

Drobo Firmware, DroboShare Firmware & Drobo Dashboard Release Notes

Release Date: February 21, 2008

CONTENTS

VERSION INFORMATION
KEY HIGHLIGHTS
KNOWN ISSUES
RESOLVED KNOWN ISSUES
RELATED TECHNICAL DOCUMENTATION

VERSION INFORMATION

Drobo Firmware: Version 1.1.1 [1.200.11177]
DroboShare Firmware: Version 1.0.1 [21.11016]
Drobo Dashboard: Version 1.1.1 [1053] (Windows)
Version 1.1.1 [1053] (Mac)

KEY HIGHLIGHTS

This is an update release for the Drobo Firmware, DroboShare Firmware and Drobo Dashboard Application.

- **Volume rename enabled for DroboShare-attached Drobos:** With 1.1.0, users had the ability to rename their Drobo volumes using Drobo Dashboard when Drobo was directly attached to their host via USB. Now, Drobo Dashboard can also rename Drobo volumes formatted in FAT32, NTFS, or EXT3 when Drobo is directly connected to DroboShare. (HFS+ formatted Drobo volumes still require Drobo to be directly connected to the host via USB to rename Drobo volumes.)
- **Samsung 500GB [model HD501LJ] and 750GB drives [model HD753LJ] compatibility issues resolved.**
- **Format wizard will be automatically launched to format new volumes which are dynamically created due to added capacity.** Any pre-existing volumes will remain unaffected.
- **DroboShare retries for dynamically assigned IP address via local DHCP server:** If DroboShare does not receive a valid IP address, it will be assigned the default 169.254.213.234 IP address. If this default IP address is assigned, DroboShare will also continue to try to obtain an IP address from the local DHCP server until a valid IP address is obtained.

KNOWN ISSUES

Drobo and Drobo Dashboard

- **3174: Symptom:** Drobo Dashboard format wizard can use incorrect number of volumes on a reformat.
Condition: This can occur when total protected capacity is reduced such that the number of volumes will be less based on the selected volume size.
Workaround: Perform a cleardisk procedure on Drobo or reformat with a different volume size.

Macintosh Specific

- **3223: Symptom:** Drobo Dashboard mapping of DroboShare volumes can fail.
Condition: This can occur if the DroboShare name, as designated in the *Drobo Dashboard>Advanced Controls>Tools Tab>DroboShare Setup* page, is unavailable. This condition can be determined by hand mapping to the DroboShare IP address.
Workaround: Fix the DNS name resolution issue or handmap DroboShare using the IP address displayed in the *Drobo Dashboard>Advanced Controls>Tools Tab>DroboShare Setup* page.
- **3138: Symptom:** Finder hangs on PPC Mac.
Condition: This can occur when browsing to the DroboShare volume using a PPC Mac.
Workaround: When hand mapping, enter the volume name. For example, "smb://DroboShare/MyVolume". Alternatively, you can use Drobo Dashboard to auto-map your DroboShare volume.
- **2381: Symptom:** Icon for Drobo will be a folder instead of a USB drive icon
Condition: This occurs occasionally after reformatting the Drobo via Drobo Dashboard.
Workaround: Eject Drobo, disconnect the USB cable and then reconnect Drobo to the Mac.
- **2492: Symptom:** Connection problems between Drobo Dashboard and Drobo after an upgrade.
Condition: When performing an upgrade of Drobo Dashboard, the upgrade instructs the user to safely eject Drobo and disconnect USB during the upgrade. Failing to follow these instructions and leaving Drobo attached during the upgrade will require the user to reboot the Mac host to complete the upgrade.
Workaround: Reboot the Mac.
- **2508: Symptom:** Drobo Dashboard does not recognize Drobo.
Condition: Occasionally, when reconnecting Drobo to a Mac, the Drobo Dashboard may not identify Drobo.
Workaround: Reboot the Mac.
- **Symptom:** Problem with more than one MBR partition with OS 10.4 and higher.
Condition: A problem becomes evident if more than one MBR partition is created and the last one is larger than 512GB.
Workaround: Make the last partition 512GB or less or make any of the other partitions larger than 512GB.
- Non-destructive repartitioning is not supported.

DroboShare Specific

- **3296: Symptom:** DroboShare requires a reboot causing the attached Drobo volumes to be temporarily unavailable.
Condition: This can occur when making changes via the DroboShare Setup page in the *Advanced Controls>Tools* tab.
- **2872: Symptom:** No Drobo Dashboard alert when Drobo volume(s) are not shared by DroboShare.
Condition: This can occur when the volumes are not supported by DroboShare (ex., multiple partitions or unknown/unsupported file system format) or Drobo was not safely shut down before removing it from the host.
Workaround: If the Drobo was unsafely removed (not placed in Standby first) from Windows or Mac host, reattach and properly place the Drobo in Standby before disconnecting it from the host and attaching it to DroboShare.
- **3030: Symptom:** DroboShare stops updating Drobo Dashboard with DroboShare volume status.
Workaround: Stop all traffic to DroboShare and then powercycle DroboShare.
- **3123: Symptom:** Robocopy and Xcopy with attributes fail.

