

drobo

Drobo 5D/5Dt Getting Started Guide



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1 Before You Begin

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

This section covers the following topics:

- ▶ Product Features at a Glance
- ▶ Checking Box Contents
- ▶ Checking System Requirements
- ▶ Checking the Hardware You Need

1.1 Product Features at a Glance

For a quick overview of features of the Drobo 5D/5Dt, refer to the following images.

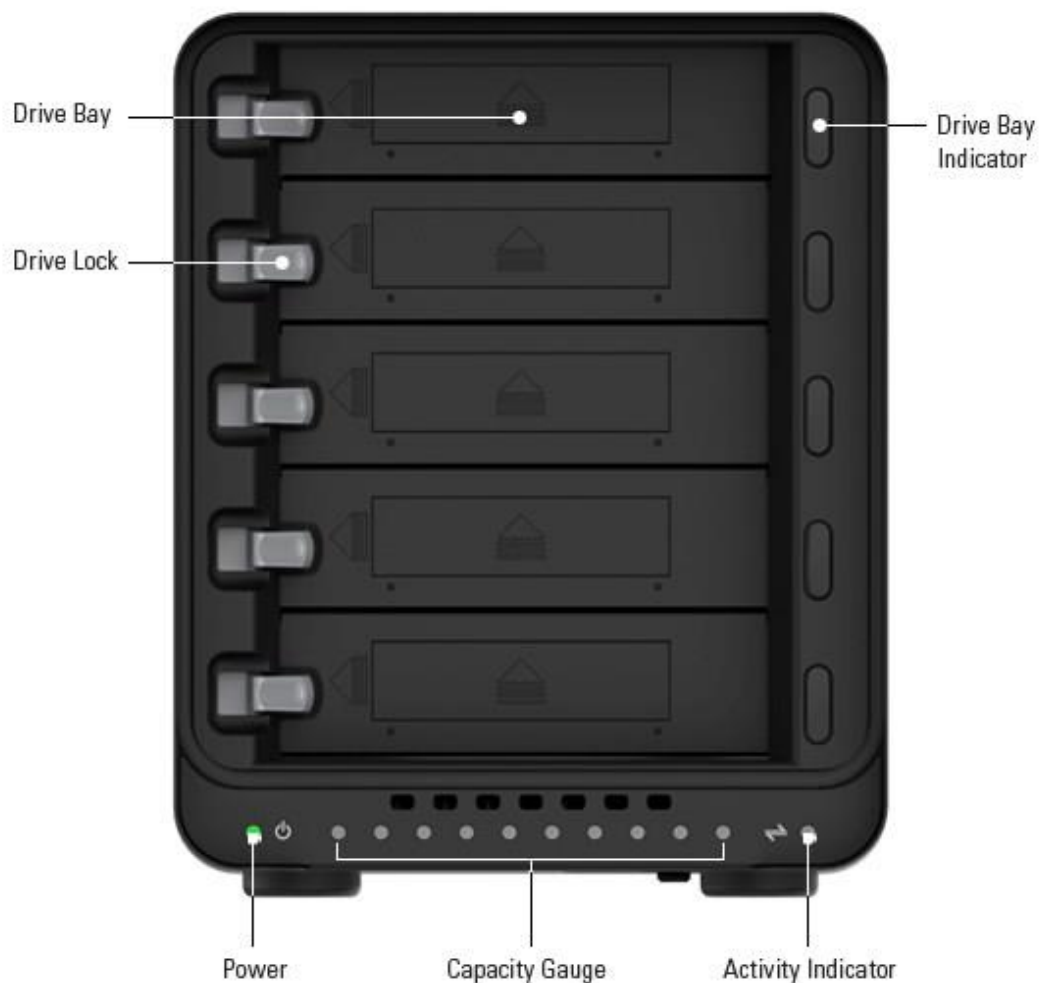


Figure 1: Front of the Drobo 5D/5Dt with the bezel (faceplate) removed.



Figure 2: Back of the Drobo 5D/5Dt.

1.2 Checking Box Contents

5D - Check your product's box to ensure it contains all the components in the list below.

- Drobo 5D
- 2 m (6.6 Ft.) USB 3.0 cable
- 1.8 m (6.6 ft.) power cord with power supply
- Quick Start Card
- Safety and Warranty Guide

5Dt - Check your product's box to ensure it contains all the components in the list below.

- Drobo 5D
- 2 m (6.6 Ft.) USB 3.0 cable
- 1 m (3.3 ft.) Thunderbolt 2 cable
- 128 GB mSATA card
- 1.8 m (6.6 ft.) power cord with power supply
- Quick Start Card
- Safety and Warranty Guide
- DroboCare (3 year) Activation Code (free with 5Dt)

1.3 Checking System Requirements

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

This section covers the following topics:

- ▶ Operating Systems Supported
- ▶ Connectivity Interfaces Supported for the Drobo 5D/5Dt

1.3.1 Operating Systems Supported

Operating systems supported for the Drobo 5D/5Dt are as follows.

- Macintosh® OS X 10.9 or higher
 - Windows® 7 (Service Pack 1 or later)
 - Windows® 8/8.1 or higher
- *For best performance and interoperability, ensure you are running the latest service packs for the appropriate Windows operating systems.*
 - *For the most current list of supported operating systems, check the specifications for your products online at www.drobo.com/products/index.php.*

1.3.2 Connectivity Interfaces Supported for the Drobo 5D/5Dt

Your Drobo 5D/5Dt 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.

Notes:

- *You can only use one connection at a time.*
- *If you would like to use the USB 3.0 interface and it is not available on your computer, you can purchase and install an add-on adapter card. (This is a circuit board that fits into an expansion slot in your computer and provides the interface you want.)*

1.3.2.1.1 Thunderbolt



Developed by Intel with collaboration from Apple, Thunderbolt is a flexible, high-performance interface that provides a high-speed connection to peripheral devices from a computer. It has the ability to combine data, video, audio and power all in a single connection, concurrently. Each Thunderbolt connector can provide two **full-duplex** channels, with each channel providing 10 Gbps of bi-directional bandwidth, meaning it can transmit and receive data at the same time.

The Drobo 5D/5Dt 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 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).



1.3.2.1.2 USB 3.0

USB (Universal Serial Bus) is a popular interface that allows you to attach additional hardware devices to your computer in a plug-and-play style. USB 3.0, also known as SuperSpeed USB, provides data transfer speeds of up to 4.8 Gbit/s, much faster than USB 2.0.

In order to take advantage of this technology, your Drobo 5D/5Dt must be connected to a USB 3.0 port on your computer. If your computer does not have USB 3.0, you can consult with your computer manufacturer to find a compatible USB 3.0 card.

Note: If your computer only has a USB 2.0 connection, then Drobo 5D/5Dt will auto-negotiate to USB 2.0 speeds.

1.4 Checking the Hardware You Need

To use your Drobo 5D/5Dt, 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.

This section covers the following topics:

- ▶ Selecting Drives
- ▶ Determining Drive Space Requirements
- ▶ Using Power Protection

1.4.1 Selecting Drives

The Drobo 5D/5Dt 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](#).

