drobo

Drobo 5D3 User Guide

1 Drobo 5D3 User Guide

Congratulations on your new Drobo!

This Getting Started section will help you get your Drobo 5D3 set up and running in just a few steps.

Topics:

▶ [Before You Begin](#)

▶ [Setting Up Your Drobo 5D3](#)

▶ [Where to Go Next](#)

2 Before You Begin

Before you begin setting up your Drobo 5D3, it's a good idea to check system and hardware requirements.

Topics:

▶ Product Features at a Glance

▶ Checking Box Contents

▶ Checking System Requirements

▶ Checking the Hardware You Need

2.1 Product Features at a Glance

For a quick overview of features of the Drobo 5D3, refer to the following images.
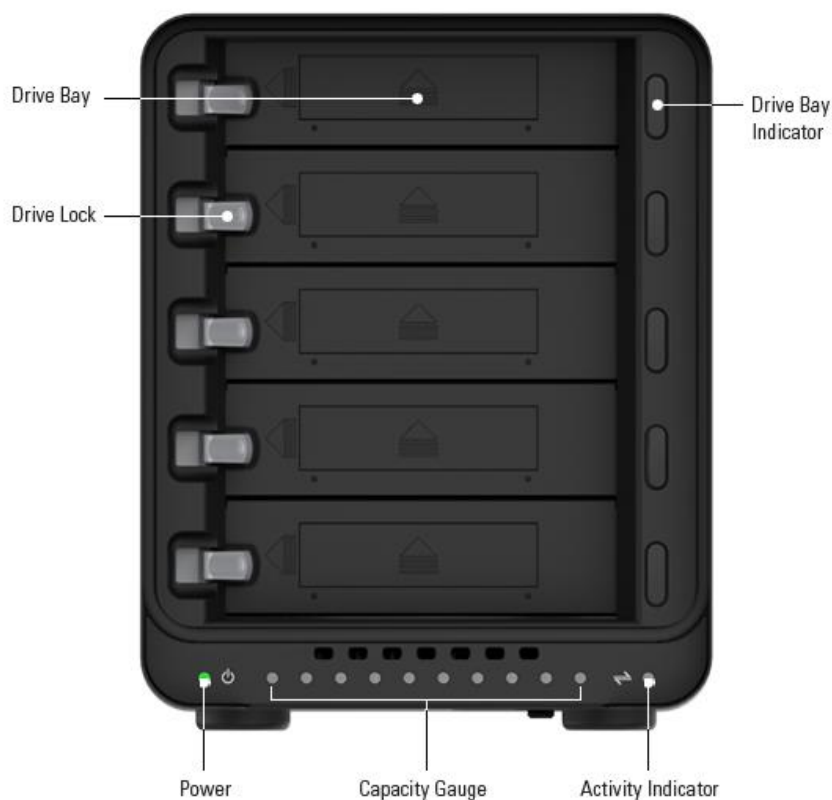
Figure 1: Front of the Drobo 5D3 with the bezel (faceplate) removed.

Figure 2: Back of the Drobo 5D3

2.2 Checking Box Contents

Check your product's box to ensure it contains all the components in the list below.

● Drobo 5D3

● 1 m (3.3 ft) Thunderbolt 3 cable (compatible with USB Type-C as well)

● 1.8 m (6.6 ft) power cord with power supply

● Quick Start Card

● Safety and Warranty Guide

2.3 Checking System Requirements

Check to ensure your operating system and cable interface are supported.

Topics:

▶ Operating Systems Supported

▶ Connectivity Interfaces Supported for Drobo 5D3

2.3.1   Operating Systems Supported

For the most current list of supported operating systems, check the specifications for your products online at www.drobo.com/products/index.php.

2.3.2   Connectivity Interfaces Supported for Drobo 5D3

Your Drobo 5D3 connects directly to your computer using one of the following connectivity ports. We recommend that you use the fastest connection you have available on your computer.

Your Drobo 5D3 device has Thunderbolt 3 and USB 3.0 Type-C interface.

Figure 1: Back of the Drobo 5D3

Notes:

You can only use one connection at a time.

Drobo provides Thunderbolt 3 cable with the device. Depending on the model of your computer, it may have USB Type-A or Type-C interface. You have to buy a Type-A to Type-C cable if your computer has a Type-A interface. Speed of data communication is limited by the slowest interface of your computer and the Drobo device.

Thunderbolt 3

The Drobo 5D3 has two Thunderbolt ports, enabling you to take advantage of Thunderbolt's daisy-chaining capabilities. With Thunderbolt, you can daisy-chain up to six peripheral devices and one display from a single computer. Note that because Thunderbolt has dual-protocol support (with DisplayPort and PCI Express), you can connect your computer to Thunderbolt devices or DisplayPort products. You can also connect non-Thunderbolt devices at the end of a daisy-chain by using Thunderbolt technology adapters.

Here is the illustrative examples of your Drobo 5D3 in a daisy-chain:

There are three options for connecting your Drobo device using its Thunderbolt interface.

1. Your Drobo device directly connected to a computer (with no daisy-chain).

2. Multiple Drobo devices connected in a chain with a DisplayPort monitor at the end.

3. Your Drobo device connected to an external Thunderbolt monitor that is then connected to a computer (with the Drobo device at the end).

USB 3.0 Type-C

Your Drobo 5D3 device has USB 3.0 Type-C interface. Drobo provides Thunderbolt 3 cable with the device, which is compatible with USB Type-C as well. Depending on the model of your computer, it may have USB Type -A or Type-C interface. You have to buy a Type-A to Type-C cable if your computer has a Type-A interface. Speed of data communication is limited by the slowest interface of your computer and the Drobo device.

2.4 Checking the Hardware You Need

To use your Drobo 5D3, you will need at least two drives. If you plan to use Dual Disk Redundancy, which protects your data against *two* drive failures, you will need at least *three* drives.

Topics:

▶ Selecting Drives

▶ Determining Drive Space Requirements

▶ Using Power Protection

2.4.1   Selecting Drives

The Drobo 5D3 supports both standard 3.5" SATA hard disk drives (HDDs) as well as SATA solid state drives (SSDs) for added performance. For HDDs, these drives can be from any manufacturer and with any capacity. For SSDs, please visit our web page for compatible drive options.

In addition, the Drobo 5D3 has a Drobo Accelerator Bay, which accepts an industry-standard mSATA SSD. When the mSATA SSD is installed, Drobo's Data-Aware Tiering feature is enabled, accelerating performance when reading data from your Drobo device. Having an mSATA SSD installed leaves all drive bays available for high-capacity hard disk drives (HDDs) so that you can get both high-capacity and accelerated performance out of your Drobo device.

Using only SSDs in the main drive bays of your Drobo 5D3 provides the fastest performance when reading and writing data to and from your Drobo device.

In summary, here are the recommended number and type of drives you can use with your Drobo 5D3. Note that you need at least two drives in the drive bays to ensure your data is protected in the event of drive failure.

- 2 to 5 HDDs in the main drive bays - enables you to maximize capacity

- 2 to 5 SSDs in the main drive bays with no mSATA SSD - enables you to maximize read and write performance

- 2 to 5 HDDs in the main drive bays plus an mSATA SSD installed - enables you to maximize capacity and accelerate read performance

For a performance comparison of these options, see the image below:

| HDDs Only | SSDs Only | HDDs with mSATA SSD |

3.5"
Drive Bays

Drobo
Accelerator
Bay

HDDs Only
- 2 HDDs required
- 3 open bays for expansion
- Drobo Accelerator Bay for
performance boost

Advantage = Highest capacity, best
price per TB of storage

SSDs Only
- 2 SSDs required
- 3 open drive bays for expansion

Advantage = Highest performance

HDDs with mSATA SSD
- 2 HDDs required
- 3 open drive bays for expansion
- mSATA SSD in Drobo Accelerator Bay

Advantage = Highest capacity, best price
per TB of storage, SSD accelerated
performance

Important Notes:

If an incompatible SSD is inserted into the Drobo device, the drive light will blink red, indicating the need to replace that drive. Please refer to our web page on compatible drive options for more information.

The mSATA SSD is not part of the disk pack of your Drobo 5D3, allowing you to leave it installed even if you transfer drives from the drive bays to another Drobo device, for example.

To achieve better performance, we recommend to use high performance drives in your device.

The Drobo 5D3 is not compatible with IDE, SCSI, PATA or SAS drives.

The Drobo 5D3 supports migrating entire disk packs from a Drobo 5C, Drobo Gen3, Drobo 5D or Drobo S, preserving its data. For more information, and to ensure a safe and successful migration of the drives, carefully follow the instructions in Migrating a Disk Pack from Another Drobo Device.

Warning:

Any pre-existing data on the drives will be erased while formatting or resetting your Drobo 5D3.

2.4.2   Determining Drive Space Requirements

In order to protect your data from drive failure, your Drobo 5D3 requires more space than what you will use for your data, sometimes as much as *double or more* the amount of space.

The best way to determine how much usable, protected storage space you will have available for your data, based on the number and capacity of your drives, is to use our Capacity Calculator at www.drobo.com/calculator.

A shortcut to estimating the capacity available for your data is to omit the largest drive and then add the capacity of the remaining drives. If you plan to use Dual Disk Redundancy, omit the largest *two* drives. For example:

Single Disk (Default) Redundancy

# Drives	Drive Capacities	Usable Protected Capacity
3	3TB + 3TB + ~~3TB~~	5.44 TB
4	3TB + 1.5TB + 4TB + ~~5TB~~	7.71 TB
4	4TB + 4TB + 5TB + ~~10TB~~	11.8 TB

Dual Disk Redundancy

# Drives	Drive Capacities	Usable Protected Capacity
4	3TB + 3TB + ~~3TB~~ + ~~3TB~~	5.44 TB
5	3TB + 1.5TB + 4TB + ~~4TB~~ + ~~5TB~~	7.71 TB
5	4TB + 4TB + 5TB + ~~5TB~~ + ~~10TB~~	11.8 TB

Notes:

> Actual capacity may vary from the value shown in the above example due to different systems used for rating capacity. This has nothing to do with Drobo devices.

> All the Drobo devices enable you to easily increase storage capacity at any time by simply inserting additional drives or replacing smaller drives with larger ones.

2.4.3   Using Power Protection

Drobo device has an internal battery to protect critical data during sudden or unexpected power failures. The device will shutdown without any loss of data, so UPS (uninterruptible power supply) is not required.

We recommend using the following power protection with your Drobo device:

- A power surge protector to protect against power surges

3 Setting Up Your Drobo 5D3

Once you have unpacked your Drobo 5D3 from its box and ensured you meet all system and hardware requirements, it is time to set up your Drobo 5D3 for use. This can be done in just a few easy steps!

1. [Downloading and Installing Drobo Dashboard](#)

2. [Inserting Drives](#)

3. [Connecting Cables on Your Drobo 5D3](#)

4. [Initializing and Updating Your Drobo 5D3 to the Latest Firmware](#)

5. [Formatting the Drives for Your Drobo 5D3](#)

6. [Registering Your Drobo 5D3](#)

7. [Migrating a Disk Pack from Another Drobo Device](#)

8. [Using Drobo 5D3 with Time Machine Backup or Backup Software](#)

9. [Inserting an mSATA SSD](#) (optional)

Note:

> The Drobo 5D3 supports migrating entire disk packs from other devices, preserving its data. To ensure a safe and successful migration of the drives, carefully follow the instructions in [Migrating a Disk Pack from Another Drobo Device](#)

3.1 Downloading and Installing Drobo Dashboard

The Drobo Dashboard application will help you to set up and manage your Drobo 5D3. After installation of the Dashboard, you can configure the settings to automatically install version updates, which is highly recommended.

Drobo software and firmware updates for Drobo 5D3 can be downloaded and installed from [Start Drobo 5D3](#) page.

This section covers the following topics:

- [Installing Drobo Dashboard on Windows](#)

- [Installing Drobo Dashboard on Mac](#)

Note:

You need a full admin user account and internet access on the computer on which you are going to install the Drobo Dashboard.

3.1.1   Installing Drobo Dashboard on Windows

To install the Drobo Dashboard on a Windows machine:

1. Go to the Start 5D3 page and download the Drobo Dashboard installation file for Windows.

2. After downloading, double-click the **Drobo Dashboard Installer** to launch it.
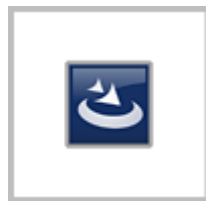
3. A pop up will appear asking you to choose the language for installation. Select the language of your choice and click **OK**.
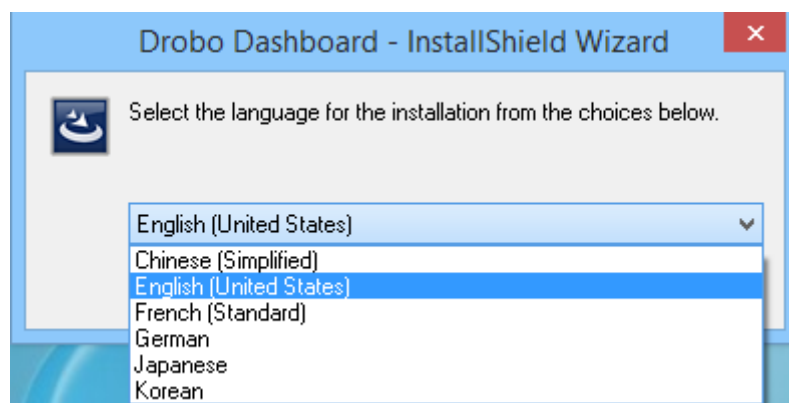
4. The **Drobo Dashboard Installer** (or Installation Wizard) will appear.

5. Click the **Next** button to proceed.

6. Follow the instructions of the **Installation Wizard** by clicking the Next button after each page.

7. Once you reach the installation page, click the **Install** button.
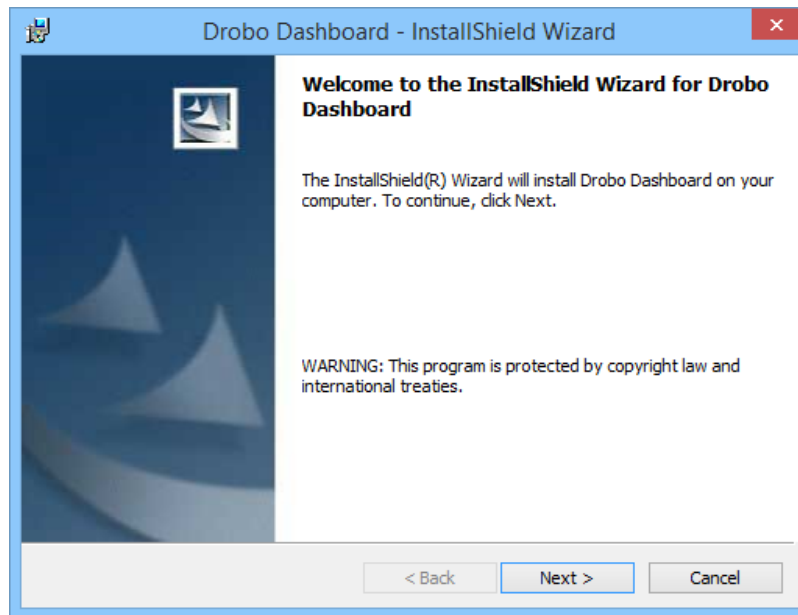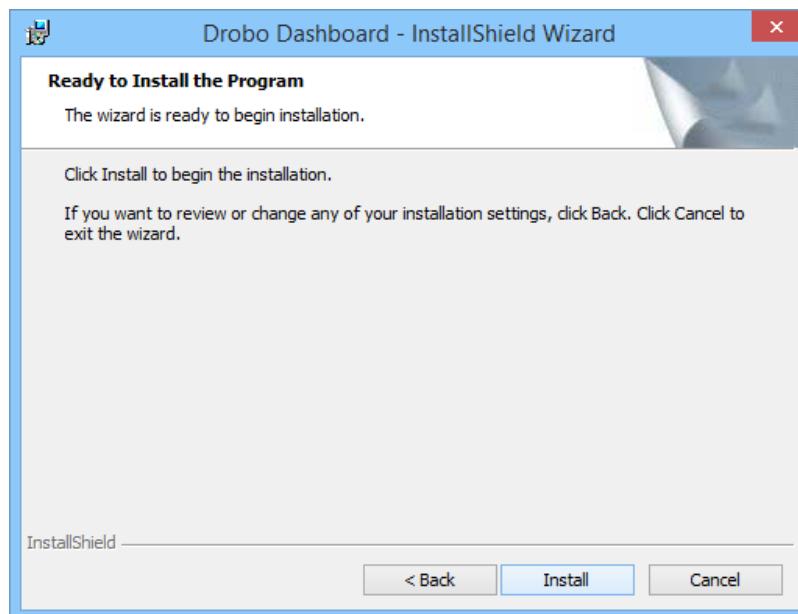

8. In some Windows operating systems, the **Windows Access Control** dialog box appears, asking if you want to allow changes to your computer. Click the **Allow** or **Yes** button. This installs the Drobo Dashboard.

9. After the installation is complete, be sure that the **Launch Drobo Dashboard** checkbox is selected and then, click the **Finish** button.
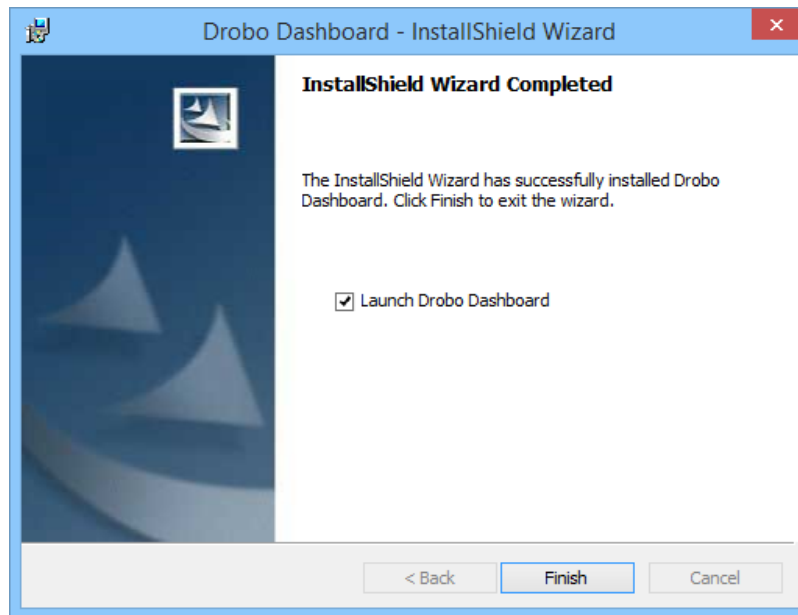
10. The Drobo Dashboard application launches and you will be prompted to register your Drobo 5D3. You can either register the Drobo 5D3 or skip the step and register it later. Select an option based on your preference.

The serial number is printed on the compliance label at the bottom of the device. For more information see Registering Your Drobo 5D3.
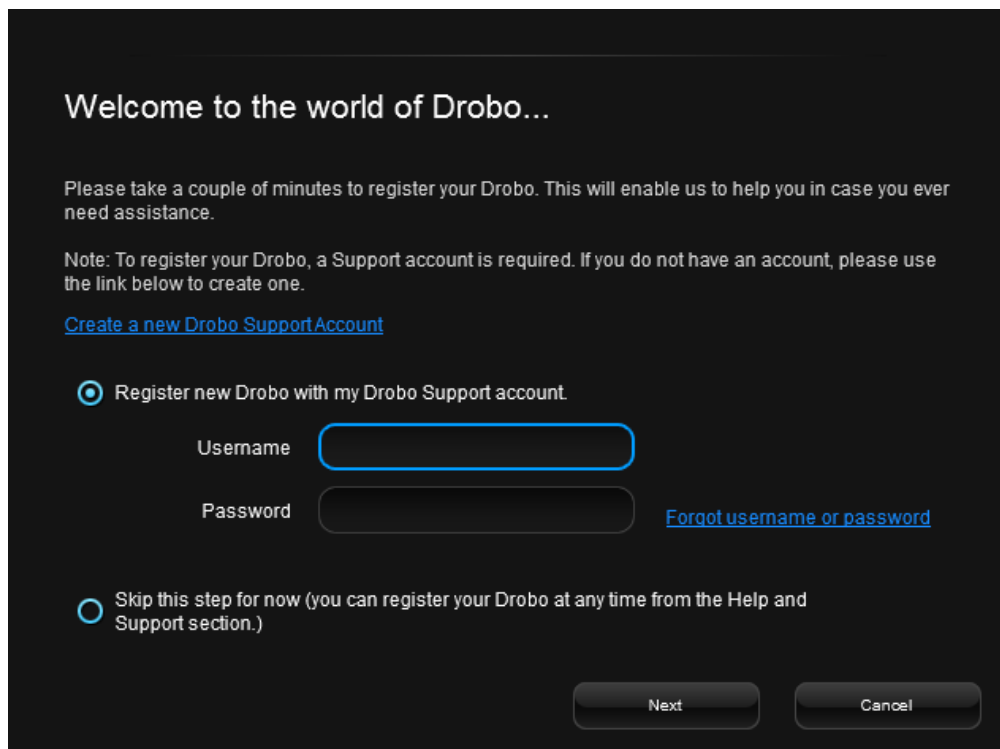
Note:

> Do not flip the device to record the serial number while it is still ON.

11. Click the Next button to view the **All Drobos** page. After a few seconds, Drobo "discovers" all Drobo devices currently connected and displays them on this page.

12. If you have no Drobo device connected to the computer or powered on, a "No Drobos Detected" message displays until you do.

Note:

> Your Drobo 5D3 will not work properly until you update the firmware.

3.1.2   Installing Drobo Dashboard on Mac

To install the Drobo Dashboard on a Mac machine:

1. Go to the Start 5D3 page and download the Drobo Dashboard installation file for Mac.

2. After downloading, double-click the **Drobo Dashboard Installer** to launch it.

3. A pop up will appear asking whether to open the Installer. Click **Open**.
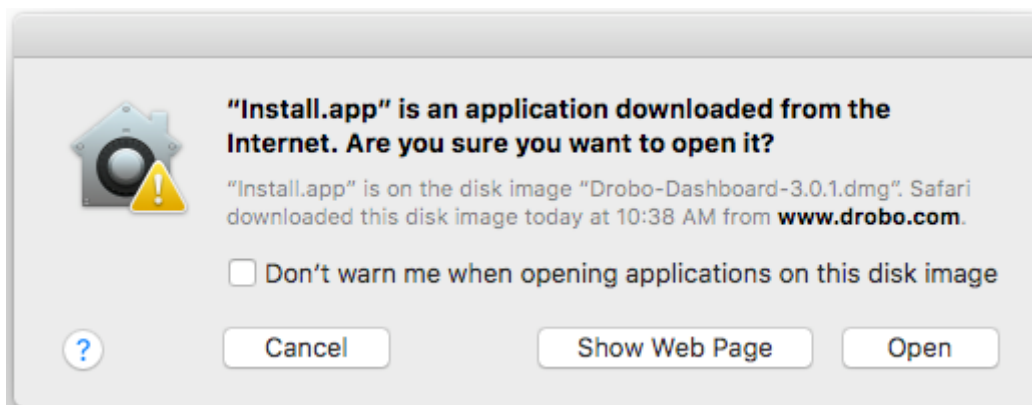
4. The **Install Drobo Dashboard** page will appear. Click **Continue** to proceed to the next

screen.
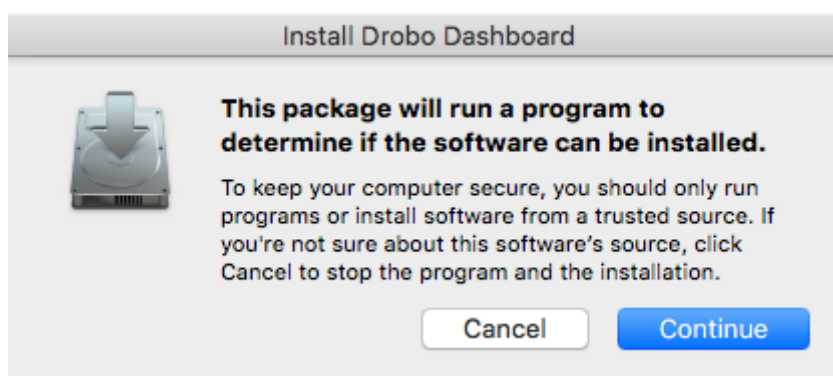
5. The **Firewall Warning** page appears. Click **Continue**.
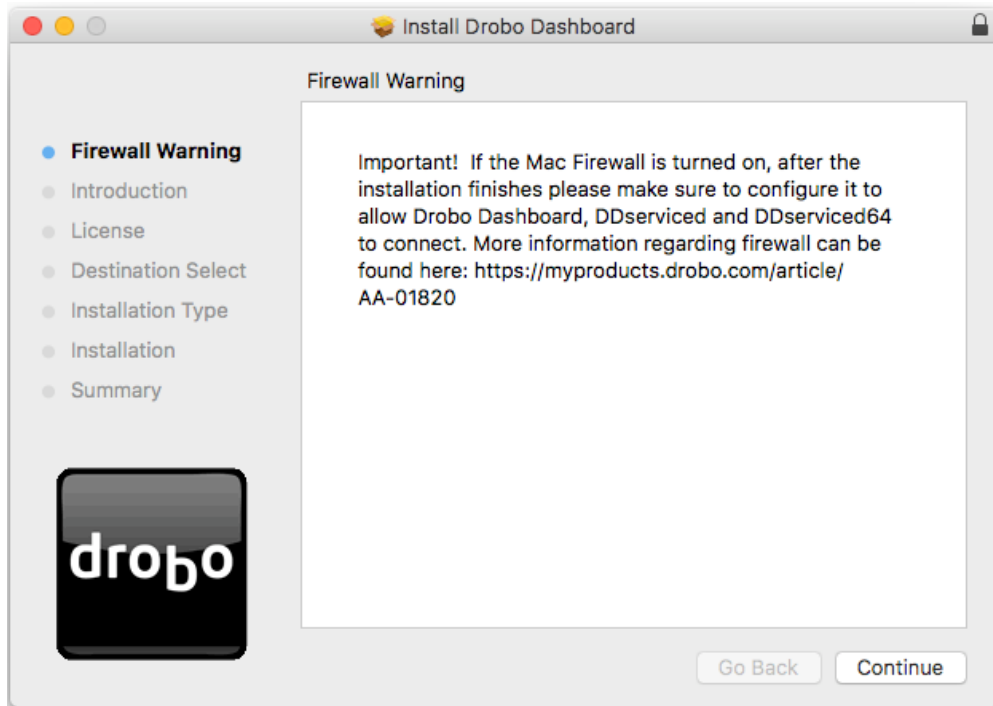
6. Next, the **Installation Wizard** page appears. Click **Continue** to proceed.

