

LinkStation Troubleshooting Guide

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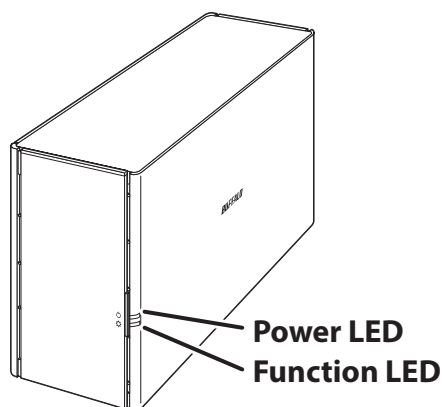
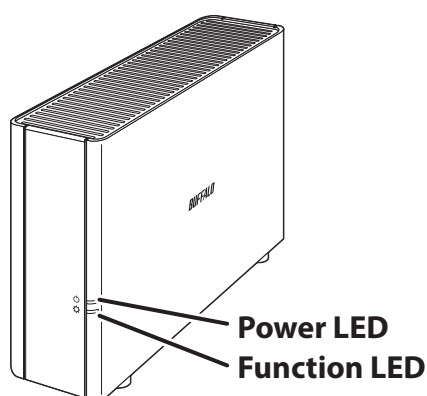
All hardware is subject to failure over time, regardless of design or build quality. This guide is intended to help troubleshooting common issues that may eventually arise with your LinkStation. If you can currently access your data, back it up before making any changes to avoid potential data loss.

Buffalo **strongly recommends** contacting Support for any issues not addressed here.

This document targets the following LinkStation models:

LS210D

LS220D, LS220DE, LS220DR



The **power LED** will flash randomly while booting, turn solid when the unit finishes booting, or blink in a pattern if there is a boot error. The **function LED** signals information or errors that do not affect booting.

You may need to check the unit in an unlit area to confirm that the LED is not too dim to be visible. If the power LED is off and there is no fan activity, the unit will not boot.

Power Adapter Check

Always double-check your power adapter! A wrong power adapter will not only cause unit damage or provide no power, but can also make the unit appear to work normally when it isn't.

- The label should show **Buffalo** or **Asian Power Devices (APD)** as the manufacturer.
- The label should also show an output of **12 V** and **1.5–4 A** for single or dual-drive units.

If you need a replacement adapter, please refer to [the replacement power adapters](#) page on the Buffalo website.

Operational Status Check

The power LED shows the LinkStation's booting or operating status. Flashing after power on, shutdown, restart, or firmware update is normal, and may last between 15–45 minutes depending on circumstances.

Normal Operation

If the power LED is solid, the unit should be online and detectable on the network, typically via NAS Navigator2 or a third party network scanning software. This will depend on the network configuration and other factors.

If the unit is not detectable with a confirmed good network configuration, check the network connections on both the LinkStation and the switch/router it is plugged into. Networking equipment will commonly have LEDs that turn solid or blink upon connection and/or activity. If no activity is observed, try another Ethernet cable and/or port.

Abnormal Operation


A blinking power LED with a set pattern indicates an error has caused the boot attempt to fail. The blink pattern will indicate the error code. Refer to the [“LinkStation error codes based on the LED patterns”](#) Knowledge Base article or contact Buffalo Support for more details.

