SYMPLYSPARK

WORLDWIDE MANUAL V1.13



Thank you for purchasing SymplySPARK

If you have any support questions that are not addressed in this document then please check our extensive FAQs or submit a support ticket on our support site.

Your feedback is important to us, so please let us know what you think of our products via email hello@gosymply.com

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SYSTEM REQUIREMENTS

HARDWARE

Thunderbolt 2*, Thunderbolt 3 or Thunderbolt 4 Host Computer

*Requires Apple Thunderbolt Adapter - not supplied (part number MMEL2ZM/A).

OPERATING SYSTEM

macOS version 10.13 or later Windows 10

SYMPLYSPARK: FRONT



Number	Description
1	LED Status Green = OK / Red = Fault Blue = Activity
2	LED Blackout Mode = On / Off
3	HDD Module

SYMPLYSPARK: REAR



Number	Description
1	Thunderbolt 3 Port
2	Thunderbolt 3 Port with 60 W for device charging
3	Power Switch (On/Off)
4	Kensington Lock
5	SymplySPARK Serial Number
6	Controller Heartbeat
7	Mute Beeper
8	FAN Module
9	Power Supply Module
10	Power Inlet

SYSTEM SPECIFICATIONS

SYMPLYSPARK PHYSICAL

Thunderbolt 3 Interfaces	Number of Drive Bays	RAID Level Support	Dimensions	Weight with HDDs	Power
1 x 60 W device charging 1 x 15 W	8	0, 1, 5, 6, 10, JBOD	24.0 x15.0 x 31.8 cm (9.4 x 6.0 x 12.5 in)	10.7 kg (23.5 lb)	400 W and 110-240 v

SYMPLYSPARK ENVIRONMENTALS

Operating Environmentals	Non-Operating Environmentals
0°C - 40°C	-20°C - 70°C
(32°F - 104°F)	(-4°F - 158°F)
5% - 85% humidity	5% - 95% humidity
(non-condensing)	(non-condensing)

SYMPLYSPARK CASE PHYSICAL

Dimensions	Weight	Temperature Range	Max buoyancy	Handle height from ground	Certifications
57.9 x 46.5 x 29.7 cm (22.8 x 18.3 x 11.7 in)	6.8 Kg (15.1 lb)	-29°C - 60°C (-20°F - 140°F)	49.9 jg (110.0 lb)	81.28 95.25 cm (32 37.5 in)	Waterproof (IPX7) Dustproof (IP6X) MIL-SPEC

INSTALLATION

UNPACKING THE SYMPLYSPARK

The SymplySPARK ships as standard in an impact resistant wheeled case with custom foam inserts, designed to withstand a mechanical shock test of 250G/2ms.

Caution should be used whenever lifting the SymplySPARK in and out of the wheeled carry case, make sure that the working area around you is free from obstructions. It is important that the SymplySPARK is positioned with enough space around the unit for airflow and in a clean environment away from sources of dust as much as possible.

The SymplySPARK is extensively tested before shipping and factory configured to RAID 5 and formatted for macOS Extended (Journaled).

Please inspect the unit for shipping damage. If there is damage, do not install the unit, please report the damage immediately by contacting your place of purchase.

WHAT'S IN THE BOX

Item	Description
SymplySPARK	SymplySPARK 8 Bay with 8 x HDDs
SYCBL-TB3A-0200AL	Symply Thunderbolt 3 Certified Cable 2m (6.5ft) 40Gbps 100 W Charging 5A/20V Active Type-C
Power cable	2m (6.5 ft) IEC power cord for local region

BEFORE POWERING ON

Before powering on the system, ensure that none of the ventilation holes or the FAN module are blocked or obstructed. Make sure that there are no obstructions around the system that might restrict air flow. Ensure that the environment is within the specified operating conditions specified in this document.

POWER ON NOTE: The power on process takes on average 40 seconds, and the system will beep once the POST (Power On Self Test) checks have been completed and the controller heartbeat LED will flash Green @ 1Hz (once per second) signalling the unit is ready.

Never turn off, remove power, or disconnect the Thunderbolt cable from the host computer while the SymplySPARK RAID volume is mounted on the host computer. Always eject the volume first before powering off the system or disconnecting the Thunderbolt cable.