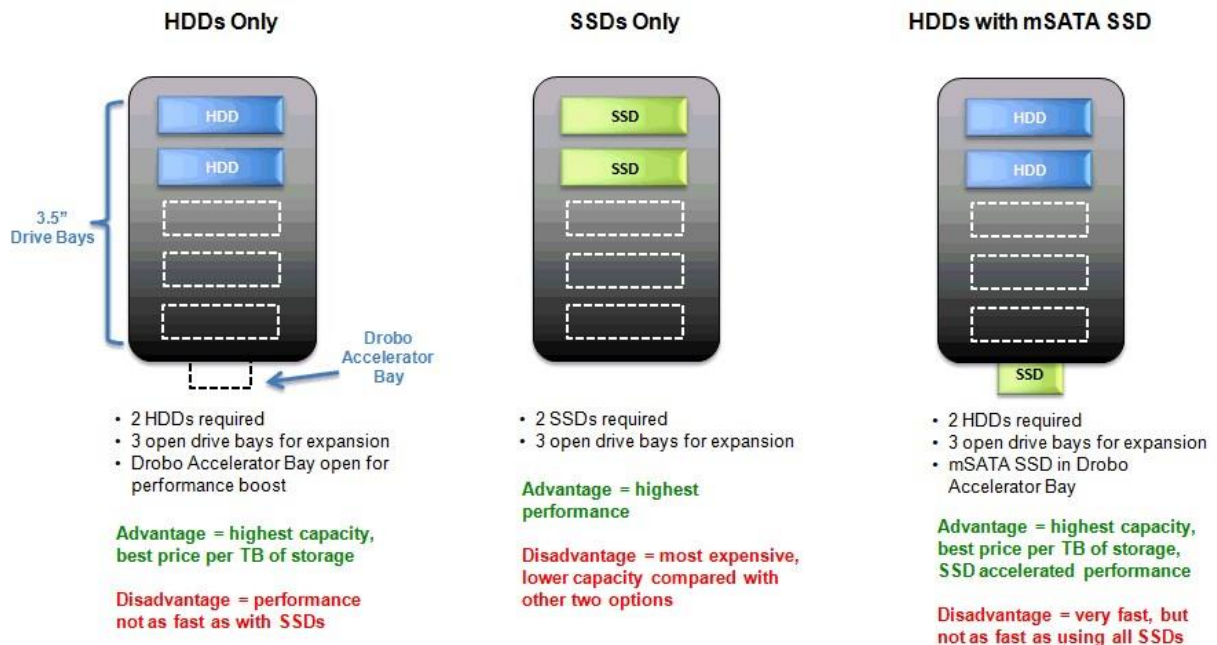
In addition, the Drobo 5D/5Dt has a Drobo Accelerator Bay, which accepts an industry-standard mSATA SSD (Solid State Drive). When the mSATA SSD is installed, Drobo's [Data-Aware Tiering](#) feature is enabled, accelerating performance when reading data from your Drobo device. Having an mSATA SSD installed 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 5D/5Dt 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 5D/5Dt. 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 **HDD** (Hard Disk Drive)s in the main drive bays - enables you to maximize capacity
- 2 to 5 HDDs in the main drive bays plus an mSATA SSD installed - enables you to maximize capacity and accelerate read performance
- 2 to 5 **SSD** (Solid State Drive)s in the main drive bays with no mSATA SSD - enables you to maximize read and write performance

For a performance comparison of these options, see the following illustration.



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 card is part of the disk pack of your Drobo 5Dt only, allowing you to leave it installed even if you transfer drives from the drive bays to another Drobo device, for example.

- When Data-Aware Tiering is enabled, an icon displays in Drobo Dashboard, the software companion to your Drobo device.
- The Drobo 5D/5Dt is not compatible with *IDE* (Integrated Drive Electronics), *SCSI* (Small Computer System Interface), *PATA* (Parallel Advanced Technology Attachment) or *SAS* (Serial Attached SCSI) drives.

Warning! Any pre-existing data on the drives will be erased when inserted into the Drobo 5D/5Dt.

1.4.2 Determining Drive Space Requirements

In order to protect your data from drive failure, your Drobo 5D/5Dt 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:

1.4.2.1.1 Single Disk (Default) Redundancy

| # Drives | Drive Capacities | Usable Protected Capacity* |
|----------|--|----------------------------|
| 3 | 6TB + 6TB + 6TB | = 12TB |
| 4 | 4TB + 4TB + 6TB + 6TB | = 14TB |
| 5 | 4TB + 6TB + 6TB + 6TB + 6TB | = 22TB |

1.4.2.1.2 Dual Disk Redundancy

| # Drives | Drive Capacities | Usable Protected Capacity* |
|----------|---|----------------------------|
| 3 | 6TB + 6TB + 6TB | = 6TB |
| 4 | 4TB + 4TB + 6TB + 6TB | = 8TB |
| 5 | 4TB + 6TB + 6TB + 6TB + 6TB | = 16TB |

Notes:

- Actual capacity is often less than what is shown in the examples above due to the different systems used for rating capacity. This has nothing to do with Drobo devices.
- 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.

1.4.3 Using Power Protection

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

- An uninterruptible power supply (UPS), which protects against sudden losses in power
- A power surge protector to protect against power surges

2 Setting Up Your Drobo 5D/5Dt

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

1. [Install Drobo Dashboard](#).
2. [Install an mSATA Card](#) (optional).
3. [Insert the drives](#).
4. [Connect the cables](#).
5. [Turn on the power and format the drives](#).

2.1 Installing Drobo Dashboard

Drobo Dashboard is the software companion to your Drobo 5D/5Dt, enabling you to easily set up and manage your Drobo device. Immediately following installation, you can choose to set Drobo Dashboard to automatically install version updates, which we highly recommend. Drobo software and firmware updates can also be installed from www.drobo.com/support/updates.

Note: You need to have administrator rights on the computer on which you install Drobo Dashboard, and also have access to the Internet.

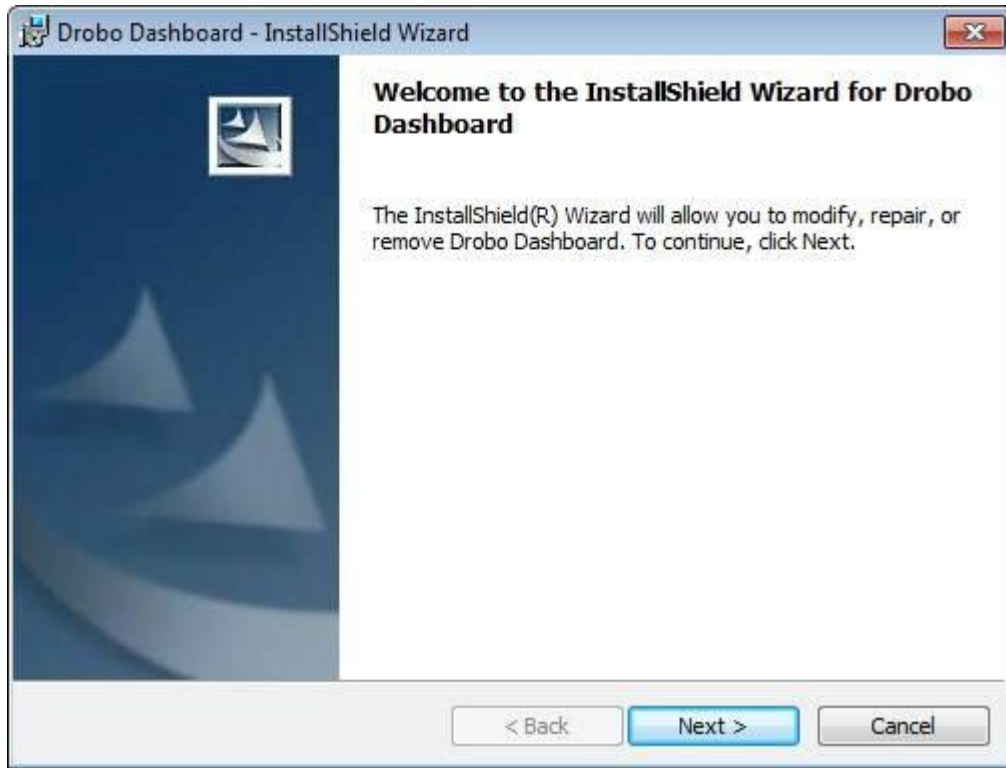
1. Navigate to www.drobo.com/start and click on the latest Drobo Dashboard for your Drobo product to run and install it.

Note: The first time you install Drobo Dashboard, you will be asked to select a language from the drop-down list. Please do this.

The Drobo Dashboard Installer (or Installation Wizard) opens, preparing to install. On a Mac, this screen appears as follows.



In Windows, this screen appears as follows.



