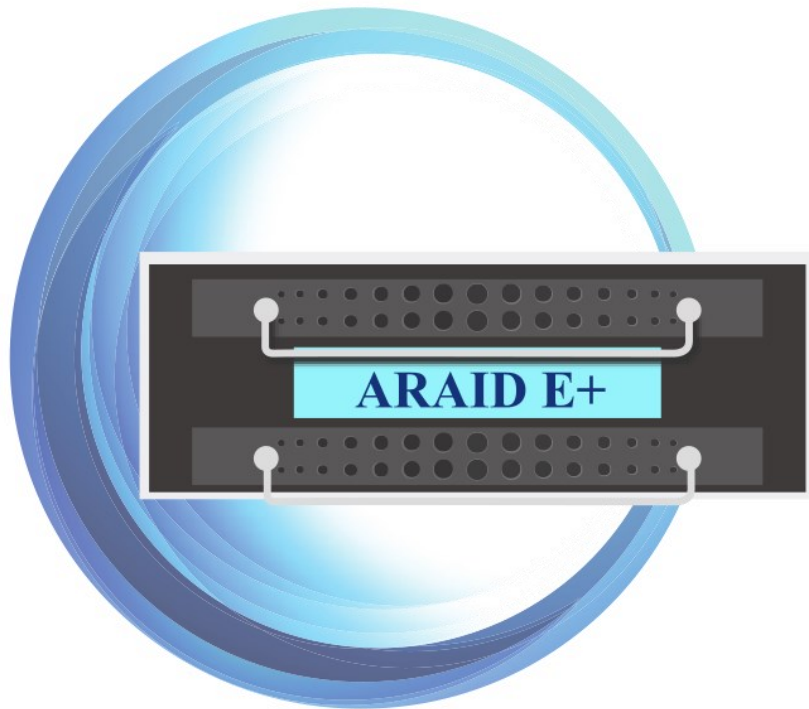


ARAID EYE PLUS

All-in-One Monitoring Software



User Manual

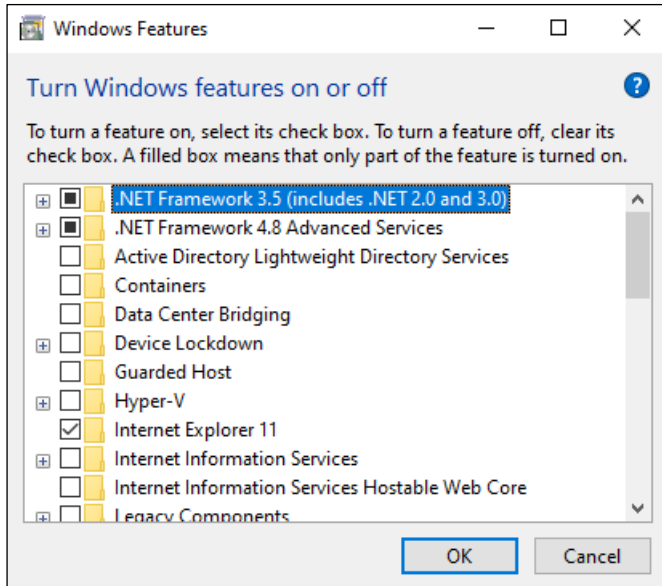
V 2.0
October 2023

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1. Software Installation

- (1) .NET Framework 3.5 feature needs to be turned on before installing ARAID Eye Plus software.
(Windows Operating System: Control Panel > Programs and Features > Turn Windows features on or off.)
✖ Internet connection is required to successfully install .NET 3.5 Framework on WINDOWS 10.

