rocstor®

Rocpro™ T33

Up to 56TB Thunderbolt™ 3 storage.

User Manual

Rocpro T33 User Manual

About this Manual

Thank you for choosing the Rocstor product. This manual will familiarize you with the Rocstor Rocpro T33 product. We recommend reading through this manual before using the Rocpro T33 product. The information provided in this manual was checked before publication, but the actual product specifications may have changed before shipping; Latest product specifications and updates can be found at www.Rocstor.com   . No separate notifications will be provided by our company. If you would like to receive the latest Rocstor product information, manuals, and firmware, or have any questions regarding Rocstor products, please contact your local supplier or visit www.rocstor.com for more information.

1. Environmental Requirements

Operating Temperature: 0 ～ 40 ℃ (32 ～ 104 ℃)
Storage Temperature : -20 ～ 47℃ (-4 ～ 116 ℃)
Line Voltage : 100 ～ 240V AC

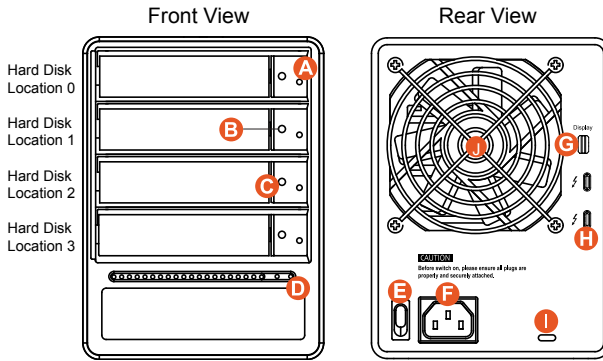## 2. Product Appearance and Packaging Content

The following items should be inside the package upon opening:

GT4670-TB3
Rocpro T33 x1 (containing HDD enclosure x4)
Thunderbolt™ cable x1
Power cable x1
Quick Setup Guide x1
Screws and key

- Please check the product and accessories for any defect or missing parts. If you have any questions, please contact your product supplier.
- Please visit the official website - Download page (https://rocstor.com/Products/rocpro-t33/) to download drivers and other related resources.

Front and rear view

Front View   Rear View

Hard Disk Location 0

Hard Disk Location 1

Hard Disk Location 2

Hard Disk Location 3

Note: A hard disk must be installed at HDD location 0

A. HDD access light
B. HDD enclosure key lock
C. HDD enclosure button
D. Power status light
E. System status light

F. Thunderbolt™ port
G. Mini DisplayPort
H. Anti-theft lock
I. Fan
J. Fan speed switch

K. Mute switch
L. Power switch
M. Power socket

3. Hardware Requirements and Precautions

1. This system can only transfer data to one computer through one interface at a time.

2. Please make sure that the hard drives are free from bad blocks or defects prior to installation in order to avoid system crashes or data loss.

3. Whenever turning off or unplugging the Rocpro T33 from your computer system becomes necessary, always remember to safely remove it from your operating system first.

4. When the T33 is connected to the computer system, it's prohibited to remove, insert or swap the hard drive while data transfer is being performed.

5. If you will be incorporating either software or hardware RAID functionality to operate with the Rocpro T33, it is important to understand the RAID level and its component that will be incorporated and the precautions to take as each RAID level and component may function differently and contains various limitations.

6. It is highly recommended for users to back up important data contained within the drives of the Rocpro T33 on a regular basis or whenever the user feels necessary to a remote or a separate storage device. Rocstor will not be responsible for any lost of data caused during the use of the Rocpro T33 or the recovery of the data lost.

4. Hardware Installation

Please follow the steps below to complete the hardware installation process:

Step 1   When you open the package, please immediately check the product and included parts for any damage or missing parts. If there is a problem with the product or included parts please contact your supplier immediately.

Step 2   Place the device on a flat, even surface. Make sure that the cooling fan is not blocked and there is sufficient surrounding space for cooling. (Keep away from water or other environments that may cause product damage)

Step 3   Please insert the key included with the parts pack into the keyhole to release the HDD enclosure handle and remove the HDD enclosure.

Step 4   Place the hard disk in the HDD enclosure and secure it in place with the included screws; this will prevent damage to the hard disk from external vibration.
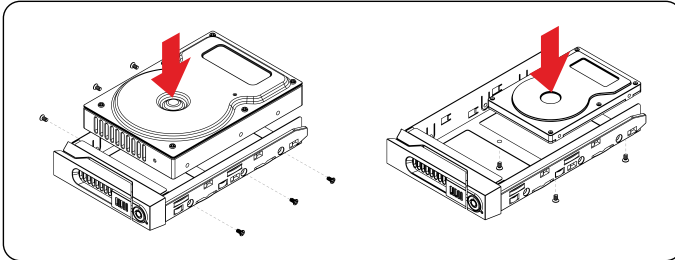
Note: Please avoid using hard disk drives from different manufacturers or different models from the same manufacturer as this may impact system performance.

Step 5   Once the hard disk is installed, slide the enclosure into the system and close the handle.

Step 6   Select the appropriate cable from the accessories pack depending on the interface. Connect the Rocpro T33 backplate connection port to the corresponding port on the computer.

