

drobo

Drobo 8D User Guide



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1 Drobo 8D User Guide

Congratulations on your new Drobo!

This Getting Started section will help you get the Drobo 8D set up and running in just a few steps.

Related topics:

- ▶ [Before You Begin](#)
- ▶ [Setting Up the Drobo 8D](#)
- ▶ [Where to Go Next](#)



Note:

To access the full selection of help topics, click on the folders on the **Contents** page in the left window pane of this online user guide.

1.1 Before You Begin

Before you begin setting up the Drobo 8D, it's a good idea to check system and hardware requirements.

Related topics:

- ▶ [Product Features at a Glance](#)
- ▶ [Checking Box Contents](#)
- ▶ [Checking System Requirements](#)
- ▶ [Checking the Hardware You Need](#)

1.1.1 Product Features at a Glance

For a quick overview of features of the Drobo 8D, refer to the following images.

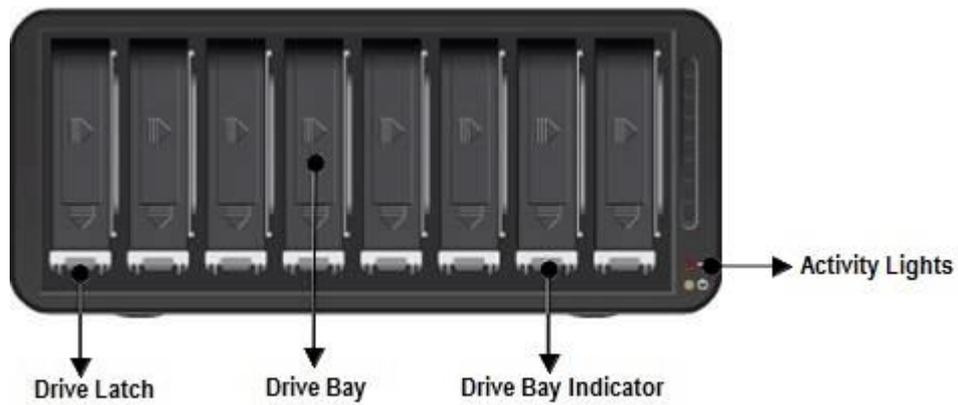


Figure 1: Front of the Drobo 8D with the bezel (faceplate) removed.



Figure 2: Back of the Drobo 8D

Related topic:

▶ [Before You Begin](#)

1.1.2 Checking Box Contents

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

- Drobo 8D
- 1 m Thunderbolt 3 cable (20GB/s)
- 1.8 m power cord with power supply
- Quick Start Card
- Safety and Warranty Guide



Notes:

 To connect Thunderbolt and Thunderbolt 2 devices to Thunderbolt 3 (USB-C) ports, you must have a Thunderbolt 3 (USB-C) to Thunderbolt 2 adapter.

You can purchase it from here: [Thunderbolt 3 to Thunderbolt 2 Adapter](#)

 Drobo 8D supports only Apple Adapter.

1.1.3 Checking System Requirements

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

Related topics:

- ▶ [Operating Systems Supported](#)
- ▶ [Connectivity Interfaces Supported for Drobo 8D](#)

1.1.3.1 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.

Related topics:

- ▶ [Connectivity Interfaces Supported for the Drobo 8D](#)
- ▶ [Before You Begin](#)

1.1.3.2 Connectivity Interfaces Supported for Drobo 8D

Drobo 8D connects directly to your Apple Mac™ using Thunderbolt 3 interface. 8D has two Thunderbolt 3 ports.



Figure 1: Back of the Drobo 8D

Notes:

- 🔑 Drobo provides Thunderbolt 3 cable with 8D. Depending on the model of your Apple Mac™, you may have to buy a Thunderbolt 3 to 2 adapter.
- 🔑 User with a 4 port MacBook Pro is recommended to use the left hand Thunderbolt port to obtain best performance.

Thunderbolt 3

The Drobo 8D 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 from a single Apple Mac™. Note that because Thunderbolt has dual-protocol support (with DisplayPort and PCI Express), you can connect the Drobo 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 the Drobo 8D in a daisy-chain:

There are two options for connecting 8D using its Thunderbolt interface.



Note:

It is recommended to check the limitations of Daisy Chain before connecting the device in a daisy-chain.

1. 8D directly connected to Apple Mac™ (with no daisy-chain).



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



1.1.4 Checking the Hardware You Need

To use the Drobo 8D, you will need at least two drives. If you plan to use Dual Disk Redundancy, which protects your data against *two simultaneous* drive failures, you will need at least *three* drives.

Related topics:

- ▶ [Selecting Drives](#)
- ▶ [Determining Drive Space Requirements](#)
- ▶ [Using Power Protection](#)

1.1.4.1 Selecting Drives

The Drobo 8D 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 a complete list of recommended drives, please visit our web page for [compatible drive options](#).

In addition, the Drobo 8D has a Drobo Accelerator Bay, which accepts an industry-standard SSD. When the back slot SSD is installed, Drobo's Data-Aware Caching feature is enabled, accelerating performance when reading data from the Drobo device. Having a back slot 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 the Drobo device.

Alternatively, using 7200 RPM HDDs in the main drive bays of the Drobo 8D along with an SSD in the back slot provides fast performance when reading data to and from the Drobo.

Note that you need at least **two** drives in the drive bays to ensure your data is protected in the event of drive failure.



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. In the back slot HDDs are NOT supported.

Please refer to our web page on [compatible drive options](#) for more information.

 The back slot SSD is not part of the disk pack of the Drobo 8D, allowing you to leave it installed even if you transfer drives from the drive bays to another Drobo device.

 SSDs that require 12v are only compatible with the front slots with a converter dock

 To achieve better performance, we recommend to use 7200 RPM Seagate Barracuda Pros or WD Blacks drives in your device.

 The Drobo 8D is not compatible with IDE, SCSI, PATA or SAS drives.

 The Drobo 8D supports migrating entire disk packs from a Drobo 5D3, Drobo 5Dt, 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 the Drobo 8D.

Related topics:

- ▶ [Determining Drive Space Requirements](#)
- ▶ [Checking the Hardware You Need](#)

1.1.4.2 Determining Drive Space Requirements

In order to protect your data from drive failure, the Drobo 8D requires more space than what you will use for your data- *double* or *more* 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.

Related topics:

- ▶ [Selecting Drives](#)
- ▶ [Managing Capacity \(Drive space\)](#)
- ▶ [Checking the Hardware You Need](#)
- ▶ [Using Power Protection](#)

1.1.4.3 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 the Drobo device:

- A power surge protector to protect against power surges

Related topic:

▶ [Checking the Hardware You Need](#)

1.2 Setting Up the Drobo 8D

Once you have unpacked the Drobo 8D from its box and ensured you meet all system and hardware requirements, it is time to set up the Drobo 8D for use. This can be done in just a few easy steps!

1. [Migrating a Disk Pack from Another Drobo Device](#)
2. [Inserting Drives](#)
3. [Connecting Cables on Your Drobo 8D](#)
4. [Power on the Drobo 8D](#)
5. [Downloading and Installing the Drobo Dashboard](#)
6. [Registering the Drobo 8D](#)
7. [Initializing and Updating the Drobo 8D to the Latest Firmware](#)
8. [Formatting the Drives for the Drobo 8D](#)
9. [Using Backup Volumes with the Drobo 8D](#)
10. [Inserting a back slot SSD](#) (optional)



Note:

The Drobo 8D 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](#)

1.2.1 Migrating a Disk Pack from Another Drobo Device

The Drobo 8D supports migrating entire disk packs from another Drobo device to the Drobo 8D, preserving all the data and volumes you had created. You can also migrate disk packs from one Drobo 8D to another.

Migration Paths Supported are as shown below:

- From Drobo 5D3 to Drobo 8D is supported
- From Drobo 5D/5Dt to Drobo 8D is supported
- From Drobo 5C to Drobo 8D is supported
- From Drobo Gen3 to Drobo 8D is supported
- From Drobo S to Drobo 8D is supported

Migration Paths Not Supported are as shown below:

- USB and Thunderbolt products cannot be migrated to NAS products or vice versa.
- Migration to Drobo 8D is not supported from Drobo Pro, Drobo Gen1 or Drobo Gen2 devices.

When to use Copy Data?

You can copy the data from Drobo 8D device to another Drobo, if data migration is not supported between your devices (see above for list of supported devices).



Note:

- For information on migration of disk pack see [Migrating Your Disk between Drobo Products](#)



Warning:

- 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.
- Migration of data to Drobo 8D is a one-way operation. Once you have moved the data to Drobo 8D, you will not be able to use it on the source Drobo device you are migrating from.
- Do not migrate drives when either of the Drobo device is powered on. This can result in data loss.

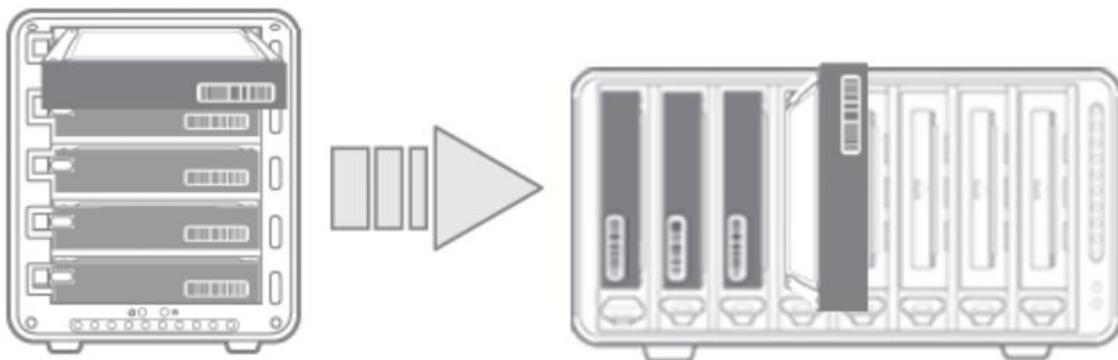
To ensure a safe and successful migration, carefully follow the steps below.

1. Ensure that the latest version of Drobo Dashboard is installed on a host Apple Mac™.
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 the Drobo 8D](#) (but without inserting drives) and connected it to your host Apple Mac™.
- Ensure that the Drobo 5D3, Drobo 5Dt, Drobo 5C, Drobo Gen3, Drobo 5D or Drobo S (with its drives) is still connected to the host Apple Mac™.
- In Drobo Dashboard, on the **All Drobos** page, select the Drobo 5D3, Drobo 5Dt, 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 8D has the latest firmware.

To migrate a disk pack from another Drobo device to Drobo 8D:



1. Safely shut down the Drobo 5D3, Drobo 5Dt, Drobo 5C, Drobo Gen3, Drobo 5D or Drobo S and the Drobo 8D. For steps, see [Safely Shutting Down the Drobo 8D](#)
2. Remove ALL drives from the Drobo 5D3, Drobo 5Dt, Drobo 5C, Drobo Gen3, Drobo 5D or Drobo S and insert ALL drives into the Drobo 8D.
3. Turn the Drobo 8D back on by pressing its power toggle button.
4. The Drobo 8D may take a few minutes to boot up. When finished, all the data and volumes will be available on the Drobo 8D as it was on the Drobo 5D3, Drobo 5Dt, 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 8D to another Drobo 8D.

1.2.2 Inserting Drives

As a first step to set up the Drobo 8D, insert the drives into the Drobo. For more information on drive requirements, see [Selecting Drives](#).

Also, see this link on the Drobo website: [Selecting Drives for the Drobo](#)

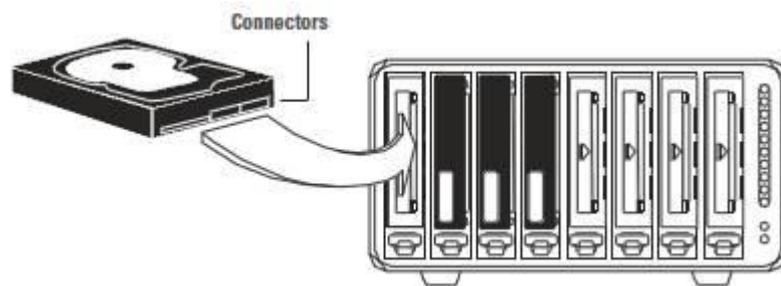
Warning:

-  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 the Drobo 8D.

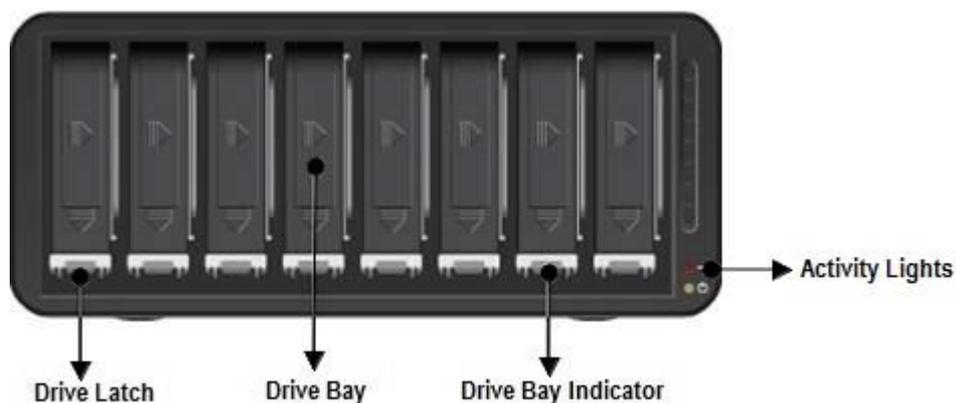
How to insert the drives

To insert the drives to the Drobo 8D:

1. Remove the front bezel (faceplate) from the front of the Drobo 8D by pulling it off.
2. Insert drives with the top labels facing the power and capacity lights. With one hand, hold the hard drive so that 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.



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.



Notes:

Once you insert the drives into the Drobo 8D, they function as a unit or “pack.” To access the data on them, you will need the entire pack.

The Drobo 8D supports migrating entire disk packs from other Drobo, 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](#).

By default Drobo 8D creates 128 TB volume size, if required you can create your own volume size.

- When finished, replace the faceplate right side up, so that when the 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 \(LEDs\)](#).

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

Related topics:

- ▶ [Connecting Cables on the Drobo 8D](#)
- ▶ [Return to Setting Up the Drobo 8D](#)

1.2.3 Connecting Cables on the Drobo 8D

After installing Drobo Dashboard and inserting the drives into the Drobo 8D, you are ready to connect the power and data cables on the Drobo device.

You can connect the Drobo 8D directly to your Apple Mac™ using the Thunderbolt 3 port. For information on the connectivity interfaces available and their requirements, see [Connectivity Interfaces Supported for Drobo 8D](#).

With a Thunderbolt port, you also have the option to connect the Drobo 8D to another Thunderbolt-enabled device that is attached to your Apple Mac™ (including another Drobo device or a display monitor) in a daisy-chain manner. The Drobo 8D can be the first in the daisy-chain (directly attached to your Apple Mac™), in the middle, or at the end.

For more information and steps, see [Connecting the Drobo 8D in a Daisy-chain](#).

Related topics:

- ▶ [Connecting Directly to the Drobo 8D](#) or [Connecting the Drobo 8D in a Daisy-chain](#)
- ▶ [Return to Setting Up the Drobo 8D](#)

1.2.3.1 Connecting Directly to the Drobo 8D

You can connect the Drobo 8D directly to your Apple Mac™ using the Thunderbolt 3 port.

If you are using a Thunderbolt port and would like to connect the Drobo 8D in a daisy-chain, see

[Connecting the Drobo 8D 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 the Drobo 8D.
2. Plug the other end of the cable into your host Apple Mac™.
3. Connect the power cord to the power connection at the back of the Drobo device.
4. Connect the other end of the power cord to a power source.
5. You are now ready to turn on the Drobo device and format the drives.

Note:

 We recommend connecting a surge protector to protect against power surges. For more information, see [Using Power Protection.](#)

Next in the Setup for the Drobo 8D

- ▶ [Power On the Drobo 8D](#)
- ▶ [Return to Setting Up the Drobo 8D](#)

1.2.3.2 Connecting the Drobo in a Daisy Chain

With the Thunderbolt 3 port, you can connect the Drobo 8D directly to your Apple Mac™ or to another Thunderbolt-enabled device in a daisy-chain manner. The Drobo 8D 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 Apple Mac™. 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 Apple Mac™.

Here are two options for connecting the Drobo device using its Thunderbolt interface.

1. The Drobo device directly connected to a Apple Mac™ (with no daisy-chain).



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



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



1. Plug one end of the Thunderbolt cable into the back of the Drobo 8D.
2. Do one of the following:
 - Plug the other end of the cable into your host Apple Mac™, so that the Drobo 8D 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 the Drobo 8D, as needed to extend the chain.
 - Plug the other end of your cable into another Thunderbolt-enabled device that is attached to your host Apple Mac™. You can optionally connect another Thunderbolt-enabled peripheral or non-Thunderbolt display monitor to the second port on the Drobo 8D, as needed to extend the chain.
3. Connect the power cord to the power connection at the back of the Drobo device.
4. Connect the other end of the power supply to a power source.

You are now ready to turn on the 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](#).

- If you want to run 1x 5K monitor, you will need an active 40 gig cable.

Next in the Setup for the Drobo 8D

- ▶ [Power On the Drobo 8D](#)
- ▶ [Return to Setting Up the Drobo 8D](#)

1.2.4 Powering On the Drobo 8D

To power on the Drobo 8D:

1. Once you attach one end of the power cord to the Drobo 8D and the other end of the cord to a power source, turn on the Drobo using the power toggle button located on the back.
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.



Note:

- The power toggle is only to power on Drobo, proper shutdown should happen within the Drobo Dashboard.

1.2.5 Downloading and Installing Drobo Dashboard

The Drobo Dashboard application will help you to set up and manage the Drobo 8D.

Drobo software and firmware updates for Drobo 8D can be downloaded and installed from [Drobo 8D Product](#) page.

This section covers the following topics:

- [Installing Drobo Dashboard on Apple Mac™](#)



Note:

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

Related topics:

- ▶ [Using Drobo Dashboard](#)
- ▶ [Touring Drobo Dashboard](#)

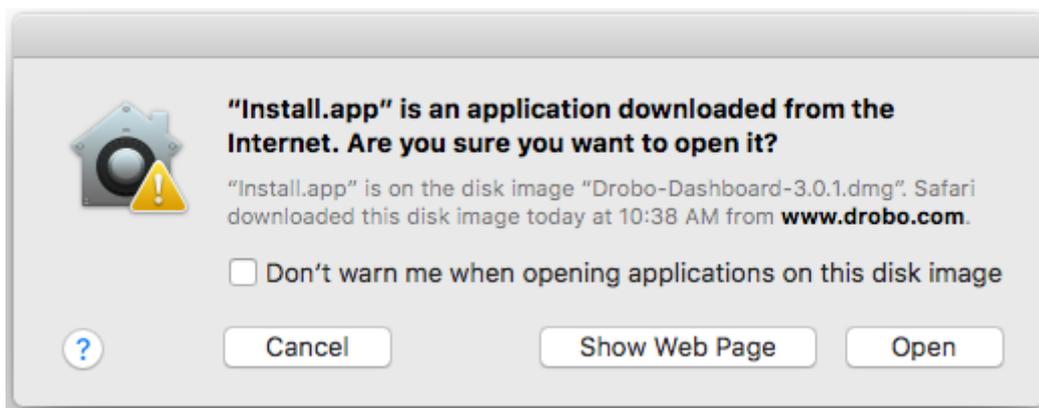
1.2.5.1 Installing Drobo Dashboard on Apple Mac™

To install the Drobo Dashboard on a Apple Mac™ machine:

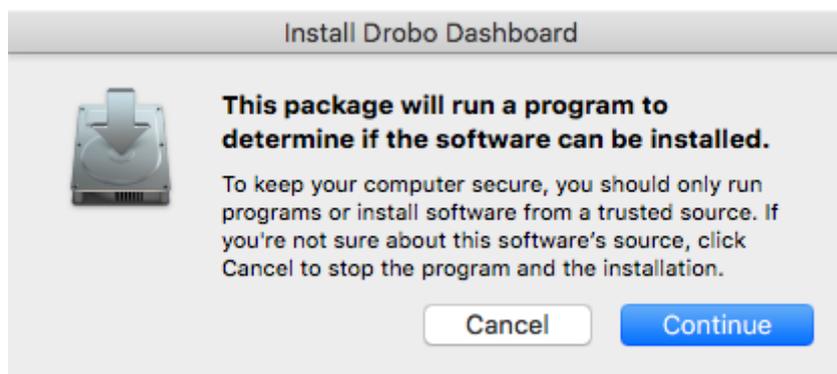
1. Go to the [Start 8D](#) page and download the Drobo Dashboard installation file for Apple Mac™.
2. After downloading, double-click the **Drobo Dashboard Installer** to launch it.



3. A pop up will appear asking whether to open the Installer. Click **Open**.



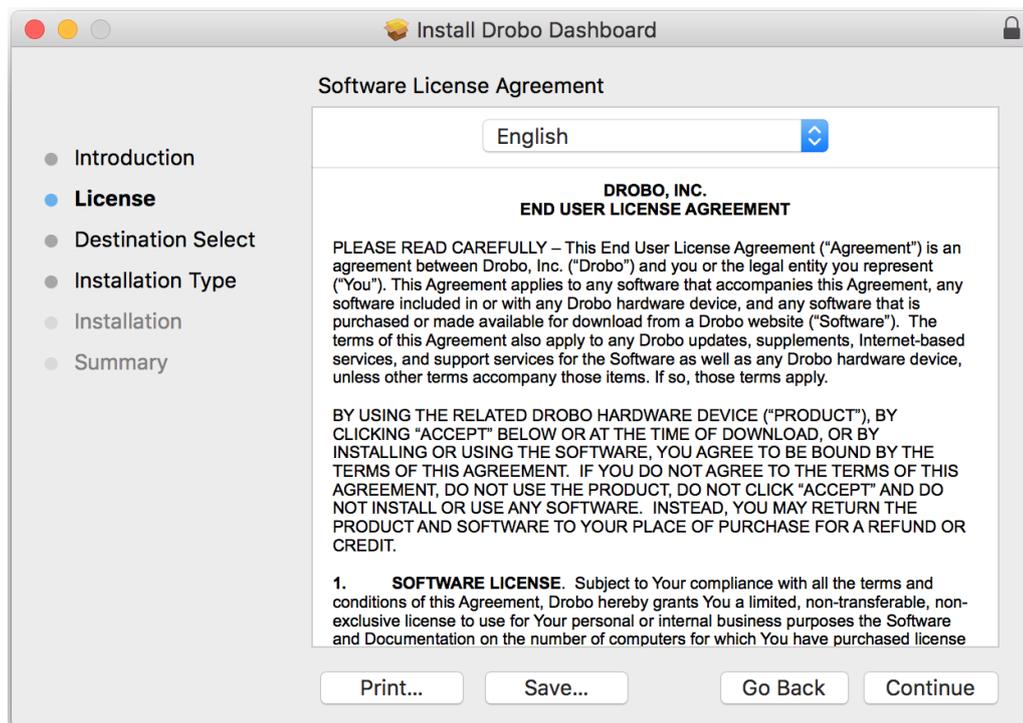
4. The **Install Drobo Dashboard** page will appear. Click **Continue** to proceed to the next screen.



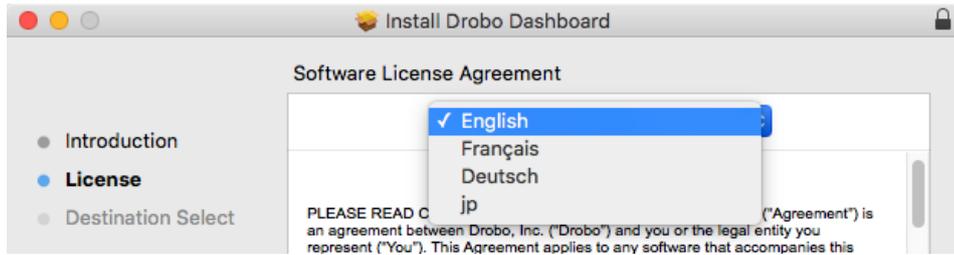
5. Next, the **Installation Wizard** page appears. Click **Continue** to proceed.



6. The **Software License Agreement** page appears. From here, you can choose the language in which you want to proceed the installation process.



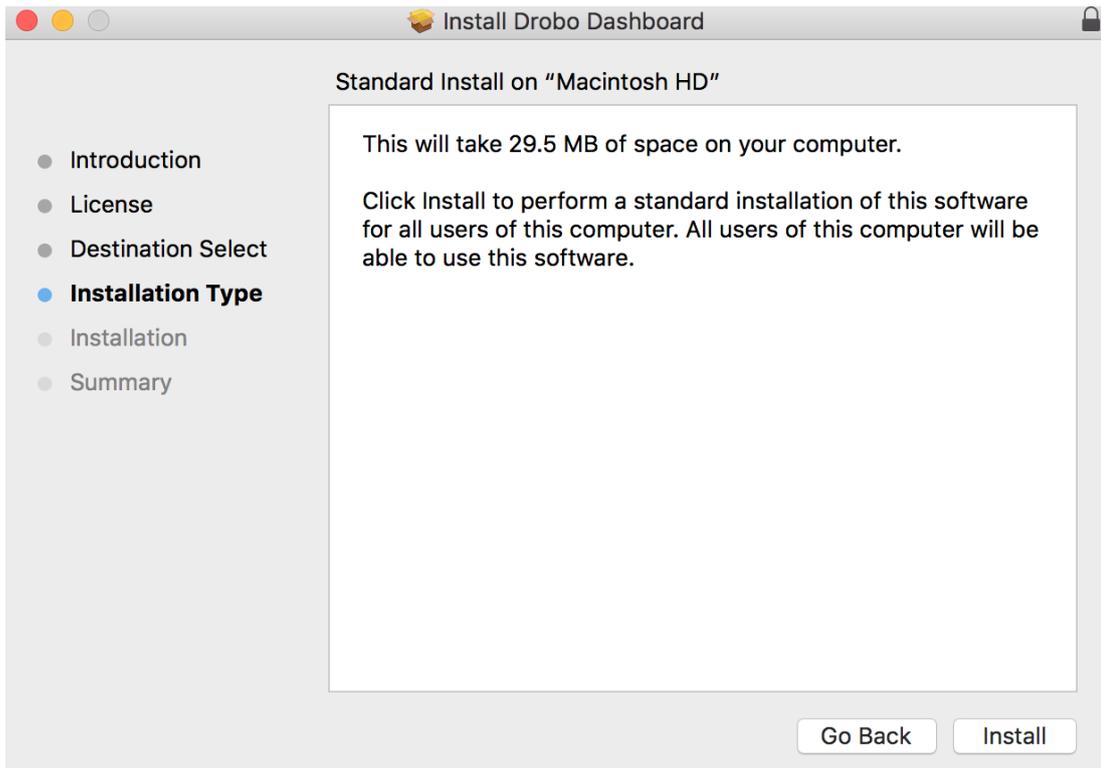
7. After choosing the desired language, Click the **Continue** button.



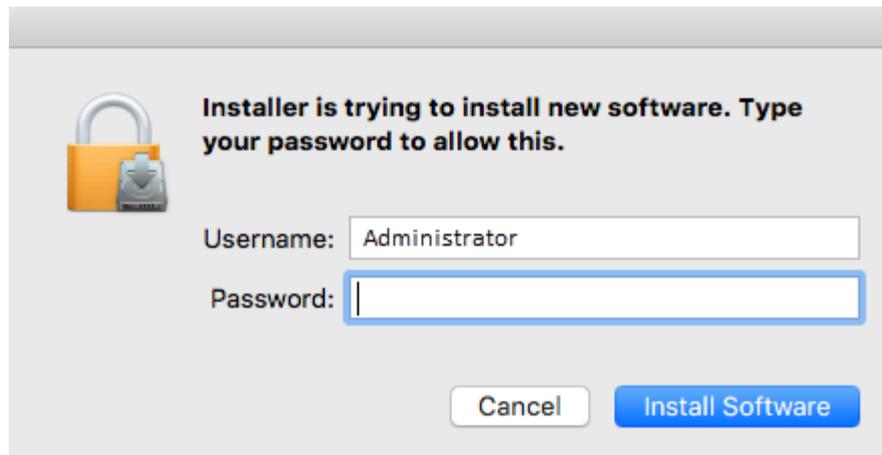
8. A dialog box will appear asking you to Agree or Disagree the terms of the license agreement. Click **Agree** to proceed.



