

Macintosh Specific

- **Symptom:** iSCSI may not work on Macs running 10.4.11 (#5659).
Condition: A Mac running 10.4.11 connected to the DroboPro via the iSCSI connection may not work properly.
Workaround: Use FireWire 800 or USB 2.0 to connect to the DroboPro.
- **Symptom:** Path to DroboCopies that use DroboShare become stale (#3685).
Condition: A DroboCopy which uses a DroboShare connected Drobo will begin to fail to run after waking the Mac from sleep. The DroboCopy will report that the folder wasn't accessible.
Workaround: Open the affected DroboCopy and reselect the folder on the Drobo.
- **Symptom:** Drobo Dashboard's mapping of DroboShare volumes can fail (#3223).
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 manually connecting to the DroboShare using the DroboShare's IP address.
Workaround: Fix the DNS name resolution issue or manually connect to the DroboShare using the IP address displayed in the *Drobo Dashboard>Advanced Controls>Tools Tab>DroboShare Setup* page.
- **Symptom:** Connection problems between Drobo Dashboard and Drobo after an upgrade (#2492).
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 Specific

- **Symptom:** Next, Back, and Cancel buttons aren't accessible with six or more volumes (#5415).
Condition: When formatting a DroboPro that has six or more volumes on it, the next, back, and cancel buttons cannot be seen on the screen.
Workaround: Restart the format wizard and select a larger default volume size.
- **Symptom:** Drobo Dashboard incorrectly displays a notification for an unformatted volume (#6314).
Condition: When connected to a DroboPro that has just had all of its volumes deleted through Volume Management, a popup message is mistakenly shown asking you if you would like to format the DroboPro.
Workaround: Ignore the message by clicking on the cancel button and proceed to the Volume Management interface to create new volumes.

Windows Vista Specific

- **Symptom:** Drobo Dashboard does not launch at start up and causes a Vista security alert (#1549).
Condition: 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.

- **Symptom:** Drobo Dashboard hangs with DroboShare when there is no Internet connection (#4199).
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 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 to the DroboShare.

- **Symptom:** Full format does not complete with Windows Vista (#1651).
Condition: Drobo 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 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 Panel, 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 64bit and Windows XP 64bit Specific

- **Symptom:** Drobo Dashboard installer states that iSCSI initiator install failed (#5589).
Condition: If the Windows Server 2003 64bit or Windows XP 64bit system doesn't already have the Microsoft iSCSI initiator installed Drobo Dashboard automatically installs it. The iSCSI initiator successfully installs, but the Drobo Dashboard installer incorrectly states that the installation has failed.
Workaround: Ignore the failure message and click the Yes button to continue installing Drobo Dashboard.

RELATED TECHNICAL DOCUMENTATION

The currently released version of the Drobo user guide reference documentation is available on the Drobo Support Website: <http://www.datarobotics.com/support.html>. This includes:

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