C2 Express Box User Guide

Based on Hyper Backup 3.0 and Hybrid Share 1.2

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Introduction

What is C2 Express Box?

Synology C2 Express Box is a physical transfer service that enables Synology NAS users to swiftly transfer an initial bulk of data to Synology C2 Storage or C2 Object Storage that goes beyond the Internet connection limits. Usually, transferring a large amount of data to a cloud storage provider can take days or weeks. For example, it could take 6 days to transfer 1 TB of data at an upload speed of 20 Mbps.

However, with C2 Express Box, Synology delivers a cost-effective and reliable solution for fast bulk data transfer, storage, and protection.

> **Notes:**
> - For the C2 Storage destination, C2 Express Box runs only on Hyper Backup version 2.1.7-0713 or above and Hybrid Share version 1.2.0-0650 or above.

C2 Express Box delivers

Faster data transfer

Large data backups or transfers are faster than over the Internet, transfer time considerations included. C2 Express Box also helps prevent initial backups and data transfers from consuming excessive Internet bandwidth for faster throughput results.

Cost-effective solution

C2 Express Box offers a one-time service charge with no hidden fees. Experience the convenience of transferring large amounts of data in shorter periods without breaking the bank.

Advanced data protection

All data transferred via C2 Express Box Hyper Backup to C2 Storage, and via S3 to C2 Object Storage, can be encrypted with advanced AES-256 and RSA-2048 encryption. For this reason, data is secured until it reaches the C2 service. C2 Express Box ensures that encrypted data cannot be decrypted, accessed, or modified by Synology or any unauthorized person or organization.

C2 Express Box Application and Setup

Apply for C2 Express Box

1. Fill out the Product Inquiry form and indicate the information required for the following:

    - For backup and data transfer to C2 Storage[1]

    - For data transfer to C2 Object Storage[2]

2. Read and tick the **Privacy Policy** checkbox if you agree with the Terms of Services and Privacy Statement.

3. Click the **Send** button to submit.

The Synology sales team will contact you and provide you with a pricing plan that suits your data size needs. C2 Express Box will be sent to your address within 3 working days after completing your payment.

> **Notes:**
>
> 1. Indicate the estimated size of your initial data, your estimated data growth per week, and the network bandwidth you plan to use for your data transfers.
>
> 2. Indicate the estimated size of your data, the number of buckets, and the name of each bucket you want to create to store your data.

Set up C2 Express Box

1. Please record the unpacking process, carefully unpack the C2 Express Box package, and make sure to store the packaging materials in a safe place.[1]
   Every C2 Express Box contains a Synology NAS and a number of drives (packaged separately).

2. Insert the drives into C2 Express Box based on the available drive slots.

3. Connect C2 Express Box to your local area network (LAN) with the provided Ethernet cable.

4. Find the device's local IP address:

    - Web Assistant: Enter finds.synology.com in the address bar of your web browser.

    - Download Synology Assistant.

The **C2_EXPRESS_BOX** server name should appear on the list. Select **C2_Express_Box** and click **Connect**. Enter your username and password to access.[2]

Notes:

1. Immediately notify Synology if the C2 Express Box package is damaged upon arrival.

2. The username and password can be retrieved from the email you used to apply for the C2 Express Box service.

Data Transfer Through C2 Express Box

C2 Express Box supports the transferring of files for both C2 Storage and C2 Object Storage. Following the C2 Express Box setup, choose a transfer method and destination based on your transfer requirements:

- Back up your data to C2 Storage via Hyper Backup

- Sync your data to C2 Storage via Hybrid Share

- Transfer your data to C2 Object Storage

Back up data to C2 Storage via Hyper Backup

Export data from your Synology NAS to C2 Express Box

1. Sign in to C2 Express Box by typing the **IP address** and **port number** of your Synology NAS, followed by **?c2export=true** in a web browser.
Example: If you access your Synology NAS using 10.10.10.100:5000, enter **10.10.10.100:5000/?c2export=true** in the browser.

