

Click to verify























Both GHz bands are enabled by default. Some mobile devices may only show the 2.4 GHz band. Attempting to log in on my browser, that message arises. I can access the drive over Windows Explorer. Anyone know what this is caused by? That's a generic error code returned by Apache when it can't be more specific as to what's gone wrong. Unfortunately, if it doesn't correct itself, there may not be anything you can do about it short of doing the reset procedure outlined in the manual and see if that corrects it. Fixed it only by turning off, and restarting the box. Don't know what the cause was, but was trying to set up a share, and that shouldn't do it, should it? I got that same message but under a different circumstance: I had adblock enabled and wanted to disable it for all web pages for EX4 so I click logout and disable adblock for EX4 site and then went to do the login. After entering password, I got Error 500. Only way out was to shutdown the EX4 from its power button and then restart. Someone knows what causes this? Does EX4 have some stability issues that need to be worked out? It happened again rather unexpectedly. I was logged into the web dashboard and clicked logout. It went back to the login screen. After a while I entered the password into this same login screen and press enter the next screen was totally blank. Waited for a while but nothing happened so I tried the refresh button of the browser (Firefox 25.0.1) and got the dreaded 500 error. I have data copy currently going on and don't want to just restart the device to gain access. Anyone know how to have the web server restarted without power down the device and restart? Trying to answer that, I find I was wrong the EX4 doesn't run Apache it runs lighttpd. I haven't found a quick way to restart it just yet. Happened again just now, on all three browsers that I am using. Only one, Firefox, indicates the 500 error, the others simply state, both Chrome and IE, that they cannot reach the page. This is becoming ridiculous. Does WD want me to buy the Seagate NAS??? Yes, it is very annoying to have interrupt the data copy process to reset the device to gain access to the dashboard. At least can someone provide a command or two that we can use after opening a SSH session into the device to help restart the web server on the device (provided a SSH can be started, that is). It happened again. Error 500 trying to access the web dashboard. The only way out was to hard restart the device. This is getting from annoying to ridiculous. Can someone tell an easier way to gain dashboard access without a need to hard restart the device? I think WD must address this issue in the next firmware release at least. I'm beginning to regret my purchase of the device. Should have looked at the 4 bay NAS systems offered by Synology instead. True, I have thought about an RMA, but I'll wait to see if what will now be January (?) for the proposed update that should correct the AD and web/cloud User disaster. I thought of Seagate, which has a version of both the EX4 and the My Cloud. I have not had a 500 after the second one, but I have not been able to change anything to what I need in the User category. Data transfer is easy, however. I have had this happen a few times as well. Typically happens when the server is busy (transferring data) and I try to log into the dash. I've bumped up the dash timeout to 30 minutes (from the default of 5 I think). This has helped as I don't need to try to log back in as often. It is a PITA. I agree, what method are you using for data transfer? I want to know the fastest way as I have over 4TB to load on to the ex 4. I'm using win explorer. Not having any luck getting data moving quickly over my gigabit nw. Have a support ticket in right now. Having HIGH CPU utilization. Typical speeds are 7-10 MBs. New giga cables, new router, new switch. Nothing helps. Not sure exactly what I'm missing. I did transfer a boat-load of photos and videos over so MAYBE that's the high CPU utilization issue? Wondering if that in turn is slowing down the write speeds? I don't know. I definitely was expecting more though. I see people getting 30-50 MBs and I'm jealous. I have been getting the 500 - Internal Server Error frequently. It seems to happen after a it spins down to standby mode. When it comes back the server goes dark. Rebooting will bring it back, but ACK! how annoying. I would like to know if this specific to my device or something that may be corrected in a firmware update because right now I'm regretting that I didn't spend a little more to get something more reliable. I've already had to RMA one of the HDDs that was DOA. It does not happen for me after it comes back from standby. I can access the web GUI with no issues, even if it was in standby. It did however give random 500 error when accessing the dashboard. Have not seen this happen since upgrading to the 1.02.25 version of firmware. Do you have this latest firmware installed and still have some problems? Thanks kk - I do have the latest firmware but error 500 still happens. And I'm not certain it's related to standby mode, it could be coincidental. At any rate, the web interface is consistently going 500 and it drives me nuts having to reboot it all the time. Also, the CPU is basically locked at 100% and everything is super slow. I disabled the DLNA server because it seems to rebuild the entire data each time you reboot and that takes hours. I am really not digging this EX4. My old QNAP was slow (even slower than the EX4), but at least it was reliable. It scares me to trust all my data to this flakey device. I hope I'm just overreacting. When you can access the dashboard, did you check the processes that are eating the CPU? It might just be thumbnail and media indexing processes that will take a while to scan through all your uploaded media, even spanning days, depending upon how much you uploaded. Thanks kk. The process using the most CPU is convert (currently 99.8%). Do you let the web dashboard timeout after an inactivity period or you always click logout once you are done accessing the interface? Just trying to see if timeout disconnects leave the http server in an inconsistent state that causes it to throw 500 error. Really appreciate your help kk. Sometimes (but