BEFORE POWERING OFF

Check the SymplySPARK RAID volume is not mounted on the operating system before powering the system off. If the volume is mounted then make sure to eject the volume first before powering off the system. As long as the SymplySPARK volume is not mounted on an operating system, you can simply depress the power button until the system shuts off.

QUICK START - MACOS

The SymplySPARK is extensively tested before shipping, factory configured to RAID 5 and formatted for macOS Extended (Journaled).

Before powering on the system ensure that there are no obstructions around the system blocking air flow, and that the environment is within the specified operating conditions.

INSTALLING THE DRIVER

- 1. Plugin the power cable, the supplied Thunderbolt cable and power on the SymplySPARK.
- 2. Go to support.gosymply.com and download the installer package for your macOS version.
- 3. Install the driver following these instructions:
 - a. For macOS Big Sur (11 or later)
 - b. For macOS High Sierra or later (10.13 10.15)
- 4. If you are running macOS 10.13 (High Sierra) or above, your macOS will not immediately allow the driver to be loaded. You will be prompted to open the Security & Privacy Preference Pane and select "Allow."
- 5. The installation process will prompt you to restart your computer.
- 6. Congratulations! You are finished.

If you are running on Apple's macOS Big Sur (11.0) on an Apple Silicon M1-based Mac, then you will need to change the Mac's Security Policy to allow the driver to be installed and run. The setting can be changed within the Mac's Recovery Mode by using the Startup Security Utility. The policy should be changed from "Full Security" to "Reduced Security" and choose the "Allow user management of kernel extensions from identified developers" option. For more information on security and drivers on macOS see the Apple technical note.

QUICK START - WINDOWS

The SymplySPARK is extensively tested before shipping, factory configured to RAID 5 and formatted macOS Extended (Journaled). To use the SymplySPARK on Windows, it will need to be reformatted to NTFS.

Before powering on the system, ensure that none of the ventilation holes are blocked, that there are no obstructions around the system blocking airflow, and that the environment is within the specified operating conditions and that acclimatization time has been allowed.

INSTALLING THE DRIVER

- 1. Plug in the power cable, the supplied Thunderbolt cable and power on the SymplySPARK
- 2. Go to support.gosymply.com to download the Windows installer package.
- 3. Install the driver following the on screen installation instructions. You will be prompted to restart your computer.
- 4. Go to the "Thunderbolt Control Center" and make sure SymplySPARK is shown as a connected device. If it is not set as connected, we recommend setting it to "always connect."



REFORMATTING THE VOLUME TO NTFS

1. Right-click on the Start Menu and select "Disk Management".

Apps and Features
Power Options
Event Viewer
System
Device Manager
Network Connections
Disk Management
Computer Management
Windows PowerShell
Windows PowerShell (Admin)
Task Manager
Settings
File Explorer
Search
 Run
Shut down or sign out
Desktop
> Type nere to search

2. When "Disk Management" opens, verify the SymplySPARK is attached. As seen below it is shown as Disk 1 (in this example). Make sure to correctly identify the disk number and make a note of it for later in this process.

Volume	Layout	Туре	File System	Status	Capacity	Free Spa	% Free		
- (C:)	Simple	Basic	c NTFS	Healthy (B	112.82 GB	71.36 GB	63 %		
- (Disk 0 partitio	on 1) Simple	Basic	c	Healthy (R	450 MB	450 MB	100 %		
(Disk 0 partitie)	on 2) Simple	Basic	c	Healthy (E	100 MB	100 MB	100 %		
(Disk 0 partitie)	on 5) Simple	Basic	c .	Healthy (R	532 MB	532 MB	100 %		
= (Disk 1 partitie	on 1) Simple	Basic	c	Healthy (E	200 MB	200 MB	100 %		
- (Disk 1 partition	on 2) Simple	Basic	c	Healthy (P	91270.68 GB	91270.68	100 %		
	C (D) C: 1	Barie	NITES	Healthy (B.,	100.69 GP	77.09 GR	70.%		
WinServer201	o (U:) Simple	bush			105.05 0.5	1105 05	10.10		
- WinServer201	o (U:) Simple				109.08 08				
WinServer201 Disk 0 Basic 223.56 GB Online	450 MB Healthy (R	100 ME Health	(C.) 112.82 GB NTFS Healthy (Boot, Page Fil	532 MB Healthy (Ri	WinServer20 109.68 GB NTF Healthy (Basic	16 (D:) S Data Par			

3. Once verified, right-click on the Start Menu and select Command Prompt (Run as administrator). Or alternatively type CMD and Enter into the Windows search bar.