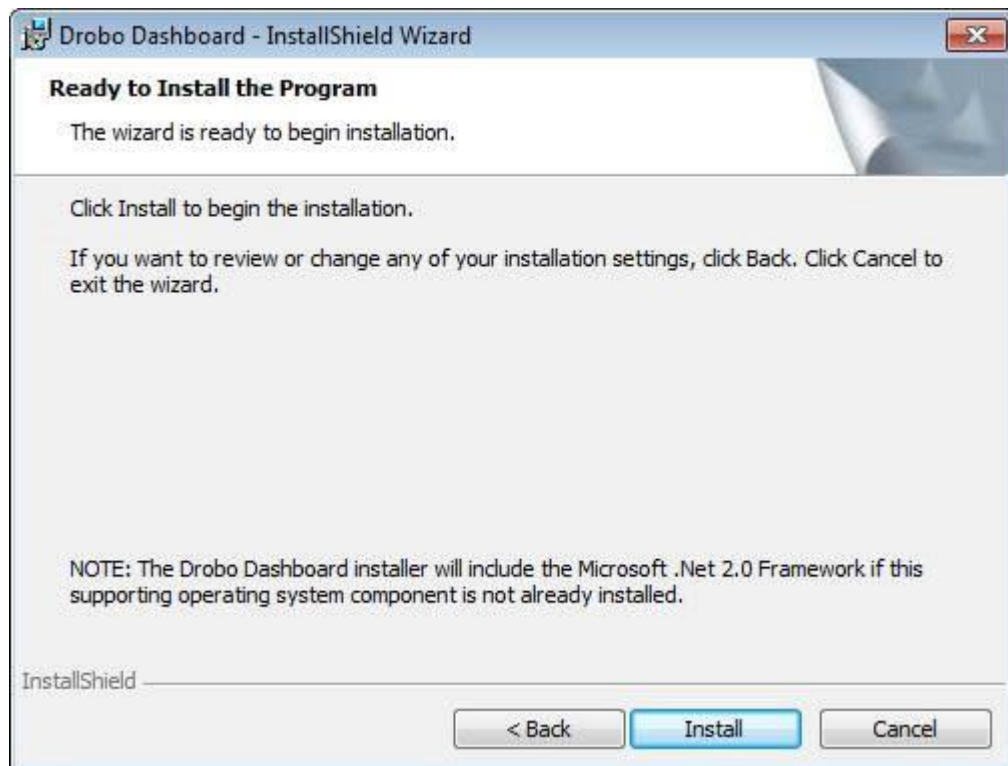
2. Click the **Next** (Windows) or **Continue** button (Mac), as appropriate.

Note: If the Microsoft iSCSI Initiator window appears, click the **Yes** button. Follow the instructions to install the Microsoft iSCSI Initiator, clicking the **Next** button as needed. When finished, you are returned to the InstallShield Wizard to continue installation.

3. Follow the directions of the Installation Wizard, clicking the **Next** or **Continue** button after each page, as appropriate.
4. When you reach the installation page, click the **Install** button. On a Mac, this screen appears as follows.



In Windows, this screen appears as follows.



Depending on your operating system, one of the following may result:

- On a Mac, you will be prompted for your administrator password. Enter it and click the appropriate button.

- In some Windows operating systems, a **Windows Access Control** dialog box appears, asking if you want to allow changes to your computer. Click the **Allow** or **Yes** button, as appropriate.

Drobo Dashboard installs on your computer.

5. If you are on a Mac, you will be prompted to restart your computer in order to complete installation. Do this.
6. After installation is complete, leave the **Launch Drobo Dashboard** check box selected and click the **Finish** button.

Note: Before Drobo Dashboard launches, you may be asked if Drobo can collect anonymous information on your usage. Click **Yes** or **No**, as desired. You may also be prompted to register your Drobo device now.

The Drobo Dashboard application launches and the **All Drobos** page opens. After a few seconds, Drobo "discovers" all Drobo devices currently connected and displays them on this page.

If you have no Drobo devices yet connected or powered on, a "No Drobos Detected" message displays until you do.



2.2 Installing an mSATA SSD

You can install an mSATA SSD into your Drobo 5D. Doing so provides accelerated performance when reading data from your Drobo 5D. For more information on drive requirements, see [Selecting Drives](#).

It is best to install the mSATA SSD before inserting drives into the Drobo 5D's drive bays. **Important**

Notes:

- The mSATA SSD is **not** part of your Drobo device's *disk pack*, so you can add or remove it at any time.
- Your Drobo device must be powered off and unplugged before installation.
- 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.

1. Gently turn the Drobo 5D on to its side to access the bottom of the Drobo 5D, and open the Drobo Accelerator Bay door by turning the latch from lock to unlock using a coin.
2. Slide the mSATA SSD into the slot as depicted in the image below.



3. Make sure the mSATA SSD is aligned properly with its connector, and then close the Drobo Accelerator Bay door, turn the latch back to the lock icon, and return the Drobo 5D to its normal position.

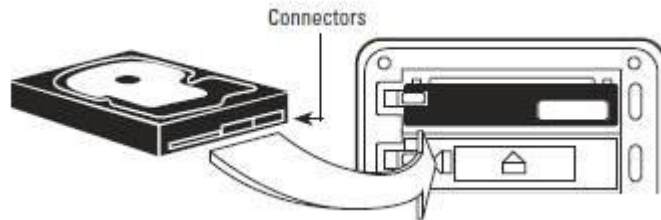
2.3 Inserting the Drives

After installing Drobo Dashboard and, if needed, installing an mSATA SSD, you are ready to insert drives into your Drobo 5D/5Dt. For more information on drive requirements, see [Selecting Drives](#).

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 device.

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

1. Remove the front bezel (faceplate) from the front of your Drobo device 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 one of the images below, depending on whether your Drobo device is vertical or horizontal.



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.



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.

Note: If you are inserting an SSD (Solid State Drive), ensure that it is compatible by visiting our web page on [compatible drive options](#).

5. Insert additional drives in the same manner, following steps 2 through 4.
6. When finished, replace the faceplate right side up, so that when your Drobo device is turned on, you will be able to see the indicator lights.

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

2.4 Connecting Cables on Your Drobo 5D/5Dt

After installing Drobo Dashboard and inserting the drives into your Drobo 5D/5Dt, 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 5D/5Dt directly to your computer using the Thunderbolt port or USB 3.0 port. For information on the different connectivity interfaces available and their requirements, see [Connectivity Interfaces Supported for the Drobo 5D/5Dt](#).
- If you use the Thunderbolt port, you also have the option to connect the Drobo 5D/5Dt 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 5D/5Dt can be the

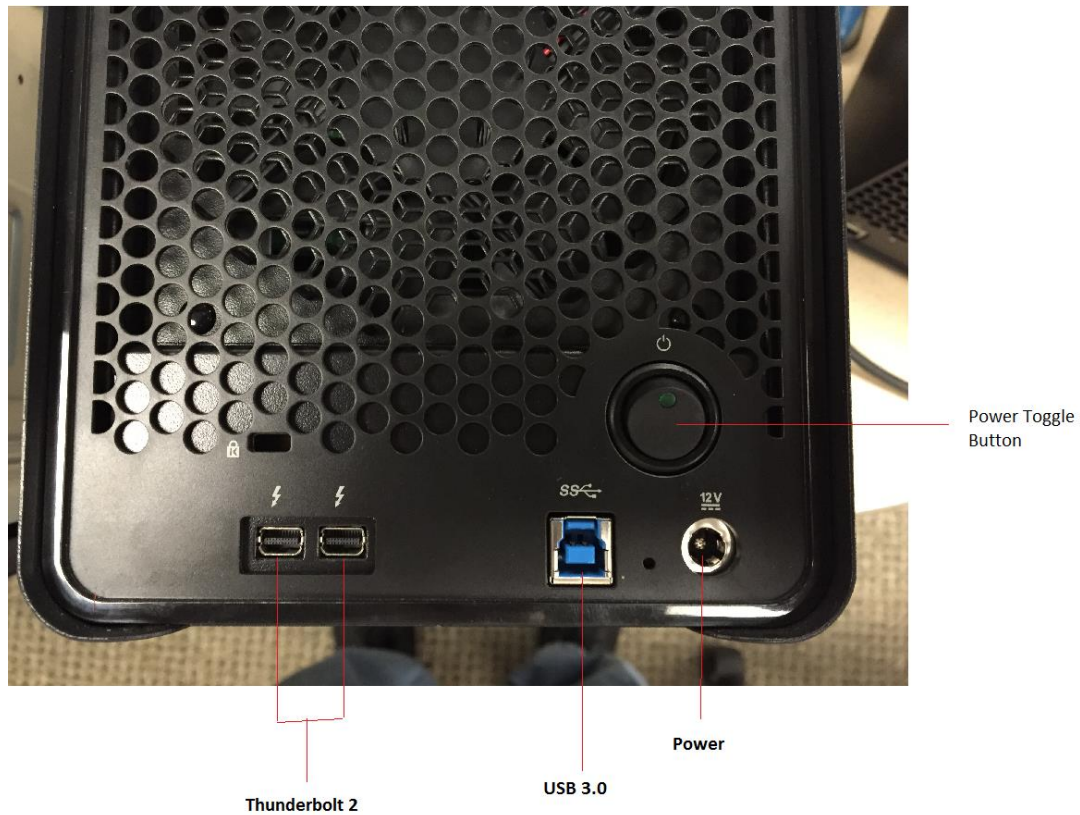
first in the daisy-chain (directly attached to your computer), in the middle, or at the end. For more information and steps, see [Connecting Your Drobo 5D/5Dt in a Daisy-chain](#).