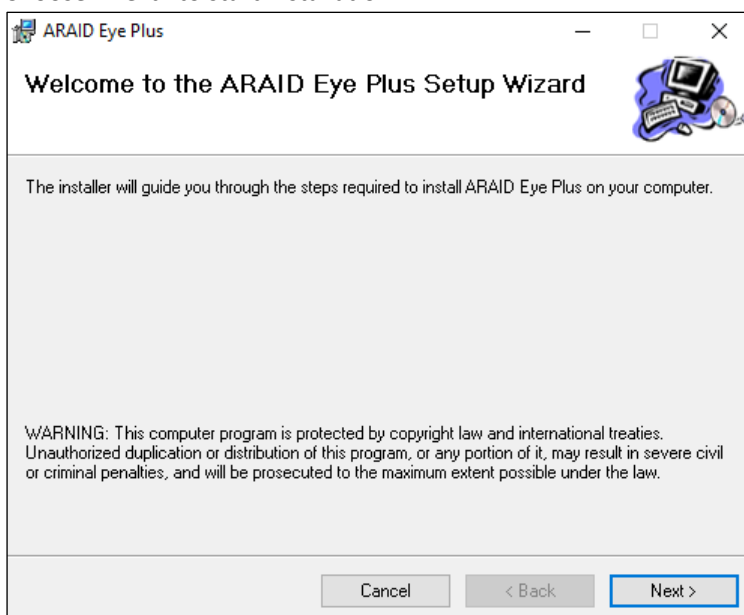


Select the check box and click “OK” to turn the feature on.

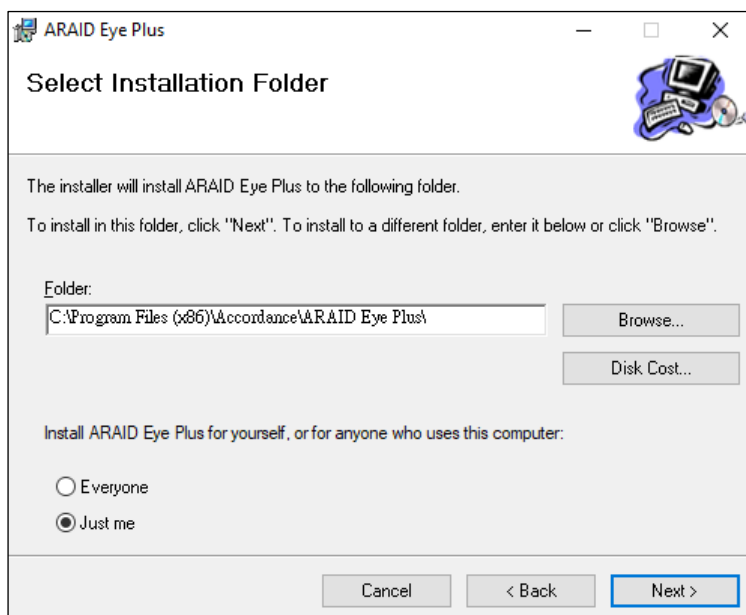
- (2) Select “ARAID Eye Plus_Setup” and begin installation.



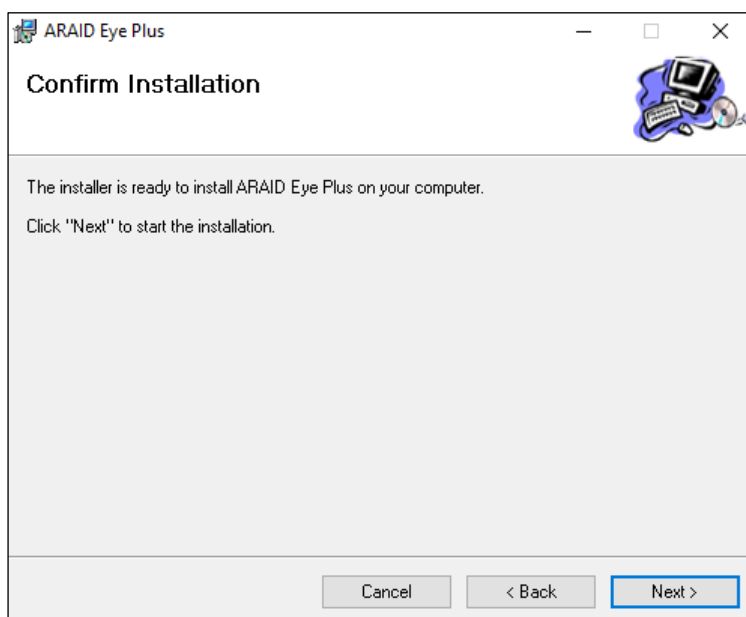
- (3) Choose “Next” to start installation.