IMPORTANT: The next steps will erase the selected drive without confirmation. Please be sure that the correct disk number has been identified.

- 4. In the command prompt
 - a. Type *diskpart* and press *Enter*



b. Type *select disk x* and press *Enter* (x = disk number from Disk Management)



WARNING: The next step is destructive to all data on the selected disk. Ensure you have selected the correct disk.

c. Type *clean* and press *Enter*



d. Once the "DiskPart Succeeded in cleaning the disk" message is displayed, you can close the Command Prompt window.



5. Go back to Disk Management and right-click the disk that shows a red down arrow and click Initialize Disk

		<u>~</u>					1	1		
/olume	Layou	ıt	Туре	File Syster	m Status		Capacity	Free Spa	% Free	
🗰 (C:)	Simpl	e	Basic	NTFS	Health	ıy (B	112.82 GB	71.32 GB	63 %	
 (Disk 0 partiti 	ion 1) Simpl	e	Basic		Health	ıy (R	450 MB	450 MB	100 %	
 (Disk 0 partiti 	ion 2) Simpl	e	Basic		Health	ıy (E	100 MB	100 MB	100 %	
🖷 (Disk 0 partiti	ion 5) Simpl	e	Basic		Health	ıy (R	532 MB	532 MB	100 %	
WinServer20	16 (D:) Simpl	e	Basic	NTFS	Health	ıy (B	109.68 GB	77.09 GB	70 %	
Disk 0 Basic 223.56 GB Online	450 MB Healthy I	100 M Healti	(C:) 112.82 Healthy	GB NTFS (Boot, Page	532 MB Healthy (WinS 109.68 Healt	erver2016 (D 8 GB NTFS hy (Basic Data			
Olisk 1 Jnknown 1271.00 GB	91271.00 0	iB d								

6. The disk should already be selected, make sure it is set to GPT and click OK

(= =) 🖬 🚺	? 🖬 🗩 🖌	3 🖭			
Volume (C:) (Disk 0 partitic (Disk 0 partitic (Disk 0 partitic WinServer2016	Layout Simple on 1) Simple on 2) Simple on 5) Simple 5 (D:) Simple	Initialize Disk You must initialize a disk before Logical Disk Manager can access it. Select disks: Select disks:	X pa GB B B GB	% Free 63 % 100 % 100 % 100 % 70 %	
Disk 0 Basic 223.56 GB Online	450 MB Healthy I	Use the following partition style for the selected disks: () MBR (Master Boot Record) () GPT (GUID Partition Table)			ŕ
*O Disk 1 Unknown 91271.00 GB Not Initialized	91271.00 G Unallocates	Whether the CHT partition style is not recognized by an previous versions of Windows. OK Cancel			