2.4.1 [Connecting Directly to Your Drobo 5D/5Dt](#)

You can connect the Drobo 5D/5Dt directly to your computer using the Thunderbolt port or the USB 3.0 port. For information on the different connectivity interfaces available and their requirements, see [Connectivity Interfaces Supported for the Drobo 5D/5Dt](#).

If you are using a Thunderbolt port and would like to connect the Drobo 5D/5Dt in a [daisy-chain](#), see [Connecting Your Drobo 5D/5Dt in a Daisy-chain](#).

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



1. Plug one end of the USB or the Thunderbolt cable into the back of your Drobo 5D/5Dt.
2. Plug the other end of the cable into your host computer.
3. Connect the power supply to the power connection at the back of your Drobo device.
4. Connect the other end of the power supply to a power source.

Note: We recommend plugging into an uninterruptible power supply (UPS) or surge protector. For more information, see [Using Power Protection](#).

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

2.4.2 Daisy-chaining with Your Drobo 5D/5Dt

With the Thunderbolt port, you can connect the Drobo 5D/5Dt directly to your computer or to another Thunderbolt-enabled device in a [daisy-chain](#) manner. The Drobo 5D/5Dt 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 DisplayPort 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).



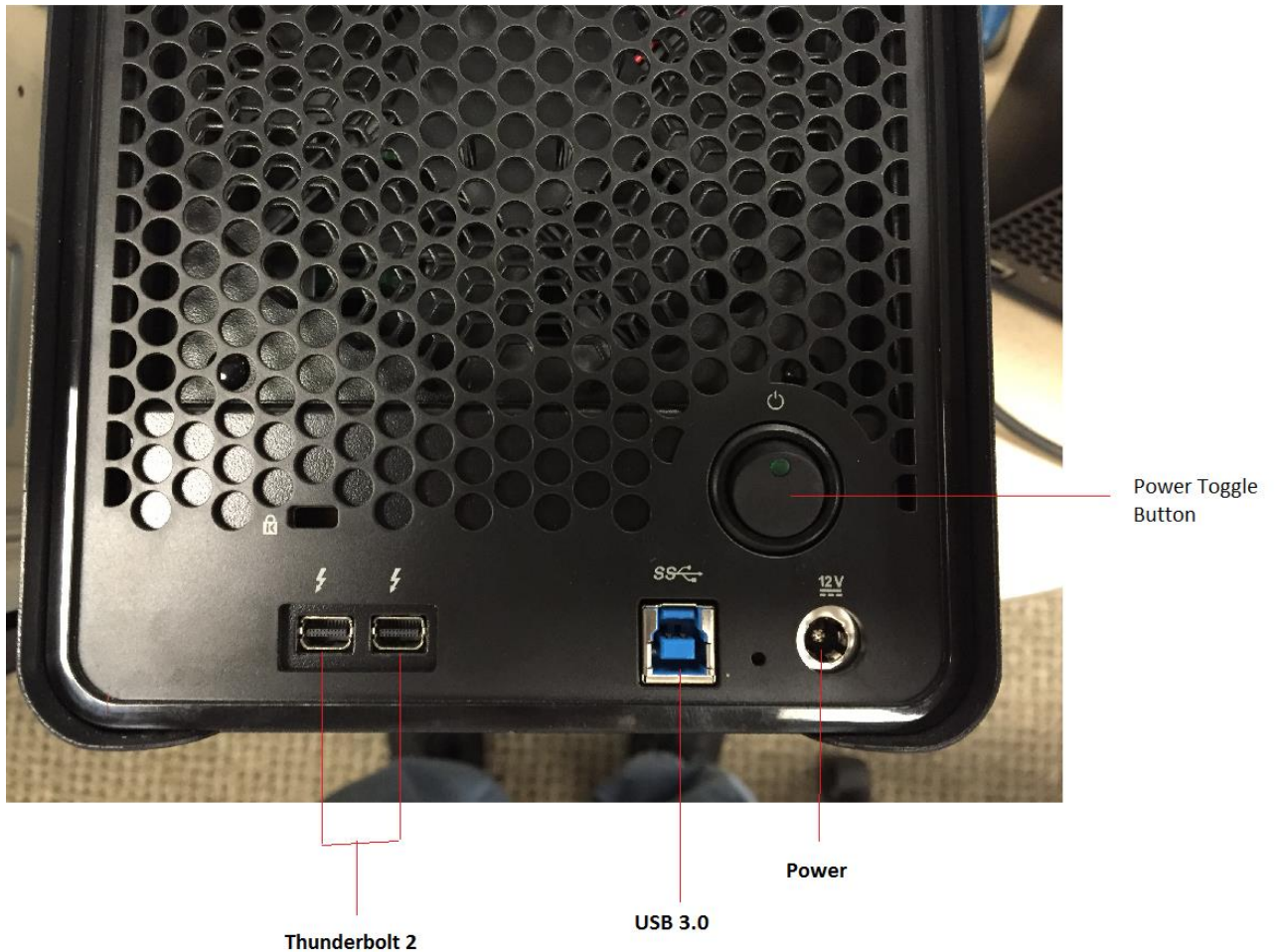
2. Multiple Drobo devices connected in a chain with a DisplayPort monitor at the end.



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.



Plug one end of the Thunderbolt cable into the back of your Drobo 5D/5Dt.

1. Do one of the following:
 - Plug the other end of the cable into your host computer, so that the Drobo 5D/5Dt 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 5D/5Dt, 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 5D/5Dt, as needed to extend the chain.
2. Connect the power supply to the power connection at the back of your Drobo device.
3. Connect the other end of the power supply to a power source.

Note: We recommend plugging into an uninterruptible power supply (UPS) or surge protector. For more information, see [Using Power Protection](#).

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

2.5 Formatting the Drives

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

Before following steps for this, however, it is important to know what file system format and [volume](#) size you will choose when you format the drives.

2.5.1 [Selecting a File System and Volume Size for Your Drobo 5D/5Dt](#)

When you turn on your Drobo 5D/5Dt, you will be prompted to format the drives in your Drobo 5D/5Dt with a particular file system. What file system formats are available to you depend on your operating system. (See Figure 1 below.)

You will also be formatting your Drobo 5D/5Dt into at least one *volume*, and you will need to choose a size for that volume. A volume is a storage area that has been formatted with a file system format 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.

Notes:

- *Volume size does not represent how much actual storage space is available on your Drobo 5D/5Dt. It represents virtual storage space because Drobo devices include thin provisioning technology. For example, your Drobo 5D/5Dt may be loaded with 8TB of hard drive space, but you can create a volume (or multiple volumes) of 64TB. This enables you to do add more capacity to your Drobo 5D/5Dt (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 you have available on your Drobo device, as defined by the volume size.*
- *If the amount of available, protected storage space in your Drobo 5D/5Dt ever exceeds the size of the volume that you chose (this may occur when you add one or more additional drives to your Drobo 5D/5Dt), 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).*

Tip: For most customers, we recommend choosing the largest volume size available for the selected file system. Note, however, that smaller volume sizes can be more efficient and manageable in certain situations, such as when indexing, scanning or searching volumes.

2.5.2 [Turning On Your Drobo 5D/5Dt and Formatting the Drives](#)

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

1. With Drobo Dashboard open on your computer, 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 Windows and Mac operating systems will also prompt you to format the drives. Click **Cancel** or **Ignore**, as appropriate, and continue with formatting from Drobo Dashboard.