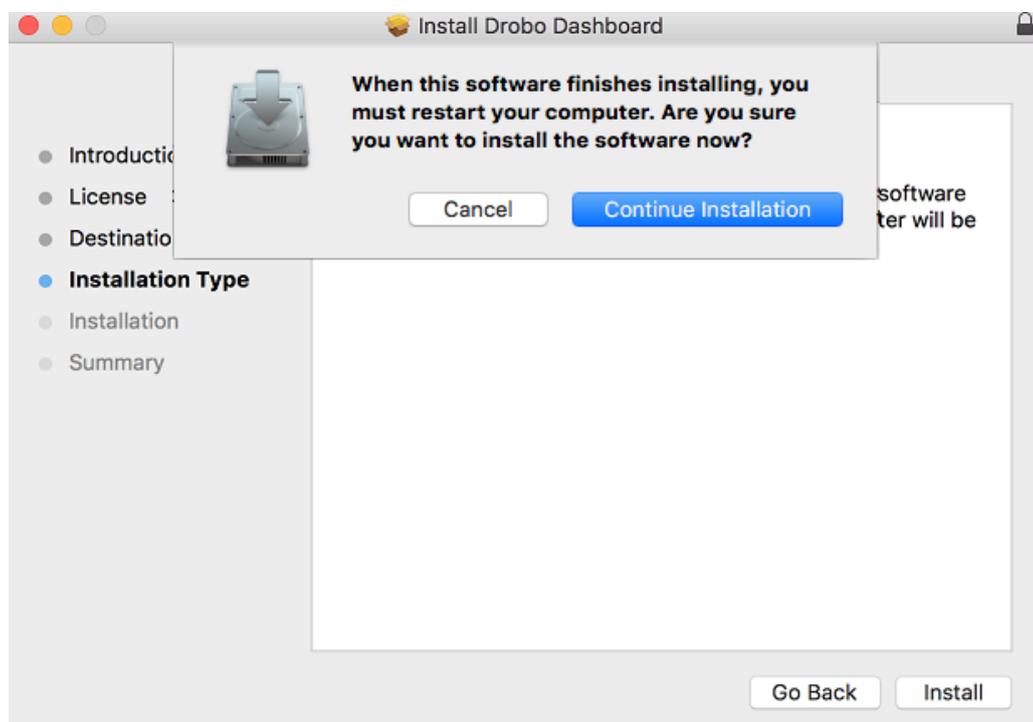
9. You will reach the **Installation Type** section. Click the **Install** button to proceed.



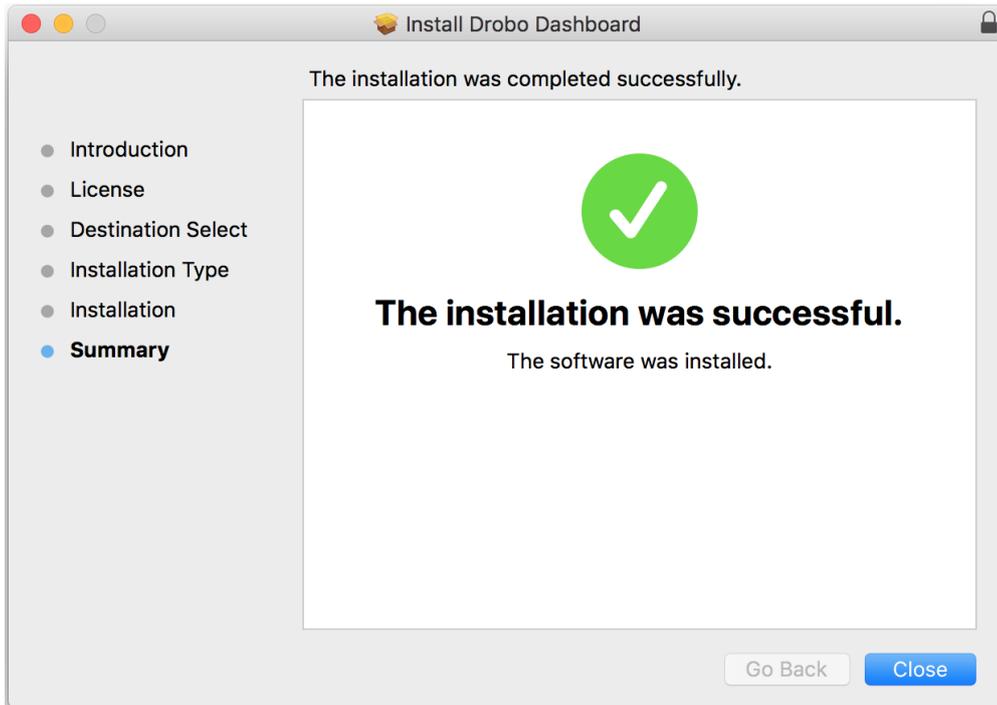
10. You will be prompted to enter the administrator password. Enter the password and click **Install Software**.



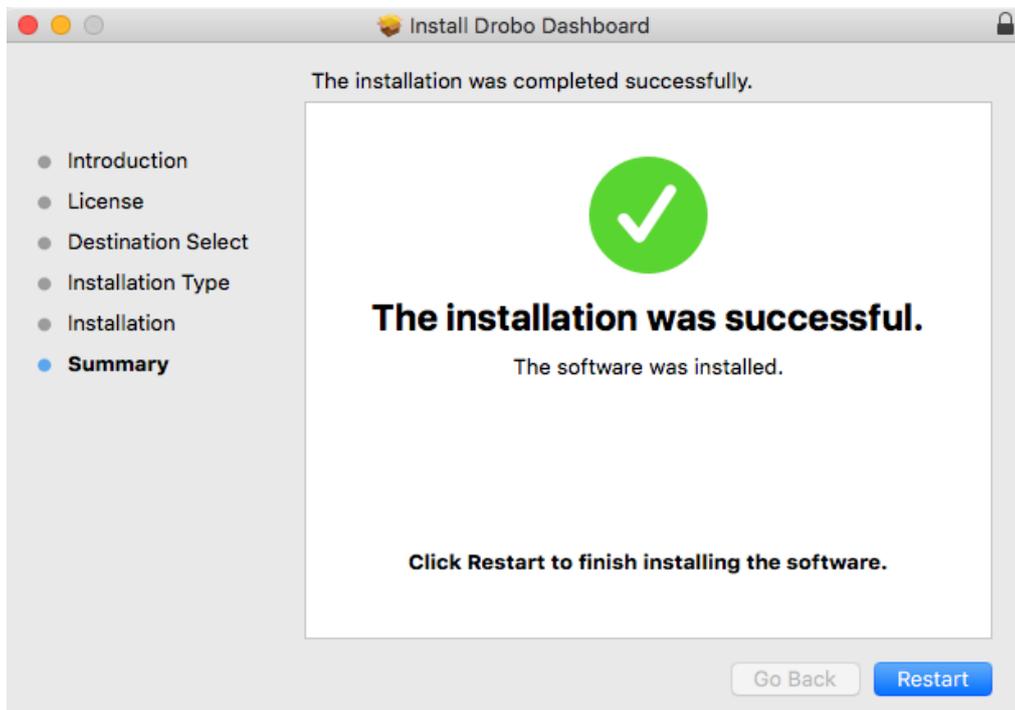
11. Then, you will be prompted to restart your Apple Mac™ in order to complete the installation. Click **Continue Installation** to proceed.



12. When the installation completes, you will see the following screen. Click **Close** and launch the Dashboard application.



13. If there is a driver change during installation or update, you will see the following screen to restart the Apple Mac™ to finish the installation. Click **Restart**.



14. Once the Apple Mac™ restarts, launch the Drobo Dashboard application.

 **Note:**

 You may have to allow Drobo Dashboard in System Preferences in order for the Dashboard to open.

15. The application will prompt you to register the Drobo 8D. You can either register it or skip the step and register it later. Select an option based on you preference.

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: To register your Drobo, a Support account is required. If you do not have an account, please use the link below to create one.

[Create a new Drobo Support Account](#)

Register new Drobo with my Drobo Support 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

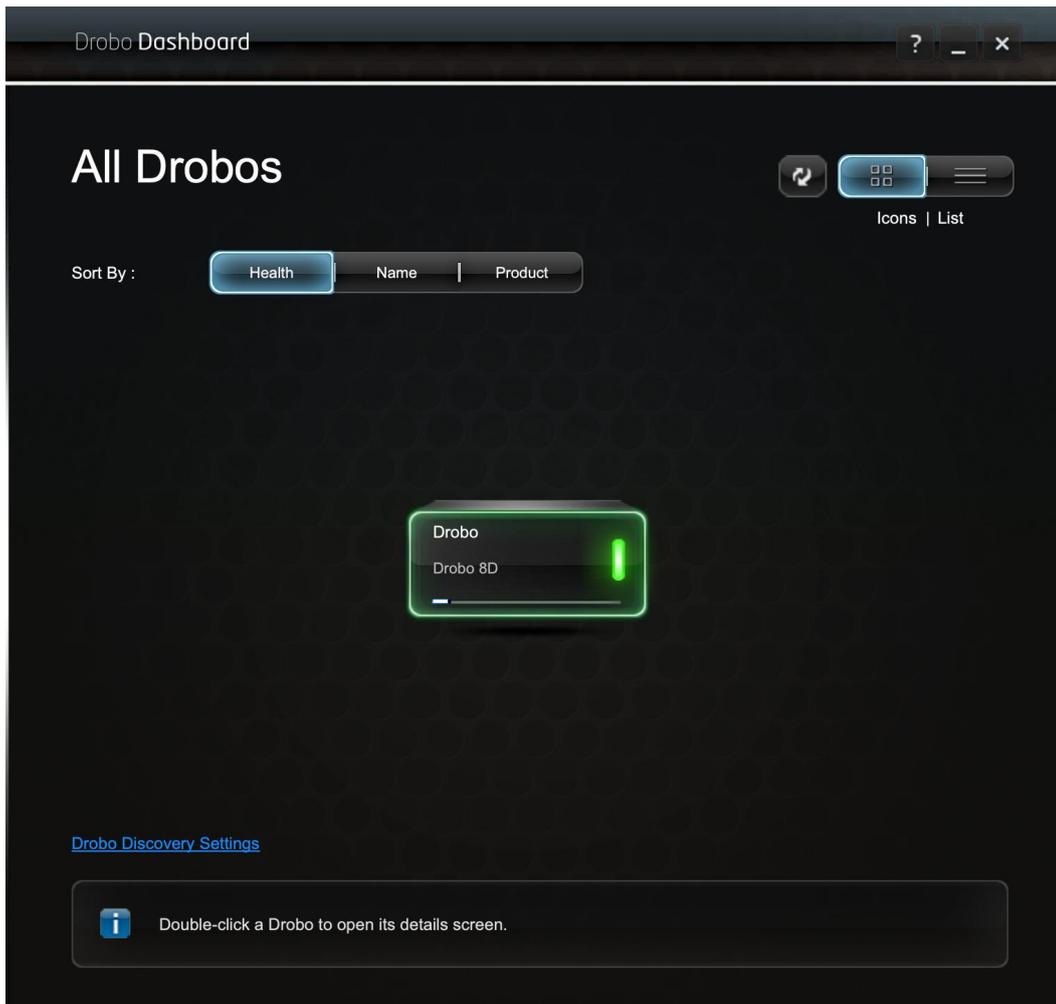


Note:

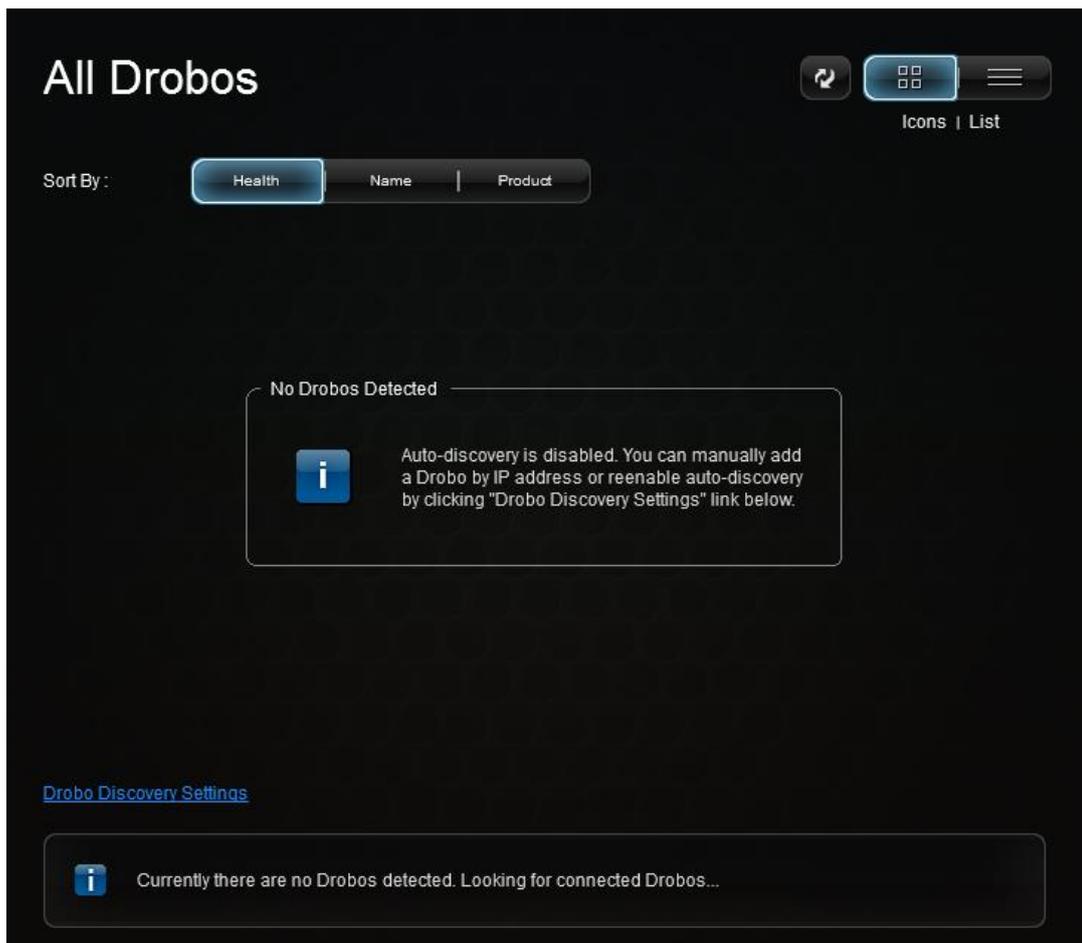


We highly recommend to register your product in order to obtain support.

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.



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



18. The Drobo 8D will not work until you upgrade the firmware. For information on updating the firmware to the latest version, see [Updating the Drobo 8D to the latest firmware](#).

Related topics:

- ▶ [Using Drobo Dashboard](#)
- ▶ [Touring Drobo Dashboard](#)

1.2.6 Registering the Drobo 8D

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

You can also register from [My Products](#) page.



Note:



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

To register the Drobo 8D 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.

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 Dashboard version:

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

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: To register your Drobo, a Support account is required. If you do not have an account, please use the link below to create one.

[Create a new Drobo Support Account](#)

Register new Drobo with my Drobo Support 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 Support 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 Support account, select the **Register new Drobo with my Drobo Support Account** option, and then enter the 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.

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 Number	Support Entitlements
	Drobo Drobo 8D	DRA172302200004	No Entitlements Available
✓	Drobo_Apps Drobo 5N	Not logged in	Warranty [Outdated]
✗	5N-Production Drobo 5N	Not logged in	No Entitlements Available
✗	Drobo5N2 Drobo 5N2	Not logged in	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.

- Once done, click the **Register Drobo** button.
- 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. Otherwise you can purchase DroboCare license from here [DroboCare](#).

- Repeat steps 5 and 6 to register additional Drobo devices.
- When finished, click the **Done** button. You will return to the **Help and Support** page.

Related topic:

- ▶ [Getting Technical Support](#)

1.2.7 Initializing and Updating the Drobo 8D to the Latest Firmware

When you first receive a new Drobo 8D 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 the Drobo 8D to the latest one:

1. Connect the Thunderbolt cable to the back of the Drobo 8D.
2. Ensure that the Apple Mac™ 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. Power on the Drobo 8D.

Wait for the Drobo device to appear on the Dashboard. The Drobo should appear with a yellow Drobo device icon on your main dashboard screen. Double click on the Drobo 8D icon.

For further information you can visit [Set up the Drobo](#).



6. The 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, the Drobo 8D will restart to finish the firmware upgrade process.

 **Important Notes:**

-  If the Drobo Dashboard does not detect the Drobo 8D and initialization does not begin, please disable any firewall and antivirus programs.
-  If the Drobo Dashboard will still not detect the Drobo 8D 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. After reboot, Drobo icon will appear green and the drive bay lights will also turn green. Click on the green Drobo icon in the main dashboard screen and follow the on-screen instructions on the Drobo Dashboard to format the Drobo device.



9. If the red drive lights reappear (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 the Drobo 8D to default settings.



Note:

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

Related topic:

▶ [Return to Setting Up the Drobo 8D](#)

1.2.8 Formatting the Drives of Drobo 8D

After installing Drobo Dashboard, inserting the drives into the Drobo 8D and connecting cables, you are ready to turn on the Drobo device and format the drives.



Note:

🖱 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](#).

Related topics:

- ▶ [Selecting a File System and Volume Size for the Drobo 8D](#)
- ▶ [Turning On the Drobo 8D and Formatting the Drives](#)

1.2.8.1 Turning On the Drobo 8D and Formatting the Drives

To format the drives:

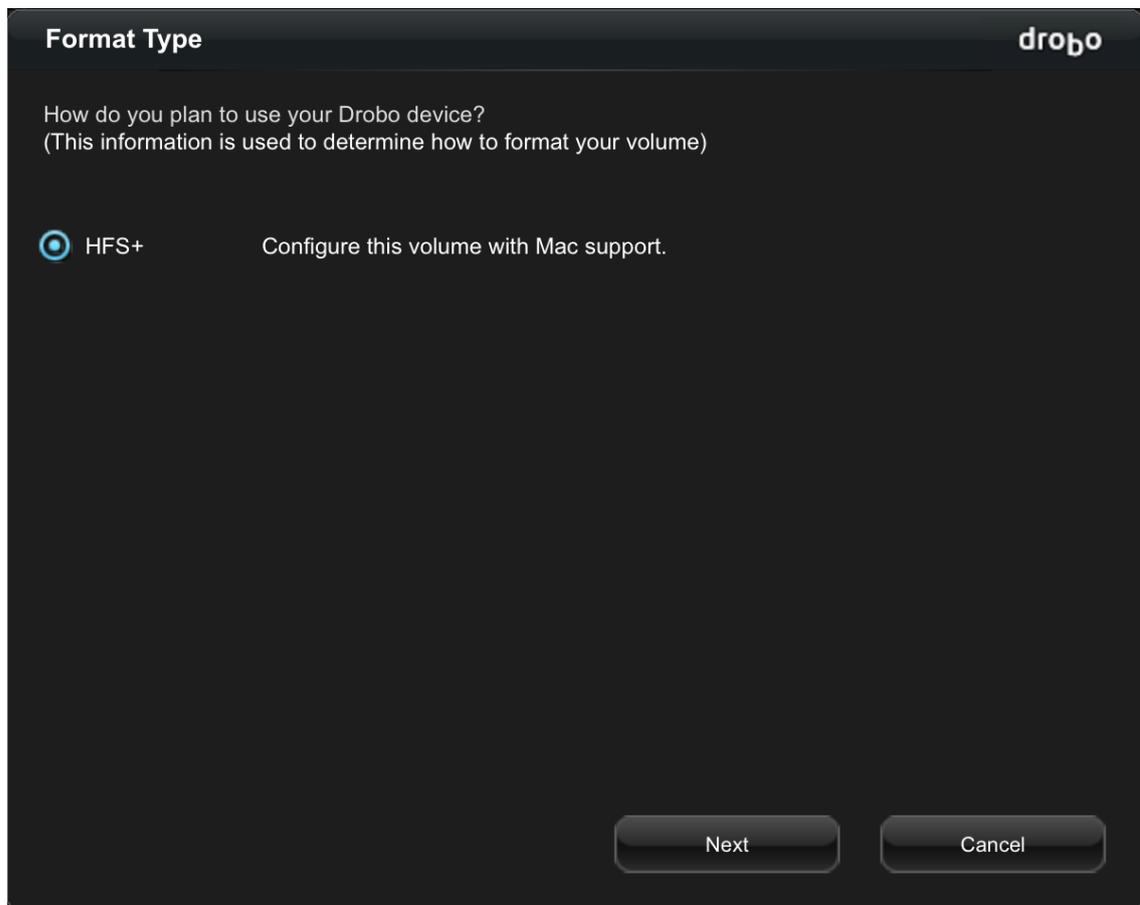
1. Open the Drobo Dashboard on your Apple Mac™ and press the power toggle button on the back of the Drobo device once. The Drobo device powers on and appears on the **All Drobos** page in Drobo Dashboard.



Note:

-  Some of the Apple 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 8D** 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 will appear as:



4. Select the appropriate file format for your operating system and click the **Next** button. The **Volume Name** page opens.

Volume Name drobo

How would you like Drobo to name your volumes?
(You have selected a maximum volume size of 128 TB and you have 3.3 TB available capacity. Therefore, a single volume will be created.)

Volume	Name	Volume Size
Volume n...	Vol-1	128 TB

Back Next Cancel

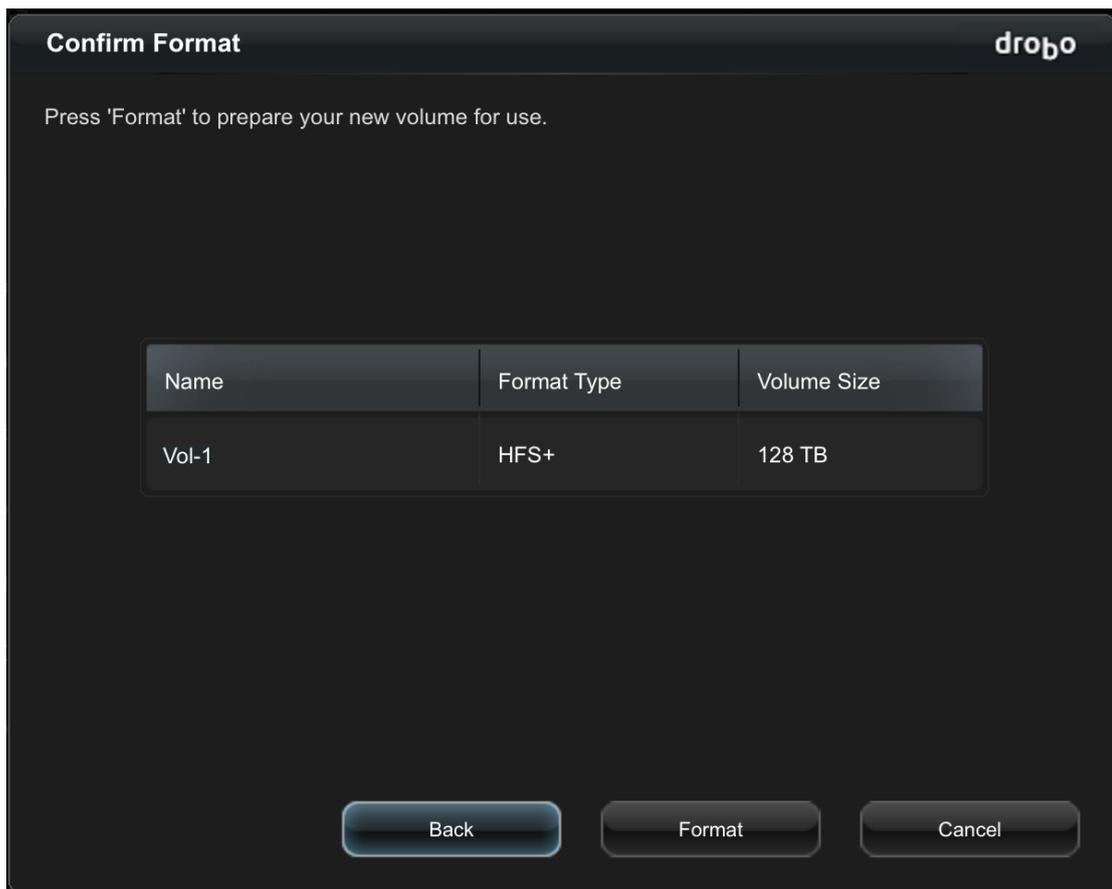
5. In the **Name** text box, modify the default name for the volume as you like.



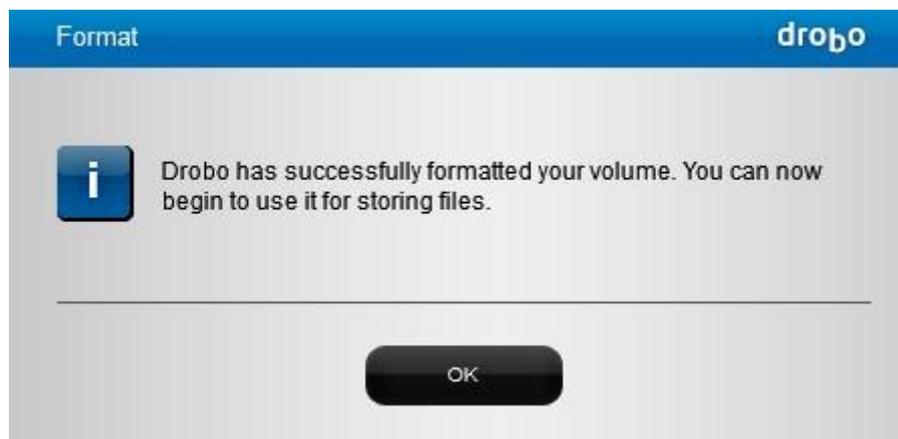
Tip:

- ◆ We recommend using the word “volume” in the name so as not to confuse the volume name with the Drobo device name.

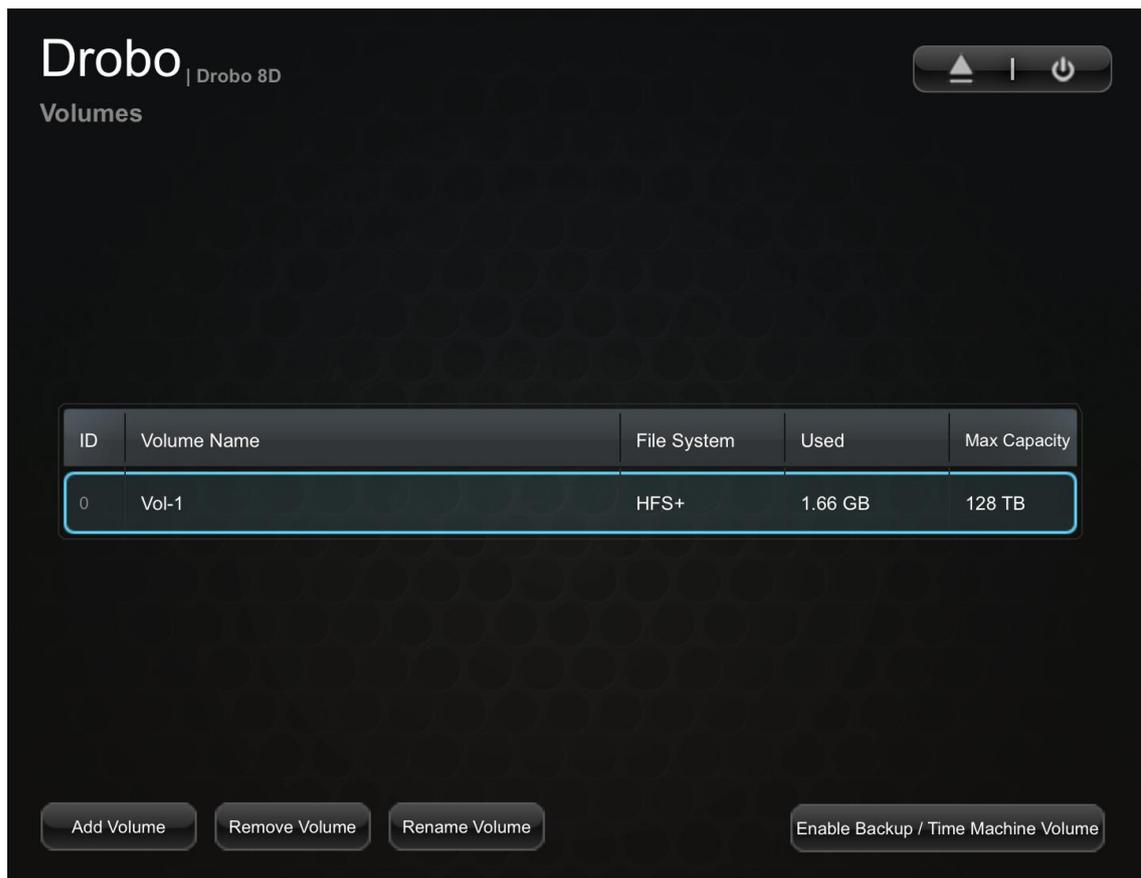
6. Click the **Next** button. The **Confirm Format** page opens.



7. 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 the Drobo device. Afterwards, the **Format** dialog box opens.



8. Click the **OK** button. The volumes page of Drobo 8D will appear.



 **Notes:**

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

 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 the Drobo 8D

- ▶ [Registering the Drobo 8D](#)
- ▶ [Where to Go Next](#)
- ▶ [Return to Setting Up the Drobo 8D](#)

1.2.8.2 Selecting a File System and Volume Size for the Drobo 8D

When you turn on the Drobo 8D, you will be prompted to format the drives 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 the Drobo 8D 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.