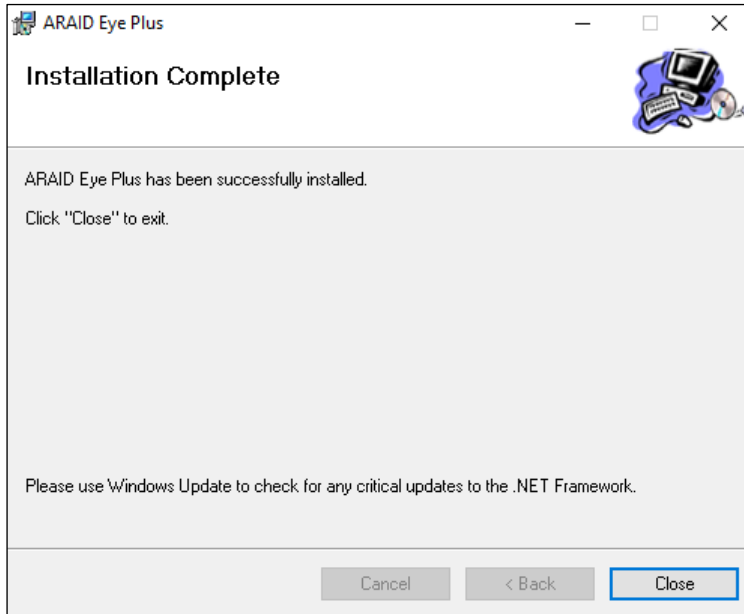
- (4) Select the folder and user to install the software.



- (5) Click "Next" to start installation.



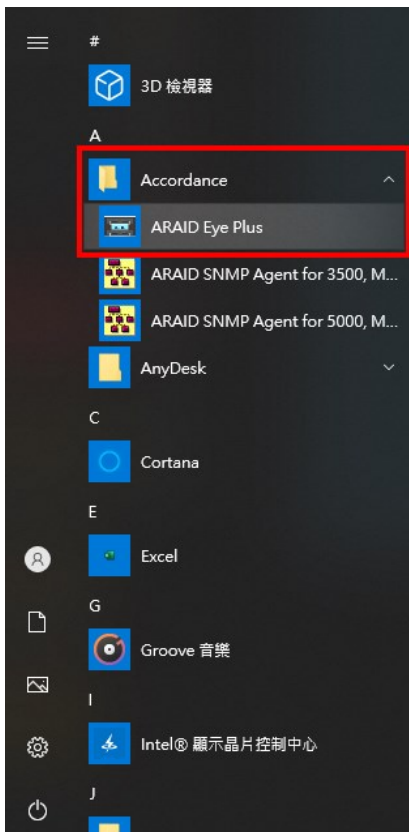
- (6) Select "Close" to exit the Setup Wizard.



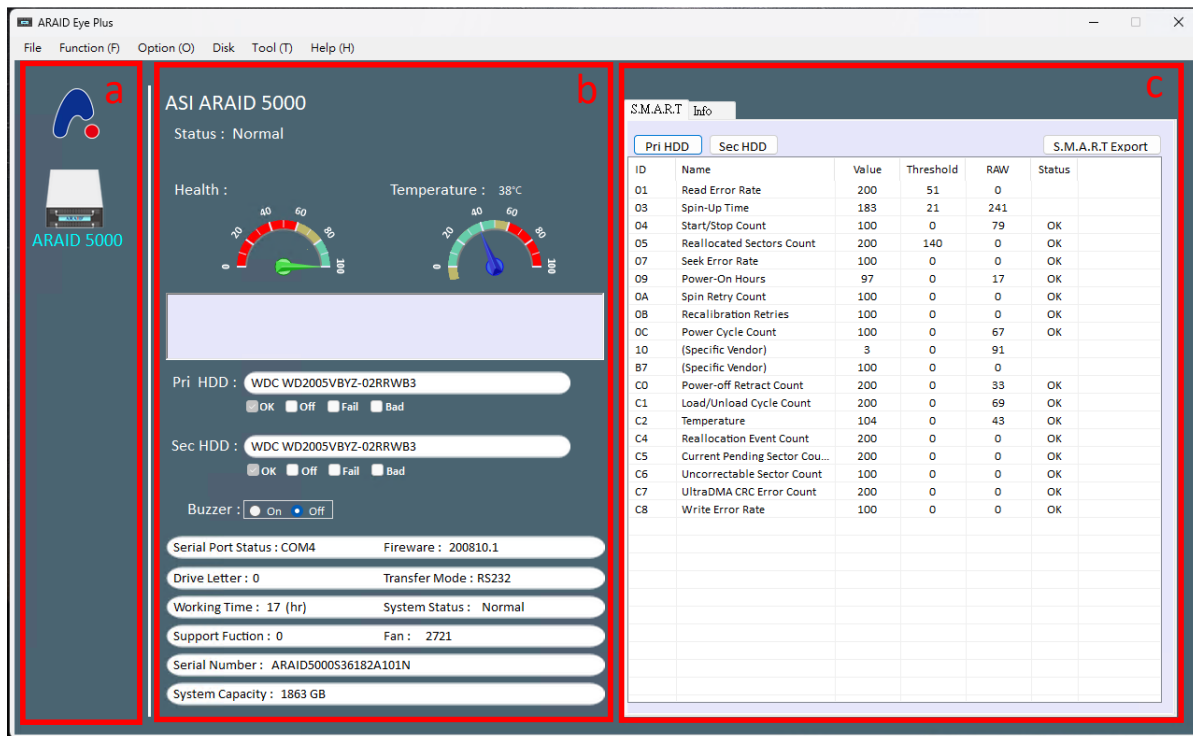
- (7) The following shortcut for ARAID Eye Plus software will be added to the desktop.



