

OWC Jupiter Callisto

Support Manual

OWC Jupiter Callisto 16-Bay (3U)



OWC Jupiter Callisto 8-Bay (2U)



Introduction

1.1 System Requirements

Operating System

- **Mac** : macOS 10.15 or later
- **PC** : Windows 10 or later
- **Other** : Linux

Hardware

- Works with any Mac or PC's RJ-45 port or through a network adapter

Supported Drives

- 3.5-inch SATA or SAS HDDs
- 2.5-inch SATA or SAS SSDs (requires an adapter [sold separately](#))

1.2 Package Contents

OWC Jupiter Callisto 16-Bay (3U)

- (1) OWC Jupiter Callisto 16-bay (3U)
- (16) 3.5-inch/2.5-inch SATA HDDs/SSDs
- (2) Power cables
- (2) Slide rails
- (2) Rail extensions
- (8) M5 pan head screws
- (12) M5 cage nuts
- (4) M5 enclosure securing screws

OWC Jupiter Callisto 8-Bay (2U)

- (1) OWC Jupiter Callisto 8-bay (2U)
- (8) 3.5-inch/2.5-inch SATA HDDs/SSDs
- (2) Power cables
- (2) Slide rails

- **(2)** Rail extensions
- **(8)** M5 pan head screws
- **(12)** M5 cage nuts
- **(4)** M5 enclosure securing screws

1.3 About This Manual

The images and descriptions may vary slightly between this manual and the unit shipped. Functions and features may change depending on the firmware version or driver version, if applicable. Please visit the product web page for the most recent product requirements, specifications, and warranty information.

General Use Precautions

- Read this user guide carefully and follow all recommended usage steps and precautions.
- To avoid damage, do not expose the device to temperatures outside the following ranges:
 - **Environmental (Operating)**
 - Temperature (°F): 41° — 95°
 - Temperature (°C): 5° — 35°
 - **Environmental (Non-Operating)**
 - Temperature (°F): -4° — 140°
 - Temperature (°C): -20° — 60°
- Always unplug the device from the electrical outlet if there is a risk of lightning or if it will be unused for an extended period of time. Otherwise, there is an increased risk of electrical shock, short-circuiting or fire.
- Do not use the device near other electrical appliances such as televisions, radios or speakers. Doing so may cause interference which will adversely affect the operation of the other products.
- Protect your device from excessive exposure to dust during use or storage. Dust can build up inside the device, increasing the risk of damage or malfunction.

- Do not block any ventilation openings on the device. These help to keep the device cool during operation. Blocking the ventilation openings may cause damage to the device and cause an increased risk of short circuiting or fire.

Safety Precautions

- Read this user guide carefully and follow the recommended steps for assembly.
- Use proper anti-static precautions while installing drives into this enclosure. Failure to do so can cause damage to your drive mechanisms and/or the enclosure.
- Do not attempt to disassemble or modify the device. To avoid any risk of electrical shock, fire, short-circuiting or dangerous emissions, never insert any metallic object into the device. If it appears to be malfunctioning, please contact technical support.
- Never expose your device to rain, or use it near water or in damp or wet conditions. Never place objects containing liquids on the drive, as they may spill into its openings. Doing so increases the risk of electrical shock, short-circuiting, fire or personal injury.

1.4 Front View

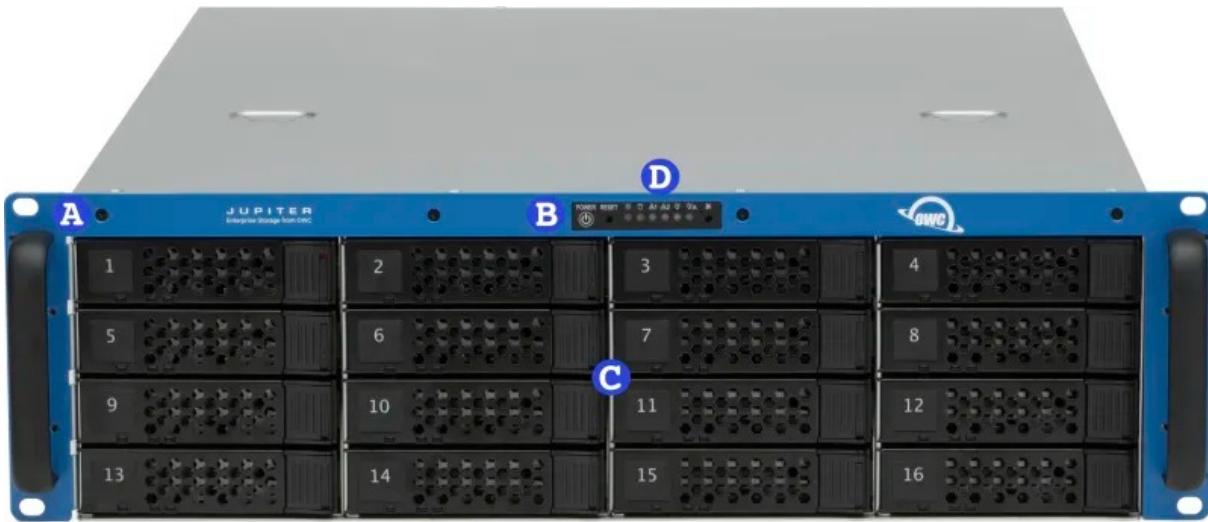
OWC Jupiter Callisto 16-Bay (3U)

A (2) Rack Handles - Use to pull and remove the Callisto from a rack server cabinet.

B. (1) Power Button

(16)

D. (1) LED Status Bar



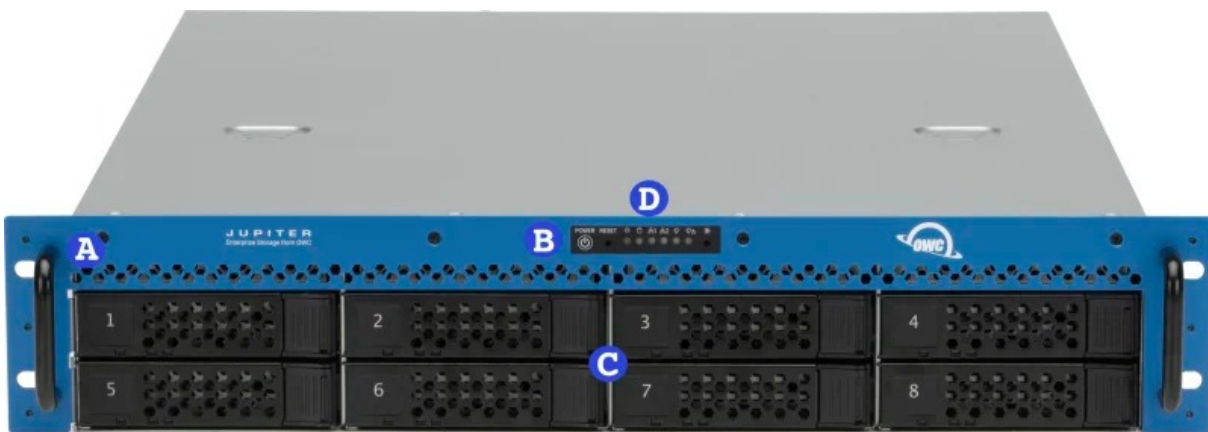
OWC Jupiter Callisto 8-Bay (2U)

A (2) Rack Handles - Use to pull and remove the Callisto from a rack server cabinet.

B. (1) Power Button

(8) Drive

D. (1) LED Status Bar



1.5 Rear View

OWC Jupiter Callisto 16-Bay (3U)

A. (2) Boot Drive bays – The OWC Callisto has a single boot drive that is installed in the top bay.

B. (2) Power Supply ports – Connect the power cables to power the device. Status LED Functions?

C. (1) Serial Port

D. (1) IPMI 1Gb RJ-45 port

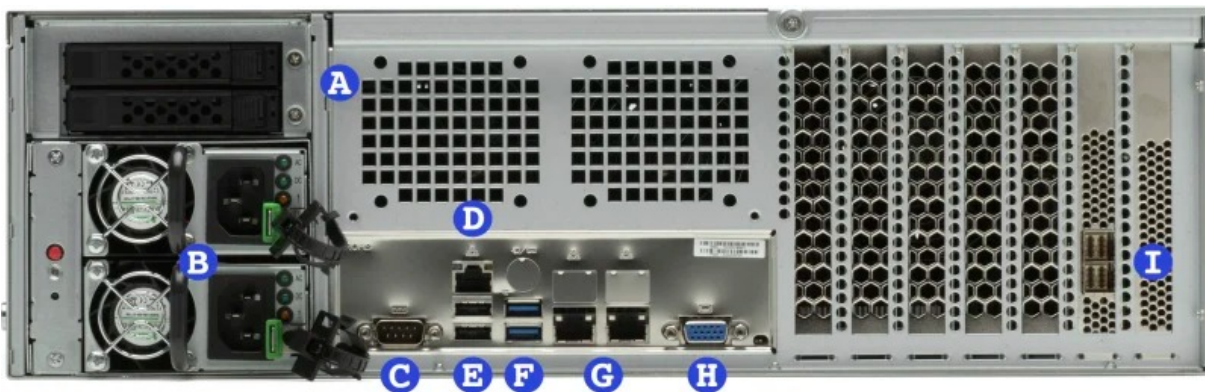
E. (2) USB Type-A ports - Direct/local system updating and mouse/keyboard support. Not intended for data mounting purposes

F. (2) USB 3.2 Gen 1 Type-A ports – Direct/local system updating and mouse/keyboard support. Not intended for data mounting purposes.

G. (2) RJ-45 10 Gb ports

H. (1) VGA port - Connect a VGA monitor to access the "Console Setup" to determine the unit's management IP address in the case of using a DHCP assigned IP address.

I. (2) Mini SAS HD SFF 8644 ports - Connect storage expansion with an OWC Jupiter Kore system



OWC Jupiter Callisto 8-Bay (2U)

A. (2) Boot Drive bays – The OWC Callisto has a single boot drive that is installed in the top bay.

B. (2) Power Supply ports – Connect the power cables to power the device. Status LED Functions?

C. (1) Serial Port

D. (1) IPMI 1Gb RJ-45 port

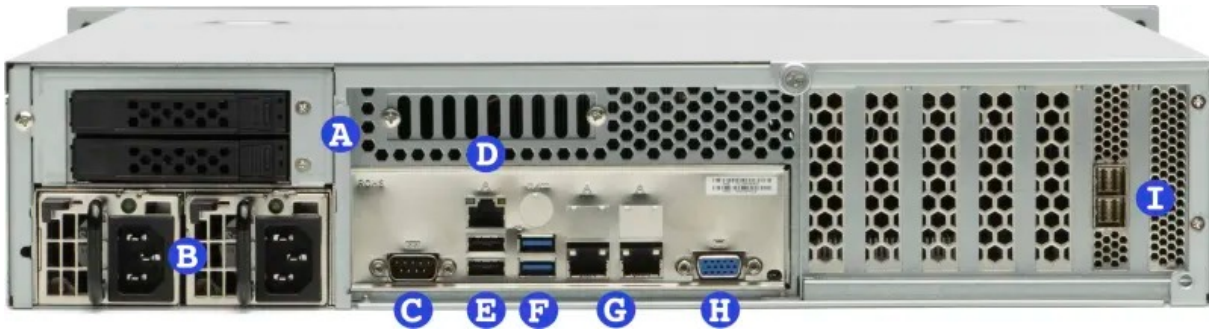
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1.6 Side View

OWC Jupiter Callisto 16-Bay (3U)



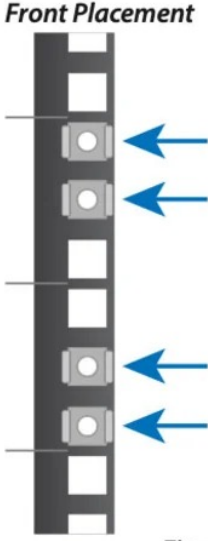
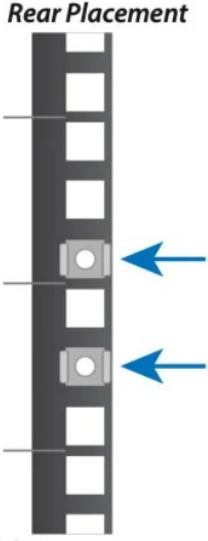
OWC Jupiter Callisto 8-Bay (2U)

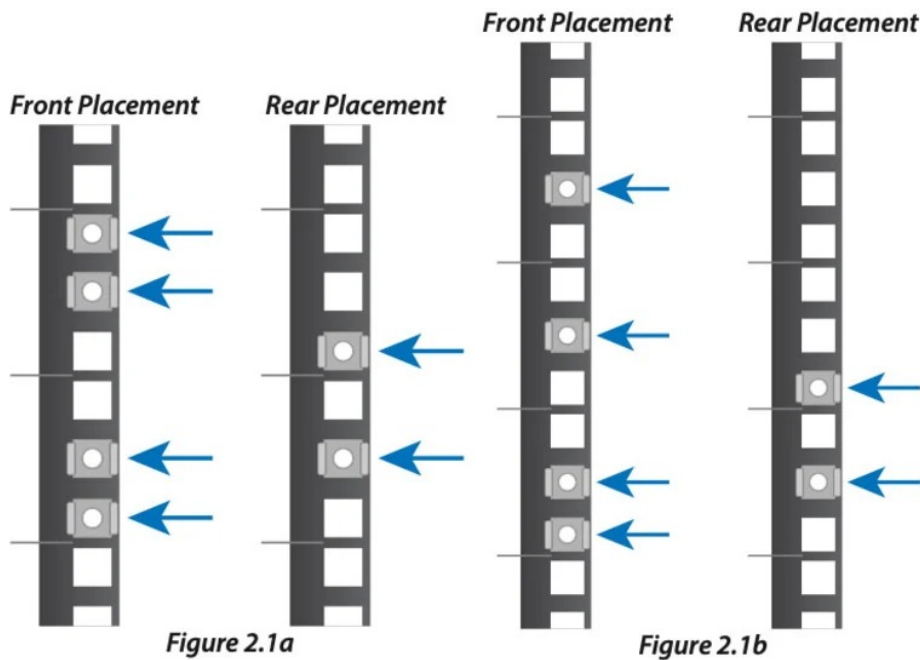


Installation & Replacement

2.1 Rail Installation

The OWC Jupiter Callisto comes with rack mount slide rails attached to the sides of the unit and the necessary screws and cage nuts for installing into 4-post square-hole rack systems. To install the slide rail brackets into your rack, do the following:

1. The Jupiter Callisto requires two (8-bay) or three (16-bay) rack units of space. Take note of which units in your rack that you will install your Jupiter Callisto into.
2. Install the included cage nuts into your rack. Use  as a guide for cage nut placement for an 8-bay Jupiter Callisto; use  for a 16-bay Callisto.