2. Launch the **Hyper Backup** package on your Synology NAS.

3. To create a new backup task, click the + icon in the top-left corner and select **Folders and Packages**.

Backup Wizard ✕

Select a Backup Type

◉ Folders and Packages

Back up data in shared folders and packages that support backup.
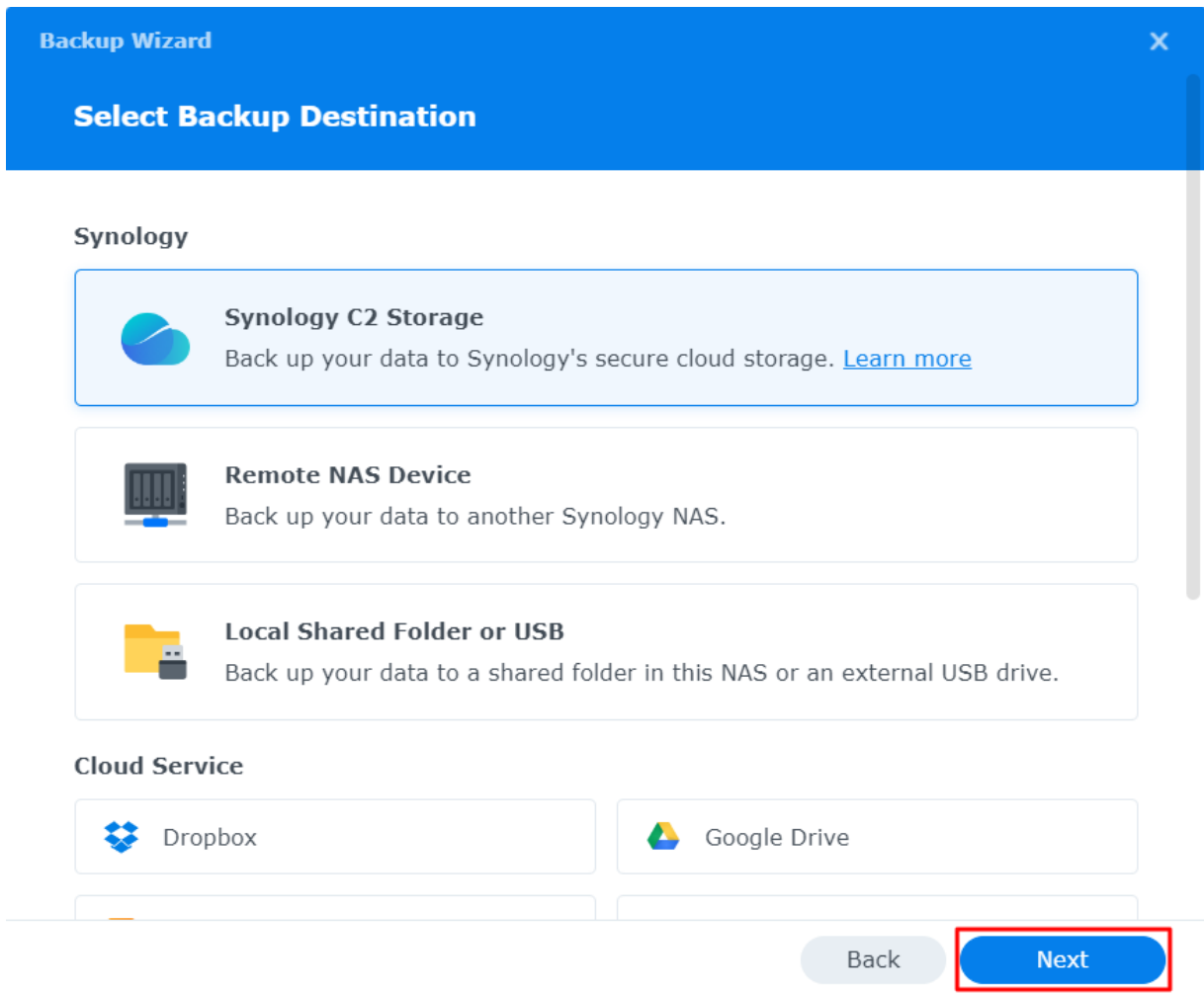
○ Entire System

Back up the entire Synology NAS, including data, packages, and configurations, with the faster block-level backup.

○ LUNs

Back up LUNs.

Next

4. Select **Synology C2 Storage** as the backup destination and click **Next**. Enter your **Synology Account** details and follow the wizard to complete the C2 Storage setup process.