- (8) The ARAID Eye Plus can also be opened through the below path:
Windows> Accordance > ARAID Eye Plus.

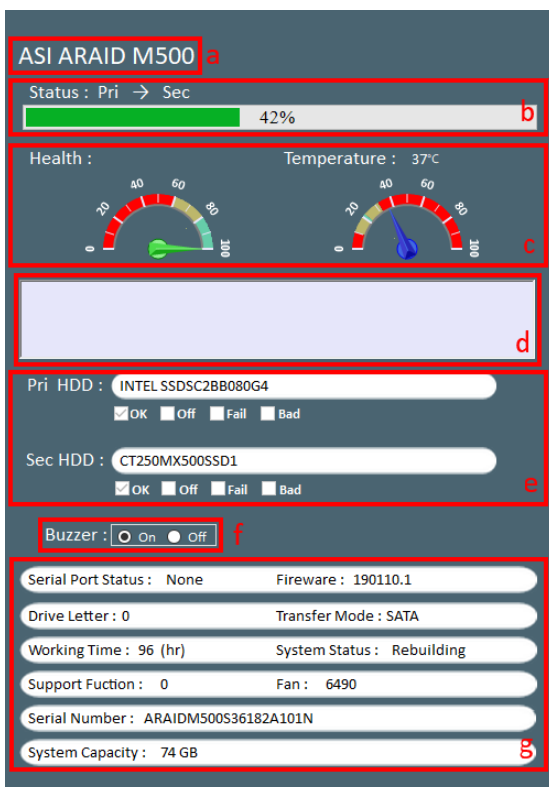


2. ARAID Eye Plus Interface



- (a) **Device List:** Lists all of the ARAID units and HDD connected to the Host PC.
- (b) **ARAID Status:** ARAID operating status. Please see the following diagram for details.
- (c) **S.M.A.R.T. and Info:** Displays HDD health status and detailed ARAID information.

ARAID Status



- (a) ARAID model.
- (b) Current rebuilding progress and direction of rebuilding.
- (c) HDD health status and ARAID temperature.
- (d) Status bar;
Displays notifications when HDD is removed, HDD fails, rebuilding progress, etc.
✖ RS232 connection is required for status bar function.
- (e) HDD model and status.
- (f) Buzzer control.
✖ RS232 connection is required to control Buzzer ON / OFF.
- (g) ARAID additional information.

S.M.A.R.T Status

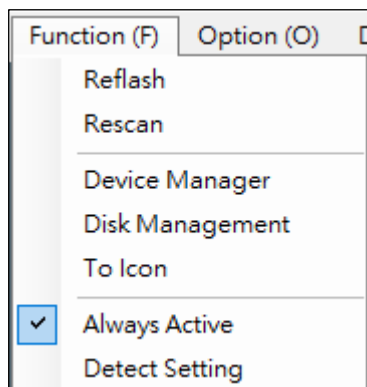
S.M.A.R.T Info					
Pri HDD		Sec HDD		S.M.A.R.T Export	
ID	Name	Value	Threshold	RAW	Status
01	Read Error Rate	200	51	0	c
03	Spin-Up Time	183	21	241	
04	Start/Stop Count	100	0	79	OK
05	Reallocated Sectors Count	200	140	0	OK
07	Seek Error Rate	100	0	0	OK
09	Power-On Hours	97	0	17	OK
0A	Spin Retry Count	100	0	0	OK
0B	Recalibration Retries	100	0	0	OK
0C	Power Cycle Count	100	0	67	OK
10	(Specific Vendor)	3	0	171	
B7	(Specific Vendor)	100	0	0	
C0	Power-off Retract Count	200	0	33	OK
C1	Load/Unload Cycle Count	200	0	69	OK
C2	Temperature	104	0	43	OK
C4	Reallocation Event Count	200	0	0	OK
C5	Current Pending Sector Cou...	200	0	0	OK
C6	Uncorrectable Sector Count	100	0	0	OK
C7	UltraDMA CRC Error Count	200	0	0	OK
C8	Write Error Rate	100	0	0	OK

