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## VERSION INFORMATION

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Drobo Dashboard:      Version 1.7.3 [1.7.30095] (Windows)  
                              Version 1.7.3 [1.7.30095] (Mac)

## KEY HIGHLIGHTS

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This is a release for the Windows and Mac Drobo Dashboard Applications. This release of Drobo Dashboard is compatible with Drobo FS, DroboElite, DroboPro, 1<sup>st</sup> and 2<sup>nd</sup> Generation Drobo, Drobo S and DroboShare.

- **Enable Time Machine support on Drobo FS from Dashboard**  
[http://support.datarobotics.com/app/answers/detail/a\\_id/435](http://support.datarobotics.com/app/answers/detail/a_id/435)
- **Added “Restart” option (Advanced Controls -> Tools) to allow restarting the DroboElite and Drobo FS from the Dashboard**
- **Minor improvements**

## KNOWN ISSUES

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### Macintosh Specific

- **Symptom:** iSCSI does not work and is not supported on Macs running Mac OS X 10.4 (#10-659).  
**Condition:** A Mac running Mac OS X 10.4 connected to the DroboPro or DroboElite via the iSCSI connection will not work and is not supported.  
**Workaround:** On DroboPro use the FireWire 800 or USB 2.0. DroboElite is not supported on Macs running Mac OS X 10.4.
- **Symptom:** The path to a DroboCopy that uses a DroboShare may become stale (#10-685).  
**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:** Connection problems between Drobo Dashboard and Drobo after an upgrade (#10-492).  
**Condition:** When performing an upgrade of Drobo Dashboard on Mac OS 10.4 and 10.5, 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 device's volume to a smaller size.

- **Symptom:** DroboElite discovery can be slow when using the second iSCSI port (#10-273).  
**Condition:** When using the second iSCSI port on the DroboElite, Drobo Dashboard could take as long as two minutes to discover the DroboElite.  
**Workaround:** There is no workaround at this time. Once the DroboElite is discovered it will function normally.

### Windows Specific

- **Symptom:** Only one user account can run Drobo Dashboard at the same time (#10-926).  
**Condition:** When Drobo Dashboard is already opened in one user account and then you switch to another account, Drobo Dashboard will fail to launch.  
**Workaround:** Quit Dashboard before you switch to another account.

### Windows Vista and Windows 7 Specific

- **Symptom:** Dashboard may hang with DroboShare when there is no Internet connection (#10-199).  
**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 when using the Windows Disk Management Utility (#10-651).  
**Condition:** Drobo does not support a full format for a volume bigger than the space available in the internal drives.  
**Workaround:** We recommend that you use Drobo Dashboard to format volumes on your Drobo devices. If you use the Windows Disk Management Utility choose the quick format option to format the volume.

### Windows Server 2003 Specific

- **Symptom:** Drobo Dashboard does not add an exception to the Windows Firewall (#10-060).  
**Condition:** If the Windows Server 2003 Windows Firewall service is not running, then Drobo Dashboard service is not added to the exception list.  
**Workaround:** Manually add the Drobo Dashboard service to the exception list using Microsoft's built in tools.
- **Symptom:** Drobo Dashboard's help may be blank (#10-075).  
**Condition:** When clicking on any of the help links in Drobo Dashboard, the help opens but only displays a blank page since the help content is loaded from the datarobotics.com website.  
**Workaround:** Add datarobotics.com to your list of trusted web sites.

### Windows Server 2003 64bit and Windows XP 64bit Specific

- **Symptom:** Drobo Dashboard installer states that iSCSI initiator install failed (#10-589).  
**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**

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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*