5. Select **Export to Synology C2 Express Box** (for Hyper Backup 2.2.4 and previous versions, select **Synology Lightningball**). Enter C2 Express Box's IP address in the **Server address** field and make sure that the **Directory** field displays **[Synology NAS]_[number]**. Then, click **Next**.
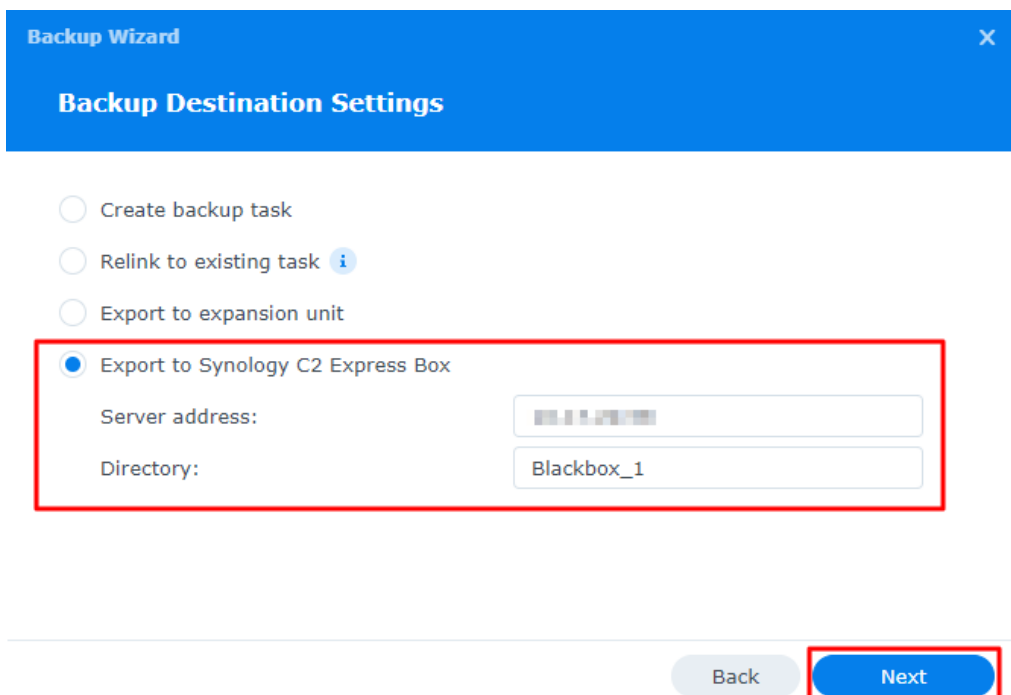
6. Select the shared folders you want to back up to C2 Storage and click **Next**.
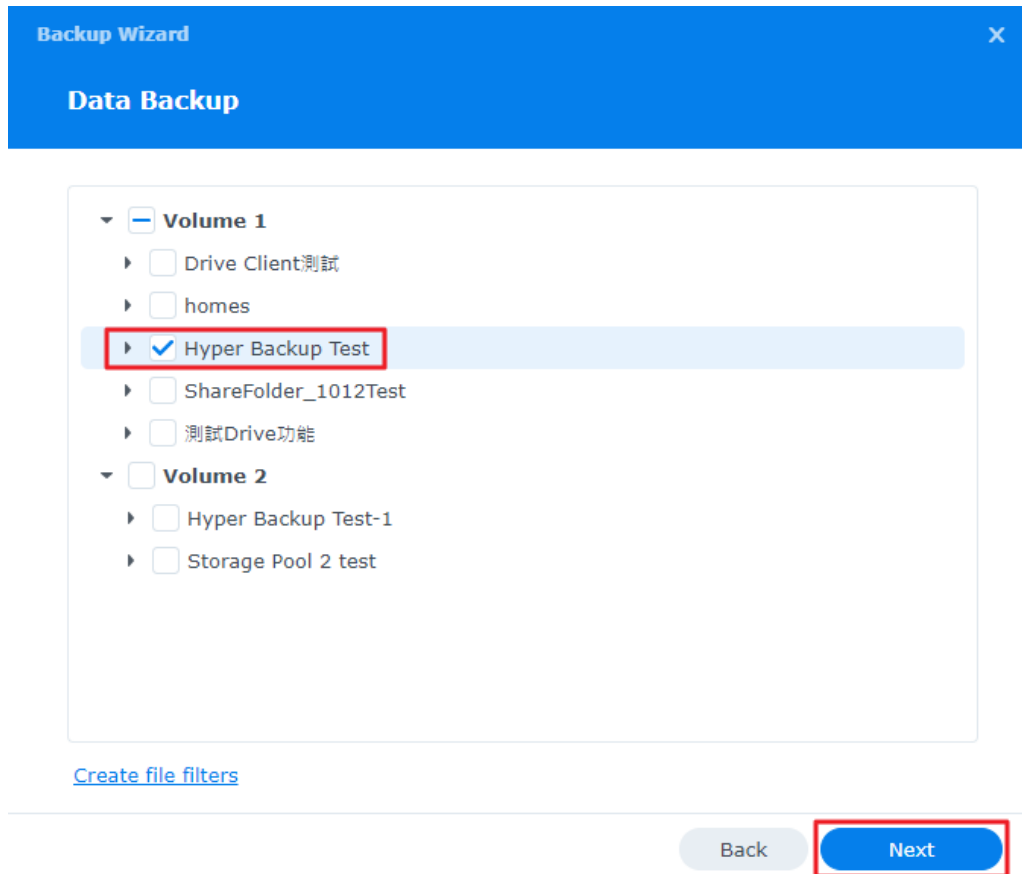
7. Select the applications you want to back up to C2 Storage and click **Next**.
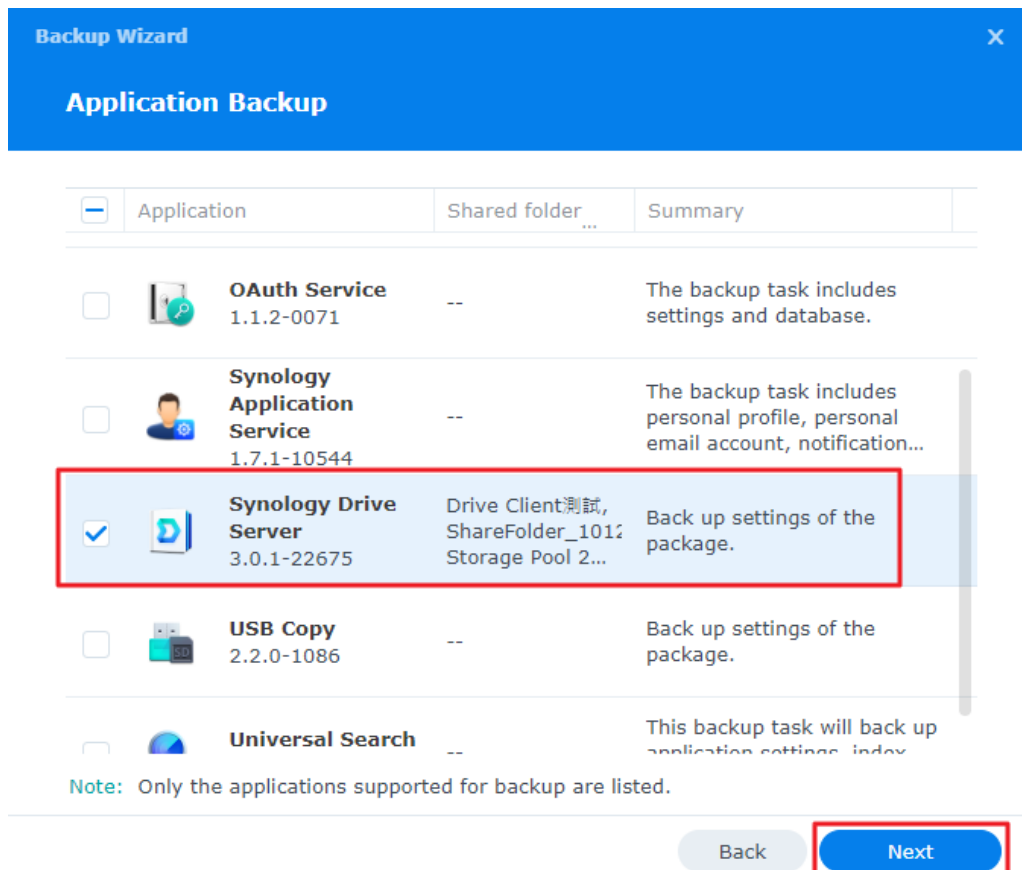
8. Configure notifications, logs, and other backup settings. To encrypt your data with AES-256 during transfer and storage, select **Enable client-side encryption** and set a strong encryption password (e.g., a minimum of 8 characters), then click **Done**.