Step 7   Connect the AC Power cable to the Rocpro T33. Plug the connector into the power socket then start the system.

Step 8   Your operating system will automatically detect available capacity once the device finishes booting. Once the device has been detected, please follow instructions given by the operating system and format the system. Once the hard disk has been formatted, the Rocpro T33 can be used.

Step 9   If the computer is unable to detect the system, please install the drivers from official website - Download page (https://rocstor.com/Products/rocpro-t33/) .

5. The MSU, and easy RAID configurator

- JBOD: To use individual capacity of each installed HDD.
- RAID 0: Only enhances the performance of data accessing, it does not provide backup/fail-safe for stored data.
- RAID 1: Function provides fully automatic backup that ensures data security.
- RAID 10: It requires 4 hard disks and has the speed of RAID0 and the security of RAID1.

Please visit the official website - Download page (https://rocstor.com/Products/rocpro-t33/) to download Marvell Storage Utility (MSU). After Rocpro T33 connected to the computer and install the MSU, multiple RAID modes can be set up through the MSU.

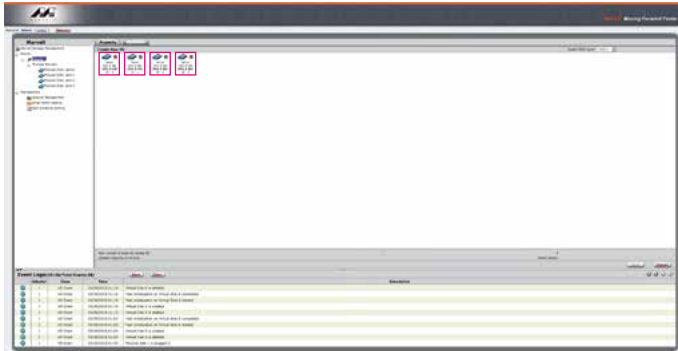**A. Set up RAID Mode(Taking RAID 0 as an example):**

1. Use your Windows username and password to log into the MSU. If you have a username but no password, then leave the password field blank.
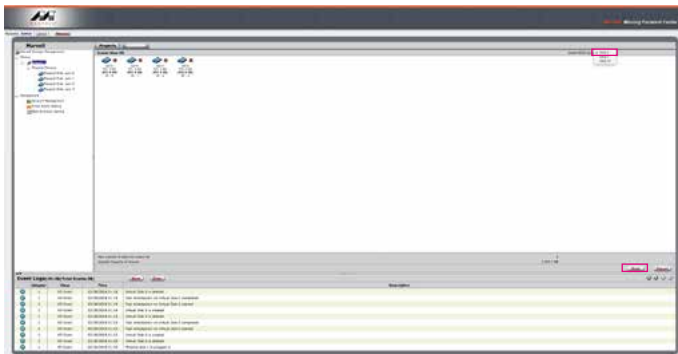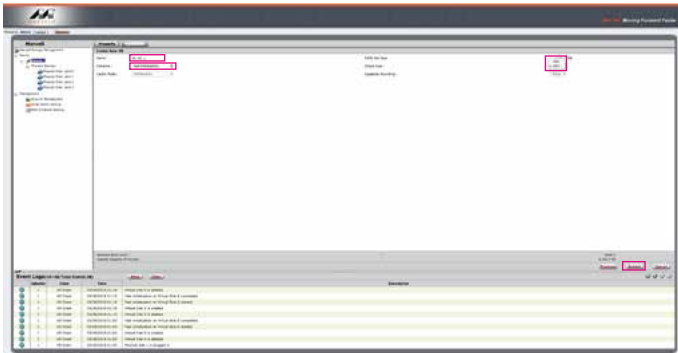
2. Click 【Operation】 and 【Create RAID】.
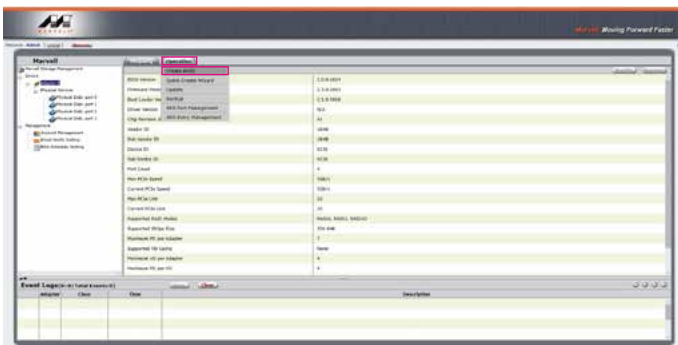
3. Click at the selected HDDs.

4. Select【RAID 0】.

5. Enter the Storage Name ,click 【Initialize】 option is set to 【Fast Initialization】, and setup 【Stripe Size】.


Note 1 • No Initialization: without initialize VD
    • Fast Initialization: fast initialize VD

Note 2 • Stripe Size, the greater the value, the better the performance of large amounts of data transmission (such as image editing, video editing, etc.)
    • Stripe Size, the smaller the value, the faster the random reading and writing (such as program startup, word processing, frequent system read/write, etc.)