7. The **Software License Agreement** page appears. From here, you can choose the language in which you want to proceed the installation process.
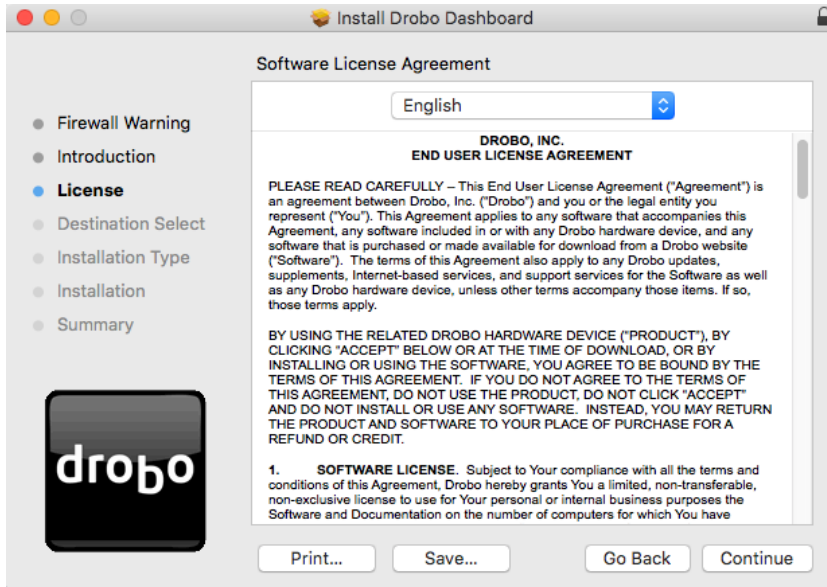
8. After choosing the desired language, Click the **Continue** button.
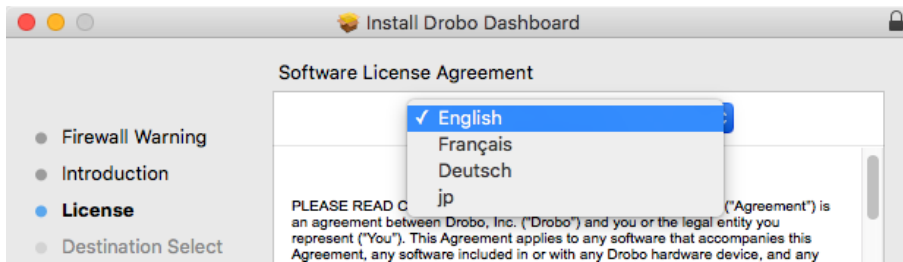
9. A dialog box will appear asking you to Agree or Disagree the terms of the license agreement. Click **Agree** to proceed.
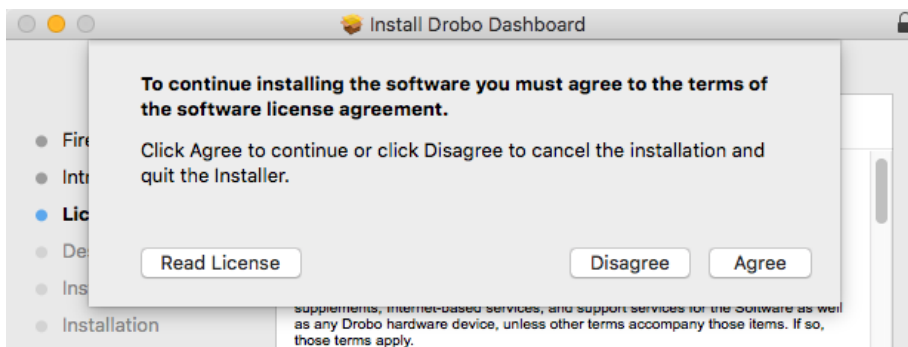
10. You will reach the **Installation Type** section. Click the **Install** button to proceed.

11. You will be prompted to enter the administrator password. Enter the password and click **Install Software**.
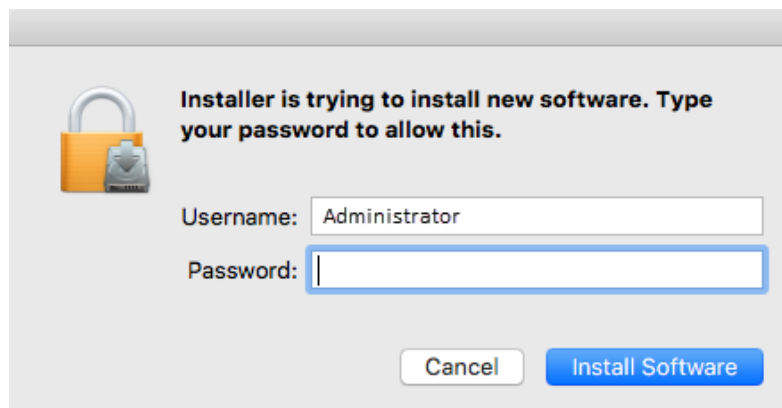
12. Then, you will be prompted to restart your computer in order to complete the installation. Click **Continue Installation** to proceed.
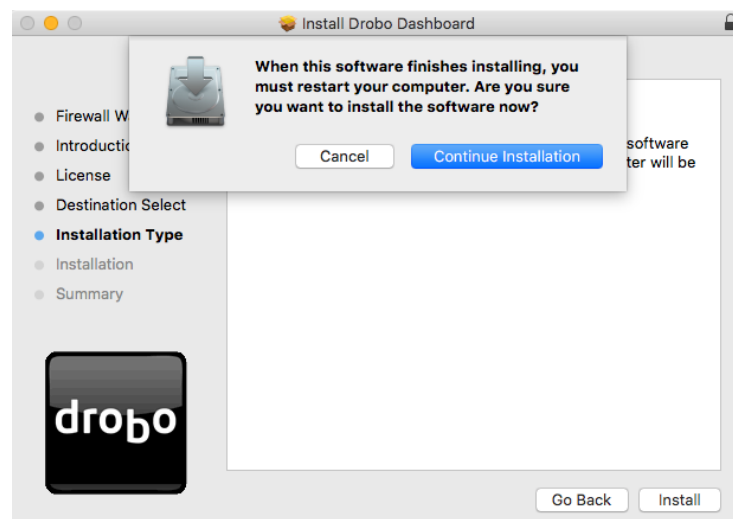
13. When the installation completes, you will see the following screen to restart the computer to finish the installation. Click **Restart**.
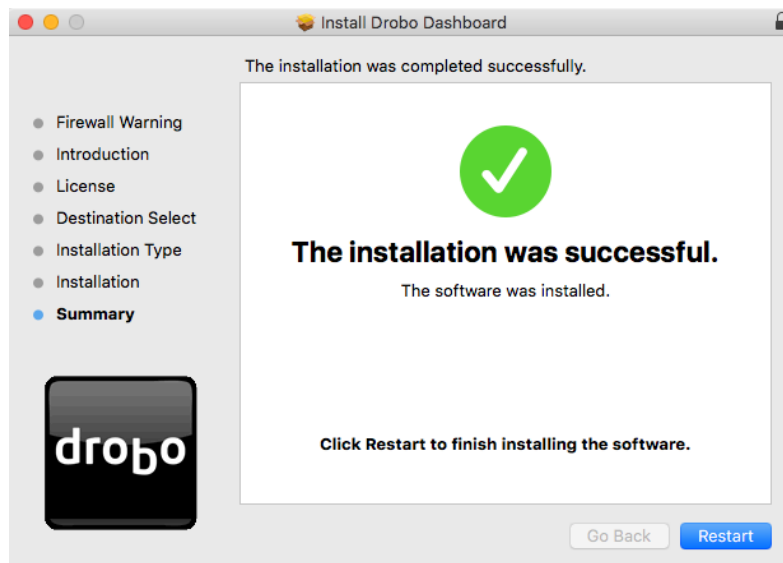
14. Once the computer restarts, launch the Drobo Dashboard application.

15. The application will prompt you to register your Drobo 5D3. You can either register it or skip the step and register it later. Select an option based on you preference.

Note:

🏷 We highly recommend to register your product in order to obtain support.

16. Click the Next button to view the **All Drobos** page. After a few seconds, Drobo "discovers" all Drobo devices currently connected and displays them on this page.

Note:

🏷 After the Drobo Dashboard launches, you may be asked if Drobo can collect anonymous information on your usage. Click **Yes** or **No**, as desired.

17. If you have no Drobo device connected to the computer or powered on, a "No Drobos Detected" message displays until you do.

18. Your Drobo 5D3 will not work until you upgrade the firmware. For information on updating the firmware to the latest version, see Updating your Drobo 5D3 to the latest firmware.

3.2 Inserting Drives

As a first step to set up your Drobo 5D3, insert the drives into your device. For more information on drive requirements, see Selecting Drives.

Also, see this link on the Drobo website: http://www.drobo.com/storage-products/choose-drive/.

Warning:

Any pre-existing data on the drives will be erased, as the drives will be formatted. If you wish to keep the data, copy it to another drive or medium before using with your Drobo 5D3.

Notes:

Once you insert the drives into your Drobo 5D3, they function as a unit or "pack." To access the data on them, you will need the entire pack.

The Drobo 5D3 supports migrating entire disk packs from other devices, preserving its data. To ensure a safe and successful migration of the drives, carefully follow the instructions in Migrating a Disk Pack from Another Drobo Device.

How to insert the drives

To insert the drives to your Drobo 5D3:

1. Remove the front bezel (faceplate) from the front of your Drobo 5D3 by pulling it off.

2. With one hand, hold the drive so that the label on the top of the drive faces up (and its connectors are positioned at the device and toward the left). Refer to the image below.

3. With your other hand, use your thumb to depress and hold open one of the drive locks to a selected drive bay. Refer to the image below.

Drive Lock   Drive Bay   Drive Bay Indicator

4. Slide the drive into the drive bay, release the drive lock and push the drive into place until you feel it connect. The drive lock snaps behind the drive, securing it into place.

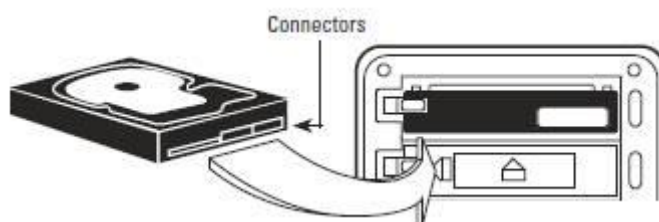5. Insert additional drives in the same manner, following steps 2 through 4.

Note:

Once you insert the drives into your Drobo 5D3, they function as a unit or "pack." To access the data on them, you will need the entire pack.

6. When finished, replace the bezel right side up, so that when your Drobo device is turned on, you will be able to see the indicator lights. For more information on Indicator lights, see Guide to meaning of indicator lights (LEDs).

For more information see Selecting Drives .

You are now ready to connect cables and power on your Drobo device.

3.3 Connecting Cables on Your Drobo 5D3

After installing Drobo Dashboard and inserting the drives into your Drobo 5D3, you are ready to connect the power and data cables on your Drobo device. There are two ways you can connect the data cables:

You can connect the Drobo 5D3 directly to your computer using the Thunderbolt 3 port or the USB 3.0 Type-C port. For information on the different connectivity interfaces available and their requirements, see Connectivity Interfaces Supported for Drobo 5D3.

If you use the Thunderbolt port, you also have the option to connect the Drobo 5D3 to another Thunderbolt-enabled device that is attached to your computer (including

another Drobo device or a display monitor) in a daisy-chain manner. The Drobo 5D3 can be the first in the daisy-chain (directly attached to your computer), in the middle, or at the end. For more information and steps, see Connecting Your Drobo 5D3 in a Daisy-chain.

Next in the Setup for Your Drobo 5D3:

▶ Connecting Directly to Your Drobo 5D3 or Connecting Your Drobo 5D3 in a Daisy-chain

▶ Return to Setting Up Your Drobo 5D3

3.3.1 Connecting Directly to Your Drobo 5D3

You can connect the Drobo 5D3 directly to your computer using the Thunderbolt 3 port or the USB 3.0 Type-C port. For information on the different connectivity interfaces available and their requirements, see

Connectivity Interfaces Supported for Drobo 5D3.

If you are using a Thunderbolt port and would like to connect the Drobo 5D3 in a daisy-chain, see Connecting Your Drobo 5D3 in a Daisy-chain.

As you follow the steps below, refer to the following image.

1. Plug one end of the Thunderbolt cable into the back of your Drobo 5D3.

2. Plug the other end of the cable into your host computer.

3. Connect the power cord to the power connection at the back of your Drobo device.

4. Connect the other end of the power cord to a power source.

5. You are now ready to turn on your Drobo device and format the drives.

📝**Note:**

> 🏷 We recommend connecting a surge protector to protect against power surges. For more information, see <u>Using Power Protection</u>.

Next in the Setup for Your Drobo 5D3

▶ <u>Formatting the Drives for Your Drobo 5D3</u>

▶ <u>Return to Setting Up Your Drobo 5D3</u>

3.3.2   Connecting Your Drobo in a Daisy Chain

With the Thunderbolt 3 port, you can connect the Drobo 5D3 directly to your computer or to another Thunderbolt-enabled device in a daisy-chain manner. The Drobo 5D3 performs best when it is the first in the daisy-chain, but it can also be in the middle or at the end.

You can daisy-chain up to six peripheral devices and one display (which can be a Display Port monitor) from a single computer. The non-Thunderbolt display needs to be at the end of the chain.

📝**Note:**

> 🏷 As long as they are plugged in, Drobo devices do not need to be powered on for Thunderbolt interfaces to remain active. This enables other devices in the chain to remain accessible by the computer.

Here are three options for connecting your Drobo device using its Thunderbolt interface.

1. Your Drobo device directly connected to a computer (with no daisy-chain).

2. Multiple Drobo devices connected in a chain with a DisplayPort monitor at the end.

3. Your Drobo device connected to an external Thunderbolt monitor that is then connected to a computer (with the Drobo device at the end).

As you follow the steps below, refer to the following image.

Power Toggle Button

Thunderbolt 3 Ports   USB 3.0 Type-C Port   Power

1. Plug one end of the Thunderbolt cable into the back of your Drobo 5D3.

2. Do one of the following:

   ● Plug the other end of the cable into your host computer, so that the Drobo
   5D3 is the first peripheral in the daisy-chain. Be sure to connect the next
   Thunderbolt-enabled peripheral or non-Thunderbolt display monitor to the
   second port on your Drobo 5D3, as needed to extend the chain.

- Plug the other end of your cable into another Thunderbolt-enabled device that is attached to your host computer. You can optionally connect another Thunderbolt-enabled peripheral or non-Thunderbolt display monitor to the second port on your Drobo 5D3, as needed to extend the chain.

3. Connect the power cord to the power connection at the back of your Drobo device.

4. Connect the other end of the power supply to a power source.

You are now ready to turn on your Drobo devices in the chain.

Note:

We recommend plugging into a surge protector to protect against power surges. For more information, see Using Power Protection.

Next in the Setup for Your Drobo 5D3

▶ Formatting Drives for Your Drobo 5D3

▶ Return to Setting Up Your Drobo 5D3

3.4 Powering On Your Drobo 5D3

To power on your Drobo 5D3:

1. Once you attach one end of the power cord to your Drobo 5D3 and the other end of the cord to a power source. Turn on the Drobo using the power switch located on the back of the device.

2. Drobo will take several minutes to complete the power on cycle.

3. When the power on cycle is complete, the Drobo will flash blue and yellow lights.

3.5 Initializing and Updating Your Drobo 5D3 to the Latest Firmware

When you first receive a new Drobo 5D3 device, you must use the Drobo Dashboard application to update it to the latest firmware release.

Note:

 Make sure that you have installed the Drobo Dashboard on your system before following the steps given below. For more information see Downloading and Installing Drobo Dashboard.

To update the firmware of your Drobo 5D3 to the latest one:

1. Connect the USB or the Thunderbolt cable to the back of your Drobo 5D3.

2. Ensure that the Mac or PC you are using for this setup has a valid Internet/network connection.

3. Verify that the Drobo is powered off.

4. Insert the drives.

5. Turn on your Drobo 5D3. Wait for your Drobo device to appear on the Dashboard. Your Drobo should appear with a yellow Drobo device icon on your main dashboard screen. Double click on the Drobo 5D3 icon.

6. Your Drobo should begin updating to the latest firmware. Please allow Drobo up to 20 minutes for the total initialization process.

Note:

🏷 Leave the Dashboard idle while the initialization process is going on.

7. Here is what you will see happen:

During initialization, all of the drive slot LEDs will be yellow and the capacity LEDs will blink blue. When initialization is complete, your Drobo 5D3 will restart to finish the firmware upgrade process.

Important Notes:

🏷 If the Drobo Dashboard does not detect your Drobo 5D3 and initialization does not begin, please disable any firewall and antivirus programs.

🏷 If the Drobo Dashboard will still not detect your Drobo 5D3 and the lights remain solid red, please call our support line for assistance or open a ticket on your support account. For more info, please see: How do I contact technical support?

8. The device temporarily disappears from the Dashboard while it is rebooting. Once the initialization process is completed, the Drobo device icon will appear green and the drive bay lights will also turn green. After the device reboots, click on the green Drobo

device icon in the main dashboard screen and follow the on-screen instructions on the Drobo Dashboard to format your Drobo device.

9. If the red drive lights are seen again (e.g. "Unknown Disk Set"), please go to the Drobo Dashboard's **Tools** section and choose **Drobo Reset**. This process will erase all the data on the disk set. If the issue still continues, please contact support. For more information see Getting Technical Support.

Warning:

This procedure will erase all data from all drives and return your Drobo 5D3 to default settings.

Note:

You can also visit the following website for more information drobo.com/start

If you need to assess that the process is moving smoothly, see Understanding the indicator lights (LEDs).

3.6 Formatting the Drives for Your Drobo 5D3

After installing Drobo Dashboard, inserting the drives into your Drobo 5D3 and connecting cables, you are ready to turn on your Drobo device and format the drives.

Before formatting the drives, it is important to determine the proper file system format and volume size suitable for your device.

![note icon]**Note:**

> ![tag icon] If you have migrated the entire disk pack from another Drobo device to this one, you do not need to format the drives as they have already been formatted. For additional information, see Migrating a Disk Pack from Another Drobo Device.

Next in the Setup for Your Drobo 5D3

▶ Selecting a File System and Volume Size for Your Drobo 5D3

▶ Turning On Your Drobo 5D3 and Formatting the Drives

3.6.1 Selecting a File System and Volume Size for Your Drobo 5D3

When you turn on your Drobo 5D3, you will be prompted to format the drives in your Drobo 5D3 with a particular file system. The file system formats available to you depends on your operating system. (See the Figure below.)

You have to format your Drobo 5D3 into at least one *volume* and should choose an appropriate size for the volume created. A volume is a storage area that has been formatted with a file system format which your operating system can recognize. In Windows, volumes are sometimes called "logical drives" or "partitions."

The largest volume size you are allowed depends on the file system format you choose and the total capacity of the drives in your Drobo device. The following table shows the maximum volume size allowed for each file system format.

File System Format	OS Compatibility	Max Volume Size
HFS+	Mac OS X 10.10+	64TB
NTFS	Windows 7 SP1+ Windows 8/8.1 Windows 10	64TB

Important Notes:

The term *Volume* does not represent how much actual storage space is available on your Drobo 5D3. It represents virtual storage space.

For example, your Drobo 5D3 may be loaded with 2TB of drive space, but you can create a volume of 64TB.What this enables you to do is, add more capacity to your Drobo 5D3 (by inserting an additional drive or replacing a smaller capacity drive with a larger capacity one) without having to format an additional volume. The additional capacity becomes part of the same volume you formatted originally.

Your operating system may show the virtual space available on your Drobo device, as defined by the volume size.

If the amount of available, protected storage space in your Drobo 5D3 ever exceeds the size of the volume that you chose (this may occur when you add one or more additional drives to your Drobo 5D3), then Drobo Dashboard will automatically create a new volume (or volumes) of the same size as the original volume. Drobo Dashboard will notify you when this occurs and ask you to format and name the new volume(s).

Next in the Setup for Your Drobo 5D3

3.6.2 Turning On Your Drobo 5D3 and Formatting the Drives

With Drobo Dashboard installed on your host computer and cables connected, you are ready to turn on your Drobo 5D3 and format the drives.
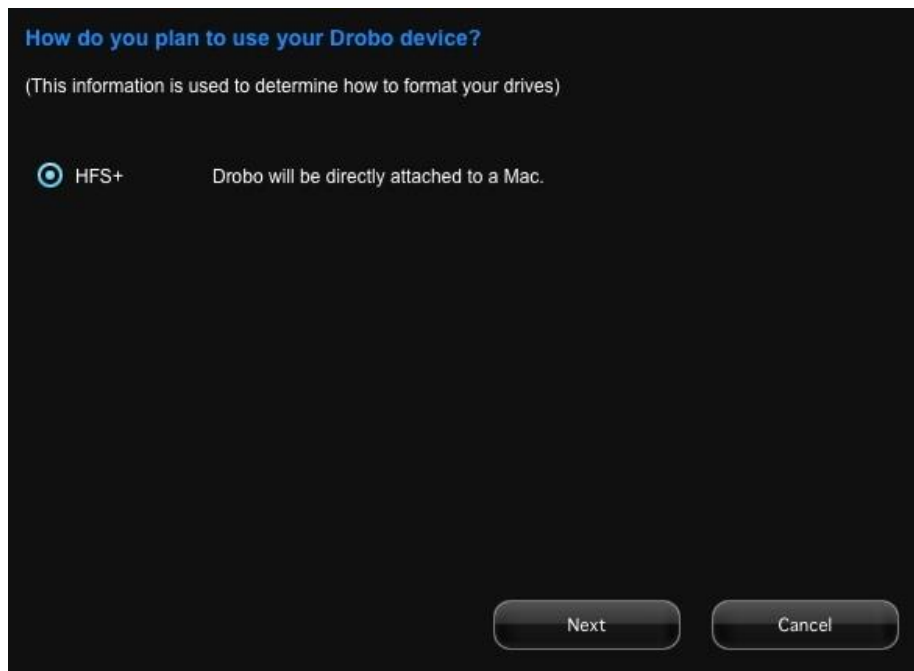
To format the drives:

1. Open the Drobo Dashboard on your computer and press the power toggle button on the back of your Drobo device once. Your Drobo device powers on and appears on the **All Drobos** page in Drobo Dashboard.

Note:

🏷 Some of the Windows and Mac operating systems will prompt you to format the drives. Click **Cancel** or **Ignore**, as appropriate, and continue with formatting from Drobo Dashboard.

2. Double-click on the **Drobo 5D3** icon on the **All Drobos** page. A message appears, asking if you would like to format the device.

3. Click the **Yes** button. The **Format Type** page opens. Depending on your operating system the page displays with different options.