3. On the Jupiter Callisto, remove the securing screw from the rail on the left and right sides as seen in Figure 2.1c.

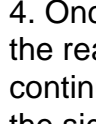
4. Once the securing screws have been removed, remove the rail arm by sliding it toward the rear of the unit as seen in . When the rail arm stops, push the release tab while continuing to slide the rail arm off. After removing the rails, set them aside taking note of the side from which they were removed.



Figure 2.1c

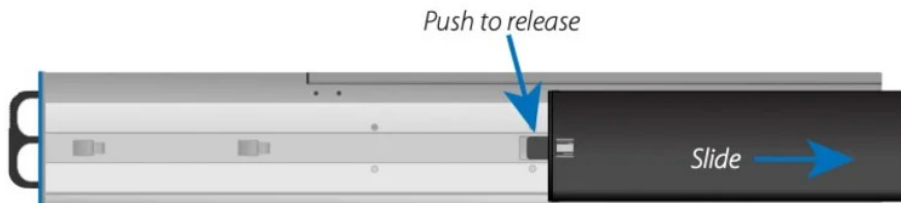


Figure 2.1d

5. Remove the rail arm extensions from the accessories box and match them to the rails. Use as a guide for proper matching of rails and the extension pieces.

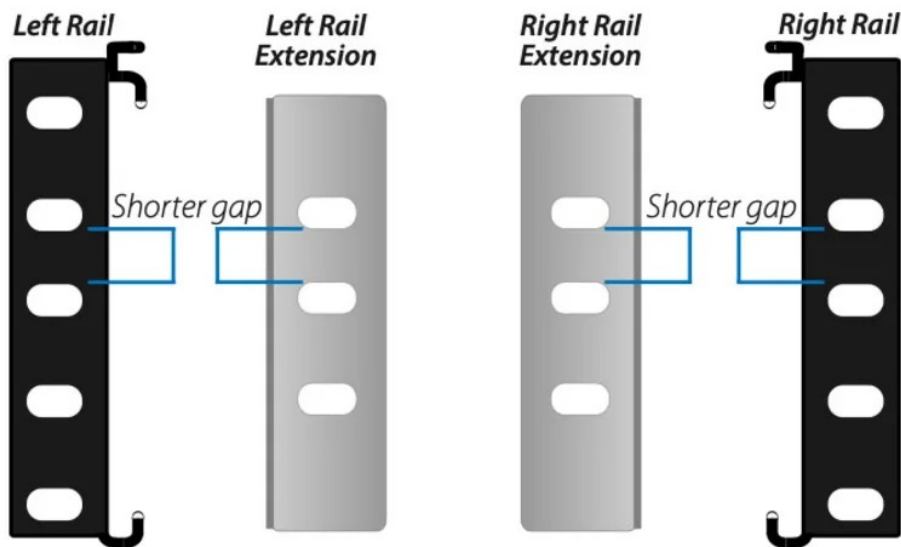


Figure 2.1e

6. Install the front rails, first making sure the bottom of the rail lines up with the bottom of the designated rack units. Using Figure 2.1f as a guide for an 8-bay and for a 16-bay unit, secure the rail using two of the included M5 pan head screws.

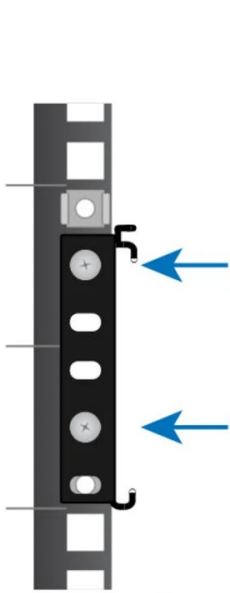


Figure 2.1f
(8-bay)

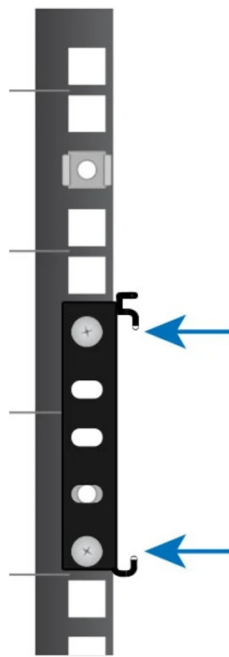


Figure 2.1g
(16-bay)

7. Before securing the rear rail extension to the back of your rack, make sure to slide the extension into the rail as seen in Figure 2.1h.

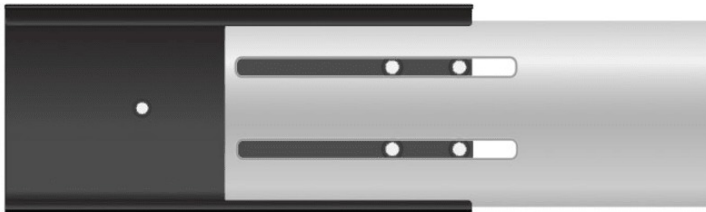


Figure 2.1h

8. Secure the rear rail extension to your rack use two of the included M5 pan head screws as seen in

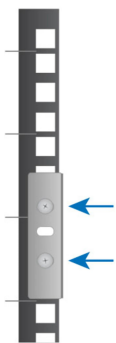


Figure 2.1i

9. After securing the rear rail extension to your rack, secure the rail extension to the rail using two of the included M5 pan head screws as shown in Figure 2.1j.

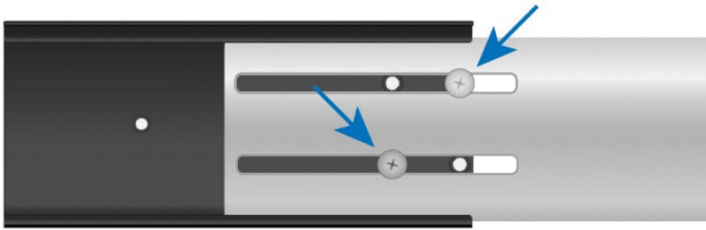


Figure 2.1j

10. After repeating the steps for the other side, you can now move on to installing the Jupiter storage system into the rack as found in **Section 2.2, Unit Rack Installation and Removal** below.

2.2 Rack Installation & Removal

After installing the rails, the Jupiter Callisto can be installed into the rack. The Jupiter Callisto is heavy even when no drives are installed. Never lift heavy equipment by yourself and always use proper lifting techniques. It is recommended that you remove all drives from the Jupiter Callisto before installing into or removing from a rack in order to avoid personal injury or damage to equipment.

Rack Installation

- 1. Before lifting and installing the Jupiter Callisto into the rack, make sure all people involved in lifting know where the unit rails are attached to the Jupiter Callisto and how they will slide into the rack rails.**
2. Using proper lifting techniques and keeping the Jupiter Callisto level, lift up to the rack rails where the unit will be installed into.
3. Visually align the unit rails with the rack rails.
4. Once aligned, evenly slide the unit rails into the rack rails. Do not release the unit until it has been inserted all the way or until an audible click is heard. The click indicates that the Jupiter Callisto has been inserted past the security latches as illustrated in

 **Keep unit level
while installing**

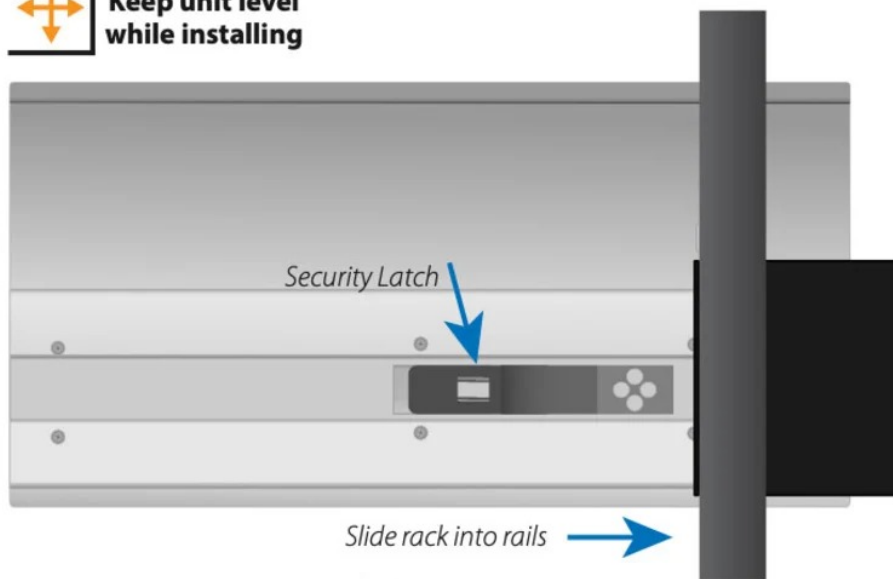


Figure 2.2.1a

5. If not already done, insert the Jupiter Callisto all the way into the rack until the rack ears touch the rack posts.

6. Install the four included rack securing screws to finish the unit installation into the rack as seen in . The 16-bay version is shown, but the screw placement is similar on the 8-bay version.

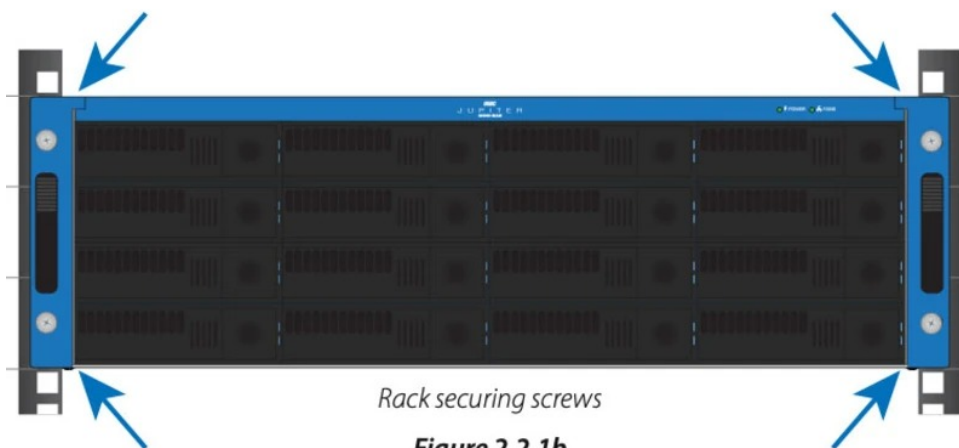


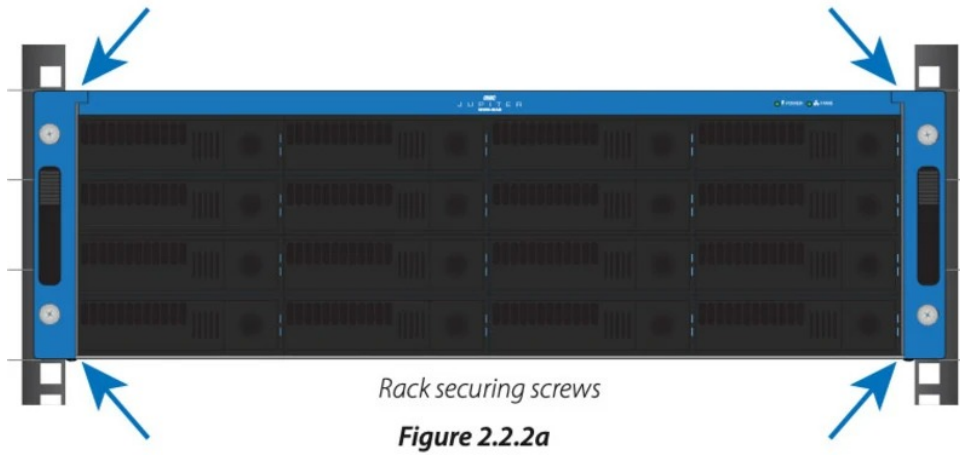
Figure 2.2.1b

Rack Removal

1. Before removing the Jupiter Callisto from your rack, it is recommended that you remove all drives to make it easier to remove the Jupiter Callisto from the rack and to reduce the risk of personal injury and/or equipment damage.