6. After submitting RAID setting and Click 【OK】
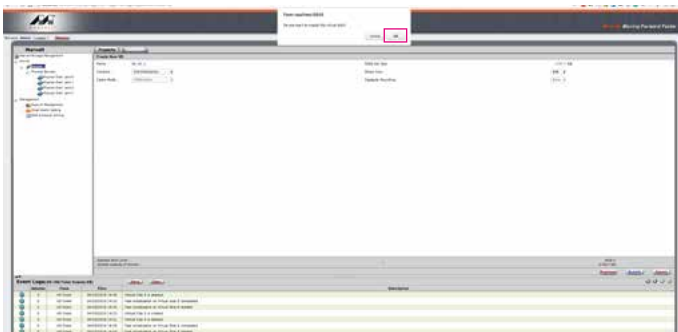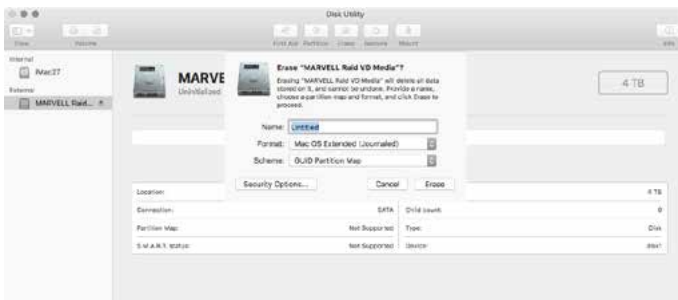
7. After 【OK】, you get a New_VD.
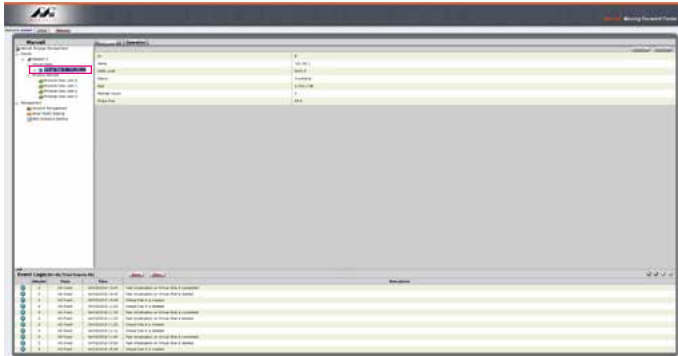
P.S. VD is the abbreviation of Virture Disk.

8. To initiate and format HDD/SSD at OS level.

9. After completing the format, you couyld start using your GT4670-TB3.
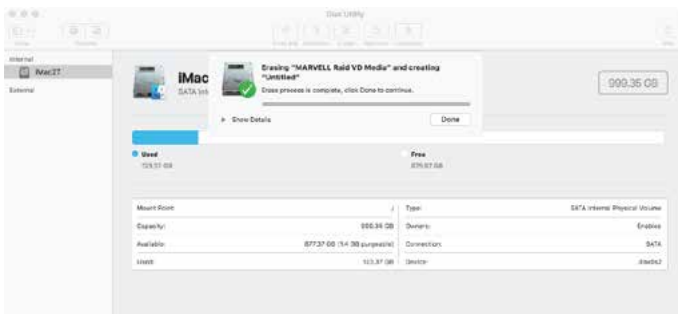
B. Delete a RAID for a new RAID setting

1. Click 【Operation】 and 【Delete】.

2. Click 【OK】 at first warning message.

3. Click 【OK】 at the second warning message.

4. Click 【OK】 at the third warning message.

5. It returns to JBOD mode, you just have to format every individual HDD or just to set up another RAID.
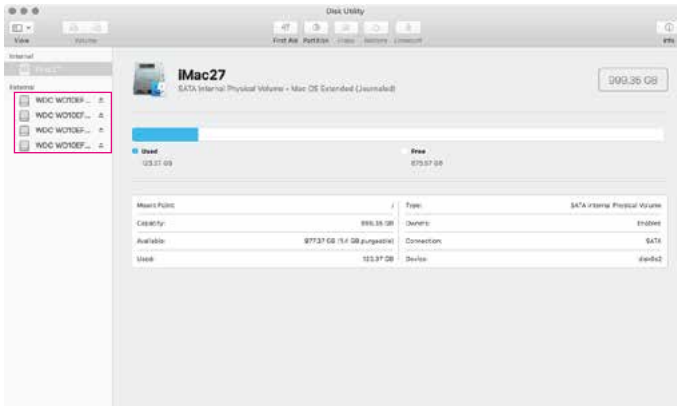
6. Description of HDD Indicators

