



Drobo B800i and DroboElite Firmware Release Notes Release Date: April 6, 2011

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VERSION INFORMATION

Drobo Firmware: Version 2.0.2 [3.34.37430]

KEY HIGHLIGHTS

This is a new release of Drobo Firmware. This version of Drobo Firmware is compatible with Drobo model B800i and DroboElite.

- **Support for the new Drobo model B800i**
- **Improved performance for the new Drobo model B800i**
- **Support for drives larger than 2TB**

BEST PRACTICES

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

KNOWN ISSUES

Mac Specific

- **Symptom:** iSCSI does not work and is not supported on Macs running Mac OS X 10.4.
Condition: A Mac running Mac OS X 10.4 connected to the DroboPro, DroboElite or B800i via the iSCSI connection will not work and is not supported.
Workaround: On Drobo Pro use the FireWire 800 or USB 2.0. DroboElite or B800i are not supported on Macs running Mac OS X 10.4.
- **Symptom:** Non-destructive repartitioning is not supported.
Condition: In Mac OS X 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:** 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.

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- **Symptom:** A “Disk not readable” warning popup shows when you first connect to DroboElite using Drobo Dashboard 1.8.3 or earlier.
Condition: On Mac OS X 10.6, you will get warning message in the Finder stating there is an unreadable disk inserted into your Mac. The message will show up whenever you restart your computer.
Workaround: This warning is harmless and is not associated with the data on your DroboElite or B800i. You should ignore this message by clicking on the Ignore button.

Windows Specific

- **Symptom:** Full format does not complete when using the Windows Disk Management Utility.
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.
- **Symptom:** Dynamic disk, partition resizing and BitLocker encryption do not work on Drobo volumes.
Condition: Attempting to create dynamic disks or resize Drobo volumes using the Logical Disk Manager, compromises data stored on the volumes. Volumes are no longer accessible. Attempting to encrypt mounted volumes using BitLocker compromises data stored on them and volumes are no longer accessible.
Workaround: Copy your data onto another drive and use Drobo Dashboard to create appropriate size volume. Dynamic disks and BitLocker are not supported by Drobo.
- **Symptom:** The iSCSI connection does not work without Windows Vista SP1 or later installed
Condition: The iSCSI initiator built into Windows Vista does not work with DroboElite until SP1 has been installed.
Workaround: Update the installation of Windows Vista to SP1 or later by running Windows Update.

RELATED TECHNICAL DOCUMENTATION

Current Drobo technical reference materials are available on the Drobo Support Website (<http://www.drobo.com/support.html>). This includes:

- *Knowledge Base*
- *Best Practices*
- *Product Documentation*
- *Drobo Help for Mac*
- *Drobo Help for PC*