

SonicDrive.Com FAQ: How to find model numbers on my system?

1. To find the model number of your system, please log into your system and access your web admin console page. Usually you can do this by using a browser like Internet Explorer and enter the default web address <http://192.168.1.1/> with default user name as “admin” and password as blank. Please note the web address, username, and password might have changed by your system administrator. If you are unable to access to the web admin console page, please skip to step 5 below to look for it on the system itself.
2. from the Admin page, click on the Server tab and then click on the Maintenance tab. Please click on the all.html hyperlink and it will open up a webpage.

■ On this page you can specify the location of the system folder, which is required for saving system files or performing certain functions.

- The volume which contains the system folder:

File Name	Date	
/test 5/_system_/info/sysinfo.html	2005/01/17 07:46:56	<input type="checkbox"/>
/test 5/_system_/logs/device.html	2005/01/17 07:46:56	<input type="checkbox"/>
/test 5/_system_/logs/security.html	2005/01/17 07:46:56	<input type="checkbox"/>
/test 5/_system_/logs/system.html	2005/01/17 07:46:56	<input type="checkbox"/>

- Save the following files in the system folder
 - System Information and event Logs (Preview: [all.html](#), [sysinfo.html](#), [system.html](#), [device.html](#), [security.html](#))
 - Send the saved files by email

Mail to:

3. You can right click on the [all.html](#) link here and use “Save Target As” to save it. Please use a Zip or RAR utility to compress or archive it to a smaller file and send the archived file to us if requested.
4. from this all.html web page, you will see “NAS System Information” page and scroll down to find “Model Name” as shown below. It would something like 4100,8100,8200,8420,8520, and etc.

NAS System Information

Date: 2013/02/14 10:12:07

Server	UPS Settings	Shutdown	License	TCP/IP	Windows	UNIX/Linux
FTP	SNMP	Email	SSL	Volume View	Device View	Scan
ACL	Account	Quota	Event- Configuration	Status- Environment	Status- Open Files	Status- Connections
Status- Load	Snapshot	Tape Backup	SmartSync	System Profiles		Antivirus
Disc Server	Data Archiving					

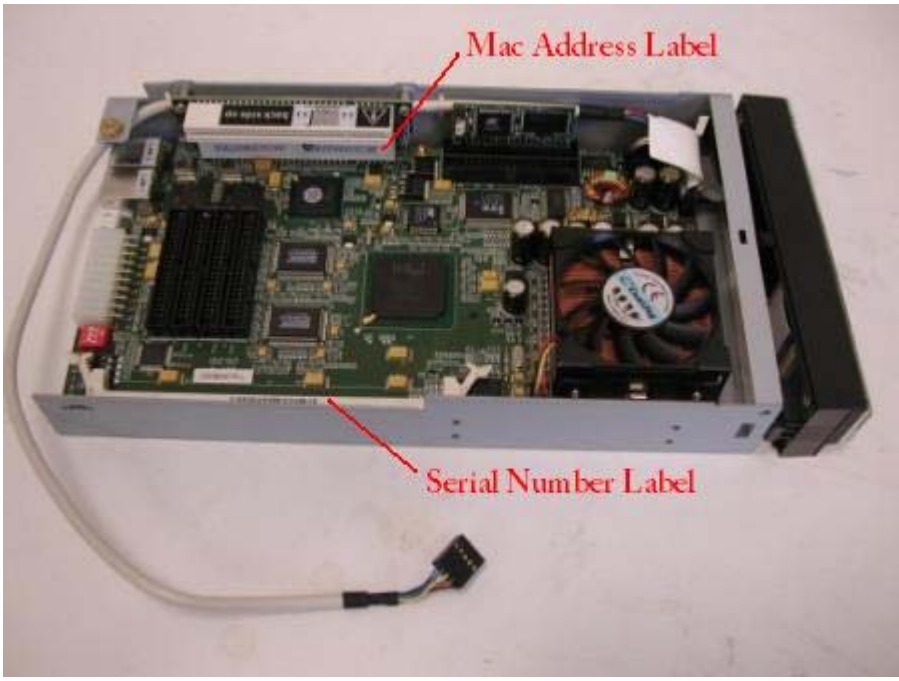
Search

Server

Firmware Version: 1.21
Server Name: NASD800556B
Server Comment: NASStorage
Date (MM/DD/YYYY): 02/14/2013
Time (HH:MM:SS): 10:12:07
Time Zone: (GMT-08:00)Pacific Time(US & Canada);Tijuana
Daylight Saving Time: Enabled
Configure from LCD: Enabled
System LCD Banner: (None)
Auto Power Restore: Enabled
System folder resides in: /NASVOLUME

Model Name: 8520C

5. If you can not access the admin console web page, then you can find the model number on the controller or the system itself. There is usually a sticker that list the model number on the back or the bottom of the enclosure. If not, you would need to open up the enclosure and find the controller or the motherboard in the unit itself. For most controllers, there is a serial number sticker on top of the memory slot. It is a 11 or 12 digit number that starts with numbers "101.....". If this sticker is no longer present, then you can look for the MAC address of the unit. There are 2 stickers next to the PCI slot that indicates the MAC address of the unit. The numbers are like this "00-E0-D8-xx-xx-xx". You can refer to the picture shown below to find these stickers for a typical controller. You can send the serial number and/or the MAC address info to us and we will look up the model number for you.



Please email us any requested info to us at Support@sonicdrive.com

Thank you.