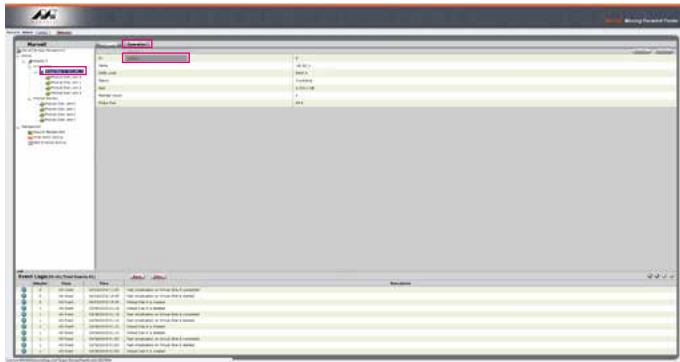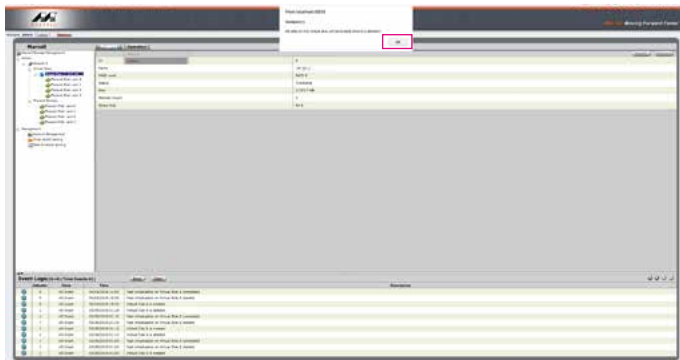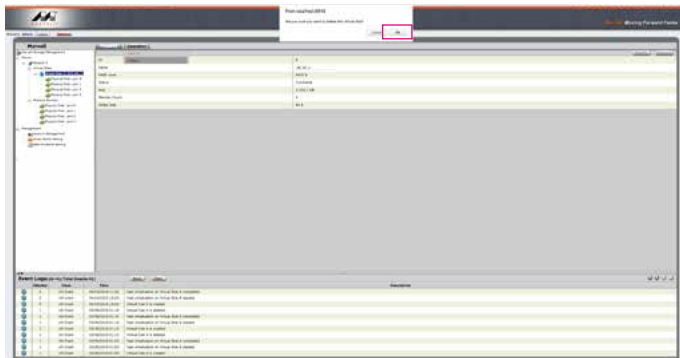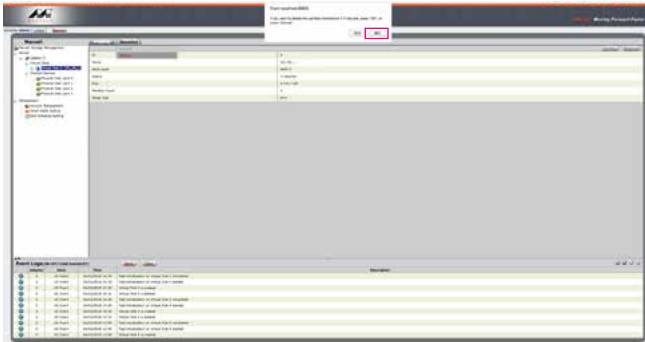| Status	System indicator Light	HDD Status Light
No HDD	Blue light always on	N/A
HDD failed	Blue light always on	N/A
Data access	Blue light always on	Blue light flashing
HDD idle	Blue light always on	Blue light always on

7. Connect with other devices

1. TB port: Thunderbolt™ 3 ports can be connected to TB3, USB3.1 and Display port device. It is downward to support USB3.0 / USB2.0. This product can connect with different USB devices by USB Type C to Type A/B cable. It supports TB port power delivery (PD) function, which can provide 15W (5V / 3A) power output to support 5V / 3A rechargeable notebook computer use. There is no additional power supply need.

2. Mini Display port: configured with Mini Display Port connection port to provide additional screen output.

Two System Connections:

A. Rocpro T33: Let its TB A port connect to Host (PC/Workstation/Server), TB B port to other Device (USB or TB), and mDP (Mini Display) port to monitor.
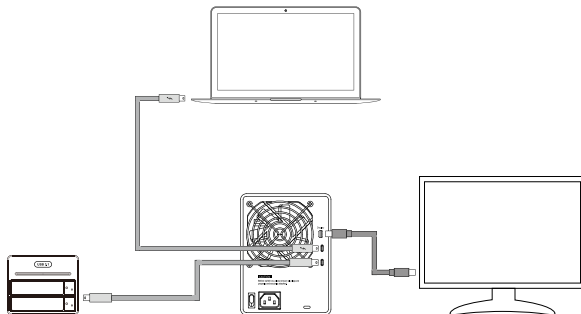
B. Rocpro T33: Let its TB A port connect to Host (PC/Workstation/Server), TB B port to a monitor, and mDP port to the second monitor.
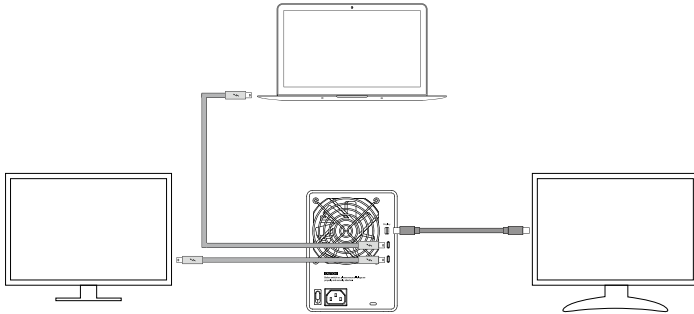
8. Frequently Asked Questions

1. If the Rocpro T33 is turned on, but the Thunderbolt™ cable is not connected, the fan and power status lights will both be in stopped/hibernation mode. The fan and power status light will not come on until the Thunderbolt™ cable is connected to the computer.

