

FAQ: Drobo PC Backup

What is Drobo PC Backup?

Drobo PC Backup is the easiest way to back up a Windows-based PC to a Drobo. Once it's installed, five clicks are all it takes to protect your valuable photos, videos, music, documents, and applications. PC Backup automatically detects and backs up incremental file changes, ensuring that your data is always protected.

Who is eligible for a free copy?

Drobo PC Backup is included for free of charge with every Drobo, Drobo S, Drobo FS, and Drobo model B800fs starting July 6, 2011. Any Drobo customer who purchased one of the above products on or after July 6, 2011 is eligible to receive Drobo PC Backup at no charge. If you purchased an eligible Drobo product on or after July 6, 2011 but did not receive the Drobo PC Backup CD, simply [register](#) your Drobo to receive a free copy.

How many licenses are included?

- Drobo – 1 license
- Drobo S – 1 license
- Drobo FS – 3 licenses
- Drobo B800fs – 10 licenses

Can I get Drobo PC backup if I purchased my Drobo prior to July 6, 2011?

Yes. Drobo PC Backup is available for purchase to all existing Drobo customers and Drobo is offering discounted pricing on Drobo PC Backup through September 30, 2011. Please visit our online [DroboStore](#) or contact an [Authorized Drobo reseller](#).

Can I purchase additional licenses?

Yes. Additional Drobo PC Backup licenses are available for purchase in single license, 5-pack, 10-pack, and 25-pack configurations. Drobo is offering discounted pricing on Drobo PC Backup through September 30, 2011. Please visit our online [DroboStore](#) or contact an [Authorized Drobo reseller](#).

How much do additional licenses cost?

Additional licenses are sold as a single license or in packs of 5, 10, or 25 licenses. Drobo is offering special introductory pricing through **September 30, 2011**.

License Quantity	MSRP	Introductory Price*
Single License	\$39	\$29
5 License Pack	\$159	\$119
10 License Pack	\$279	\$199
25 License Pack	\$579	\$399

* Through September 30, 2011

What are the key features of Drobo PC Backup?

In addition to being the easiest way to protect the contents of your Windows computers, Drobo PC Backup includes many advanced features.

- **Go Back in Time** - Travel back in time to find and recover changes made to your documents, photos, and other files.
- **Incremental Backups** - Backs up only the actual changes you make to a file without needing to save the entire file every time you make a change. Not only does this make backups faster, but it also saves valuable space on your Drobo.
- **Continuous Data Protection** - File change detection technology makes sure that you are protected at all times. When you edit a file, Drobo PC Backup automatically backs it up.
- **Plug & Protect** - A real plus for people on the move, this feature detects when you connect your PC to your Drobo and automatically backs up all changes that occurred since the last connection.
- **Double Protection** - Automatically keep a secondary backup to protect against theft, fire, flood, or other natural disaster. You can easily choose to back up to one Drobo and simultaneously back up to a second Drobo or other external drive.
- **Open File Backup** - Integrates with Microsoft Volume Shadow Copy (VSS) technology to ensure that all files are backed up, including files that are currently open or continuously in use (Microsoft Outlook PST files, others).
- **Advanced Features** - Tune your backup to fit your needs. Features such as version frequency, backup scheduling, backup size, and notifications can all be easily configured.

What languages does Drobo PC Backup currently support?

Drobo PC Backup supports double-byte characters commonly associated with Unicode, but the user interface is currently available in English only.

What versions of Windows does Drobo PC Backup support?

Drobo PC Backup Supports Windows 7, Vista, and XP (32 and 64 bit), so whether you are on the latest service pack of Windows 7 or still using that trusty version of XP, Drobo PC Backup has you covered with support for both and everything in between.