

DA Monitor User Guide

Overview :

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

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Terms and Definitions :

1. **DA Monitor**, a PC-based desktop application meant for monitoring drives associated with one or more devices or accounts at a glance.
2. **DA Portal**, a web-based dashboard, is DA Drive Analyzer's most detailed user interface.
3. **Alerts** summarize the AI-based and non-AI-based events that potentially signal drive problems. Alerts include (in decreasing order of importance) AI Alerts, Fault Alerts, and Threshold-Based Alerts. If you see any Alerts, you may want to back up your data or take other precautions.
4. **AI-based drive health predictions** leverage complex patterns in drive health data to let you know when a drive might soon experience poor drive health.

- a. A drive with a **Severe Risk of Failure** prediction may fail in the near future. If a drive has this prediction, please take precautions to prevent data loss, and consider backing up your data or replacing the drive.
 - b. A drive with a **Moderate Risk of Failure** prediction may fail in the near future. If a drive has this prediction, please take precautions to prevent data loss, and consider backing up your data or replacing the drive. Drives with moderate risk of failure may or may not transition to a severe risk of failure prediction status before failure.
 - c. **Healthy Drives** are unlikely to fail any time soon.
 - d. **Pending Drives** are undergoing data collection for the purpose of generating AI-based health predictions.
 - e. **AI Prediction Unsupported Drives** cannot receive AI-based health predictions because they have a different set of indicators from ones our AI has been taught to analyze. Currently, these unsupported sets of health indicators are not present in sufficient quantities within our datasets for us to teach our AI to analyze them.
5. **Faulty Drives** have crossed a special class of thresholds that likely indicate drive problems. Faulty drives may sometimes revert back to normal, such as after a power cycle or reset. If you see a Faulty drive, you may want to back up your data or take other precautions. This feature does not utilize AI.
6. **Threshold-Based Alerts** occur when a drive crosses thresholds that likely indicate drive problems. If you see a Threshold-Based Alert, you may want to back up your data or take other precautions. This feature does not utilize AI.
7. **DA Drive Analyzer** is a web-based service that monitors the health and performance of your hard drives, makes artificial-intelligence-based predictions about impending drive failures, and notifies you of predicted impending failures or possible deteriorations in the health of your drives.
8. **Licensed Drives** refer to the total number of licensed drives out of the total number of drives detected from a system, such as a computer or a network-attached storage device (NAS).

Feature Overview for DA Monitor:

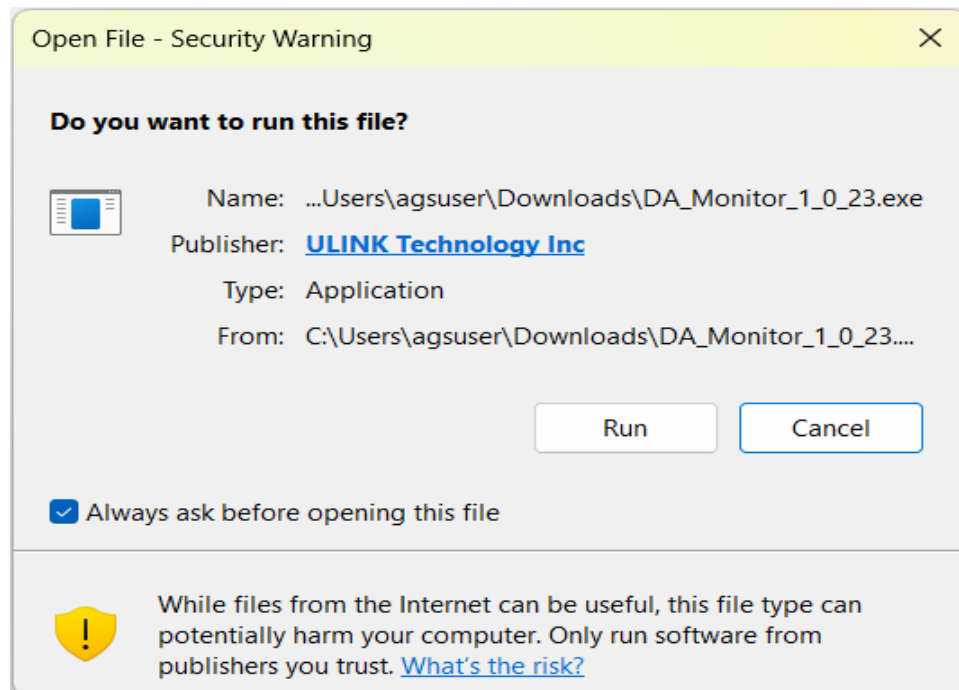
1. DA Monitor works in the background to continuously monitor the health of multiple drives across multiple devices and accounts -convenient for IT support and maintenance.
2. DA Monitor Alerts you about potential drive problems through desktop notifications.
3. DA Monitor lets you check how many new Alerts and Alert subtypes (AI Alerts, Fault Alerts, and Threshold-Based Alerts) you have among your licensed drives.
4. DA Monitor links to DA Portal, where you can access drive information in greater detail.