2. When the computer enters hibernation mode, the fan and power status lights will both be in stopped/hibernation mode. The fan and power status light will not come on until the computer is awake.

3. If a hard disk already contains data from another RAID product or RAID mode has already been set, we recommend reverting back to JBOD mode before the drive is used with the Rocpro T33 again to avoid problems accessing the hard drive.

4. If the Rocpro T33 is installed on the Windows OS but can not be connected, refer to the following steps:

   A. Open the Windows Taskbar.
   B. right-click the Thunderbolt™ icon.
   C. Select "Approve Attached Devices".
   D. Select the port to which the device is connected.
   E. Wait for the dialog box "Approve Thunderbolt™ ™ Devices" to appear.
   F. Select "Always Connect"
   G. Press "OK"。
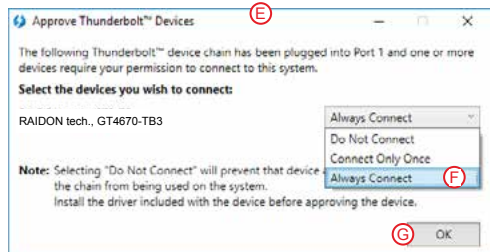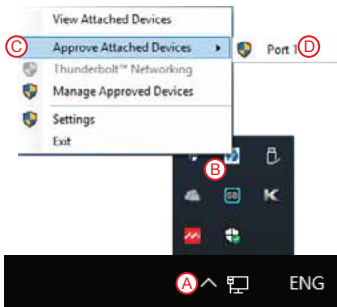
5. How to install software on macOS:

A. Unzip the downloaded tarball and execute msu.dmg.
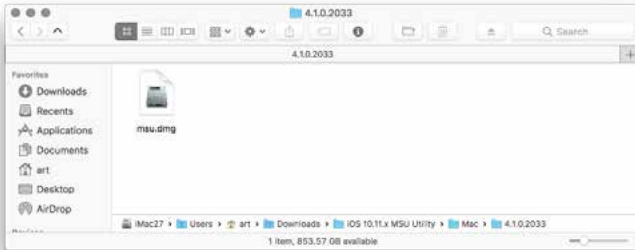
B. Get the installation program MSUSetup.pkg, execute the program, and enter the installation process.
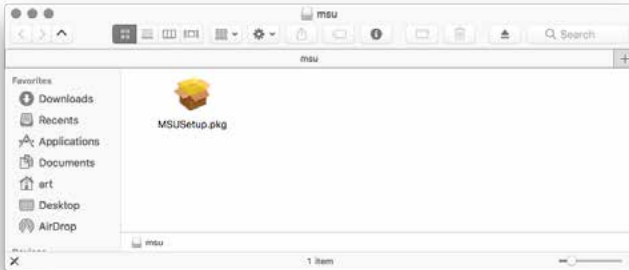
C. Follow the flow instructions and actual conditions to complete the installation.
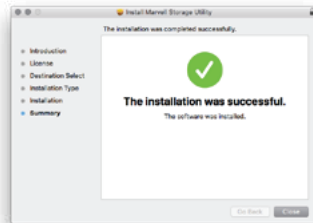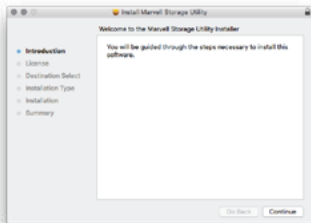
6. There are three ways to start the program:

A. Find **MarvellTray** in the folder "Applications", hit the point and execute the program.
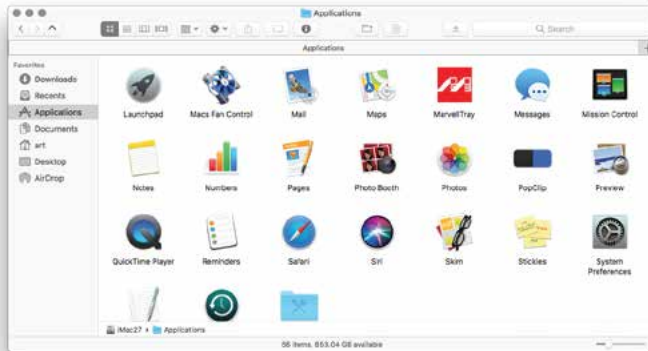
B. Hit the Launchpad on the Dock and hit the **MarvellTray** icon to execute the program.