The largest volume size you are allowed depends on the file system format you choose and the total capacity of the drives in the 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 10.12+	128TB



Important Notes:

💡 The term *Volume* does not represent how much actual storage space is available on the Drobo 8D. You can also create more volumes by using [Intelligent Volume Management](#).

For example, the Drobo 8D may be loaded with 2TB + of drive space, but you can create a volume of 128 TB. What this enables you to do is, add more capacity to the Drobo 8D (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 may become part of the same volume you formatted originally.

For more information see [Capacity Calculator](#).

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

💡 If the amount of available, protected storage space in the Drobo 8D ever exceeds the size of the volume that you chose (this may occur when you add one or more additional drives to the Drobo 8D), 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:

💡 We would recommend you to choose the largest volume size available for the selected file system. However, note that smaller volume sizes can be more efficient and manageable in certain situations, such as when indexing, scanning or searching volumes.

Related topic:

▶ [Turning On the Drobo 8D and Formatting the Drives](#)

1.3 Where To Go Next

After you have set up the Drobo 8D, you are ready to store and back up data.

Click on a topic below to learn more.

- ▶ [Using Best Practices for Data Protection](#)
- ▶ [Using the Online User Guide](#)
- ▶ [Using Context-Sensitive Help](#)
- ▶ [Using Knowledge Base](#)
- ▶ [Registering the Drobo 8D](#)
- ▶ [Getting Technical Support](#)

1.3.1 Using Best Practices for Protecting Data

Although the Drobo 8D 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](#).

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



Note:

To ensure data protection, it is recommended to back up your data periodically.

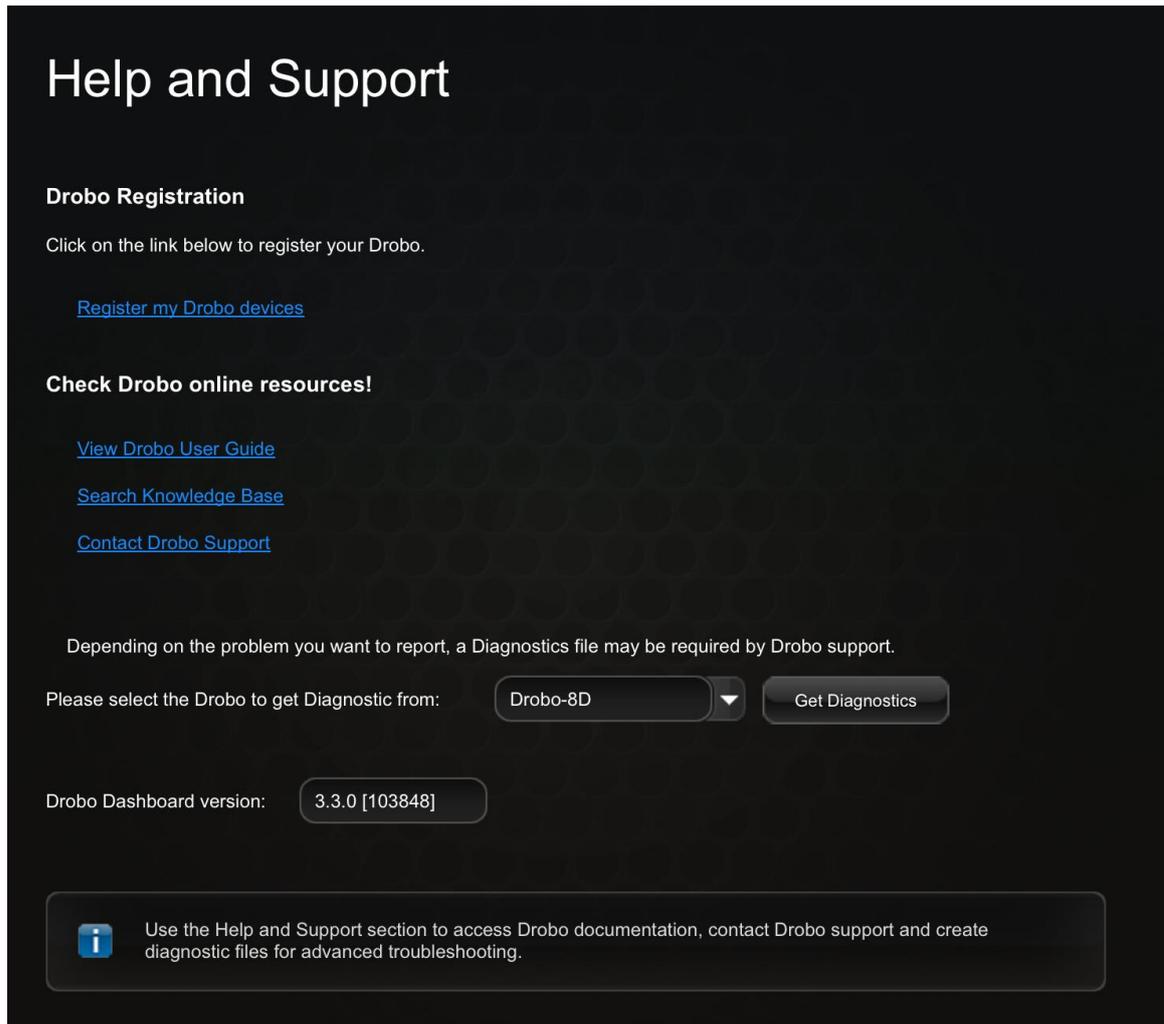
Related topic:

▶ [Where to Go Next](#)

1.3.2 Using the Online User Guide

After you have set up the Drobo 8D, you are ready to use it to store and back up data. To learn how to manage and use the Drobo 8D refer to the Online User Guide for your product available at the [Drobo 8D](#) 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.



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 Dashboard version:

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

Related topics:

- ▶ [Using Context-Sensitive Help](#)
- ▶ [Using Knowledge Base](#)
- ▶ [Getting Technical Support](#)

1.3.3 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.

Related topics:

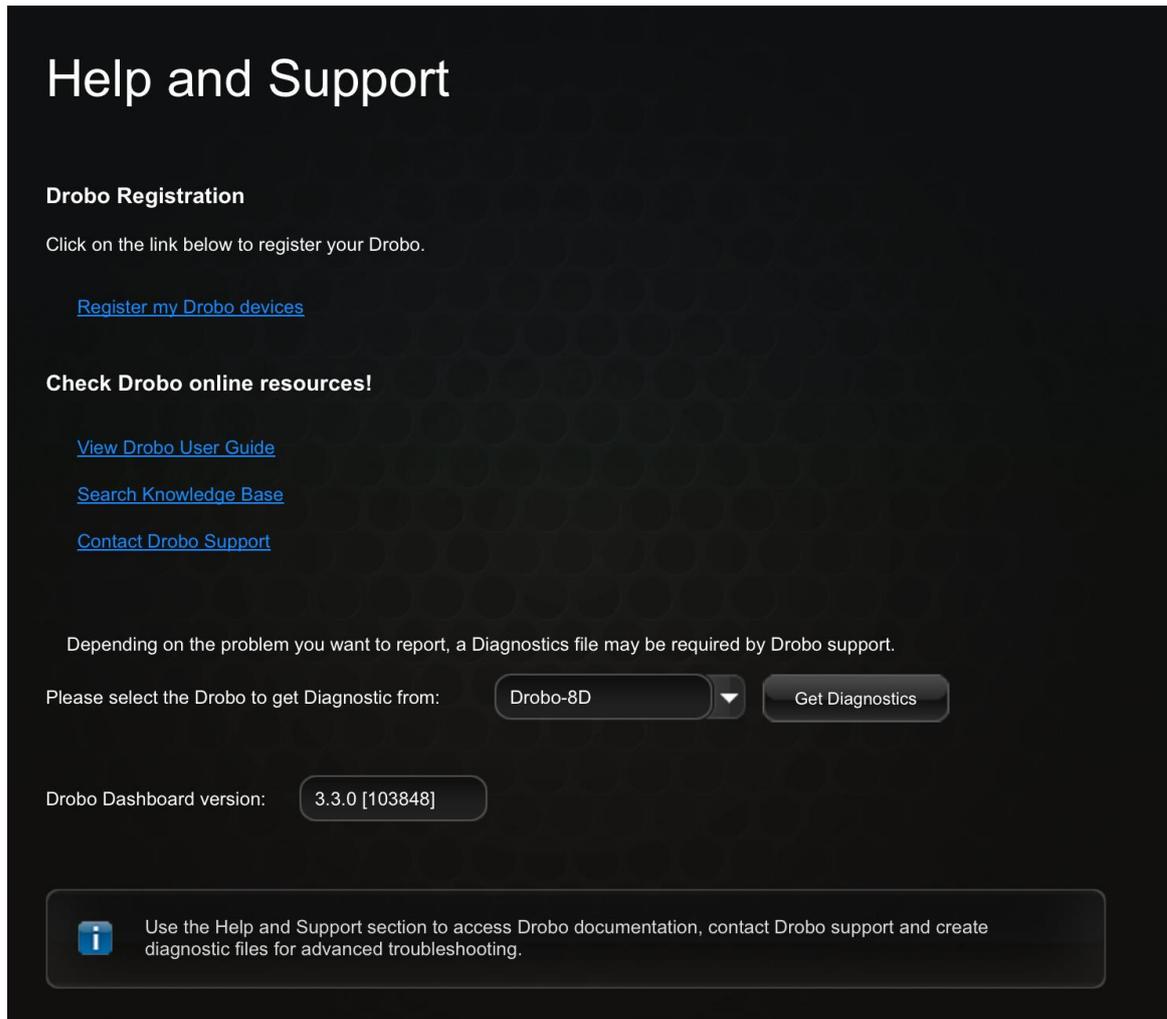
- ▶ [Using the Online User Guide](#)
- ▶ [Using Knowledge Base](#)
- ▶ [Getting Technical Support](#)

1.3.4 Using Knowledge Base

Our searchable knowledge base provides answers to almost any question related to the Drobo 8D 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.



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 Dashboard version:

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

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:

-  You can access our knowledge base at [Drobo Support](#) page.

Related topic:

-  [Getting Technical Support](#)

1.3.5 Registering the Drobo 8D

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

You can also register from [My Products](#) page.



Note:



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

To register the Drobo 8D 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.

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 Dashboard version:

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

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: To register your Drobo, a Support account is required. If you do not have an account, please use the link below to create one.

[Create a new Drobo Support Account](#)

Register new Drobo with my Drobo Support 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 Support 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 Support account, select the **Register new Drobo with my Drobo Support Account** option, and then enter the 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.

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 Number	Support Entitlements
	Drobo Drobo 8D	DRA172302200004	No Entitlements Available
✓	Drobo_Apps Drobo 5N	Not logged in	Warranty [Outdated]
✗	5N-Production Drobo 5N	Not logged in	No Entitlements Available
✗	Drobo5N2 Drobo 5N2	Not logged in	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.

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

Otherwise you can purchase DroboCare license from here [DroboCare](#).

- Repeat steps 5 and 6 to register additional Drobo devices.
- When finished, click the **Done** button. You will return to the **Help and Support** page.

Related topic:

▶ [Getting Technical Support](#)

1.3.6 Getting Support

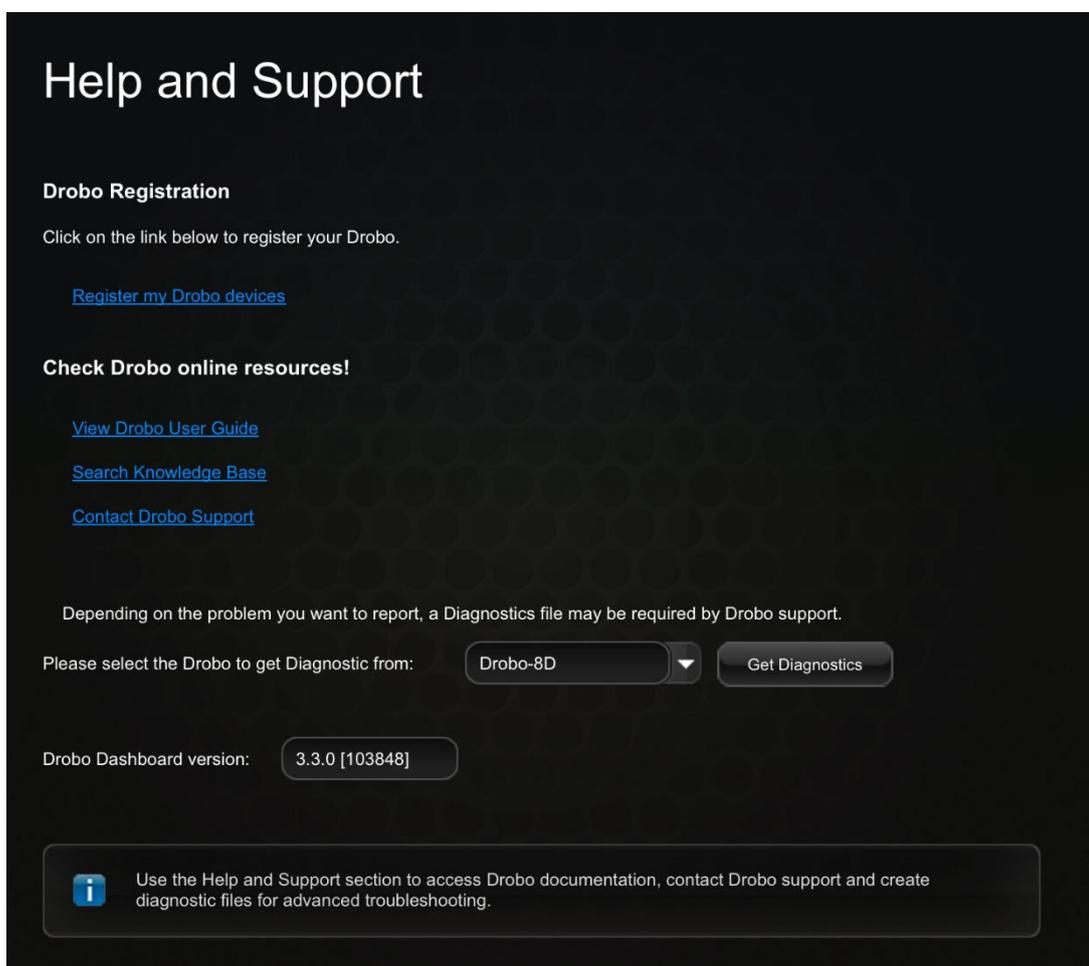
To get support, first be sure to register your product at [Register Product](#), if you have not already done so.

You can then go to [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 the 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 may be required by Drobo support.

Please select the Drobo to get Diagnostic from:

Drobo Dashboard version:

 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 the Drobo product purchase. To learn more about DroboCare visit: www.drobo.com/drobocare.

Related topic:

▶ [Where To Go Next](#)

1.4 Using and Managing the Drobo 8D

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

Related topics:

- ▶ [Using Drobo Dashboard](#)
- ▶ [Renaming the Drobo 8D](#)
- ▶ [Formatting the Drobo 8D](#)
- ▶ [Safely Shutting Down the Drobo 8D](#)
- ▶ [Resetting the Drobo 8D](#) (erasing all data on the drives)
- ▶ [Blinking Lights to Test Connectivity](#)
- ▶ [Enabling or Disabling the Menu Bar](#)

1.4.1 Using Drobo Dashboard

Drobo Dashboard is the software companion of the Drobo 8D enabling you to easily set up, manage and use the Drobo device.

Related topics:

- ▶ [Installing Drobo Dashboard](#)
- ▶ [Keeping Your Software Up to Date](#)
- ▶ [Touring Drobo Dashboard](#)

1.4.1.1 Downloading and Installing Drobo Dashboard

The Drobo Dashboard application will help you to set up and manage the Drobo 8D.

Drobo software and firmware updates for Drobo 8D can be downloaded and installed from [Drobo 8D Product](#) page.

This section covers the following topics:

- [Installing Drobo Dashboard on Apple Mac™](#)



Note:

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

Related topics:

- ▶ [Using Drobo Dashboard](#)
- ▶ [Touring Drobo Dashboard](#)

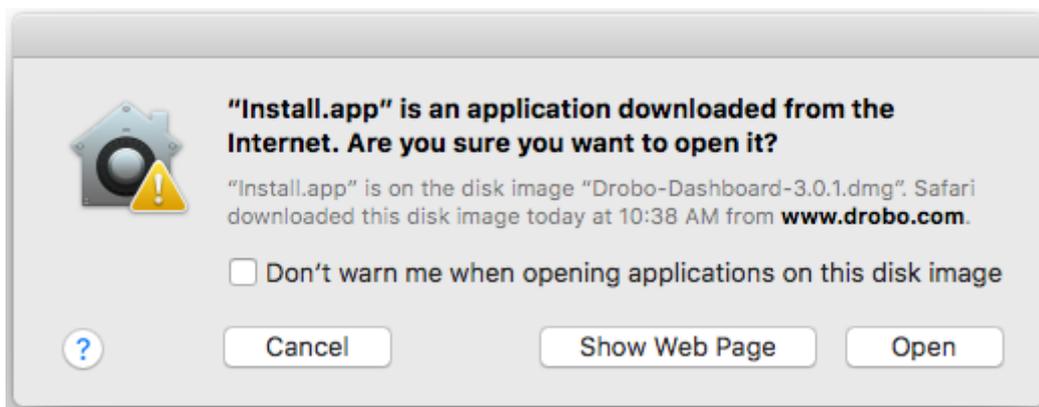
1.4.1.1.1 Installing Drobo Dashboard on Apple Mac™

To install the Drobo Dashboard on a Apple Mac™ machine:

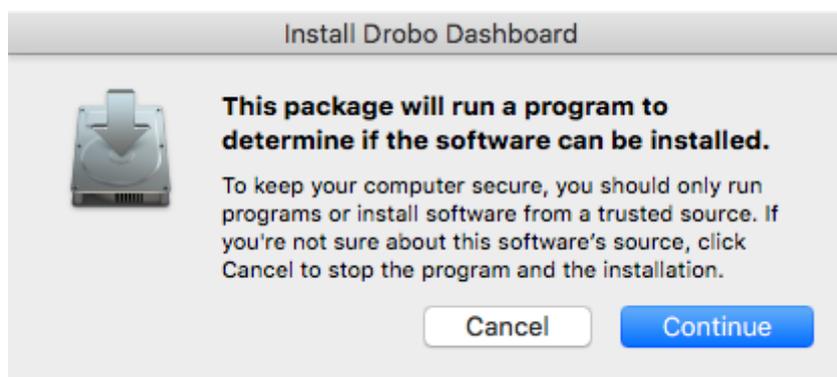
1. Go to the [Start 8D](#) page and download the Drobo Dashboard installation file for Apple Mac™.
2. After downloading, double-click the **Drobo Dashboard Installer** to launch it.



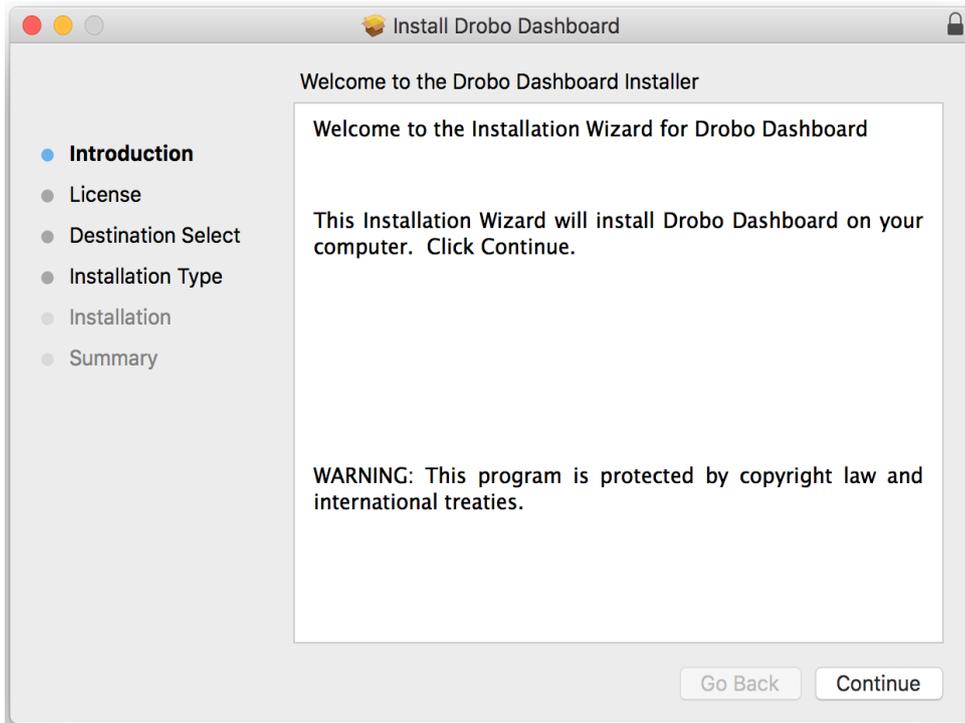
3. A pop up will appear asking whether to open the Installer. Click **Open**.



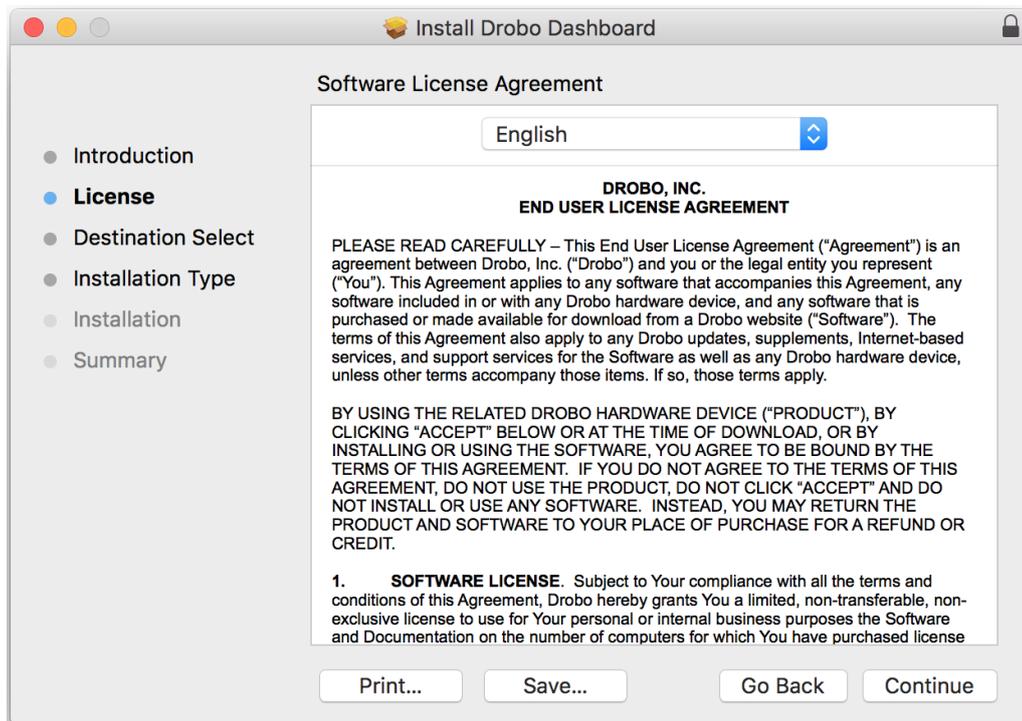
4. The **Install Drobo Dashboard** page will appear. Click **Continue** to proceed to the next screen.



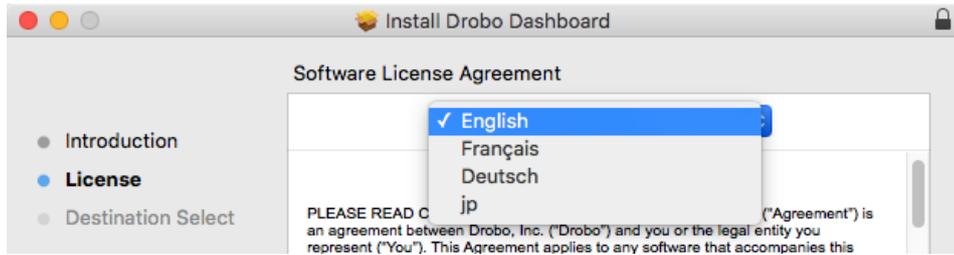
5. Next, the **Installation Wizard** page appears. Click **Continue** to proceed.



6. The **Software License Agreement** page appears. From here, you can choose the language in which you want to proceed the installation process.



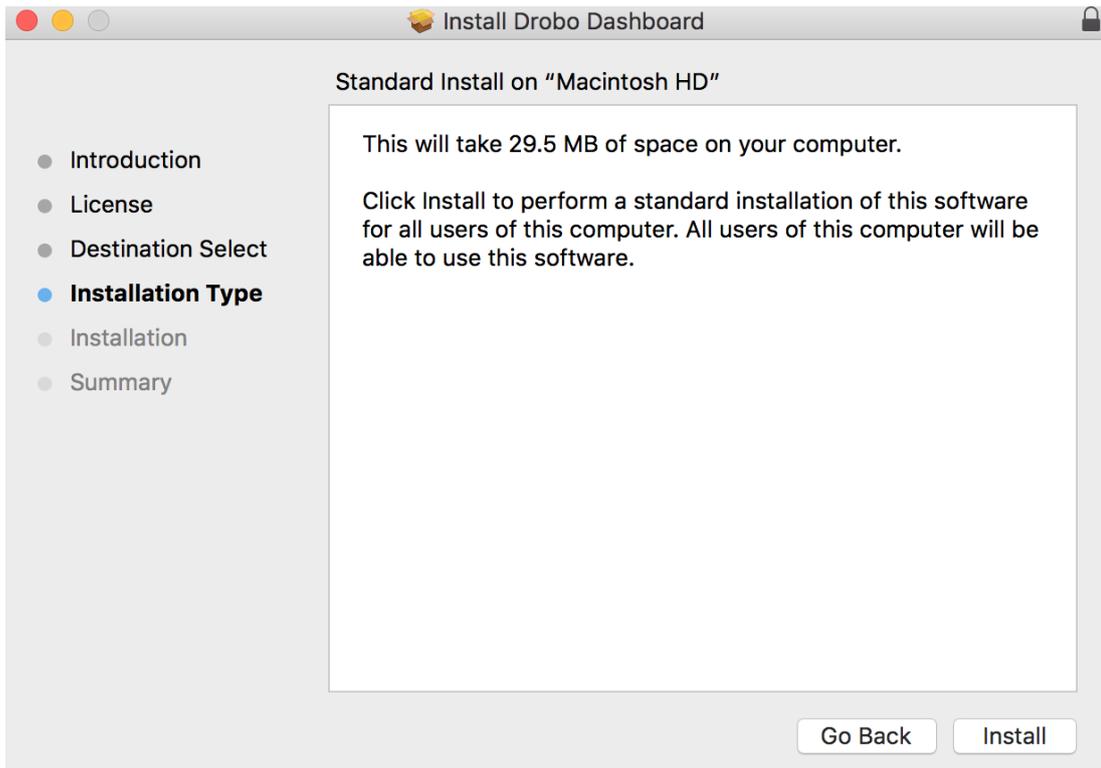
7. After choosing the desired language, Click the **Continue** button.



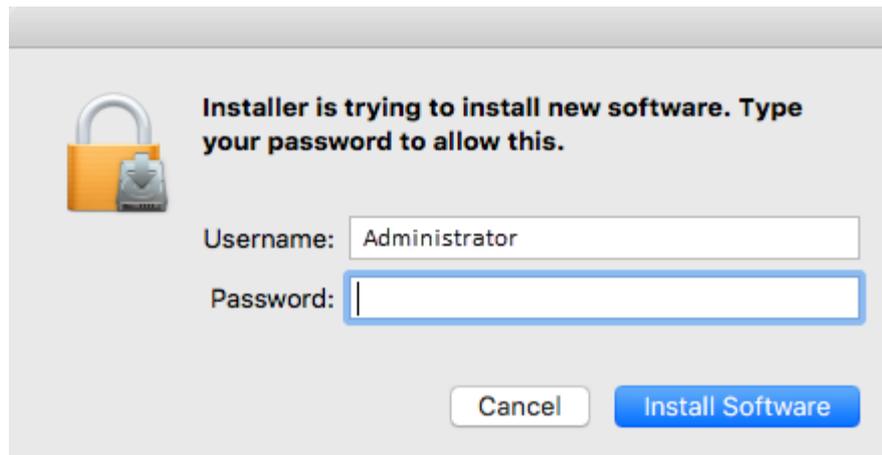
8. A dialog box will appear asking you to Agree or Disagree the terms of the license agreement. Click **Agree** to proceed.