Requirements :

- A Windows PC with OS Version 8 and onwards
- An Internet connection
- Login credentials for one or more user accounts

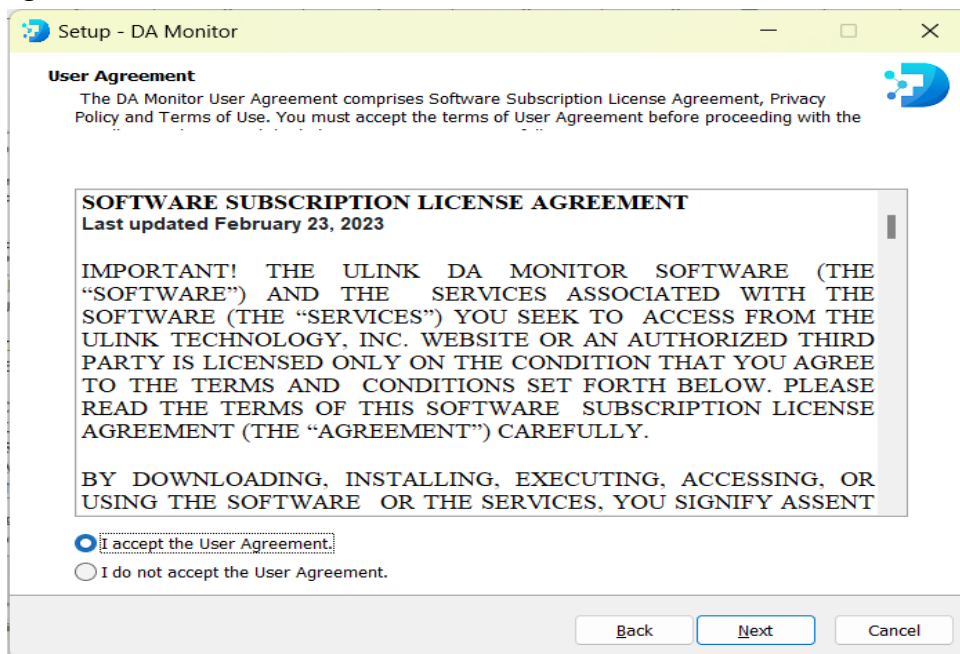
Download and Install the Application :

1. To download DA Monitor, please visit <https://ulink-da.com/da-desktop-suites/> and enter the required details under the section “DA Monitor for Windows” and click “CLICK HERE TO REGISTER AND DOWNLOAD.”
2. You will receive an Email on the email address specified by you with a link to download the application. Click on the link to download the application.
3. Upon downloading the installation file, double-click on the saved file to start the installation process. A security warning may appear because the application was downloaded from the publisher directly and not from Microsoft Store. To proceed with the installation, click “Run.” A Welcome Wizard will appear with details such as the application version. Click “Next.”