C. Using Spotlight's search function, type **MarvellTray** to find the program and press Enter to execute the program.
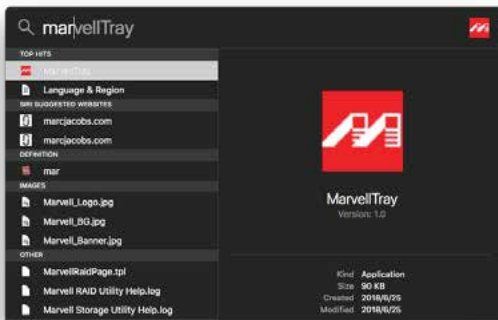
7. The new macOS 10.13 (High Sierra) requires user approval before loading new, third-party kernel extensions:

   A. Execute **MarvellMvumi.pkg**.
   B. Appear from an unidentified developer warning, click on the lower right corner of the "OK."
   C. Open **System Preferences**, and go to **Security & Privacy**.
   D. Click on the "Allow" button.
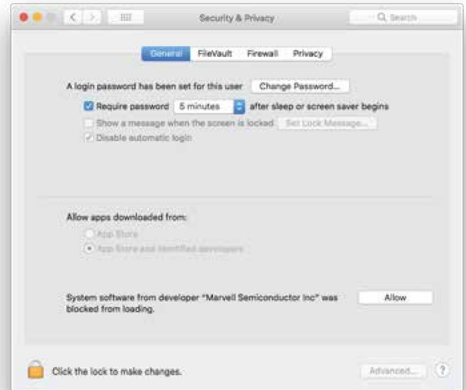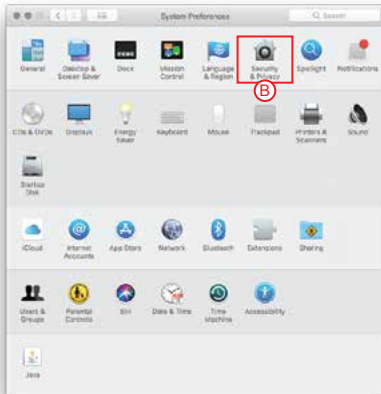
Note: If you can not click the allow button, click the lower left corner of the lock icon, and enter the administrator password.

LIMITED WARRANTY

This Limited Warranty is provided by Rocstorage, Inc. (hereinafter: Rocstor) for all lines of products.

General Terms

EXCEPT AS EXPRESSLY SET FORTH IN THIS LIMITED WARRANTY, ROCSTOR MAKES NO OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARCTICULAR PURPOSE. ROCSTOR EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD. SOME STATES OR COUNTRIES DO NOT ALLOW A LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS. IN SUCH STATES OR COUNTRIES, SOME EXCLUSIONS OR LIMITA TIONS OF THIS LIMITED WARRANTY MAY NOT APPLY TO YOU.

This Limited Warranty applies to the Rocstor branded hardware products sold by or leased from Rocstorage, Inc., its worldwide subsidiaries, affiliates, authorized resellers, or country distributors (collectively referred to in this Limited Warranty as "Rocstor") with this Limited Warranty. This Limited Warranty is applicable in all countries and may be enforced in any country where Rocstor or its authorized service providers offer warranty service subject to the terms and conditions set forth in this Limited Warranty. However, warranty service availability and response times may vary from country to country and may also be subject to registration requirements in the country of purchase.

Rocstor warrants that the Rocstor hardware product and all the internal components of the product that you have purchased or leased from Rocstor are free from defects in materials or workmanship under normal use during the Limited Warranty Period. The Limited Warranty Period starts on the date of purchase or lease from Rocstor. Your dated sales or delivery receipt, showing the date of purchase or lease of the product, is your proof of the purchase or lease date. You may be required to provide proof of purchase or lease as a condition of receiving warranty service. You are entitled to warranty service according to the terms and conditions of this document if a repair to your Rocstor branded hardware is required within the Limited Warranty Period. This Limited Warranty extends only to the original purchaser or lessee of this Rocstor branded product and is not transferable to anyone who obtains ownership of the Rocstor branded product from the original purchaser or lessee.

Rocstor products are manufactured using new materials or new and used materials equivalent to new in performance and reliability. Spare parts may be new or equivalent to new. Spare parts are warranted to be free from defects in material or workmanship for thirty (30) days or for the remainder of the Limited Warranty Period of the Rocstor hardware product in which they are installed, whichever is longer.

Rocstor's Obligation under the Limited Warranty

During the Limited Warranty Period, Rocstor will repair or replace the defective component parts or the hardware product. All component parts or hardware products removed under this Limited Warranty become the property of Rocstor. The replacement part or product takes on either the Limited Warranty status of the removed part or product or the thirty (30) day limited warranty of the spare part. In the unlikely event that your Rocstor product has a recurring failure, Rocstor, at its discretion, may elect to provide you with a replacement unit of Rocstor's choosing that is at least equivalent to your Rocstor branded product in hardware performance. Rocstor reserves the right to elect, at its sole discretion, to give you a refund of your purchase price or lease payments (less interest) instead of a replacement. This is your exclusive remedy for defective products.

The original Limited Warranty is not extended when the product, or a part of the product, is repaired or replaced during the Limited Warranty period. Rocstor shall not be responsible or liable for backing up any data that is on a drive being returned for service

YOU SHOULD MAKE PERIODIC BACKUP COPIES OF THE DATA STORED ON YOUR HARD DRIVE OR OTHER STORAGE DEVICES AS A PRECAUTION AGAINST POSSIBLE FAILURES, ALTERATION, OR LOSS OF THE DATA. BEFORE RETURNING ANY UNIT FOR SERVICE, BE SURE TO BACK UP DATA AND REMOVE ANY CONFIDENTIAL, PROPRIETARY, OR PERSONAL INFORMATION. ROCSTOR IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF ANY PROGRAMS, DATA, OR REMOVABLE STORAGE MEDIA. ROCSTOR IS NOT RESPONSIBLE FOR THE RESTORATION OR REINSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN SOFTWARE INSTALLED BY ROCSTOR WHEN THE PRODUCT WAS MANUFACTURED.