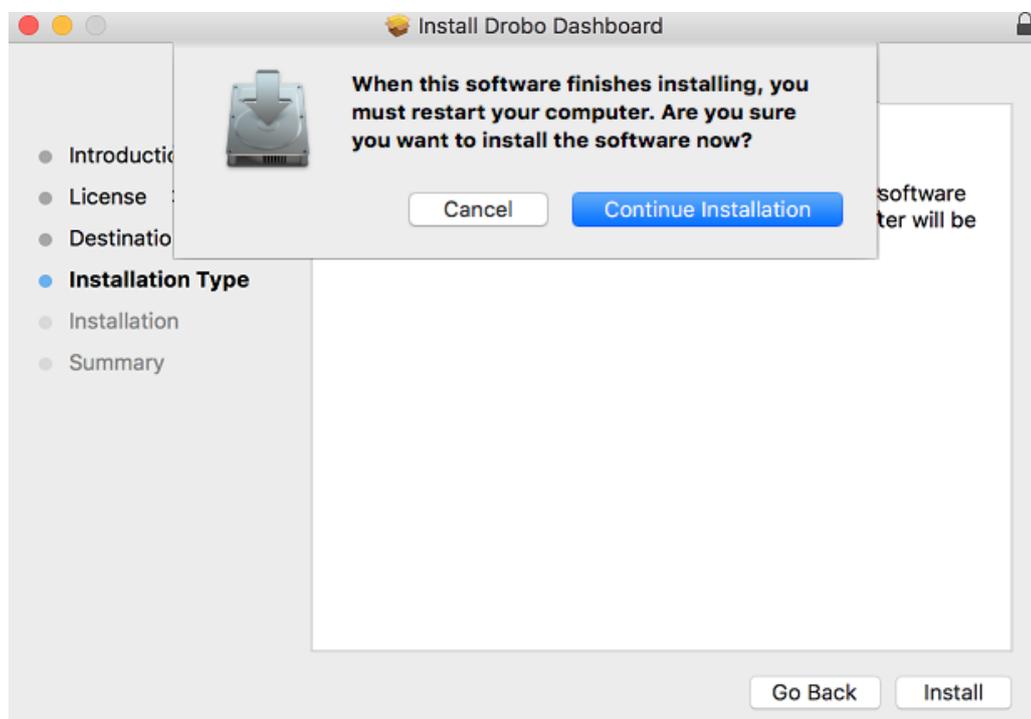
9. You will reach the **Installation Type** section. Click the **Install** button to proceed.



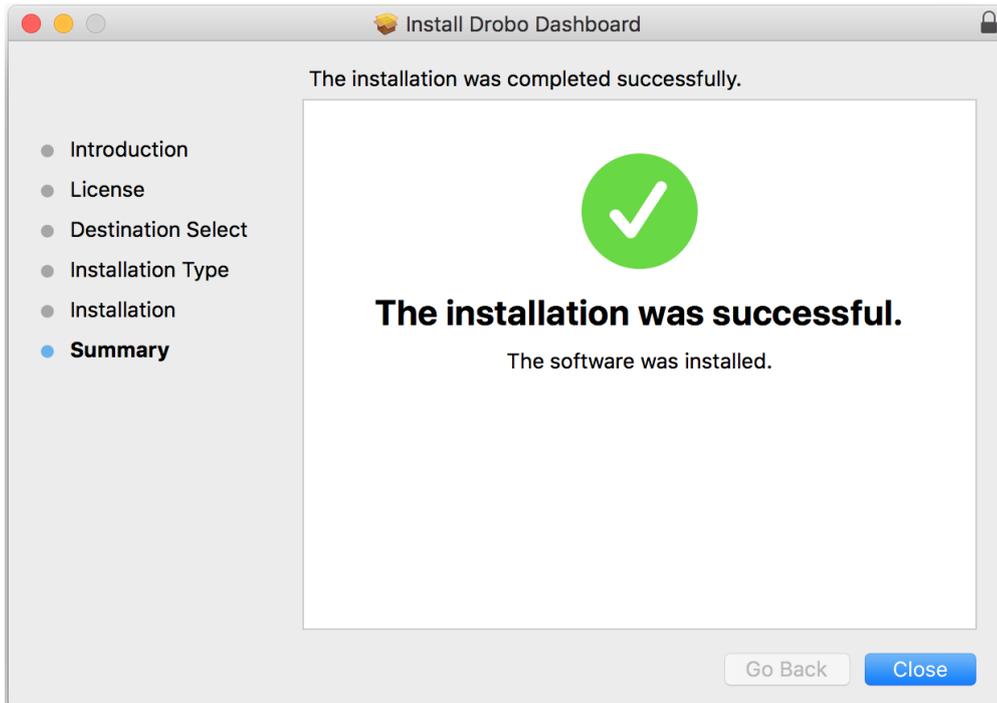
10. You will be prompted to enter the administrator password. Enter the password and click **Install Software**.



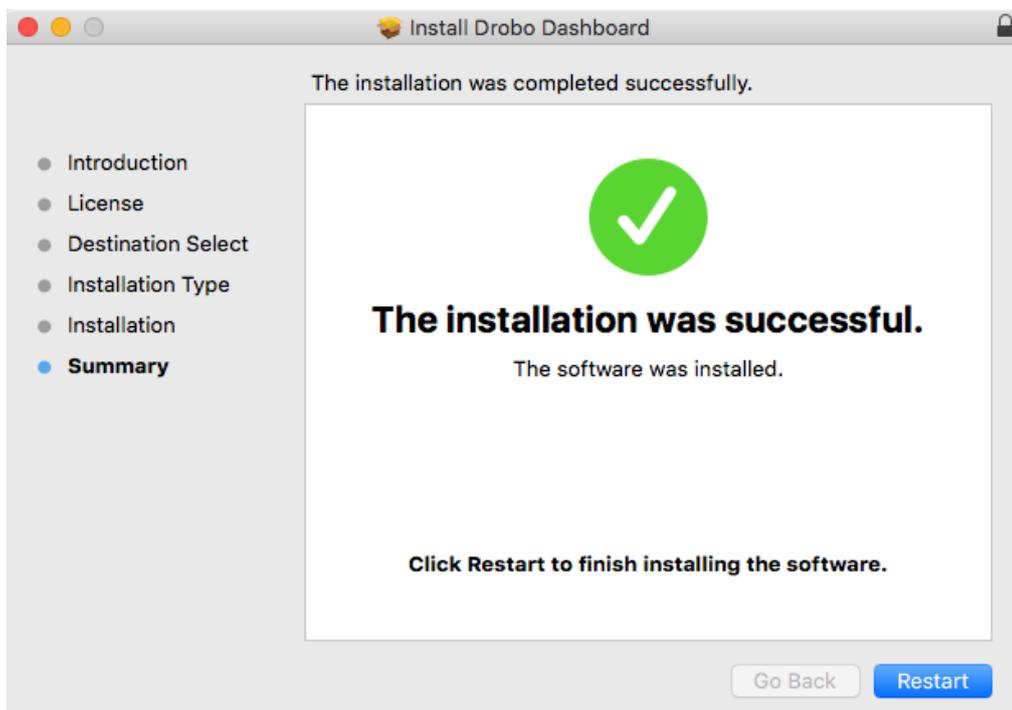
11. Then, you will be prompted to restart your Apple Mac™ in order to complete the installation. Click **Continue Installation** to proceed.



12. When the installation completes, you will see the following screen. Click **Close** and launch the Dashboard application.



13. If there is a driver change during installation or update, you will see the following screen to restart the Apple Mac™ to finish the installation. Click **Restart**.

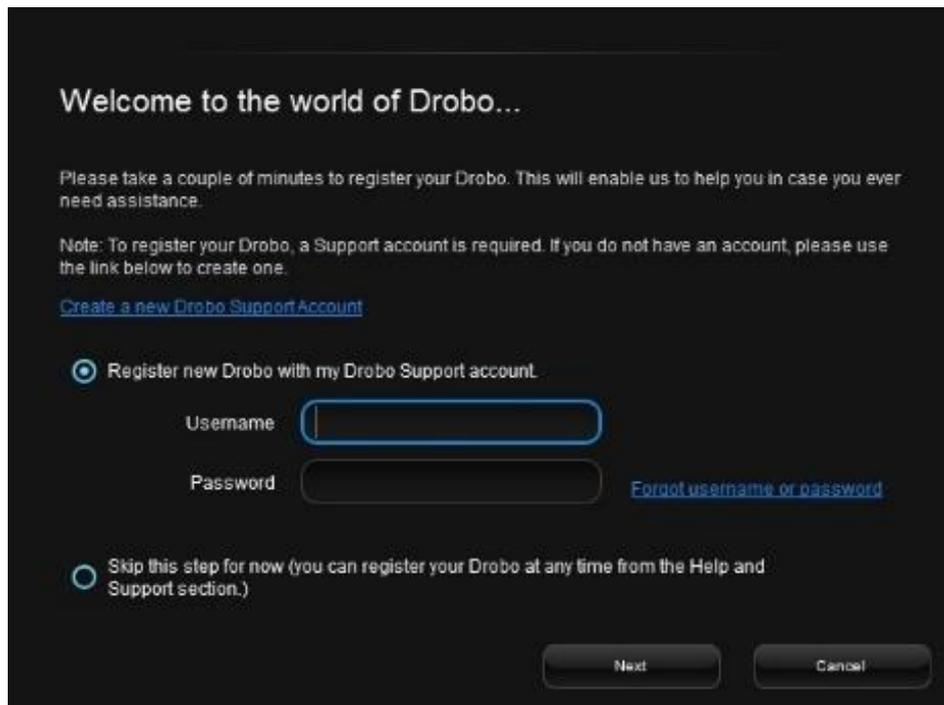


14. Once the Apple Mac™ restarts, launch the Drobo Dashboard application.

 **Note:**

 You may have to allow Drobo Dashboard in System Preferences in order for the Dashboard to open.

15. The application will prompt you to register the Drobo 8D. You can either register it or skip the step and register it later. Select an option based on you preference.



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: To register your Drobo, a Support account is required. If you do not have an account, please use the link below to create one.

[Create a new Drobo Support Account](#)

Register new Drobo with my Drobo Support account.

Username

Password [Forgot username or password](#)

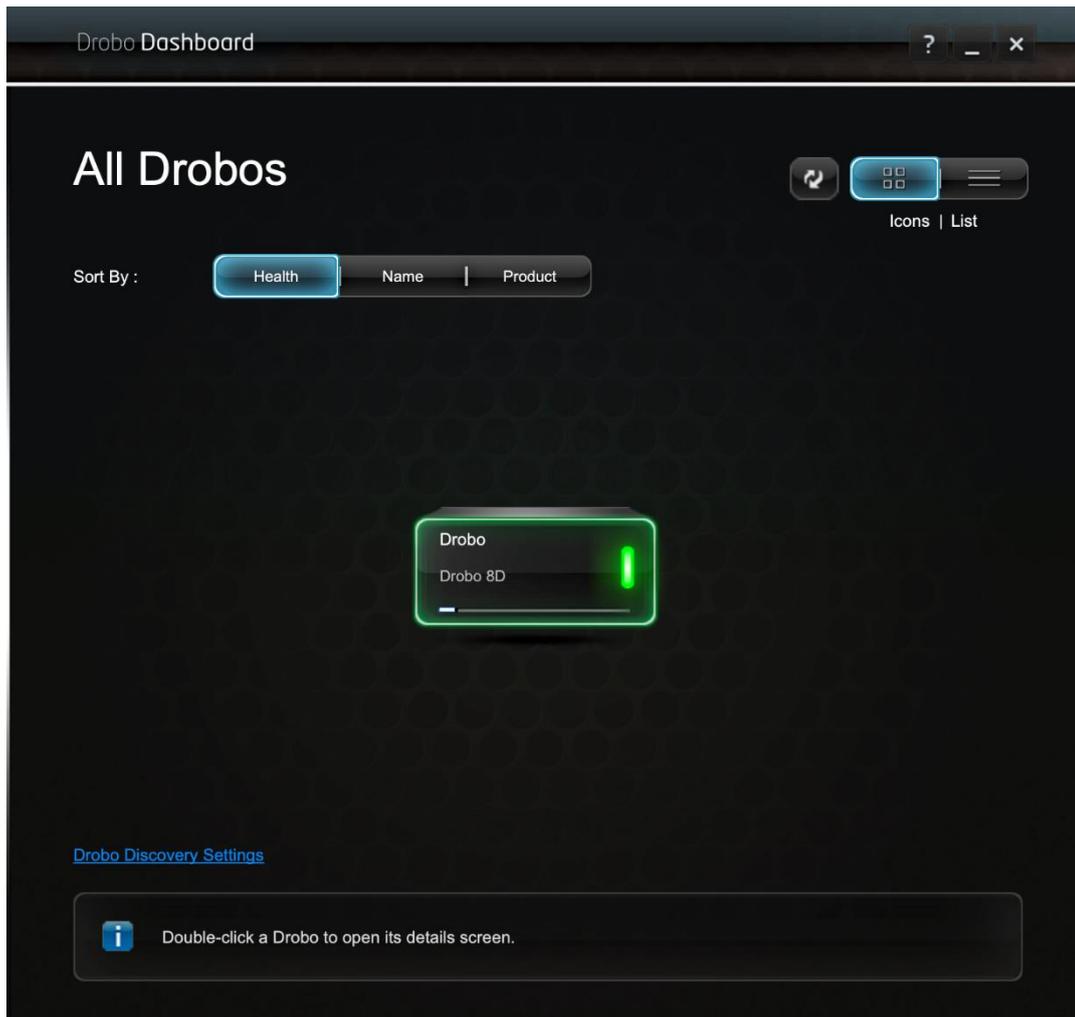
Skip this step for now (you can register your Drobo at any time from the Help and Support section.)

Next Cancel

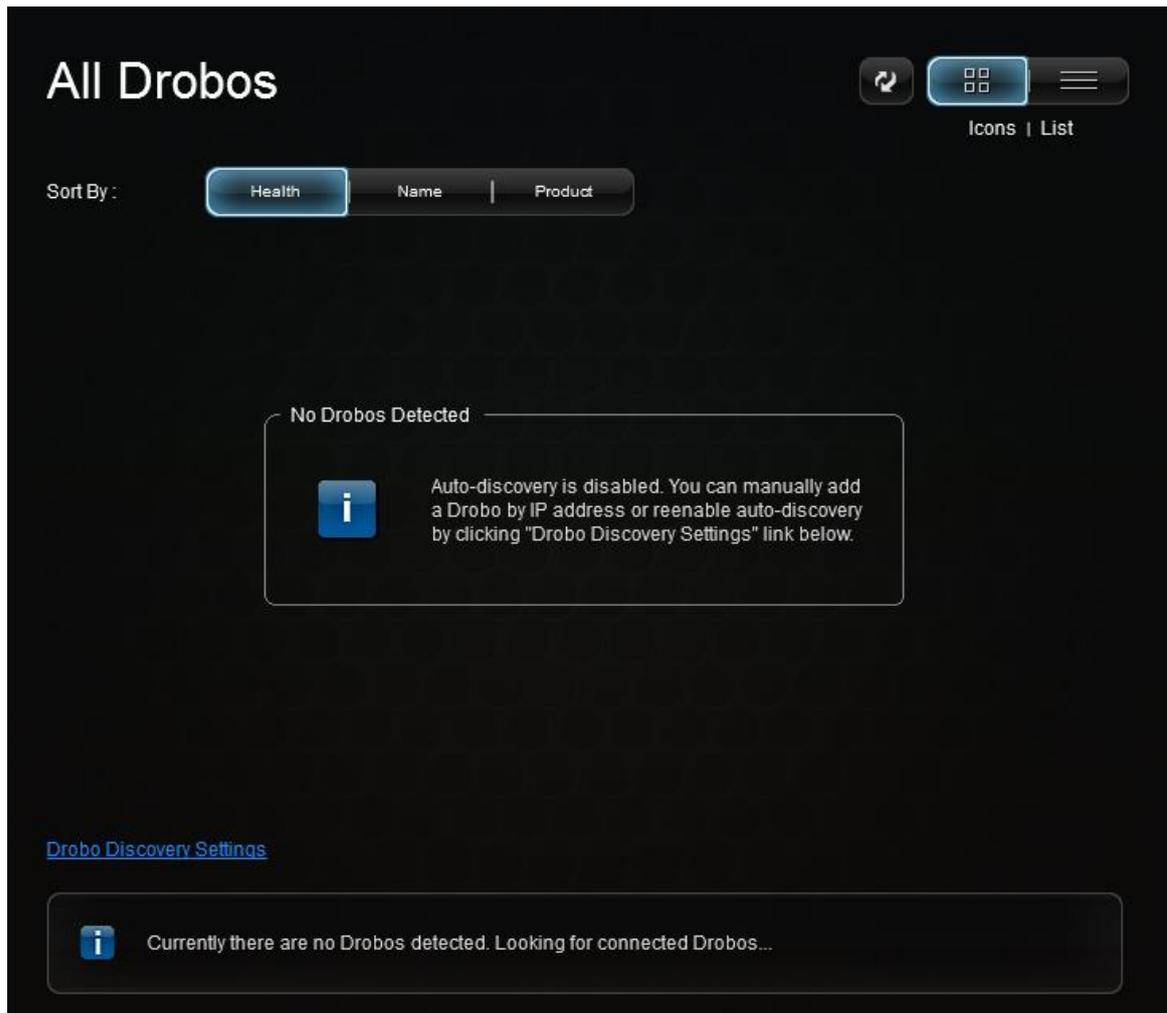
 **Note:**

 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.



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



18. The Drobo 8D will not work until you upgrade the firmware. For information on updating the firmware to the latest version, see [Updating the Drobo 8D to the latest firmware](#).

Related topics:

- ▶ [Using Drobo Dashboard](#)
- ▶ [Touring Drobo Dashboard](#)

1.4.1.2 Keeping Your Software Up to Date

To ensure optimal performance, we highly recommend that you set the 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 the firmware of the device up to date.

You can also install updates from the [Start 8D page](#). If you would like to install a firmware update from the Drobo website, see [Manually Updating Firmware from the Website](#).

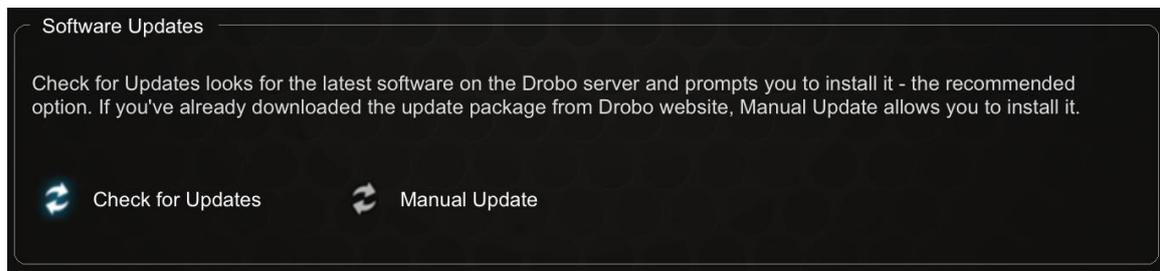
Related topic:

▶ [Checking for Software Updates](#)

1.4.1.2.1 Checking for Software Updates

The following steps ensure that Drobo Dashboard and the firmware of the device are up to date.

1. In Drobo Dashboard, select the Drobo 8D device from 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.

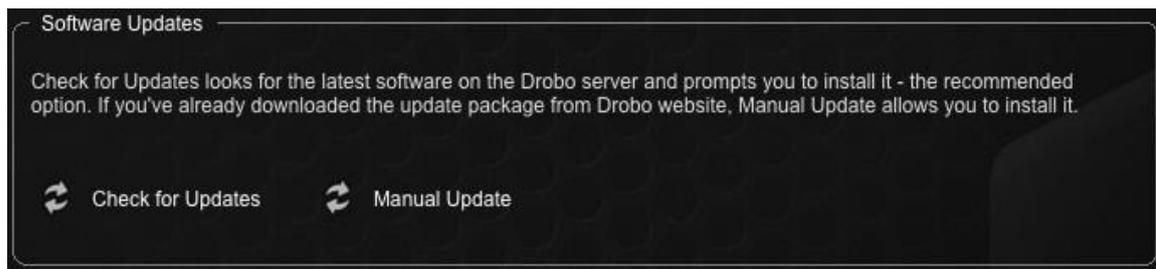
Related topics:

- ▶ [Keeping Your Software Up to Date](#)
- ▶ [Updating the Drobo 8D to the Latest Firmware](#)

1.4.1.2.2 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 8D 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 or TDF file on your Apple Mac™.
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 the Drobo device to complete the installation.
8. Click the **Yes** button. Drobo shuts down and restarts after the new firmware is installed.

Related topic:

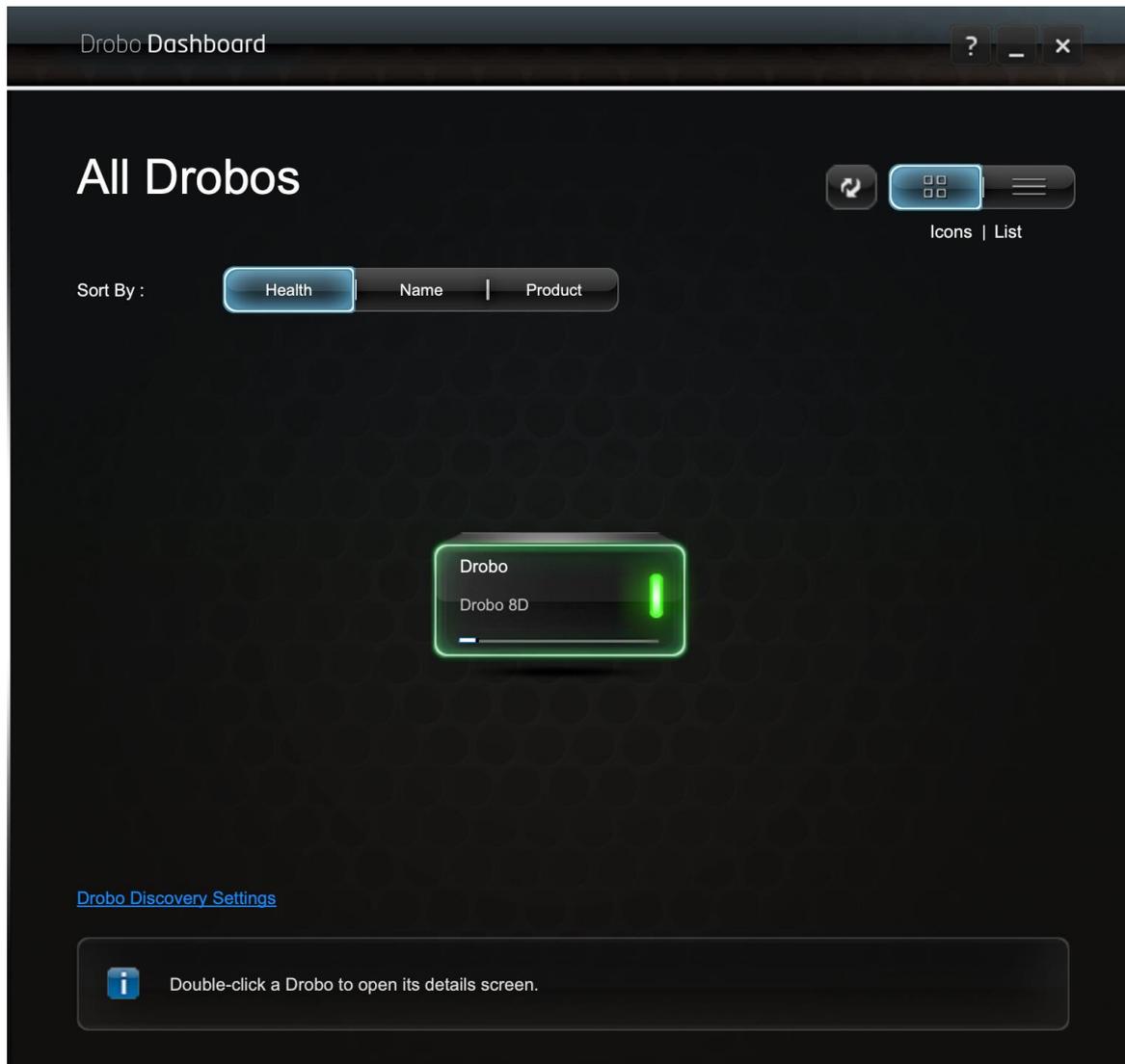
- ▶ [Keeping Your Software Up to Date](#)

1.4.1.3 Touring Drobo Dashboard

In this topic, the two main areas of Drobo Dashboard are defined for the Drobo 8D: 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 Apple Mac™ and/or network.



View

The View buttons  in the upper-right corner of the page enable you to view the 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 the 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 the 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.

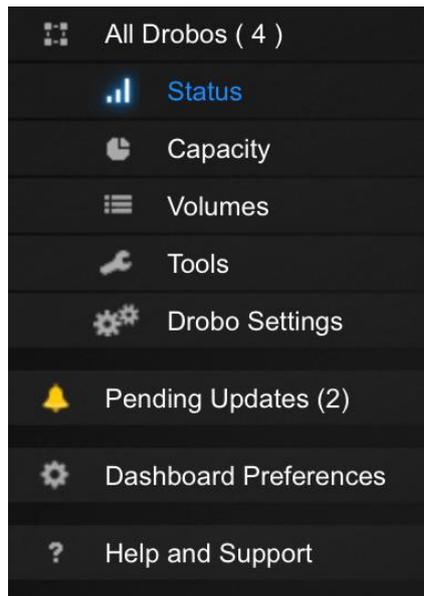
To select a Drobo device, just click on it once on the **All Drobos** page. All subsequent commands in Drobo Dashboard (found on the **Navigation** menu on the left), will apply to the selected device.



- 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:

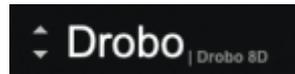
- **All Drobos (#)**, where # is the number of Drobo devices you have connected – Opens the **All Drobos** page.
- **Status** – Opens the **Status** page, where you can view a variety of status information for the selected Drobo device, such as drive information, device serial number and more.
- **Capacity** – Opens the **Capacity** page, where you can view how the storage capacity of the Drobo device is being used.
- **Volumes** – Opens the **Volumes** page, which enables you to view and manage volumes for the Drobo device.
- **Tools** – Opens the **Tools** page, which provides access to special tools, such as those to restart the 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**.
- **Pending Updates** – Opens the **Pending Updates** page, which will display all the pending Drobo Dashboard and/or Firmware updates, if any.
This option will be available only if there are any pending updates.
- **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 the 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:



Related topics:

- ▶ [Using Drobo Dashboard](#)
- ▶ [Using and Managing the Drobo 8D](#)
- ▶ [Adding Drives](#)

1.4.2 Renaming the Drobo 8D

To rename the Drobo 8D:

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.

1.4.3 Formatting the Drobo 8D

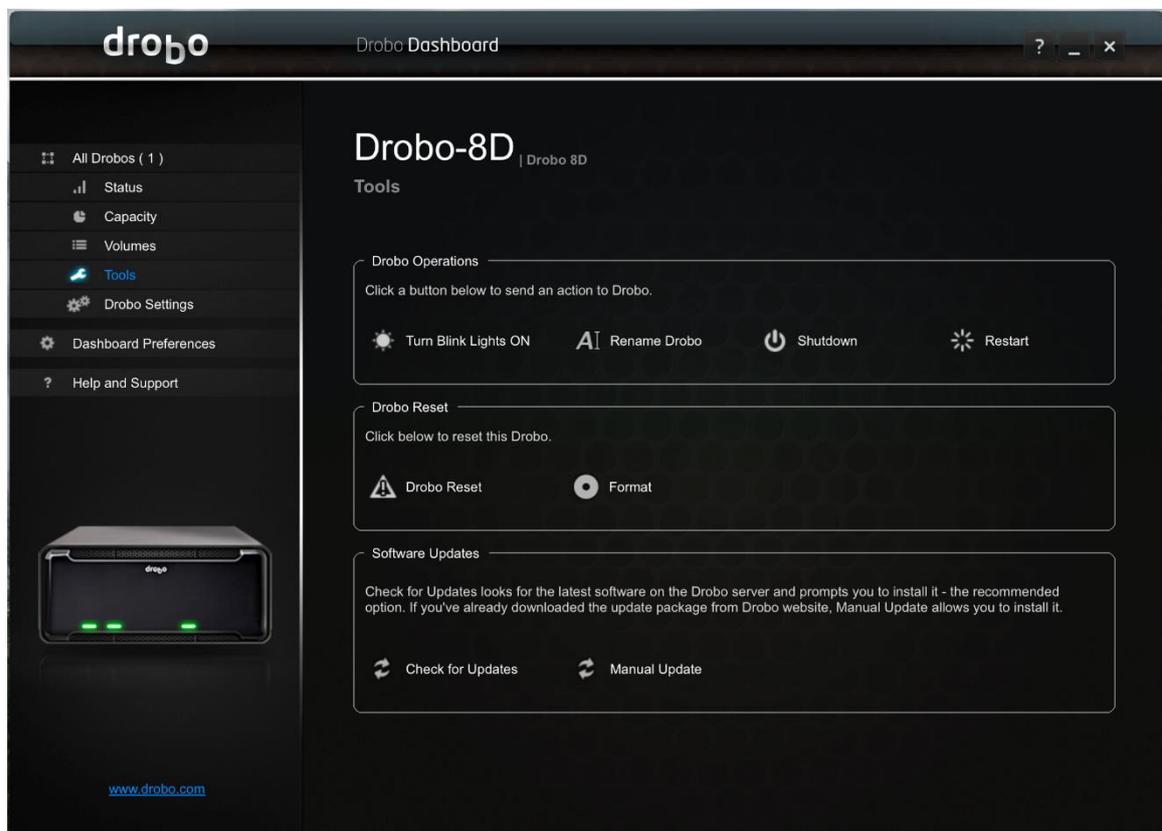
When you first set up the Drobo 8D, you are soon prompted to format the drives in your device. You may choose to re-format the drives at anytime thereafter.