7. Right-click the now Unallocated drive and select New Simple Volume

			- 1		1-			1	1		1
/olume	Layou	ıt	Туре	File Syster	n Statu	s	Capacity	Free Spa	% Free		
= (C:) = (Dick 0 partitic	Simpl	e	Basic	NIFS	Healt	hy (B	112.82 GB	/1.32 GB	03 % 100 %		
Disk 0 partition	on 1) Simpl	e	Basic		Healt	hy (R	430 MB	400 MB	100 %		
 (Disk 0 partition) 	on 5) Simpl	e	Basic		Healt	hy (R	532 MB	532 MB	100 %		
WinServer201	6 (D:) Simpl	e	Basic	NTFS	Healt	hy (B	109.68 GB	77.09 GB	70 %		
Juline	Healthy	Health	Healthy (B	oot, Page	Healthy (Healt	hy (Basic Data				
Basic										/////	///
Disk 1 Basic 91270.98 GB Online	91270.98 G	5B	New Sim	ne Volum							
Disk 1 Basic 91270.98 GB Online	91270.98 C Unallocate	jB ed	New Sim	nple Volum							
Disk 1 Basic 91270.98 GB Online	91270.98 C Unallocate	5B ed	New Sim New Spa	nple Volum	e						
Disk 1 Basic 91270.98 GB Online Unallocated	91270.98 C Unallocate Primary par	5B ed	New Sim New Spa New Strip	nple Volum Inned Volum ped Volum	e e						
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Disk 1 Basic 91270.98 GB Online Unallocated	91270.98 C Unallocate Primary par	5B ed	New Sim New Spa New Strij New Mir New RAI	nple Volum inned Volum ped Volum rored Volum	e e e e e						
Disk 1 Basic 91270.98 GB Online Unallocated	91270.98 C Unallocate Primary par	5B ed	New Sim New Spa New Strij New Mir New RAI Propertie	nple Volum ped Volum ped Volum rored Volum D-5 Volum es	e e me e						

8. Continue through the wizard, naming your drive as appropriate

New Simple Volume Wizard		×	New Simple Volume Wizard		×
	Welcome to the New Simple Volume Wizard		Format Partition To store data on this partition, yo	ou must format it first.	
	This wizard helps you create a simple volume on a disk. A simple volume can only be on a single disk. To continue, click Next.		Choose whether you want to fon Do not format this volume Format this volume with the File system: Allocation unit size: Volume label: Perform a quick form Enable file and folded 	nat this volume, and if so, what settings you want to use. the following settings: NTFS V Default V SPARK at er compression	
	< Back Next > Cance			< Back Next > Cancel	

9. Once done, your drive is now ready to use on Windows

📅 Disk Manag	ement							_		×
File Action	View Help	J 53								
Volume	Lavou	1	vpe File Sv	stem Status		apacity	Free Spa	% Free		
(C:)	Simple	e E	asic NTES	Healthy	(B 1	12.82 GB	71.32 GB	63 %	 	
- (Disk 0 partiti	on 1) Simple	E	asic	Healthy	(R., 4	50 MB	450 MB	100 %		
- (Disk 0 partiti	on 2) Simple	e E	asic	Healthy	(E 1	00 MB	100 MB	100 %		
(Disk 0 partiti	on 5) Simple	: E	asic	Healthy	(R 5	32 MB	532 MB	100 %		
SPARK (E:)	Simple	e E	asic NTFS	Healthy	(B 9	1270.98 GB	91270.53	100 %		
WinServer201	6 (D:) Simple	e E	asic NTFS	Healthy	(B 1	09.68 GB	77.09 GB	70 %		
Disk 0 Basic 223.56 GB Online	450 MB Healthy (100 M Health	(C:) 112.82 GB NTFS Healthy (Boot, P	age 532 MB Healthy (F	WinS 109.6 Healt	erver2016 (D ; 8 GB NTFS hy (Basic Data P				
Disk 1 Basic 91270.98 GB Online	SPARK (E 91270.98 G Healthy (B) B NTFS asic Data	Partition)							
Unallocated	Primary part	ition								
-	- //									

SYMPLY RAID MANAGER

Symply RAID Manager is a tool that installs with our Thunderbolt driver that allows a deeper look at the health and configuration of the SymplySPARK system. It is not required for day-to-day use of the system, but can be used to reconfigure the system, update firmware, manage a disk failure or mute the alarm notification for example.

The SymplyRAID Manager is installed as default in the macOS /Applications folder, and in the

C:\Program Files\Symply\Symply RAID Manager\Client\ folder as default on the Windows operating system. To use the Symply RAID Manager simply navigate to the appropriate folder and double-click on the application to run it.





Once launched, click the "Add Controller" button in the Symply RAID Manager, the resulting dialog will display a list of available SPARK units that are connected to the host and powered on. This can take up to 60 seconds for the application to complete the scan of the Thunderbolt bus. Especially if the unit has been hot-plugged.