Rocstor does not warrant that the operation of this product will be uninterrupted or error-free. Rocstor is not responsible for damage that occurs as a result of your failure to follow the instructions that came with the Rocstor branded product.

This Limited Warranty does not apply to expendable parts. This Limited Warranty does not extend to 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, or other external causes; (b) by operation outside the usage parameters stated in the user documentation that shipped with the product and/or posted on the Rocstor website; (c) by the use of parts not manufactured or sold by Rocstor; (d) as a result of normal wear; or (e) by modification or service by anyone other than (i) Rocstor, (ii) a Rocstor authorized service provider, or (iii) your own installation of end-user replaceable Rocstor or Rocstor approved parts if available for your product in the servicing country.

These terms and conditions constitute the complete and exclusive limited warranty agreement between Rocstor and you regarding the Rocstor branded product you have purchased or leased. These terms and conditions supersede any prior agreements or representations including representations made in Rocstor sales literature or advice given to you by Rocstor or an agent or employee of Rocstor-that may have been made in connection with your purchase or lease of the Rocstor branded product. No change to the conditions of this Limited Warranty is valid unless it is made in writing and signed by an authorized representative of Rocstor.

Buyer's Obligation under the Warranty

The person requesting coverage under this warranty shall prove that he or she is the original purchaser and declares that the product has not been sold, leased, bartered or otherwise changed possession. **The purchaser shall frequently backup the Rocpro hard drive and backup the data immediately prior to returning the drive for warranty service.**

The buyer must notify Rocstor and show proof of notification, through any reasonable means of communication. See full street address email address and toll free phone numbers below or updated contact information are available on Rocstor.com website. The notification shall identify any defect, malfunction, or nonconformity promptly upon discovery. Rocstor will acknowledge receipt of the communication and issue a Return Merchandise Authorization (RMA) code. The buyer is obligated to securely and safely package(s) the product, preferably in the original packing materials, WITH THE RMA number, and deliver it together with a copy of the original purchase receipt and a description of the problem to the Rocstor home office. Buyer is responsible for the product until it is received by Rocstor. It is recommended that the product be insured during transportation by the sender. You must prepay any shipping charges, taxes, or duties associated with transportation of the product. In addition, you are responsible for insuring any product shipped or returned for service. You assume risk of loss during shipping.

Limitation of Damages (Liability)

IF YOUR ROCSTOR BRANDED HARDWARE PRODUCT FAILS TO WORK AS WARRANTED ABOVE, THE ORIGINAL PURCHASER'S SOLE AND EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT. ROCSTOR'S MAXIMUM LIABILITY UNDER THIS LIMITED WARRANTY IS EXPRESSLY LIMITED TO THE LESSER OF THE PRICE YOU HAVE PAID FOR THE PRODUCT OR THE COST OF REPAIR OR REPLACEMENT OF ANY ROCSTOR HARDWARE COMPONENTS THAT MALFUNCTION IN CONDITIONS OF NORMAL USE. ROCSTOR IS NOT LIABILE FOR ANY DAMAGE TO ANY OTHER PRODUCT CONNECTED TO A ROCSTOR PRODUCT.

Limitation on Consequential Damages

ROCSTOR IS NOT LIABLE FOR ANY DAMAGES CAUSED BY THE PRODUCT OR THE FAILURE OF THE PRODUCT TO PERFORM, INCLUDING ANY LOST PROFITS OR SAVINGS OR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. ROCSTOR IS NOT LIABLE FOR ANY CLAIM MADE BY A THIRD PARTY OR MADE BY YOU FOR A THIRD PARTY. THIS LIMITATION OF LIABILITY ALSO APPLIES WHETHER DAMAGES ARE SOUGHT OR A CLAIM IS MADE UNDER THIS LIMITED WARRANTY OR AS A TORT CLAIM (INCLUDING NEGLIGENCE AND STRICT PRODUCT LIABILITY), A CONTRACT CLAIM OR ANY OTHER CLAIM. THIS LIMITATION OF LIABILITY CANNOT BE WAIVED OR AMENDED BY ANY PERSON. THIS LIMITATION OF LIABILITY WILL BE EFFECTIVE EVEN IF YOU HAVE ADVISED ROCSTOR OR AN AUTHORIZED REPRESENTATIVE OF ROCSTOR OF THE POSSIBILITY OF ANY SUCH DAMAGES.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE OR FROM COUNTRY TO COUNTRY. YOU ARE ADVISED TO CONSULT APPLICABLE STATE OR COUNTRY LAWS FOR A FULL DETERMINATION OF YOUR RIGHTS.

Disclaimer

We accept no liability for any loss of data, damages and the inability of Rocstor products to work with any third party equipment. Nor can Rocstor accept any liability or responsibility for software or third party hardware products.