Warning:

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

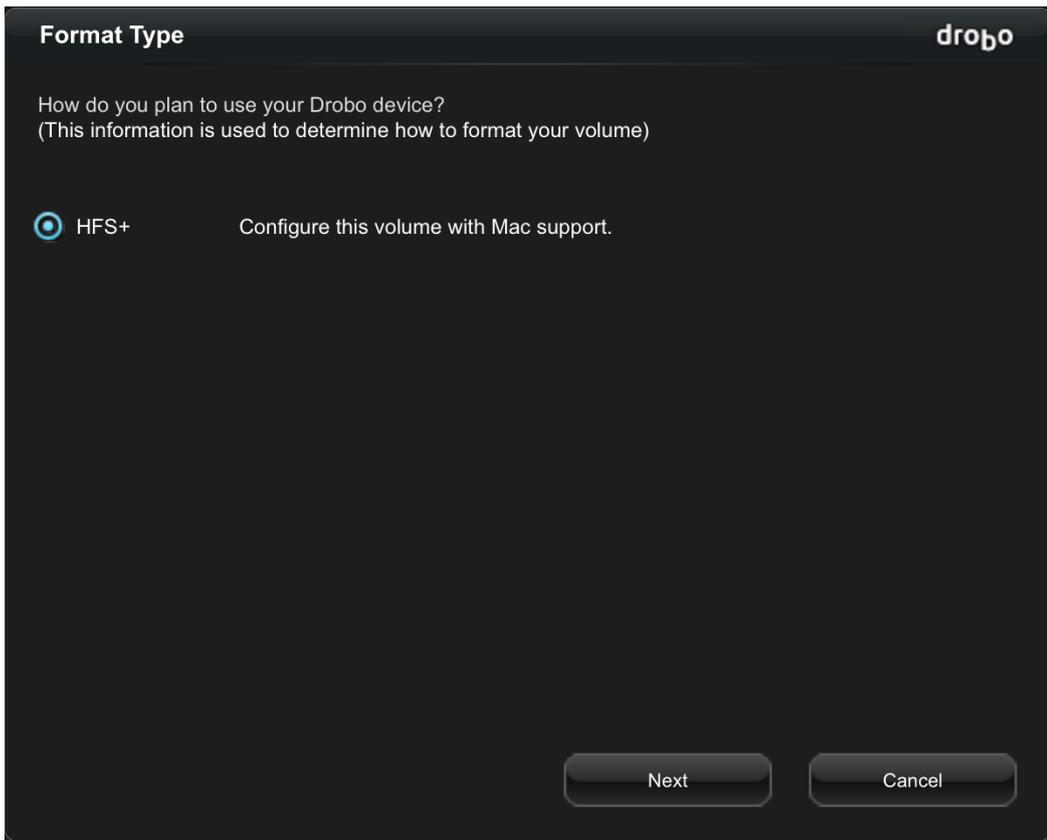
Follow these steps to format the Drobo 8D:

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.

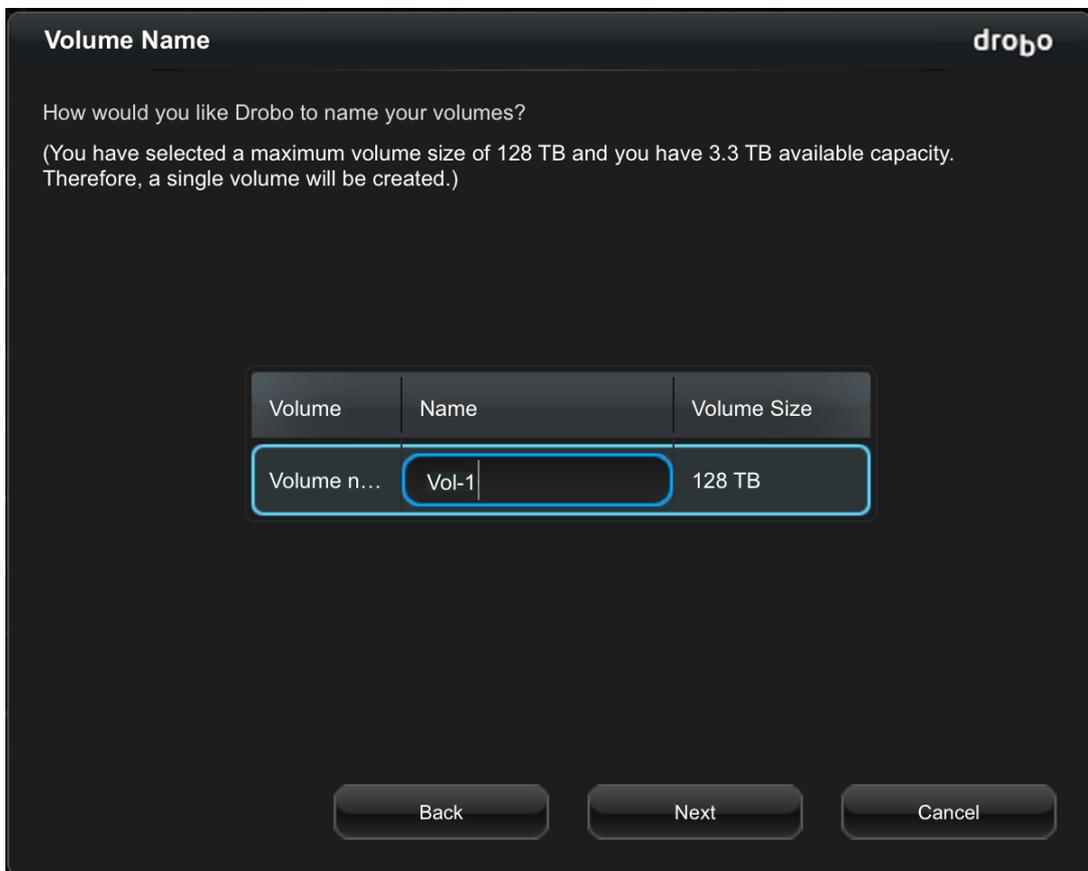


3. In the **Drobo Operations** area, click the **Format** option. A dialog box opens, warning that your data on the drives will be lost and asking if you would like to continue.
4. Click the **Yes** button to continue. The **Format Type** page opens. Depending on your operating system the page displays with different options.

This is the **Format Type** page for Drobo 8D



5. Select the appropriate file format for your operating system and click the **Next** button. The **Volume Name** page opens.

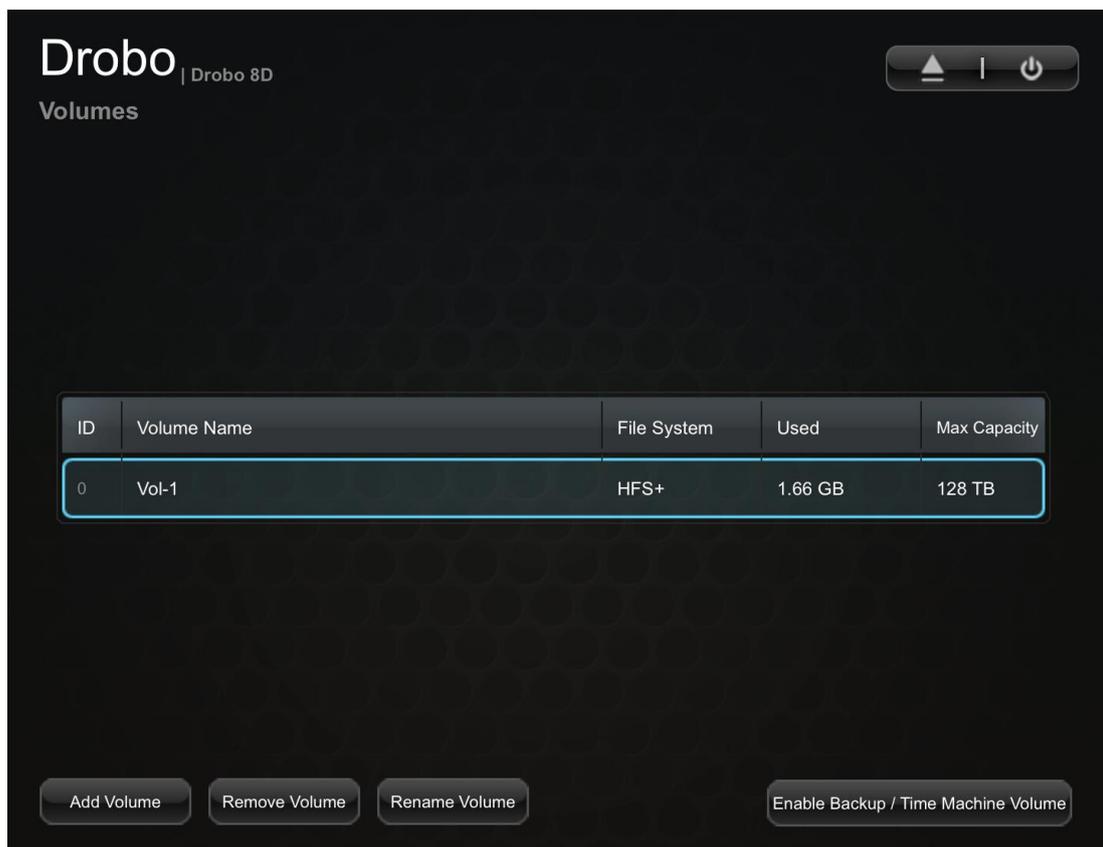


- In the **Name** text box, modify the default name for the volume as you like.

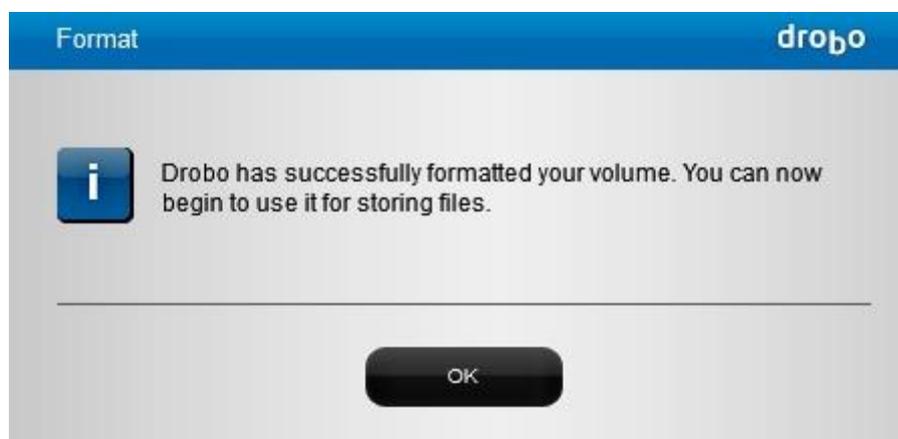


 We recommend using the word “volume” in the name so as to not confuse the volume name with your device name.

- Click the **Next** button. The **Confirm Format** page opens.



- 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 the Drobo device. Afterwards, the **Format** dialog box opens.



- Click the **OK** button. the Drobo device displays on the **Tools** page in Drobo Dashboard.

1.4.4 Safely Shutting Down the Drobo 8D

If you plan to shut down the Drobo 8D 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 the Drobo device before any of the following situations:

- You are not going to be using the Drobo 8D for an extended period
- You are going to disconnect the cable(s) or power cord
- You want to move the Drobo to another location
- You are going to remove the entire disk pack
- You are going to apply operating system updates

Related topic:

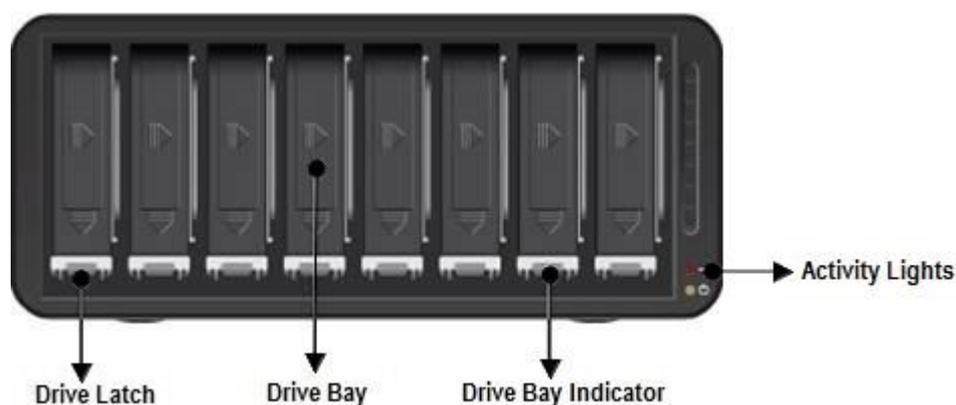
- ▶ [Safely Shutting Down the Drobo 8D Using Drobo Dashboard](#)

1.4.4.1 Safely Shutting Down the Drobo 8D Using Drobo Dashboard

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

To safely shutdown your device:

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



Note:

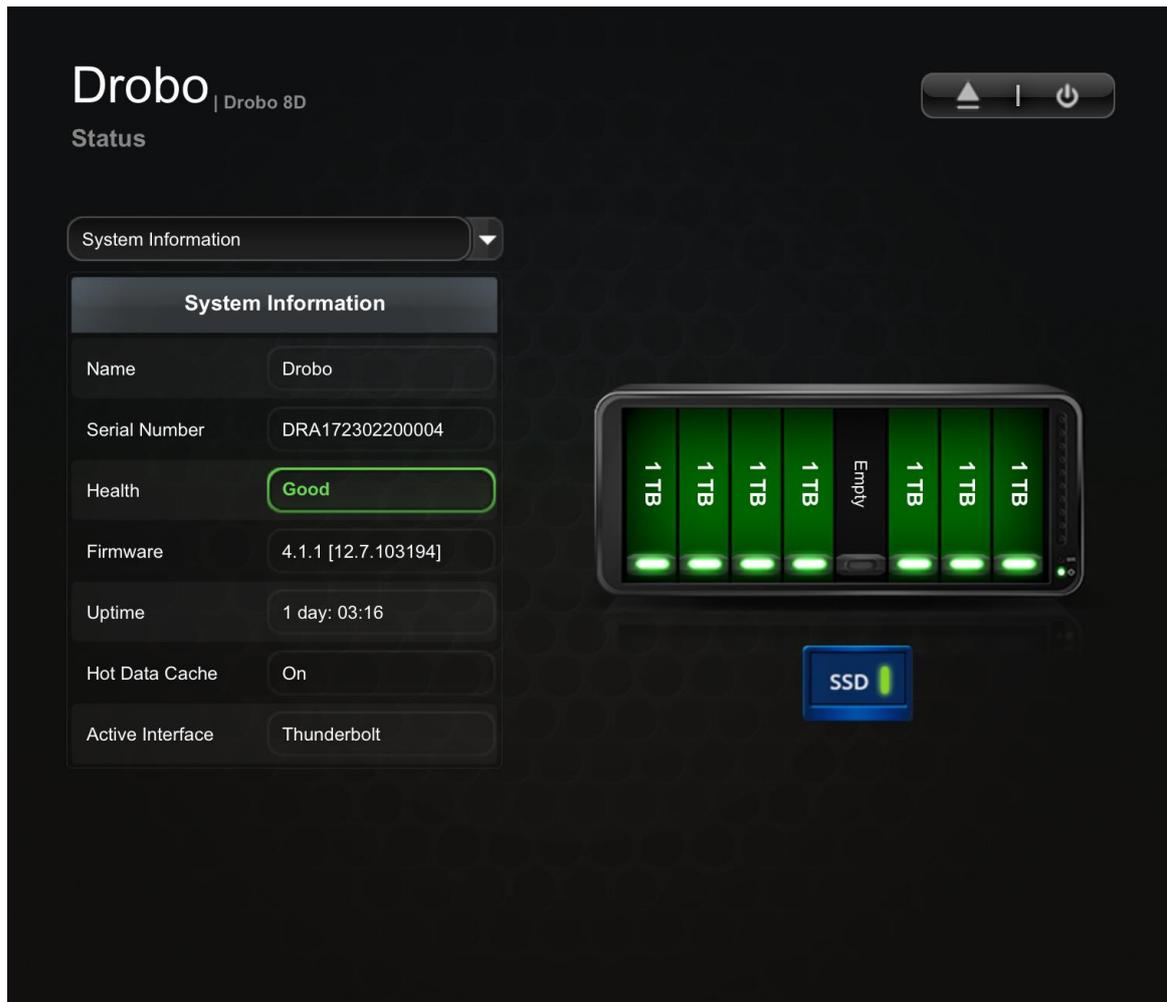
- If data is actively being transferred, the activity light will be blinking green.

2. Also check to ensure the drive bay action indicator lights are not blinking alternately between yellow and green. This indicates that the 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 the Drobo 8D.

3. In the Drobo Dashboard, select the Drobo 8D that you would like to shut down from the **All Drobos** page, and click the **Status** option on the **Navigation** menu. The **Status** page opens.



4. At the top right corner, 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 the Drobo 8D to power down. Afterwards, the power light turns off, indicating the Drobo device has shut down.

 **Note:**

- 🔌 **Shutdown** option can be selected from Volume page and under operations area in Tools page. It is also available on right clicking the Drobo icon in system tray.
- 🔌 Power toggle is **Not** the recommended method of shutdown.

Related topic:

- ▶ [Understanding the Indicator Lights](#)

1.4.5 Resetting the Drobo 8D

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



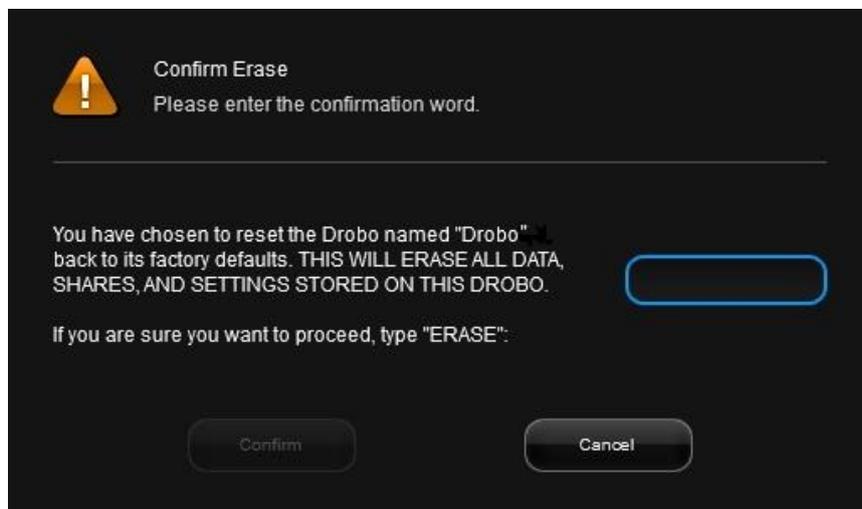
Warning:



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

To reset the Drobo 8D:

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. the 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:



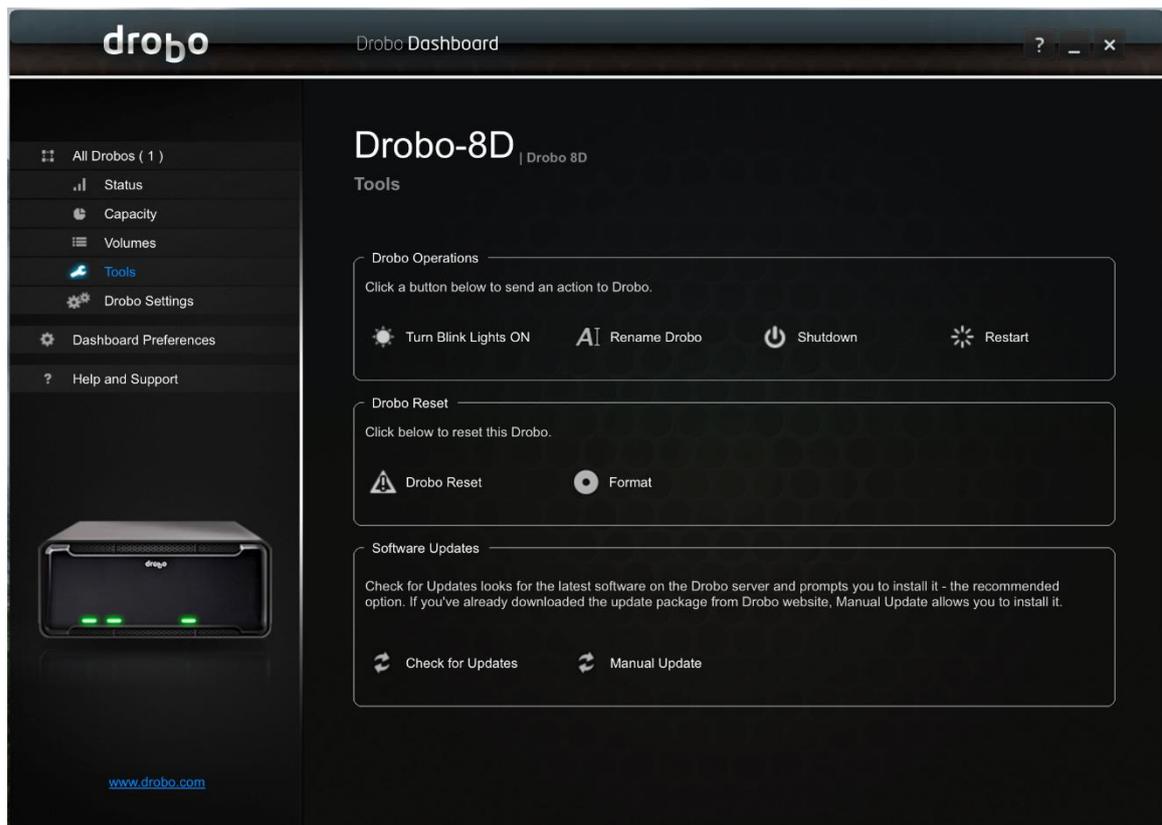
If the Drobo device remains powered on and connected to your host Apple Mac™, the Drobo Dashboard will re-discover the Drobo device as if it were new.

1.4.6 Blinking Lights to Test Connectivity

A simple test to verify that the Drobo 8D is connected, directly or indirectly, to your host Apple Mac™, is to use Drobo Dashboard to blink the lights on the 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 the Drobo device blink red and green alternatively for 15 seconds.

Related topic:

► [Understanding the Indicator Lights](#)

1.4.7 Enabling or Disabling Menu Bar

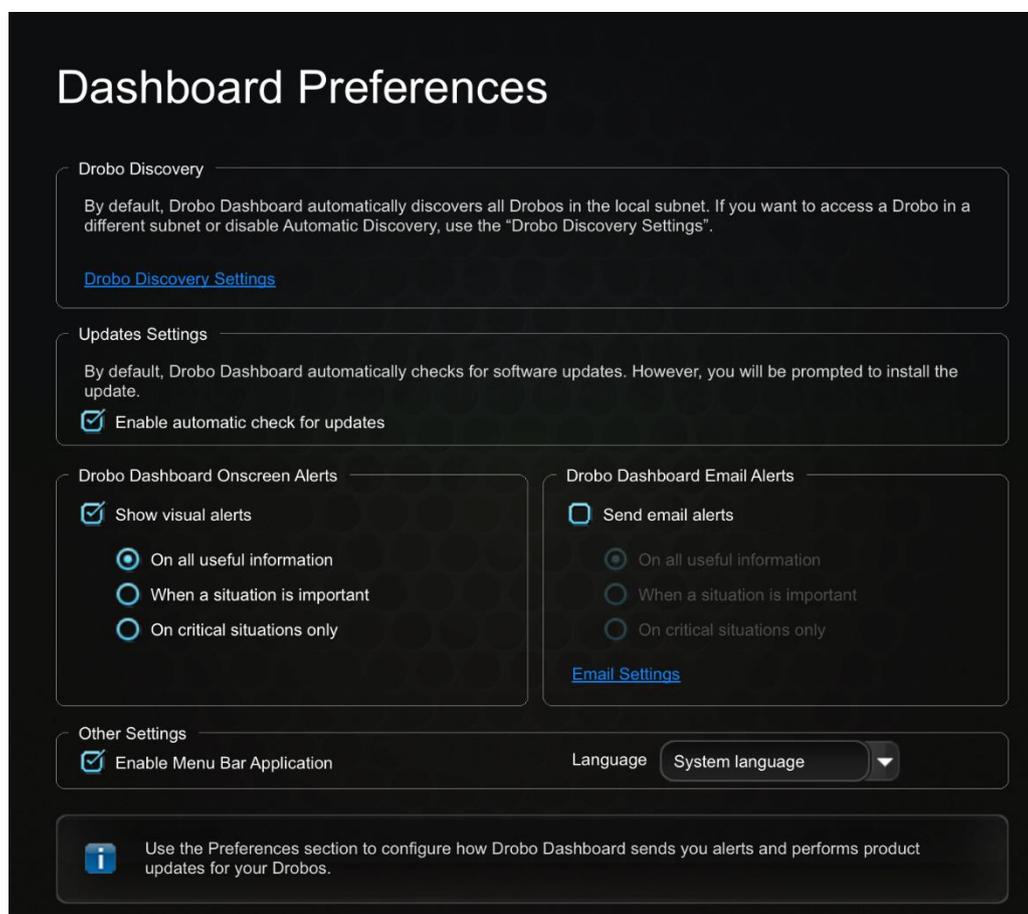
By default, the Drobo icon appears in your menu bar. When you right-click the Drobo icon, a short-cut menu opens, enabling you to:

- Launch Drobo Dashboard.
- Find out the version of Drobo Dashboard.
- Hide or show alerts for the Drobo device.

You can choose to disable the Drobo shortcut in the menu bar and later enable it at any time.

To enable/disable the menu bar:

1. Open the Drobo Dashboard and click the **Dashboard Preferences** option on the **Navigation** menu. The **Dashboard Preferences** page opens.



2. If the feature is already enabled, then you will see a tick mark in the **Enable Menu Bar Application** check box. If the tick is not present, then you can enable the feature by selecting the **Enable Menu Bar Application** check box.
3. If you want to disable the feature, then clear the **Enable Menu Bar Application** check box.

Note:

- If the menu bar option is disabled, on-screen alerts will not be displayed.

1.5 Modifying Device Settings for Drobo 8D

You can modify various settings for your Drobo device.

Related topics:

- ▶ [Enabling or Disabling Dual Disk Redundancy](#)
- ▶ [Modifying the Disk Drive Spin Down Time](#)
- ▶ [Dimming the Lights on Drobo 8D](#)

1.5.1 Enabling or Disabling Dual Disk Redundancy

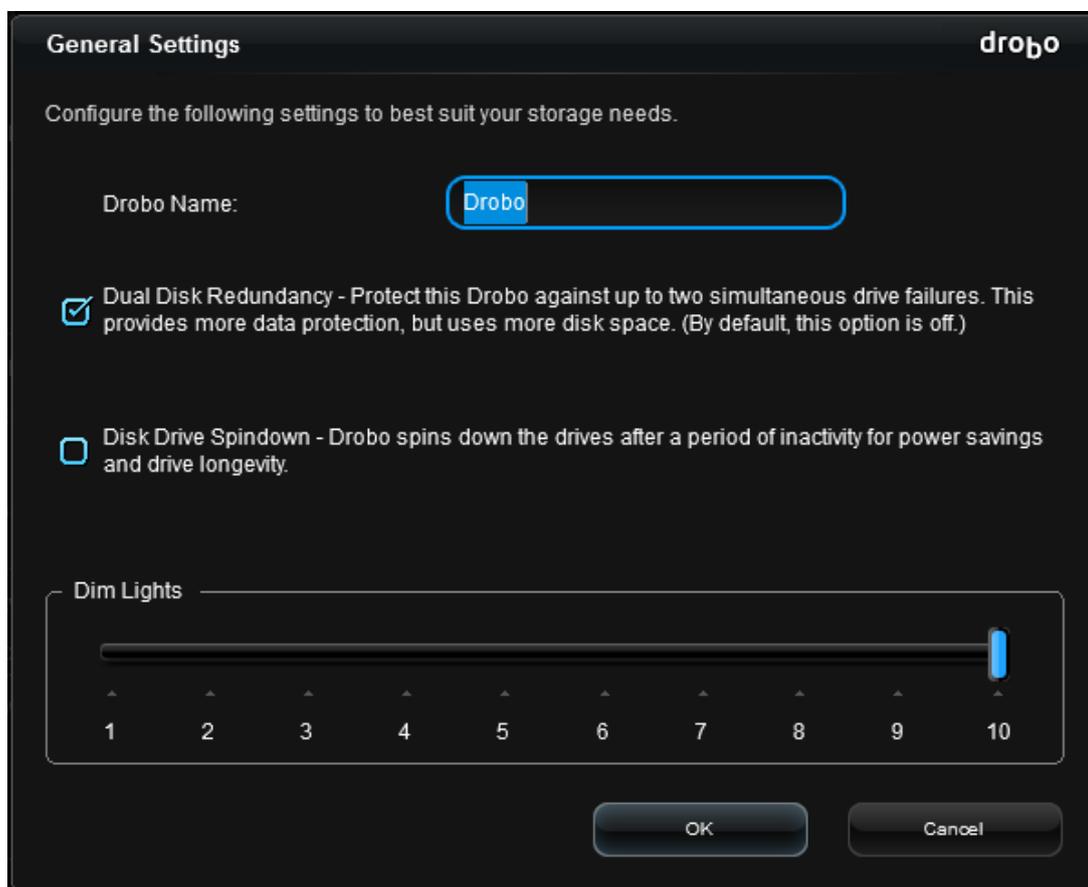
Dual Disk Redundancy protects the Drobo 8D in the event of *two* simultaneous drive failures. Although it provides additional protection, it requires more disk space. To learn more about how much more disk space is required, see [Determining Drive Space Requirements](#).

