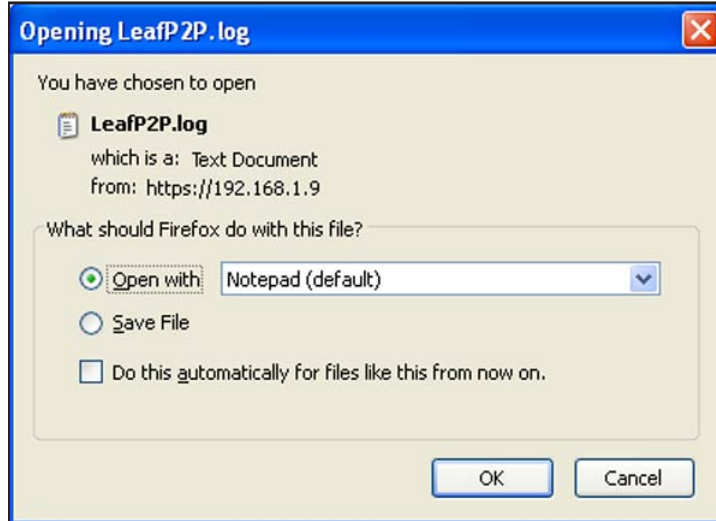
3. Click the **Advanced Settings** button.

The Configuration tab displays.



4. Click the **Download p2p logs** button.

The Opening LeafP2Plog dialog box displays.



5. Select a radio button to open or save the file.

If you choose to open the file, choose an application from the drop-down menu.

6. (Optional) Select the **Do this automatically** check box.
7. Click the **OK** button.

## Restart P2P

ReadyNAS Remote uses the P2P service; however, it is not restarted when you restart the add-on. In some cases, you might need to restart P2P services.

➤ **To restart P2P service:**

1. Access the web-based management system for your ReadyNAS system:
  - If your ReadyNAS system is running RAIDiator 4.1, in FrontView, select **Services > Installed Add-ons**.
  - If your ReadyNAS system is running RAIDiator 4.2, in FrontView, select **Add-ons > Installed**.
  - If your ReadyNAS system is running RAIDiator 5.3, in Dashboard, select **Configure > Add-ons > Installed**.

A list of add-ons that are installed on your ReadyNAS system displays.

2. Scroll to the ReadyNAS Remote add-on section and click the **Manage ReadyNAS Remote** button.

The ReadyNAS Remote interface displays.

3. Click the **Advanced Settings** button.

The Configuration tab displays.

The screenshot shows the 'Remote Access' configuration window with the 'Configuration' tab selected. The window title is 'Remote Access' and it has 'Refresh', 'Help', and 'Close' buttons in the top right corner. The 'Device ID' is 'nas-A9-A2-E2\_00223FA9A2E2'. There are two main sections: 'Use Proxy Server' and 'Specify Port for Incoming Connections'. The 'Use Proxy Server' section includes a checkbox, a table for proxy settings, and an 'Authentication Required' checkbox. The 'Specify Port for Incoming Connections' section includes a checkbox, a 'Protocol' dropdown set to 'TCP', and a 'Port' input field set to '6300'. Below these are 'Security' and 'Logs' sections. The 'Security' section has checkboxes for 'Enable Encryption' (checked) and 'Enable Firewall'. The 'Logs' section has a 'Debug Level' dropdown set to 'Debug Info', and 'Max Entries' and 'Flush Entries' input fields set to '1000' and '100' respectively. At the bottom of the configuration area are 'Download p2p logs' and 'Restart p2p' buttons. At the very bottom of the window are 'Advanced Settings' and 'Apply Settings' buttons.