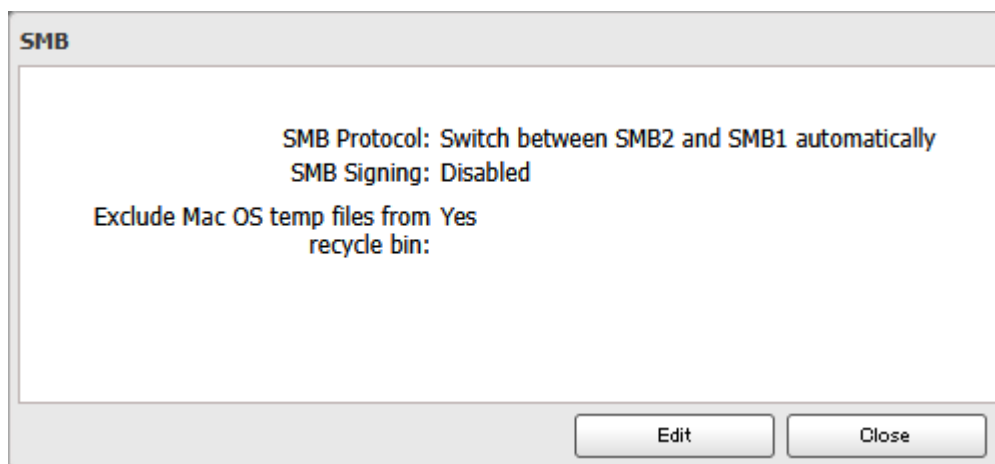
Unconfirmed Operation

If the power LED blinks randomly for over an hour and you're using a dual-drive model with a proper power adapter, you can try booting the unit with one drive at a time **only if your data has been backed up or your unit is set up in RAID 1**. If the RAID or backup status is unclear, contact Support first to avoid data loss.

Shared Folder Access Configuration

Due to recent security updates by Microsoft and Apple, additional steps are now required to access (or regain access) to shared folders during initial setup or after a loss of access. Follow the procedure below to set up shared folder access.

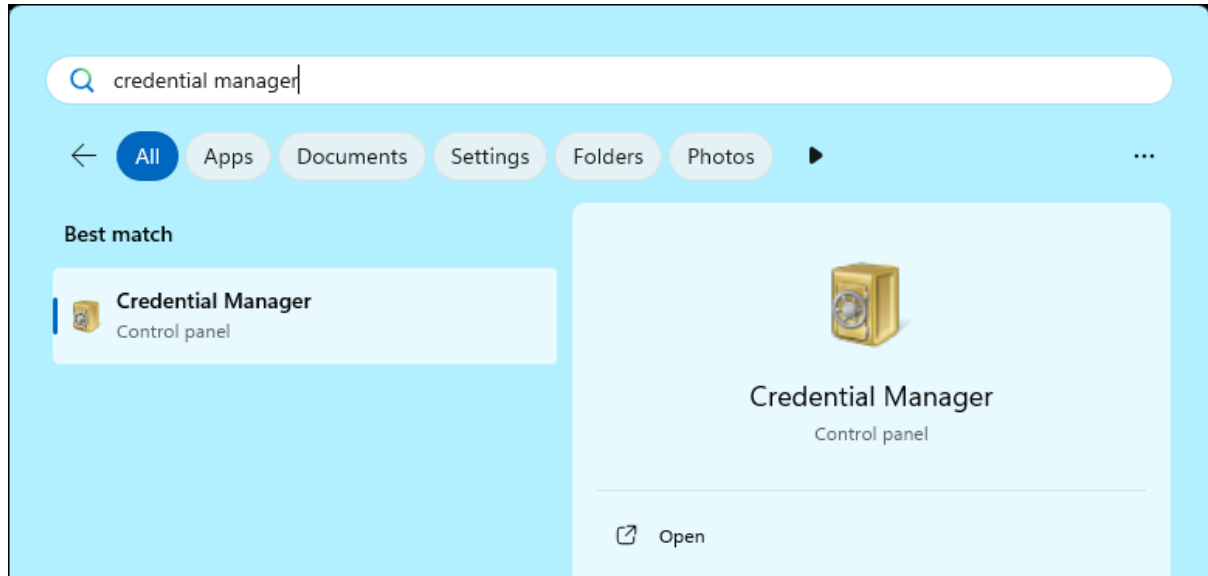
- 1 Log in to Settings, the web user interface of your LinkStation. If you have not yet set up your LinkStation or don't know how to access Settings, refer to the following Knowledge Base articles as appropriate:
 - a. [“Out of Box Device Setup”](#)
 - b. [“Installing Buffalo NAS Navigator2 onto Your PC/Mac”](#)
 - c. [“Initial LinkStation Setup”](#)
 - d. [“How to Open Settings”](#)
- 2 [Create a user account](#). You may also use the default admin account (not recommended).
- 3 [Create a new folder](#) or edit an existing folder to [enable access restrictions](#) for your user account.
- 4 From Advanced Settings, click *File Sharing*, then click on the () icon to the right of “SMB”.
- 5 Click *Edit* and change them to match the configuration below, then click OK.



