

## Drobo Firmware & Drobo Dashboard Release Notes

Release Date: August 8, 2008

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### VERSION INFORMATION

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Drobo Firmware: Version 1.2.2 [1.241.14016]  
Drobo Dashboard: Version 1.2.1 [1091] (Windows)  
Version 1.2.1 [1091] (Mac)

### KEY HIGHLIGHTS

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

- **Improved read and write performance of Drobo Second Generation**
- **Previous Fixes for Known Issues**
  - Fixed problem with Drobo not coming out of standby in certain situations
  - Improved performance when several Drobo's are connected in a FireWire chain
  - Fixed Windows XP issue where only the first volume would be mounted when connected with FireWire
  - Fixed video and audio playback stuttering issues
  - Improved Drobo performance when drives are greater than 50% full

### KNOWN ISSUES

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#### Macintosh Specific

- **3781: Symptom:** Drobo occasionally does not connect at FireWire 800 on some Intel Macs  
**Condition:** This can occur on newer Intel based Macs. You can check your connection speed by opening Apple's System Profiler (*Applications>Utilities*) and then selecting FireWire (under Hardware in the left panel). In the main portion of the window, you will see information about the FireWire devices that you have connected to your Mac. The entry for Drobo will show a Connection Speed of 400 Mb/sec.  
**Workaround:** Place your Drobo into Standby or eject the Drobo, unplug the FireWire 800 cable from the back of the Drobo, and then reconnect the FireWire 800 cable to your Drobo.
- **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 XP Specific

- **4026: Symptom:** Poor performance on a FireWire connection with Window XP.  
**Condition:** The default FireWire driver for Windows XP only runs at FireWire 100.  
**Workaround:** Choose one of the following solution options:

Solution 1: Download Microsoft Update

Download the FireWire software patch for Windows XP from Microsoft. This patch can be found at: <http://support.microsoft.com/kb/885222>.

Solution 2: Install the Driver for Your FireWire Card

Your FireWire card should have drivers for it that are recommended by its manufacturer. Install these drivers either from the CD that came with your FireWire card or visit the manufacturer's website to download the drivers designed for your FireWire card.

### 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.
- **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:** System Instability with Unibrain FireWire card driver and Windows Vista  
**Condition:** When you create a partition larger then 2TB on your Drobo Second Generation your Windows Vista PC repeatedly experiences Blue Screen crashes.

**Workaround:** Use the native Windows FireWire drivers. First, start your PC without the Drobo connected and then uninstall the Unibrain FireWire driver from your PC. This solution will only allow your FireWire card to run at FireWire 400 speeds.

- **Symptom:** Drobo Dashboard can't find your Drobo when using FireWire on Windows Vista 64 using the Unibrain FireWire card driver

**Condition:** On Windows Vista 64 using the Unibrain FireWire card driver, Drobo Dashboard will not be able to see and configure your Drobo Second Generation.

**Workaround:** Use the native Windows FireWire driver. First, start your PC without the Drobo connected and then uninstall the Unibrain FireWire driver from your PC. Finally, reconnect the Drobo and start Drobo Dashboard. This solution will only allow your FireWire card to run at FireWire 400 speeds.

- **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

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### **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*