Windows Vista Specific

- **1549: Symptom:** Drobo Dashboard does not launch at start up and causes a Vista security alert.
Condition: To be able to function under Vista's increased security measures, Drobo Dashboard requires administrative privileges. However, Vista specifically prohibits startup applications that require administrative privileges.
Workaround: Drobo Dashboard must be started manually with each boot or Vista UAC (User Access Control) must be disabled. To disable UAC, follow instructions provided by Microsoft at <http://technet.microsoft.com/en-us/windowsvista/aa905117.aspx#EQBAE> If UAC is not disabled, when the user is presented with the pop-up, the user must select "Allow" and the Drobo Dashboard will run normally.
- **1651: Symptom:** Full format does not complete with Windows Vista
Condition: Drobo will not support a full format from Vista for a volume bigger than the space available.
Workaround: Choose the quick format option if you use Windows Vista to format Drobo.
- **Symptom:** Adobe install fails on Vista
Condition: When you try to install Adobe from the Drobo Resource CD, it fails with the following error message: "The Temp folder is on a drive that is full or is inaccessible. Free up space on the drive or verify that you have write permission on the Temp folder." This occurs because you have turned off User Account Control or you are logged in using the default administrator account.
Workaround: Choose one of the following solution options:

Solution 1: Enable User Account Control

In Control Panels, choose User Accounts.
Click "Turn User Account Control on or off".
Check the box to "Use User Account Control (UAC) to help protect your computer" and then click OK.
Restart your computer.
Install Adobe Reader 8.

Note: You can turn off User Account Control after you successfully install Adobe Reader.

Solution 2: Run the installer in XP Compatibility Mode

Download the Adobe Reader installer from the Adobe website. When you are prompted to run or save the file, choose save. Save the file to your desktop.
On the Desktop, right-click the AdbeRdr80_en_US file and then choose Properties.
Click the Compatibility tab.
Under Compatibility Mode, check Run this program in compatibility mode for: and choose Windows XP (Service Pack 2) from the drop down list.
Click Apply, then click OK to close the Properties window
Double-click the AdbeRdr80_en_US file and continue with the installation.

For more information on this specific issue, go to the following link:
<http://www.adobe.com/cfusion/knowledgebase/index.cfm?id=333643>

Windows Server 2003 Specific

- **2496: Symptom:** Drobo formatted as FAT32 not recognized by Windows Server 2003
Condition: If Drobo is formatted in FAT32 using the Drobo Dashboard or a different OS, such as XP, Windows Server 2003 does not recognize the FAT32 volume.

Workaround: Use the Disk Manager OS utility on Windows Server 2003 to manually assign the FAT32 volume a drive letter.

RESOLVED KNOWN ISSUES

This section contains a list of resolved known issues provided by Drobo Firmware 1.0.3 release.

- **3336: Symptom:** New volume not accessible after adding capacity.
- **3332: Symptom:** Drobo Dashboard will not auto-map DroboShare Volumes.
- **3298: Symptom:** DroboShare file timestamps are off by 8 hours.
- **3415: Symptom:** Receive a gray screen when booting up a new Intl-based MacPro when Drobo is attached.
- **3372: Symptom:** Drobo enters an unending reboot cycle due to an exception fault caused by a Samsung 750GB drive (model HD753LJ) when installed in bottom slot
- **3230: Symptom:** Drobo cannot recognize Samsung 500GB drive (model HD501LJ) during boot up because these model drives reporting SATA drive signatures which deviate from industry norm causing them to return invalid drive signatures under certain conditions.
- **3337: Symptom:** Cannot rename the Drobo volume via Drobo Dashboard.
- **3095: Symptom:** DroboShare is assigned the default 169.254.213.234 IP address even when a DHCP server is present.
- **3451: Symptom:** Upgrading to Drobo Firmware 1.1.0 fails when Drobo has large amounts of used capacity.
- **3452: Symptom:** Upgrading to Drobo Firmware 1.1.0 causes Drobo not to accept new drives from a cold boot up.

RELATED TECHNICAL DOCUMENTATION

Drobo user guide reference documentation is available at the Drobo Support Website:

<http://www.drobo.com/support.aspx>

- *Knowledge Base*
- *User's Guide*
- *Drobo Help for PC*
- *Drobo Help for Mac*