- (a) Pri / Sec HDD: Click to read the value.
 (b) S.M.A.R.T Export: Click to export the value of the page.
 (c) S.M.A.R.T Display: The default setting is blank.

✖S.M.A.R.T need to be manually read by default.

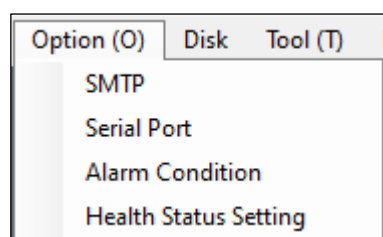
3. Menu Bar

FUNCTION



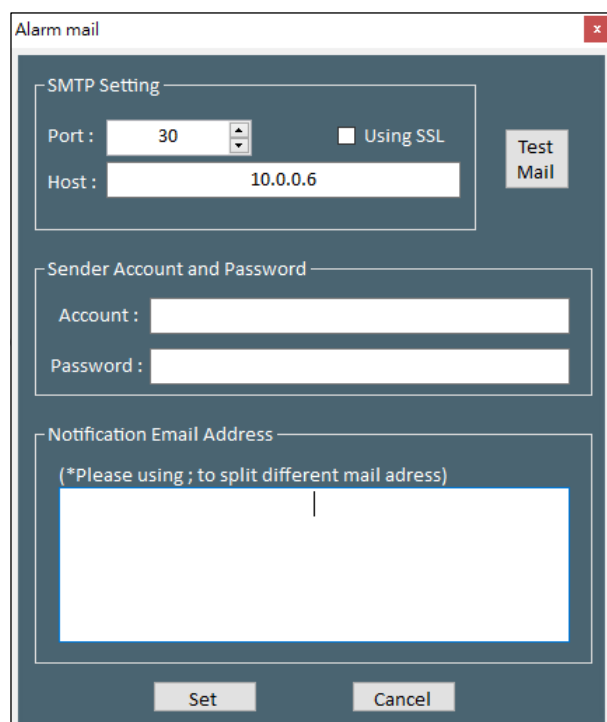
- **Reflash:** Refreshes ARAID operating status.
- **Rescan:** Rescans for connected devices.
- **Device Manager:** Opens Device Manager.
- **Disk Management:** Opens Disk Manager.
- **To Icon:** Shrink ARAID Eye Plus to Taskbar on lower-right.
- **Always Active:** When checked, ARAID Eye Plus will remain active and always shrink to Taskbar when the interface is closed.
✘ Always Active needs to be unchecked to close the software.
- **Detect Setting:** Time settings for automatic Reflash and Rescan.

OPTION



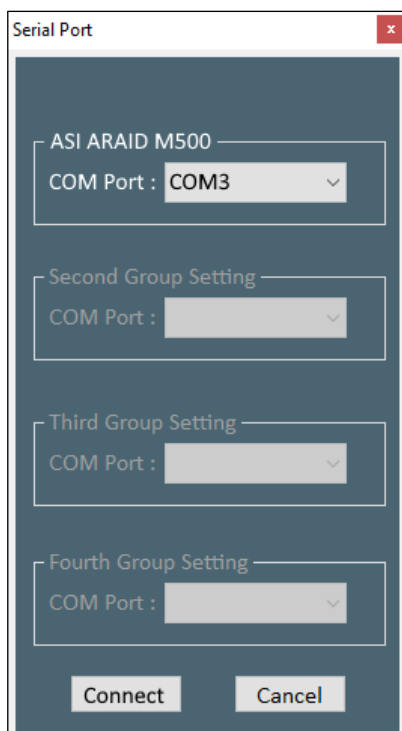
- **SMTP:** Email notification settings.
- **Serial Port:** ARAID COM Port settings.
- **Alarm Condition:** Set warning temperatures and fan speed for each ARAID.
- **Health Status Setting:** Set warning levels for 05, C5, and C6 in HDD S.M.A.R.T. for the source disk. Alerts will be sent when reaching the values.
- **Log Information:** Set which messages will be displayed in the status bar (all statuses are displayed by default). Set the export path of HDD S.M.A.R.T. data.