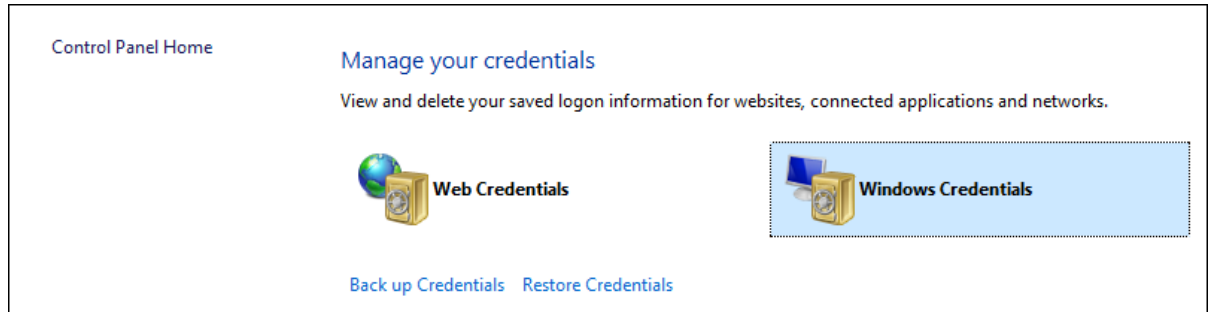
Once completed, follow the procedure below to map your drives on a Windows PC.

Network Drive Mapping

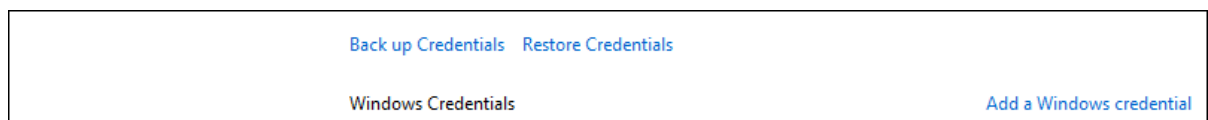
- 1 From your Windows computer, click the Start button (), then type "credential manager" without clicking anything. When Credential Manager appears, click *Open*.




- 2 Once the Credential Manager window appears, click on the *Windows Credentials* option. For existing setups, remove any entries that reference the IP address or hostname of the LinkStation before proceeding.

