



## Drobo Dashboard Release Notes

Release Date: January 25, 2012

### VERSION INFORMATION

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Drobo Dashboard:      Version 2.1.2 [46070] (Mac)  
                              Version 2.1.2 [46070] (Windows)

### KEY HIGHLIGHTS

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This is a new release version of Drobo Dashboard for Mac and Windows. This version of Drobo Dashboard is compatible with Drobo Gen 2, Drobo FS, Drobo S, DroboPro, DroboElite, DroboPro FS, Drobo B800fs, Drobo B800i and Drobo B1200i models.

- **Support for all Drobo models (Drobo Gen 1 and Drobo Share are not supported).**
- **Fixed issues related to Drobo Dashboard failing to discovery Drobo devices.**
- **Fixed issues related to Drobo Copy tasks failing with error “file exists” or “access denied”.**
- **Fixed issue related to Windows Firewall blocking Drobo Dashboard when upgrading from 1.x. version to 2.x.**
- **Manual device discovery by IP address through Drobo Discovery Settings.**
- **The Tools section is available as a separate section in the navigation panel.**
- **Easy deployment of manual updates in the Tools section through the Manual Update option.**

### KNOWN ISSUES

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#### All Operating Systems

- **Symptom:** Attempting to install multiple versions of Drobo Dashboard at the same time, will fail.  
**Condition:** Installing a different (newer or older) Drobo Dashboard version over the existing Drobo Dashboard version installed on the host system, will overwrite the existing version.  
**Workaround:** Always use the latest supported version of Drobo Dashboard in your network.
- **Symptom:** Attempting to log in with an incorrect CHAP password will return generic error.  
**Condition:** When logging in a volume with an incorrect CHAP password, Drobo Dashboard will report “Operation failed” error.  
**Workaround:** Enter the correct password. If you do not remember the correct password, you can reset the password by logging in as administrator in Drobo Dashboard, disabling CHAP password and re-enabling CHAP password by entering a new value in the password field.
- **Symptom:** Formatting volumes when connected to Drobo B1200i via the management port is not available.  
**Condition:** When connected to Drobo B1200i via the management port, Drobo Dashboard can be used for changing device settings and creating or deleting volumes. Volume format (e.g. NTFS, HFS+, etc.) is supported only when connected via iSCSI ports.  
**Workaround:** Install Drobo Dashboard 2.1.0 on a host connected to the SAN network and which can access Drobo via an iSCSI port.
- **Symptom:** When the Expander Card functionality has been impacted, Drobo Dashboard reports the device as empty.

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**Condition:** When the Drobo B1200i Expander Card is no longer working properly, Drobo Dashboard reports the device empty.

**Workaround:** Replace the Expander Card (acquire replaceable card from Drobo support; you can also order field replaceable units for Drobo model B1200i from your local Drobo reseller or from the Drobo Online Store).

- **Symptom:** The manual firmware update from a .tdz file residing on a network share will fail.  
**Condition:** Updating Drobo manually (using the “Manual Update” button in the Tools section) will fail and return the error: "The Drobo Firmware update was unsuccessful. Please review our support website at <http://support.drobo.com/>".  
**Workaround:** Copy the .tdz file to your local machine and manually update from the local folder.
- **Symptom:** Drobo Dashboard reports the default IP address instead of the DHCP acquired IP address.  
**Condition:** When connecting the cable to the management port after the unit has been started for the first time, Drobo Dashboard reports the default IP address instead of the DHCP acquired IP address.  
**Workaround:** Upon reconfiguring the network settings, the correct address will be displayed.

## Windows Specific

- **Symptom:** Volume mounting from Drobo Dashboard will fail when the Microsoft iSCSI Initiator is disabled.  
**Condition:** When the Microsoft iSCSI Initiator is disabled, volume mounting from Drobo Dashboard will fail and return “Operation Failed” error.  
**Workaround:** Enable Microsoft iSCSI Initiator from Windows Device Manager.
- **Symptom:** Only one Windows user account can run Drobo Dashboard at the same time.  
**Condition:** When Drobo Dashboard is already opened for one Windows user account and then you switch to another account, Drobo Dashboard will fail to launch.  
**Workaround:** Quit Dashboard before you switch to another account.
- **Symptom:** Drobo Dashboard does not add an exception to the Windows Firewall in Windows Server 2003 and Windows Server 2008 RC2.  
**Condition:** If the Windows Server 2003 or Windows Server 2008 Windows Firewall service is not running, then Drobo Dashboard service is not added to the exception list.  
**Workaround:** Manually add the Drobo Dashboard and Drobo Dashboard service to the exception list using Microsoft’s built in tools.
- **Symptom:** Full format does not complete when using the Windows Disk Management Utility.  
**Condition:** Drobo does not support a full format for a volume bigger than the space available in the internal drives.  
**Workaround:** We recommend that you use Drobo Dashboard to format volumes on your Drobo devices. If you use the Windows Disk Management Utility choose the quick format option to format the volume.
- **Symptom:** Dynamic disk, partition resizing and BitLocker encryption do not work on Drobo volumes.  
**Condition:** Attempting to create dynamic disks or resize Drobo volumes using the Logical Disk Manager, compromises data stored on the volumes. Volumes are no longer accessible. Attempting to encrypt mounted volumes using BitLocker compromises data stored on them and volumes are no longer accessible.  
**Workaround:** Copy your data onto another drive and use Drobo Dashboard to create appropriate size volume. Dynamic disks and BitLocker are not supported by Drobo.

## Mac Specific

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- Symptom:** Visual alerts will not be displayed until Drobo Dashboard is launched for the first time.  
**Condition:** No visual alerts will be displayed until Drobo Dashboard 2.1.x is launched for the first time. Following that event, visual alerts will be displayed.  
**Workaround:** Start Drobo Dashboard by clicking on the Drobo Dashboard icon in the dock at least once.
- Symptom:** Using Drobo Dashboard 2.x on Macs running on PowerPC or Mac OS X 10.4 will fail.  
**Condition:** Drobo Dashboard 2.x does not support Macs running on PowerPC or Mac OS X 10.4. Drobo Dashboard 2.x returns the error "You can't open the application Drobo Dashboard because it is not supported on this architecture".  
**Workaround:** None available. Mac OS X 10.4 is not supported by Drobo model B1200i.
- Symptom:** Non-destructive repartitioning is not supported.  
**Condition:** In Mac OS X 10.5 and later, Disk Utility allows you to repartition a volume without losing the data on it. Drobo volumes do not support this functionality and should not be repartitioned once data has been placed on them.  
**Workaround:** Copy your data onto another drive and use Drobo Dashboard to reformat your Drobo device's volume to a smaller size.
- Symptom:** Attempting to format a new volume on a B1200i which already has 40 volumes, will fail.  
**Condition:** When connected to a B1200i from Mac host, formatting the 41<sup>st</sup> volume will fail. Drobo Dashboard will display the "in progress" sign.  
**Workaround:** From Activity Monitor quit the "java" process and from Drobo Dashboard delete the volume

## RELATED TECHNICAL DOCUMENTATION

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Current Drobo technical reference materials are available on the Drobo Support Website (<http://support.drobo.com/>). This includes:

- *Knowledge Base*
- *Best Practices*
- *Product Documentation*
- *Drobo Help for Mac*
- *Drobo Help for PC*