		Symply R	AID Manager v.	.3.7.2			
d Controller	Remove Controller	Create Array	Delete Array	Email	Preference	Option	
Net Host	IP	Serial Number	Cont	roller Name	Status		
	Co	ntroller Array	Drives Sn	apshot	Event		
			Firmv	vare)—Ha	ardware Po	wer Link	
	Vendor :		Sy	ystem Ver	sion :		
Mod	el Name :			Boot Ver	sion :		
Controll	er Name :			BIOS Ver	sion :		
S	erial No. :			EFI Ver	sion :		
	Memory :						

The SPARK systems are identified by serial number, the serial number of the SPARK is located on the top right hand corner of the rear of the SPARK systems. Select the serial number you wish to add and click OK.

		Symply RAID Mana	ger v.3.7.2						Symply R	AID Manager	v.3.7.2		
ontroller Rer	nove Controlle	r Create Array Delete A	rray Email P	reference	Option	Add Co) ontroller	C Remove Controller	Create Array	Telete Array	Email	Preference	Option
00		Add Control	ller			Ne	t Host	IP	Serial Number	Cor	troller Name	Status	
Host	IP	Serial No.	Controller Name	Model	Bay No.	6	localh	ost 127.0.0.1	P0009000085	03618001		Connecte	d .
localhost	Local	P002500012507575001		SPAR	K 8								
localhost	Local	P0002500012507555003		SPAR	tK 8								
localhost	Local	P000250001250707005		SPAR	K 8								
									otsollos Arrous	Driver	nanchat	Front	
									Array	Drives 3	napsnot	Event	
										Firmw	are Harc	ware Powe	er Link
								Vendor : Symply					
		D						venuor : sympty				RAID	
		Password					Mode	al Name · SPARK		Sys	tem Versio	n : 3.7.2	
	Cont	roller Name					mou	ci i i danie : pi / i di			oot Versio	n : 1.16	
							ontrolle	ar Name :		Even	dar Varcia	NONE	
										LAPAI	ider versio	III. NONE	
		Add	Cancel				Se	rial No. : 00108626	28503012102	t t	IOS Versio	n : NONE	
							50				EFI Versio	n : NONE	
								Memory · 2048 MB					
								including . 2010 Mb					

You can repeat this process to connect to other SPARK systems that are connected to the same host computer.

		Symply R	AID Manager v	.3.7.2		
t Controller	Remove Controller	Create Array	Telete Array	Email	Preference	Coption
Net Host localhos localhos	IP st 127.0.0.1 st 127.0.0.1 st 127.0.0.1	Serial Number P0009000850 P00030000850 P00150000850	Con 03618001 03618001 03618001	troller Name	Status Connected Connected	
	Cor Vendor : Symply	ntroller Array	Drives Si	napshot re Hard	Event ware Power	Link
Model	Cor Yendor : Symply Name : SPARK	ntroller Array	Drives Si Firmwa Syst	napshot re Hardi em Version	Event ware Power RAID 1: 3.7.2	Link
Model Controller Seri M	Cor Vendor : Symply Name : SPARK Name : al No. : 000526262 emory : 2048 MB	atroller Array	Drives S Firmwe Syst Expan B	napshot re) Hard em Versior pot Versior der Versior IOS Versior EFI Versior	Event ware Power RAID :: 3.7.2 :: 1.16 :: NONE :: NONE :: NONE	Link

For help on the Symply RAID Manager in the application navigate to the "Help Center".