Option—Alarm Mail



- ✘ Email notifications will be sent to the set mail addresses when the following events occur:
- ARAID temperature is higher or lower than warning level. (See “Option—Alarm Condition.”)
 - ARAID fan speed is lower than warning level. (See “Option—Alarm Condition.”)
 - HDD is removed from ARAID.
 - Rebuilding is complete.

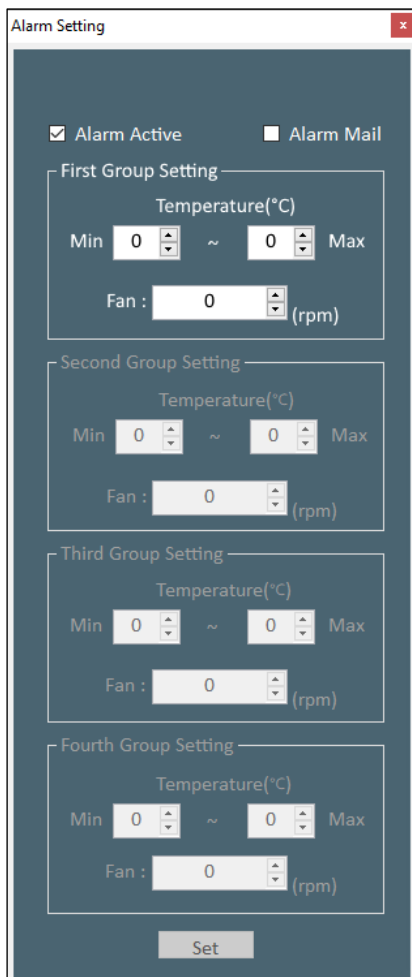
Option—Serial Port



The Serial Port configuration window shows settings for four groups. The first group, 'ASI ARAID M500', has its COM Port set to 'COM3'. The other three groups, 'Second Group Setting', 'Third Group Setting', and 'Fourth Group Setting', have their COM Port fields empty. At the bottom are 'Connect' and 'Cancel' buttons.

※ RS232 connection is required to use COM Port settings. Once setup is completed, ARAID Eye Plus will automatically connect through RS232 when the software is opened.

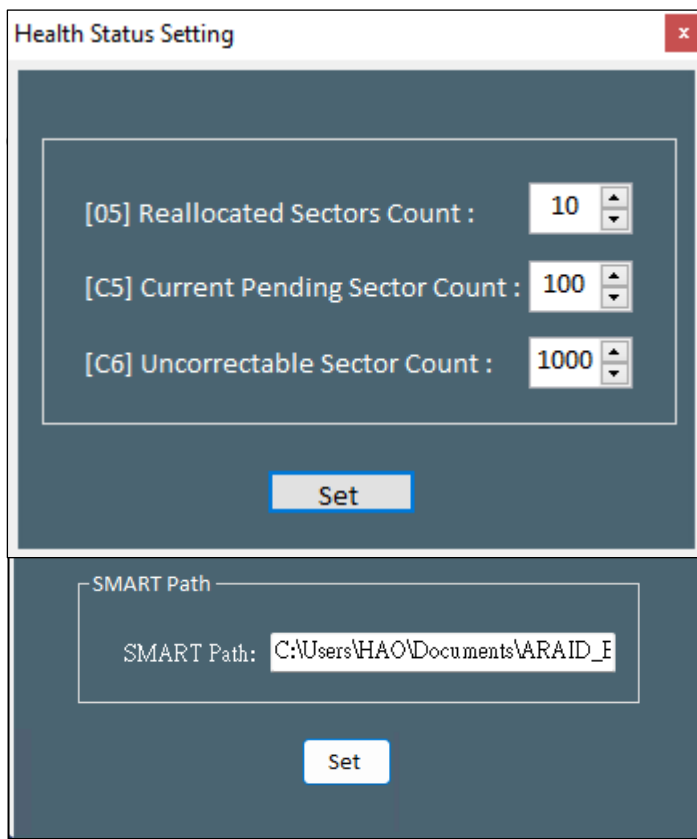
Option—Alarm Condition



The Alarm Setting window has checkboxes for 'Alarm Active' (checked) and 'Alarm Mail' (unchecked). Below are four groups of settings, each with 'Temperature(°C)' (Min 0, Max 0) and 'Fan : 0 (rpm)' fields. A 'Set' button is at the bottom.