If you are using a **Mac** machine, the **File Format** page will appear as:

If you are using a **Windows** machine, the **File Format** page will appear as:
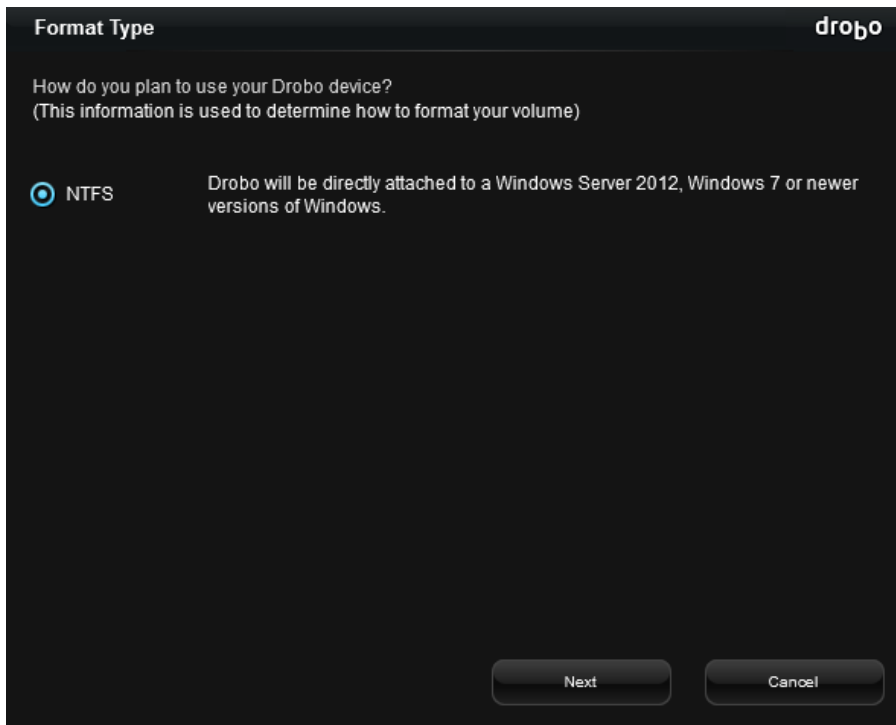
4. Select the appropriate file format for your operating system and click the **Next** button. The **Volume Name** page opens.
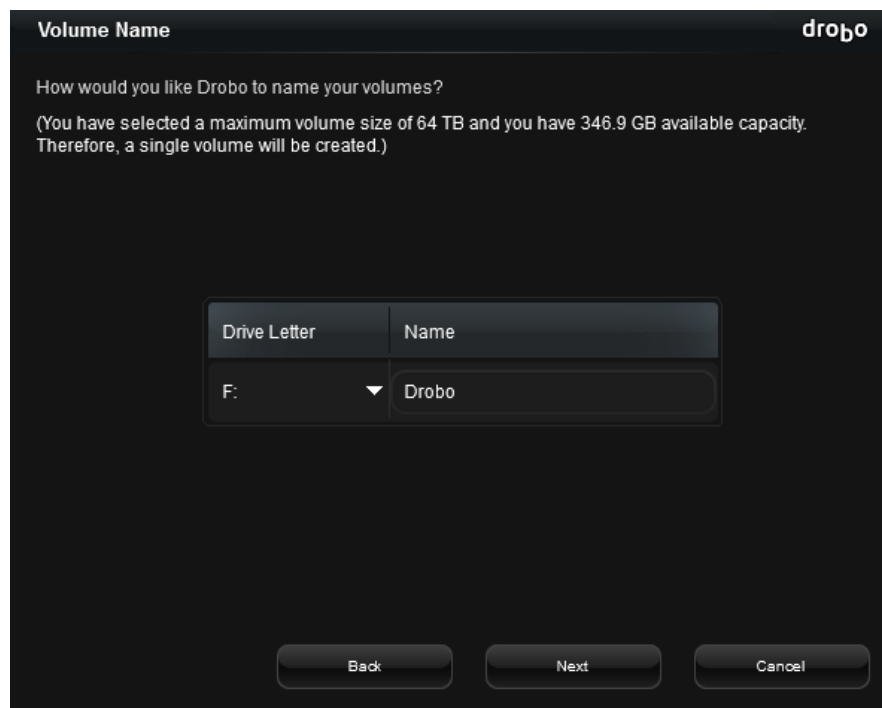
5. If applicable, from the **Drive Letter** drop-down list, select the drive letter to assign to the volume.

6. In the **Name** text box, modify the default name for the volume as you like.

💡 **Tip:**

🔖 We recommend using the word "volume" in the name so as not to confuse the volume name with your Drobo device's name.

7. Click the **Next** button. The **Confirm Format** page opens.
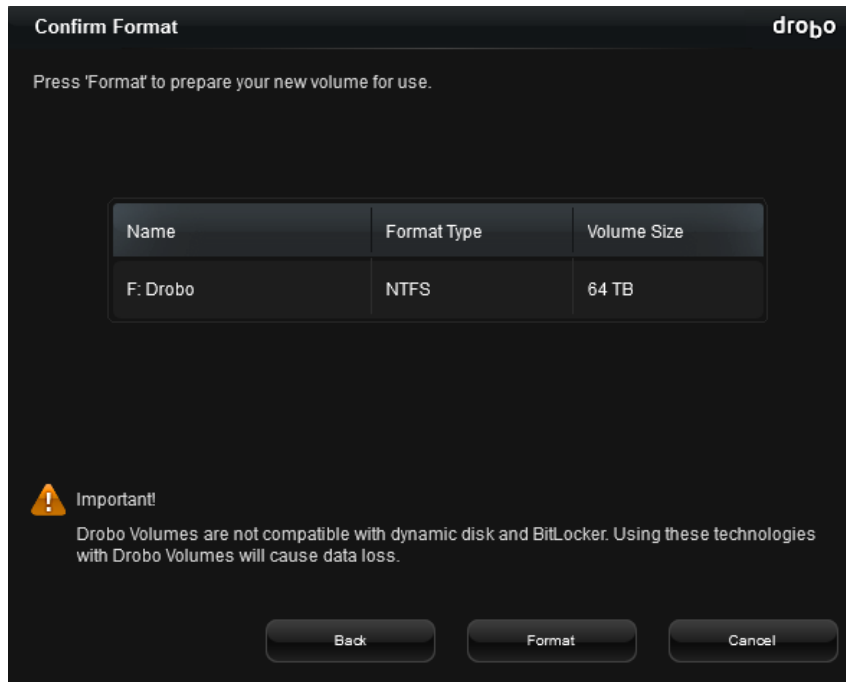
8. Click the **Format** button. A message appears, informing you that it can take up to five minutes to format your drives, and that this may require rebooting your Drobo device. Afterwards, the **Format** dialog box opens.
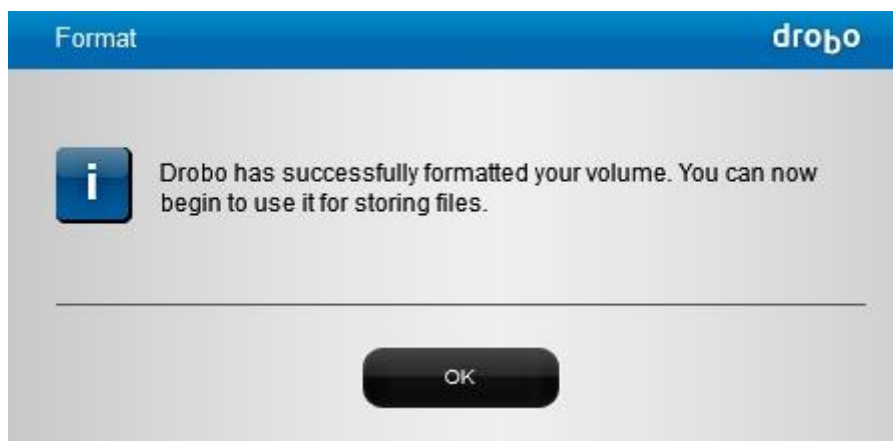
9. Click the **OK** button. The volumes page of Drobo 5D3 will appear.

![Notes icon] **Notes:**

![tag icon] Drobo Dashboard automatically assigns "Drobo" as the default name for your Drobo device, which you can rename later.

![tag icon] To use the Drobo's Dual Disk Redundancy feature, you will have to enable the **Dual Disk Redundancy** checkbox in the **General Settings** page.

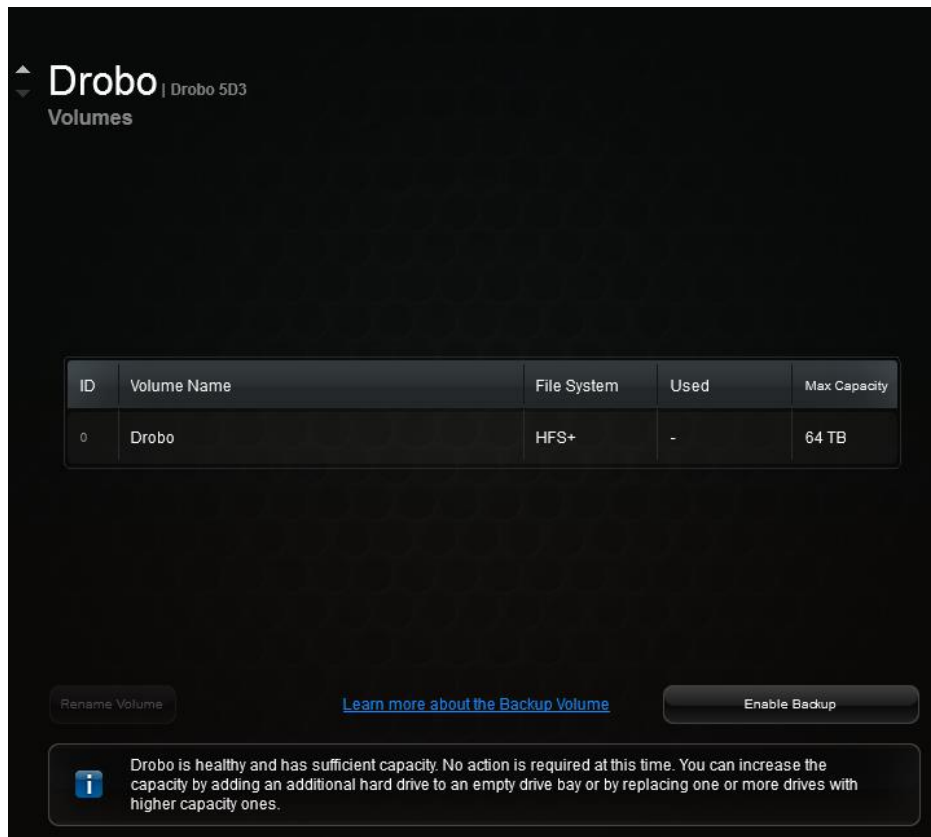For more information see Enabling or Disabling Dual Disk Redundancy

Next in the Setup for Your Drobo 5D3

▶ Where to Go Next

▶ Return to Setting Up Your Drobo 5D3

3.7 Registering Your Drobo 5D3

If you did not register your Drobo device during initial setup, you can register the device from your Drobo Dashboard.

![Note icon] **Note:**

🏷 You will need to be connected to the Internet to perform this action.

To register your Drobo 5D3 follow the steps shown below:

1. Open the Drobo Dashboard and from the **All Drobos** page, click the Drobo device you need to register.

2. Then, click the **Help and Support** option in the **Navigation** menu. This opens the **Help and Support** page for that Drobo device.

3. From the **Drobo Registration** area, click on the **Register my Drobo devices** link to open the **Registration** page.

Welcome to the world of Drobo...

Please take a couple of minutes to register your Drobo. This will enable us to help you in case you ever need assistance.

Note: You have to have a Drobo account first to register. If you do not, please use the link below to create one.

Create a new Drobo Account

⦿ Register new Drobo with my Drobo account.

Username [|]

Password [ ]   Forgot username or password

◯ Skip this step for now (you can register your Drobo at any time from the Help and Support section.)

[Next]   [Cancel]

4. Then, do one of the following:

● If you do not have a Drobo account, click the **Create a new Drobo account** link. A one-page form opens in your web browser. Fill this in and click **Create Account**. Then return to the Registration page to log into your account.

● If you already have a Drobo account, select the **Register new Drobo with my Drobo account** option, and then enter your Drobo username and password. You can click the **Forgot username or password** link if needed. Continue with step 5.

5. Click the **Next** button. The connected Drobo devices, and their serial numbers will appear.

6. Select the Drobo device you would like to register. Enter its purchase date and select the region from where you purchased it.

Tip:

> 🏷 You can click the **Skip this step for now** check box at any time.

7. Once done, click the **Register Drobo** button.

8. The next page shows with a check mark that your product has been registered.

Note:

> 🏷 You can purchase a **DroboCare** license by clicking on the **Buy additional license** link. You will be redirected to the DroboCare page.

9. Repeat steps 5 and 6 to register additional Drobo devices.

10. When finished, click the **Done** button. You will return to the **Help and Support** page.

3.8 Migrating a Disk Pack from Another Drobo Device

The Drobo 5D3 supports migrating entire disk packs from Drobo 5C, Drobo Gen3, Drobo 5D and Drobo S, preserving all the data and volumes you had created. You can also migrate disk packs from one Drobo 5D3 to another.

Note:

A disk pack functions as a unit. When you migrate a disk pack, you move ALL the drives from one Drobo device to another. Only after migration of the disk pack is complete can you add additional drives to the new Drobo device, one at a time, if desired.

If you are migrating the disk pack from a Drobo 5C, Drobo Gen3, Drobo 5D or Drobo S to a Drobo 5D3, note that this is a one-way migration. After the migration, you will not be able to use the disk pack in the Drobo 5C, Drobo Gen3, Drobo 5D or Drobo S.

For information on migration of disk pack see Migrating Your Disk between Drobo Products

Warning:

Do not migrate drives when either of the Drobo device is powered on. This can result in data loss.

To ensure a safe and successful migration, carefully follow the steps below.

1. Ensure that the latest version of Drobo Dashboard is installed on a host computer. See Installing Drobo Dashboard.

2. Ensure that both the devices are updated to the latest version of firmware by "checking for updates" in Drobo Dashboard.

   To do this:

   - Ensure you have set up your Drobo 5D3 (but without inserting drives) and connected it to your host computer.

   - Ensure that your Drobo 5C, Drobo Gen3, Drobo 5D or Drobo S (with its drives) is still connected to the host computer.

   - In Drobo Dashboard, on the **All Drobos** page, select the Drobo 5C, Drobo Gen3, Drobo 5D or Drobo S, and then click the **Tools** option on the **Navigation** menu.

   - In the **Software Updates** area of the **Tools** page, click the **Check for Updates** option.

- If needed, follow the same steps to ensure the Drobo 5D3 has the latest firmware.

To migrate a disk pack from another Drobo device to Drobo 5D3:

1. Safely shut down the Drobo 5C, Drobo Gen3, Drobo 5D or Drobo S and the Drobo 5D3. For steps, see Safely Shutting Down Your Drobo 5D3

2. Remove ALL drives from the Drobo 5C, Drobo Gen3, Drobo 5D or Drobo S and insert ALL drives into the Drobo 5D3.

3. Turn the Drobo 5D3 back on by pressing its power toggle button.

4. The Drobo 5D3 may take a few minutes to boot up. When finished, all the data and volumes will be available on the Drobo 5D3 as it was on the Drobo 5C, Drobo Gen3, Drobo 5D or Drobo S.

Note:

You can also follow the above steps to migrate a disk pack from one Drobo 5D3 to another Drobo 5D3.

3.9 Using Drobo 5D3 with Time Machine or Backup Software

Drobo 5D3 introduces the ability to create a dedicated backup volume for use with OS X Time Machine, Windows Backup and Restore, or other backup software. The backup volume is compatible with encrypted backup options. This article will show you how to set it up.

Creating a backup volume

These steps will create a fixed-size backup volume that will appear as a new disk, separate from your main Drobo volume. Having this dedicated, fixed-size backup volume will prevent backup software from filling your main Drobo volume with daily backups.

Follow these steps:

1. Open the **Drobo Dashboard** and wait for your Drobo 5D3 to appear in the **All Drobos** page.

2. Double-click the image of your Drobo 5D3.

3. Then, click **Volumes** from the menu. Volume details of the selected Drobo will appear.

4. Click the **Enable Backup** button.
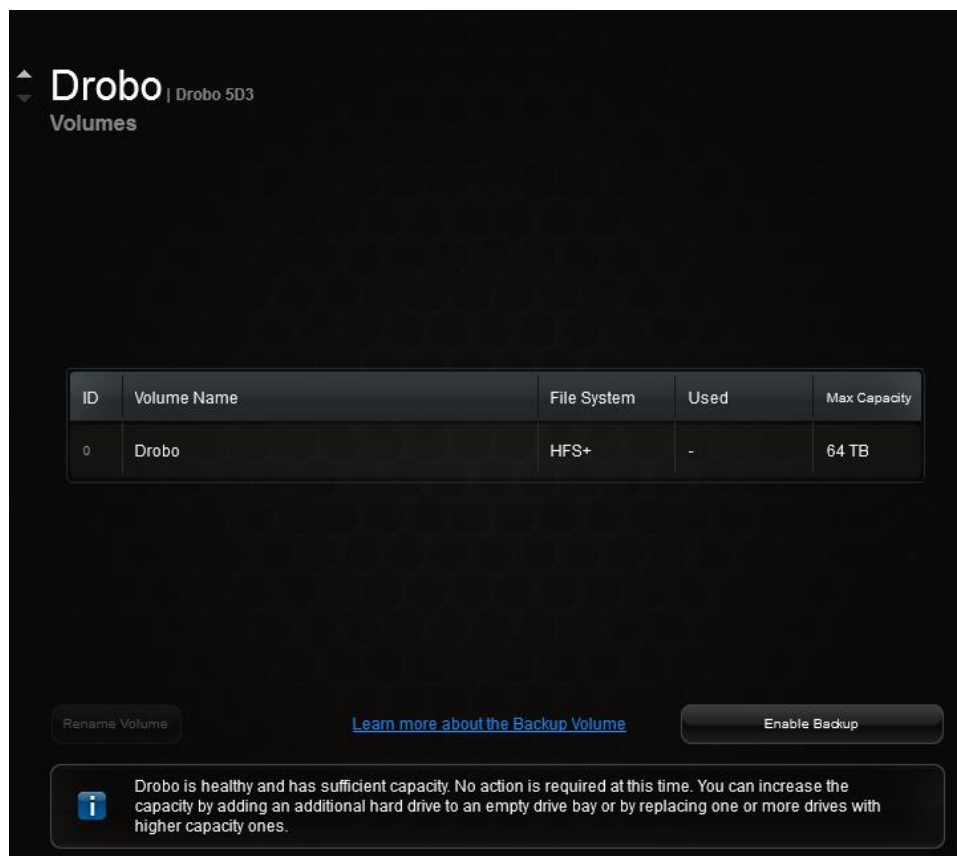
5. Enter a name for your backup volume and the desired size (GB).
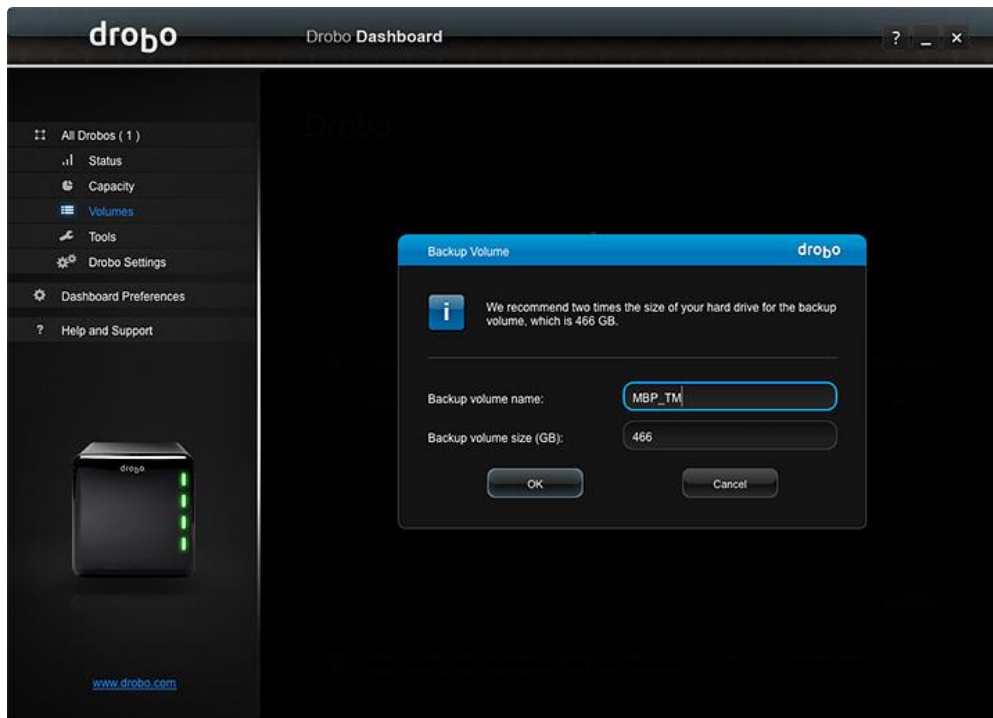
6. Click the OK button.

7. When you see the "Confirm Restart" dialog, take a moment to stop any activity on the Drobo 5D3, because it must restart. When you are ready, click **Yes** to continue.

8. Wait until you receive the message that "Volume management changes have been made successfully," then click the **OK** button.

9. Now you will see the backup volume you created listed under **Volumes**. You may now close the Drobo Dashboard.

10. To finish the process, open the settings for your third-party backup software, such as Time Machine, and select the backup volume that you created as the destination volume.
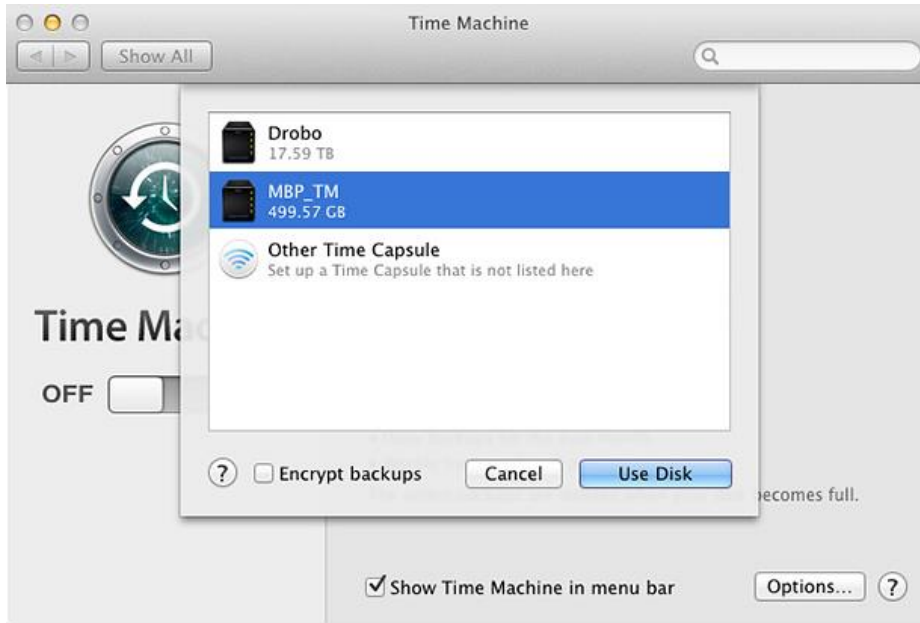
4 Where To Go Next

After you have set up your Drobo 5D3, you are ready to store and back up data onto it. Next steps include the following. Click on a topic below to learn more.

▶ [Using Best Practices for Data Protection](#)

▶ [Keeping Drobo Dashboard and Drobo 5D3's Firmware Up to Date](#)

▶ [Using the Online User Guide](#)

▶ [Using Context-Sensitive Help](#)

▶ [Using Knowledge Base](#)

▶ [Registering Your Drobo 5D3](#)

▶ [Getting Technical Support](#)

4.1 Using Best Practices for Protecting Data

Although your Drobo 5D3 provides redundancy and automatically protects your data against a drive failure, it should only be one part of an overall digital asset management strategy.

To better safeguard your valuable data, we strongly encourage you to review our guide on best practices, which can be found at myproducts.drobo.com/article/AA-01861

Our guide offers strategies to protect data beyond drive failures. Following best practices will help maximize the safety of your data.

4.2 Keeping Your Software Up to Date

To ensure optimal performance, we highly recommend that you set your Drobo device to automatically check for software updates (you may have already done this during the

initial set up). This feature keeps both the Drobo Dashboard and your device's firmware
up to date.

You can also install updates from the Start 5D3 page. If you would like to install a
firmware update from the Drobo website, see Manually Updating Firmware from the
Website.

4.2.1 Checking for Software Updates

The following steps ensure that Drobo Dashboard and your Drobo device's firmware are
up to date.