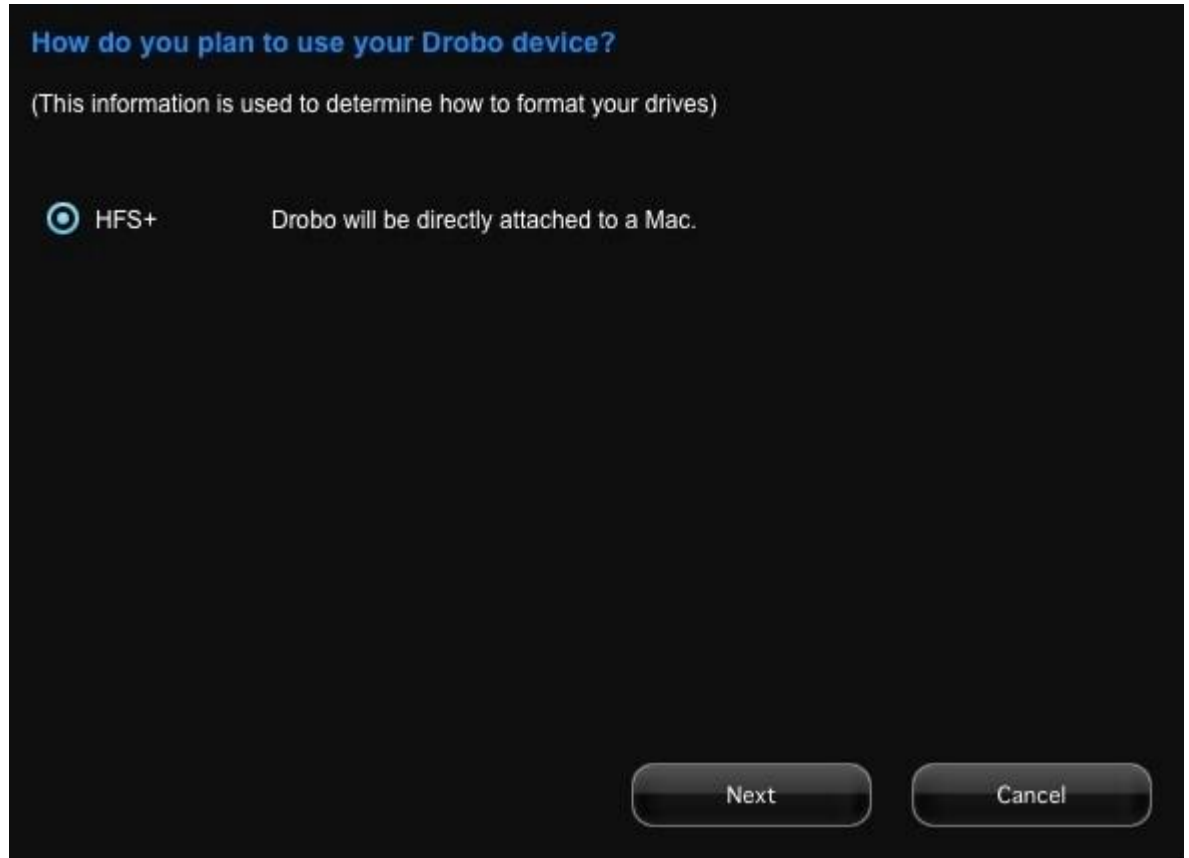
2. Double-click on the **Drobo 5D** icon on the **All Drobos** page.

A Message appears, asking if you would like to format the device.

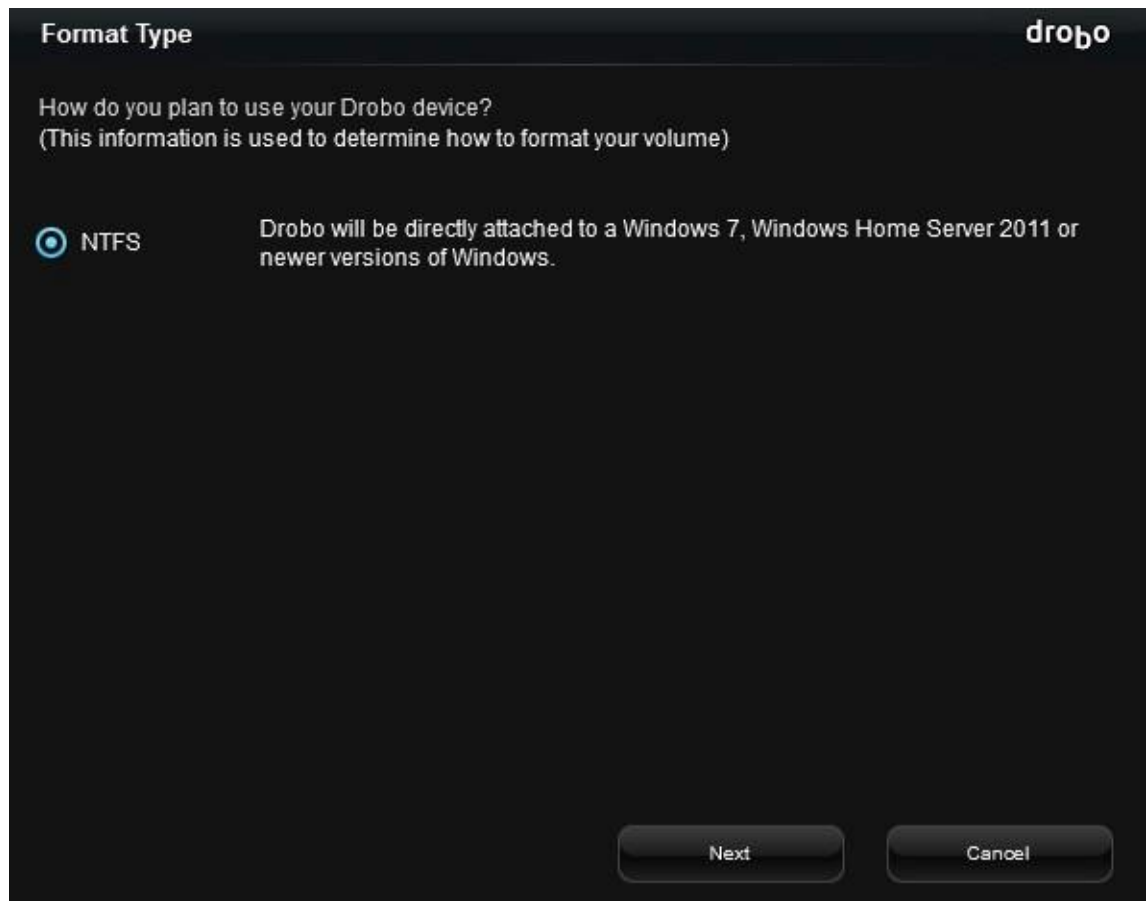
3. Click the **Yes** button.

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

The **File Format** page for Drobo 5D/5Dt in OS X:

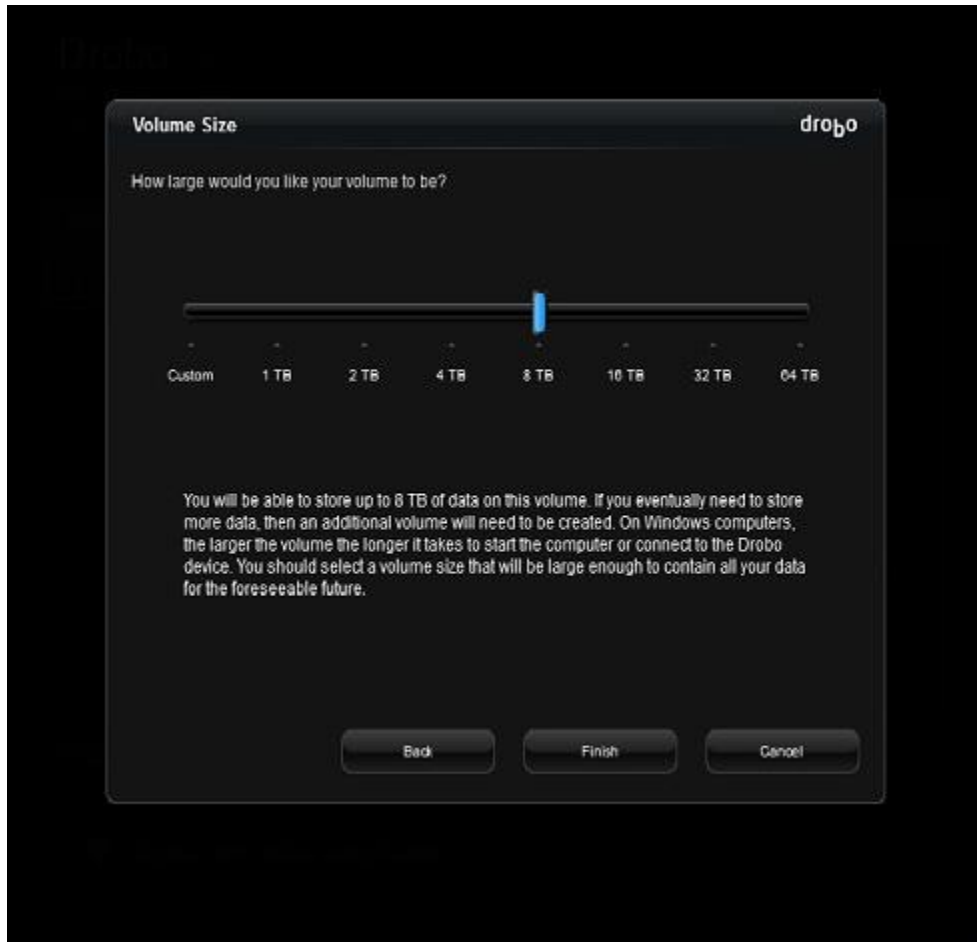


The **File Format** page for Drobo 5D/5Dt in Windows:



4. Select the appropriate file format for your operating system and click the **Next** button.
Volume Size page opens.
5. Click and drag to slide the pointer to the size of the volume you would like to create, and then click the **Next** button.