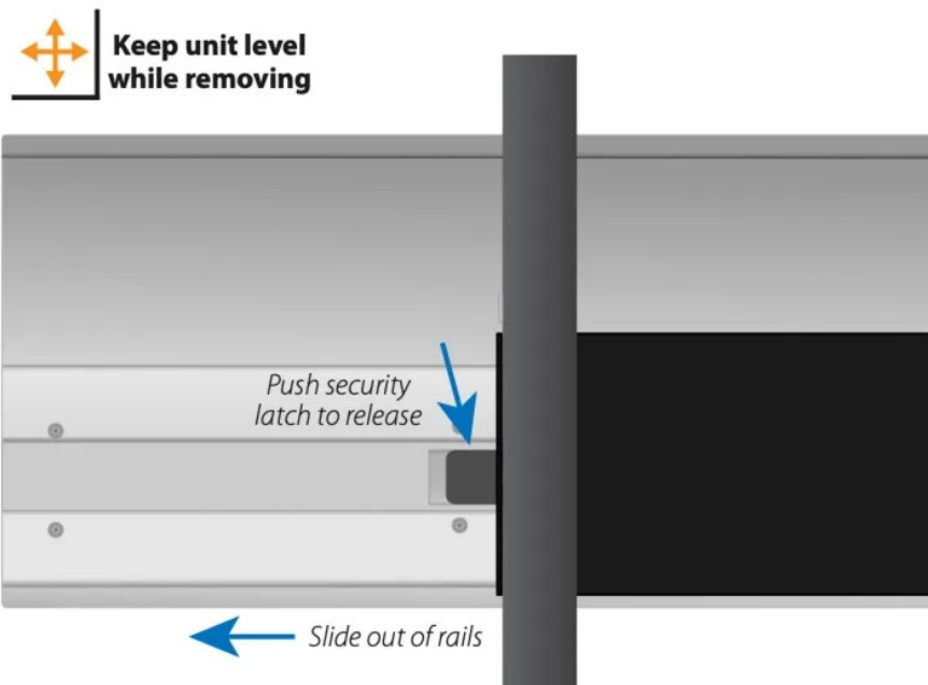
2. Make sure all cables including data and power are disconnected from the Jupiter Callisto.

3. Remove the four rack securing screws from the front of the Jupiter Callisto as shown in



4. Using the handles, pull the rack toward you until it is stopped by the security latches.

5. It is recommended to have a second person assist the removal at this point. Press the security latches while simultaneously sliding the unit out just past the security latch as illustrated in



6. Make sure both people removing the unit have a firm grip on the rack front and base and are prepared to support the full width of the unit. Continue slowly pulling the rack out until it is free from the rails.

2.3 Drive Installation & Removal

The OWC Jupiter Callisto comes with drives already installed into the individual trays to provide quicker setup time. Use the following instructions to install and remove drives from the drive bays.

Drive Installation

1. Begin by placing the OWC Jupiter Callisto on a static free work surface. Careful remove the drive trays from the packaging.
2. Each drive tray is labeled with a number. Additionally the drive trays have locking mechanisms. Press down on the locking mechanism to lock the drive tray. A small amount of red will show indicating the drive tray is locked. Press up to unlock the drive tray. The small amount of red will no longer appear indicating the drive tray is unlocked.



3. Insert the drives, with the drive label facing upwards, in sequential order beginning from the top-left corner. Carefully push the drive tray forward into the drive bay. Do not force the drive as a minimal amount is needed. The drive will rest slightly protruded outside the drive bay.

NOTE : The drive trays have locking mechanisms. Ensure the locks are not engaged before installing the drive trays. The lock is disengaged when the locking mechanism is in the up position.



4. Press the drive tray door to finish pushing the drive into the drive bay and completing the connection.



5. Move right within the same row until full. Move onto the next row beginning from the left and moving right. Repeat this process until all the drive trays are installed into the OWC Jupiter Callisto. Lock the drive trays if desired.

OWC Jupiter Callisto 16-Bay (3U)



OWC Jupiter Callisto 8-Bay (2U)

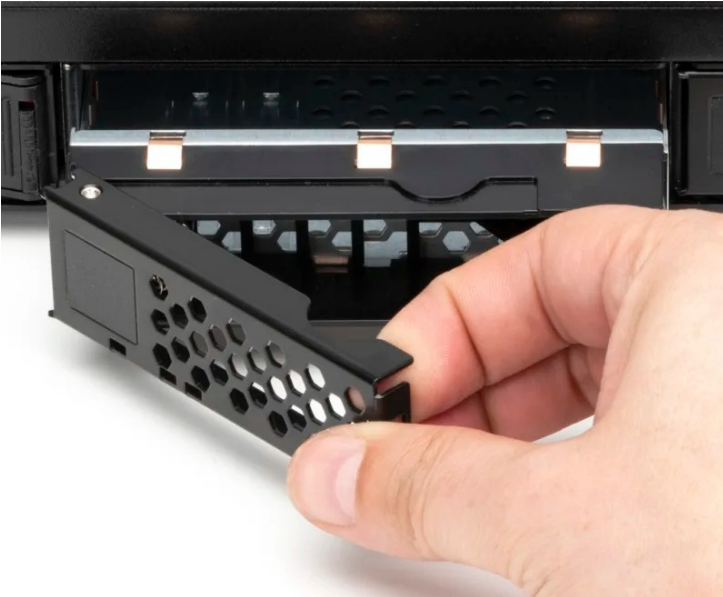


Drive Removal & Replacement

1. Disengage the drive tray by pushing the tray tab to the right. The drive tray will protrude slightly from the chassis. Carefully remove the drive tray and place on a flat surface.

NOTE : The drive trays have locking mechanisms. Ensure the locks are not engaged before pushing the tray tabs to the right. The lock is disengaged when the tab is in the up position.





2. Remove the screws securing the drive from the drive tray.

NOTE : 2.5-inch drives have screws installed on the bottom of the drive tray. They are also installed with a spacer. The spacer will need to be removed and secured to use with the new drive installation.

3.5-Inch Drive



2.5-Inch Drive



3. Remove the drive and place a new drive into the drive tray with the label facing upwards. Secure the drive to the drive tray.
NOTE : 2.5-inch drives will need to be installed with a spacer and secured on the bottom of the drive tray.

4. Insert the drives, with the drive label facing upwards. Carefully push the drive tray forward into the drive bay. Do not force the drive as a minimal amount is needed. The drive will rest slightly protruded outside the drive bay.

NOTE : The drive trays have locking mechanisms. Ensure the locks are not engaged before installing the drive trays. The lock is disengaged when the locking mechanism is in the up position.



5. Press the drive tray door to finish pushing the drive into the drive bay and completing the connection.



2.4 Power Supply Failure & Replacement

The OWC Jupiter Callisto has redundant, hot-swappable power supplies which can withstand a failure of one power supply module.

OWC Jupiter Callisto 16-Bay (3U) : 875W 1+1 redundant, hot-swappable, and load-balancing power supply with active PFC

OWC Jupiter Callisto 8-Bay (2U) : 650W high-efficiency 1+1 redundant 90~264 VAC full-range, auto-switching power supply

While all of the power supply modules are healthy, the power load is automatically balanced across them. In the event of a power supply failure, an alarm will sound and the 'Power' LED on the front of the unit will turn solid red. Please complete the following instructions to replace a failed power supply module.

OWC Jupiter Callisto 16-Bay (3U)

Removing Failed Power Supply

1. Identify the failed power supply. The LED on the failed power supply will be illuminated red.
2. Lift and brace a finger against the power supply handle and press the lever to the left.

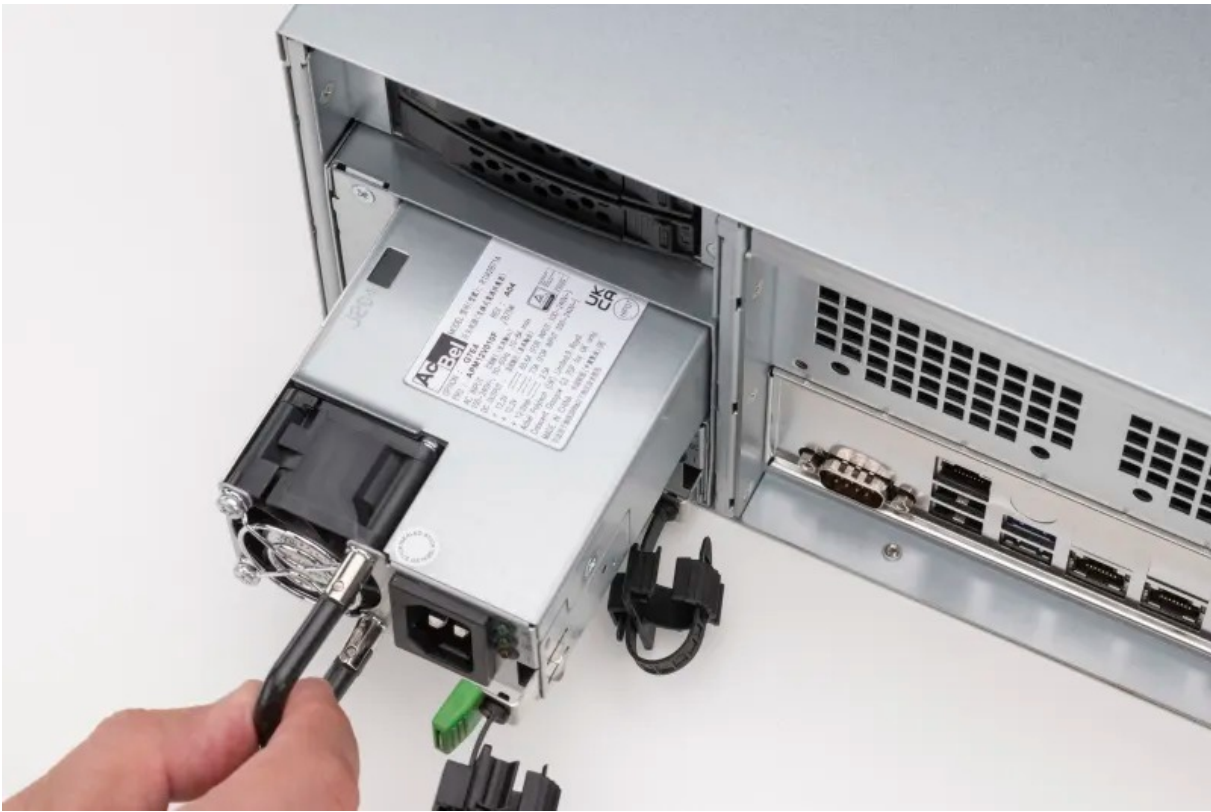




3. Disengage the failed power supply by pulling out while pressing the lever.



4. Carefully remove the failed power supply. The lever no longer needs to be pressed once the power supply is slightly disengaged from the OWC Jupiter Callisto.



Installing New Power Supply

1. Insert the new power supply. Ensure the connections are located on the right, the release tab is on the right, and the power supply cable connection is on the right.



2. Carefully slide the power supply into the OWC Jupiter Callisto until fully seated. A click will be heard as the lever locks into position.



OWC Jupiter Callisto 8-Bay (2U)

Removing Failed Power Supply

1. Identify the failed power supply. The LED on the failed power supply will be illuminated red.
2. Brace a finger against the power supply handle and press the lever to the right.





3. Disengage the failed power supply by pulling out while pressing the lever.



4. Carefully remove the failed power supply. The lever no longer needs to be pressed once the power supply is slightly disengaged from the OWC Jupiter Callisto.



Installing New Power Supply

1. Insert the new power supply. Ensure the connection is located in the top-right, the release tab is on the left, and the power supply cable connection is on the right.



2. Carefully slide the power supply into the OWC Jupiter Callisto until fully seated. A click will be heard as the lever locks into position.





Device Setup

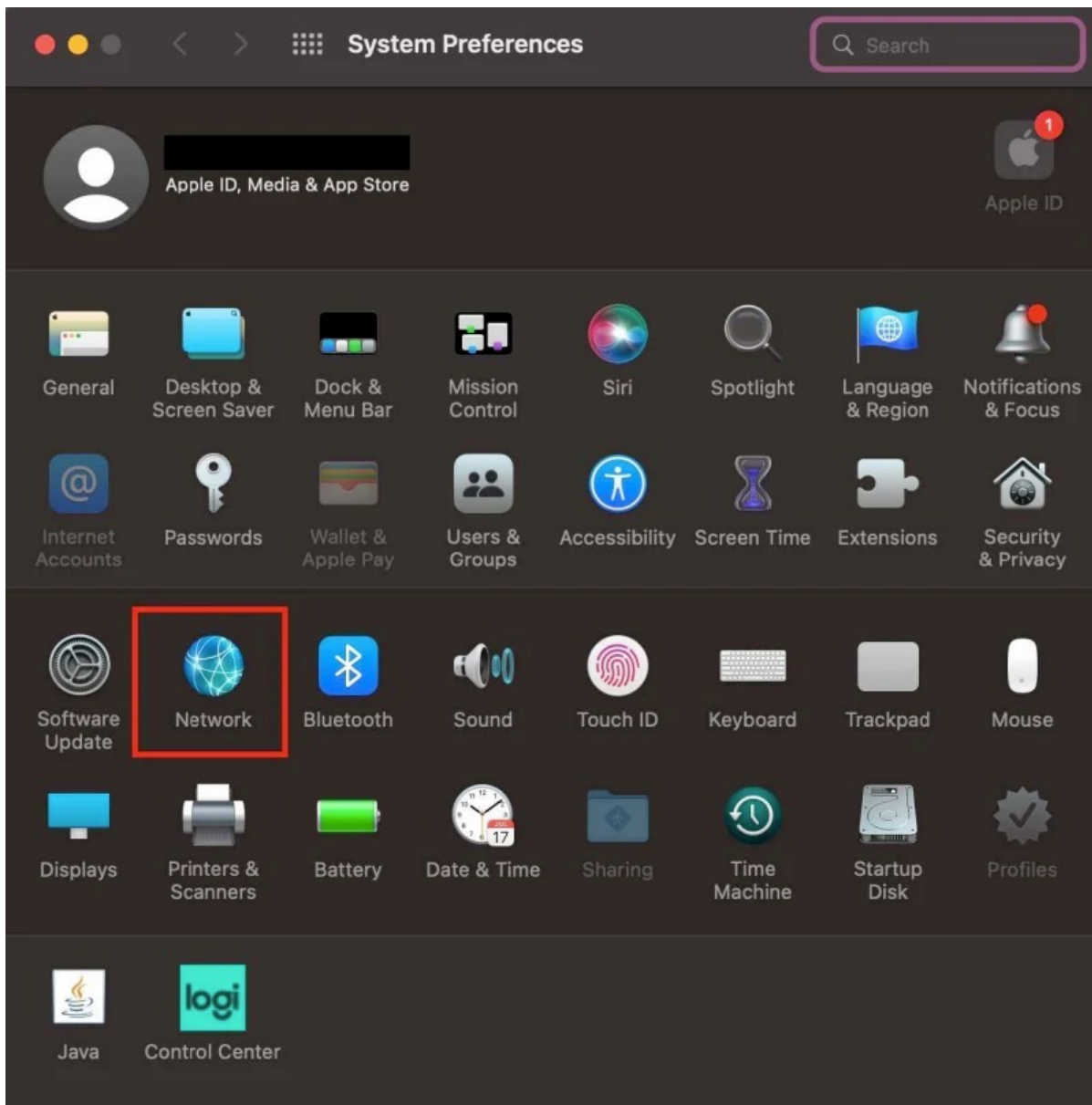
3.1 Connection

Plug the power cable into the OWC Jupiter Callisto power port located on the back. Connect the other end into a power outlet. The Power LED will illuminate a solid green.