9. To start exporting data, click **Apply** > **Yes** in the pop-up window. If encryption is enabled, an RSA-2048 private key will be downloaded to your computer.[1]

Hyper Backup will export all selected data to C2 Express Box. This step may take a while, depending on the data size.
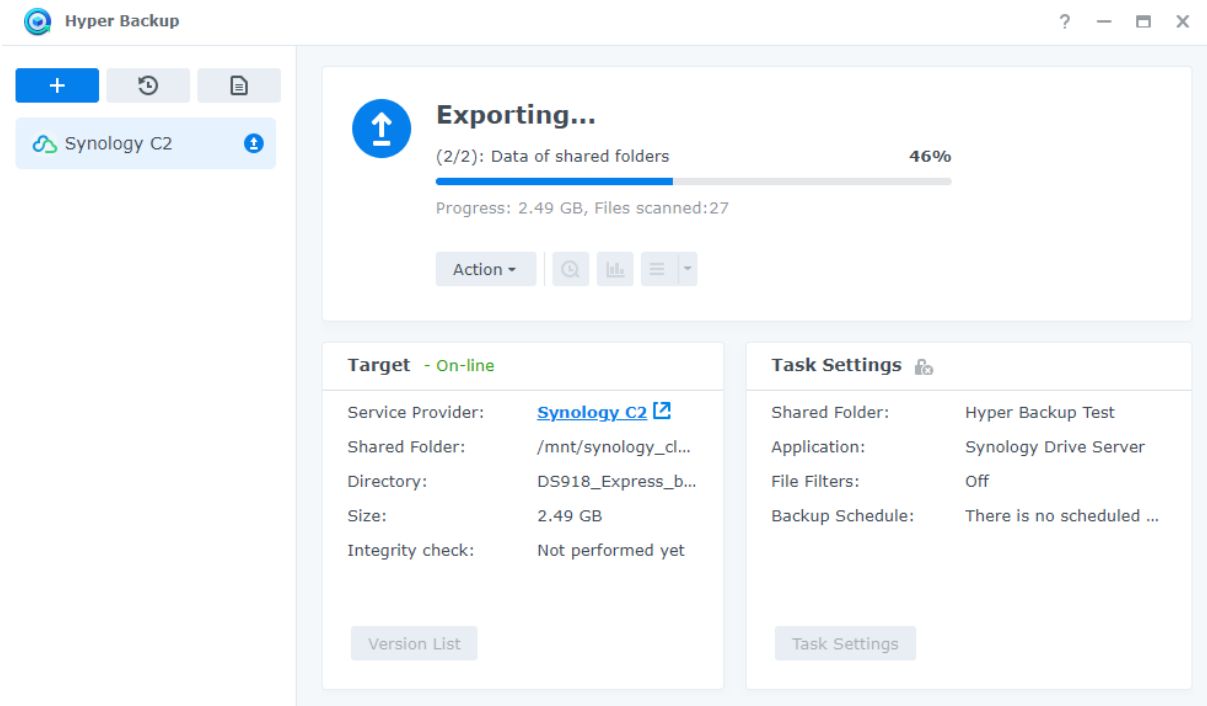
After your data have been exported to C2 Express Box, confirm the following:

- The status shows **Ready to relink**.
- **Shared Folder** shows **DiskStation_1**.
- **Integrity check** shows that a check has been performed.

Do not click on the **Relink now** button or shut down your Synology NAS until the data are successfully exported to C2 Express Box. Doing so will interrupt the transfer process.
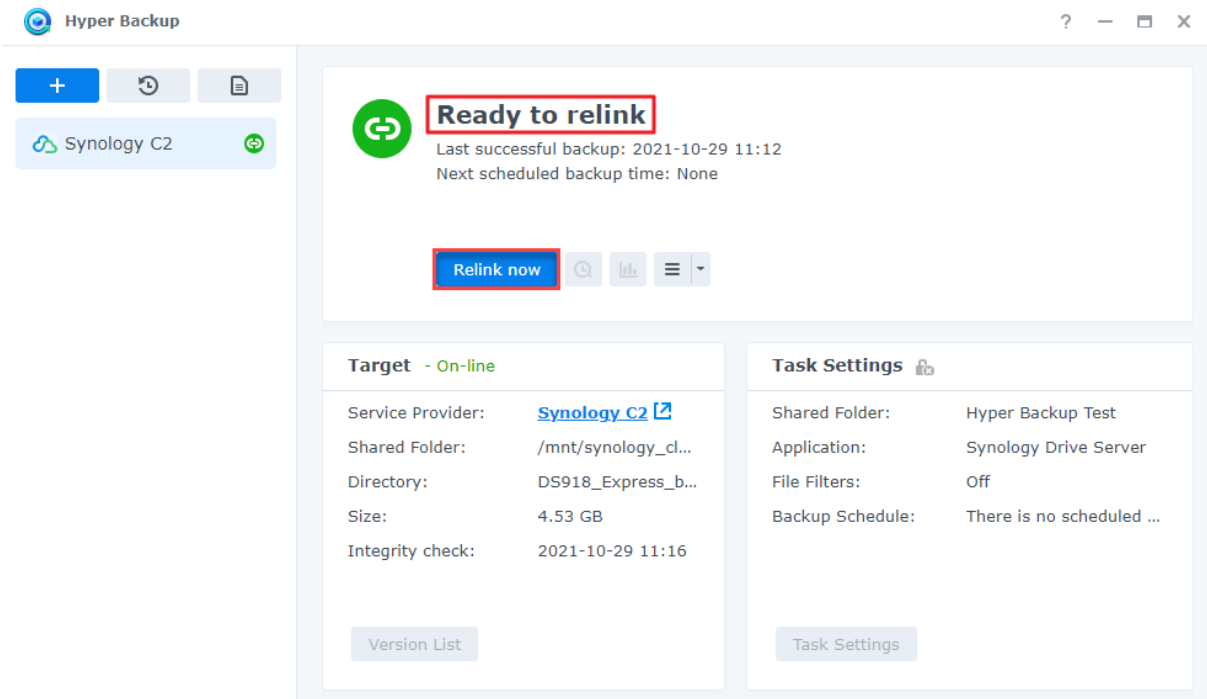
To prevent data loss, Hyper Backup will automatically run an integrity check after the data are successfully exported to C2 Express Box. Before you proceed, make sure that all backup tasks have successfully completed integrity checks.

> **Notes:**
>
> 1. Safeguard your password. There is no other method to access your data except through the authorized password.