•			Syr Help	Center			
td Cor) itroller R	emove Controller	Create Array	Ta Delete Arra	ay Email	Preference	Option
Net	Host	IP	Serial Number	C	Controller Name	Status	
0	localhost	127.0.0.1	P00090000850	3618001		Connected	
0	localhost	127.0.0.1	P00030000850	3618001		Connected	
	localhost	127.0.0.1	P00150000850	3618001		Connected	
_							
		Con	ntroller Array	Drives	Snapshot	Event	
	Ver	Cor	ntroller Array	Drives	Snapshot ware Hardy	Event ware Power	r Link
	Ven	Cor dor : Symply	ntroller Array	Drives	Snapshot ware Hardw	Event ware Power	r Link
	Ven Model Na	Cor dor : Symply me : SPARK	ntroller Array	Drives	Snapshot ware Hardw F ystem Version	Event ware Power RAID : 3.7.2	r Link
	Ven Model Na	Co: dor : Symply me : SPARK	ntroller Array	Drives	Snapshot ware Hardw ystem Version Boot Version	Event vare Power RAID : 3.7.2 : 1.16	r Link
C	Ven Model Na ontroller Na	Cor dor : Symply me : SPARK me :	ntroller Array	Drives Firm S ^o	Snapshot ware Hardw ystem Version Boot Version ander Version	Event ware Power tAID : 3.7.2 : 1.16 : NONE	r Link
Co	Ven Model Na ontroller Na	Cor dor : Symply me : SPARK me :	ntroller Array	Drives Firm S ^o Exp	Snapshot ware Hardw ystem Version Boot Version pander Version BIOS Version	Event ware Power (AID) : 3.7.2 : 1.16 : NONE : NONE	r Link
Ca	Ven Model Na ontroller Na Serial I	Cor dor : Symply me : SPARK me : No. : 001086262	atroller Array	Drives Firm S ¹ Exp	Snapshot ware Hardw ystem Version Boot Version BIOS Version EFI Version	Event AID : 3.7.2 : 1.16 : NONE : NONE : NONE	r Link
Ca	Ven Model Na ontroller Na Serial I Mem	Cor dor : Symply me : SPARK me : No. : 001086262 ory : 2048 MB	ntroller Array	Drives Firm S Exp	Snapshot ware Hards ystem Version Boot Version BIOS Version EFI Version	Event ALD : 3.7.2 : 1.16 : NONE : NONE : NONE	r Link

TROUBLESHOOTING

I CANNOT SEE MY SYMPLYSPARK ON MY MAC COMPUTER

If you have followed the installation procedure. Make sure the SymplySPARK heartbeat light is flashing @ 1Hz (once per second), this will indicate that the controller is functioning as normal.

The SymplySPARK should be visible in the Apple System Information, System Report > Hardware > Thunderbolt

000	MacBook Pro	
 Hardware ATA 	Thunderbolt/USB4 Device Tree ^	
Apple Pay Audio Bluetooth Camera Card Reader Controller	✓ Thunderbolt Bus SYMPLY SPARK	
Diagnostics Disc Burning		
Liffer (CLads) Field (CLads) Field (CLads) Field (CLads) Field (CLads) Graphics(Displays Momory PCI CLads) PCI Power Power Power Power Power SAS SAS SAS SAS SAS SAS SAS SA	SYMPLY SPARK: Yorkor Name: SYMPLY SPARK Device Name: SYMPLY SPARK Mode: Thunderbolt 3 Window ID: Double Space Device Revision: Double Space Device Revision: Double Space Device Revision: Double Space Primaware Version: Double Space Prom (Upstrame: Double Space Spaced: Double Space Device connected Double Space Spaced: Double Space Device Name: Not double Space Link Controller Firmware Version: 1.43.0	USB Thunderbolt
Extensions	Global's MacBook Pro > Hardware > Thunderbolt/USB4 > Thunderbolt Bus > SYMPLY SPARK	Тн

Check that the Thunderbolt cable is securely connected, and that it is a Thunderbolt certified cable, it will have the lighting logo on it. Likewise, if you are using a Thunderbolt 2 to Thunderbolt 3 converter it should be the Apple adapter, part number MMEL2ZM/A.

Also check that the Thunderbolt 3 port you are using is a Thunderbolt 3 port and not just a USB-C port. Note if you are trying to connect via a hub, it must be a Thunderbolt 3 hub connected to the computer's Thunderbolt 3 port (check the port for a lightning logo) and not just USB-C.

Ensure that the correct driver for your macOS version is installed. Also ensure the driver has not been blocked from running by the macOS and the correct security settings have been applied.

Try re-installing the drivers.

Please submit a support ticket if you are still experiencing issues.

I CANNOT SEE MY SYMPLYSPARK ON MY WINDOWS COMPUTER

If you have followed the installation procedure. Make sure the SymplySPARK heartbeat light is flashing @ 1Hz (once per second), this will indicate that the controller is functioning as it should.