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 [Adding Drives](#).
- ✎ On enabling Dual Disk Redundancy, Drobo will go through **Data Protection** (indicated by yellow and green blinking lights). Do **NOT** remove the drives or power down the Drobo until the Drive Bay lights turn solid green.

To enable or disable 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 the 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.

Related topics:

- ▶ [Determining Drive Space Requirements](#)
- ▶ [Modifying the Disk Drive Spin Down Time](#)
- ▶ [Dimming the Lights on Drobo 8D](#)

1.5.2 Enabling the Disk Drive Spin Down Time

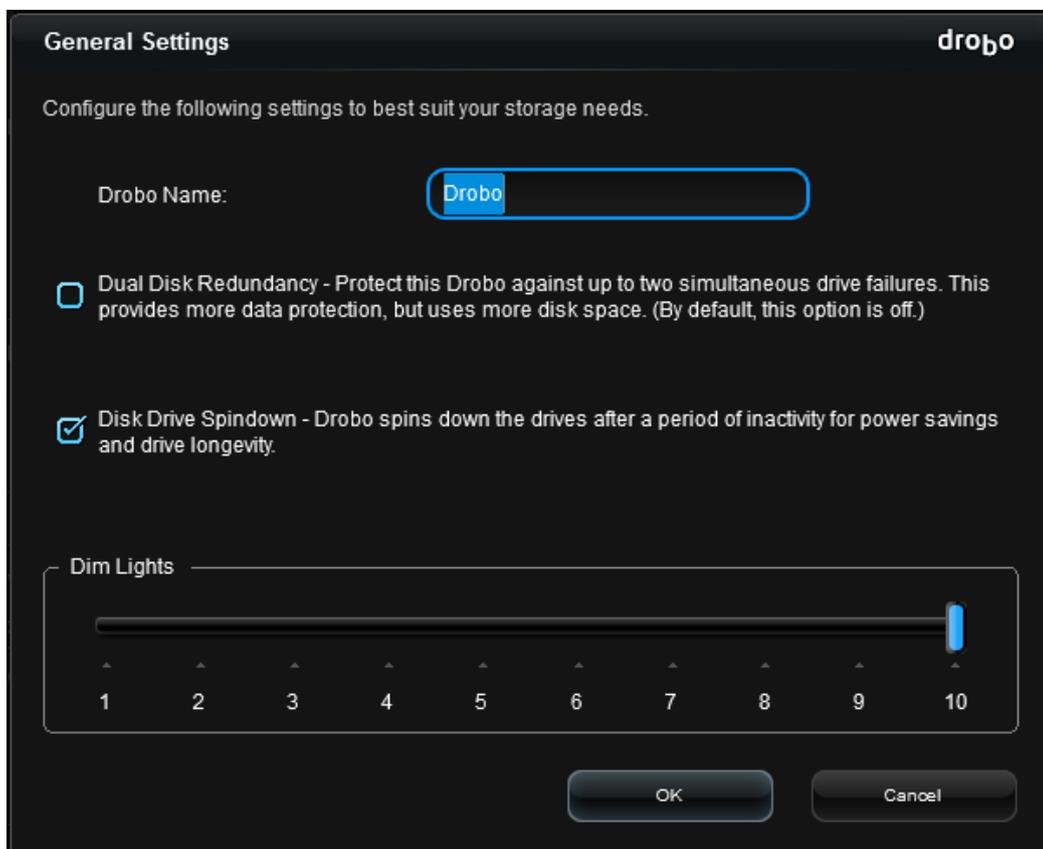
When the disk drives spin down, it helps to save electricity and can prolong the life of the drives. Note, however, it will take the Drobo 8D a few moments to spin the drives back up again when accessed. The default setting for this feature is 15 minutes on most Drobo devices.

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 enable 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.

Related topics:

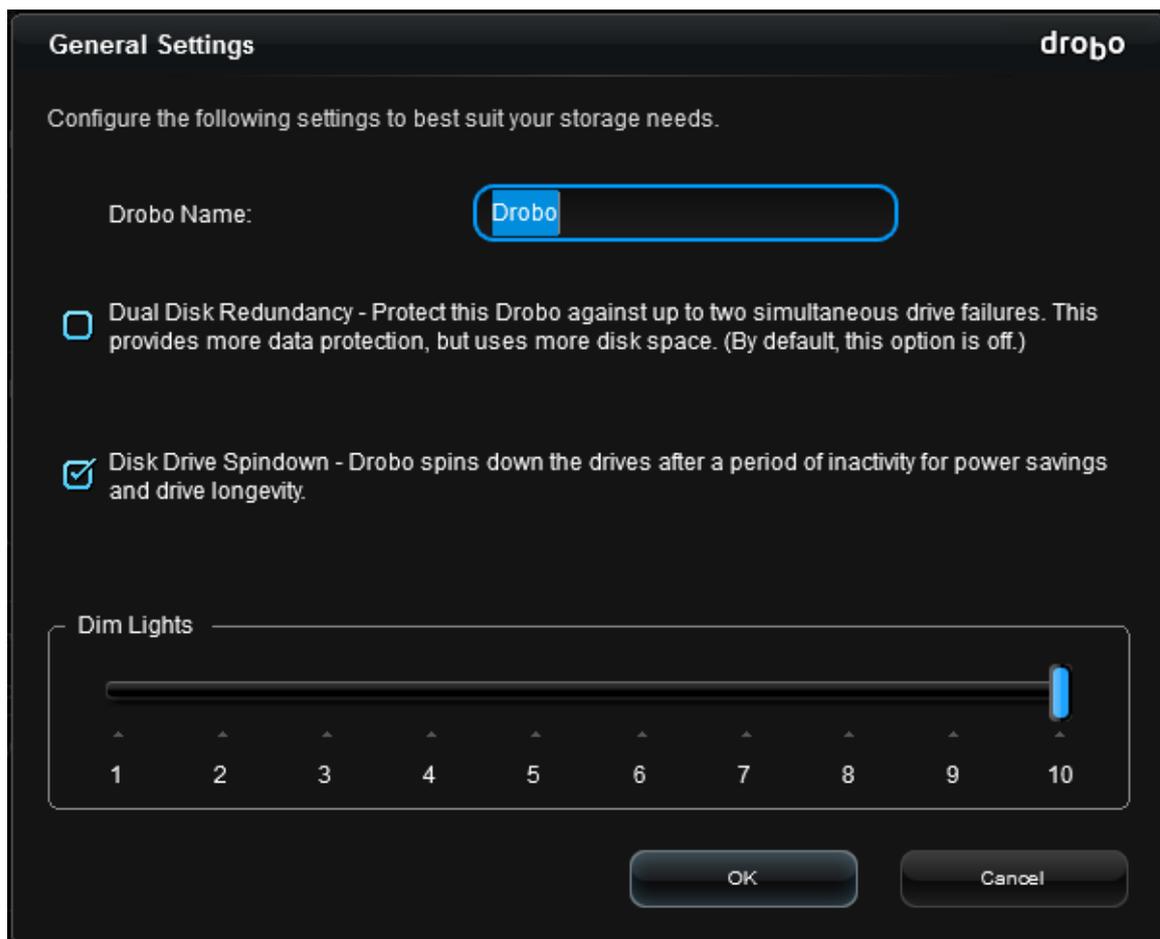
- ▶ [Enabling or Disabling Dual Disk Redundancy](#)
- ▶ [Dimming the Lights on 8D](#)

1.5.3 Dimming the Lights on Drobo 8D

On the Drobo 8D, 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.

Related topics:

- ▶ [Enabling or Disabling Dual Disk Redundancy](#)
- ▶ [Modifying the Disk Drive Spin Down Time](#)

1.6 Managing Capacity (Drive Space)

You should calculate how much capacity you need for the Drobo device in order to ensure your data is protected.

This section includes the following topics:

- ▶ [Calculating Capacity to Use](#)
- ▶ [Adding Drives](#)
- ▶ [Removing Drives](#)
- ▶ [Inserting a back slot SSD](#)
- ▶ [Removing a back slot SSD](#)

Related topic:

- ▶ [Checking Storage Usage and Device Status Information](#)

1.6.1 Calculating Capacity to Use

Based on the number and capacity of the drives you use in the Drobo device, the best way to determine how much usable protected storage space will be available for data is to use our [Capacity 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.
- 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.

Related topics:

- ▶ [Managing Capacity \(Drive Space\)](#)
- ▶ [Adding Drives](#)
- ▶ [Checking Storage Usage and Device Status Information](#)

1.6.2 Adding Drives

When you find that the Drobo 8D 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 the 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 most manufacturers 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:

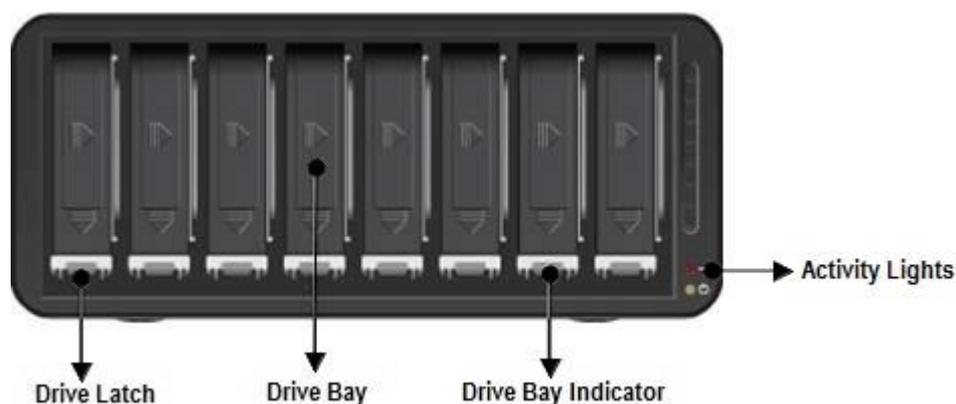
-  In the event that the Drobo device becomes nearly full and all the drives are of the same capacity, you will need to replace two drives, one at a time, in order to increase the overall amount of protected capacity. Replacing one drive will not increase your overall protected capacity in this situation.

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

Warning:

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

2. Remove the bezel (faceplate) from the front of the 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.





Note:

For added protection we recommend to enable Dual Disk Redundancy feature. At least 3 drives should be inserted to the device before enabling redundancy feature.

The Drobo uses largest drive in the disk pack to maintain data redundancy. Since Drobo uses largest size drive for redundancy, you will need to add a large drive in order to see more usable capacity. For more information, see: [Capacity Calculator](#).

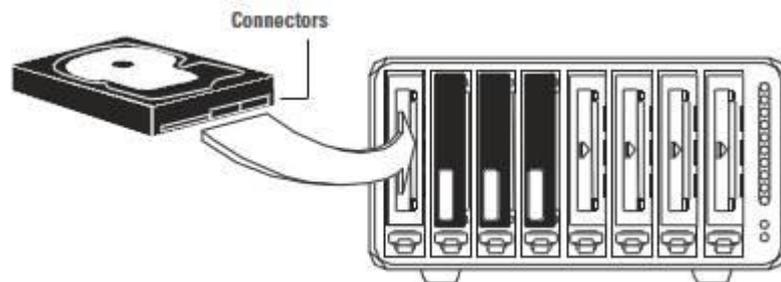
- The drive ejects from the drive bay. Carefully remove it.



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.

- Insert drives with the top labels facing the power and capacity lights. Refer to the image below.



- With your other hand, use your thumb to depress and hold open the drive lock to an empty drive bay.
- 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.
- Add or replace additional drives in the same manner, following steps 3 through 6.
- When finished, replace the bezel (faceplate) right side up, so that you will be able to see the indicator lights whenever the Drobo device is turned on.

Related topics:

- ▶ [Managing Capacity \(Drive Space\)](#)
- ▶ [Adding Drives](#)
- ▶ [Checking Storage Usage and Device Status Information](#)
- ▶ [Understanding the Indicator Lights](#)

1.6.3 Removing Drives

You may wish to remove one or more drives from the Drobo 8D, thereby reducing overall capacity. Before doing so, keep the following in mind:

- The 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.
- When removing drives, wait until all the bay lights are solid green **to let data protection complete**.
- Remove only one drive at a time while the Drobo device is powered on, allowing the Drobo device to rearrange your data into the safest configuration across the remaining drives.
- If you would like to remove all drives from the Drobo device, first [safely shutdown the Drobo 8D](#), and then unplug the power.
- Data stored on drives removed from the Drobo device cannot be read by other systems.

If you would like to remove your SSD, see [Removing a back slot SSD](#).

To remove the capacity or drives from you Drobo 8D:

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



Warning:



Removing a drive during data protection may result in loss of data.

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



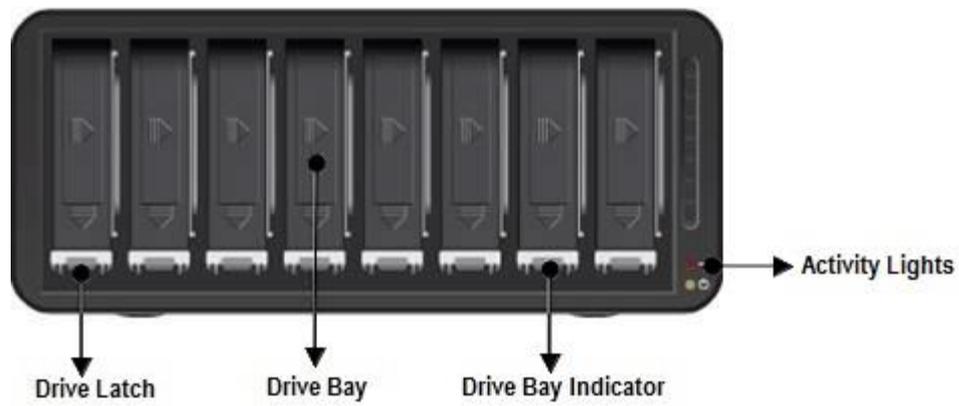
Warning:



Not shutting down safely may result in loss of data.

3. Remove the bezel (faceplate) from the front of the 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.

Related topics:

- ▶ [Managing Capacity \(Drive Space\)](#)
- ▶ [Adding Drives](#)
- ▶ [Safely Shutting Down the Drobo 8D](#)
- ▶ [Understanding the Indicator Lights](#)

1.6.4 Inserting a back slot SSD

You can install a back slot SSD into the Drobo 8D.

Doing so provides accelerated performance when reading data from the Drobo 8D. For more information on drive requirements, see [Selecting Drives](#).

The back slot SSD is **not** part of the Drobo device disk pack, so you can add or remove it at any time.



Important Notes:

- It is important to ground yourself before installing the back slot SSD in order to discharge static electricity. To do so, touch a grounded metal object just before installation.
- Back slot SSD supports maximum of 5 volts (5v).



Warning:

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

To install a back slot SSD, perform these steps:

1. Gently turn the Drobo 8D to access the rear side of the Drobo 8D. In the rear side, you can find a slot to insert SDD, as depicted in the image below



2. Slide the SSD into the back slot and gently push it down to lock in place.
 3. When finished, return the Drobo 8D to its normal position.
 4. In the Dashboard, you can see the status of SSD as shown in the figure below.
- **Green:** Indicates SSD is Good or Healthy.

- **Red:** Indicates SSD is Incompatible or Failed.



Figure 1: Status page of Drobo 8D indicating Good SSD

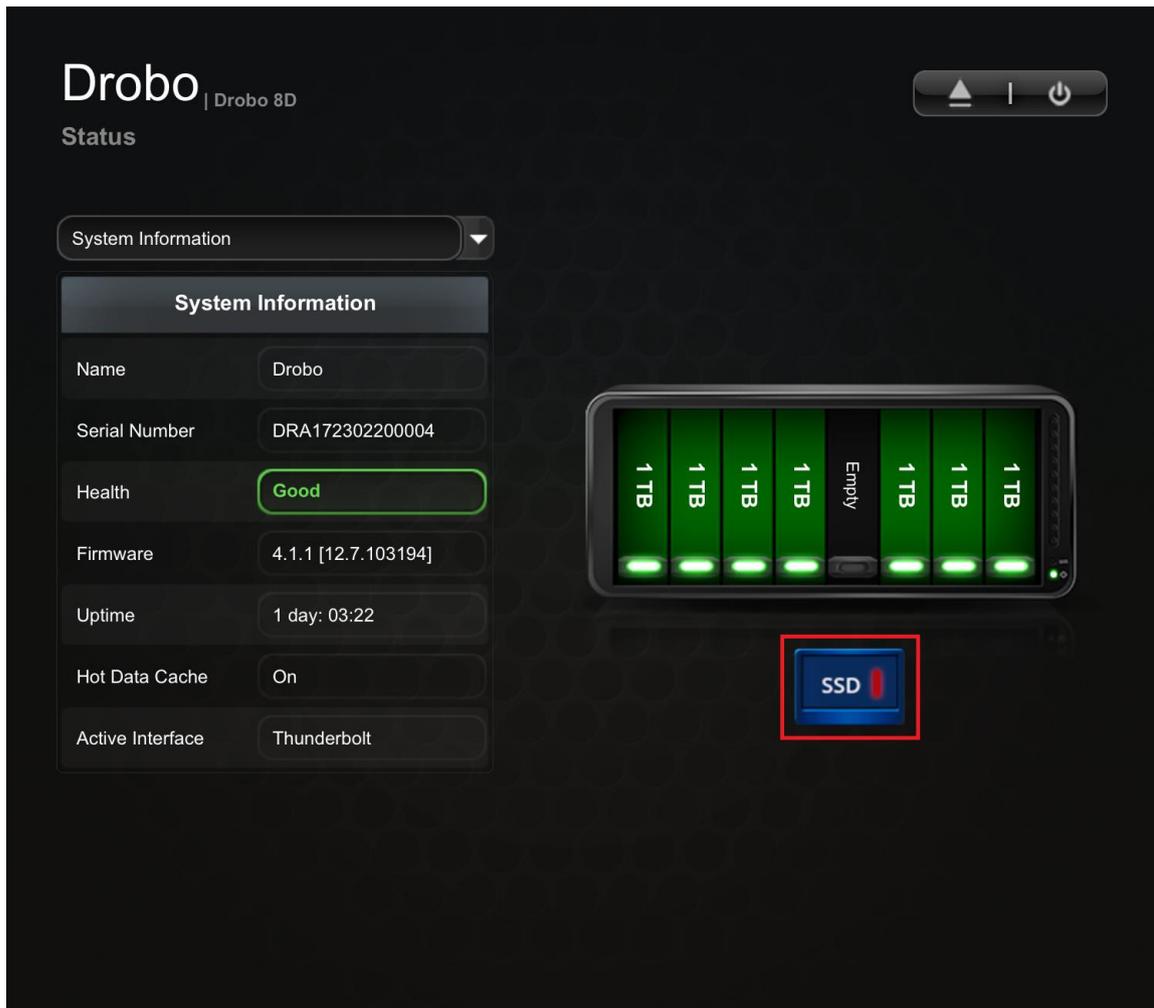


Figure 2: Status page of Drobo 8D indicating Failed SSD

Related topic:

▶ [Selecting Drives](#)

1.6.5 Removing a back slot SSD

Because the back slot SSD card is not part of your device disk pack, you can remove it from the Drobo 8D at any time.



- 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.

To remove a back slot SSD:

1. Gently turn the Drobo 8D to access the rear side of the Drobo 8D. In the rear side, you can find a slot in which SSD is inserted, as depicted in the image below



2. Gently push the SSD to release it from the lock. Once released, take the SSD out from the slot.
3. When finished, return the Drobo 8D to its normal position.

Related topic:

- ▶ [Selecting Drives](#)

1.7 Checking Storage Usage and Device Status Information

You can check how your storage is being used, the status of the Drobo 8D when in particular states, and other important information. The indicator lights on the Drobo device also provide important key information.

Related topics:

- ▶ [Checking Storage Usage](#)
- ▶ [Checking the Status of Drobo 8D](#)
- ▶ [Checking the Drobo 8D's Serial Number](#)
- ▶ [Checking the Drobo 8D's Firmware Version](#)
- ▶ [Checking the Current Version of Drobo Dashboard](#)
- ▶ [Checking System Information](#)
- ▶ [Checking Drive Information](#)
- ▶ [Checking Performance Information](#)
- ▶ [Getting Diagnostics on Drobo 8D](#)
- ▶ [Understanding the Indicator Lights](#)

1.7.1 Checking Storage Usage

There are different ways to view how the Drobo 8D'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 the Drobo device is available for data, used for data protection, reserved for expansion and used for overhead administration.

Related topic:

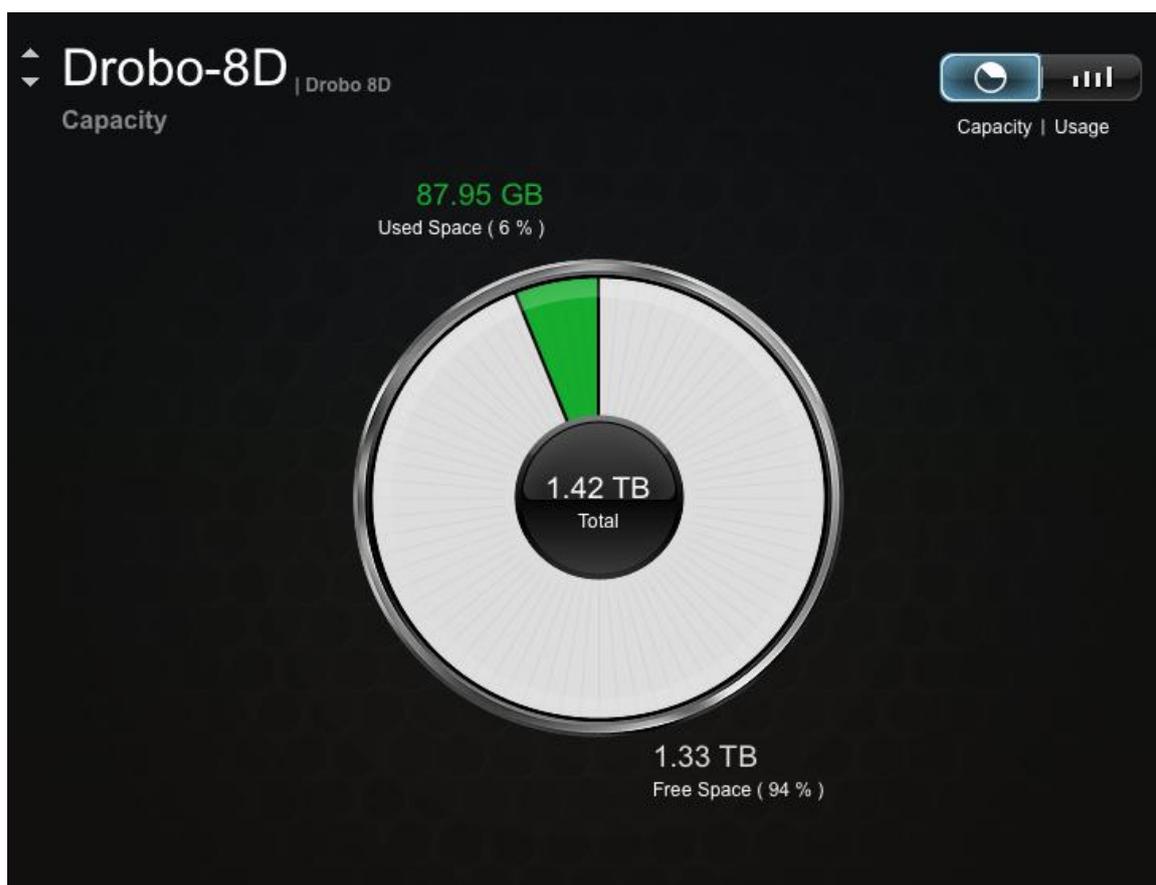
▶ [Checking the Status of Drobo 8D](#)

1.7.1.1 Viewing Capacity Chart

The capacity chart gives you a quick glance, and visual, of how your drive space is being used on the Drobo 8D.

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.



▶ 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.



Related topics:

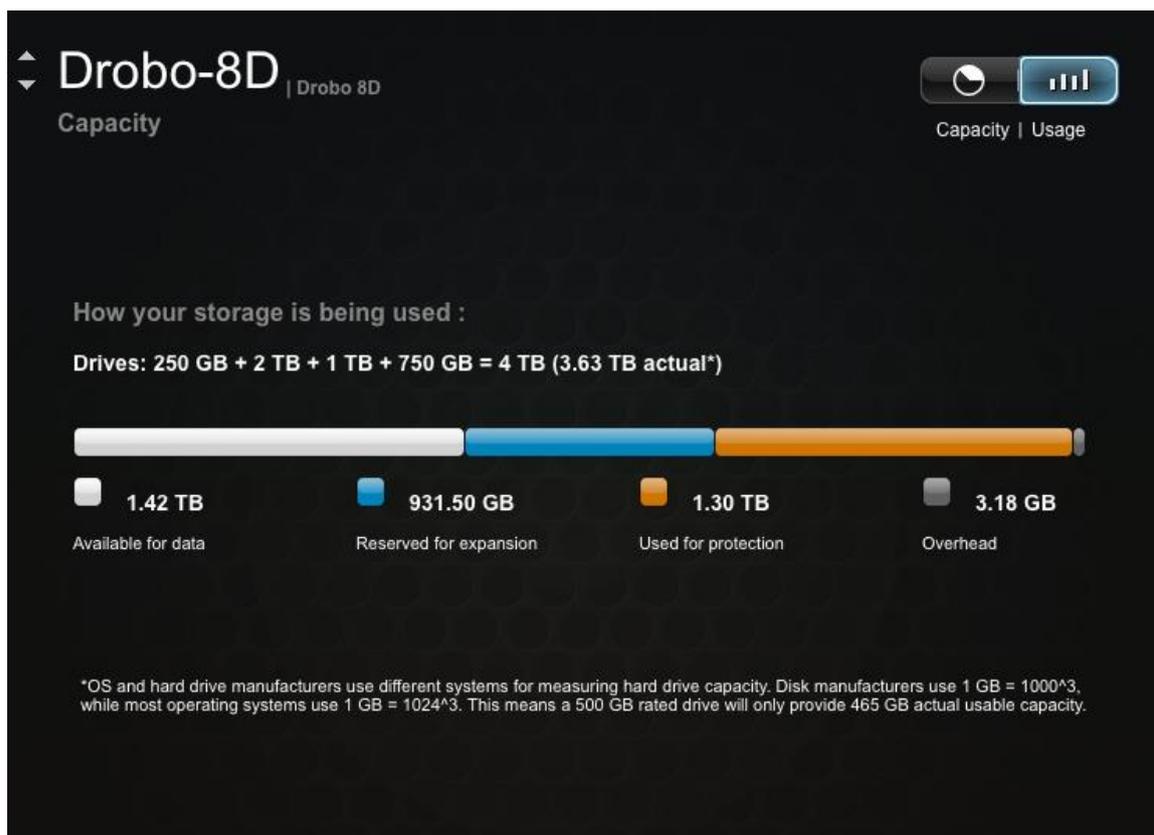
- ▶ [Viewing Storage Usage](#)
- ▶ [Checking the Status of Drobo 8D](#)

1.7.1.2 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 8D.

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.



▶ 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.