The



Tip: We recommend that you select the largest size available, enabling you to increase the number and capacity of your drives without having to format an additional volume.

Volume Name page opens.

The



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.

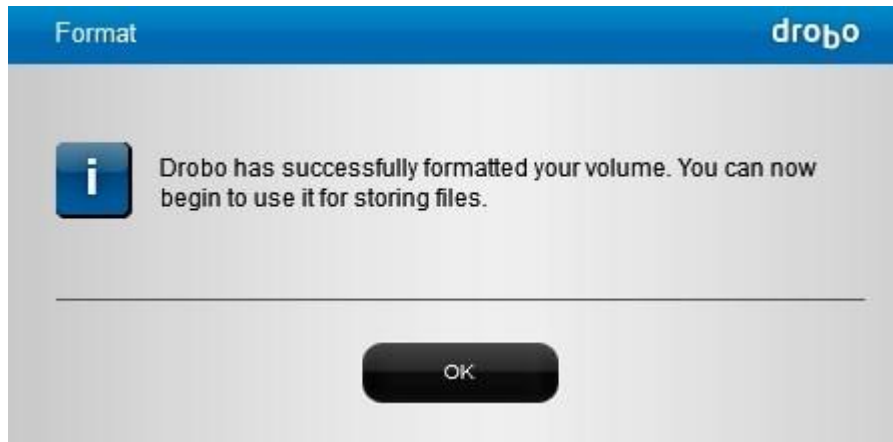
***Tip:** We recommend using the word “volume” in the name so as not to confuse the volume name with your Drobo device’s name.*

8. Click the **Next** button.

The **Confirm Format** page opens.

9. Click the **Format** button.

A Message 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.



10. Click the **OK** button.

Your Drobo device displays on the **Status** page of Drobo Dashboard, as follows.



Note: Drobo Dashboard automatically assigns “Drobo” as the default name for your Drobo device, which you can rename later.

3 Where to Go Next

After you've set up your Drobo 5D/5Dt, you're ready to store and back up data onto it. Next steps include the following. Click on a topic to learn more.

- [Implementing best practices](#) to maximize the safety of your data
- Ensuring optimal performance by [keeping your software \(Drobo Dashboard and your Drobo device's firmware\) up to date](#)
- Knowing how to [safely shut down your Drobo device](#)
- [Using the Online User Guide](#) and [context-sensitive help](#) to learn more about how to manage and use your Drobo device
- [Using our knowledge base](#) to answer almost any additional question
- [Registering your Drobo 5D/5Dt](#)
- [Getting the support](#) you may need

3.1 Using Best Practices

Although your Drobo 5D/5Dt 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 www.drobo.com/support/best_practices.

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

3.2 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 setup.) This feature keeps both Drobo Dashboard and your product's firmware current. You can also install updates from www.drobo.com/support/updates. If you would like to install a firmware update from the Drobo website, see [Manually Updating Firmware from the Website](#).

This section covers the following topics:

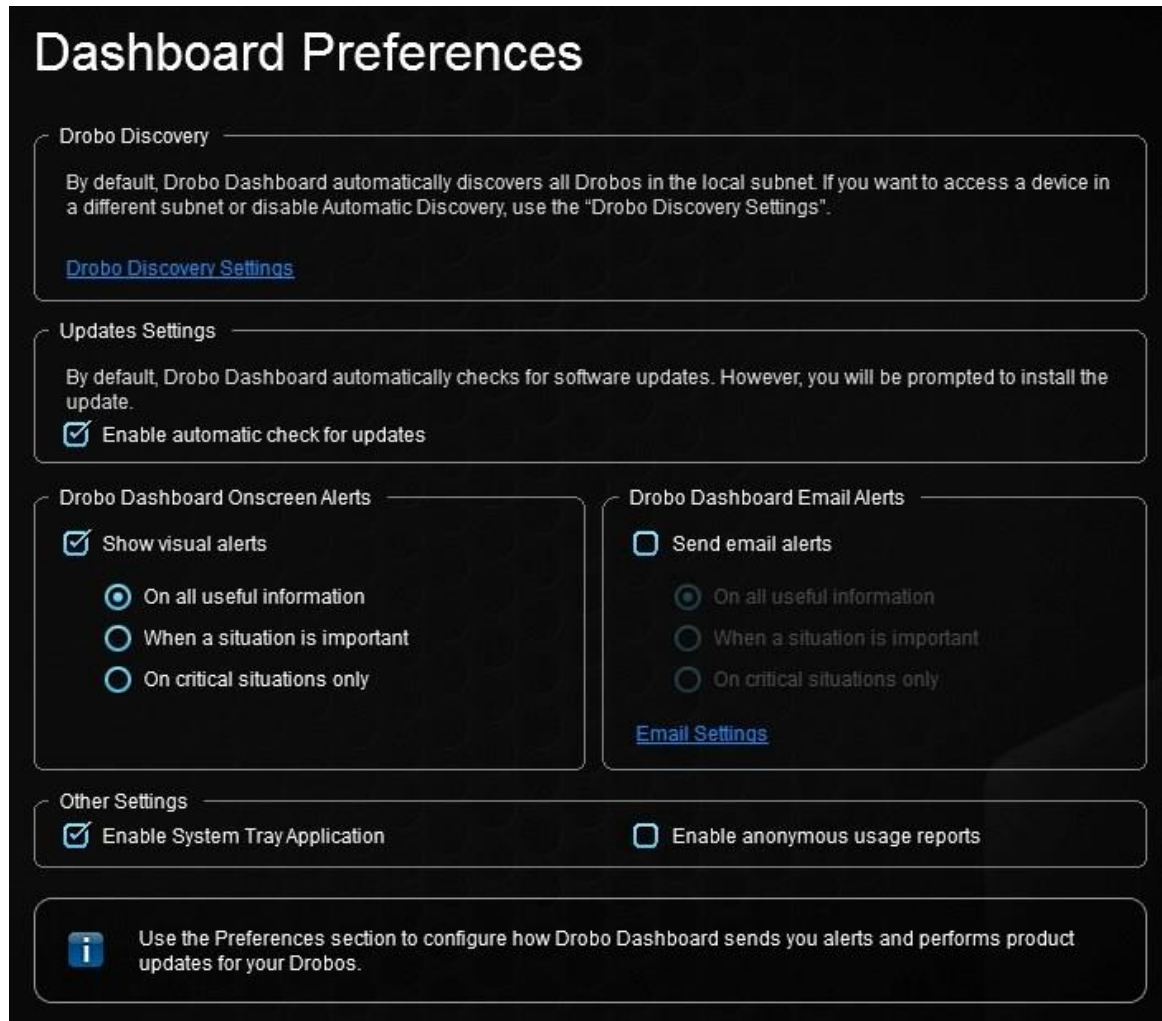
- ▶ Checking for Software Updates Automatically
- ▶ Checking for Software Updates Now
- ▶ Manually Updating Firmware from the Website

3.2.1 Checking for Software Updates Automatically

The following steps keep your Drobo Dashboard and your Drobo device's firmware up to date automatically.

1. If it's not already running, launch Drobo Dashboard from the host computer and select the appropriate Drobo device on the **All Drobos** page.