If the driver is installed and the cable is connected correctly then the SymplySPARK will be seen in the "Thunderbolt Control Center."

Check that the Thunderbolt cable is securely connected, and that it is a Thunderbolt certified cable it will have the lighting logo on it. Likewise, if you are using a Thunderbolt 2 to Thunderbolt 3 converter it should be the Apple adapter, part number MMEL2ZM/A.

Also check that the Thunderbolt 3 port you are using is a Thunderbolt 3 port and not just a USB-C port. Note if you are trying to connect via a hub, it must be a Thunderbolt 3 hub connected to the computer's Thunderbolt 3 port (check the port for a lightning logo) and not just USB-C.

Check that the driver is installed correctly, and try re-installing the drivers. You should first use the "Add or remove programs" application in Windows to uninstall the Symply RAID Manager and reboot the Windows machine, ahead of reinstalling the driver package.

Please submit a support ticket if you are still experiencing issues.

MUTE BEEPER

Open Symply RAID Manager, connect to the SPARK. Select "Preference", then uncheck the "Beeper" checkbox to disable the beeper.

If you do not have access to the Symply RAID Manager you can disable the beeper by depressing the mute beeper button on the back of the SPARK.

0	PIOST	IP	Serial Number	Co	ntroller Name	Status	
•	localhost	127.0.0.1	P0009000085	03618001		Connected	ł
		Cont	roller Array	Drives	Snapshot	Event	
	Vend	lor : Symply	roller Array	Drives	Snapshot are Hard	Event ware Powe	r Link
	Vend Model Nar	lor : Symply ne : SPARK	roller Array	Firmy	Snapshot rare Hard stem Versior Boot Versior	Event ware Powe RAID h: 3.7.2	r Link
Co	Vend Model Nar introller Nar	lor : Symply ne : SPARK ne :	roller Array	Drives Firmy Sy: Expa	Are Hard Stem Versior Boot Versior nder Versior	Event ware Powe RAID 1: 3.7.2 1: 1.16 1: NONE	r Link
Co	Vend Model Nar Introller Nar Serial N	lor : Symply ne : SPARK ne : lo. : 0010862628	3503012102	Drives Firmv Sy: Expa	Snapshot Are Hard Stem Versior Boot Versior nder Versior BIOS Versior EFI Versior	Event ware Powe RAID 1:3.7.2 1:1.16 1:NONE 1:NONE 1:NONE	r Link

Mode Cache MISC	
Drive Lag Proof	more
✓ NCQ Mode	more
SMART Mode 60 minutes	more
✓ Beeper	more
✓ Equalization Mode	more
✓ Degraded LUN Report	more
C	DK Cancel

REPLACING A FAILED HDD

If there is a fault with one of the disks in the SPARK, the audible beeper will sound and there will be a RED light on the front of the SPARK indicating which drive of the 8 disks has failed. Out of the factory the SPARK is configured at RAID 5, so if there is a single HDD failed the RAID will still be intact. The beeper can be disbaled either by depressing the mute beeper button on the back of the SPARK, or via the Symply RAID Manager (as described above).

If you have a spare SPARK HDD module then you can replace the failed module easily. Just unscrew the SPARK caddie by turning the thumb screws on the caddie counterclockwise and pull out the failed HDD module. Carefully insert the replacement HDD module into the SPARK and secure by turning the thumbscrew clockwise.

The status LED will go from RED to GREEN once the drive has been checked by the SPARK. The RAID rebuild will happen automatically, and the SPARK will sound the beeper at regular intervals to denote that the RAID rebuild is in progress. You can mute the beeper if you wish. The progress of the RAID rebuild can be monitored via the Symply RAID Manager. Rebuilds will take longer while the system is in use (under load).

Please submit a support ticket by following the link below to request a replacement HDD module.

REPLACING A FAILED PSU

If there is a power issue with the SPARK, please check first that the power cable, and/or power strip is OK. Try swapping the power cable for a new one. If you have checked the cabling and you have a spare PSU module from the Symply Assist Self-Maintenance (SAM) Kit, then the PSU can be easily swapped.