Return the C2 Express Box package

1. To shut down C2 Express Box correctly, press the Power button for a few seconds until you hear a beep.

2. Wait for all C2 Express Box's lights to turn off completely, then remove the drives from the drive trays one by one.

3. Synology NAS must be packed in a carton with foam, and the drives must be packed individually in a separate carton, as they were delivered. Please take pictures and record videos of the devices in their original packaging, and share them with your Synology contact before delivery.

4. Secure the original box with wide packing tape and make sure the box is not damaged.

5. Contact the designated Synology sales team in your area for a scheduled pickup.

Once C2 Express Box is returned to Synology, your data will be transferred to the data center. After the data transfer, you can start relinking your backup tasks to C2 Storage.

Relink your Synology NAS to C2 Storage

Synology will contact you when all the backup data have been transferred to C2 Storage. After receiving the notification from Synology, do the following:

Launch **Hyper Backup** and select your **Synology C2 Storage** task. Make sure the backup status displays **Ready to relink** before clicking **Relink now**.
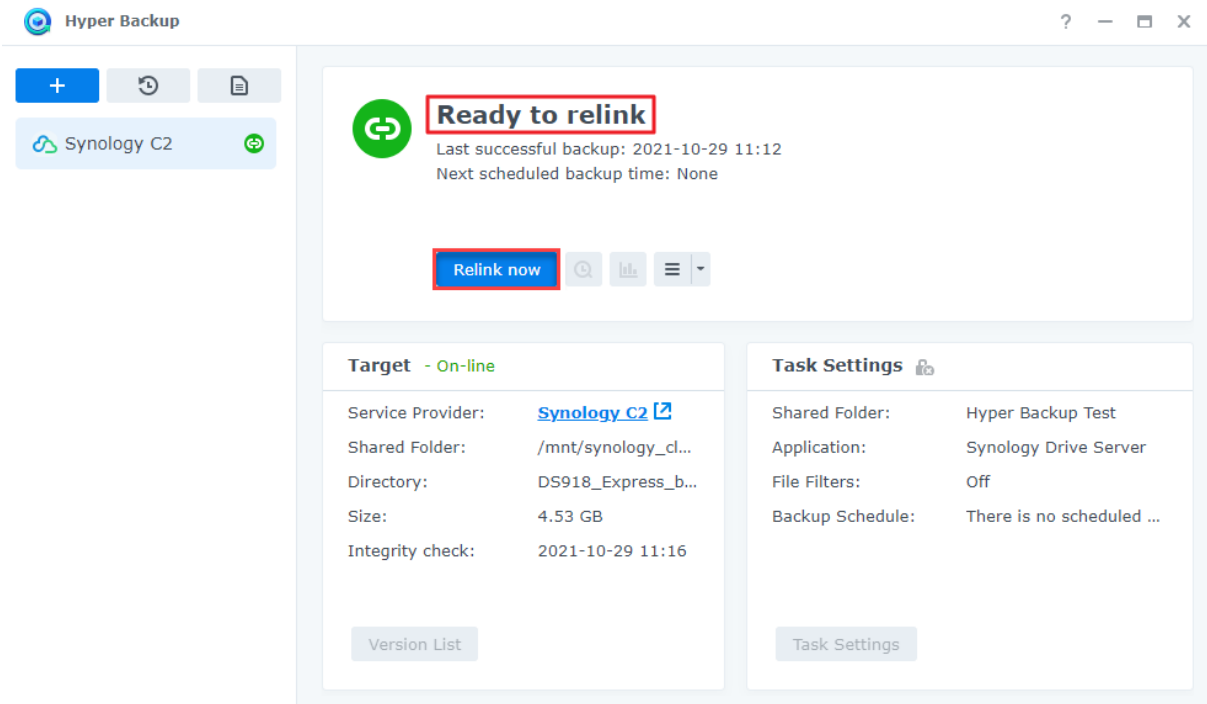
The Success status will appear once the relinking process is successful.
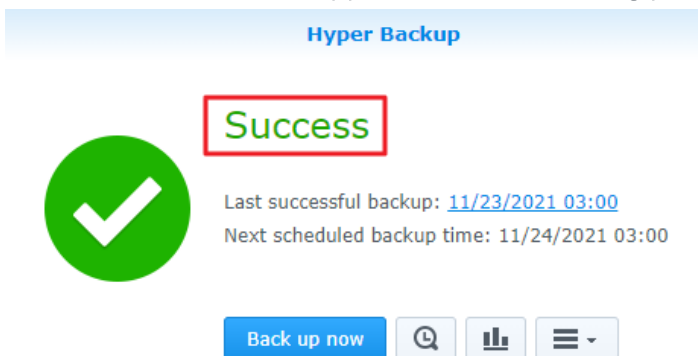
Notes:

- If the relinking process fails, please contact Synology for assistance.

# Sync your data to C2 Storage via Hybrid Share

Make sure you have subscribed to C2 Storage - Advanced Plan before following these steps. The storage space you purchased should be large enough to contain all the data you want to transfer to C2 Storage. We suggest choosing a data center closest to your location.

Copy data from your Synology NAS to C2 Express Box

1. Sign in to C2 Express Box by typing the **IP address** and **port number** of your Synology NAS, followed by **?c2export=true** in a web browser.

Example: If you access your Synology NAS using 10.10.10.100:5000, enter **10.10.10.100:5000/? c2export=true** in the browser.