4. Click the **Restart p2p** button.

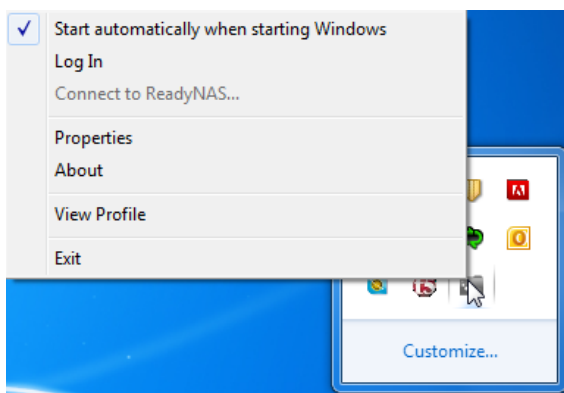
## Manage Your ReadyNAS Remote Account

You can use the ReadyNAS Remote agent installed on your Windows or Mac computer to manage your ReadyNAS Remote account.

### Edit Your ReadyNAS Remote Account Profile

You can reset your password, edit account information, or delete your account.

- **To edit your account profile on a Windows computer:**
  1. Launch ReadyNAS Remote.
  2. Right-click the **ReadyNAS Remote** icon and select **View Profile**.



3. If prompted, log in to your ReadyNAS Remote account.  
In your browser, the Welcome window displays.



4. Click the **View your profile** link.

The Account Information window displays.



5. (Optional) Manage your account:

- To reset your password, click the **Reset Password** link and follow the prompts.
- To edit your first name, last name, or email address, click the **Edit Account Information** link and follow the prompts.
- To delete your account, click the **Delete Account** link.

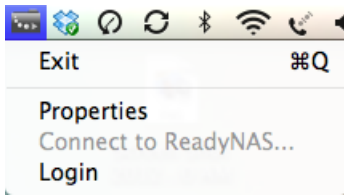


**WARNING:**

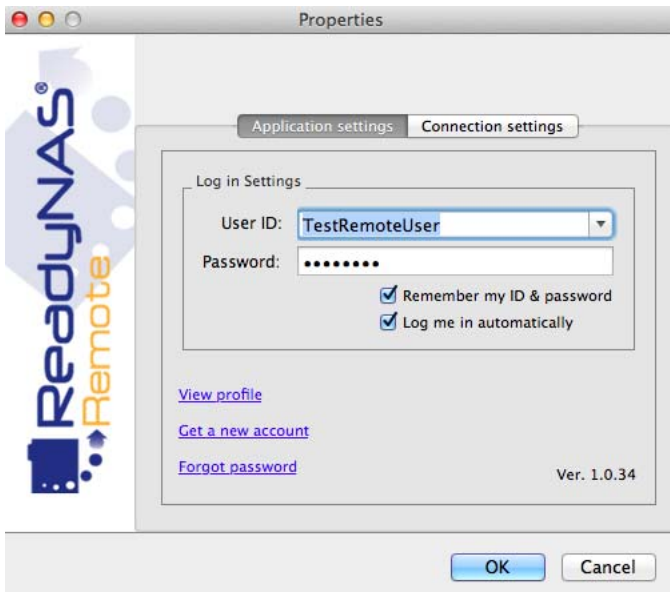
Clicking the **Delete Account** link causes this ReadyNAS Remote account to be deleted immediately, with no warning or confirmation opportunity.

➤ **To edit your account profile on a Mac:**

1. Launch ReadyNAS Remote.
2. Click the **ReadyNAS Remote** icon and select **Properties**.



The Properties dialog box displays.



3. Click the **View profile** link.

In your browser, the Member's Login window displays.