NOTE : We recommend using a battery backup unit to help protect from data loss due to electrical anomalies.

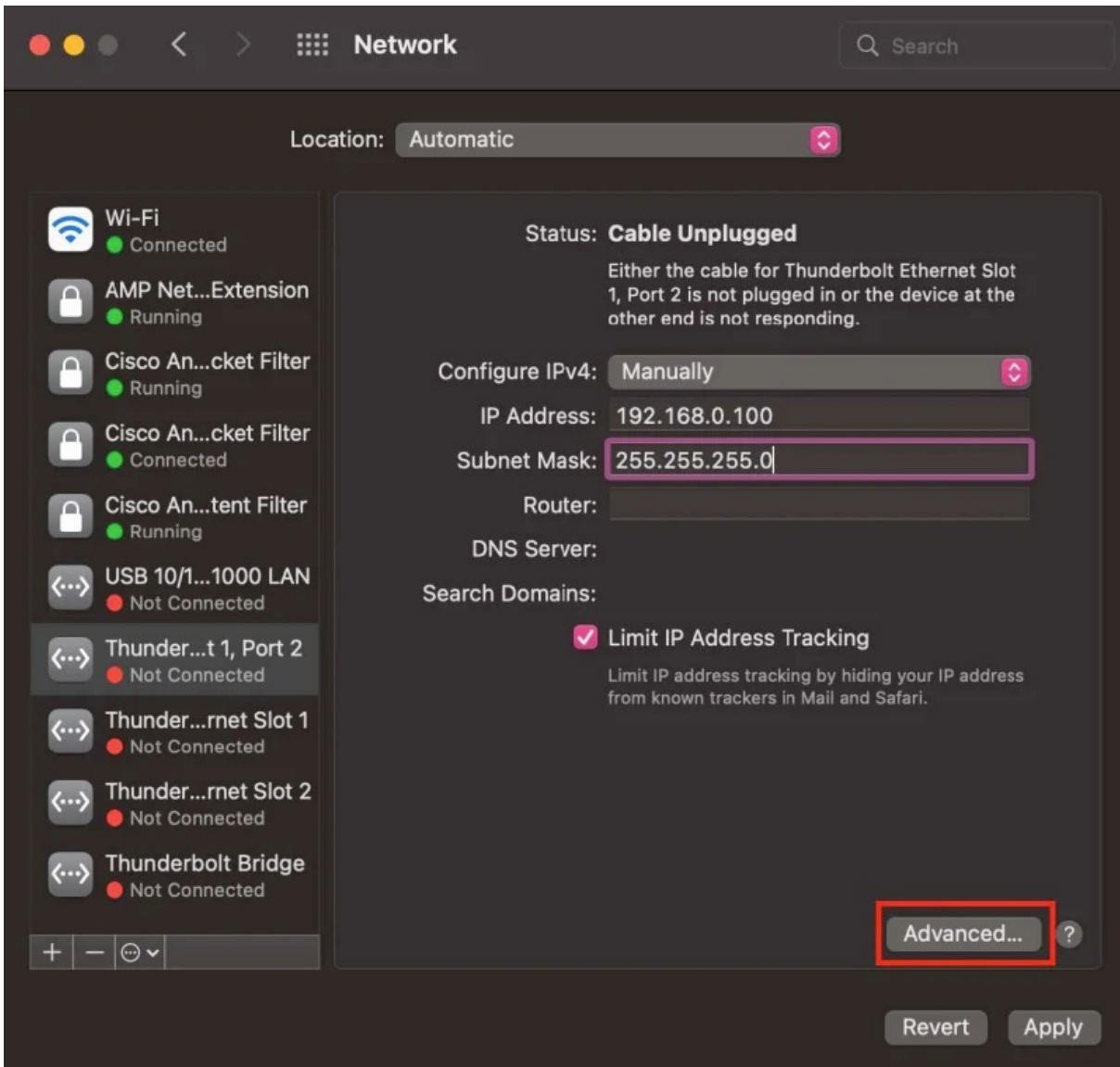
NOTE : The power supply is an autosensing unit and will automatically determine your AC source voltage level.

How the OWC Jupiter Callisto is connected to a computer will determine if a DHCP or Static IP setup is required and which RJ-45 port on the back should be used. The correct port will be covered in the following sections.

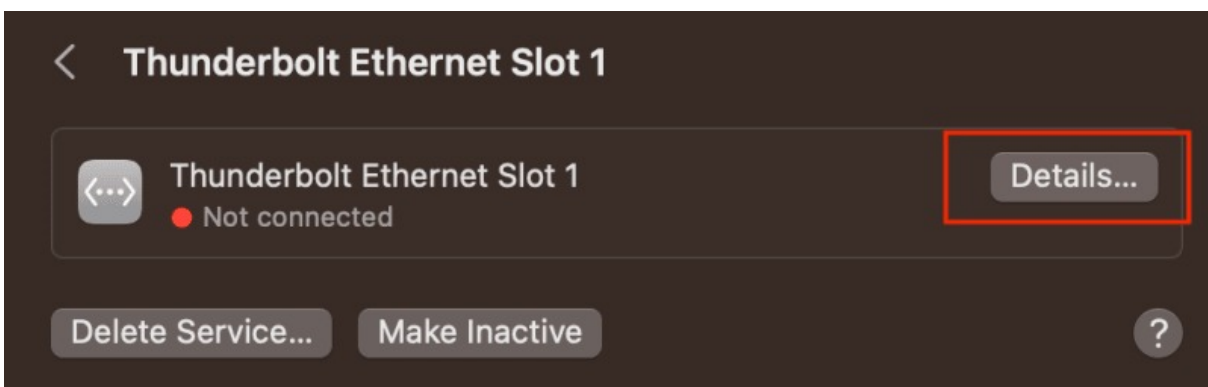


2. Locate and select the network adapter connected to the OWC Jupiter Callisto to be configured. Names of the adapters will vary based on the connection type.
NOTE : Disconnecting and reconnecting the RJ-45 cable will toggle the connection helping to ensure the proper adapter is selected.

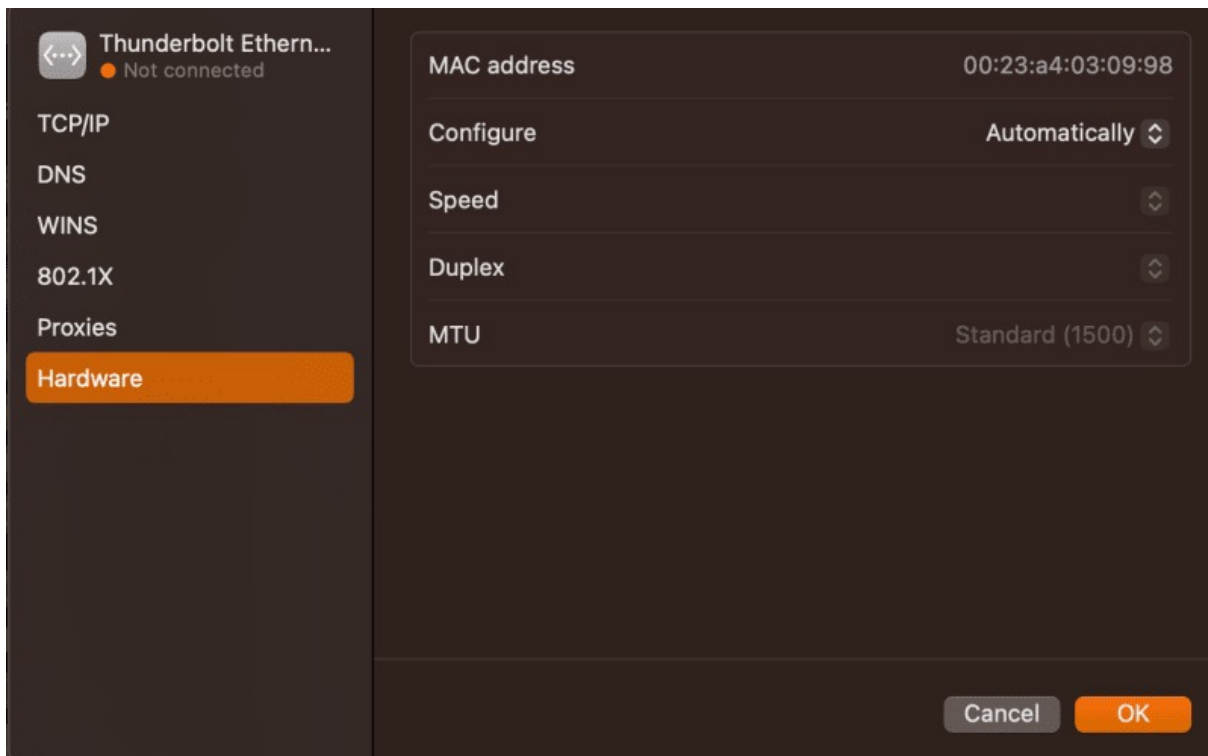
3. Click "Advanced".



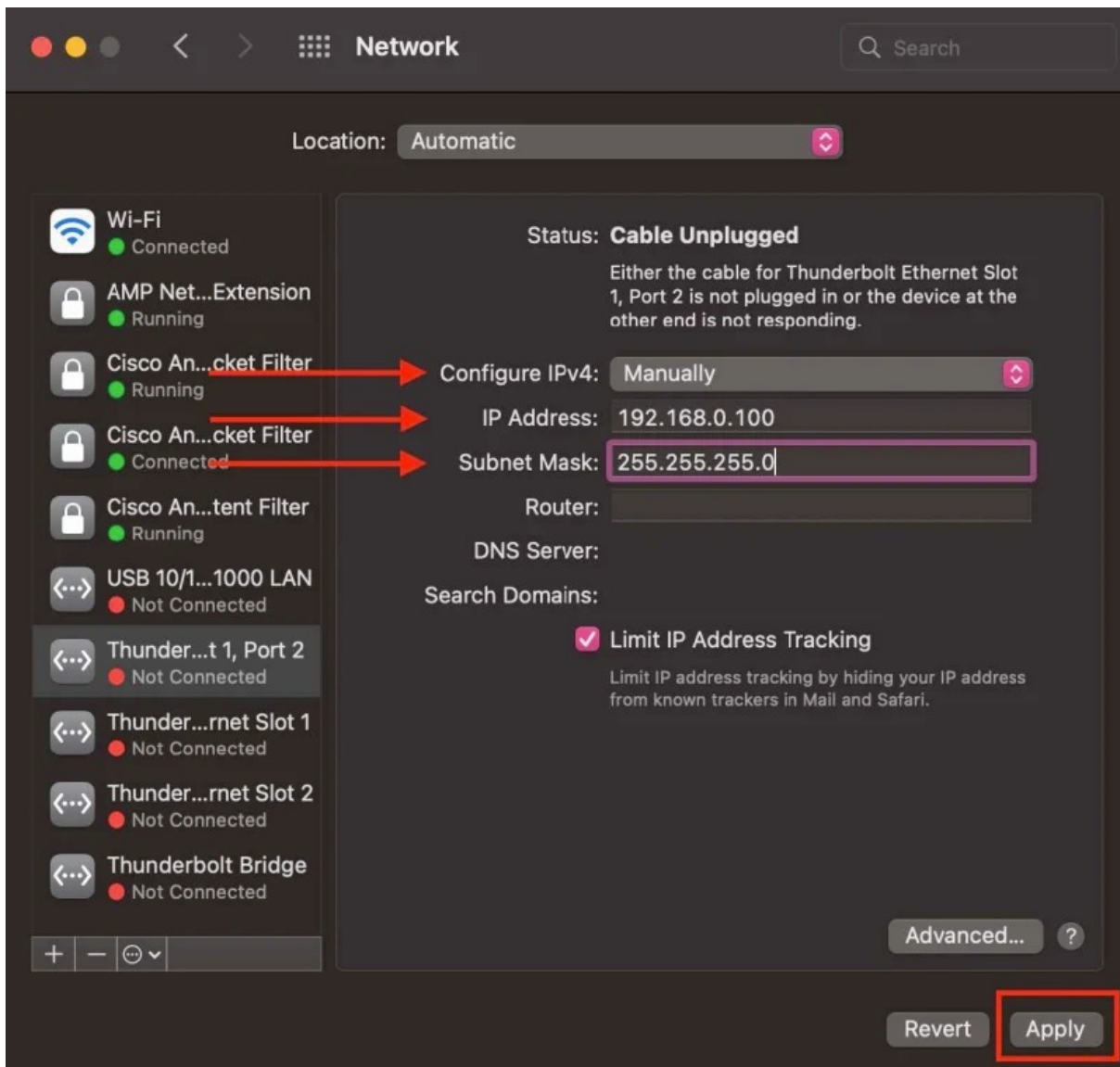
NOTE : macOS 13 and later users will need to click "Details".