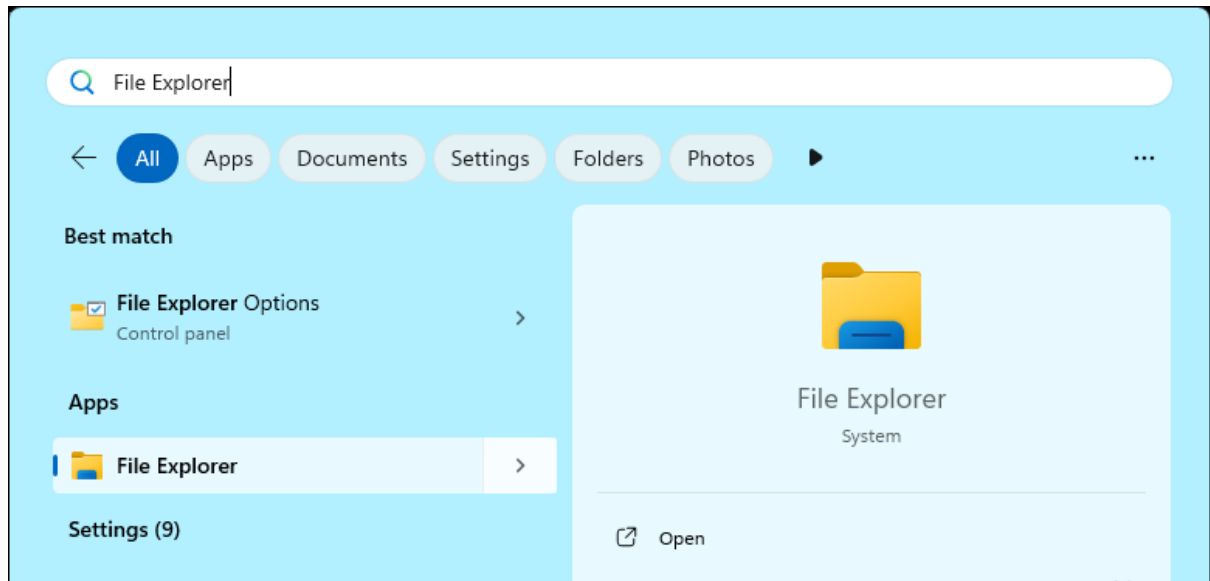


- 3 Click *Add a Windows credential*. From the displayed window, enter your device's hostname and account username and password, then click *OK*.

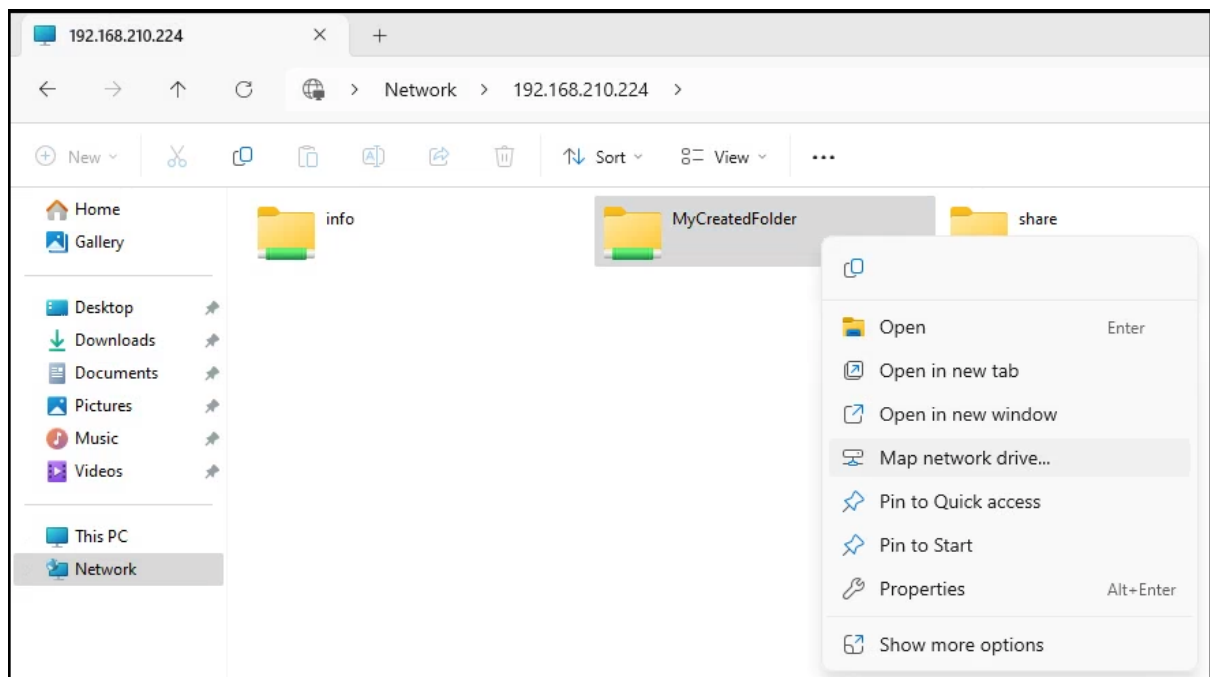


- 4 Repeat steps 2 and 3, substituting your device's IP address instead of the hostname. Close this window once finished.

