

Drobo Firmware & Drobo Dashboard Release Notes

Release Date: September 25, 2008

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VERSION INFORMATION

Drobo Firmware: Version 1.2.4 [1.244.14490]
Drobo Dashboard: Version 1.2.4 [1092] (Windows)
Version 1.2.4 [1092] (Mac)
DroboShare Firmware: Version 1.1.1 [44.14440]

KEY HIGHLIGHTS

This is a release for the First and Second Generation Drobo Firmware, the DroboShare Firmware, and the Drobo Dashboard Application.

- **Fixed issue where performance is impacted when aggressively copying large amounts of data to Drobo**
- **Patched display problem of 1.5TB drives in Drobo Dashboard's Data tab**
- **Allows installation of multiple DroboApps at one time onto a DroboShare**
- **Previous Changes from Drobo Firmware 1.2.2 and 1.2.3:**
 - Fixed video and audio playback stuttering issues
 - Improved general read and write performance
 - Enhanced Drobo performance when Drobo is greater than 50% full
 - Added support for interchangeability of Second Generation Drobo and First Generation Drobo disk packs
- **Previous Changes from DroboShare Firmware 1.1.0:**
 - Fixed problem where the DroboShare passwords could be lost
 - Added support for Double-byte characters in file names
 - Resolved issue with file deletion on an NTFS volume and Windows Vista
 - Patched two potential security vulnerability problems
 - Add DroboApps Support: visit drobo.com and drobospace.com/developers for more information as it becomes available.

KNOWN ISSUES

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.
- **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.
- **Symptom:** Non-destructive repartitioning is not supported.
Condition: In Mac OS 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's volume to a smaller size.

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://support.microsoft.com/kb/951016/en-us>. 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.
- **4199: Symptom:** Dashboard hangs with Drobo on a DroboShare when no Internet connection
Condition: In Drobo Dashboard, there is an option to automatically check for software updates. When this option is enabled and there is no Internet connection, Drobo Dashboard will freeze when it discovers a Drobo connected to a DroboShare.
Workaround: Choose one of the following solutions options if you need to use a DroboShare without an Internet connection:

Solution 1: Quit Drobo Dashboard and then establish an Internet connection. Restart Drobo Dashboard and once your Drobo is discovered click on the Advanced Controls button. Under the Tools tab, uncheck 'Check for updates automatically.'. You can now disconnect from the Internet.

Solution 2: Quit Drobo Dashboard and connect your Drobo directly to your PC. Restart Drobo Dashboard and once your Drobo is discovered click on the Advanced Controls button. Under the Tools tab, uncheck 'Check for updates automatically.'. Place the Drobo into standby and reattach it the DroboShare.

- **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 Acrobat Reader install fails on Vista.
Condition: When you try to install Adobe Acrobat Reader 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 Acrobat 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.

RELATED TECHNICAL DOCUMENTATION

Drobo and Drobo Dashboard

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

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

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