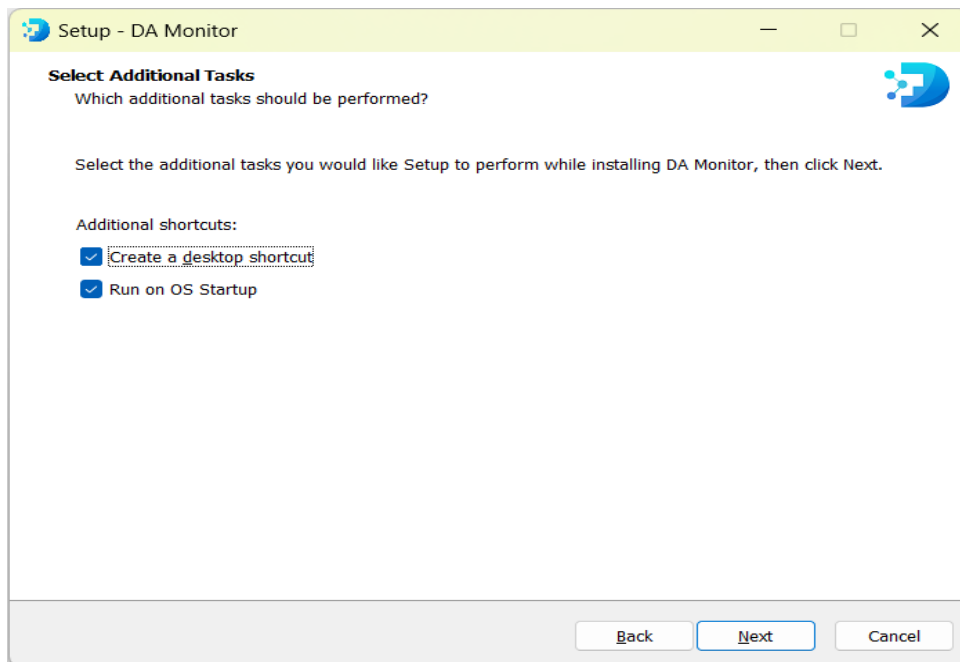




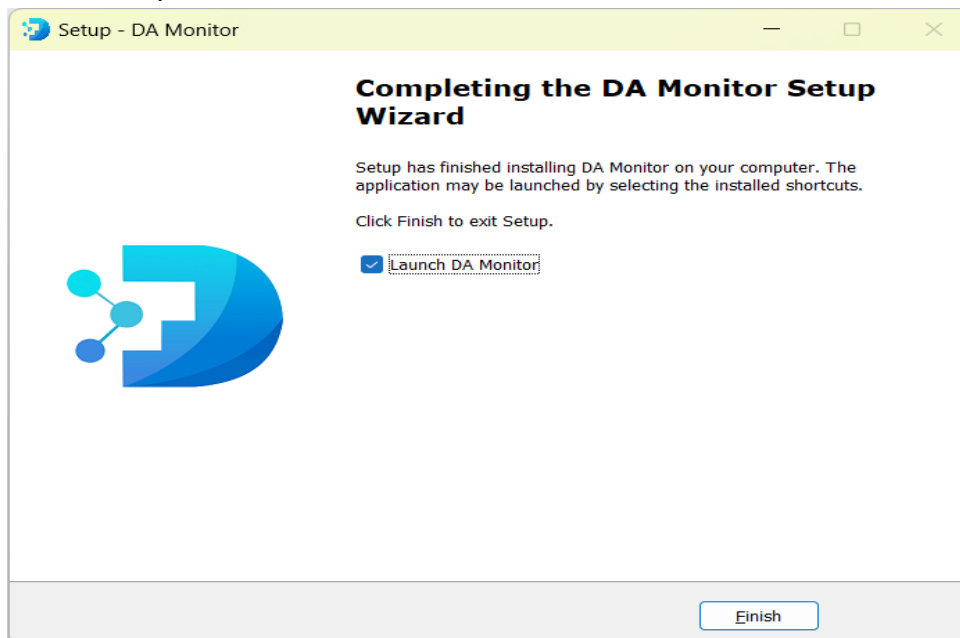
4. A User Agreement window will appear and show the Software Subscription License Agreement, Privacy Policy, and Terms of Use. To proceed, please check the "I accept the agreement" button and click "Next."



5. On the next screen, you will see check boxes to confirm if you wish to create a desktop shortcut and let the application launch itself on OS startup. Please check the desired options and click "Next."

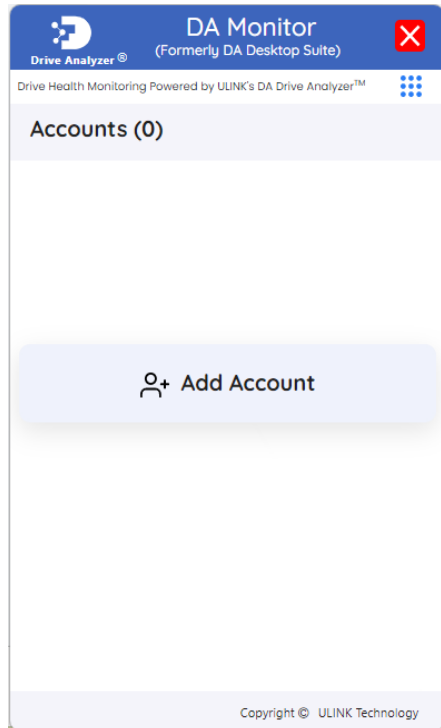


6. The installation process may take a few seconds. After completion, a completion pop-up will appear. Please check the “Launch DA Monitor” box if you wish to use the application immediately. Otherwise, uncheck the box and click on the ‘Finish’ button.