2. Click **Dashboard Preferences** on the **Navigation** menu.
The **Dashboard Preferences** page opens.



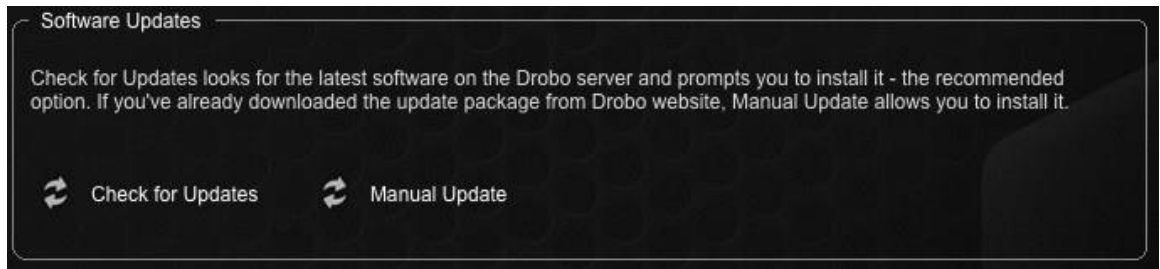
3. Ensure that the **Enable automatic check for updates** check box is selected, and then click the **OK** button.

You can also deselect the **Enable automatic check for updates** check box, though we recommend that you keep it selected.
4. When one or more software updates are available, a message opens, asking if you would like to install the update(s). If so, click the **Yes** button and follow the prompts to install them.

3.2.2 Checking for Software Updates Now

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 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. **Note:**
If needed, ensure that you are logged in to this Drobo device.



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.

3.2.3 Manually Updating Firmware from the Website

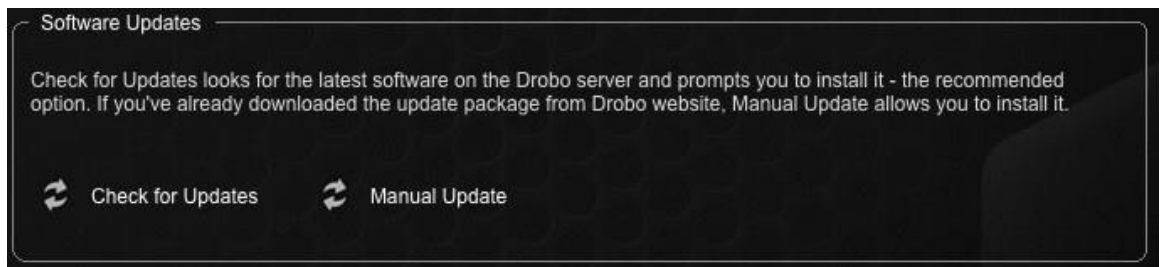
To manually update the firmware from the website, take the following steps.

1. Go to www.drobo.com/support/updates and download the appropriate firmware file for your Drobo 5D/5Dt, saving it to a folder that is *not* located on your Drobo device.

The firmware file ends in the file extension of .zip (e.g., 1.0.2.zip) and applies to both Windows-based computers and the Mac.

Please ensure that you have read and write privileges to this folder.

2. Launch Drobo Dashboard, select the Drobo 5D from the **All Drobos** page.
3. Click the **Tools** option on the **Navigation** menu for the selected Drobo device to open the **Tools** page.



4. In the **Software Updates** section, click the **Manual Update** option.
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.

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

7. Click the **Yes** button.

Drobo shuts down and restarts after the new firmware is installed.

3.3 Safely Shutting Down Your Drobo 5D/5Dt

If you plan to shut down your Drobo device 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.**

Note: *When the Drobo 5D/5Dt is shut down, but still plugged in and connected to the computer via its Thunderbolt connector, the Drobo 5D/5Dt will still be able to pass data through a Thunderbolt daisy chain. This allows the Drobo device to be off while a device or monitor down the chain continues to function.*

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 device 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 This section covers the

following topics:

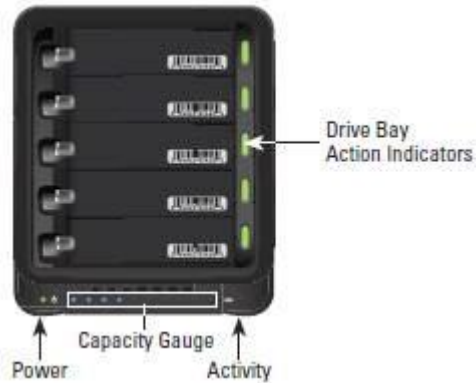
- ▶ Safely Shutting Down Your Drobo 5D/5Dt Using Drobo Dashboard
- ▶ Safely Shutting Down Your Drobo 5D/5Dt Manually

3.3.1 Safely Shutting Down Your Drobo 5D/5Dt Using Drobo Dashboard

This is the recommended method for safely shutting down 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.*

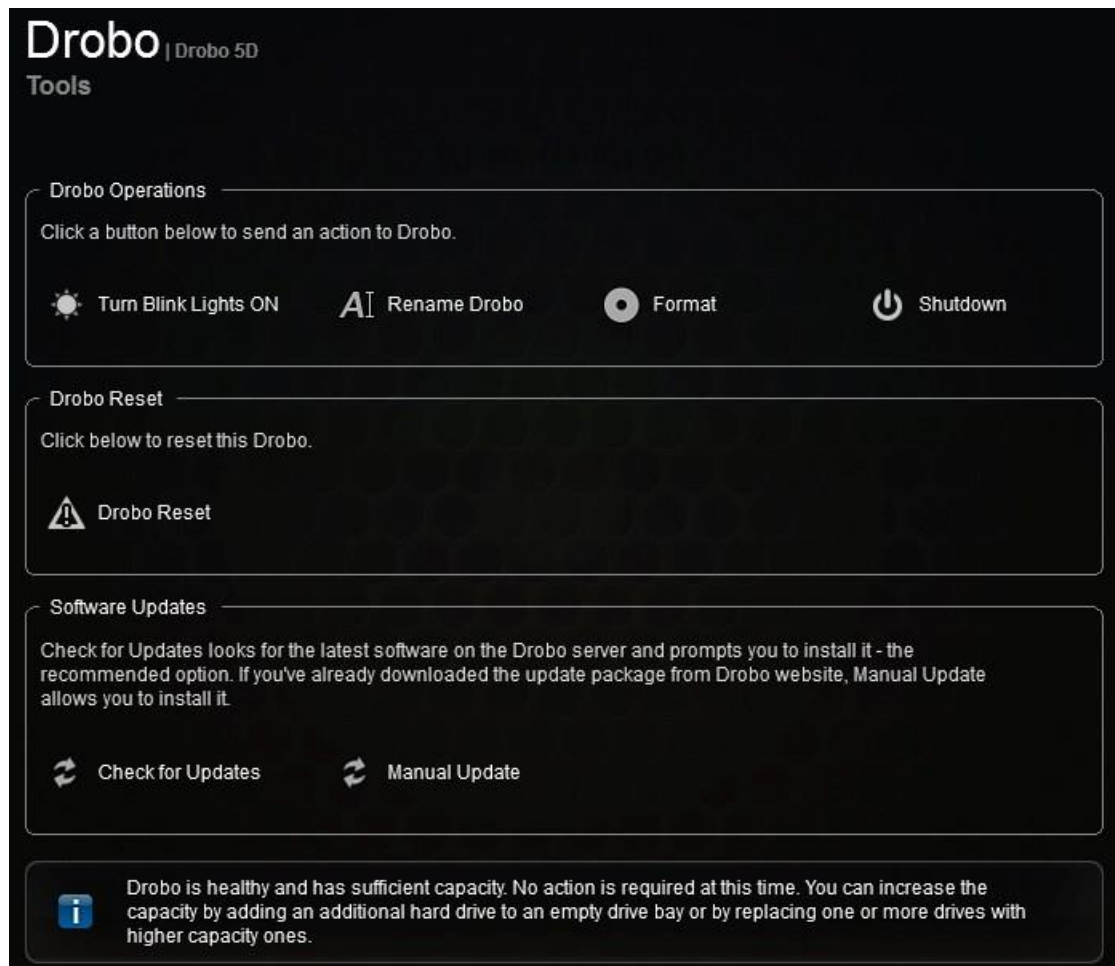


2. Also check to ensure the drive bay action indicator lights are not blinking alternately between yellow and green. This indicates that your Drobo device is busy working to protect your data. Wait until these lights are a solid green.

Note: If one or more drive bay lights are red, you need to add capacity or replace the current drive. However, you can still safely shut down your Drobo device.