4. Locate and select the "Hardware" category and change "MTU" to Jumbo (9000) and click "OK".

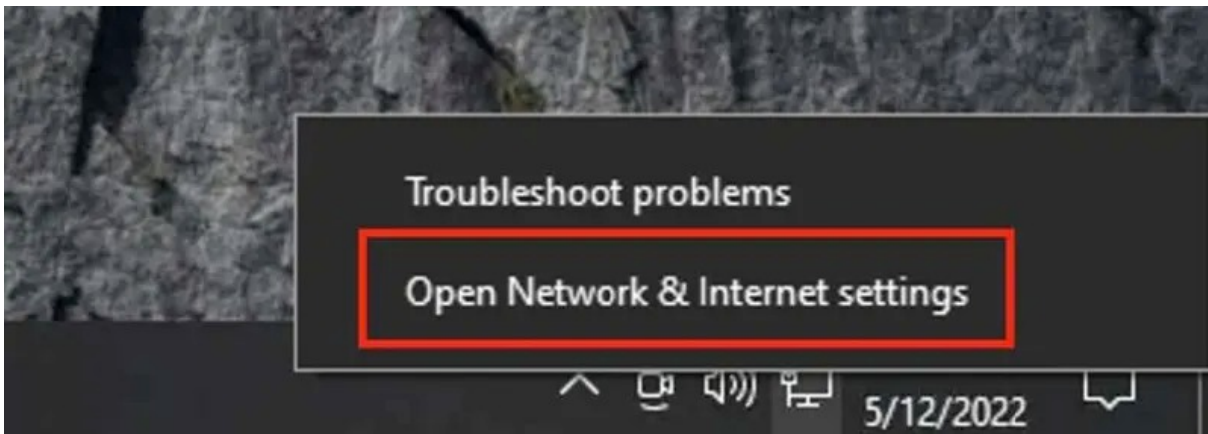


5. Change the "Configure IPv4" field to Manually, enter the Static IP Address 192.168.0.100 into the "IP Address" field, and ensure the "Subnet Mask" is 255.255.255.0. Click "Apply" to save the configuration.

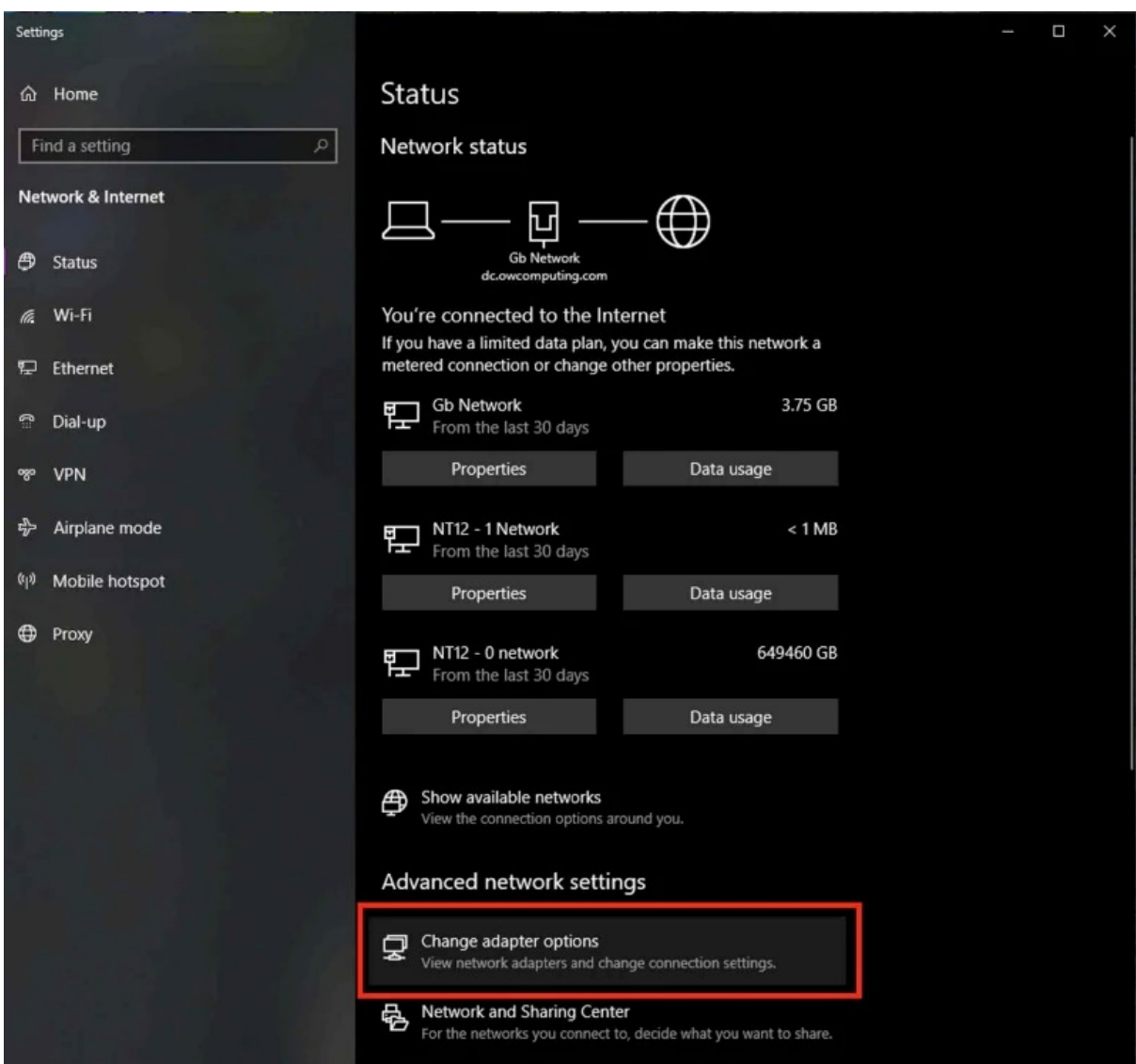


Windows Static IP Setup

1. The network adapter connected to the OWC Jupiter Callisto needs to have the network settings updated with the devices Static IP address. Navigate to and right-click the "Networking" icon in the lower right corner of the Windows desktop and select "Network & Internet Settings".



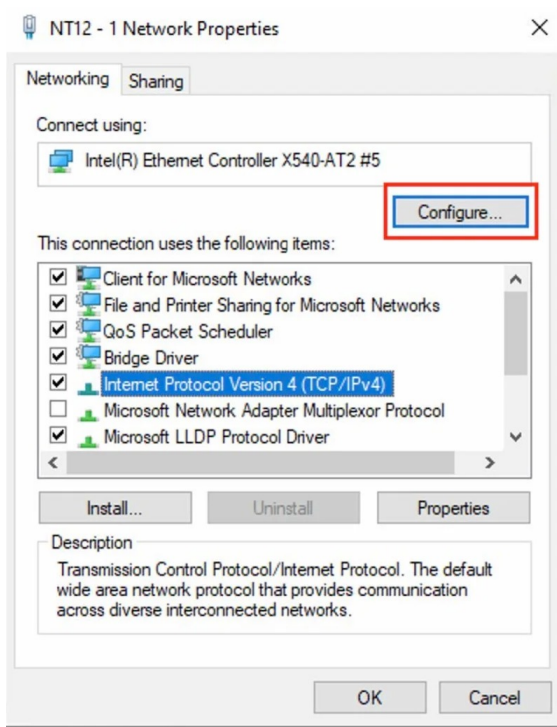
2. Scroll down to "Advanced Network Settings" section and click "Change adapter options".



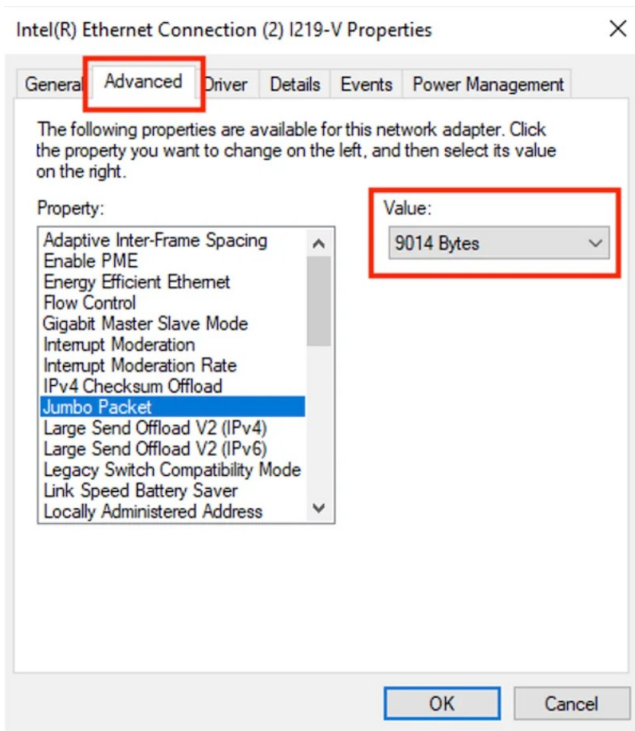
3. Locate the right-click the network adapter that is connected to the OWC Jupiter Callisto to be configured and select "Properties". The network will be Unidentified. Names of the adapters will vary based on the connection type.
NOTE : Disconnecting and reconnecting the RJ-45 cable will toggle the connection helping to ensure the proper adapter or system is selected.



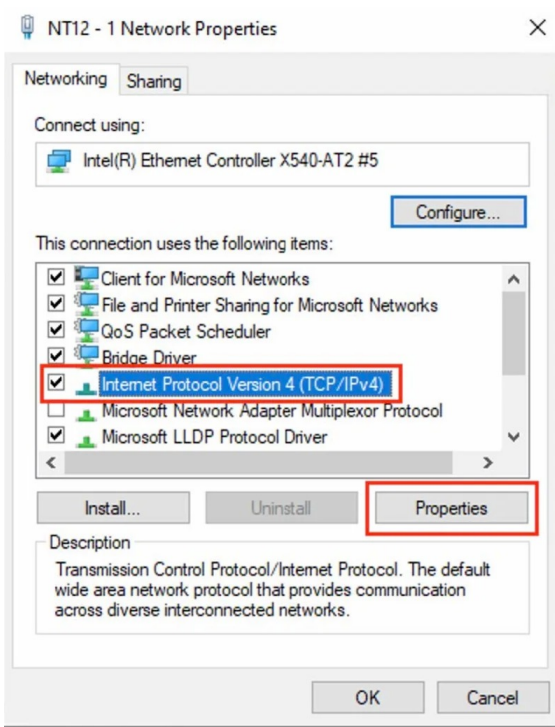
4. Locate the select "Internet Protocol Version 4 (TCP/IPv4)" option and click "Configure".



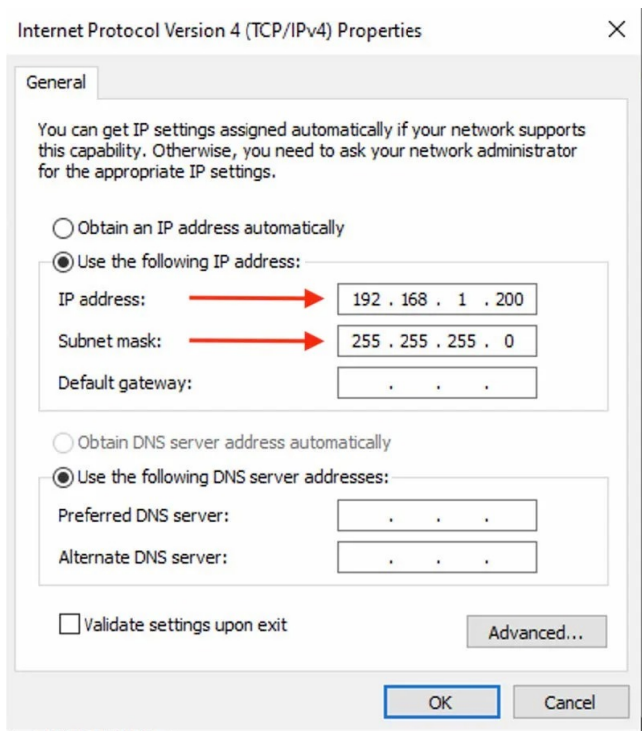
5. Select the "Advanced" tab and locate "Jumbo Frames" from the list of "Properties". Change the Value to 9014 Bytes. Click "OK" to confirm Jumbo Frame changes



6. Locate the select "Internet Protocol Version 4 (TCP/IPv4)" option and click "Properties".



7. Select the option to Use the following IP address. Enter the Static IP Address 192.168.0.200 into the "IP Address" field and ensure the "Subnet Mask" is 255.255.255.0.

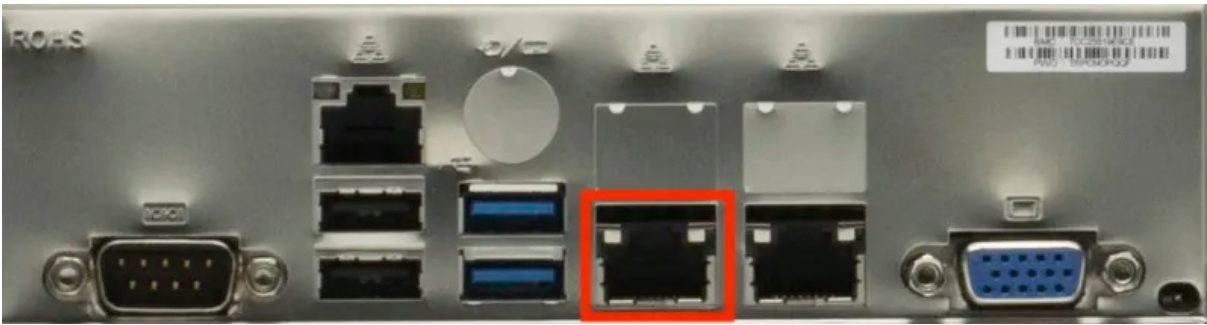


8. Click "OK" to confirm the changes and "OK" again to confirm Network Configurations.

3.3 DHCP IP Setup

This section describes the process of setting up the network of the OWC Jupiter Callisto when connected directly to a computer without an adapter.