2. Copy the data from your Synology NAS to C2 Express Box by creating a Shared Folder Sync task (Steps 1-4).

3. Mount a Hybrid Share folder on C2 Express Box (Method 1: Steps 1-8).
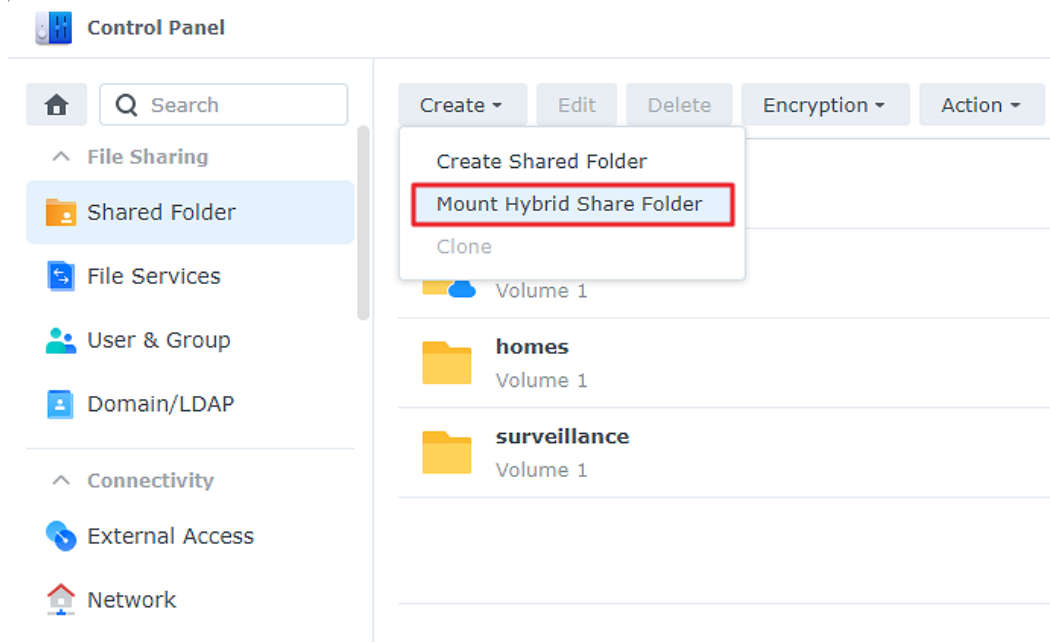
There should be at least two shared folders:

- Shared folders containing all the files and folders you want to transfer to C2 Storage.

- An **empty** Hybrid Share folder mounted on C2 Express Box.

Before you proceed, make sure that all data have been successfully copied to C2 Express Box.

Return the C2 Express Box package

1. To shut down C2 Express Box correctly, press the Power button for a few seconds until you hear a beep.

2. Wait for all C2 Express Box's lights to turn off completely, then remove the drives from the drive trays one by one.

3. Place C2 Express Box and the drives in their original packaging, in the same arrangement as they were delivered. Secure them using the materials provided.

4. Secure the original box with wide packing tape and make sure the box is not damaged.

5. Contact the designated Synology sales team in your area for a scheduled pickup.

Once C2 Express Box is returned to Synology, your data will be transferred to the data center. After the transfer of data, you can start mounting your Hybrid Share folder on your Synology NAS.
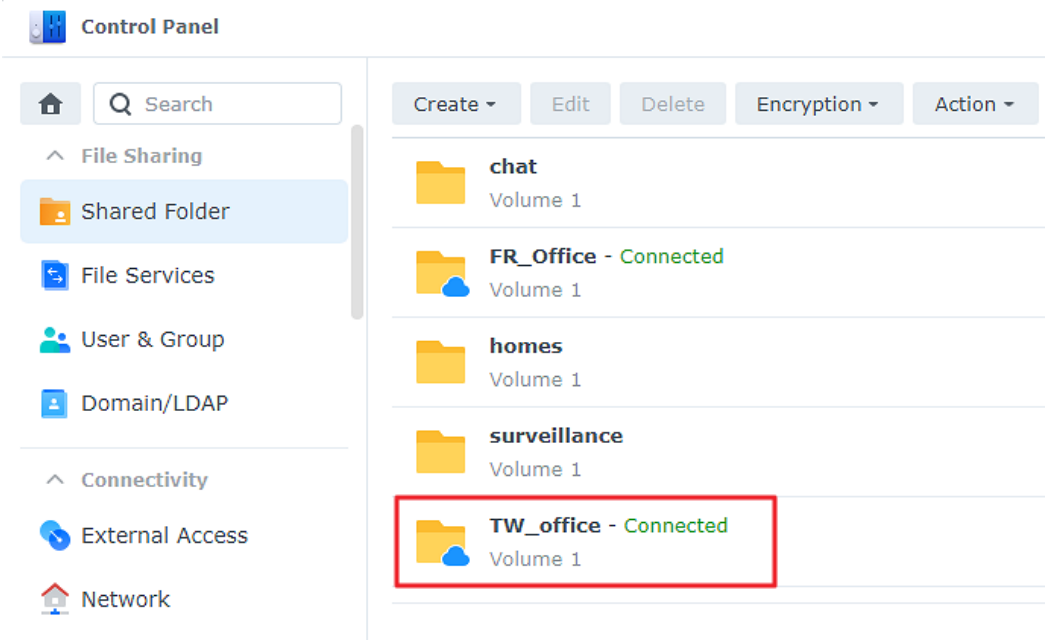
Mount the Hybrid Share folder on your Synology NAS

Synology will contact you when all the data have been transferred to C2 Storage. After receiving the notification from Synology, do the following:

On your Synology NAS, go to **Control Panel** > **Shared Folder** > **Create** > **Mount Hybrid Share Folder** and mount the Hybrid Share folder (Method 1: Steps 1-8) where your data are located.
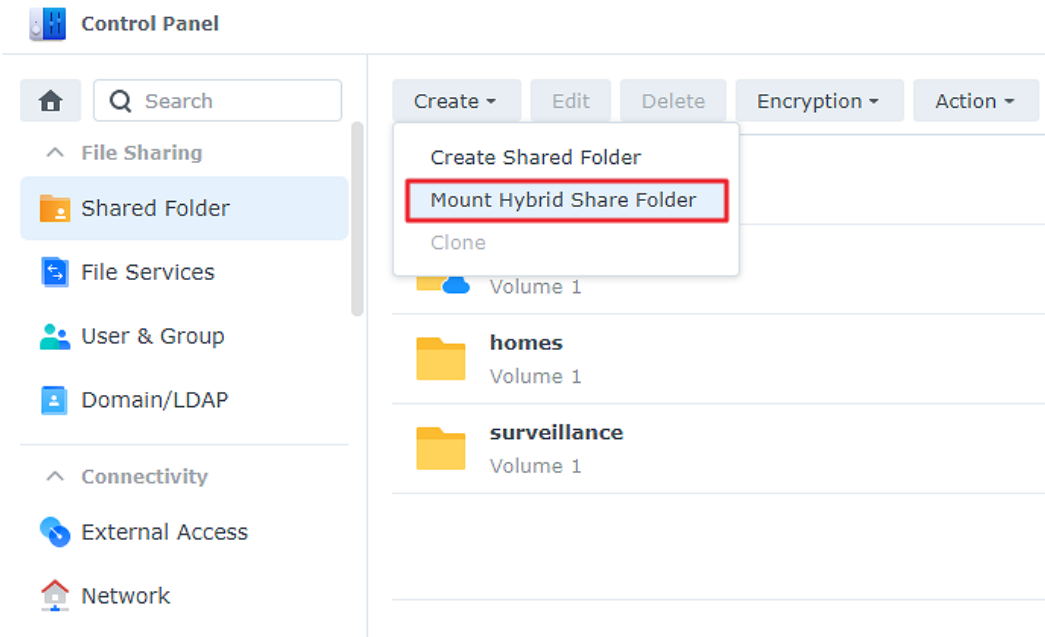
Once the Hybrid Share folder is successfully mounted and connected to C2 Storage, the folder status will show **Connected**, and all the data can be viewed in **File Station**.


Notes:

- If you have any problem mounting the Hybrid Share folder, please contact Synology for assistance.

Transfer data to C2 Object Storage

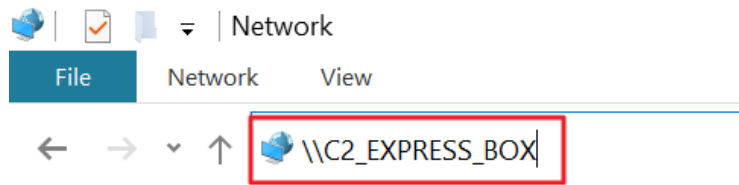## Transfer your data to C2 Express Box via your computer

Once you receive the C2 Express Box package, you'll see encrypted and non-encrypted folders under **Shared Folder**. These folders are predefined empty folders intended to temporarily store your data until your data is transferred to the data center.

1. On C2 Express Box, go to **DSM Control Panel** > **Shared Folder**. You will see non-encrypted and encrypted folders that have the same name as your buckets.

2. Right-click the encrypted folder, select **Encryption** > **Mount**, and enter the encryption key from the confirmation email[1] before transferring files to the encrypted shared folder.

   - All transferred files should be kept in a single folder.

   - Selecting the **encrypted** folder is recommended. If your file or folder does not meet the set limitations, you can use the non-encrypted folder instead.[2]
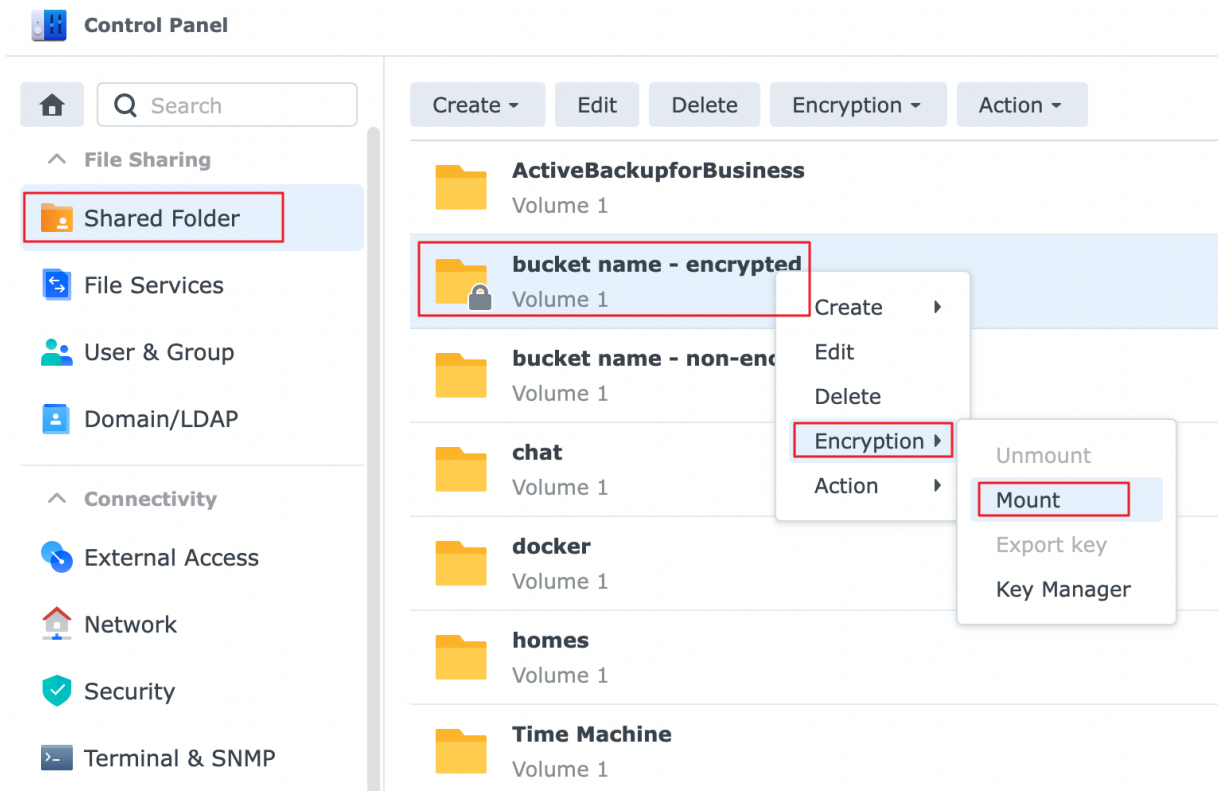
3. Connect C2 Express Box to the same local network as your client device. On your client device, access C2 Express Box with the username and password from the confirmation email.[1]