1. In Drobo Dashboard, select the appropriate Drobo 5D3 device on the **All Drobos**
page.

2. Click the **Tools** option on the **Navigation** menu to open the **Tools** page.

3. In the **Software Updates** area of the **Tools** page, click the **Check for Updates** option.
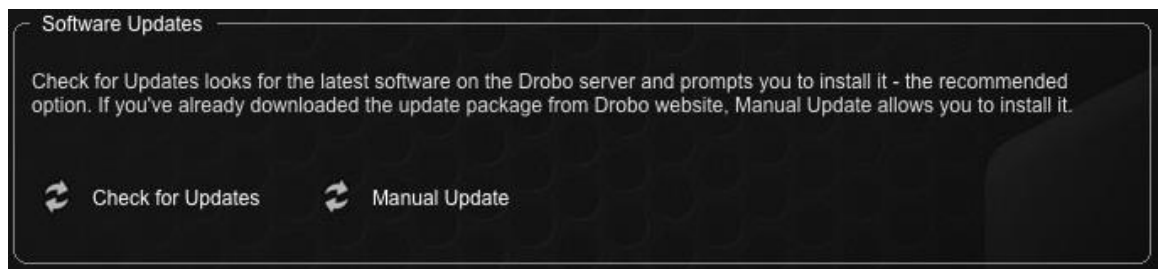

4. If a software update is available, a dialog box opens, asking if you would like to install
the update. Click the **Yes** button and follow the prompts to install the update.

4.3 Using the Online User Guide

After you have set up your Drobo 5D3, you are ready to use it to store and back up data.
To learn how to manage and use your Drobo 5D3, refer to the Online User Guide for
your product available at the Drobo 5D3 page.

You can also access the user guide from the Drobo Dashboard by clicking the **Help &
Support** option on the **Navigation** menu. This will lead to the **Help and Support**. page.

From here, click the **View Drobo User Guide** link to open the **Online User Guide** in a web browser.
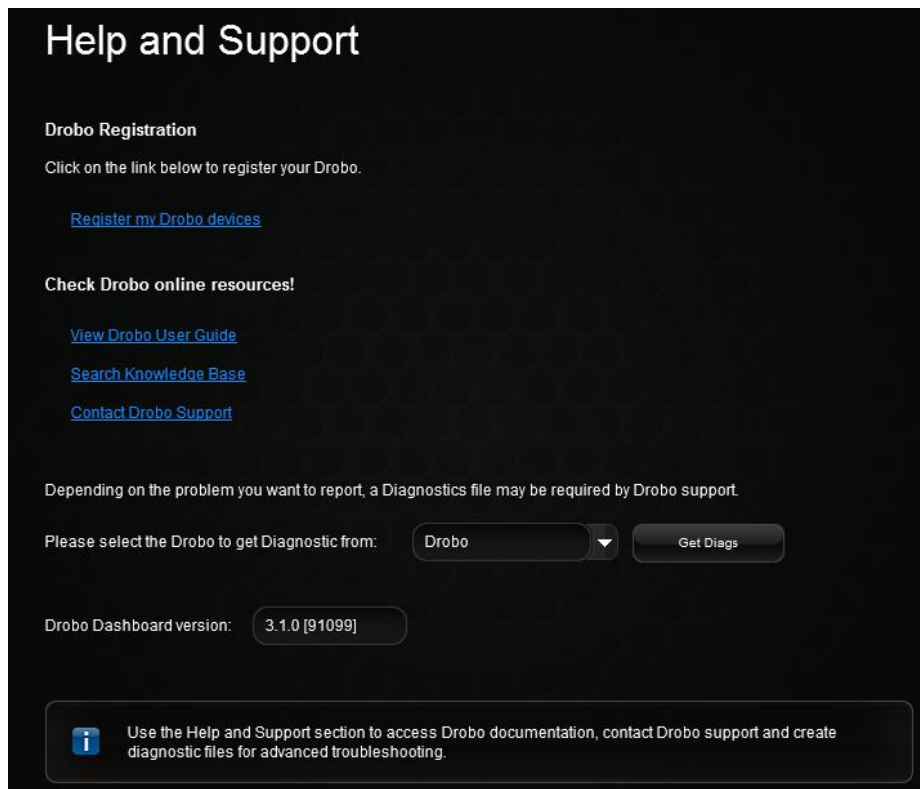
4.4 Using Context-Sensitive Help

On the top right corner of the Drobo Dashboard, you will find the **Help** button (?). Click this button to view the context-sensitive help. The **Help** window opens in your Internet browser providing information particular to the page from which you clicked for help.
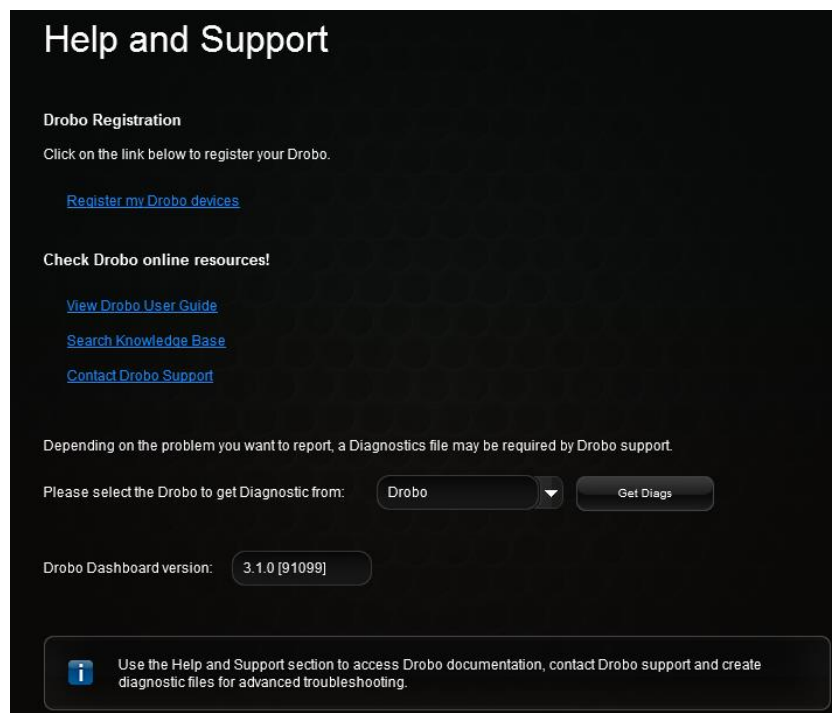
Topics:

▶ Using the Online User Guide

▶ Using Knowledge Base

▶ Getting Support

4.5 Using Knowledge Base

Our searchable knowledge base provides answers to almost any question related to your Drobo 5D3 that you cannot find in the Online User Guide.

To access our knowledge base, follow the steps below.

1. From the Drobo Dashboard, click the **Help and Support** option on the **Navigation** menu. This opens the **Help and Support** page.

2. Under the **Check Drobo online resources!** area, click the **Search Knowledge Base** link to open the **Drobo Knowledge Base** web page. From the page, you can search for topics related to you Drobo device.

![Note icon]**Note:**

🏷️ You can access our knowledge base at Drobo Support page.
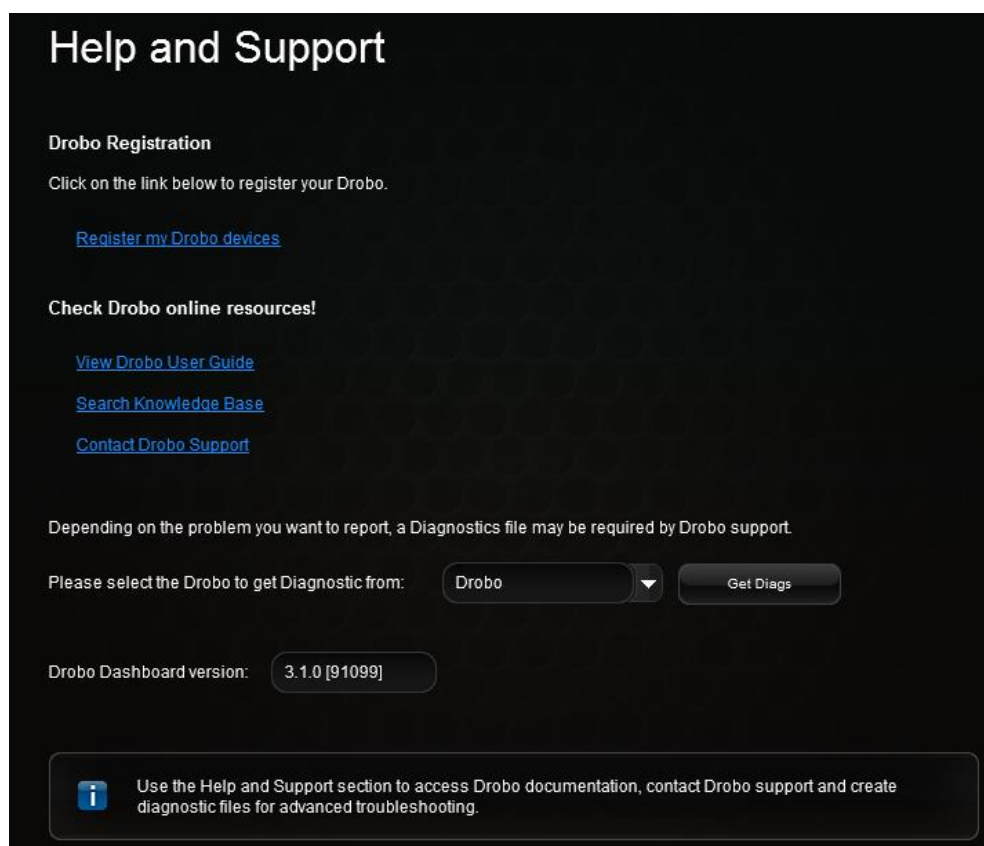
4.6 Registering Your Drobo 5D3

If you did not register your Drobo device during initial setup, you can register the device from your Drobo Dashboard.

Note:

You will need to be connected to the Internet to perform this action.

To register your Drobo 5D3 follow the steps shown below:

1. Open the Drobo Dashboard and from the **All Drobos** page, click the Drobo device you need to register.

2. Then, click the **Help and Support** option in the **Navigation** menu. This opens the **Help and Support** page for that Drobo device.

3. From the **Drobo Registration** area, click on the **Register my Drobo devices** link to open the **Registration** page.

4. Then, do one of the following:

- If you do not have a Drobo account, click the **Create a new Drobo account** link. A one-page form opens in your web browser. Fill this in and click **Create Account**. Then return to the Registration page to log into your account.

- If you already have a Drobo account, select the **Register new Drobo with my Drobo account** option, and then enter your Drobo username and password. You can click the **Forgot username or password** link if needed. Continue with step 5.

5. Click the **Next** button. The connected Drobo devices, and their serial numbers will appear.

6. Select the Drobo device you would like to register. Enter its purchase date and select the region from where you purchased it.

💡 **Tip:**

🏷️ You can click the **Skip this step for now** check box at any time.

7. Once done, click the **Register Drobo** button.

8. The next page shows with a check mark that your product has been registered.

📝 **Note:**

🏷️ You can purchase a **DroboCare** license by clicking on the **Buy additional license** link. You will be redirected to the DroboCare page.

9. Repeat steps 5 and 6 to register additional Drobo devices.

10. When finished, click the **Done** button. You will return to the **Help and Support** page.

4.7 Getting Support

To get support, first be sure to register your product at www.drobo.com/registration, if you have not already done so. You can then go to www.drobo.com/support for details on how to contact support.

You can also find support in Drobo Dashboard.

In Drobo Dashboard on the **All Drobos** page, select the Drobo device for which you need to get support, and then click the **Help and Support** option on the **Navigation** menu.

The **Help and Support** page opens and allows you to register your Drobo, access the online user guide and knowledge base, contact the Drobo support team and create a diagnostics file.

You can also obtain additional hardware and phone support by purchasing **DroboCare**. The DroboCare™ support program extends your peace of mind beyond the standard warranty term and phone support that is included with your Drobo product purchase. To learn more about DroboCare visit: www.drobo.com/drobocare.

5 Using and Managing Your Drobo 5D3

Once you have set up your Drobo device, you are ready to use and manage it.

Topics:

▶ Using Drobo Dashboard

▶ Renaming Your Drobo 5D3

▶ Formatting Your Drobo 5D3

▶ Safely Shutting Down Your Drobo 5D3

▶ Resetting Your Drobo 5D3 (erasing all data on the drives)

▶ Blinking Lights to Test Connectivity

▶   Enabling or Disabling the System Tray

5.1 Using Drobo Dashboard

Drobo Dashboard is the software companion of your Drobo 5D3, enabling you to easily set up, manage and use your Drobo device.

5.1.1 Keeping Your Software Up to Date

To ensure optimal performance, we highly recommend that you set your Drobo device to automatically check for software updates (you may have already done this during the initial set up). This feature keeps both the Drobo Dashboard and your device's firmware up to date.

You can also install updates from the Start 5D3 page. If you would like to install a firmware update from the Drobo website, see Manually Updating Firmware from the Website.

Next steps:

▶ Checking for Software Updates

▶ Manually Updating Firmware from the Website

5.1.1.1   Checking for Software Updates

The following steps ensure that Drobo Dashboard and your Drobo device's firmware are up to date.

1. In Drobo Dashboard, select the appropriate Drobo 5D3 device on the **All Drobos** page.

2. Click the **Tools** option on the **Navigation** menu to open the **Tools** page.

3. In the **Software Updates** area of the **Tools** page, click the **Check for Updates** option.
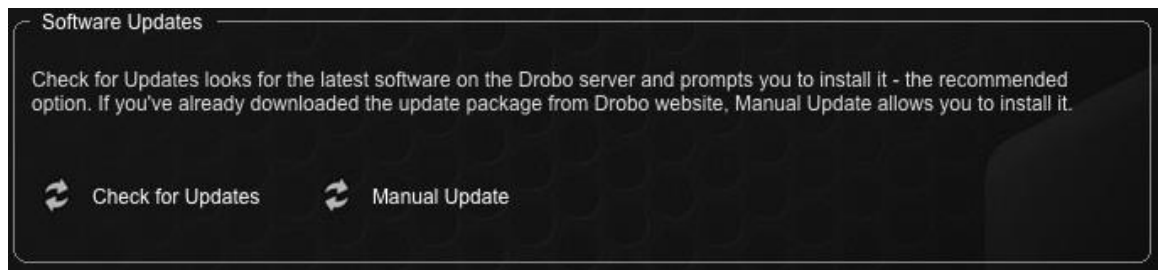
4. If a software update is available, a dialog box opens, asking if you would like to install the update. Click the **Yes** button and follow the prompts to install the update.

5.1.2   Manually Updating Firmware from Drobo Website

To manually update the firmware from the website, take the following steps.

1. Launch the Drobo Dashboard and select Drobo 5D3 from the **All Drobos** page. Also, if applicable, log in to this Drobo device.

2. Click the **Tools** option on the **Navigation** menu for the selected Drobo device to open the **Tools** page.

3. From the **Software Updates** area, click the **Manual Update** option.
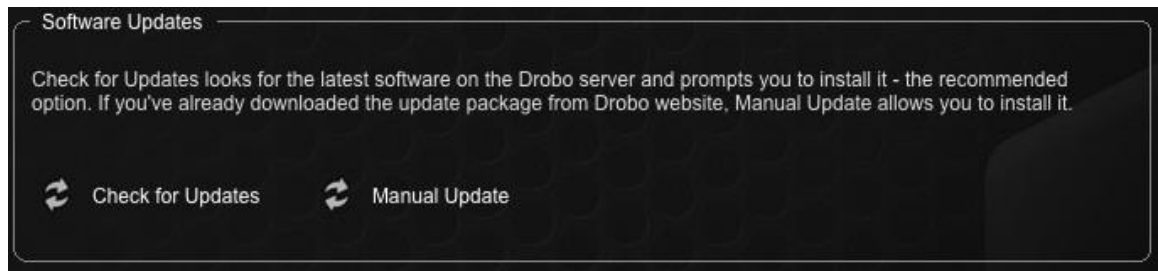
4. A warning message opens, asking you to complete or stop any data transfers.
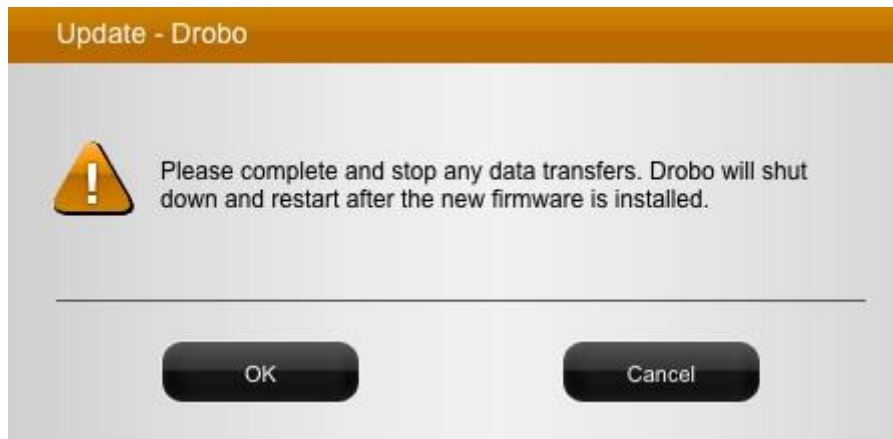
5. Ensure that the Drobo device is not actively transferring data (blinking yellow and green), and then click the **OK** button. A dialog box opens, asking you to locate the zip file on your computer.

6. Please do so and then click the **Open** or **OK** button.

7. Drobo installs the firmware. When finished, a message opens, asking you to reboot your Drobo device to complete the installation.

8. Click the **Yes** button. Drobo shuts down and restarts after the new firmware is installed.

5.1.3   Touring Drobo Dashboard

In this topic, the two main areas of Drobo Dashboard are defined for the Drobo 5D3: the **All Drobos** page and the **Navigation** menu.

All Drobos Page

When you first open the Drobo Dashboard, by default, the **All Drobos** page appears displaying all Drobo devices connected to your computer and/or network.

View

● The **View** buttons ⬚⬚ ▬ in the upper-right corner of the page enable you to view your Drobo devices in one of the two following ways:

● **View by Icon**– This button provides a view of the connected Drobo devices displaying each device as an icon. The selected Drobo device is highlighted with a green border.

● **View as List** – This button provides a view of your Drobo devices in table format. Information in the list includes total protected capacity available for data, used capacity, free capacity, your device's serial number and whether you are currently logged in or out (if applicable). The currently selected Drobo device has a blue border.
For more information on understanding capacity values, see Checking Storage Usage.

You can click on a button to change the view. In both views, Drobo devices appear with green glowing lights if they are healthy.

Sort By

The **Sort By** buttons enable you to sort your Drobo devices in one of the following ways:

● **Health** – This button sorts Drobo devices by their health, with Drobo devices in red displayed first, followed by yellow, and then green. This is the default view.

  ● **Red** - indicates the Drobo device is 95% full and you need to add capacity (or drives), or a drive needs to be replaced, or your data is currently busy working to protect your data right now. Flashing red indicates that one of the drives needs to be replaced immediately.

  ● **Yellow** - indicates the Drobo device is more than 85% full, but less than 95% full.

  ● **Green** - indicates that the Drobo device is less than 85% full and that your data is protected.

● **Name** – This button sorts Drobo devices alphabetically by the names you gave them, with Drobo devices which are directly attached listed first.

● **Product** – This button sorts Drobo devices alphabetically by their model numbers or product names, with Drobo devices which are directly attached listed first.

To select a Drobo device, just click on it once on the **All Drobos** page. All subsequent commands in Drobo Dashboard (found on the **Navigation** menu on the left), will apply to the selected device.

 Tip:

 You can double-click on a Drobo device on the **All Drobos** page to open the **Status** page for that device.

Navigation Menu

The **Navigation** menu appears on the left side of the screen. Options and commands in this menu apply to the currently selected Drobo device. (You can select a Drobo device on the **All Drobos** page.)
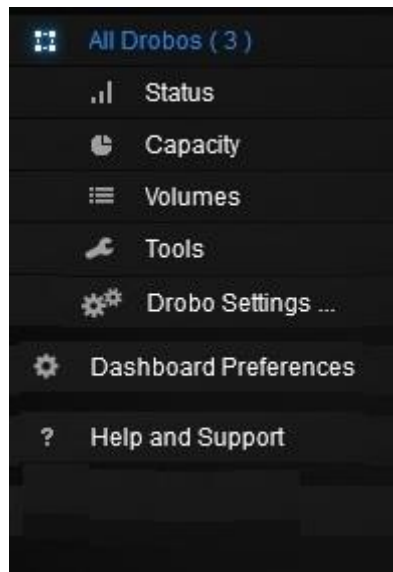
Menu options include the following:

● **All Drobos (#)**, where # is the number of Drobo devices you have connected – Opens the **All Drobos** page.

● **Status** – Opens the **Status** page, where you can view a variety of status information for the selected Drobo device, such as drive information, device serial number and more.

● **Capacity** – Opens the **Capacity** page, where you can view how your Drobo device's storage capacity is being used.

● **Volumes** – Opens the **Volumes** page, which enables you to view and manage volumes for your Drobo device.

● **Tools** – Opens the **Tools** page, which provides access to special tools, such as those to restart your Drobo device or check for software updates.

● **Drobo Settings** – Opens a sub-menu with the option to modify various types of settings, such as **General**, **Admin** and **Network**.

Note:

🏷 Not all Drobo devices include all of these options.

● **Dashboard Preferences** – Opens the **Dashboard Preferences** page, which enables you to modify Dashboard settings, such as those for automatic software updates and e-

mail settings. (E-mail settings enable you to receive e-mail alerts on the status of your Drobo devices).

● **Help and Support** – Opens the **Help and Support** page, which provides access to various forms of help, including the Online User Guide and the Drobo knowledge base.

💡 **Tip:**

🏷 For **Status**, **Capacity**, **Volumes** and **Tools** pages, you can view the same information for other connected Drobo devices (if applicable) by clicking the up or down arrow key that displays to the left of the Drobo device name, which is in the upper-left corner of the page. For example, see the arrows in the following image:

5.2 Renaming Your Drobo 5D3

To rename your Drobo 5D3:

1. Open the Drobo Dashboard and select the Drobo device that you would like to rename from the **All Drobos** page.

2. Click the **Tools** option on the **Navigation** menu. The **Tools** page for that Drobo device opens.

3. In the **Drobo Operations** area, click the **Rename Drobo** option. The **Rename Drobo** dialog page opens.
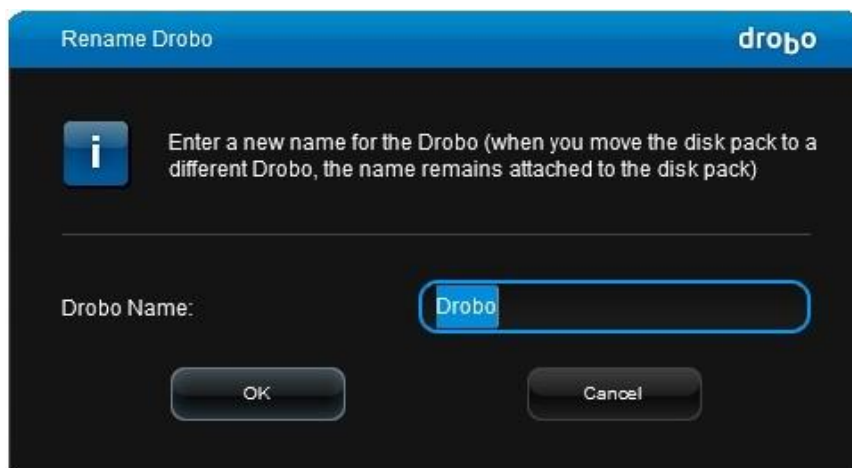
4. Click in the **Drobo Name** text box and modify the text as desired.

5. When finished, click the **OK** button. You will return to the **Tools** page with the new name displayed on the top.

5.3 Formatting Your Drobo 5D3

When you first set up your Drobo 5D3, you are soon prompted to format the drives in your device. (See Formatting Drives for Your Drobo 5D3).You may choose to re-format the drives at anytime thereafter.

 Warning:

Any data on the drives will be lost when you re-format. Be sure to move the data to another location first.

Follow these steps to format your Drobo 5D3:

1. In Drobo Dashboard on the **All Drobos** page, select the Drobo device that you would like to format.

2. Click the **Tools** option from the **Navigation** menu. The **Tools** page for that Drobo device opens.

Drobo | Drobo 5D3
Tools

Drobo Operations
Click a button below to send an action to Drobo.

Turn Blink Lights ON   AI Rename Drobo   ● Format   ⏻ Shutdown

Drobo Reset
Click below to reset this Drobo.

⚠ Drobo Reset

Software Updates
Check for Updates looks for the latest software on the Drobo server and prompts you to install it - the recommended option. If you've already downloaded the update package from Drobo website, Manual Update allows you to install it.

⇄ Check for Updates   ⇄ Manual Update

ℹ Drobo is healthy and has sufficient capacity.