1. Connect a qualified Cat-6a cable into the left RJ-45 10Gb port located on the back of the OWC Jupiter Callisto. Connect the other end of the Cat-6a cable into a computer.
2. Connect a wired USB Keyboard to the Jupiter Callisto.
3. Connect a VGA monitor to the VGA port located on the back of the OWC Jupiter Callisto to determine the unit's management IP address. The DHCP IP address will be used for accessing the OWC Jupiter Callisto share (ex. 172.21.124.254).
NOTE : Pressing Enter on the keyboard a couple times should clear the On Screen Menu and display available DHCP IP addresses.

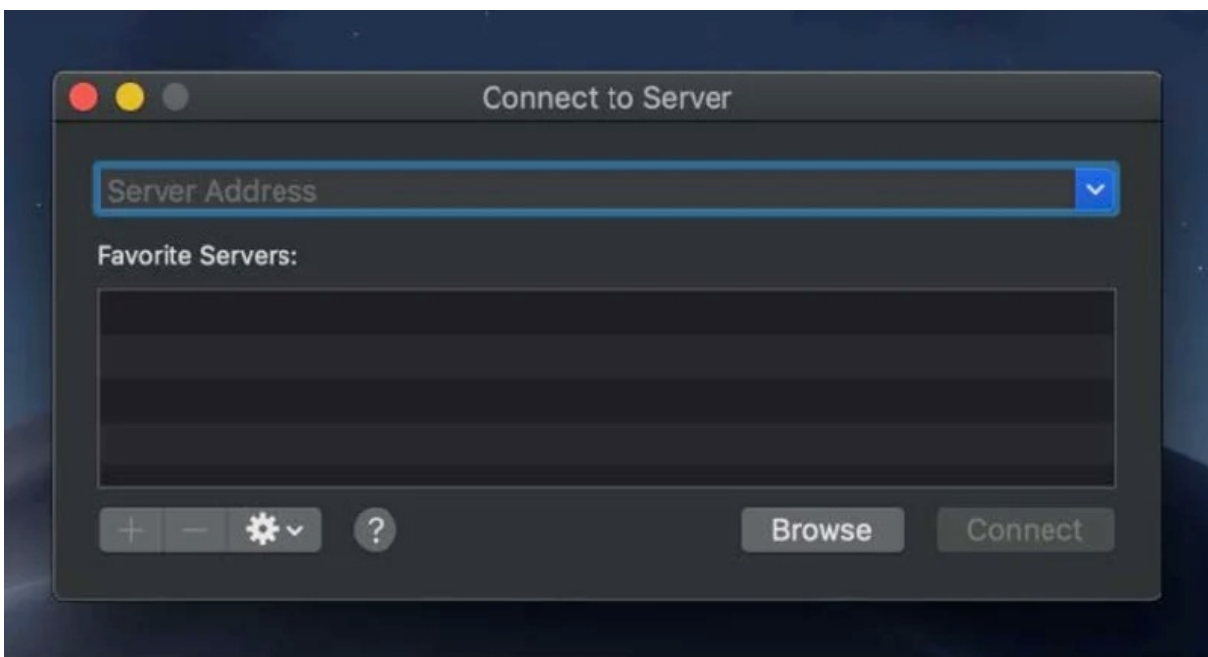


3.4 Share Setup

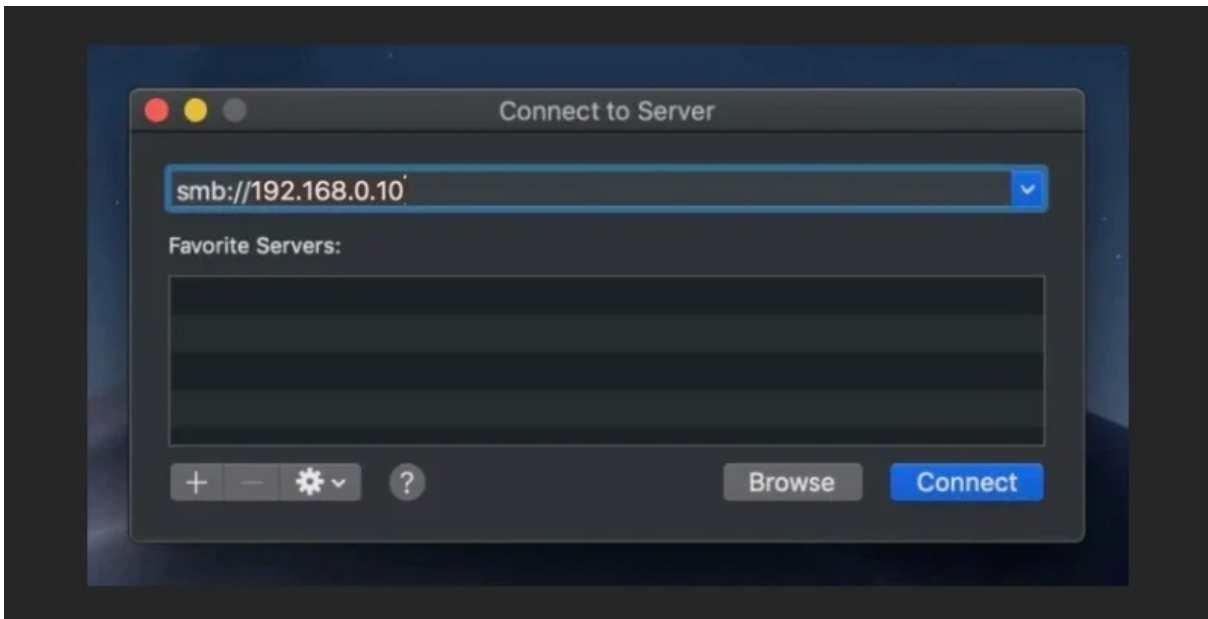
This section describes the process of connecting and accessing the Jupiter Callisto Share.

Mac Share Connection Setup

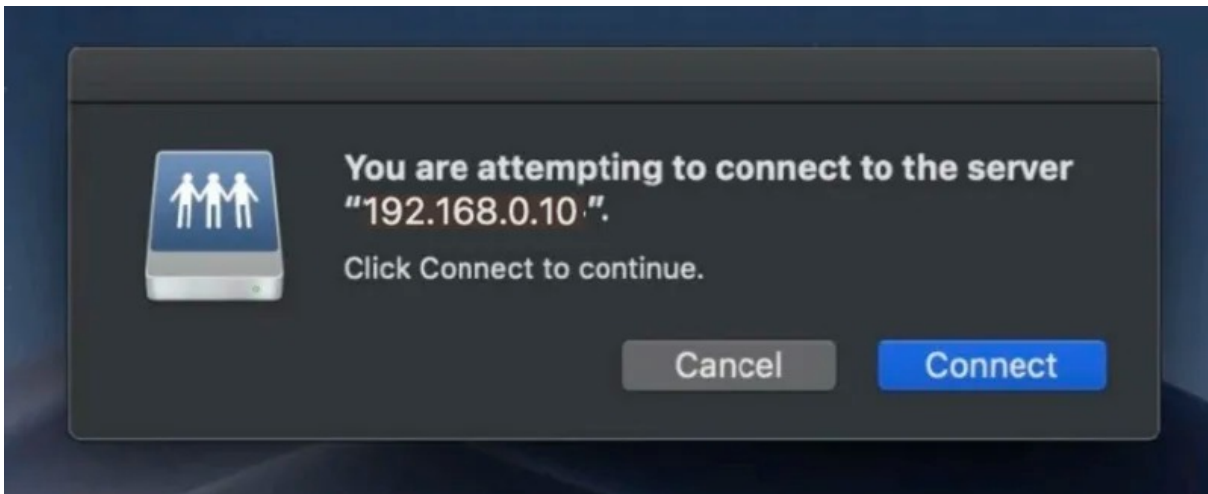
1. From the Mac Desktop press "Command + K" to access the "Connect to Server" window.



2. If the OWC Jupiter Callisto's network was connected using the **DHCP Setup** , enter the device's DHCP IP address (ex. smb://172.21.124.254). If the OWC Jupiter Callisto's network was connected using the **Static IP Setup** , enter the device's Static IP address (ex. smb://192.168.0.10) as the Server Address and click "Connect".



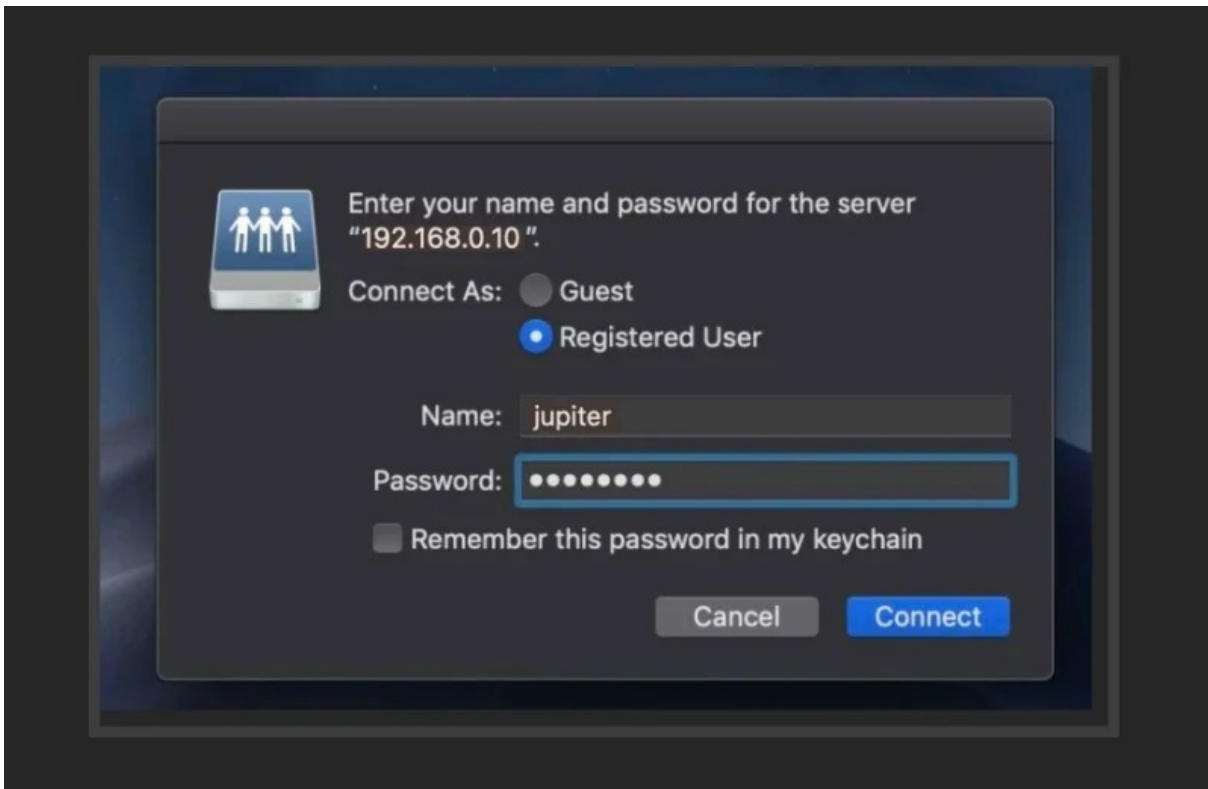
3. A prompt will appear asking to connect the server. Click "Connect".