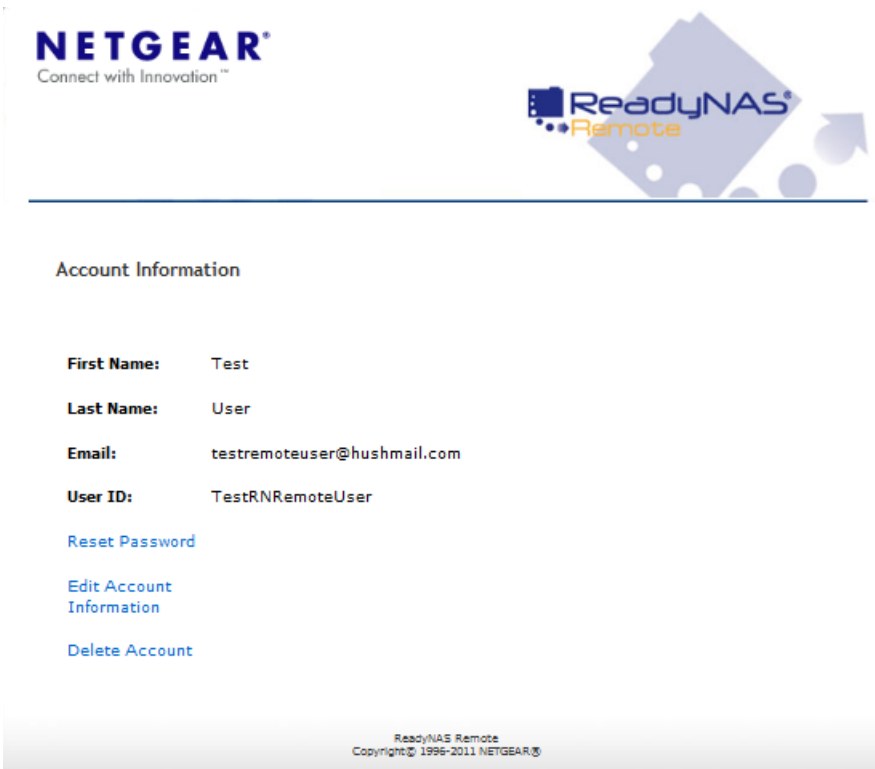
4. Log in to your ReadyNAS Remote account.

The Welcome window displays.



5. Click the **View your profile** link.

The Account Information window displays.



6. (Optional) Manage your account:

- To reset your password, click the **Reset Password** link and follow the prompts.
- To edit your first name, last name, or email address, click the **Edit Account Information** link and follow the prompts.
- To delete your account, click the **Delete Account** link.



**WARNING:**

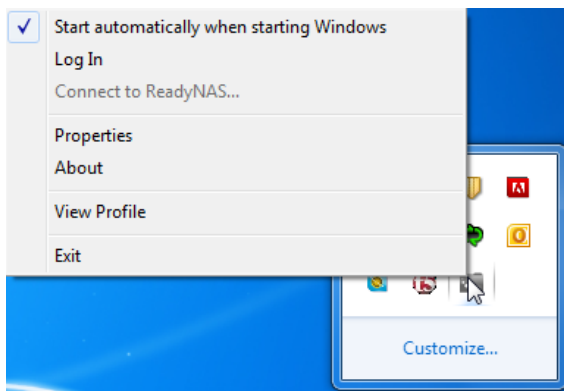
Clicking the **Delete Account** link causes this ReadyNAS Remote account to be deleted immediately, with no warning or confirmation opportunity.

## Manage Your ReadyNAS Remote Agent Account Properties

Before you can access the properties interface, you must be logged out of your ReadyNAS Remote account.

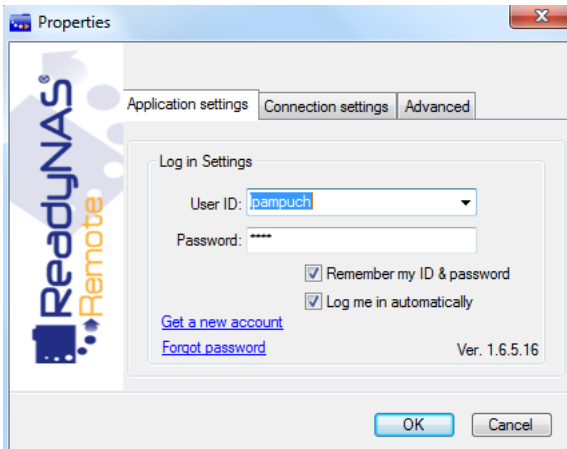
➤ **To manage your ReadyNAS Remote agent account properties on a Windows computer:**

1. Launch the ReadyNAS Remote agent.
2. Right-click the **ReadyNAS Remote** icon and choose **Properties** from the menu.