3. In the **Drobo Operations** area, click the **Format** option. A dialog box opens, warning that your data on the drives will be lost and asking if you would like to continue.

4. Click the **Yes** button to continue. The **Format Type** page opens. Depending on your operating system the page displays with different options.

This is the **Format Type** page for Drobo 5D3 in Windows
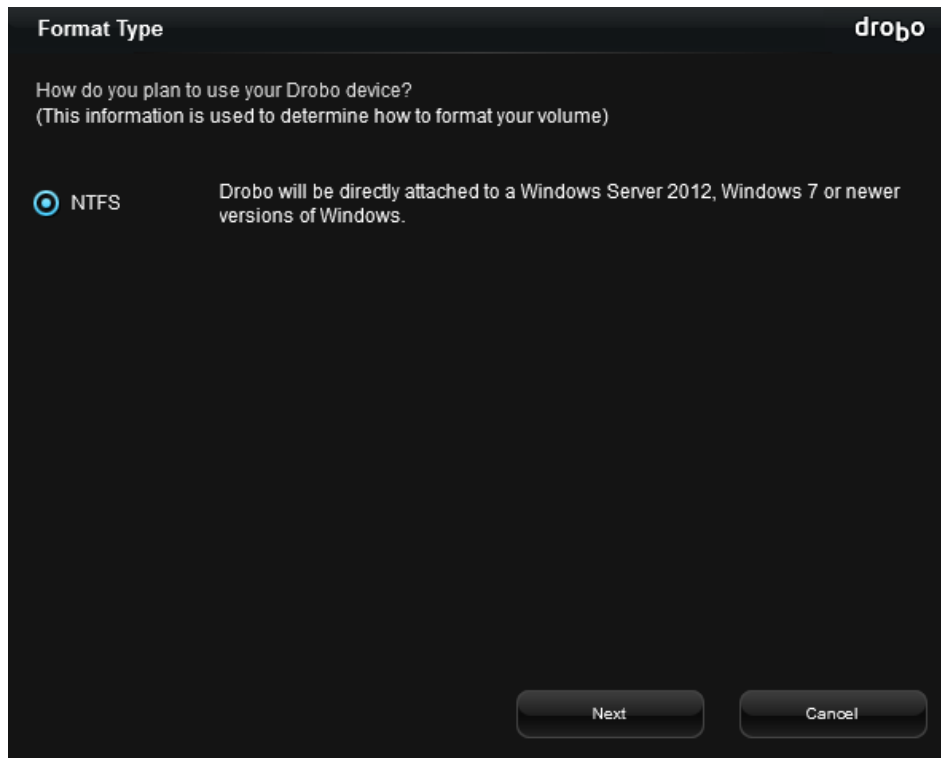
This is the **Format Type** page for Drobo 5D3 for Macintosh
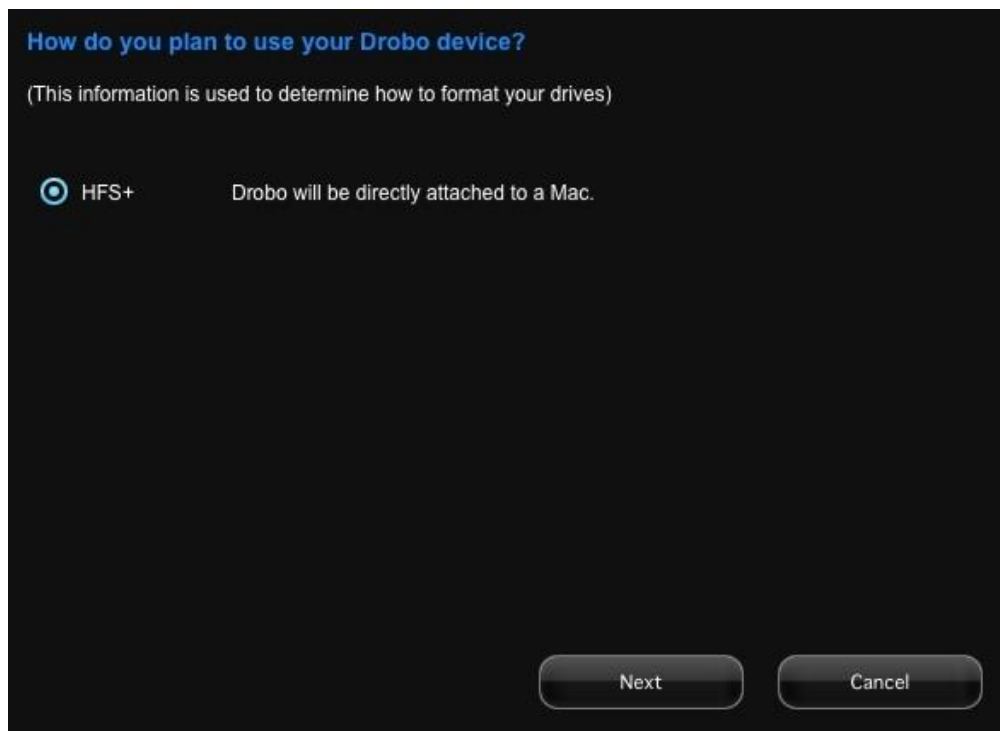
5. Select the appropriate file format for your operating system and click the **Next** button. The **Volume Name** page opens.
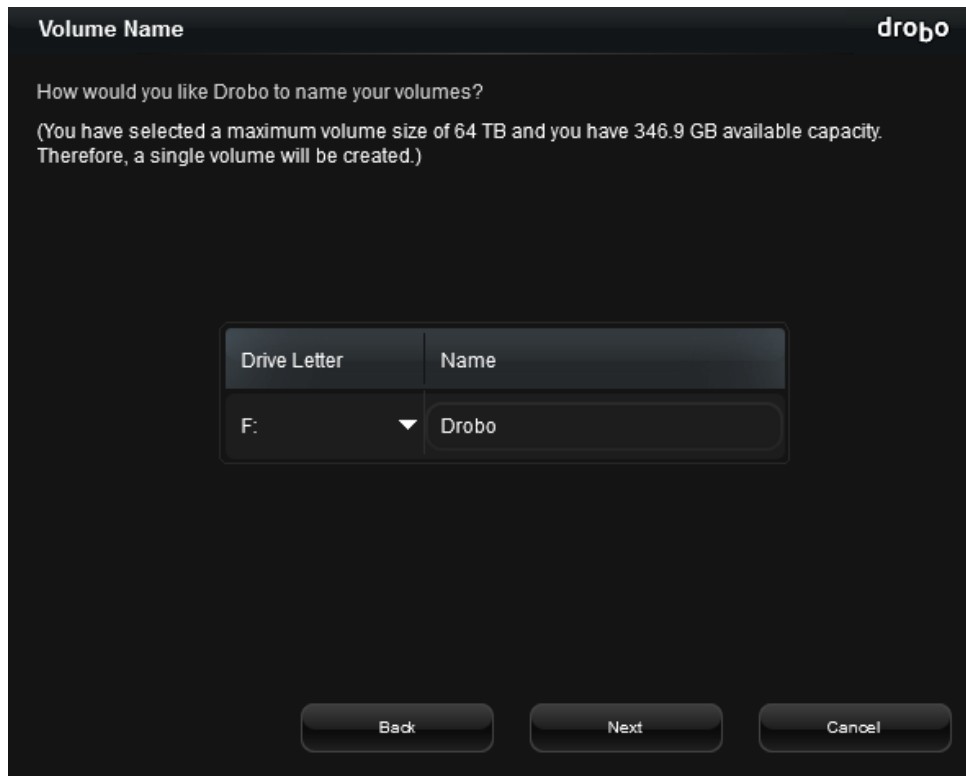
6. If applicable, from the **Drive Letter** drop-down list, select the drive letter to assign to the volume.

7. In the **Name** text box, modify the default name for the volume as you like.

💡**Tip:**

🏷 We recommend using the word "volume" in the name so as to not confuse the volume name with your Drobo device's name.

8. Click the **Next** button. The **Confirm Format** page opens.
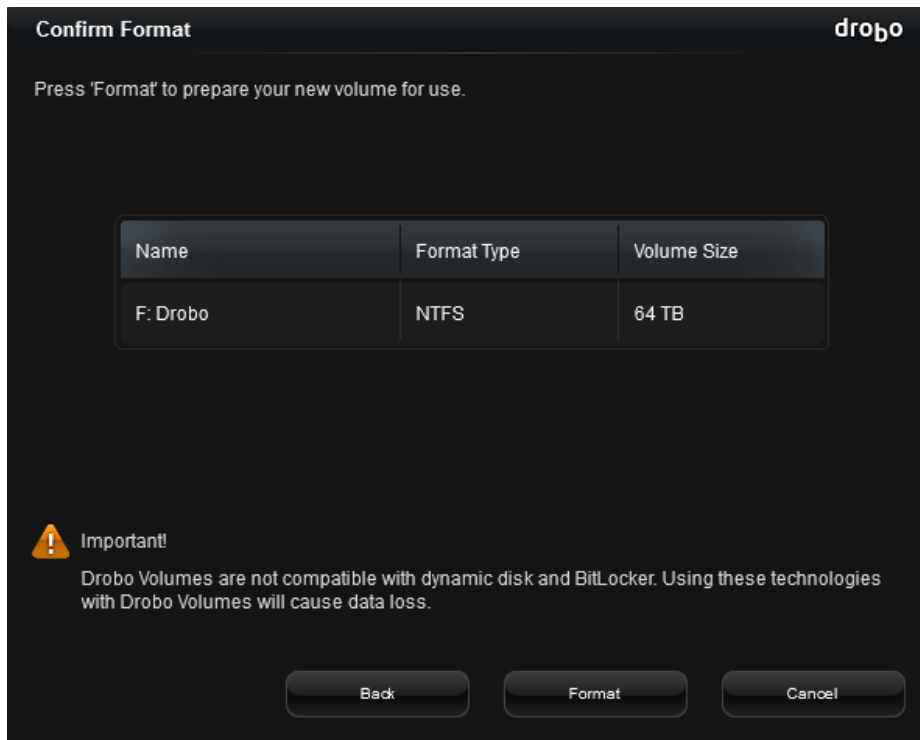
9. Click the **Format** button. A message opens, informing you that it can take up to five minutes to format your drives, and that this may require rebooting your Drobo device. Afterwards, the **Format** dialog box opens.
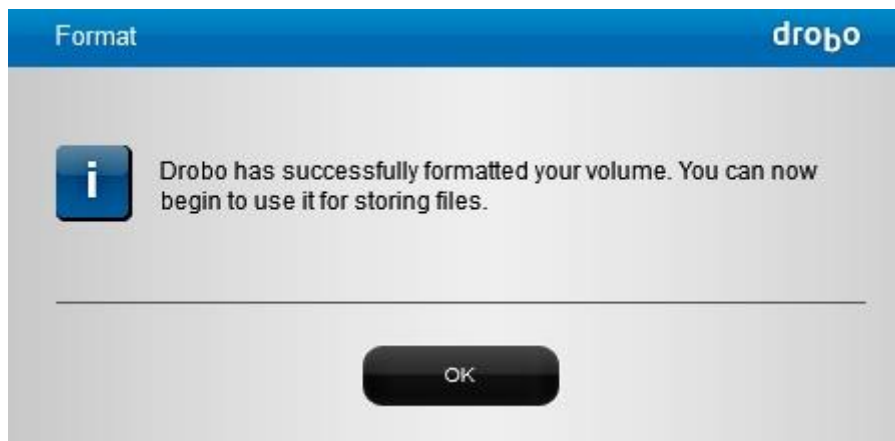
10. Click the **OK** button. Your Drobo device displays on the **Tools** page in Drobo Dashboard.

5.4 Safely Shutting Down Your Drobo 5D3

If you plan to shut down your Drobo 5D3 for any reason, it is very important that you always do so safely. **Improper Drobo device shutdowns may cause file corruption and/or data loss**.

It is a good idea to shut down your Drobo device before any of the following situations:

- You are not going to be using your Drobo 5D3 for an extended period

- You are going to disconnect the cable(s) or power cord

- You want to move your Drobo to another location

- You are going to remove the entire disk pack

- You are going to apply operating system updates

5.4.1 Safely Shutting Down Your Drobo 5D3 Using Drobo Dashboard

This is the recommended method for safely shutting down your Drobo device.

To safely shutdown your Drobo device:

1. Check that the activity light on your Drobo device is off, indicating that no data is actively being transferred to or from your Drobo device.
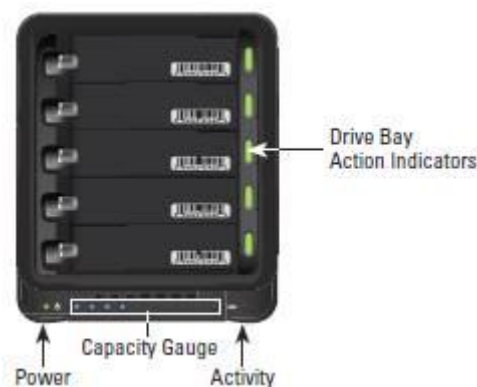
Note:

If data is actively being transferred, the activity light will be blinking green.

2. Also check to ensure the drive bay action indicator lights are not blinking alternately between yellow and green. This indicates that your Drobo device is busy working to protect your data. Wait until these lights are a solid green.

📝**Note:**

> 🏷 If one or more drive bay lights are red, you need to add capacity or replace the current drive (see Understanding the Indicator Lights). However, you can still safely shut down your Drobo 5D3.

3. In the Drobo Dashboard, select the Drobo 5D3 that you would like to shut down from the **All Drobos** page, and click the **Tools** option on the **Navigation** menu. The **Tools** page opens.
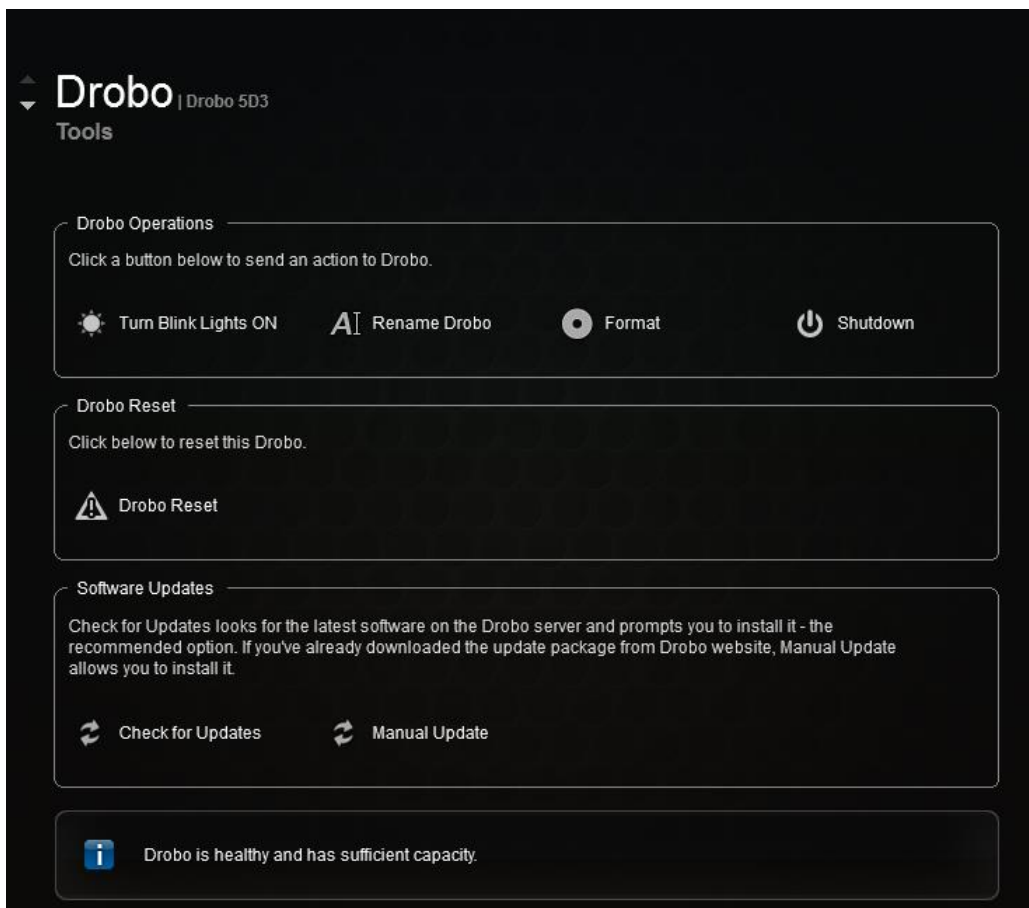
4. In the **Drobo Operations** area, select the **Shutdown** option. A message box opens, asking you to confirm the shutdown.

5. Click the **Yes** button.

6. It can take up to two minutes for your Drobo 5D3 to power down. Afterwards, the power light turns off, indicating your Drobo device has shut down.

5.5 Resetting Your Drobo 5D3

You can reset your Drobo device back to its factory defaults.

Warning:

🏷 Resetting your Drobo device erases all the data on the drives.

To reset your Drobo 5D3:

1. Open the Drobo Dashboard and select the appropriate Drobo device from the **All Drobos** page.

2. From the **Navigation** menu, click the **Tools** option. This opens the **Tools** page for that Drobo device.

3. In the **Drobo Reset** area, click the **Drobo Reset** option. The **Confirm Erase** dialog page opens.
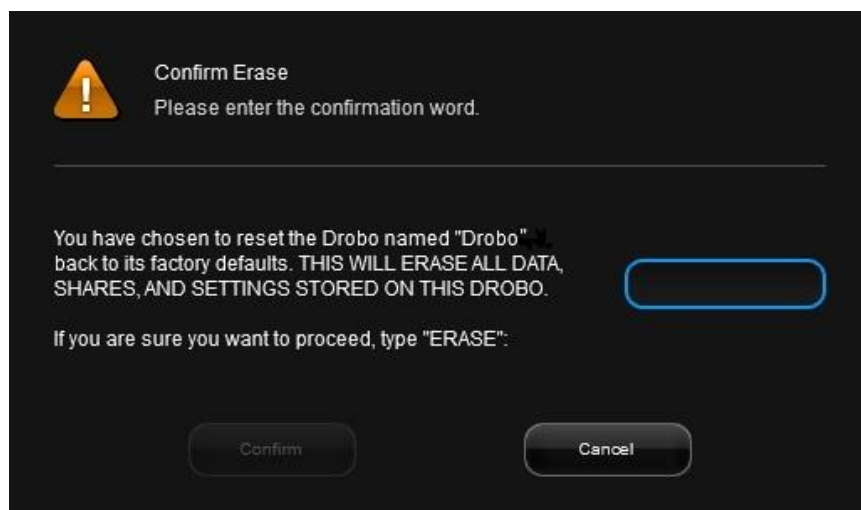
4. If you are sure you would like to proceed, in the text box, type **ERASE** and click the **Confirm** button.

5. Your Drobo device gets reset to its factory settings, which can take a few minutes.

Once complete, this Drobo device will no longer appear in the Drobo Dashboard.

Note:

🏷 If the Drobo device remains powered on and connected to your host computer, the Drobo Dashboard will re-discover the Drobo device as if it were new.

5.6 Blinking Lights to Test Connectivity

A simple test to verify that your Drobo 5D3 is connected, directly or indirectly, to your host computer, is to use Drobo Dashboard to blink the lights on your Drobo device.

To make the lights blink:

1. From the **All Drobos** page, select the Drobo device whose connectivity you would like to check.

2. Click the **Tools** option on the **Navigation** menu. The **Tools** page for that Drobo device opens.
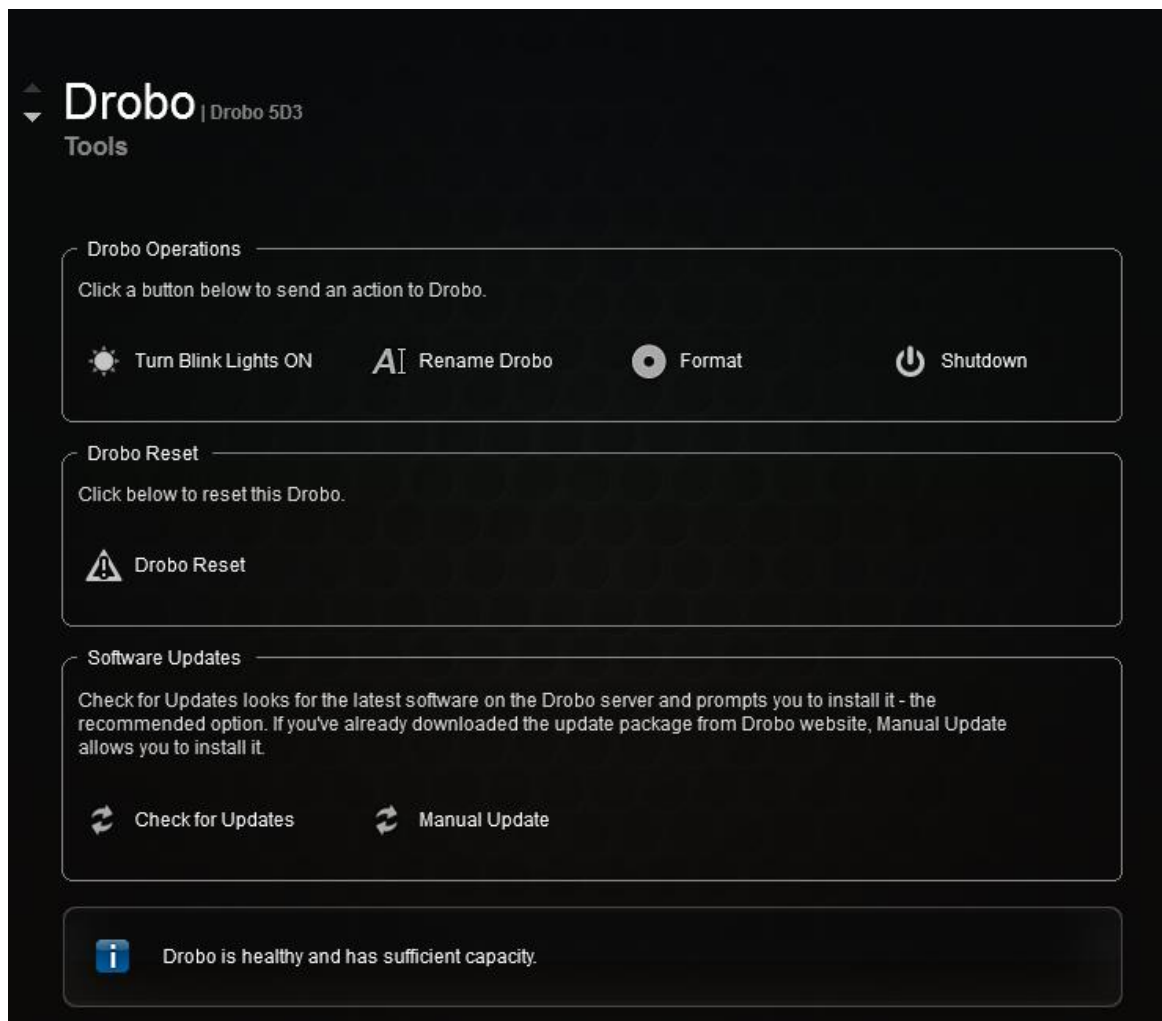
3. In the **Drobo Operations** area, click the **Turn Blink Lights ON** option.

4. The drive lights on your Drobo device blink red and green alternatively for 15 seconds.

5.7 Enabling or Disabling System Tray

By default, the Drobo icon appears in your system tray. When you right-click the Drobo icon, a short-cut menu opens, enabling you to:

● Launch Drobo Dashboard.

● Find out the version of Drobo Dashboard.

● Hide or show alerts for your Drobo device.