Limited Warranty Period

The limited warranty period for the **Rocpro U32** is three (3) Year Parts and Labor. This Limited Warranty extends only to the original purchaser or lessee of this Rocstor branded product and is not transferable to anyone who obtains ownership of the Rocstor branded product from the original purchaser or lessee

Types of Limited Warranty Service

Your Rocstor Limited Warranty consists of repair or replacement of defective parts, including hard drives identified by Rocstor Support Organization as "pre-failure".

Carry-in Limited Warranty Service Available Monday - Friday

Under the terms of carry-in service, you may be required to deliver your Rocstor product to the Rocstor Service Center or an authorized service location for warranty repair. You must prepay any shipping charges, taxes or duties associated with transportation of the product. In addition, you are responsible for insuring any product shipped or returned for service. You assume risk of loss during shipping.

YOU SHOULD MAKE PERIODIC BACKUP COPIES OF THE DATA STORED ON YOUR HARD DRIVE OR OTHER STORAGE DEVICES AS A PRECAUTION AGAINST POSSIBLE FAILURES, ALTERATION OR LOSS OF THE DATA. BEFORE RETURNING ANY UNIT FOR SERVICE, BE SURE TO BACK UP DATA AND REMOVE ANY CONFIDENTIAL, PROPRIETARY OR PERSONAL INFORMATION. ROCSTORAGE IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF ANY PROGRAMS, DATA OR REMOVABLE STORAGE MEDIA. ROCSTORAGE IS NOT RESPONSIBLE FOR THE RESTORATION OR REINSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN SOFTWARE INSTALLED BY ROCSTORAGE WHEN THE PRODUCT WAS MANUFACTURED.

Rocstorage shall not be responsible or liable for backing up any data that is on a drive being returned for service. Expect that all data on the drive will be destroyed and not retrievable when returned for warranty service.

Rocstor Replaceable Parts Program

Where available, the Rocstor Replaceable Parts program ships approved replacement parts directly to you to fulfill your warranty. This will save considerable repair time. After you call the Rocstor Technical Support Center at **888.877.8777** a replaceable part can be sent directly to you. Once the part arrives, call the Rocstor Technical Support Center. A technician will assist you over the phone to ensure that the installation is quick and easy.

Service Upgrades

Rocstor offers extra coverage for your product. For information on service upgrades, visit www.rocstor.com.
Service upgrades purchased in one country are not transferable to another country.

Capacity Disclaimer

Actual accessible hard drive capacity will indicate up to 10% lower than stated under different Operating Systems and formatting.

The storage volume is measured in total bytes before formatting. References to round numbers of gigabytes or terabytes are an approximation only. For example, a disk drive labeled as having 500GB (Gigabytes) has space for approximately 500,000,000 bytes before formatting. After formatting, the drive capacity is reduced by about 5% to 10% depending on the operating system and formatting used or "1GB = 1,000,000,000 bytes.

Options and Software

The Limited Warranty terms and conditions for Rocstor options are as indicated in the Limited Warranty applicable to Rocstor options. ROCSTOR DOES NOT WARRANTY SOFTWARE PRODUCTS, INCLUDING ANY SOFTWARE PRODUCTS OR THE OPERATING SYSTEM PREINSTALLED BY ROCSTOR. Rocstor's only obligations with respect to software distributed by Rocstor under the Rocstor brand name are set forth in the applicable end-user license or program license agreement. Non-Rocstor hardware and software products are provided "AS IS" and without any Warranty. However, non-Rocstor manufacturers, suppliers or publishers may provide their own warranties directly to you.

The data stored in Rocstor and Rocsecure storage product lines are not guaranteed by Rocstor (or the hard disk manufacturer.) We are not responsible for any loss of data. Always back up data regularly

TECHNICAL SUPPORT

Software Technical Support

Software technical support is defined as assistance with questions and issues about the software that was either preinstalled by Rocstor on the Rocstor branded product or that was included with the Rocstor branded product at the time of your purchase or lease of the product. Technical support for software is available for the first ninety (90) days from date of product purchase or lease. Your dated sales or delivery receipt, showing the date of purchase or lease of the product, is your proof of the purchase or lease date. You may be required to provide proof of purchase or lease as a condition of receiving software technical support. After the first ninety (90) days, technical support for software that was either preinstalled by Rocstor on the Rocstor branded product or included with the Rocstor branded product at the time of your purchase or lease of the product is available for a fee.

WARNING: **The individual user should take care to determine prior to use whether this device is suitable, adequate or safe for the use intended. Since individual applications are subject to great variation, the manufacturer "Rocstor" makes no representation or warranty as to the suitability or fitness of these devices for any specific application.**

Technical Support

The Rocpro series are backed by free telephone technical support for two (2) years from the date of purchase. Please register your product with Rocstor. To register, fill in the Limited Warranty Registration form in the Support tab at www.rocstor.com.

Free telephone technical support is available weekdays from 9 AM until 6 PM Pacific Standard Time. Customers in the United States and Canada can call toll-free: **(888) 877-8777**; all others must call **(818) 449-2000**.
When calling for support, please have the product's serial number (printed on the label on the bottom of the drive) and system hardware information available.

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