You will need a Philips PH 2 screwdriver. Make sure you have plenty of space around the SPARK and the work area is not obstructed.

- 1. Disconnect the power cable from the power inlet on the SPARK and wait 60 seconds before continuing
- 2. Remove the 4 screws that secure the backplate of the power supply to the chassis, keep hold of these screws
- 3. Carefully remove the PSU module. There will be two (2) sets of cables running from the PSU module to the backplane of the SPARK. Disconnect both these cables, noting the way they are connected.
- Connect the cables from the new PSU module to the backplane of the SPARK, making sure that they are securely seated.
- 5. Use the 4 screws, removed earlier, to secure the PSU module backplate onto the SPARK chassis

Congratulations you have swapped the PSU module, you can reconnect the power cable and power on.

Please submit a support ticket by following the link below to request a replacement PSU module.

REPLACING A FAILED FAN

If there is an issue with the FAN module, then the audible beeper on the SPARK will sound. Open the Symply RAID Manager to check the FAN status or visually inspect it at the rear of the SPARK chassis. Check to make sure there is nothing obstructing the FAN. Once the FAN fault has been confirmed, power down the SPARK (remembering to unmount the SPARK from the OS first).

If you have a spare FAN module from the Symply Self-Assist Maintenance (SAM) kit, then you can swap the FAN module easily.

You will need a Philips PH 2 screwdriver. Make sure you have plenty of space around the SPARK and the work area is not obstructed.

- 1. Disconnect the power cable from the power inlet on the SPARK and wait 60 seconds before continuing
- 2. Remove the 4 screws that secure the FAN module to the SPARK chassis, keep these screws for later use.
- 3. Carefully remove the FAN module and disconnect the cable that connects the FAN to the SPARK backplane.
- 4. Connect the cable from the new FAN module to the backplane of the SPARK
- 5. Secure the new FAN module to the SPARK chassis using the 4 screws removed earlier.

Congratulations you have swapped the FAN module, you can reconnect the power cable and power on.

Please submit a support ticket by following the link below to request a replacement FAN module.

WARRANTY

The SymplySPARK system comes with a limited five (5) year warranty.

Warranty and technical support service can be accessed at support.gosymply.com

SYMPLY ("the Company") warrants its products will be free from defects in material and workmanship for five years from the date of purchase of the product.

This Limited Warranty only applies to the original purchaser of the product and is not transferable to subsequent owners.

This Limited Warranty is void if the product is subjected to abuse, misuse, abnormal, excessive or improper conditions (including, without limitation, attempts to utilize the product under any condition that exceeds its design capabilities, or any other use beyond the use specified in any product instructions), or if the product is altered or modified in any manner. This Limited Warranty does not cover damage to the product due to external causes (including, without limitation, accident, liquids, chemicals, oxidation, corrosion, or exposure to the elements), or problems caused by use of parts and components not supplied by the Company.

The sole remedy under this Limited Warranty is product repair, replacement, or refund of the purchase price, at the sole discretion of the Company. In order to make a claim the purchaser must ship the product to the Company at the purchaser's expense, together with proof of purchase and a description of the nature of the defect. The Company will not be held responsible for any product that is damaged or lost in transit to the Company.

PURCHASER AGREES THAT SYMPLY SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, SECONDARY OR CONSEQUENTIAL DAMAGES, OR FOR THE DAMAGE, INJURY, OR LOSS OF LIFE, PROPERTY OR OTHER PRODUCTS THE PURCHASER CONNECTS TO THE PRODUCT, OR LOSS OF REVENUE OR DATA, WHETHER BASED ON CONTRACT, TORT, PRODUCTS LIABILITY OR ANY OTHER LEGAL THEORY, EVEN IF THE DAMAGE, INJURY OR LOSS IS CAUSED BY THE NEGLIGENCE OR OTHER FAULT OF SYMPLY. THE FOREGOING WARRANTY IS THE ONLY WARRANTY MADE BY SYMPLY, AND SYMPLY MAKES NO OTHER WARRANTIES, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

This Limited Warranty shall be governed by the laws of England and each party hereby submits to the non-exclusive jurisdiction of the English courts.

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