4. Enter the login credentials and click "Connect".

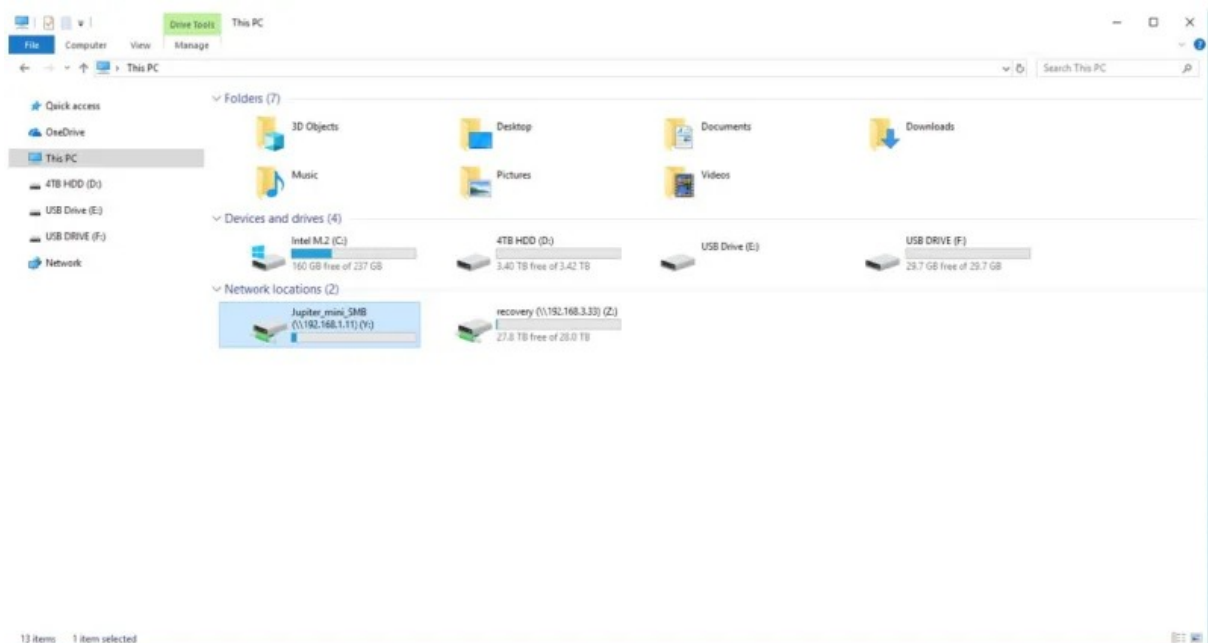
Name : jupiter

Password : jupiter

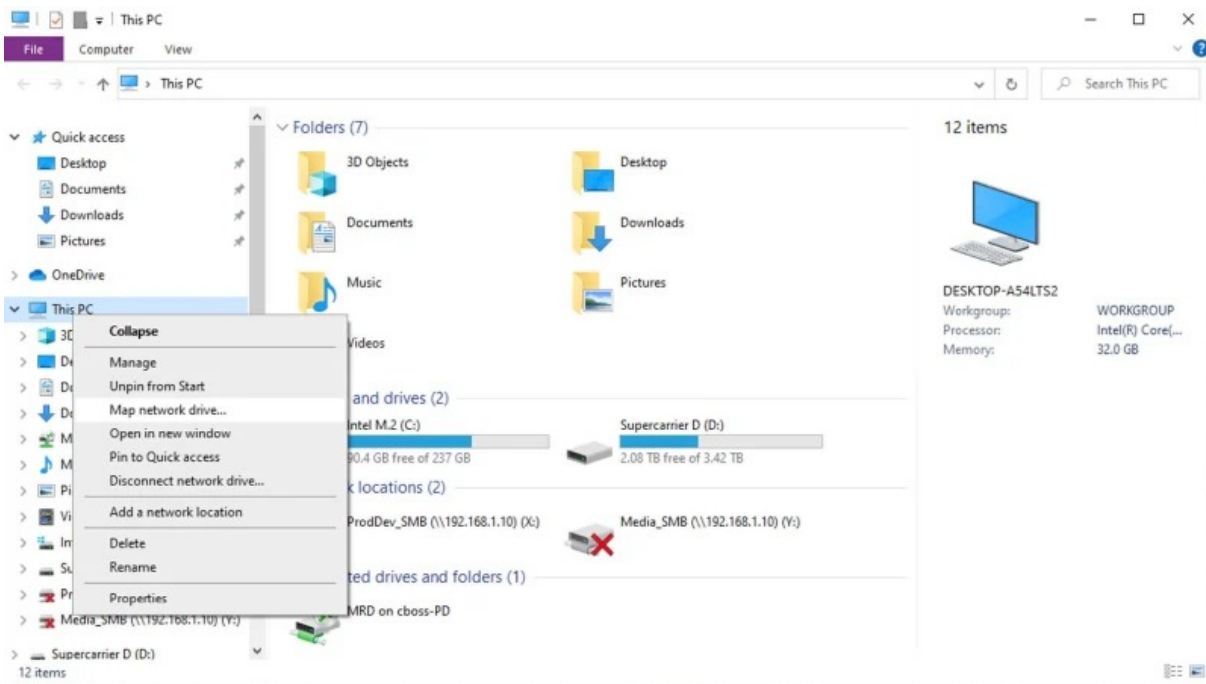


PC Share Connection Setup

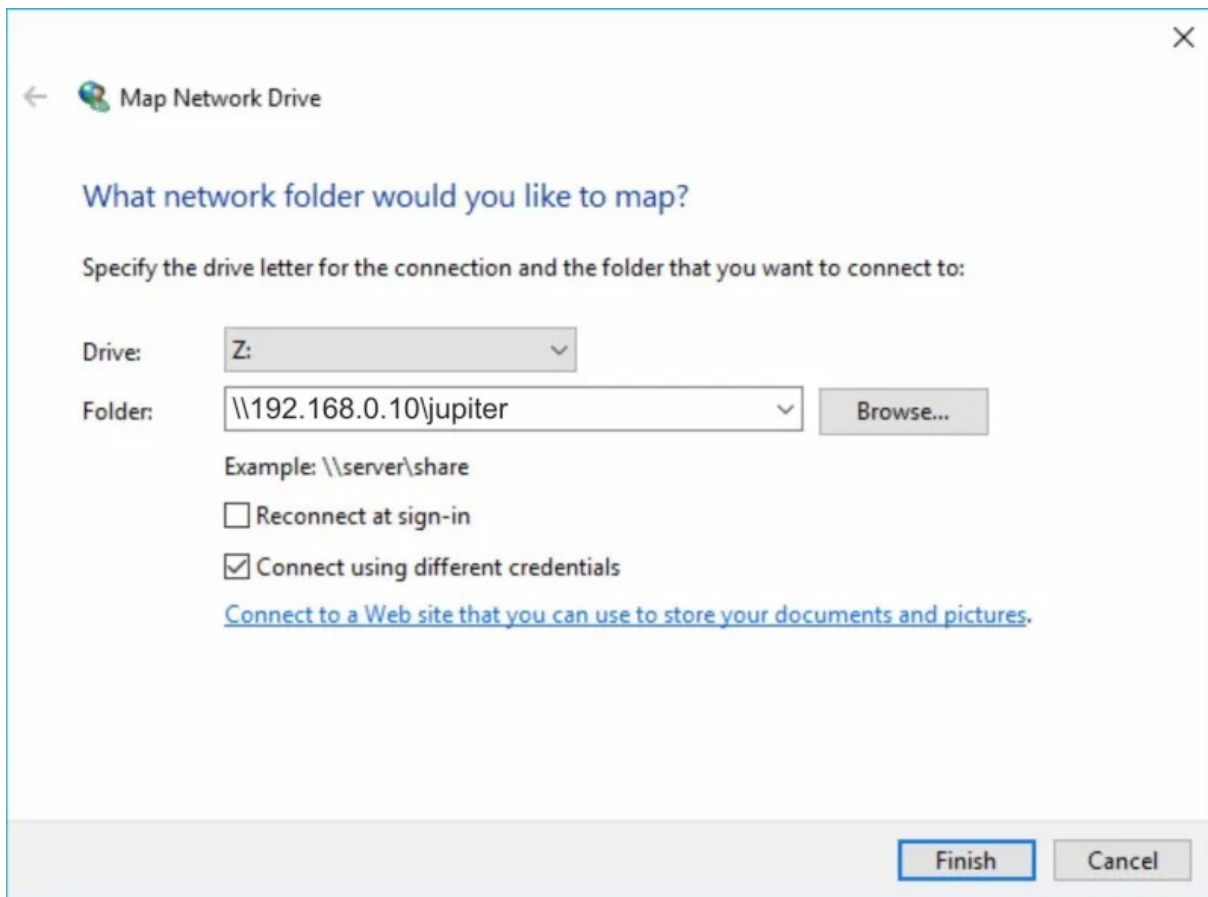
1. Open "File Explorer" and locate "This PC".



2. Right-click on "This PC" and select "Map network drive".



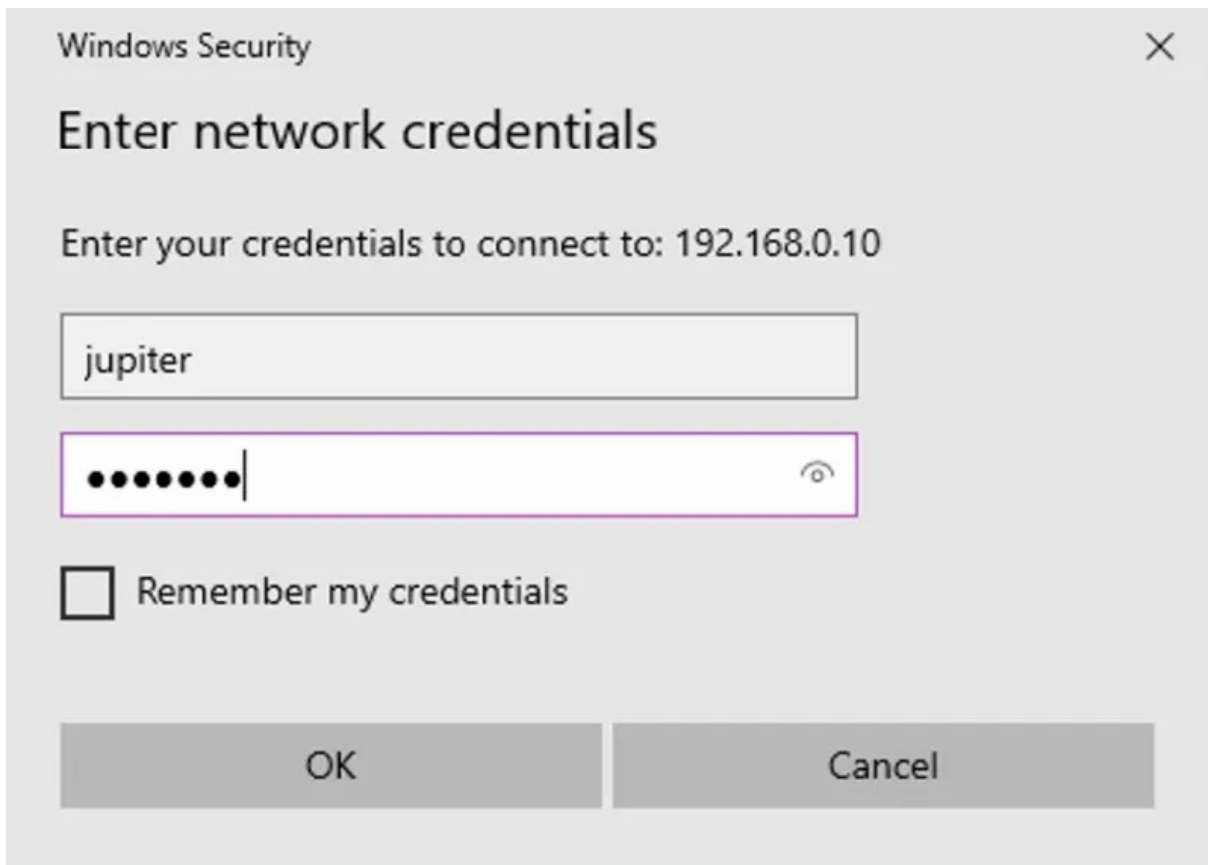
3. If the OWC Jupiter Callisto's network was connected using the **DHCP Setup** , enter the device's DHCP IP address (ex. \\172.21.124.254\jupiter). If the OWC Jupiter Callisto's network was connected using the **Static IP Setup** , enter the device's Static IP address (ex. \\192.168.0.10\jupiter) as the Server Address and click "Connect".



4. Enter the login credentials and click "OK".

Name : jupiter

Password : jupiter



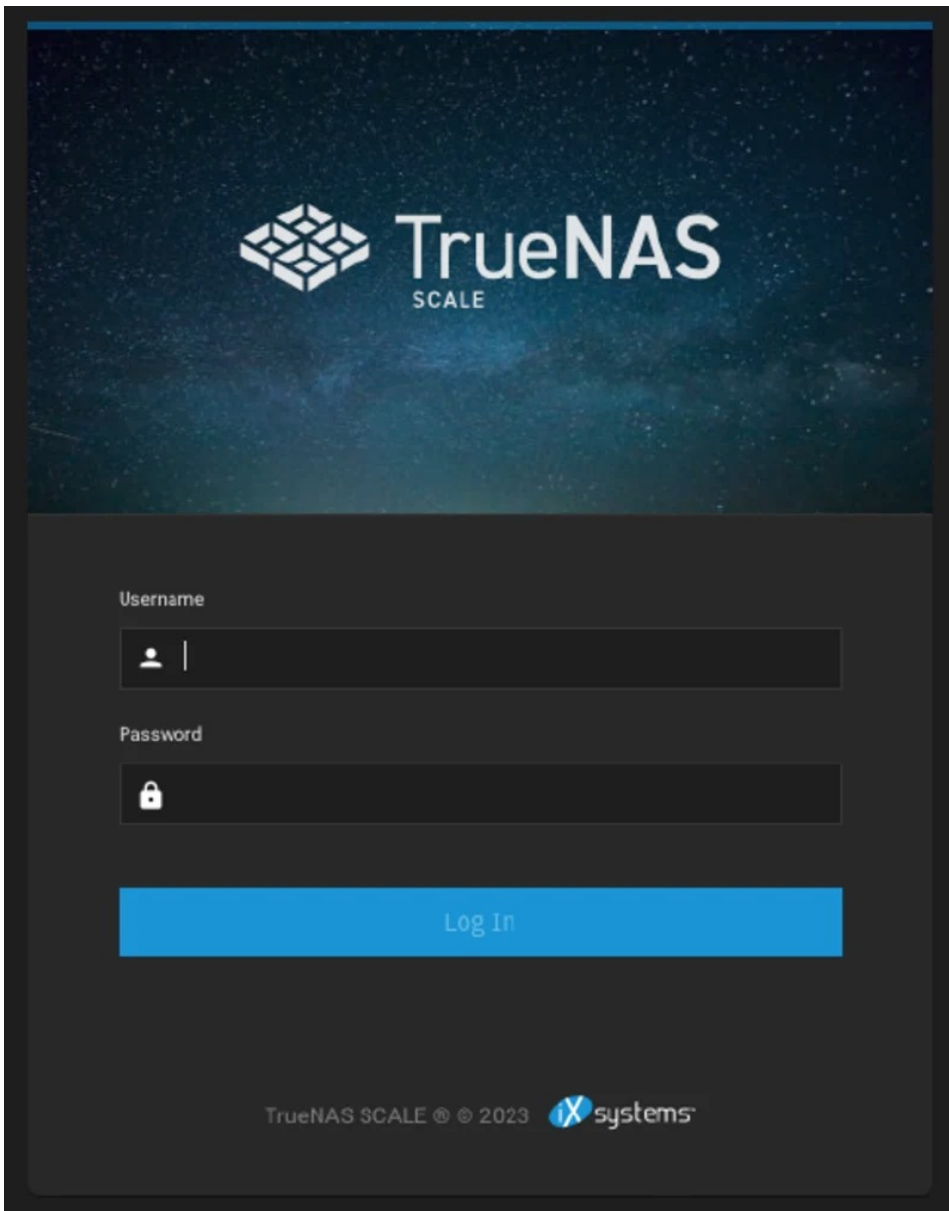
3.5 TrueNAS SCALE Dashboard

This section describes the process of accessing the UI to manage the OWC Jupiter Callisto.