You can choose to disable the Drobo shortcut in the system tray and later enable it at any time. To enable/disable the system tray:

1. Open the Drobo Dashboard and click the **Dashboard Preferences** option on the **Navigation** menu. The **Dashboard Preferences** page opens.
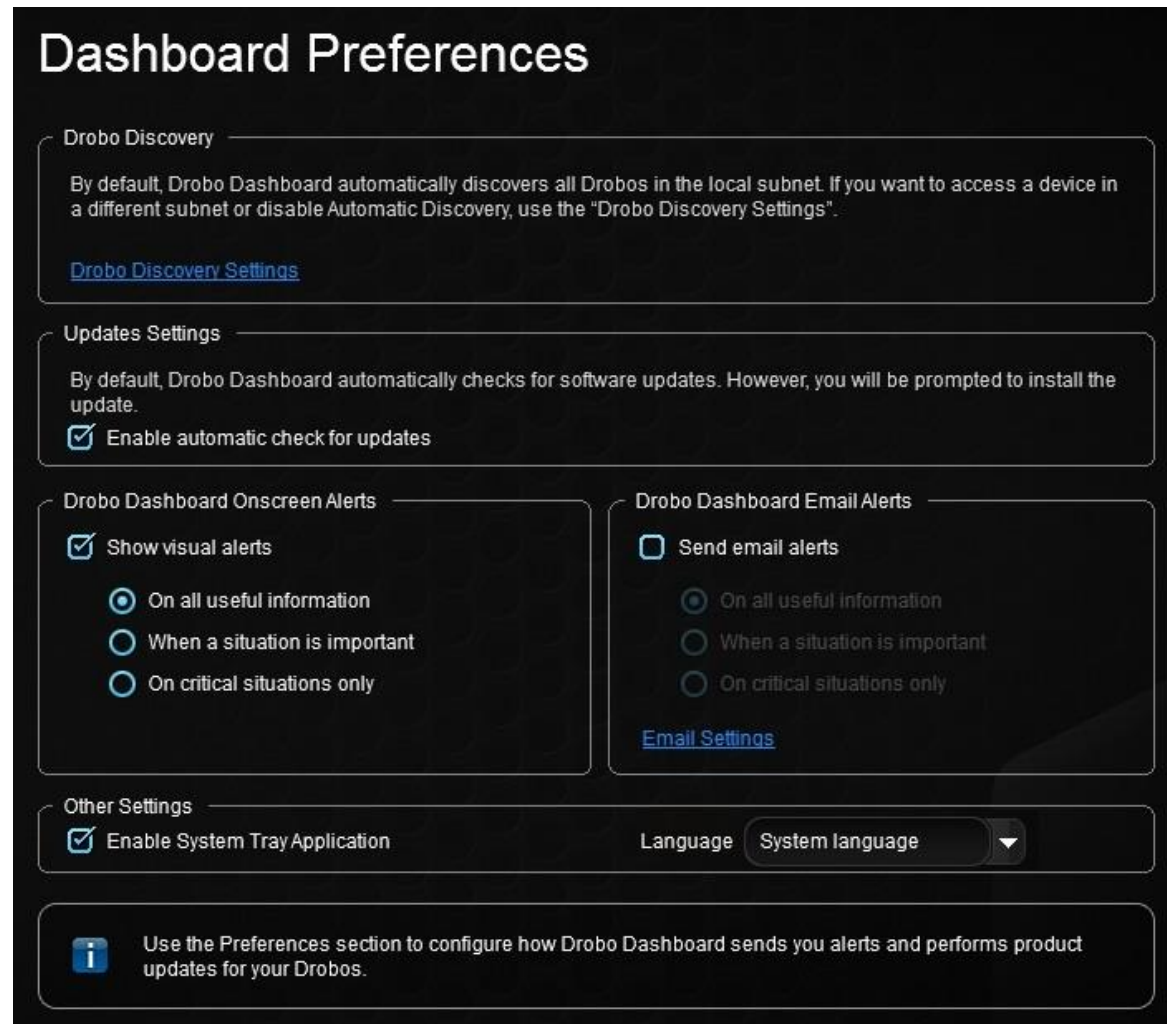
2. If the system tray feature is already enabled, then you will see a tick mark in the **Enable System Tray Application** check box. If the tick is not present, then you can enable the feature by selecting the **Enable System Tray Application** check box.

3. If you want to disable the system tray feature, then clear the **Enable System Tray Application** check box.

Note:

If the system tray is disabled, on-screen alerts will not be displayed.

6 Modifying Device Settings for Your Drobo 5D3

You can modify various settings for your Drobo device, such as IP addresses.

Topics:

▶ [Enabling or Disabling Dual Disk Redundancy](#)

▶ [Modifying the Disk Drive Spin Down Time](#)

▶ [Dimming the Lights on Your Drobo 5D3](#)

6.1 Enabling or Disabling Dual Disk Redundancy

Dual Disk Redundancy protects your Drobo 5D3 in the event of *two* simultaneous drive failures. Although it provides additional protection, it requires more disk space. To learn more about how much more disk space is required, see [Determining Drive Space Requirements](#).

📝**Note:**

🏷 Enabling dual disk redundancy will not erase your data.

🏷 To use Dual Disk Redundancy, you will need a minimum of **three** drives. The option will not be available to you if you do not have a sufficient number of drives or capacity. First, you may need to [Add Capacity](#).

To enable or disbale dual disk redundancy:

1. In Drobo Dashboard on the **All Drobos** page, select the Drobo device for which you would like to enable or disable Dual Disk Redundancy.

2. Click the **Drobo Settings** option on the **Navigation** menu, and click **General**. The **General Settings** page opens.
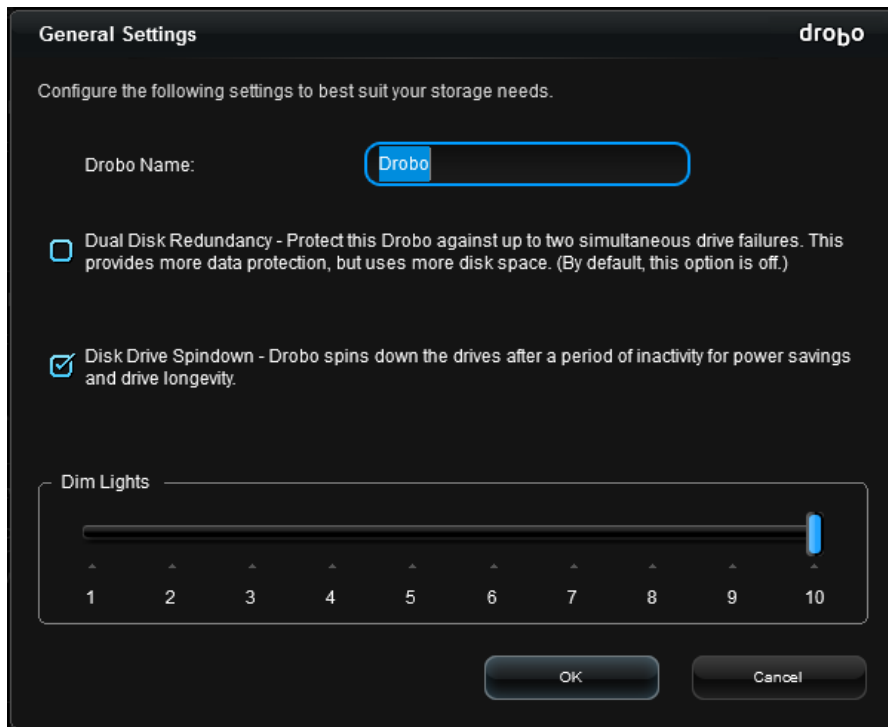
3. Select the **Dual Disk Redundancy** check box to enable it, or de-select it to disable

Dual Disk Redundancy.

A message box automatically appears, asking you to confirm the change and letting
you know that the protected capacity on your Drobo device will decrease (if enabling
Dual Disk Redundancy) or increase (if disabling).

4. Click the **Yes** button in the dialog box to continue.

5. In the **General Settings** page, click the **OK** button.

6. If you are enabling Dual Disk Redundancy, an "In Progress" status bar may appear on

the **Status** page, letting you know that data protection is in progress. This may take

some time.

6.2 Modifying the Disk Drive Spin Down Time

When the disk drives spin down, it helps to save electricity and can prolong the life of the drives. Note, however, it will take your Drobo 5D3 a few moments to spin the drives back up again when accessed. The default setting for this feature is 15 minutes on most Drobo devices.

📝**Note:**

> 🏷 When drives spin down, the lights on the Drobo device will dim. When the drives spin back up again, the lights will fully illuminate.

To modify the disk drive spin down time:

1. In Drobo Dashboard on the **All Drobos** page, select the appropriate Drobo device.

2. Click the **Drobo Settings** option on the **Navigation** menu, and click **General.** The **General Settings** page opens.
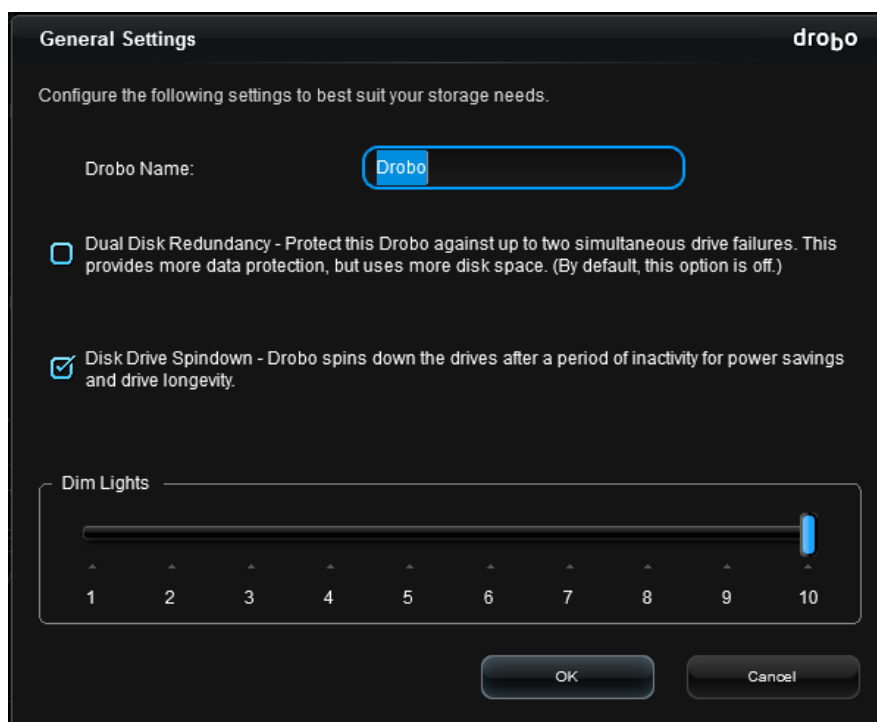
3. Select the **Disk Drive Spindown** check box to enable it, or de-select it to disable Disk Drive Spindown.

4. Click the **OK** button. The setting is changed.

6.3 Dimming the Lights on Your Drobo 5D3

On the Drobo 5D3, you have the option to dim the lights on your device.

To do so, follow these steps:

1. In Drobo Dashboard on the **All Drobos** page, select the appropriate Drobo device.

2. Click the **Drobo Settings** option on the **Navigation** menu, and click **General.** The **General Settings** page opens.

3. Click and drag to slide the pointer for the **Dim Lights** to the level of brightness you want, where 10 is the brightest and 1 is the dimmest. The default level of brightness is "10".

4. Click the **OK** button. The setting is changed.

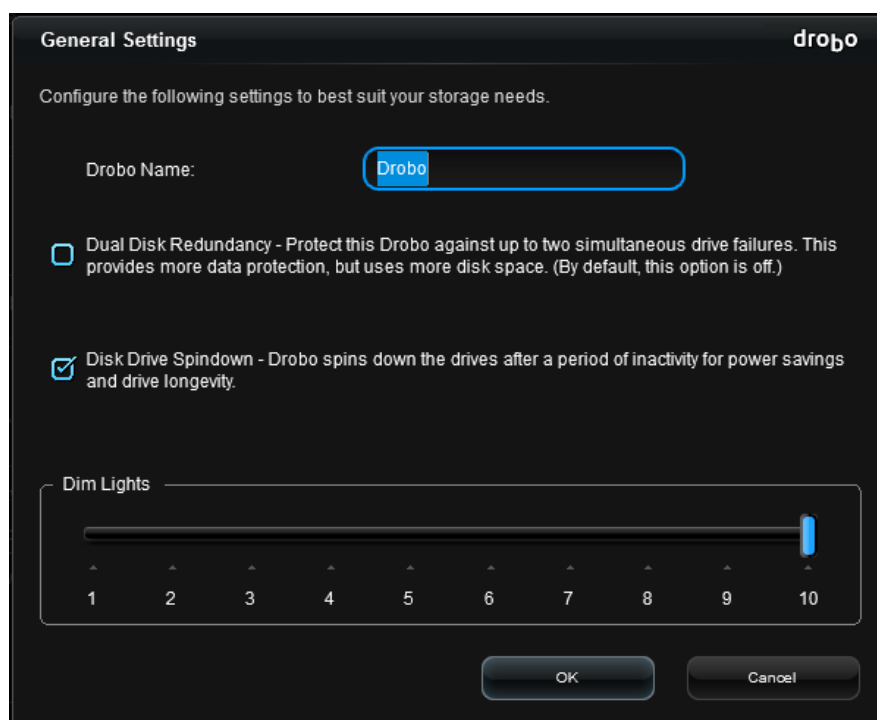# 7 Managing Capacity (Drive Space)

In order to protect your data from drive failure, your Drobo 5D3 requires more drive space, or capacity, than what you will use for your data, sometimes as much as double or more the amount of space.

You may need to calculate how much capacity you need for your Drobo device in order to ensure your data is protected. You may also be ready to add or remove capacity, or install or remove an mSATA SSD.

This section includes the following topics:

▸ Calculating Capacity to Use

▸ Adding Capacity (or Drives)

▸ Removing Capacity (or Drives)

▸ Inserting an mSATA SSD

▸ Removing an mSATA Card

7.1 Calculating Capacity to Use

The best way to determine how much usable, protected storage space you will have available for your data, based on the number and capacity of the drives you use in your Drobo device, is to use our Capacity Calculator at www.drobo.com/calculator.

A shortcut to estimating the capacity available for your data is to omit the largest drive and then add the capacity of the remaining drives. If you plan to use Dual Disk Redundancy, omit the largest *two* drives. For example:

Single Disk (Default) Redundancy

# Drives	Drive Capacities	Usable Protected Capacity
3	3TB + 3TB + ~~3TB~~	5.44 TB
4	3TB + 1.5TB + 4TB + ~~5TB~~	7.71 TB
4	4TB + 4TB + 5TB + ~~10TB~~	11.8 TB

Dual Disk Redundancy

# Drives	Drive Capacities	Usable Protected Capacity
4	3TB + 3TB + ~~3TB~~ + ~~3TB~~	5.44 TB
5	3TB + 1.5TB + 4TB + ~~4TB~~ + ~~5TB~~	7.71 TB
5	4TB + 4TB + 5TB + ~~5TB~~ + ~~10TB~~	11.8 TB

Notes:

🏷 Actual capacity may vary from the value shown in the above example due to different systems used for rating capacity. This has nothing to do with Drobo devices.

🏷 Based on your operating system, 64TB of volume is shown as 64TB in Windows and 70 TB in Mac. Windows uses 2^10 while Mac uses 10^10 for calculating the volume.

🏷 Approximately 91% of the stated capacity will be available for data storage purpose.

🏷 Know that all Drobo devices enable you to easily increase storage capacity at any time by simply inserting additional drives or replacing smaller drives with larger ones.

7.2 Adding Capacity (or Drives)

When you find your Drobo 5D3 is running low on space, you can easily add capacity by either replacing a smaller capacity drive with a larger one, or by inserting a new drive in an empty drive bay of your Drobo device. Note that once you add the new drive, it becomes part of the overall storage pool, with all drives functioning as a unit or "pack."

You can use drives from any manufacturer and with any capacity. For more information, see Selecting Drives.

Warning:

🏷 Any pre-existing data on the drives you add will be erased during installation.

Tip:

🏷️ In the event that your Drobo device becomes nearly full and all the drives are of the same capacity, you will need to replace two drives, one at a time, in order to increase the overall amount of protected capacity. Replacing one drive will not increase your overall protected capacity in this situation.

1. Ensure the drive lights on your Drobo device are **not** blinking yellow and green, which indicates that your Drobo device is working to protect your data. Wait until the blinking stops.

❗ **Warning:**

🏷️ Removing or adding a drive during this process may result in loss of data

2. Remove the bezel (faceplate) from the front of your Drobo device by pulling it off.

3. If you are replacing a smaller capacity drive with a larger one, first remove the smaller capacity drive by using your thumb to depress (and open) the drive lock for the data bay that contains the drive you would like to remove. Refer to the image below.

4. The drive ejects from the drive bay. Carefully remove it.

📝 **Note:**

🏷️ The drive light turns a solid red, indicating that you need to add a drive or replace the current drive with a larger drive. It may stay red for up to 15 minutes after you replace the drive.

5. With one hand, hold the drive so that the label on the top of the drive faces up (and its connectors are positioned at the device and toward the left). Refer to the image below.
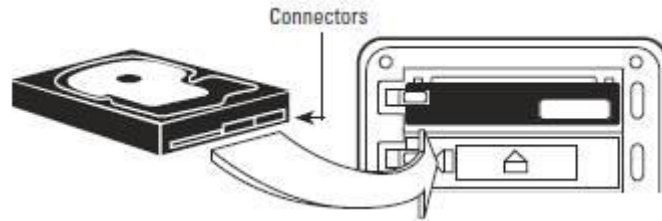
6.   With your other hand, use your thumb to depress and hold open the drive lock to an empty drive bay.

7.   Slide the drive into the data bay, release the drive lock and push the drive into place until you feel it connect. The drive lock will snap behind the drive, securing it into place.

8.   Add or replace additional drives in the same manner, following steps 3 through 6.

9.   When finished, replace the bezel right side up, so that you will be able to see the indicator lights whenever your Drobo device is turned on.

7.3 Removing Capacity (or Drives)

You may wish to remove one or more drives from your Drobo 5D3, thereby reducing overall capacity. Before doing so, keep the following in mind:

●   Your Drobo device requires a minimum of *two* drives, or *three* drives if you are using Dual Disk Redundancy, to ensure your data is protected. See Managing Capacity for more information.

●   Remove only one drive at a time while your Drobo device is powered on, giving your Drobo device the opportunity afterwards to rearrange your data into the safest configuration across the remaining drives.

●   If you would like to remove all drives from your Drobo device, first safely shutdown your Drobo 5D3, and then unplug the power.

●   Data stored on drives removed from your Drobo device cannot be read by other systems.

If you would like to remove your mSATA card, see Removing an mSATA Card.

To remove the capacity or drives from you Drobo 5D3:

1. Ensure the drive lights on your Drobo device are **not** blinking yellow and green, which indicates that your Drobo device is working to protect your data. Wait until the blinking stops.

> ⚠ **Warning:**
>
> 🏷 Removing a drive during this process may result in loss of data.

2. If you are removing all drives from your Drobo device, first safely shut it down and unplug it from the power source.

> ⚠ **Warning:**
>
> 🏷 Not shutting down safely may result in loss of data.

3. Remove the bezel (faceplate) from the front of your Drobo device by pulling it off.

4. Use your thumb to depress (and open) the drive lock for the drive bay that contains the drive you would like to remove. Refer to the image below.

5. The drive ejects from the drive bay. Carefully remove it.

6. Repeat step 4 to remove additional drives.

7. Replace the bezel when finished.

7.4 Inserting an mSATA SSD

You can install an mSATA SSD into your Drobo 5D3.

Doing so provides accelerated performance when reading data from your Drobo 5D3. For more information on drive requirements, see Selecting Drives.

The mSATA SSD is **not** part of your Drobo device's disk pack, so you can add or remove it at any time.

Important Notes:

🏷 It is important to ground yourself before installing the mSATA SSD in order to discharge static electricity. To do so, touch a grounded metal object just before installation.

Warning:

🏷 If there is any pre-existing data on the mSATA SSD, it will be erased. If you wish to keep the data, copy it to another drive or medium before using with your Drobo device.

To install an mSATA SSD, perform these steps:

1. Your Drobo device must be powered off and unplugged before the mSATA installation.

2. Gently turn the Drobo 5D3 on to its side to access the bottom of the Drobo 5D3, and open the Drobo Accelerator Bay door by turning the latch from lock to unlock using a coin.

3. Slide the mSATA SSD into the slot as depicted in the image below.

4. Push the mSATA SSD down to lock in place by using the two pins on the mSATA latch.

5. When finished, close the Drobo Accelerator Bay door and return the Drobo 5D3 to its normal position.

Next in the Setup for Your Drobo 5D3:

▶ Inserting Drives

▶ Return to Setting Up Your Drobo 5D3

7.5 Removing an mSATA SSD

Because the mSATA SSD card is not part of your device's disk pack, you can remove it from your Drobo 5D3 at any time.

Note:

Your Drobo device must be powered off and unplugged before removing the mSATA card.

It is important to ground yourself before doing this in order to discharge static electricity. To do so, touch a grounded metal object just before installation.

Warning:

Any pre-existing data on the mSATA card will be erased. If you wish to keep the data, copy it to another drive or medium before using with your Drobo device.

To remove an mSATA card:

1. Safely shut down your Drobo 5D3.

2. Gently turn the Drobo 5D3 on to its side to access the bottom of the Drobo 5D3, and open the Drobo Accelerator Bay door.

3. Unclip the mSATA card, and remove it. Refer to the image below.

4. When finished, close the Drobo Accelerator Bay door and return the Drobo 5D3 to its normal position.

8 Checking Storage Usage and Device Status Information

You can check how your storage is being used, the status of your Drobo 5D3 when in particular states, and other important information. Your Drobo device's indicator lights also provide important key information.

Topics:

▶ Checking Storage Usage

▶ Checking the Status of Your Drobo 5D3

▶ Checking Your Drobo 5D3's Serial Number

▶ Checking Your Drobo 5D3's Firmware Version

▶ Checking Your Current Version of Drobo Dashboard

▶ Checking System Information

▶ Checking Drive Information

▶ Checking Performance Information

▶ Getting Diagnostics on Your Drobo 5D3

▶ Understanding the Indicator Lights

8.1 Checking Storage Usage

There are different ways to view how your Drobo 5D3's storage capacity is being used.

▶ Viewing the Capacity Chart

The capacity chart gives you a quick glance of how much total space is being used, how much space is allocated for data storage, and finally, how much free space is available for additional data.

▶ Viewing Storage Usage

This page displays a capacity breakdown bar, which provides more detailed information about how your drive space is being used. It shows how much space on your Drobo

device is available for data, used for data protection, reserved for expansion, and used for overhead administration.

8.1.1　Viewing Capacity Chart

The capacity chart gives you a quick glance, and visual, of how your drive space is being used on the Drobo 5D3.

To view the capacity chart:

1. In Drobo Dashboard on the **All Drobos** page, select the Drobo device whose capacity chart you would like to view.

2. Click the **Capacity** option on the **Navigation** menu. The **Capacity** page for the Drobo device opens.
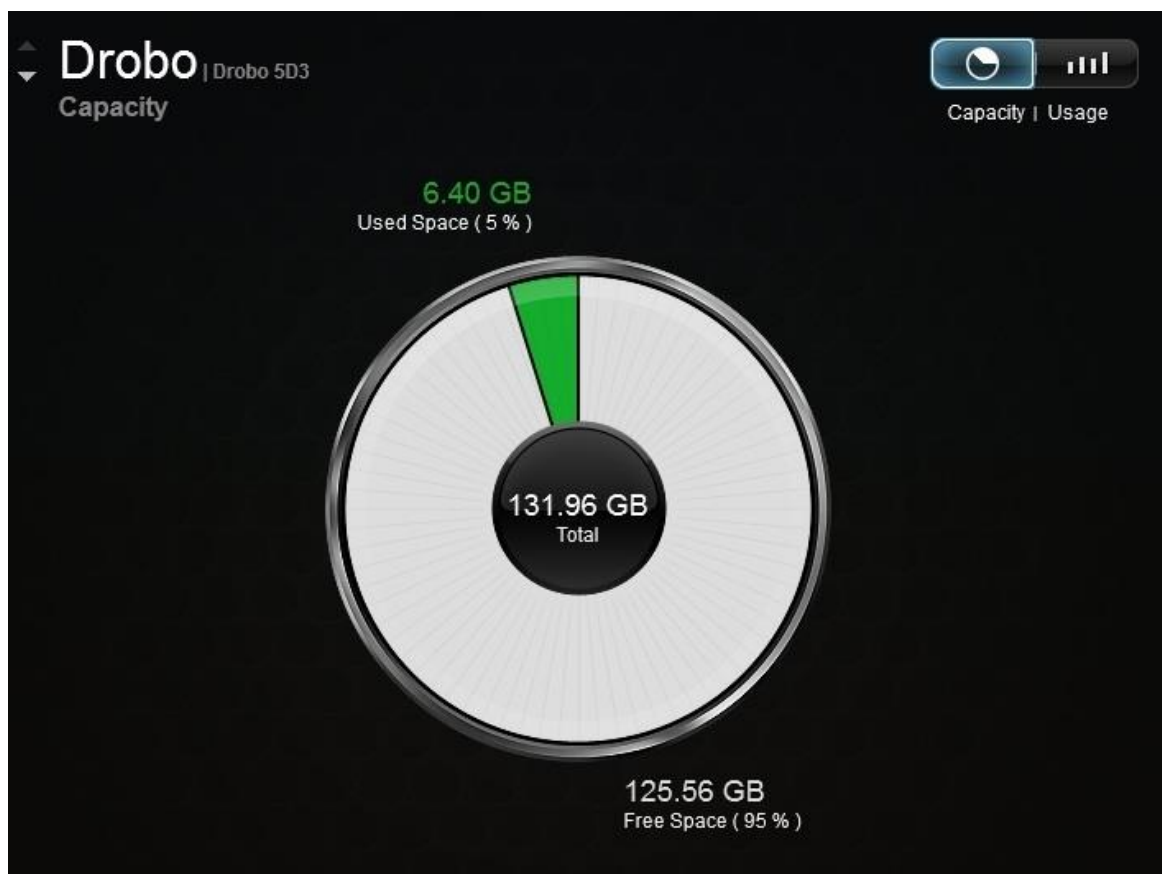
3. If the capacity chart is not currently displayed, click the **Capacity** button to open the **Capacity** page.