Related topics:

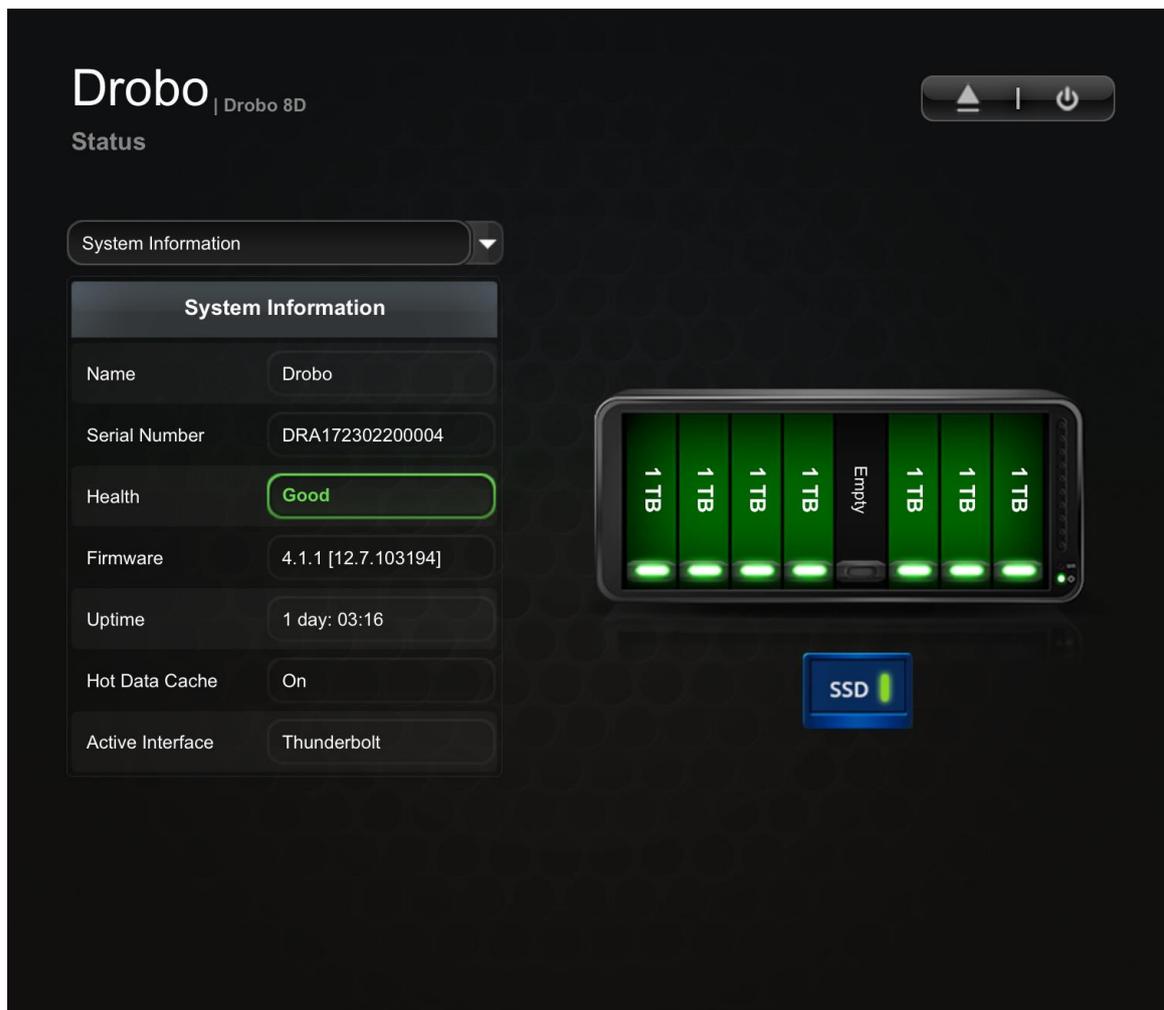
- ▶ [Viewing the Capacity Chart](#)
- ▶ [Checking the Status of Drobo 8D](#)

1.7.2 Checking the Status of Drobo 8D

The **Status** page in Drobo Dashboard provides in-depth information on the status of the Drobo 8D.

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 8D, 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:

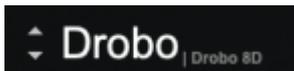
- **Name** - The name of the selected Drobo 8D.
- **Serial #** - The serial number for the selected Drobo 8D.
- **Health** - The health of the selected Drobo device. It displays as Good (in green) when healthy or Warning (in orange) when you need to add capacity.
- **Uptime** - the time the Drobo 8D has been "up."
- **Firmware** - The firmware version running on the selected Drobo 8D.

- **Hot Data Cache** - If the value for this is "on," it indicates that you have at least one SSD present in the device. The SSD can be in standard drive bays and in back slot. The 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.



Related topics:

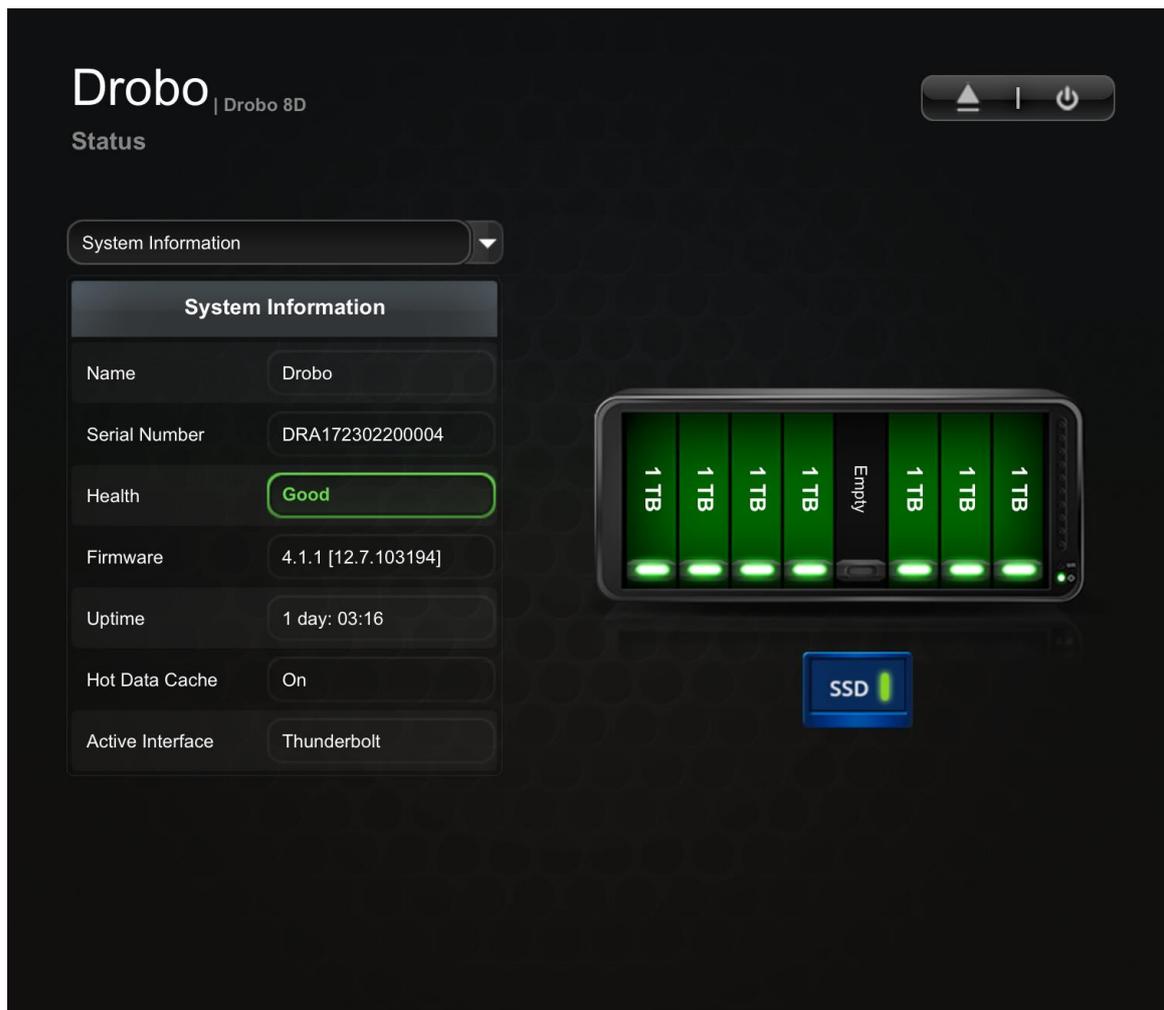
- ▶ [Viewing the Capacity Chart](#)
- ▶ [Viewing Storage Usage](#)
- ▶ [Checking Your Current Version of Drobo Dashboard](#)

1.7.3 Checking the Drobo 8D's Serial Number

You can check for the Drobo 8D's serial number from the **Status** page of Drobo Dashboard.

To view the serial number of the Drobo device:

1. In the Drobo Dashboard on the **All Drobos** page, select the appropriate Drobo 8D.
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.



Note:

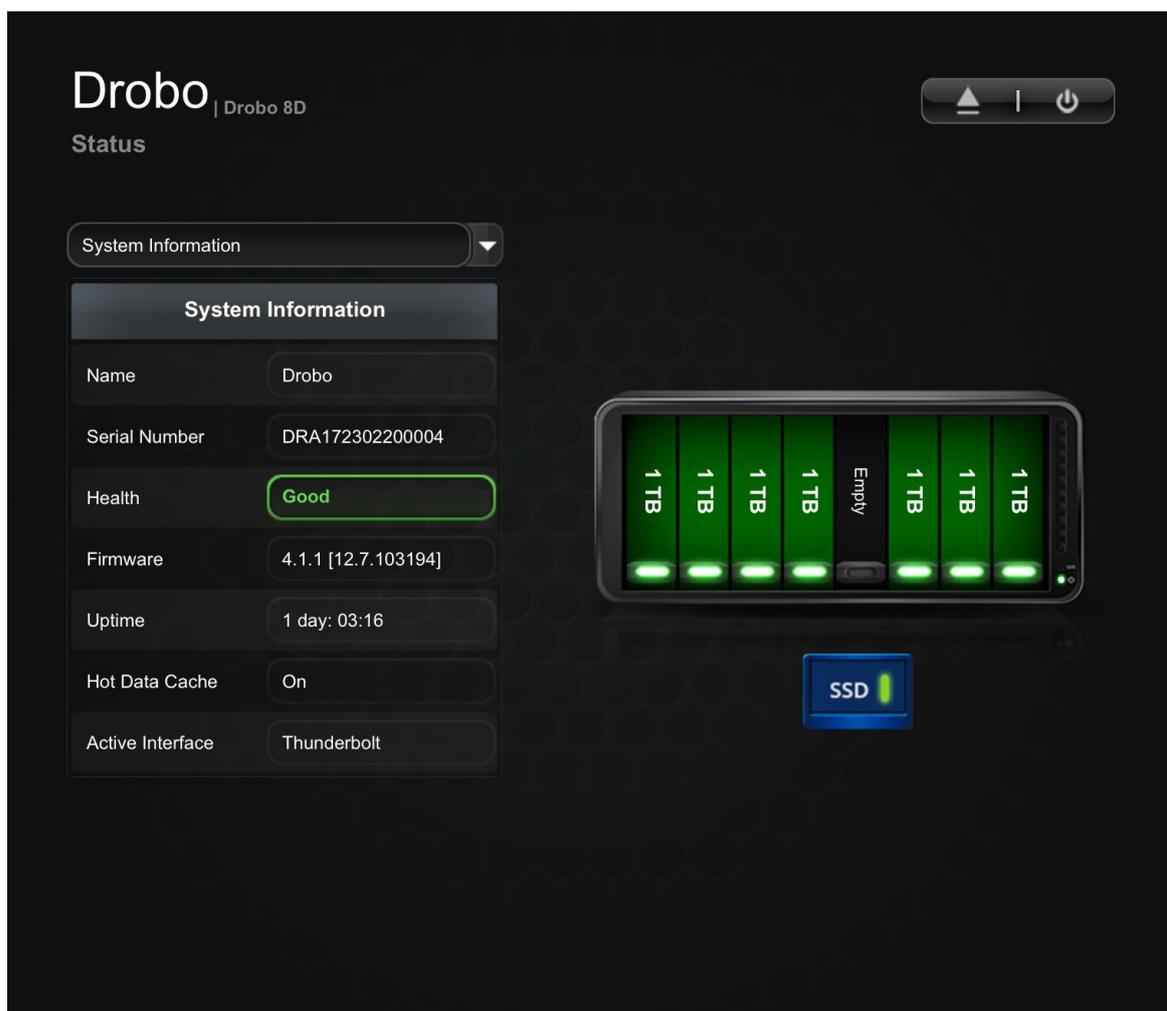
- You can also find the Serial Number on the bottom of the device or within the Support Portal.

1.7.4 Checking the Drobo 8D's Firmware Version

You can check for the Drobo 8D's firmware version on the **Status** page in Drobo Dashboard.

To view the firmware version of the Drobo device:

1. In Drobo Dashboard on the **All Drobos** page, select the appropriate Drobo 8D.
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.



To ensure optimal performance, we highly recommend that you set the Drobo device to automatically check for software updates. This feature keeps both the Drobo Dashboard and the firmware of your device up to date.

To update your firmware version see [Checking for Software Updates](#) or [Manually Updating Firmware from Drobo Website](#).

1.7.5 Checking the Current Version of Drobo Dashboard

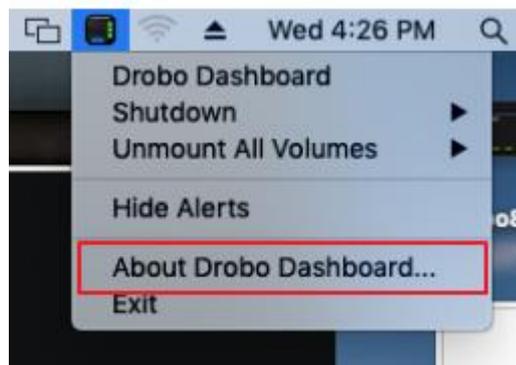
To check the current version of Drobo Dashboard installed, follow these steps:

1. Locate the **Drobo** icon  in the menu bar.

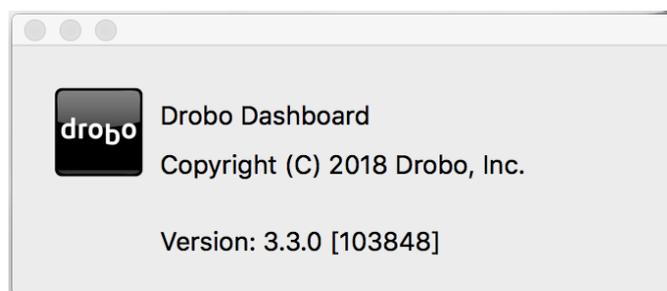


 You may need to enable your menu bar, see [Enabling or Disabling the Menu Bar](#)

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.

To ensure optimal performance, we highly recommend that you set the Drobo device to automatically check for software updates. This feature keeps both the Drobo Dashboard and the firmware of your device up to date.

To update your firmware version see [Checking for Software Updates](#) or [Manually Updating Firmware from Drobo Website](#).

Related topics:

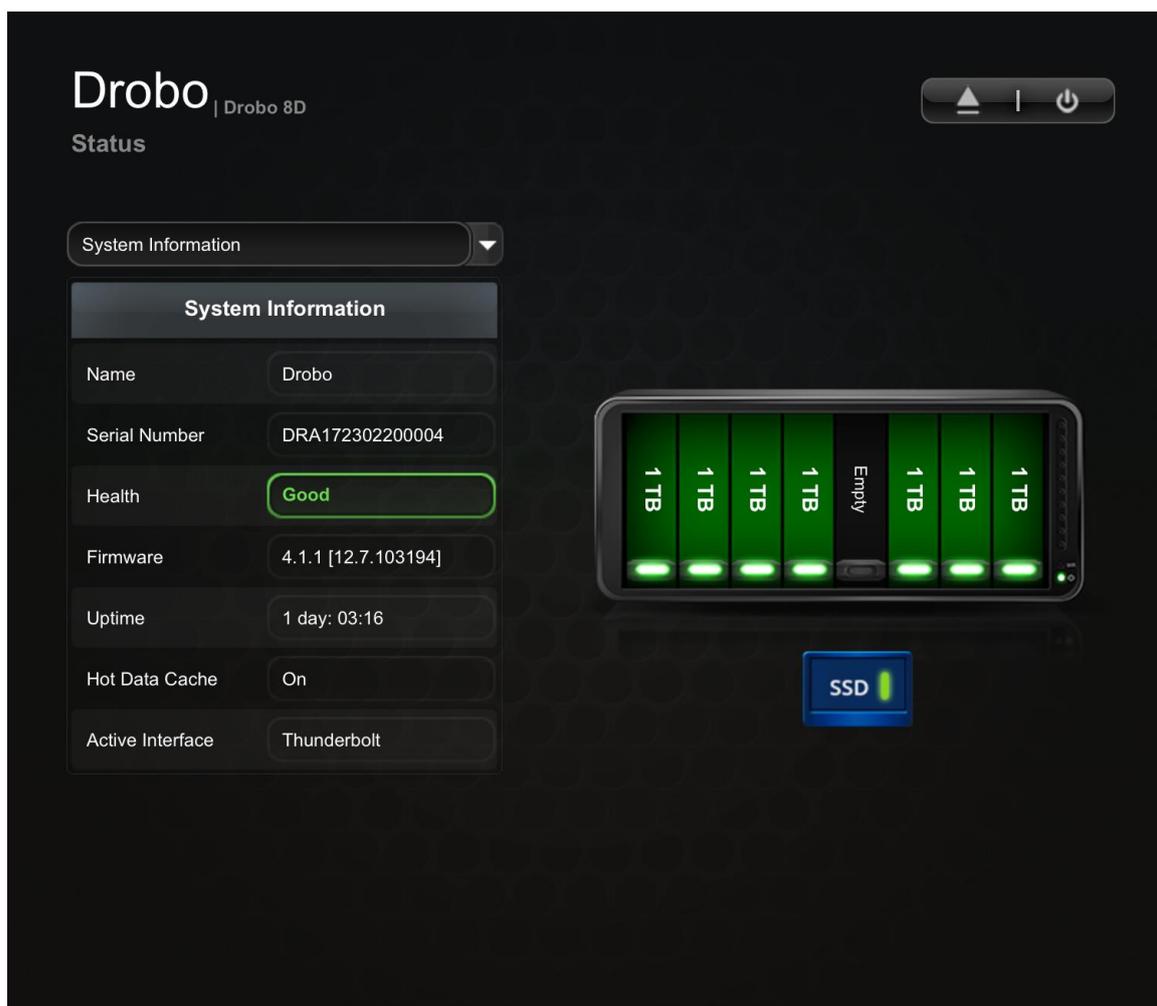
▶ [Checking the Drobo 8D's Firmware Version](#)

1.7.6 Checking System Information

The **System Information** view provides information such as the serial number, firmware version, and health of the Drobo 8D. If you use SSDs, their positions are identified in the image of the Drobo 8D.

To check the system information of the Drobo 8D:

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 8D.
- **Serial #** - The serial number for the selected Drobo 8D.
- **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.
- **Uptime** - The time the Drobo 8D has been "up."

- **Firmware** - The firmware version running on the selected Drobo 8D.
- **Hot Data Cache** - If the value for this is "on," it indicates that you have at least one SSD present in the device. The SSD can be in standard drive bays and in back slot. The SSD is used as a cache for "hot" data that is frequently read.
- **Active Interface** - The connectivity interface currently being used.

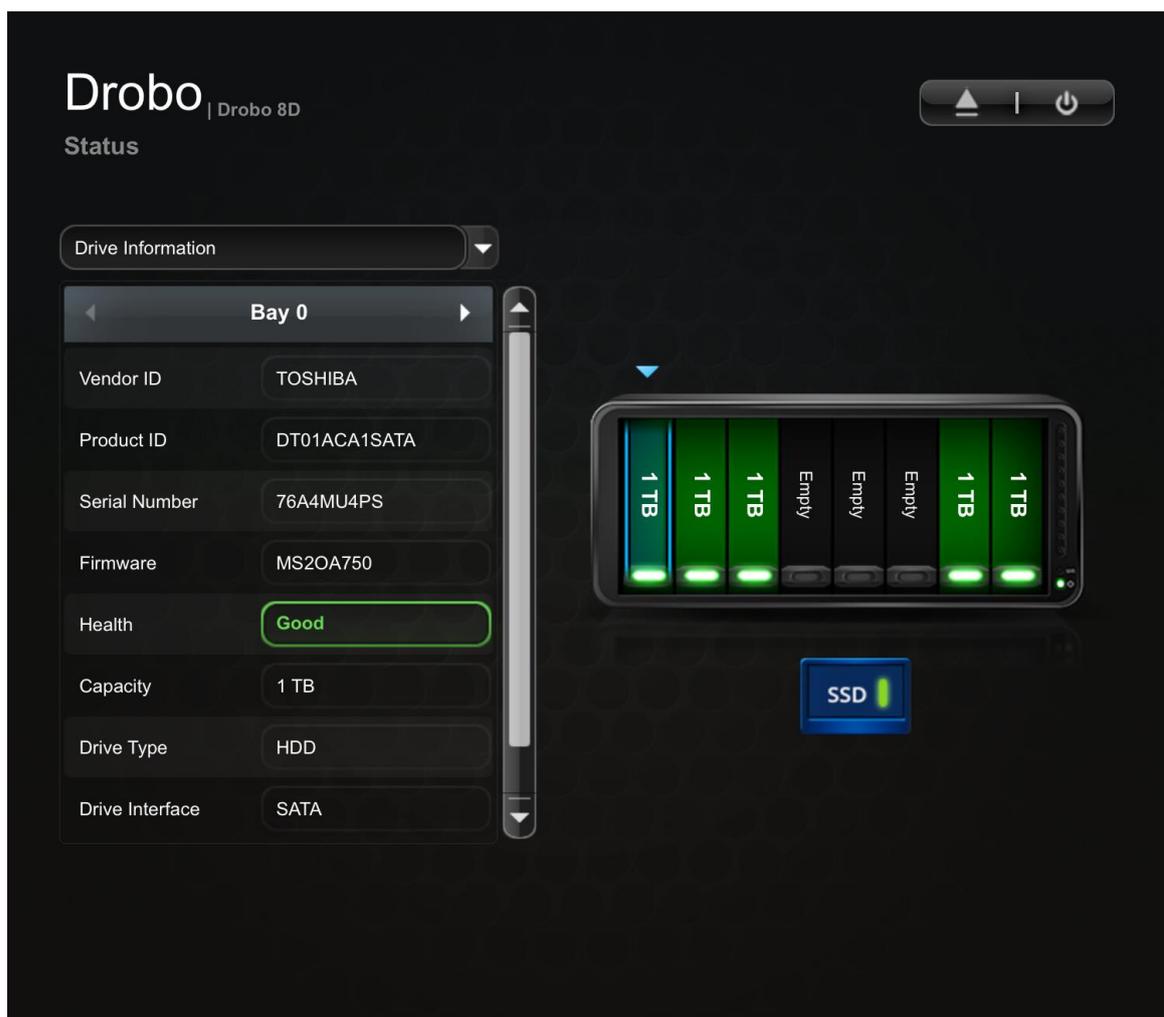
Related topics:

- ▶ [Viewing the Capacity Chart](#)
- ▶ [Viewing Storage Usage](#)
- ▶ [Checking Storage Usage and Device Status Information](#)

1.7.7 Checking Drive Information

To check the drive information of the Drobo device:

1. In Drobo Dashboard on the **All Drobos** page, select the appropriate Drobo 8D.
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:

- You can also traverse the different drive bays using the arrows on the table header.
- 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 health is reported.

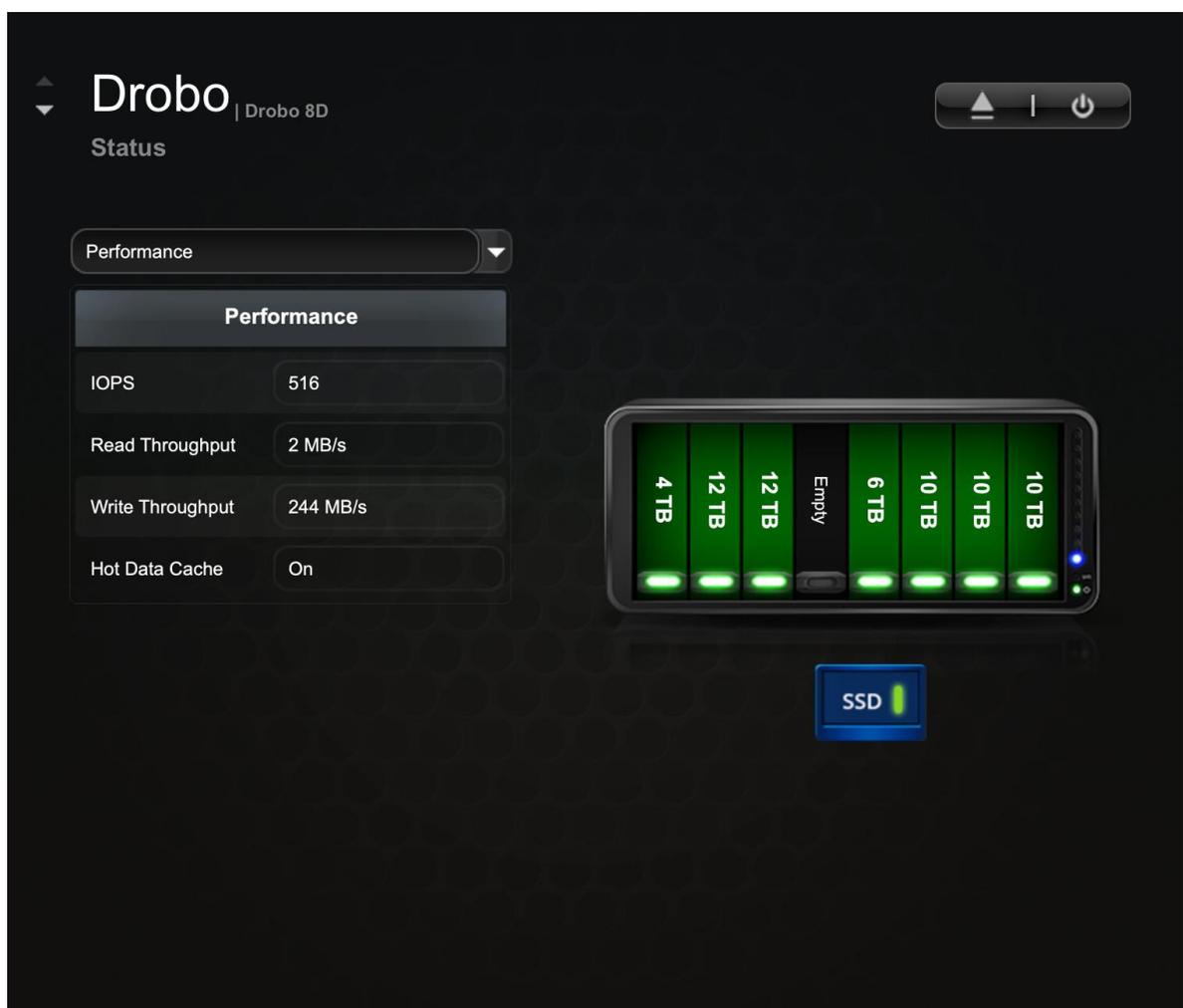
- **Capacity** - The drive size.
- **Drive Type** – Options include SSD or HDD.
- **Drive Interface** – The drive type. It can take one of the following values: **SATA/SSD**.
- **Drive Rotational Speed** - For HDDs where the rotational speed cannot be determined, speed is displayed as 'Unknown'.
Rotational speed is not displayed for SSDs, it is displayed as 'Non-rotating'.

Related topic:

▶ [Checking Storage Usage and Device Status Information](#)

1.7.8 Checking Performance Information

1. In Drobo Dashboard on the **All Drobos** page, select the appropriate Drobo 8D.
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.