   - **For Windows**

     1. Open **File Explorer** and type \\C2_EXPRESS_BOX.

2. Enter the username and password to connect.

- **For macOS**

   1. Open Finder, and on the menu bar, click **Go** > **Connect to Server**.

   2. Enter smb://C2_EXPRESS_BOX, click **Connect**, and then select a shared folder.

   3. Enter the username and password to connect.
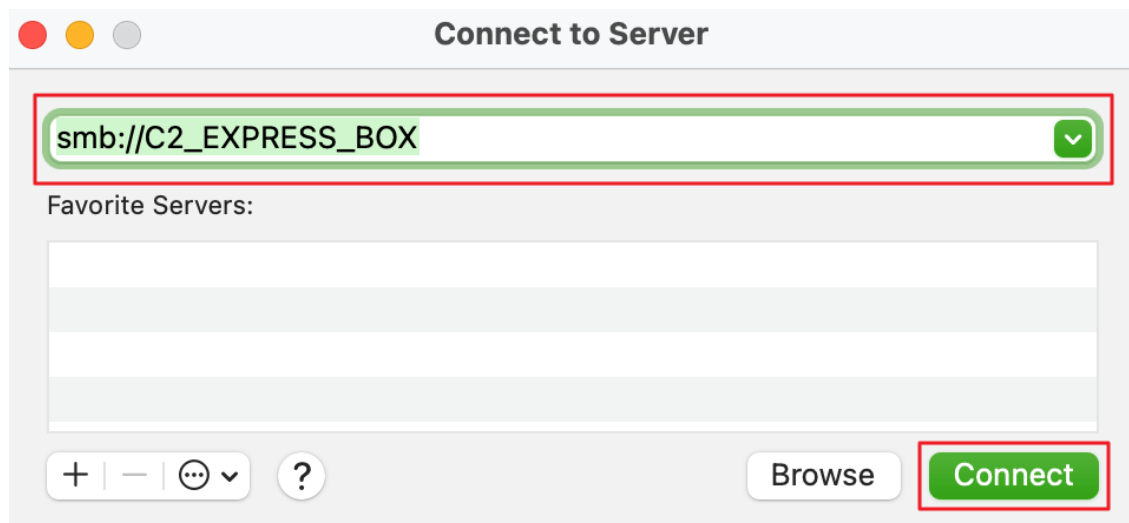
4. Directly transfer your data to C2 Express Box.

Notes:

1. This encryption key is different from your **C2 Encryption Key**.

2. Shared Folder limitations:

   - **Non-encrypted shared folders**: The file/folder name should be within 255 characters (up to about 80 characters for non-Latin languages), and the file path should be within 4,096 characters.

   - **Encrypted shared folders**: The file/folder name should be within 143 characters (up to about 47 characters for non-Latin languages), and the file path should be within 2,048 characters.

3. Follow the file/folder name limitation rules below:

   - Must not be named as **vacant**

   - Must not include / or : symbols

   - Must not start with ._ or ..

   - Must not be equal to **@tmp**, **@eaDir**, **@sharebin** and **#recycle**

Return the C2 Express Box package

To prevent data loss, make sure you have completely transferred all your data to C2 Express Box following these steps.

1. To shut down C2 Express Box correctly, press the **Power** button for a few seconds until you hear a beep.

2. Wait for all of C2 Express Box's lights to turn off completely, then remove the drives from the drive trays one by one.

3. Place C2 Express Box and the drives in their original packaging, in the same arrangement as they were delivered. Secure them using the materials provided.

4. Secure the original box with wide packing tape and make sure the box is not damaged.

5. Contact the designated Synology sales team in your area for a scheduled pickup.

Once C2 Express Box is returned to Synology, your data will be transferred to the data center. After the transfer, review your data on C2 Object Storage.

Review the data on C2 Object Storage

Synology will contact you once all the data have been transferred to C2 Object Storage. After receiving the notification from Synology, do the following:

- Check if your data have been migrated successfully to C2 Object Storage. Manually sign in to the C2 Object Storage web portal by going to "https://object.region.c2.synology.com". The

region is the location of your C2 Object Storage's data center, such as "eu" or "us".

- [Create an access key](#) from the C2 Object Storage web portal in advance to review the data in C2 Object Storage through S3 APIs.[1]

> **Notes:**
>
> 1. The C2 Object Storage web portal can only display up to 10,000 objects. Therefore, if you have more than 10,000 objects, you must review them through S3 APIs.

Conditions and Pricing Terms

Dispatching and pricing

- When you place an order for C2 Express Box, you will be requested to provide an estimate of your data size.
- Synology charges a one-time service fee for transfers up to 80 TB using C2 Express Box. For transfers exceeding 80 TB, Synology will provide you with a custom quote to fit your transfer needs.
- Express Box will be dispatched within 3 working days once the payment has been settled.
- Every C2 Express Box package includes one Synology NAS. The drives are packaged separately.

C2 Express Box pricing

Size	Cost	Purchase
< 80 TB	North America - Seattle: $1,000.00 (excl. VAT)	Fill out the Product Inquiry form to purchase the service or ask for a custom quote.
	Europe - Frankfurt: €1,300.00 (excl. VAT)	
	Asia Pacific - Taiwan: NT$30,000.00 (incl. VAT) or US $1,000.00 (excl. VAT)	
> 80 TB	Custom quote on inquiry	

Responsibility

Synology Inc. retains sole ownership of all the parts of Synology C2 Express Box provided to customers.

Synology Inc. reserves the right to request reasonable compensation if any electronic device or accessory contained in the C2 Express Box package is lost or damaged while in the user's possession. The appropriate compensation is subject to the value of the device and the extent of the damage.