



M.2 SSD Installation Guide

For the ASUSTOR Lockerstor 10 Pro NAS

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1. Introduction

1.1. Notes and Precautions

Before adding or removing SSDs, please read the following precautions thoroughly.

- Your NAS and SSDs use high precision electronic components and are extremely sensitive. To avoid invalidation of your warranty during its product warranty period, we recommend that:
 - M.2 SSDs for the Lockerstor 10 Pro may be purchased from local dealers. [Click here](#) for a list of compatible M.2 SSDs.
 - If installing two drives, ASUSTOR recommends that they be the same model for optimum performance.
 - Do not mix NVMe and AHCI SSDs in the M.2 slots as your NAS will not boot with both types of drives installed.
 - You should not install a M.2 SSD by yourself, if you are not familiar with upgrading M.2 SSDs on a computer.
- ASUSTOR is not responsible for damage that occurs as a result of your failure to follow the instructions intended for your ASUSTOR product. ASUSTOR is not responsible for any product from which the serial number has been removed or that has been damaged or rendered defective (a) as a result of accident, misuse, abuse, contamination, improper or inadequate maintenance or calibration, or other external causes; (b) by operation outside the usage parameters stated in the user documentation that shipped with the product (c) by software, interfacing, parts, or supplies not supplied by ASUSTOR; (d) by improper site preparation or maintenance; (f) from loss or damage in transit; (g) by modification or service by anyone other than (i) ASUSTOR or (ii) an ASUSTOR authorized service provider.
- Be careful not to injure your hands or fingers with sharp edges of the SSD, inner components, chassis materials or circuit boards of your NAS. ASUSTOR takes no responsibility for injury caused.
- ASUSTOR does not guarantee compatibility with SSDs not tested by ASUSTOR.
- Be sure to turn off your NAS and peripherals and disconnect all attachments and connected cables before adding or removing SSDs.
- To prevent damage from electrostatic discharge to SSDs, follow the instructions below:
 - ✓ Do not work at a location that produces static electricity, such as on a carpet.
 - ✓ Before adding or removing SSDs, be sure to always wear an antistatic wrist strap and properly connect it to a ground line. Do not touch sensitive components inside your NAS.
- Improper insertion of SSDs may cause damage to the SSD, slot, motherboard or a combination thereof and is not covered by ASUSTOR's limited warranty.
- Use a screwdriver that matches the size of the screws.
- Do not remove or loosen screws not mentioned in this guide.

1.2. Parts and Tools Needed

- Phillips head screwdriver

2. Installation Guide

2.1. Removing the Cover

- Shutdown the NAS by selecting **[Shut down]** from the ADM User Menu.
- Wait for unit to power off completely.



- Disconnect all cables and devices connected to the NAS including the power cable.



- Use a screwdriver to loosen the three screws found on the rear of the NAS as shown in the illustration.

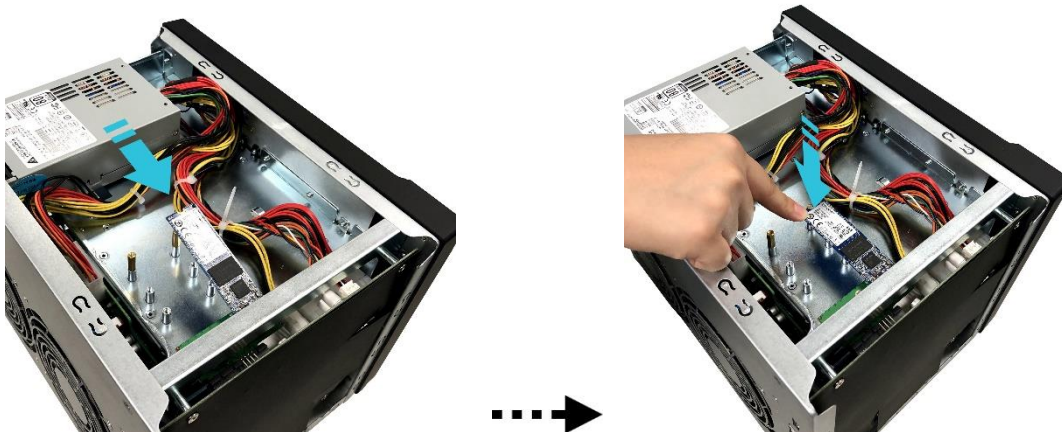


- Grip the cover from both sides with two hands and then gently push towards the rear of the NAS to remove it from the chassis.

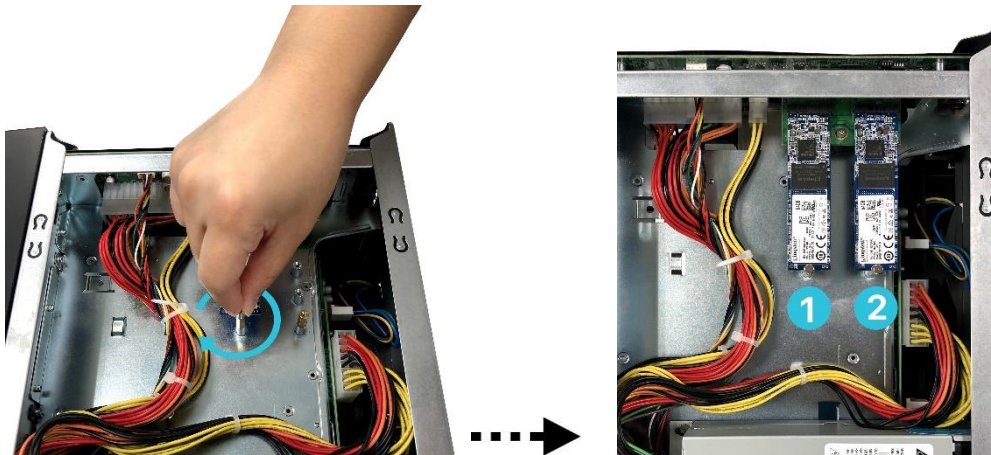


2.2. Installing M.2 SSDs

- Upon opening the NAS, M.2 slots are found on the top of the NAS. Insert an SSD into an empty slot at a 45° angle and align the notches of the SSD and gently push SSD into the slot.



- Adjust the standoff so that it matches the length of your SSD. Gently push the drive down as indicated by the arrow so that it is flush with the location of the standoff. Secure drive with included thumbscrew. Repeat process for second drive.



2.3. Replacing the Cover

- Replace the cover and tighten the three screws that were removed previously.



- Reconnect all cables including the power cord and then start up the NAS.



3. Appendix

3.1. Troubleshooting

Q: After installing new SSDs, my NAS won't start. What's wrong?

A: Please follow the steps below to resolve this issue:

1. Check if the LED indicators, system buzzer, and LCD display panel are operating normally.
2. If your NAS is unable to recognize the new SSD or is unable to start up normally, please check that you have used compatible SSDs. Please ensure the SSD is functioning normally.
3. Uninstall and reinstall newly-added SSDs to confirm that it has been installed properly.
4. If your NAS still does not operate normally, please remove newly installed SSDs, and then restart the NAS to see if it boots up normally.
5. If all previous steps have not solved your problem, please contact your local dealer or ASUSTOR customer service.

3.2. Contact ASUSTOR Technical Support

Contact us:

1. Email: support@asustor.com
2. Online Support Form: http://www.asustor.com/service/online_support
3. ASUSTOR Online Community: <http://forum.asustor.com/>