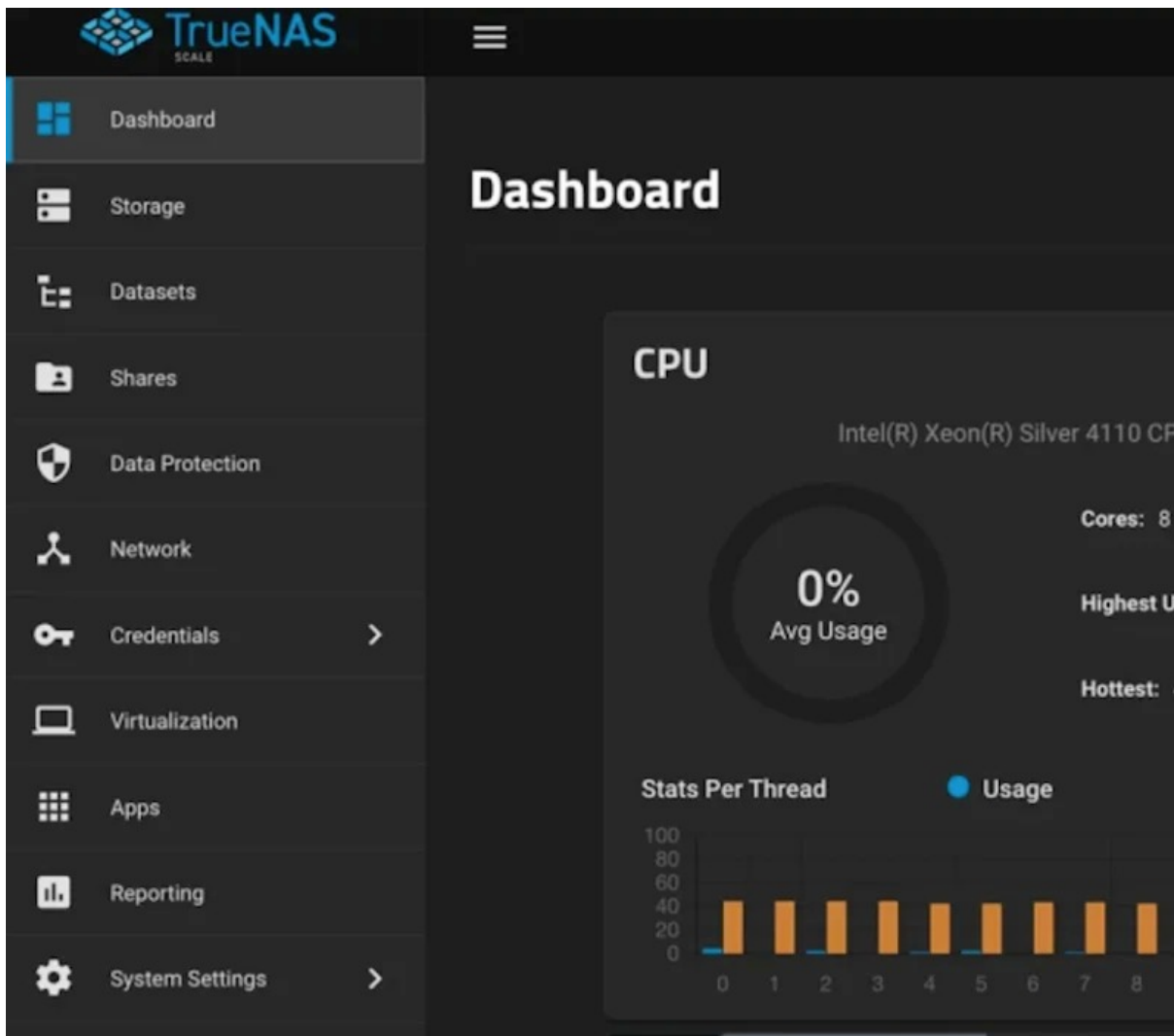
1. Open a web browser of your choice and type in the address bar the device's DHCP IP address (ex. 172.21.124.254) or the device's Static IP address (ex. 192.168.0.10) and press "Enter". A login screen for TrueNAS SCALE should appear. Enter the login credentials:

Username : admin

Password : jupiter



2. This is the dashboard view once you log in.



3. More information regarding the use of TrueNAS SCALE can be reviewed by visiting TrueNAS's online guide: <https://www.truenas.com/docs/scale/gettingstarted/>

Device Management

4.1 Storage Expansion

This section describes the process of connecting an OWC Jupiter Kore expansion to the OWC Jupiter Callisto. OWC Jupiter Callisto allows for external expansion through OWC Jupiter Kore systems.

NOTE : The OWC Jupiter Kore is a separately sold and will require installation setup before being connected to an OWC Jupiter Callisto. Please consult the [OWC Jupiter Kore Support Guide](#) page for more information.

1. Connect a Mini SAS HD SFF 8644 cable into one of the Mini SAS HD SFF 8644 ports located on the back of the OWC Jupiter Callisto. Ensure the blue tab on the cable is positioned to the right.



2. Connect a Mini SAS HD SFF 8644 cable into one of the Mini SAS HD SFF 8644 ports located on the back of the OWC Jupiter Kore. Ensure the blue tab on the cable is positioned to the right.

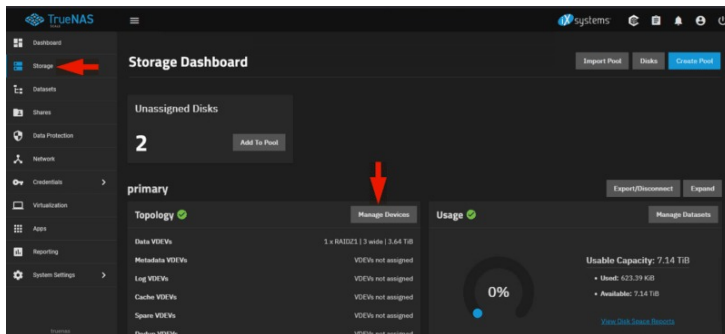


3. The additional storage offered by the OWC Jupiter Kore can be accessed through the TrueNAS SCALE Dashboard under the Storage category.

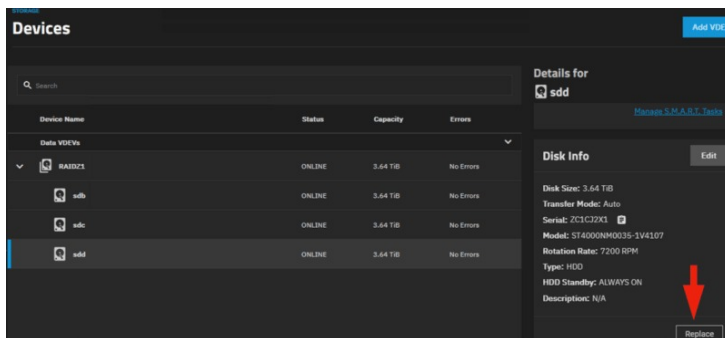
4.2 Drive Failure

This section describes the process of replacing a failed drive.

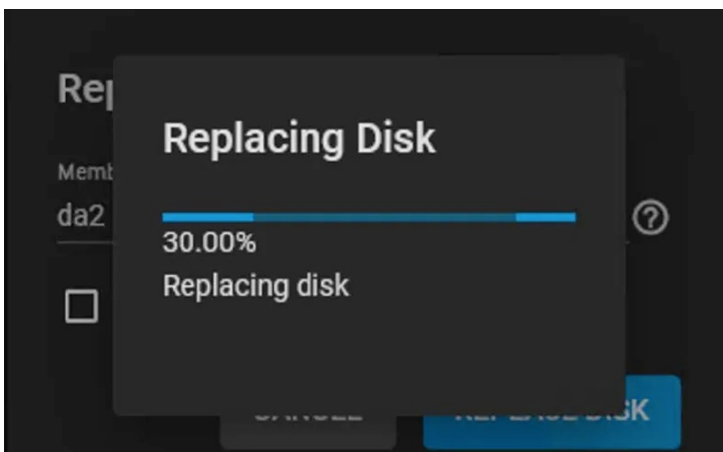
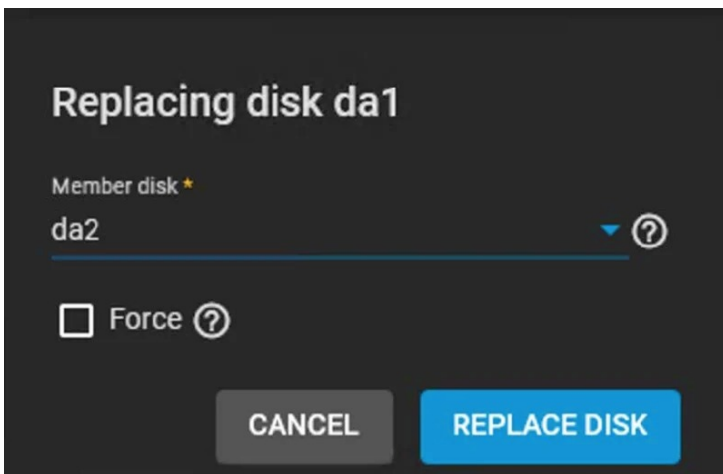
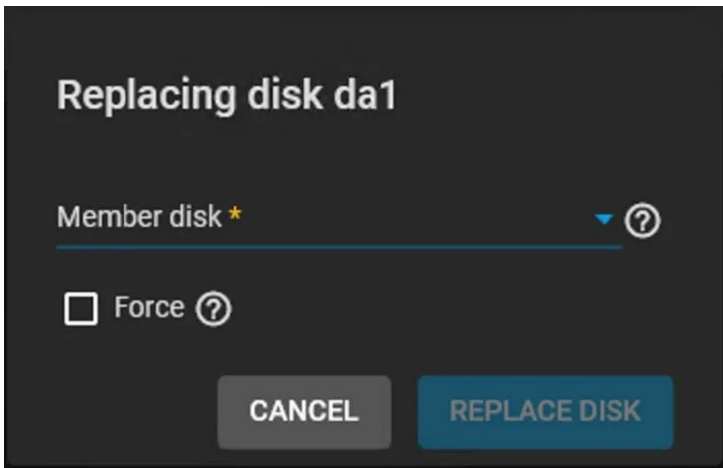
1. Physically replace the failed drive as covered in section 2.3 "Drive Installation & Removal".
2. Access the TrueNAS SCALE web interface. Navigate to Storage and select Manage Devices.



3. Expand the list of "Data VDEVs" and locate the disk desired for replacement. Click on the drive and select "Replace".



4. A Replacing disk window will appear. Drop the Member disk list and select the new replacement drive. Click Replace Disk to finalize the rebuild with the new drive.



4.3 Usage Notes

- The USB ports of the OWC Jupiter Callisto are not intended for data mounting purposes. Direct/local system updating and mouse/keyboard are the intended supports.

- While the OWC Jupiter Callisto allows remote connectivity through open technologies such as OpenVPN and commercial offerings such as ZeroTier, the installation, configuration, and support are provided by the customer's local IT/Network team or the 3rd party developer.

Support Resources

5.1 Troubleshooting

- **Networking Issues**

- Make sure Drivers are installed if needed for Client machines. This would be apparent if an Adapter or NIC card didn't show on the Client machine for configuration.
- Check Patch Cables, swap out cable with known good one.
- Double check IP address on Server/Client. Make sure they are on the same IP range and Subnet. (Static IP: 192.168.0.010/ 255.255.255.0, DHCP IP: 172.27.x.x/ 255.255.255.0)
- Swap out Adapters on Client machine (MacBookPro / MacBookAir / Windows PC)
- Plug in monitor to check if the OS is reporting an issue via Shell.
- Double check Jumbo Frames on Server/Client.
- Check Link speed of hardware on Client NIC. May need to Manually set 10G speeds or higher depending on the NIC in question.

- **Share Issues**

- Double check all IP addresses involved with testing the Share. Check Both the Server and Client.
- Check Permissions on the dataset.
- Check Share path to make sure it is set appropriately.
- Double check Jumbo Frames on both Server and Client.
- Delete and recreate Share if necessary.
- Refer to Configuration Guide for details on above Troubleshooting steps.

5.2 About Data Backup

- Any data loss or corruption while using the OWC Jupiter Callisto is the sole responsibility of the user, and under no circumstances may OWC, its parents, partners, affiliates, officers, employees, or agents be held liable for loss of the use of data including compensation of any kind or recovery of the data.

5.3 Contacting Support

- **Phone** : M–F, 9am–6pm CT
[1-866-692-3807](tel:1-866-692-3807)
- **Chat** : M–F, 8am–8pm, Sat 9am–5pm CT (
www.owc.com/support)
- **Email** : Answered within 48 hours (
www.owc.com/support)
OWC Jupiter Callisto Support Guide Page
-

Terms & Conditions of Sale

Warranty

OWC's products are subject to OWC's Terms & Conditions of Sale located at [Terms of Sale](#) or other applicable terms. The OWC Jupiter Callisto comes with a [5-Year Limited Warranty](#). Additional warranty information can be viewed by visiting [Hardware Warranties](#)

Changes

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FCC Statement

Warning ! Modifications not authorized by the manufacturer may avoid the user's authority to operate this device.

NOTE : This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference with radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.

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