- **Alarm Active:** Display notices on the status bar in the interface when alarms occur.
- **Alarm Mail:** Send email notifications when alarms occur.

Option—Health Status Setting

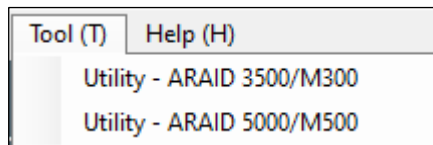


DISK



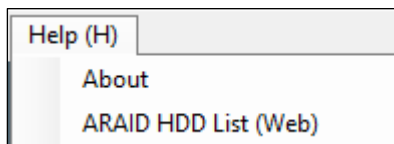
Lists all connected and detected devices (ARAID units, HDD, etc.).

TOOL



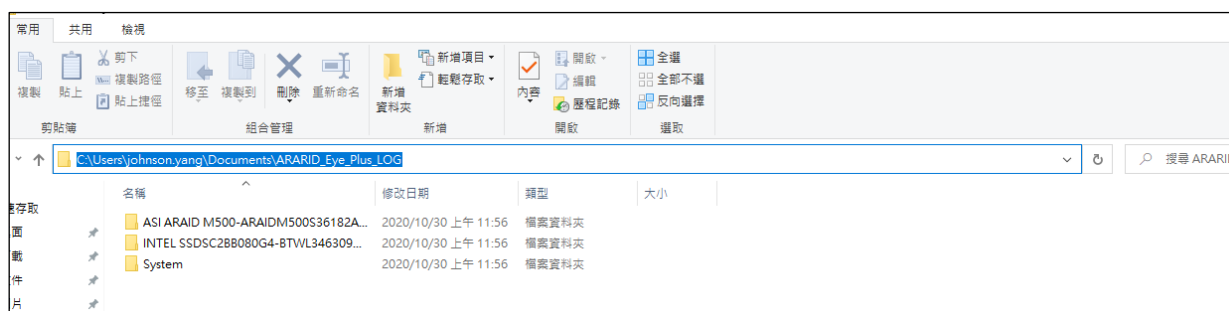
Opens ARAID Utility tool for different ARAID models.

HELP



- **About:** ARAID Eye Plus information.
- **ARAID HDD List (Web):** ARAID Compatible HDD List.

4. ARAID LOG



- ARAID Eye Plus will automatically create an ARAID Log file each day. The log files are saved in the following folder:
C:\Users\user\Documents\ARAID_Eye_Plus_LOG .
- The log file will record ARAID status, rebuilding progress and time, connection information, disk information, etc.

5. Notes

- The first time ARAID Eye Plus software is used, SATA connection is used by default. RS232 connection is recommended to get more information about ARAID operating status.
- To set up RS232 connection, choose Option > Serial Port. ([See p7, "Option—Serial Port"](#))
- For RS232 installation, please refer to the ARAID User Manual for each ARAID model.

6. Technical Support

Thank you for using Accordance's products.

If there are any questions or comments, please feel free to contact us at any time.



Accordance Systems Inc.

TEL	+886-2-2726-3239
FAX	+886-2-2728-1322
EMAIL	sales@accordance.com.tw
WEBSITE	http://www.accordance.com.tw

For faster troubleshooting, please fill out as much of the following table as possible when reporting issues:

Contact Information	
Name	
Company	
E-mail	
Telephone	
Product Information	
Model *	
Firmware *	
Serial Number *	
Purchase Date	
Equipment & Environment	
Motherboard model*	
Motherboard firmware	
BIOS	<input type="checkbox"/> Phoenix <input type="checkbox"/> Award <input type="checkbox"/> AMI <input type="checkbox"/> Other:
Chipset	
HDD 1 model *	
HDD 1 firmware	
HDD 2 model *	
HDD 2 firmware	
Operating System *	
Test Process **	
Testing Platform	
Steps	(1) (2)
Additional Notes	(1) (2)
Errors and Issues	(1) (2)

* Required Items

** Please provide videos, photos, or screenshots of the Test Process and observed problems for faster troubleshooting