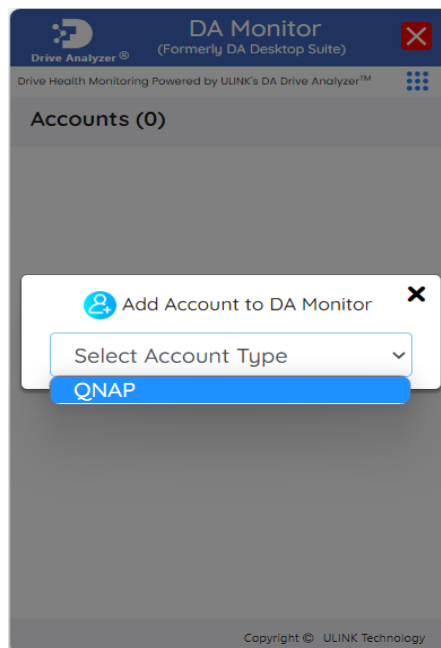


Add Accounts on DA Monitor :

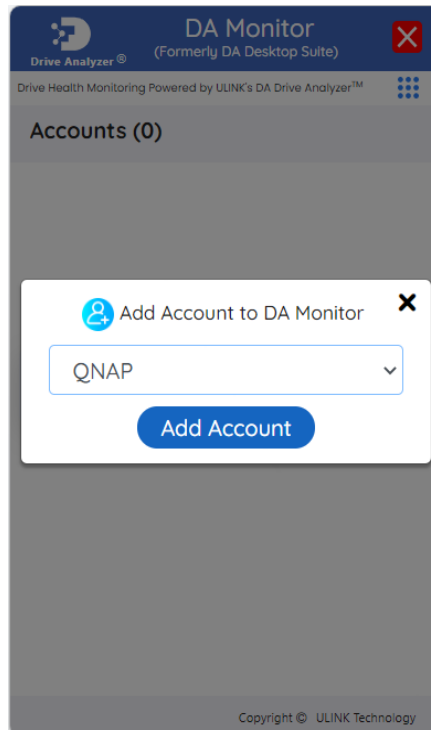
1. After installation is complete and the application is launched, you will see the homepage of DA Monitor. Click on “Add Account” to proceed with account addition.



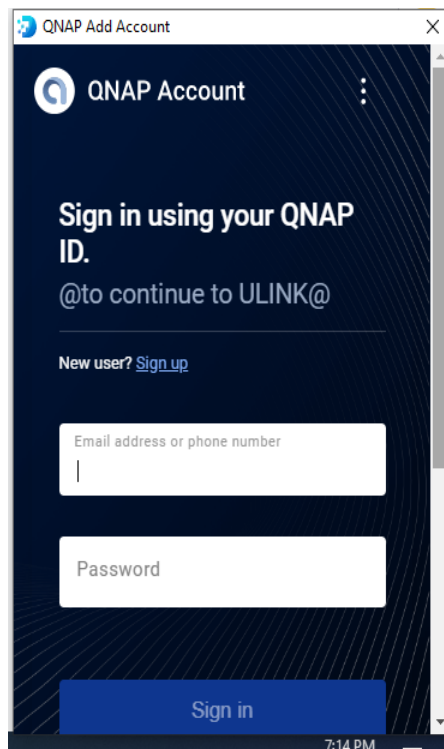
2. Click “Select Account Type” and select the appropriate account type. For example, if the user you wish to add owns a QNAP NAS, please select “QNAP.”