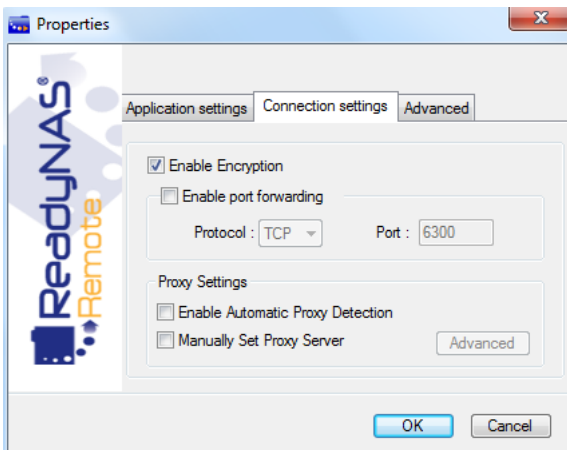


If the **Properties** menu item is dimmed, you must log out of your account to activate it.

The **Properties** dialog box displays.



3. To view or manage connection settings, click the **Connection settings** tab.



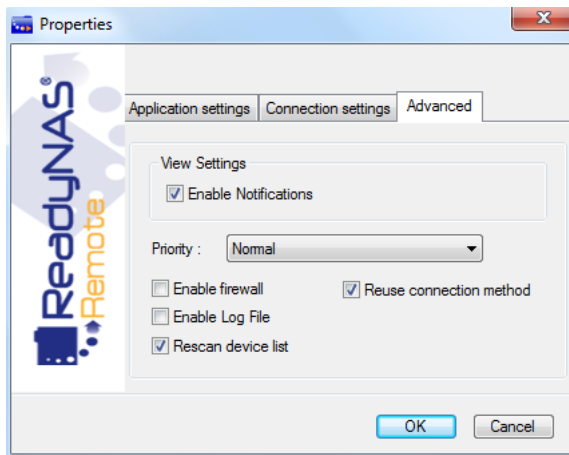
4. (Optional) Edit the connection settings:
  - **Enable Encryption.** Encrypts any communication between the ReadyNAS Remote agent and your ReadyNAS storage system. NETGEAR recommends enabling encryption unless you are experiencing a slow link. Disabling encryption might improve transfer speed.
  - **Enable port forwarding.** If either the ReadyNAS Remote agent or the ReadyNAS storage system cannot make a direct connection to each other through their respective firewalls, they instead use a relay server, which reduces speed. In this case, you can enable a port forward on the firewall on either the ReadyNAS Remote agent or on the ReadyNAS storage system (but not both) and specify which port is forwarded here.
  - **Proxy Settings.** Use these settings if your network uses a proxy server to manage Internet traffic. Use the **Automatic Proxy Detection** option to allow the client to try to determine proxy settings itself. Use the **Manually Set Proxy Server** options to specify the proxy settings manually.



5. Click the **OK** button.

Your changes are saved.

6. To view or manage advanced settings, click the **Advanced** tab.



7. (Optional) Edit the advanced settings:

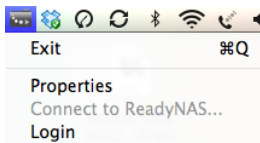
- **Enable Notifications.** Select this check box to enable notifications from your status bar; clear this check box to disable notifications.
- **Priority.** Sets the network traffic priority of the ReadyNAS Remote agent's P2P activity.
- **Enable firewall.** Select this check box to allow only SMB traffic through the tunnel, blocking all others.
- **Enable Log File.** Mostly used by support to troubleshoot Remote issues, select this check box to a log file with debugging information in the directory where the ReadyNAS Remote agent is installed.
- **Rescan device list.** Select this check box if you have added a NIC to direct the ReadyNAS Remote agent to check for new devices.
- **Reuse connection method.** Select this check box to direct the ReadyNAS Remote agent to use the same connection method (either direct or through the Remote tunnel) as its last run.