　The capacity is displayed as follows:

- **Total** – The total available protected capacity.

- **Used Space** – The part of the total protected capacity that is currently being used for data storage.

- **Free Space** – The part of the total protected capacity available for use.

💡**Tip:**

🏷 To view this information for other connected Drobo devices (if applicable), you can click the up or down arrow key that displays to the left of the Drobo device name, which is in the upper-left corner of the page. See the arrows in the image below.


8.1.2   Viewing Storage Usage

The **Storage Usage** view of the **Capacity** page displays a capacity breakdown bar, which provides more detailed information about how your drive space is being used on the Drobo 5D3.

To view the storage usage:

1. In Drobo Dashboard on the **All Drobos** page, select the Drobo device whose storage usage you would like to view, and click the **Capacity** option on the **Navigation** menu. The **Capacity** page for that Drobo device opens.
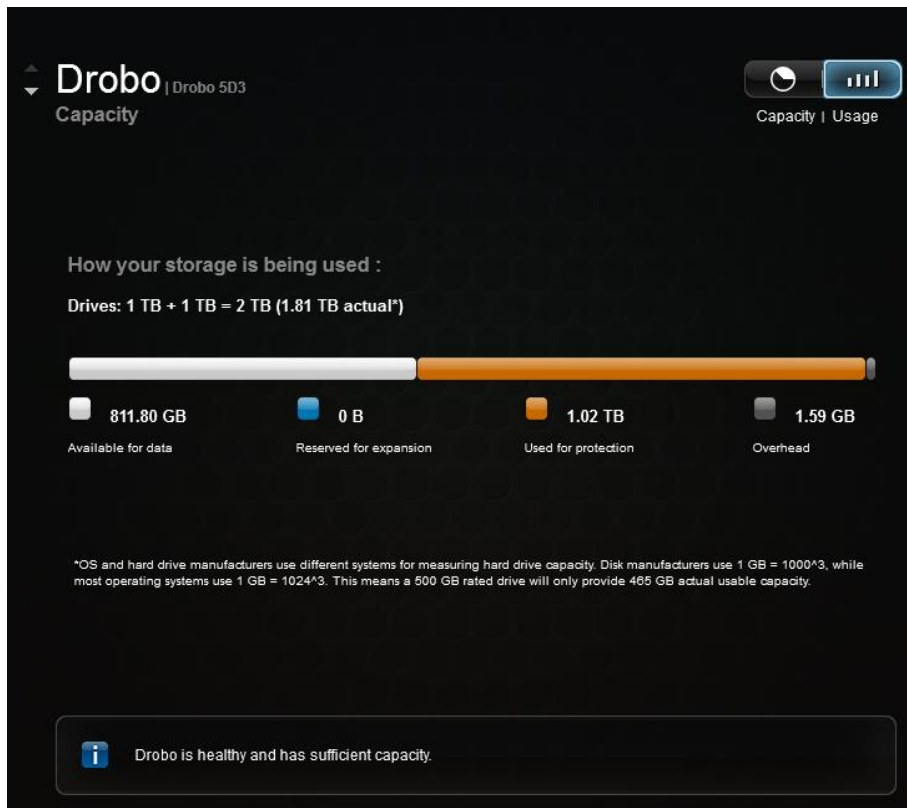
2. Click the **Usage** ▮▮▮ button. The **Storage Usage** view of the **Capacity** page displays.

The capacity breakdown bar displays the following:

● **Available for data** – The total protected capacity available on which to store your data.

● **Reserved for expansion** – The capacity reserved for future use. When one drive is larger than the others, the difference between the largest and the second largest drive is reserved for future use. This capacity becomes available when you add a larger capacity drive or replace a smaller capacity drive with a larger capacity one.

● **Used for protection** – Capacity used by the Drobo device to protect your data in the event of drive failure.

● **Overhead** – Capacity used by the Drobo device to manage the drives and how your data is stored.

Tip:

> To view this information for other connected Drobo devices (if applicable), you can click the up or down arrow key that displays to the left of the Drobo device name, which is in the upper-left corner of the page. See the arrows in the image below.

8.2 Checking the Status of Your Drobo 5D3

The **Status** page in Drobo Dashboard provides in-depth information on the status of your Drobo 5D3.

To view the **Status** page, do the following:

1. In Drobo Dashboard on the **All Drobos** page, select the appropriate Drobo device.

2. Click the **Status** option on the **Navigation** menu. The **Status** page opens.

3. From this screen, you can view the status of different aspects of the Drobo 5D3, such as system information, drive information and performance information, by selecting one of the options in the drop-down list. The information you can view on this page includes:

● **Name** - The name of the selected Drobo 5D3.

● **Serial #** - The serial number for the selected Drobo 5D3.

● **Health** - The health of the selected Drobo device. It displays as Good (in green) when healthy or Warning (in orange) when you need to add capacity.

● **Firmware** - The firmware version running on the selected Drobo 5D3.

● **Hot Data Cache** - If the value for this is "on," it indicates that you have all HDDs in the standard drive bays with an mSATA SSD present. The mSATA SSD is used as a cache for "hot" data that is frequently read.

● **Active Interface** - The connectivity interface currently being used.

💡**Tip:**

🏷 To view this information for other connected Drobo devices (if applicable), you can click the up or down arrow key that displays to the left of the Drobo device name, which is in the upper-left corner of the page. See the arrows in the image below.
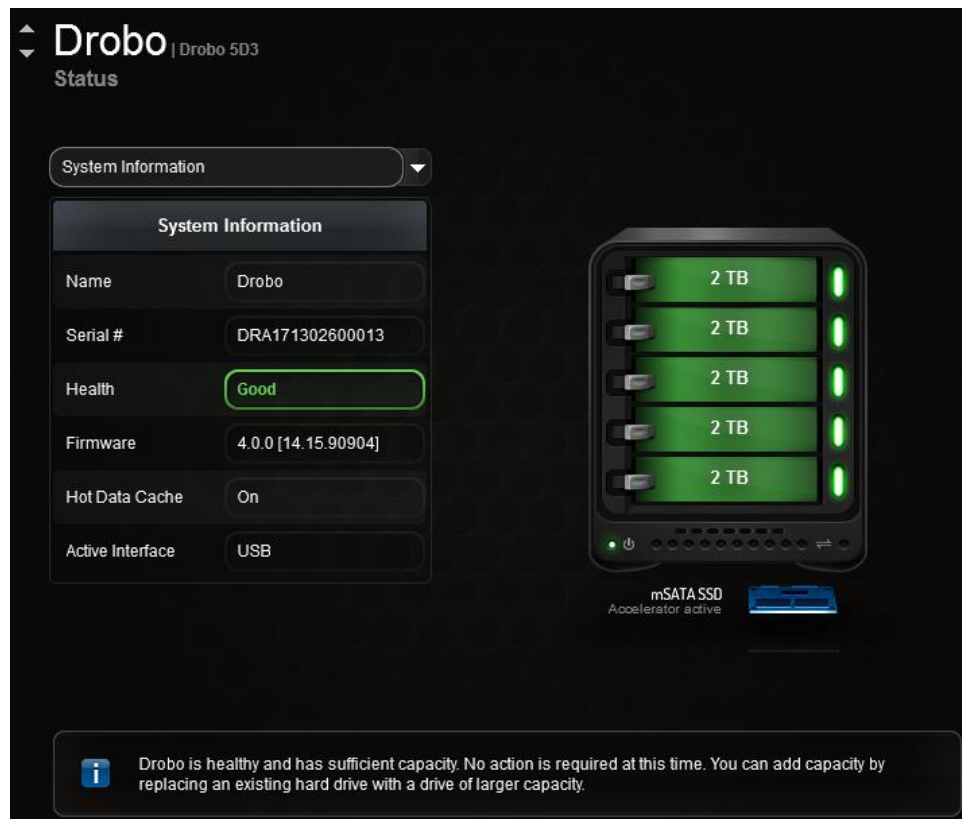

8.3 Checking Your Drobo 5D3's Serial Number

You can check for your Drobo 5D3's serial number from the **Status** page of Drobo Dashboard.

To view the serial number of your Drobo device:

1. In the Drobo Dashboard on the **All Drobos** page, select the appropriate Drobo 5D3.

2. Click the **Status** option on the **Navigation** menu. The **Status** page opens.

3. Select **System Information** from the drop-down list to view the serial number for the selected Drobo device.


8.4 Checking Your Drobo 5D3's Firmware Version

You can check for your Drobo 5D3's firmware version on the **Status** page in Drobo Dashboard.

To view the firmware version of your Drobo device:

1. In Drobo Dashboard on the **All Drobos** page, select the appropriate Drobo 5D3.

2. Click the **Status** option on the **Navigation** menu. The **Status** page opens.

3. Select **System Information** from the drop-down list to view the firmware version for the selected Drobo device.
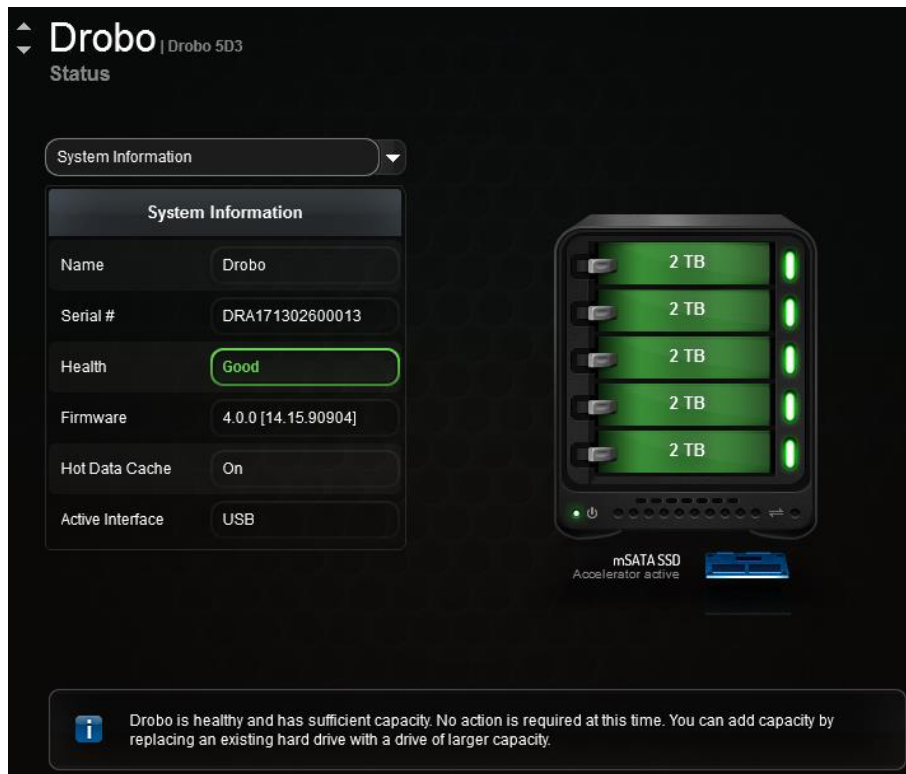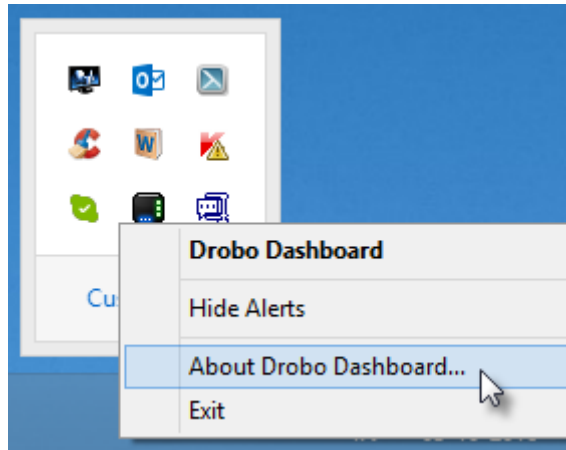
8.5 Checking the Current Version of Drobo Dashboard

To check the current version of Dobo Dashboard installed on a **Windows machine**, follow these steps:

1. Locate the **Drobo** icon in your system tray.

Note:

 You may need to enable your system tray.

2. Right-click on the icon. A shortcut menu will appear.

3. Select **About Drobo Dashboard** from the shortcut menu.

4. A message box opens, displaying the Drobo Dashboard version number.

5. Click the **OK** button to close the message box.

To check the current version of Dobo Dashboard installed on a **Mac machine**, follow these steps:

1. Locate the **Drobo** icon in your system tray.

Note:

🏷 You may need to enable your system tray, see Enabling or Disabling the System Tray

2. Click on the icon and a shortcut menu will appear.

3. Select **About Drobo Dashboard** from the shortcut menu.

4. A message box opens, showing the Drobo Dashboard version number.

5. Click the **OK** button to close the message box.

8.6 Checking System Information

The **System Information** view provides information such as the serial number, firmware version, and health of your Drobo 5D3. If you use SSDs, their positions are identified in the image of the Drobo 5D3.

To check the system information of your Drobo 5D3:

1. Open the **Drobo Dashboard** and select the appropriate Drobo device from the **All Drobos** page.

2. Click the **Status** option from the **Navigation** menu. This opens the **Status** page.
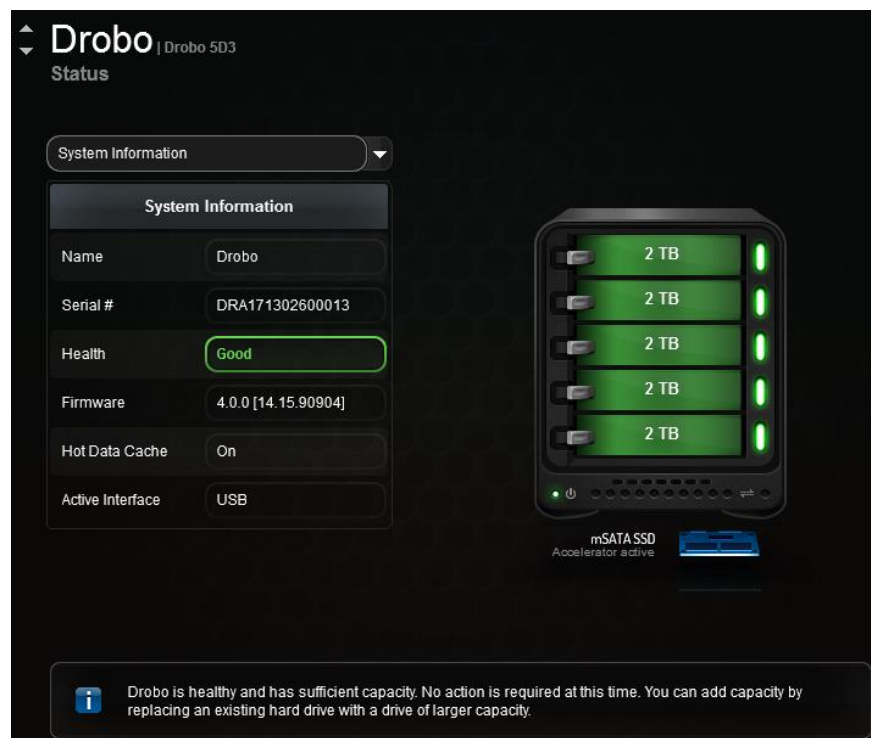
3. If the page is not displaying the system information, make sure that you have selected the **System Information** from the drop-down list.

The information you can view on this page includes:

● **Name** - The name of the selected Drobo 5D3.

● **Serial #** - The serial number for the selected Drobo 5D3.

● **Health** - The health of the selected Drobo device. It displays as Good (in green) when healthy or Warning (in orange) when you need to add capacity.

● **Firmware** - The firmware version running on the selected Drobo 5D3.

● **Hot Data Cache** - If the value for this is "on," it indicates that you have all HDDs in the standard drive bays with an mSATA SSD present. The mSATA SSD is used as a cache for "hot" data that is frequently read.

● **Active Interface** - The connectivity interface currently being used.

8.7 Checking Drive Information

To check the drive information of your Drobo deviceL

1. In Drobo Dashboard on the **All Drobos** page, select the appropriate Drobo 5D3.

2. Click the **Status** option on the **Navigation** menu. The **Status** page opens.

3. Select **Drive Information** from the drop-down list at the top.

4. Select the disk drive whose information you need by clicking the associated drive bay in the image of the Drobo device.

![Notes icon] **Notes:**

![bullet] You can also traverse the different drive bays using the arrows on the table header.

![bullet] If no disk exists in the selected drive bay, the disk status pane will be empty.

You can view the following drive information for the selected drive bay:

● **Vendor ID** - The manufacturer of the selected drive.

● **Product ID** - The product ID for the selected drive.

● **Serial #** - The serial number of the selected drive.

● **Firmware** - The firmware version for the selected drive.

● **Health** - The health status of the drive, based on the errors identified by Drobo while using the drive. Values include:

● Failed (blinking red) - Indicates that the drive has failed and needs immediate replacement.

● Warning (orange) - Indicates that the drive is almost full and you need to add capacity soon.

- Critical (red) - Indicates that the drive is full and you need to add capacity now.

- Good (green) - Indicates that the drive is healthy and no action is needed.

Note:

In addition, if the drive is a Solid State Drive (SSD), the percentage of wear is reported.

- **Capacity** - The drive size.

- **Drive Type** – Options include SSD or HDD.

- **Drive Interface** – The drive type. It can take one of the following values: **SATA/SSD.**

8.8 Checking Performance Information

1. In Drobo Dashboard on the **All Drobos** page, select the appropriate Drobo 5D3.

2. Click the **Status** option on the **Navigation** menu. The Status page opens.

3. Select the **Performance** option from the **Status** drop-down list to view the following information:

- **IOPS** – The average IOPS value for the entire disk pack.

- **Read Throughput** – The average read throughput value for the entire disk pack, measured in MB/s.

- **Write Throughput** – The average write throughput value for the entire disk pack, measured in MB/s.

8.9 Getting Diagnostics on Your Drobo 5D3

You can view and print an encrypted diagnostic file about your Drobo 5D3.

1. In Drobo Dashboard, click the **Help & Support** option on the **Navigation** menu. The **Help and Support** page opens.

2. Select the appropriate Drobo device from the drop-down list at the bottom of the screen and then click the **Get Diags** button.
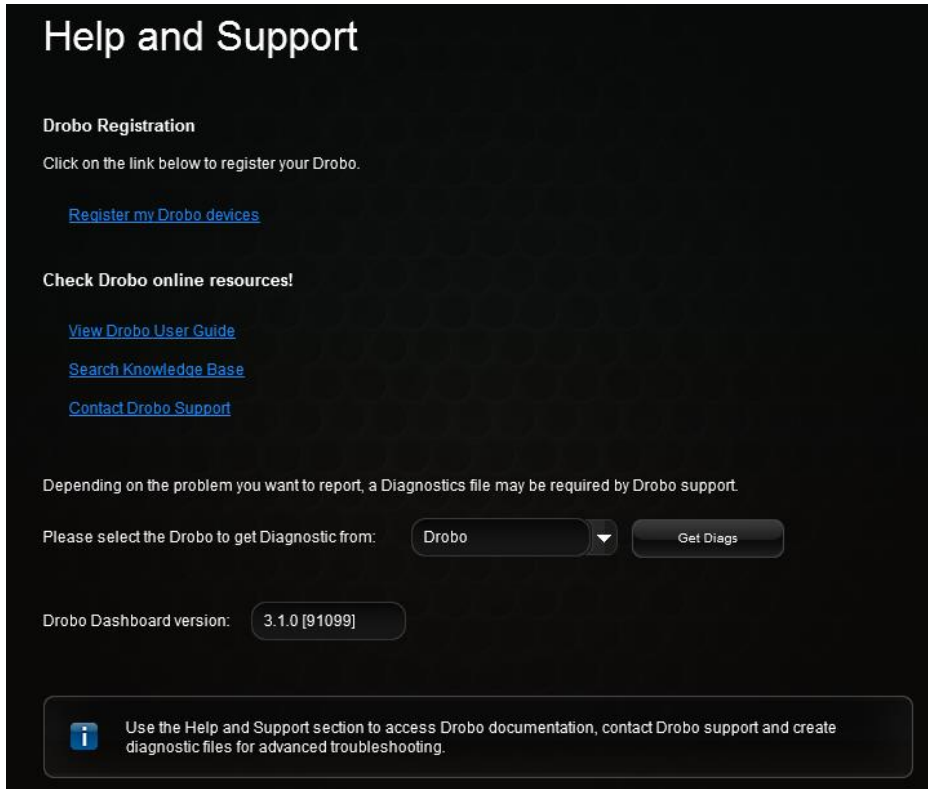
3. In the Problem Description text box type in a description of your issue, if you have support incident number please include it and then click **Send** button.
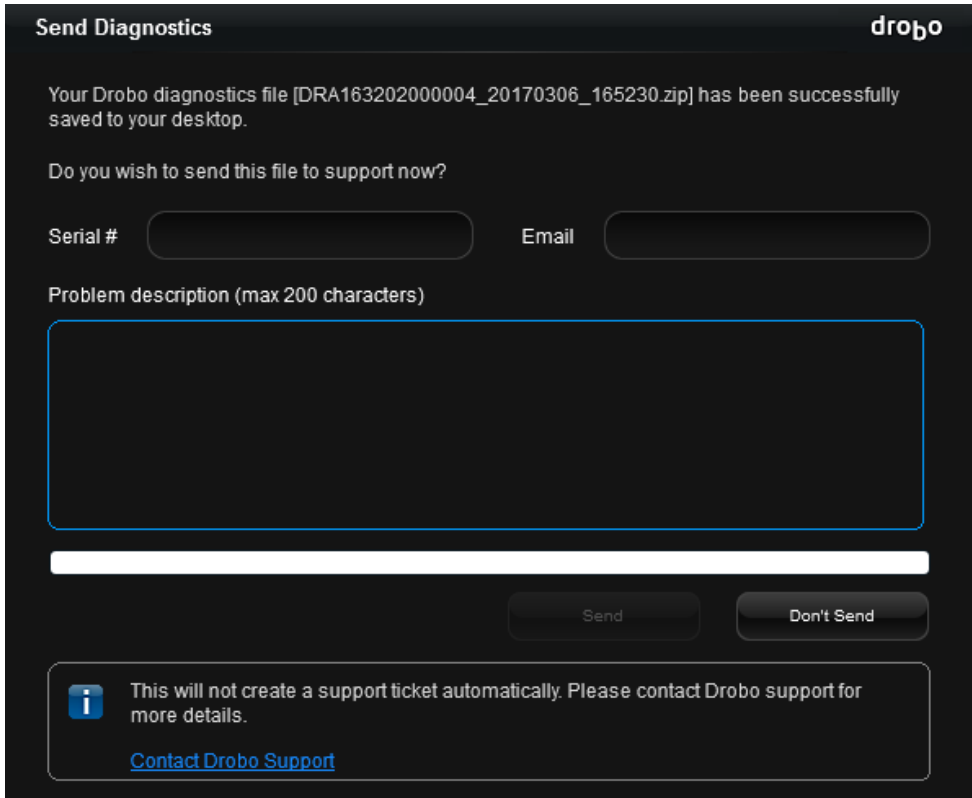
The Upload Diags Successful dialog box opens, indicating that the diagnostics has been successfully uploaded to support.
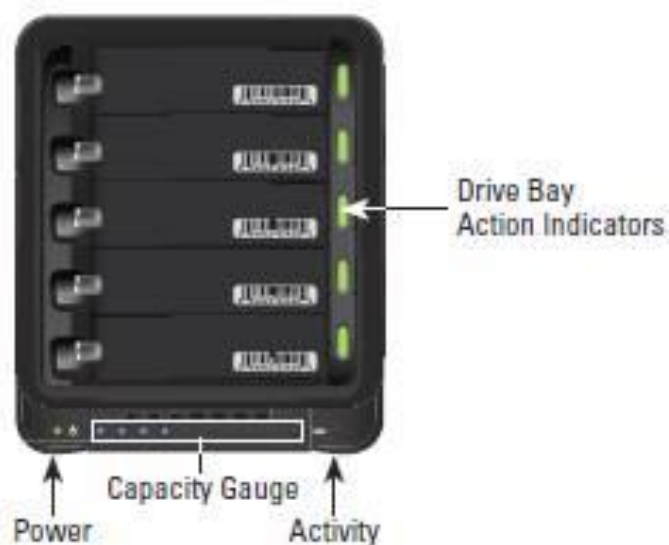
Generating a diagnostics this way does not automatically create support incident, you will need to create a support incident if you require assistance.
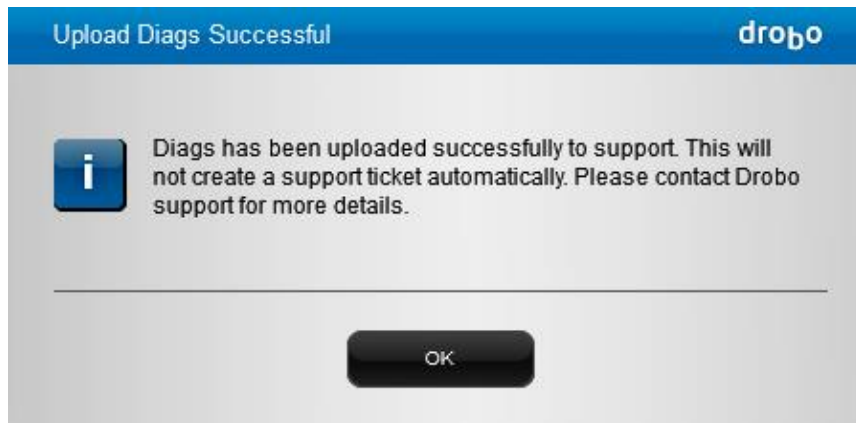
If you cannot generate a diagnostics file because your Drobo device does not mount, see: What should I do if my Drobo storage device will not mount?