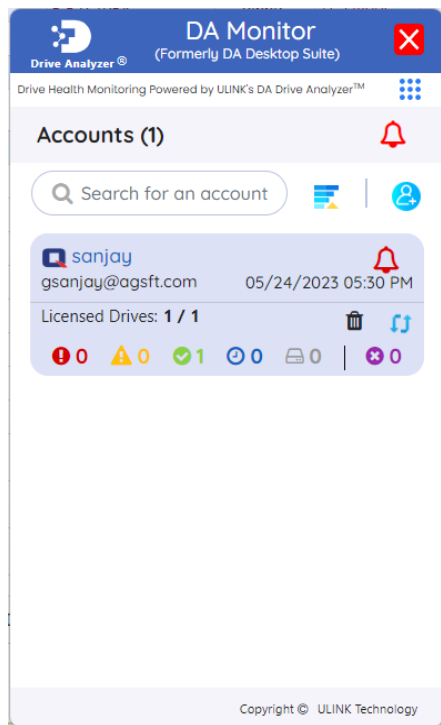
3. Click “Add Account.”



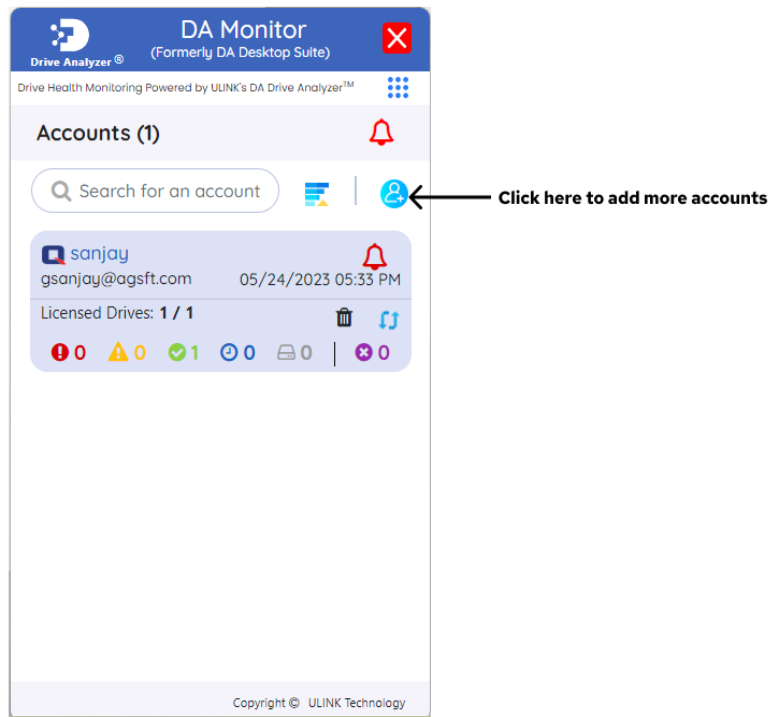
4. You may be directed to a login window for the account. If so, please enter the requested credentials to add the account.