3. In Drobo Dashboard, select the Drobo device 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.

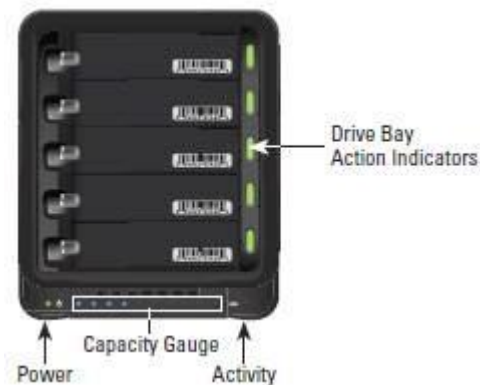
It can take up to two minutes for your Drobo device to power down. Afterwards, the power light turns off, indicating your Drobo device has shut down.

3.3.2 Safely Shutting Down Your Drobo 5D/5Dt Manually

Although we recommend that you use Drobo Dashboard to shut down the Drobo device, you can also manually shut down the Drobo device safely using the following steps.

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. However, you can still safely shut down your Drobo device.*

3. Unmount or eject the Drobo device volume(s) by doing one of the following:
 - On a Mac, click and drag the Drobo device volume(s) to the trash.
 - In Windows, click on **Safely Remove Hardware** in your system tray (which is located in the lower-right of your screen, and accessible by clicking an up arrow), and then select the appropriate Drobo device.
4. Press the power toggle button on the back of your Drobo device once.

It can take up to two minutes for your Drobo device to power down. But afterwards, the power light turns off, indicating your Drobo device has shut down.

3.4 Using the Online User Guide

After you've set up your Drobo device, you're ready to use it to store and back up data. To learn how to manage and use your Drobo device, refer to the Online User Guide for your product, which can be found within Drobo Dashboard by clicking the **Help & Support** option on the **Navigation** menu, and clicking the **View Drobo User Guide** icon. The latest version can also be found at www.drobo.com/support/documentation.php.

3.5 Using Context-Sensitive Help

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

3.6 Using the Knowledge Base

Our searchable knowledge base provides answers to almost any question related to your Drobo device that you cannot find in the Online User Guide. To access our knowledge base follow the steps below.

1. In the Drobo Dashboard, click the **Help and Support** option on the **Navigation** menu. The Help and Support page opens.
2. In the **Check Drobo online resources!** area, click the **Search Knowledge Base** link to open the Drobo Knowledge Base web page.

Note: You can access our knowledge base at <http://support.drobo.com/app/answers/list>.

3.7 Registering Your Drobo 5D/5Dt

If you did not register your Drobo device during setup, you can do so from within Drobo Dashboard.

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

1. In Drobo Dashboard on the **All Drobos** page, select the Drobo device you need to register and click the **Help and Support** option on the **Navigation** menu. The **Help and Support** page for that Drobo device opens.

Help and Support

Drobo Registration

Click on the link below to register your Drobo.

[Register my Drobo devices](#)

Check Drobo online resources!

[View Drobo User Guide](#)

[Search Knowledge Base](#)

[Contact Drobo Support](#)

Depending on the problem you want to report, a Diagnostics file may be required by Drobo support.

Please select the Drobo to get Diagnostic from:

Drobo S

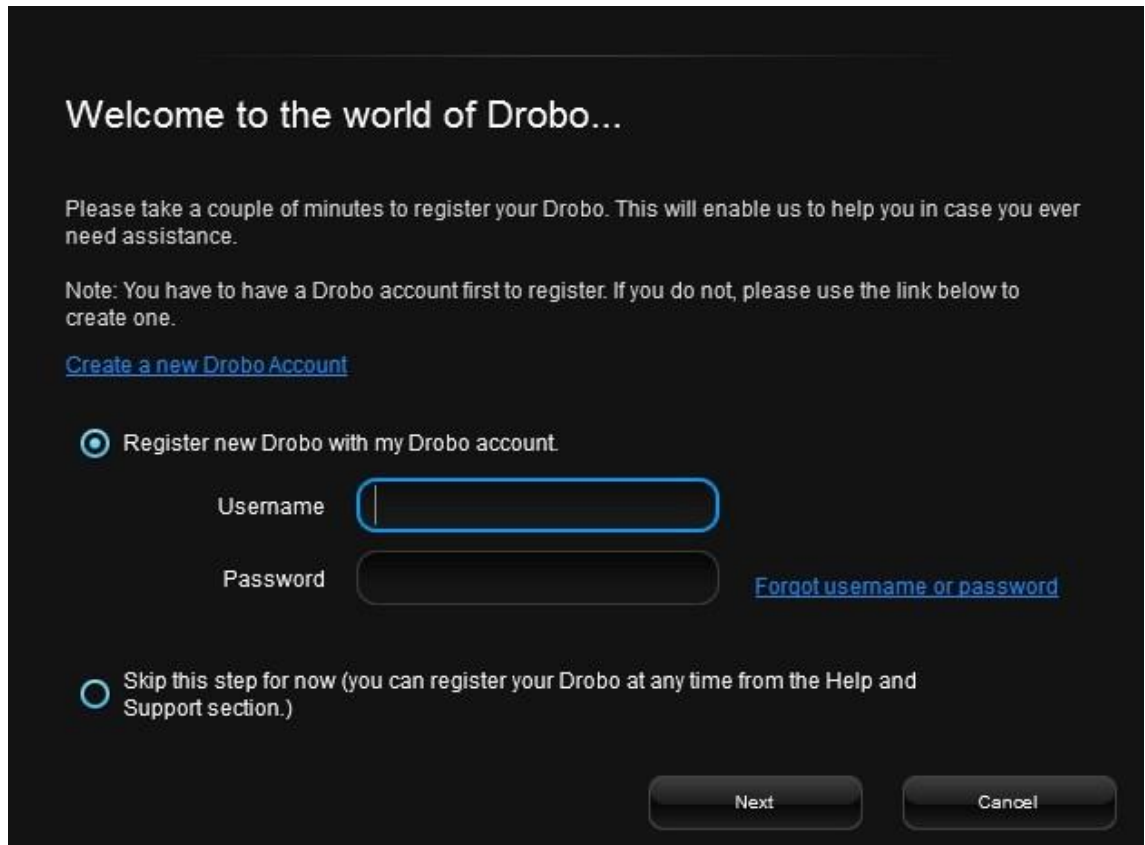


Get Diags

Drobo Dashboard version:

2.3.0 [53999]

2. In the **Drobo Registration** area, click on the **Register my Drobo devices** link. The **Registration** page opens.



3. 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**. Fill this in and create your account, and then return to this step 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 4.
4. Click the **Next** button.

Your connected Drobo devices, and their serial numbers display.
5. Select the Drobo device you would like to register, enter its purchase date and select the region from where you purchased it, as pictured.

Register my Drobo devices drobo

Select the Drobo(s) listed below you want to register today. Please provide Purchase Date, Region and then click "Register Drobo".

| Registered | Name | Serial # | Support Entitlements |
|--------------------------|---------------------|-----------------|---------------------------|
| <input type="checkbox"/> | Drobo Drobo 5D | DRB123201700025 | No Entitlements Available |
| <input type="checkbox"/> | Drobo Drobo Mini | DRB123801900027 | No Entitlements Available |

Selected Drobo: Drobo

Purchase Date: Region: Americas

MM DD YYYY

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

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

- Click the **Register Drobo** button.

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

Note: You can choose to purchase a DroboCare license by clicking on that link.

- Repeat steps 5 and 6 to register additional Drobo devices.
- When finished, click the **Done** button.

You are returned to the **Help and Support** page.

3.8 Getting Support

To get support, first be sure to register your product at <https://myproducts.drobo.com/login>, if you haven't 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.

Help and Support

Drobo Registration

Click on the link below to register your Drobo.

[Register my Drobo devices](#)

Check Drobo online resources!

[View Drobo User Guide](#)

[Search Knowledge Base](#)

[Contact Drobo Support](#)

Depending on the problem you want to report, a Diagnostics file will be required by the Drobo team. Use below button to generate Diagnostics file.

Please select the device to get Diagnostic from:

Drobo



Get Diags

Drobo Dashboard version: 2.1.1 [45110]



Use the Help and Support section to access Drobo documentation, contact Drobo support and create diagnostic files for advanced troubleshooting.

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. Also see our DroboCare FAQ at: http://support.datarobotics.com/app/answers/detail/a_id/343.