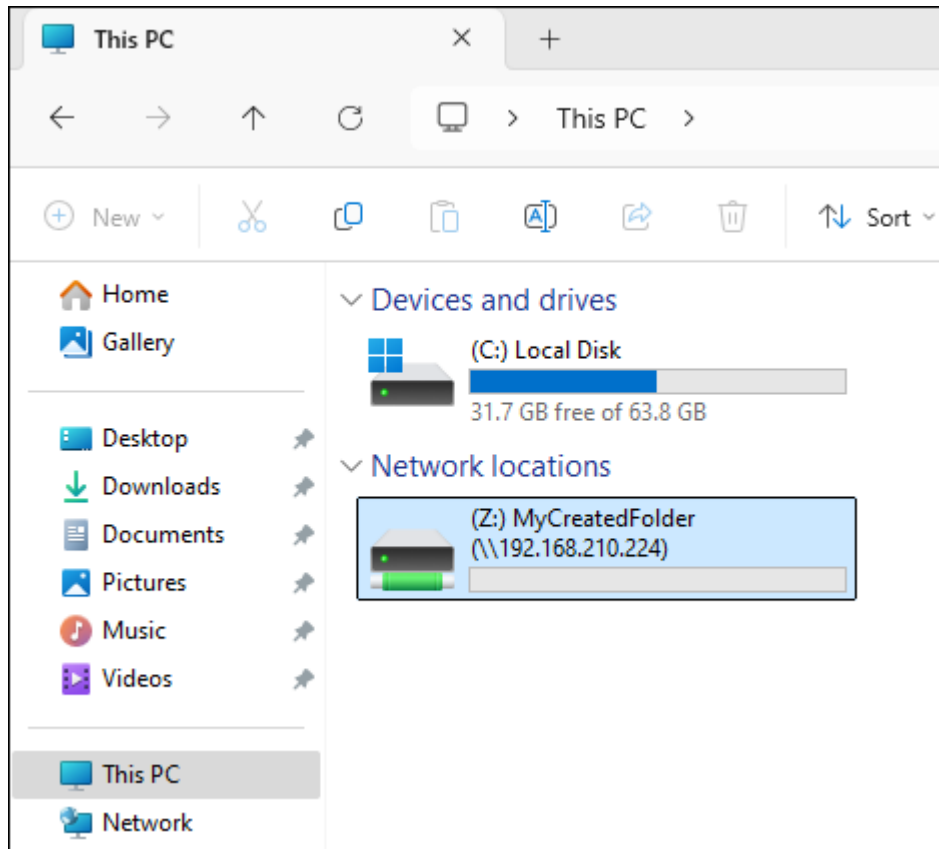
- 5** Click the Start button (), then type “file explorer” without clicking anything. When File Explorer appears, click *Open*. For existing setups, remove any existing mapped drives for the IP address or hostname of the LinkStation that may be listed. Reboot the computer before proceeding.



- 6** Open File Explorer, then click the address bar at the top of the File Explorer window. Enter the network location using the format `\\<IP address>` or `\\<hostname>`, then press Enter.
- 7** A list of shared folders on the LinkStation should appear. Right-click any folder you want quick access to and select *Map network drive*.



- 8** In the window that appears, click *Next* without making any changes, until the process completes and the window closes.



- 9** After completing the Map Network Drive setup, the folder should open automatically. You can now access the shared folder easily from any File Explorer window.