8.10   Understanding the Indicator Lights

Your Drobo 5D3 is equipped with various indicator lights which provide valuable information. Refer to the image below.

Drive Lights	**Green:** No action is required. All drives are healthy.
	Solid Yellow: Add a drive or replace the current drive with a larger drive soon. Your Drobo device is running out of disk space. See Adding Capacity (or Drives).
	Blinking Yellow and Green: Do not remove these drives or power down. Your Drobo device is working to protect your data.
	Solid Red: Add a drive or replace the current drive with a larger drive immediately. Your Drobo device is critically low on space. See Adding Capacity(or Drives)
	Blinking Red: Replace this drive immediately. This drive has failed. See Adding Capacity(or Drives)
Power Light	**Green:** The power is on and your Drobo device is ready.
	Yellow: Your Drobo device is in the process of powering on.
	Red: Your Drobo device has overheated. Safely power down your Drobo 5D3, disconnect the data cable and then the power cable. Let it cool down and then restart.
Activity Light	**Blinking Green:** Data is actively being transferred between your computer and your Drobo device. Do not remove or add drives during this process.
Capacity Gauge	**Blue:** Displays the percentage of your Drobo device that is full, in 10% increments. There are 10 capacity gauge lights. So, for example, if your Drobo device is 30% full, three blue lights display.

9 Using On-Screen and E-mail Alerts

In Drobo Dashboard, you can have e-mail alerts sent to one or more e-mail addresses with relevant information about all your connected Drobo devices. This helps you anticipate potential issues or critical situations that could arise with one or more of your Drobo devices, such as the need to increase capacity. You can also set on-screen alerts.

You can set e-mail or on-screen alerts to one of three levels, from informational to critical.

Topics:

▶ Setting Up or Modifying E-mail Alerts

▶ Modifying When to Send E-mail Alerts

▶ Disabling E-mail Alerts

▶ Modifying When to Send On-Screen Alerts

▶ Disabling On-Screen Alerts

9.1 Setting Up or Modifying E-mail Alerts

Enabling e-mail alerts in Drobo Dashboard keeps you informed of the status of all your Drobo devices, as well as critical issues such as drive failures, low capacity etc. Once you have set up e-mail alerts, you can also modify these settings.

Drobo provides users with two options:

● Drobo Email Relay

● Custom Email Server

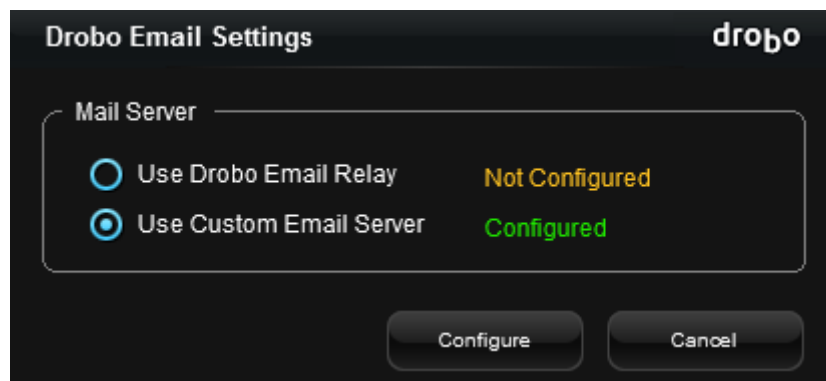To configure the e-mail alerts follow the steps given below

1. In Drobo Dashboard, click the **Dashboard Preferences** option on the **Navigation** menu.

2. Click the **E-mail Settings** link in the **Drobo Dashboard E-mail Alerts** section.

3. Drobo email settings can be configured using one of the two options, *Use Drobo Email Relay* or *Use Custom Email Server*.
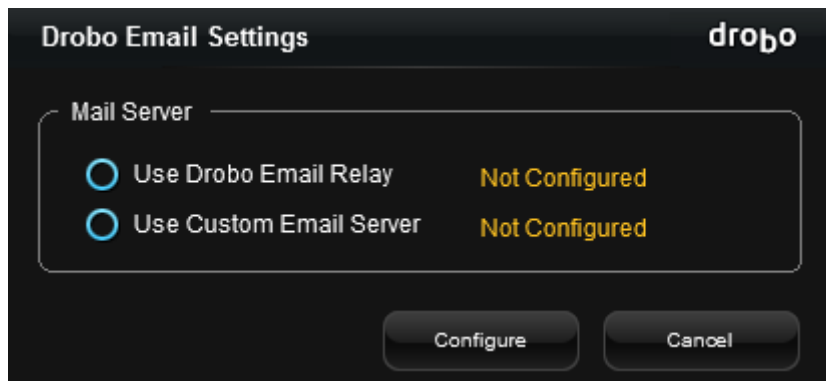
Note:

 If you had already configured the mail server before and upgraded to the latest Dashboard version now, by default the Use Custom Mail Server option remains configured as shown in the figure below.
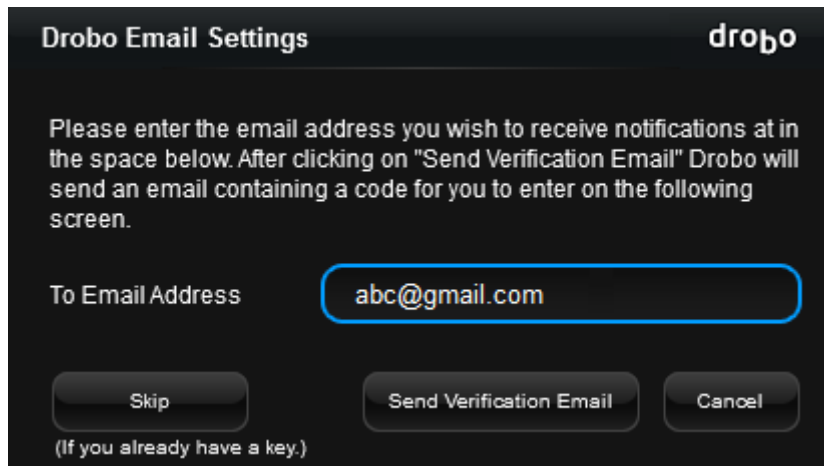

 Only one of the Mail Servers can be configured at a time.

Drobo Email Relay

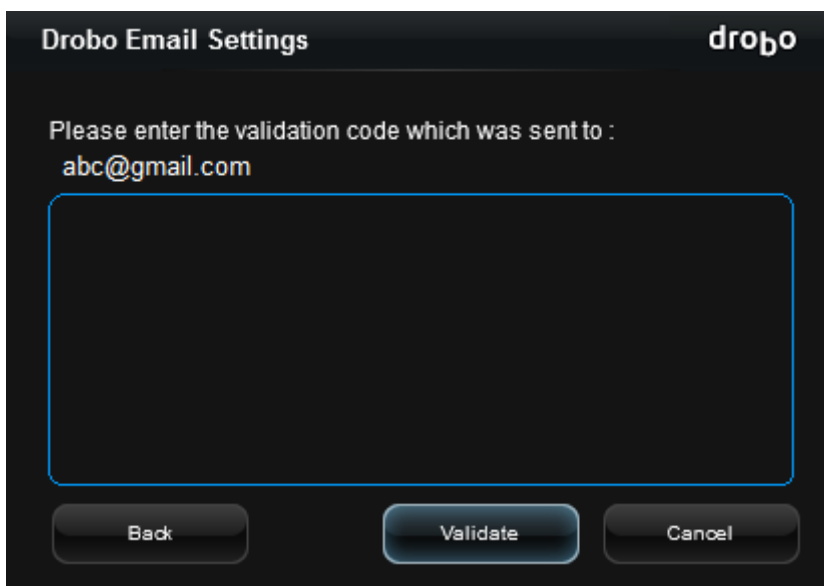To configure Drobo Email relay Sever, follow the steps given below:

1. Select the **Use Drobo Email Relay** radio button and click **Configure**.

2. Enter the e-mail address in the space provided at which you wish to receive the notifications and click the **Send Verification Email** button.
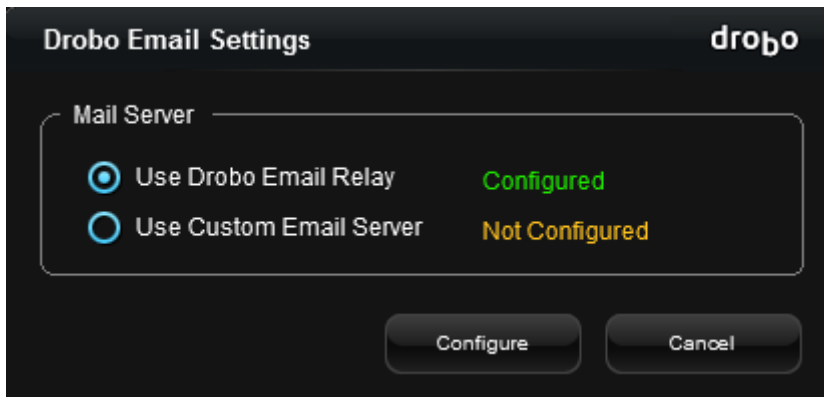
Note:

🏷 If you already have a key, click the Skip button. Then enter the code in the text area and click Validate.

3. A message appears informing that you will receive a test email shortly. Click OK.

4. You will receive an email from Drobo in your mailbox which contains the *Validation code*. Enter the code in the text area and click **Validate.**

5. If successfully configured, the the Drobo Email settings page will show *Drobo Email Relay* configured.

![Note icon]**Note:**

> 🏷 Once a key is generated, you can reuse it the next time.

> 🏷 It is not possible to configure the Drobo Email Relay Server using the same email-id if the validation code has already been sent to the email-id recently.

Custom Email Server

To configure Custom Email Server, follow the steps given below:

1. Click the radio button for Use Custom Email Server and click Configure.
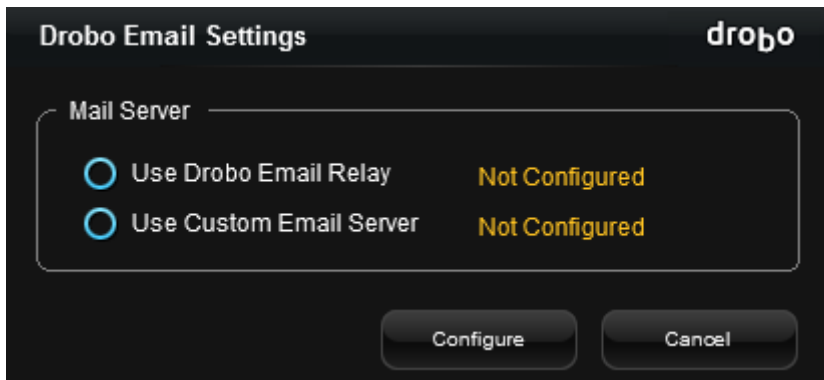
2. In the To E-mail Address text box, enter e-mail addresses, separated by commas, to which you want the alerts sent.

3. In the From E-mail Address text box, enter an e-mail address from which the alerts are sent.

4. In the Mail Server text box, enter the server from which to send the alerts. This can be specified as a server name (e.g., smtp.company.com) or a server's IP address (e.g., 127.0.0.1). If you are unsure, contact your network administrator or your e-mail service provider.

Note:

 If you are unsure, please contact your network administrator or e-mail service provider.

Tip:

 You can send a test message by clicking the Send Test E-mail button.

5. In the **Port** text box, modify the TCP/IP port through which your server expects SMTP submissions, if needed. The default is 25.

6. If your SMTP server requires authentication, select the **Authentication** check box and enter the following information for the "from" e-mail address:

- In the **Username** text box, enter the username used to retrieve incoming e-mail.

- In the **Password** text box, enter the password used to retrieve incoming e-mail.

- If your SMTP server uses an encrypted connection, select the **Use SSL** check box.

7. Click the **OK** button. The **Dashboard Preferences** page opens.

Navigate to the **Drobo Dashboard E-mail Alerts** area, ensure that **Send e-mail alerts** check box is selected and then select one of the following options:

- **On all useful information** – All alerts related to the condition of your Drobo devices will be e-mailed. These are Drobo Notifications and can include, for example, when a new drive is added to or removed from your Drobo device.

- **When a situation is important** – Alerts will be e-mailed only to warn of an important change to one or more of your Drobo devices that could lead to a critical situation in the near future. These are Drobo Warnings and can include, for example, when you convert to Dual Disk Redundancy on your Drobo device.

- **On critical situations only** – Alerts will be e-mailed only to warn of a critical status with one or more of your Drobo devices that could lead to potential data loss. These are Critical Drobo Alerts, which can include when your Drobo device cannot currently protect your data against drive failure, when your Drobo device doesn't recognize one or more of the drives installed, when your Drobo device does not detect any drives or when too many drives have been removed.
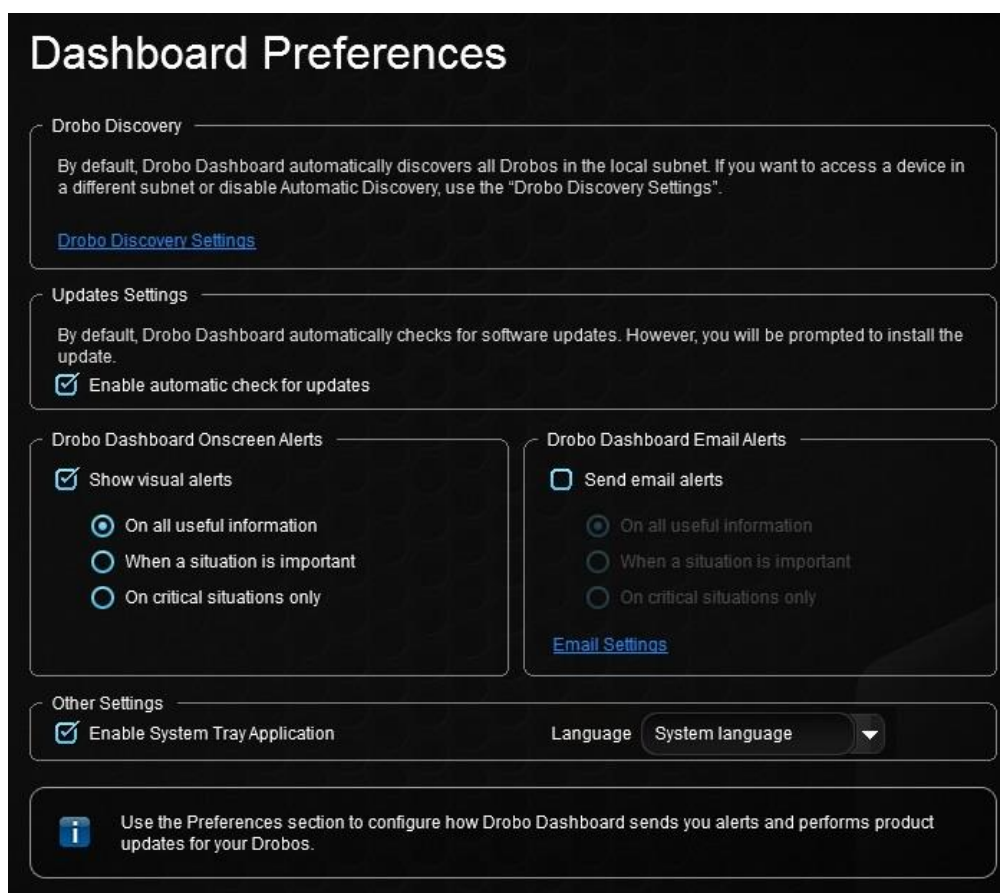
🗒️**Note:**

🏷️ Once a mail server is configured, it is possible to switch between either of the Mail Server configurations, but it is not possible to de-configure it. However, you can

uncheck the **Send email alerts** checkbox in the Dashboard Preferences page to stop receiving any e-mail alerts.

9.2 Modifying When to Send E-mail Alerts

You can modify when to send e-mail alerts on all your connected Drobo devices, such as only when the situation is critical.

1. In Drobo Dashboard, click the **Dashboard Preferences** option on the **Navigation** menu. The **Dashboard Preferences** page opens.

2. In the **Drobo Dashboard E-mail Alerts** area, ensure the **Send email alerts** check box is selected to enable this feature, and then modify your selection of one of the following options as needed for the level of alerts you want:

   ● **On all useful information** – All alerts related to the condition of your Drobo devices will be e-mailed. These are Drobo Notifications and can include, for example, when a new drive is added to or removed from your Drobo device.

- **When a situation is important** – Alerts will be e-mailed only to warn of an important change to one or more of your Drobo devices that could lead to a critical situation in the near future. These are Drobo Warnings and can include, for example, when you convert to Dual Disk Redundancy on your Drobo device.

- **On critical situations only** – Alerts will be e-mailed only to warn of a critical status with one or more of your Drobo devices that could lead to potential data loss. These are Critical Drobo Alerts, which can include when your Drobo device cannot currently protect your data against drive failure, when your Drobo device doesn't recognize one or more of the drives installed, when your Drobo device does not detect any drives or when too many drives have been removed.

9.3 Disabling E-mail Alerts

You can disable e-mail alerts at any time without changing your e-mail alert settings.

To disable e-mail alerts, follow these steps:

1. From the Drobo Dashboard, click the **Dashboard Preferences** option on the **Navigation** menu. The **Dashboard Preferences** page opens.

2. In the **Drobo Dashboard E-mail Alerts** area, ensure the **Send e-mail alerts** check box is cleared.
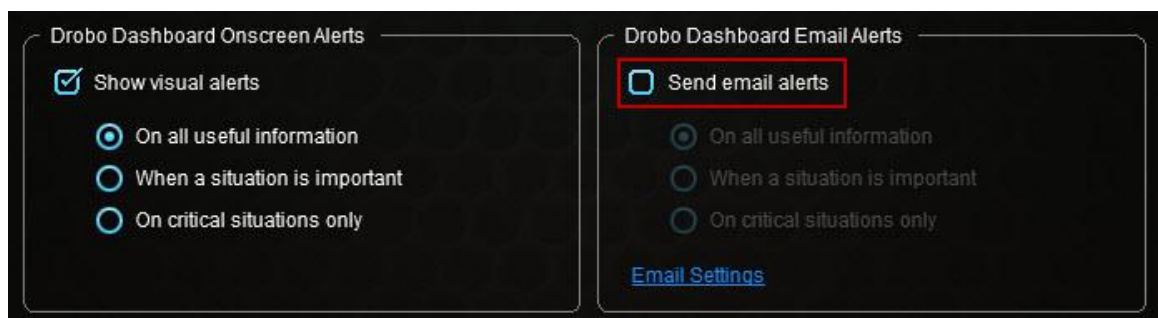
9.4 Modifying When to Send On-Screen Alerts

You can modify when to send on-screen alerts on all your connected Drobo devices, such as only when the situation is critical.

1. In Drobo Dashboard, click the **Dashboard Preferences** option on the **Navigation** menu. The **Dashboard Preferences** page opens.
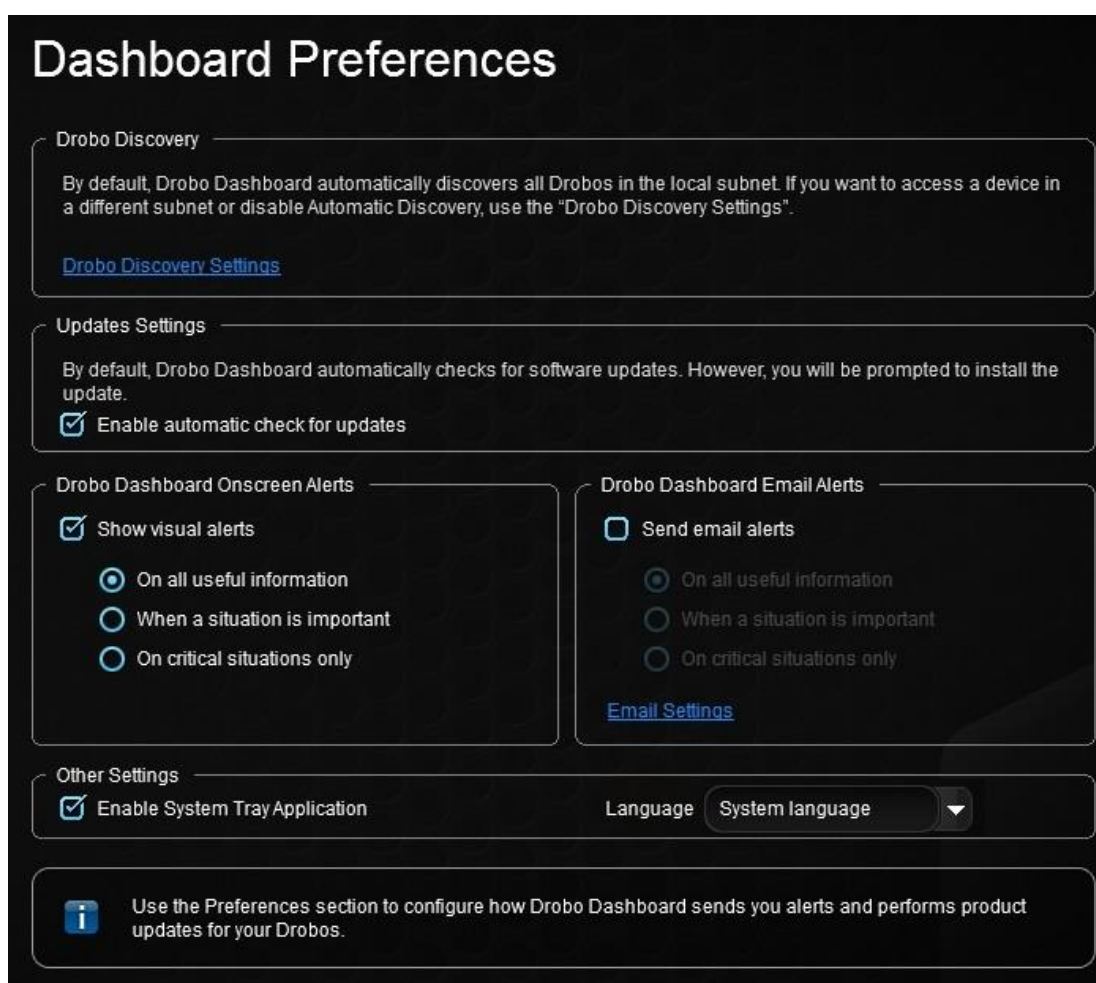
2. In the **Drobo Dashboard Onscreen Alerts** area, ensure the **Show visual alerts** check box is selected to enable this feature, and then modify your selection of one of the following options as needed for the level of alerts you want:

    ● **On all useful information** – All alerts related to the condition of your Drobo devices will be displayed on your screen. These are Drobo Notifications and can

include, for example, when a new drive is added to or removed from your Drobo device.

● **When a situation is important** – Alerts will display on your screen only to warn of an important change to one or more of your Drobo devices that could lead to a critical situation in the near future. These are Drobo Warnings and can include, for example, when you convert to Dual Disk Redundancy on your Drobo device.

● **On critical situations only** – Alerts will display on your screen only to warn of a critical status with one or more of your Drobo devices that could lead to potential data loss. These are Critical Drobo Alerts, which can include when your Drobo device cannot currently protect your data against drive failure, when your Drobo device doesn't recognize one or more of the drives installed, when your Drobo device does not detect any drives or when too many drives have been removed.

9.5 Disabling On-Screen Alerts

You can disable on-screen alerts at any time. To do so, follow these steps:

1. From the Drobo Dashboard, click the **Dashboard Preferences** option on the **Navigation** menu. The **Dashboard Preferences** page opens.

2. In the **Drobo Dashboard Onscreen Alerts** area, ensure the **Show visual alerts** check box is cleared.