8. Click the **OK** button.

Your changes are saved.

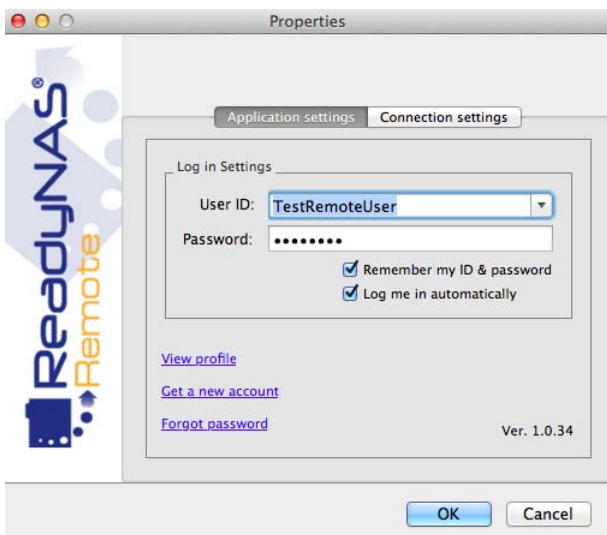
➤ **To manage your ReadyNAS Remote agent account properties on a Mac:**

1. Launch the ReadyNAS Remote agent.
2. Click the **ReadyNAS Remote** icon and choose **Properties** from the menu.



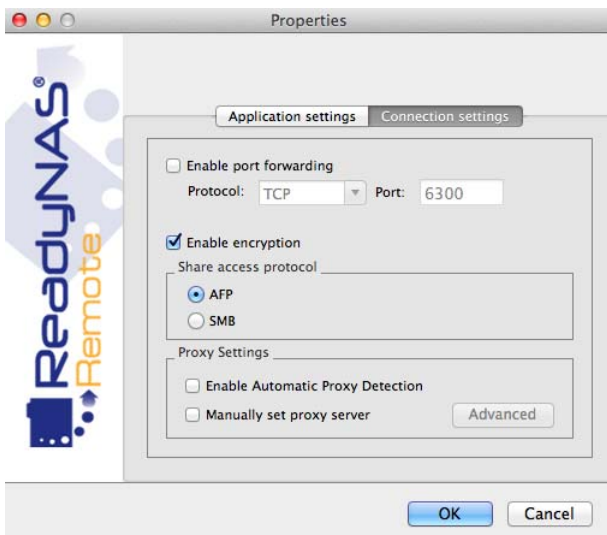
If the **Properties** menu item is dimmed, you must log out of your account to activate it.

The **Properties** dialog box displays.



3. To view or manage connection settings, click the **Connection settings** button.

The Connection settings window displays.



4. (Optional) Edit the connection settings:

- **Enable port forwarding.** If either the ReadyNAS Remote agent or the ReadyNAS storage system cannot make a direct connection to each other through their respective firewalls, they instead use a relay server, which reduces speed. In this case, you can enable a port forward on the firewall on either the ReadyNAS Remote agent or on the ReadyNAS storage system (but not both) and specify which port is forwarded here.
- **Share access protocol.** Use the setting that is enabled on the ReadyNAS storage system you want to access.
- **Enable Encryption.** Encrypts any communication between the ReadyNAS Remote agent and your ReadyNAS storage system. NETGEAR recommends enabling encryption unless you are experiencing a slow link. Disabling encryption might improve transfer speed.
- **Proxy Settings.** Use these settings if your network uses a proxy server to manage Internet traffic. Use the **Automatic Proxy Detection** option to allow the client to try to determine proxy settings itself. Use the **Manually Set Proxy Server** options to display a dialog box where you can specify the proxy settings manually.

5. Click the **OK** button.

Your changes are saved.