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VERSION INFORMATION

DroboPro Firmware: Version 1.1.5 [2.44.26311]

KEY HIGHLIGHTS

This is a release for the DroboPro Firmware.

- **Fixed support for new 4K sector drives**
- **Various other minor improvements**
- **This release is VMware ESX 3.5 certified**

BEST PRACTICES

In accordance with industry best practices, you should always backup your data before any firmware upgrade. For more information please visit http://www.drobo.com/support/best_practices.php.

KNOWN ISSUES

General Issues

- **Symptom:** DroboPro takes a long time to startup when in the process of protecting data (#10-497).
Condition: If the DroboPro has dual disk protection enabled and was in the middle of protecting data, it can take up to five minutes for the DroboPro to completely start up after a power loss.
Workaround: None. Wait for the DroboPro to finish its startup process.

Macintosh Specific

- **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.
- **Symptom:** Apple Partition Map is not supported on volumes larger than 2TB.
Condition: Disk Utility allows you to change the default Partition Map Scheme from GUID to Apple Partition Map (APM). Drobo volumes larger than 2TB do not support this scheme and should not be formatted in this manner.

Workaround: Copy your data onto another drive and use Drobo Dashboard to reformat your Drobo's volume.

Windows XP Specific

- **Symptom:** Windows XP may become unstable with a FireWire-connected DroboPro (#10-117).
Condition: Windows XP may become unstable when the DroboPro has more than 12 volumes and is connected using FireWire.
Workaround: If you must use more than 12 volumes, then switch to either iSCSI or USB.

Windows Vista Specific

- **Symptom:** The iSCSI connection does not work without SP1 or later installed (#10-056).
Condition: The iSCSI initiator built into Windows Vista does not work with DroboPro until SP1 has been installed.
Workaround: Update the installation of Windows Vista to SP1 or later by running Windows Update.
- **Symptom:** Full format does not complete with Windows Vista (#1651).
Condition: DroboPro does 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 DroboPro.

Windows Server 2003 Specific

- **Symptom:** A volume formatted as FAT32 or NTFS is not detected by Windows Server 2003 (#10-496).
Condition: If DroboPro is formatted in FAT32 or NTFS using the Drobo Dashboard or a different OS, such as XP, Windows Server 2003 does not recognize the FAT32 or NTFS volume.
Workaround: Use the Disk Manager OS utility on Windows Server 2003 to manually assign the FAT32 or NTFS volume a drive letter.

VMware ESX 3.5 Specific

- **Symptom:** The iSCSI connection to the DroboPro could timeout when under heavy stress (#10-637).
Condition: The ESX host could drop the iSCSI connection when several disk intensive operations are happening at the same time. This condition occurs because the default iSCSI response timeout of ESX is too short.
Workaround: We highly recommend changing the default iSCSI timeout on your ESX server to 14 seconds. This can be done using the command 'esxcfg-advcfg -s 14000 /VMFS3/HBTokenTimeout'.

RELATED TECHNICAL DOCUMENTATION

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

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

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