5. Once you complete the login process, you will be able to see the account card on DA Monitor's homepage.

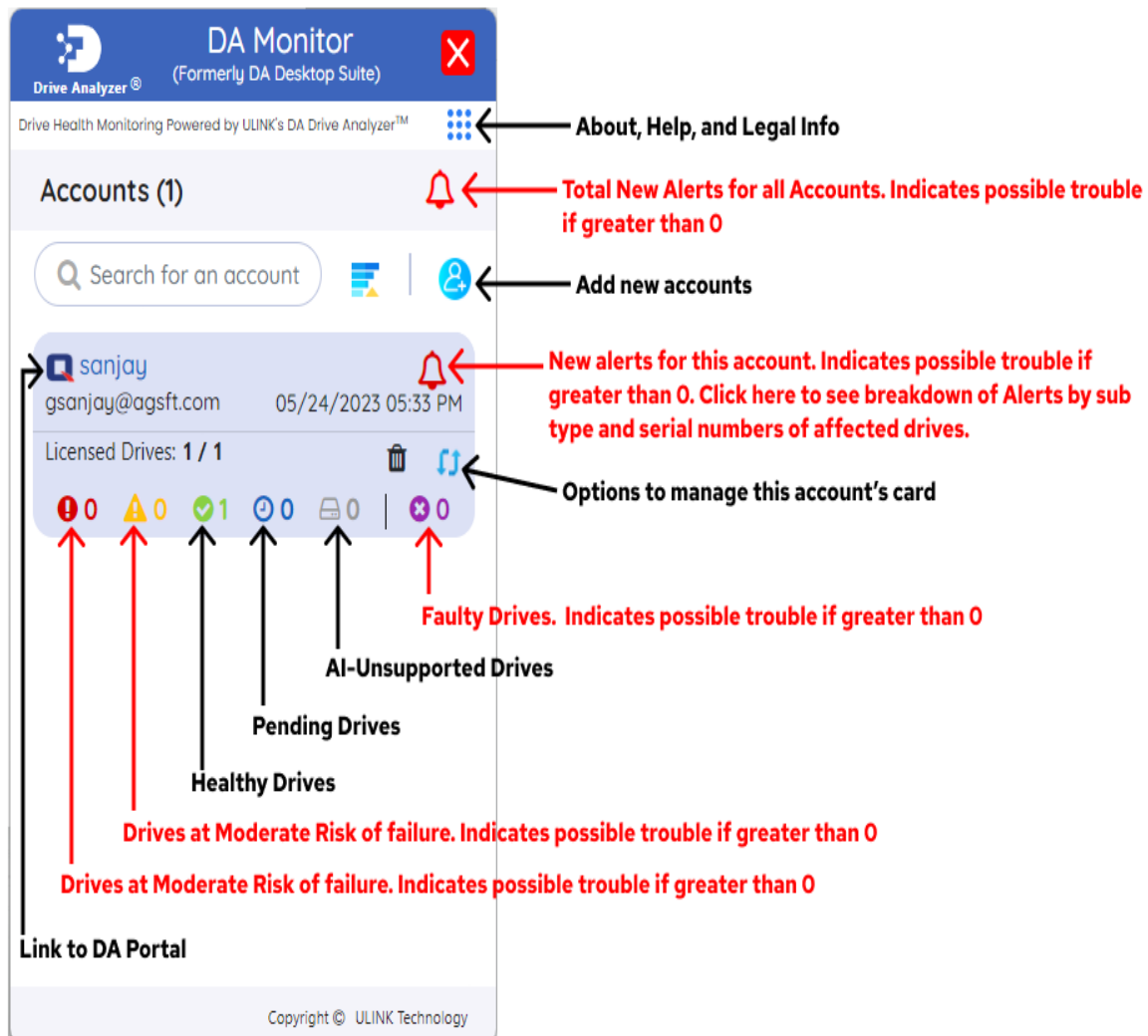


6. To add more accounts, you can repeat the add account process by clicking the add account icon below the red Alert icon.



Get to Know DA Monitor's User Interface:


DA Monitor's homepage allows you to keep track of multiple warning signals for your drives. The image below specifies the meanings of various elements on DA Monitor's homepage. Please refer to the Terms and Definitions section for more details about each term.




Clicking on the Bell Icon within an account card will take you to that account's New Alerts. The image below specifies the meanings of various elements within DA Monitor's Alerts Page. Please refer to the Terms and Definitions section for more details about each term.

DA Monitor
(Formerly DA Desktop Suite)

Drive Health Monitoring Powered by ULINK's DA Drive Analyzer™

Latest 3 Alerts  **View Alerts in Tabular Format**

 ulinkatest1 Monitored since 05/29/2023 **Link to DA Portal**

AI Alerts(1)

Alert 1 NEW 05/29/2023 05:34 AM
A drive was Predicted At Severe Risk of Failure
[Ulink-TS-873: NAS: Slot 8: Drive # WD-WX11D4436044]

Fault (NAS-Detected Errors) (1)

Alert 1 NEW 05/29/2023 05:34 AM
A NAS-Detected Error occurred on this drive.
[Ulink-TS-873: NAS: Slot 4: Drive # WD-WCC2ETA22203]

Threshold-Based Alerts(1)

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Clicking on the Table icon will open a window showing all the alerts for this account in tabular format.

DA Desktop Suite - Alerts								
Sr. No.	Account	NAS System	Enclosure	Slot	Drive Serial Number	Alert Date	Alert Category	Alert Description
1	Joseph	QNAS-871T-JC	NAS	1	ZA1CWJ31	11/08/2022 04:10 AM	AI Alerts	A drive was Predicted At Moderate Risk of Failure
2	Joseph	QNAS-871T-JC	NAS	1	ZA1CWJ31	11/08/2022 04:10 AM	Threshold-Based Alerts	Self-Test Log List fell outside its normal range
3	Joseph	QNAS-871T-JC	NAS	1	ZA1CWJ31	11/07/2022 04:10 AM	Threshold-Based Alerts	Number of Reallocation Logical Sectors fell outside its normal range