not always) I do let the dashboard timeout. At which point it reverts back to the login screen. This morning the EX4 took several minutes to load the login page, and accessing it via the file structure was equally slow. Maybe it was in standby, but it has never taken that long to wake. As soon as it came back the CPU jumped to 100% thanks to the convert process. At the moment I am down one drive in my RAID 5 the WD Red that shipped in bay 2 continued to fail after three attempts to reformat it. I'm awaiting RMA info from support. I don't know if being short a drive puts any additional stress on the CPU for some reason. Page 2 I'm getting the internal server error quite often running the latest firmware, so apparently the issue was not resolved. This critical issue, unfortunately, is a deal breaker. Rebooting is not an answer especially when I am not physically next to the NAS. And when it happens while a backup is running, then all I can do is wait for the unit to go into standby mode indicating that the backup is complete. But during this time, the unit is completely unusable. I still have a few weeks before time runs out on the 30 day return policy, although I may not want to invest too much more time trying to get things to work and trying to copy my data to the NAS which is not going very well up to this point either. Initially, mine would do that quite often and it seemed more prone to happen if I was logged in during a large transfer and CPU usage was spiked. It has become far less frequent for me but has happened on occasion. Now that my CPU utilization troubles are solved it is has happened only once. Not an answer for you nor am I suggesting it is okay - just sharing my experience. Thanks, RobStach, for posting your experience. It helps to know that maybe the issue is not going to be a chronic issue as it may seem at this point given that I've only had the unit for a week and experience the error 3 times already. I'm still putting it through its paces, and I should be able to decide if this issue is a deal breaker or not over the next couple of weeks. WD is at least actively involved with their products where as other companies are not, so there is a level of confidence that things will get fixed, while you were able to access the device, did you notice CPU spikes and the processes eating the CPU? It might be busy creating thumbnails of your images and the http process might be getting choked out due to lack of CPU resource. For me, this has not happened in a while once the thumbnail process went out of the way and system has stabilized. Just installed one of these yesterday and I am getting this 500 error. The unit is installed remotely and I do not have easy access to it to restart it. I am not sure what I can do at this point except hope that it starts responding again. John - no problem at all. I've been going strong with mine after the initial hump of the NAS getting everything in order. No 500 errors in quite some time (did I just jinx myself?) Anyway yes, the initial period of everything getting sorted out, thumbnails created, and photo db created can definitely help the 500 error occur. Since my CPU has been able to relax, no problems. Is it perfect? Nope but now that everything has settled and the initial learning curve is over, I'm a happy camper. Glad to share my experience. It most definitely has a personality and when you understand it, things get easier. Just so you guys know, we did escalate the High CPU Usage/lockup issue. We did think that this was related to that, but we are making sure this gets looked into as well. Hi Bill - Sorry I did not reply sooner, but my experience supports your high CPU assumption. Once the device settled down after creating thumbnails and indexes and whatever the heck else it's doing, the 500 errors just stopped. And it hasn't happened since. It was very concerning when the device sat at 100% CPU for days and days. I also lost a HDD (already replaced via warranty) during this time. While I might not consider this issue solved, I do think you're on the right track. I look forward to the next firmware update. Many thanks. Yes, I guess that seems most probable cause since I was getting quite a number of 500 errors while at the same time noticing high CPU (but did not relate the two). Now that the device CPU has normalized, have NOT seen any 500 errors lately for quite some time. In the meantime, if there was a way to restart the http service via the ssh login, that would avoid a hard restart of the device when dashboard is inaccessible due to 500 error. Hard restart sometimes means terminating expensive file transfers and starting over that could be avoided if http could be restarted via ssh session. Thanks guys. This is really a good piece of information. It's really great to see follow-up activity on this. Thanks for all of the effort. I'm going on a couple of weeks of zero problems right now. The NAS is in standby more than it is not lately. CPU hovers around 0% with occasional blips to 100%. So - she stays asleep until asked to do something. It's been good. I do have a couple of MyBookLives and I decided to move their restore points over to the EX-4. I noticed that it goes back to sleep immediately after the transfer (which again, is nice). I'm guessing that the conversions that happened on the MBL devices were compatible with the EX4. So - again, low CPU utilization, no 500 errors. Woowoo! Well, I finally joined the 500 club after all my other issues. I'm really not sure why I haven't shipped this back with the RMA I already have. Mine occurred when trying to find a faster way to copy data from one drive to a new one installed. I used the internal app and copied 1 500gb folder to another drive/share. (because opening 2 windows on a workstation only yields about 12MB/s) It went on for about 6hrs and then popped this error. drive LEDs between these two drives are not interacting anymore, but I really don't have any confidence in where or how much of the data was copied. It's probably also worth noting that the GUI was sitting at updating from the folder copy for the duration of the 6hrs. Only at the end, if that's what it was, did an error pop and ask me to log in to receive the 500 error. I mean this thing cannot even exchange data between SATA's efficiently. -6hrs for