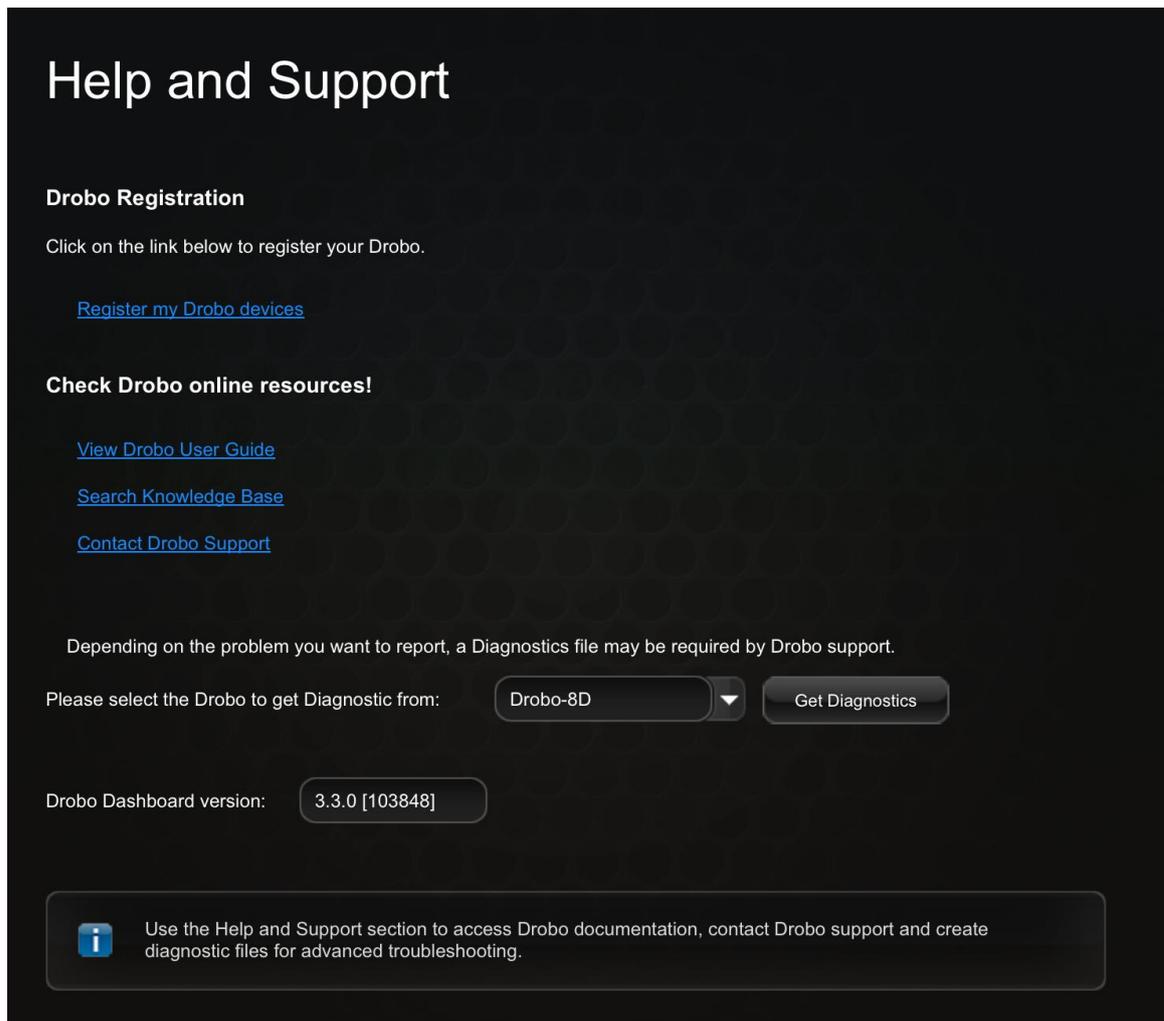
Related topic:

- ▶ [Checking Storage Usage and Device Status Information](#)

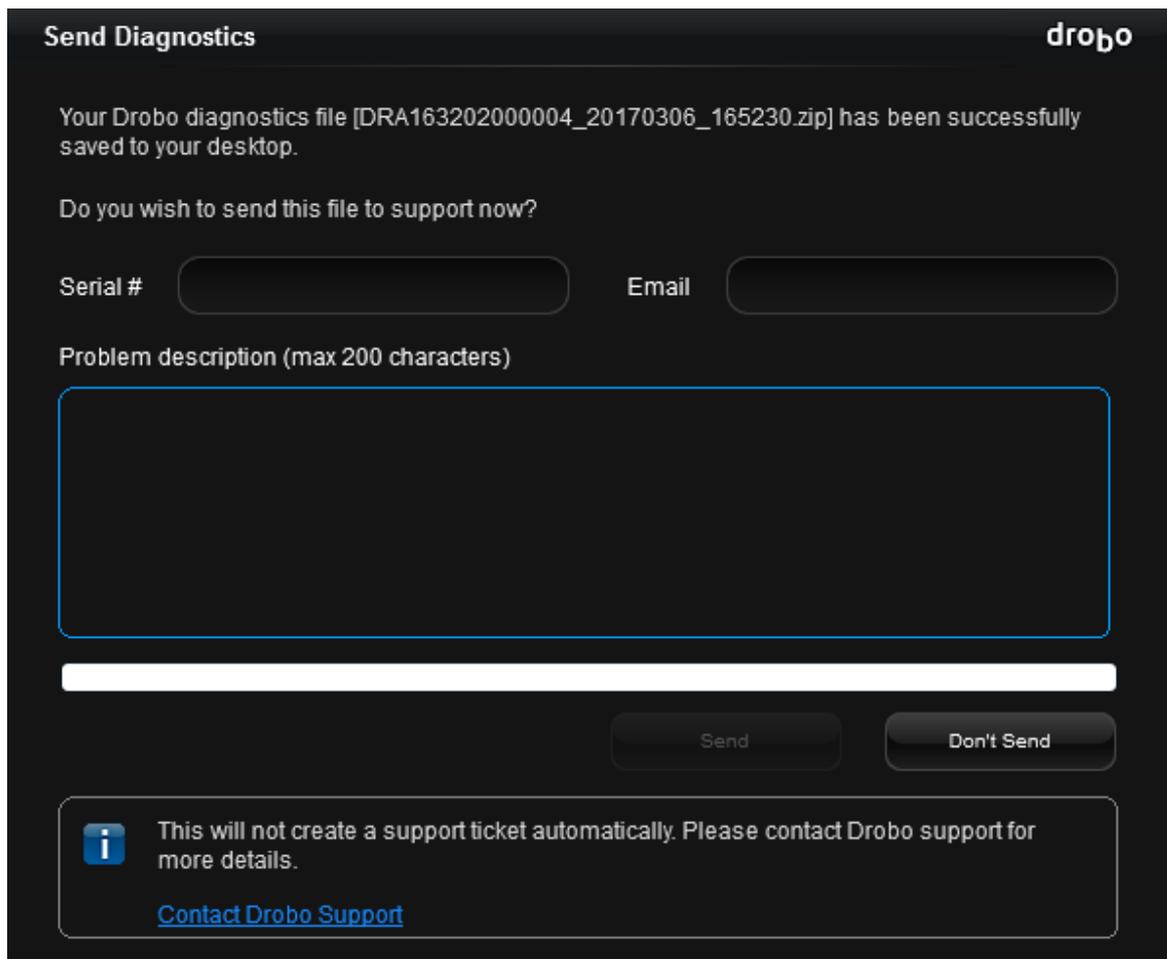
1.7.9 Getting Diagnostics on Drobo 8D

You can view and print an encrypted diagnostic file about the Drobo 8D.

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 (not Drobo Dashboard) and then click the **Get Diagnostics** button.

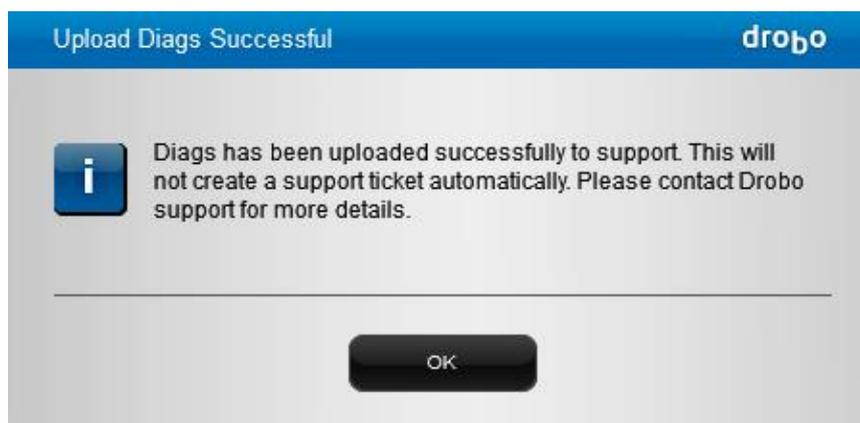


3. In the Problem Description text box type in a description of your issue, if you have support incident number please include it and then click **Send** button.



The Upload Diagnostics 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. A copy of the zipped diagnostic file will be downloaded to the local Apple Mac™.



If you cannot generate a diagnostics file because the Drobo device does not mount, see: [What should I do if my Drobo storage device will not mount?](#)

Related topics:

▶ [Checking Storage Usage and Device Status Information](#)

▶ [Understanding the Indicator Lights](#)

1.7.10 Understanding the Indicator Lights

The Drobo 8D is equipped with various indicator lights which provide valuable information. Refer to the image below.



Figure 1: Front view of Drobo 8D



Figure 2: Rear view of Drobo 8D

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. The Drobo device is running out of disk space. See Adding Drives .

	<p>Blinking Yellow and Green: Do not remove these drives or power down. The Drobo device is working to protect your data.</p> <p>Solid Red: Add a drive or replace the current drive with a larger drive immediately. The Drobo device is critically low on space. See Adding Drives</p> <p>Blinking Red: Replace this drive immediately. This drive has failed. See Adding Drives</p>
Power Light	<p>Green: The power is on and the Drobo device is ready.</p> <p>Yellow: The Drobo device is in the process of powering on.</p> <p>Red: Your Drobo device has overheated. Safely power down the Drobo 8D, disconnect the data cable and then the power cable. Let it cool down and then restart.</p>
Activity Light	<p>Blinking Green: Data is actively being transferred between your Apple Mac™ and the Drobo device. Do not remove or add drives during this process.</p>
Capacity Gauge	<p>Blue: Displays the percentage of the Drobo device that is full, in 10% increments. There are 10 capacity gauge lights. So, for example, if the Drobo device is 30% full, three blue lights display.</p>
SSD Light/Status Indicator	<p>Green: No action is required, SSD is healthy.</p> <p>Red: Disk failure</p>

1.8 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 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.

Related 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](#)

1.8.1 Setting Up or Modifying E-mail Alerts

Enabling e-mail alerts in Drobo Dashboard keeps you informed of the status of all the 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 configuration options:

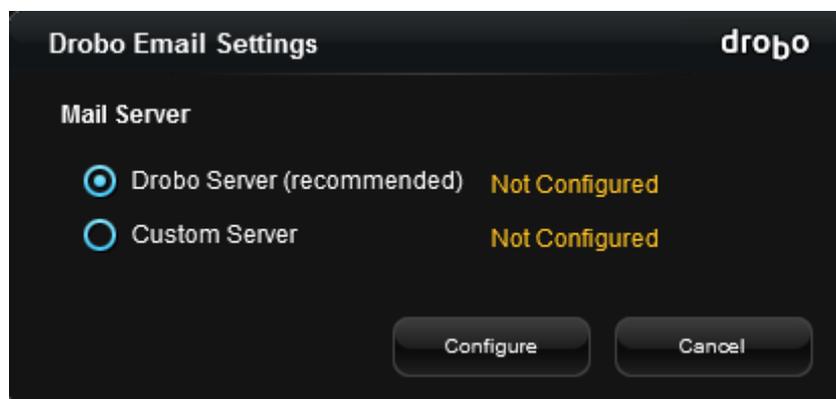
- Drobo Server
- Custom Server



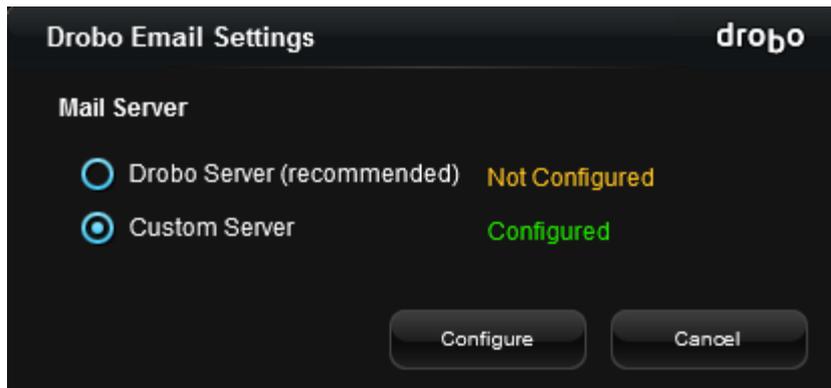
- We recommend to choose Drobo Server as your mail server configuration.
- It is important to change a failed drive as soon possible, especially when using Single Disk Redundancy feature.

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, *Drobo Server* or *Custom Server*.



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

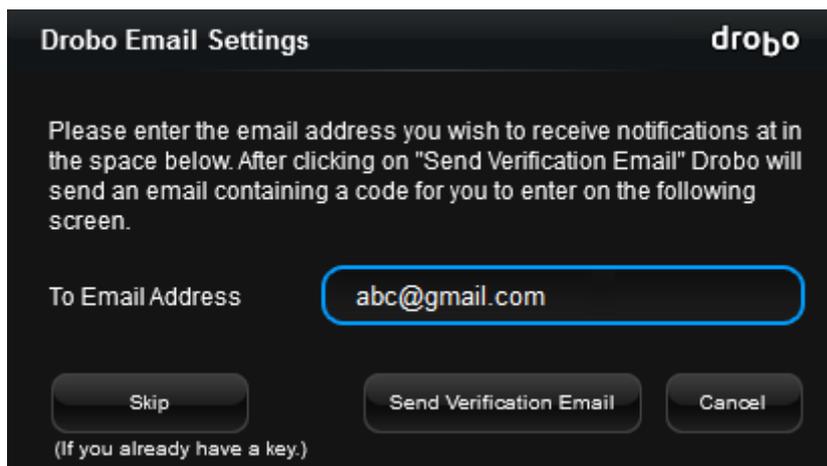


 Only one of the Mail Servers can be configured at a time.

Drobo Server

To configure the Drobo Server, follow the steps given below:

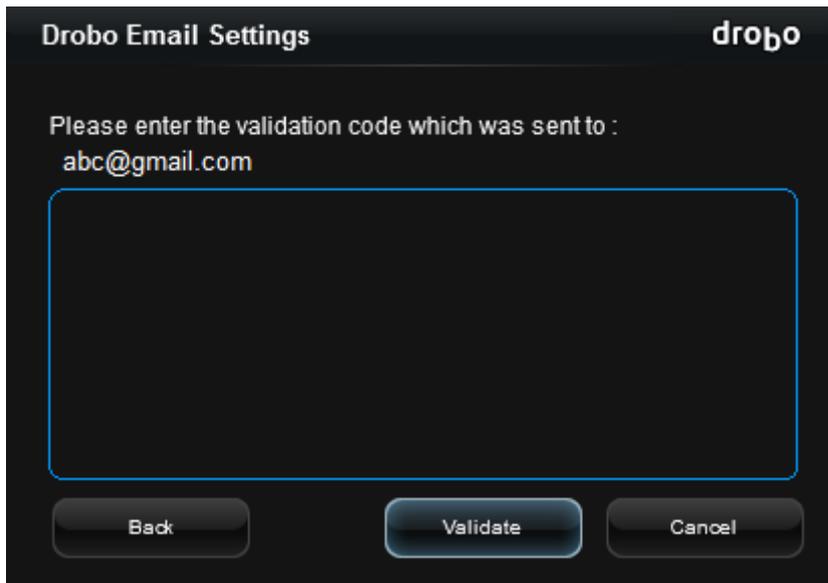
1. Select the **Drobo Server** radio button and click **Configure**.
2. Enter the e-mail address in the space provided at which you wish to receive the notifications and click the **Send Verification Email** button.



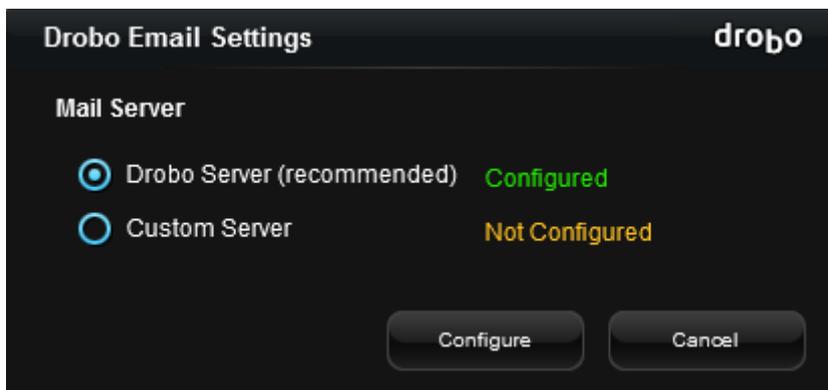
Note:

 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 Server* configured.



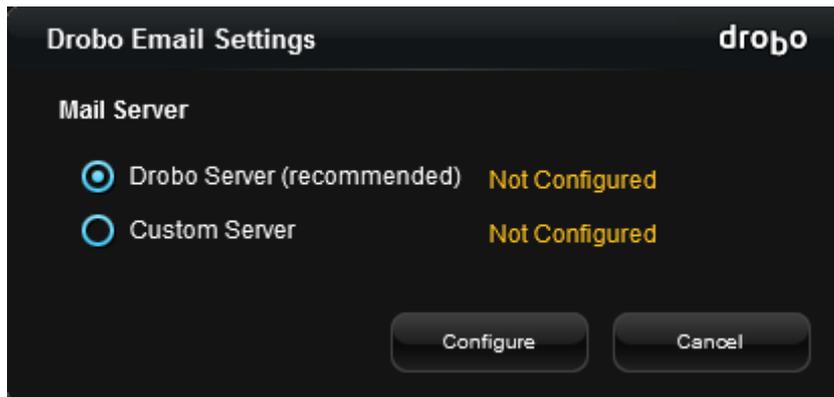
 **Note:**

- Once a key is generated, you can reuse it the next time.
- It is not possible to configure the Drobo Server using the same email-id if the validation code has already been sent to the email-id recently.

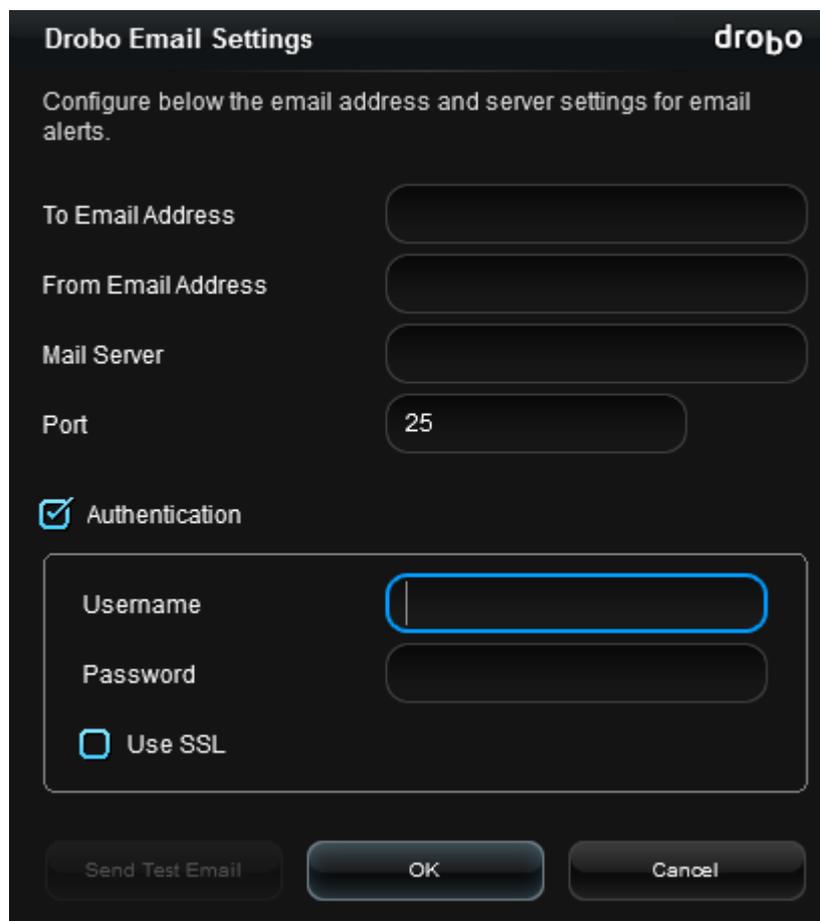
Custom Server

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

1. Click the radio button for Custom 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 the 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 the Drobo device.
- **When a situation is important** – Alerts will be e-mailed only to warn of an important change to one or more of the 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 the Drobo device.
- **On critical situations only** – Alerts will be e-mailed only to warn of a critical status with one or more of the Drobo devices that could lead to potential data loss. These are Critical Drobo Alerts, which can include when the Drobo device cannot currently protect your data against drive failure, when the Drobo device doesn't recognize one or more of the drives installed, when the 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.

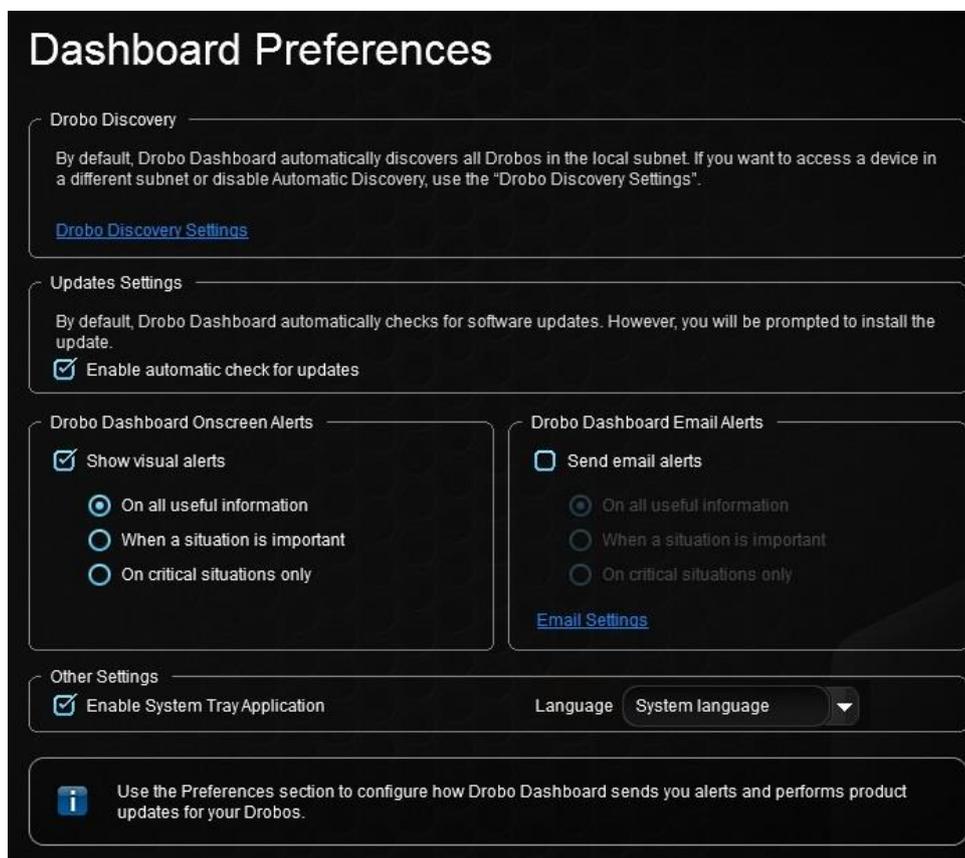
Related topic:

▶ [Modifying When to Send E-mail Alerts](#)

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

Related topic:

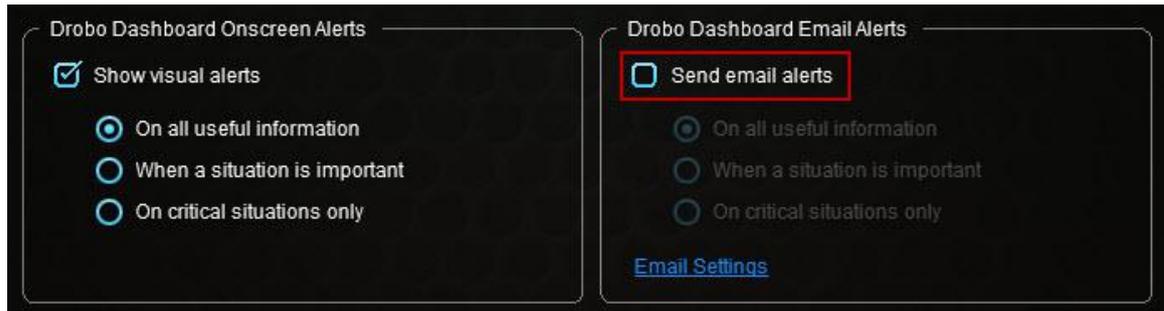
- ▶ [Setting Up or Modifying E-mail Alerts](#)

1.8.3 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.



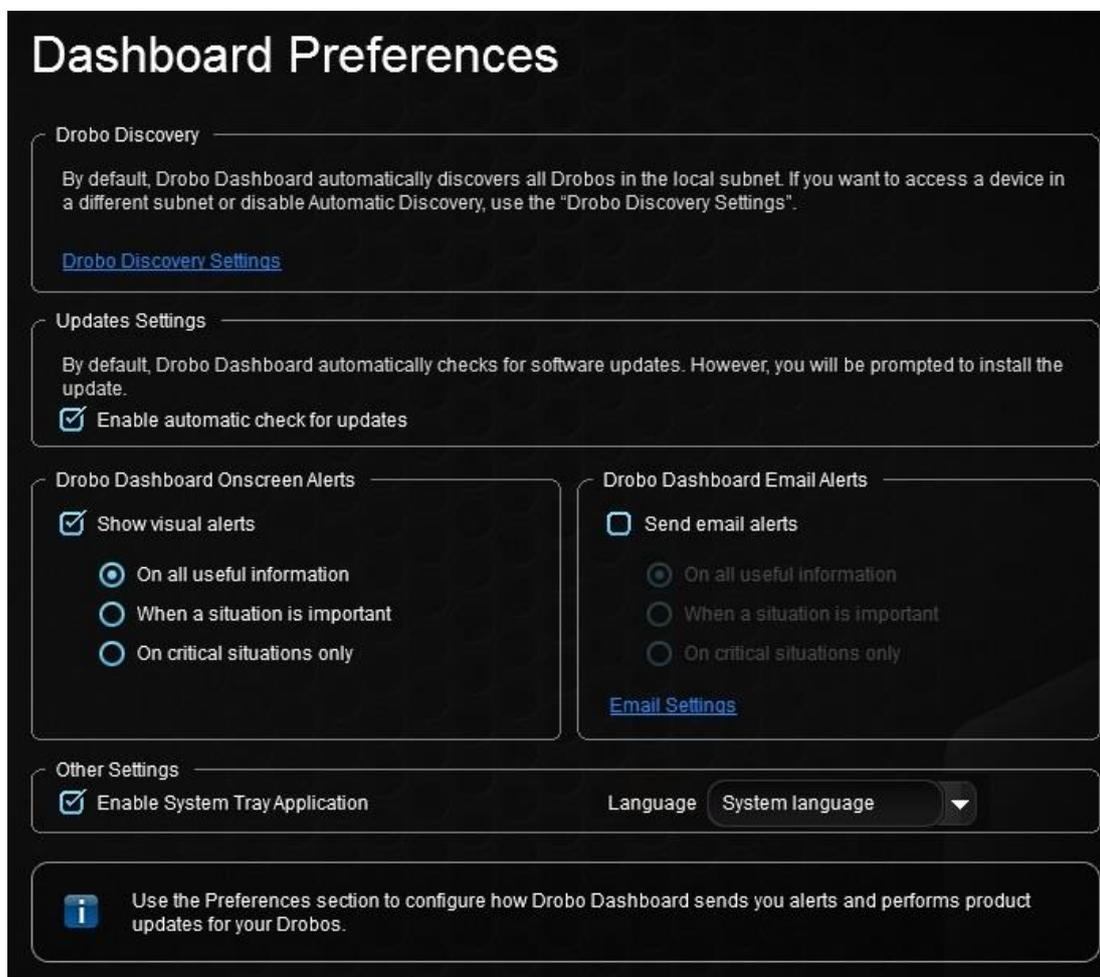
Related topic:

▶ [Modifying When to Send E-mail Alerts](#)

1.8.4 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:

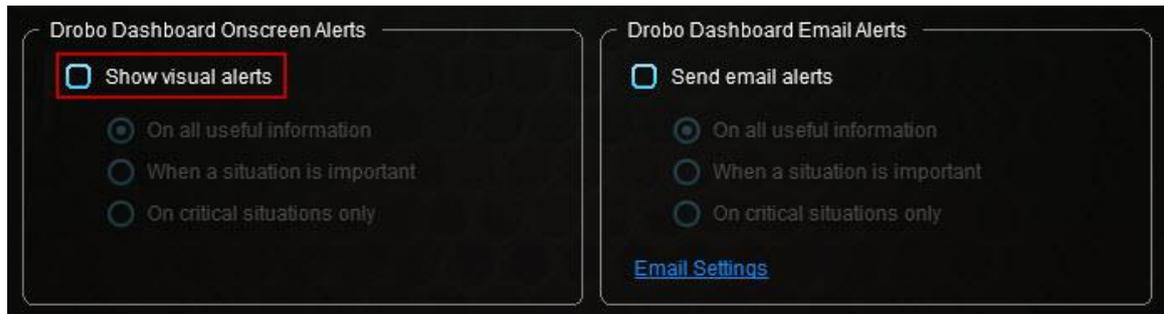
- **On all useful information** – All alerts related to the condition of the Drobo devices will be displayed on your screen. These are Drobo Notifications and can include, for example, when a new drive is added to or removed from the Drobo device.
- **When a situation is important** – Alerts will display on your screen only to warn of an important change to one or more of the 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 the Drobo device.
- **On critical situations only** – Alerts will display on your screen only to warn of a critical status with one or more of the Drobo devices that could lead to potential data loss. These are Critical Drobo Alerts, which can include when the Drobo device cannot currently protect your data against

drive failure, when the Drobo device doesn't recognize one or more of the drives installed, when the Drobo device does not detect any drives or when too many drives have been removed.

1.8.5 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.



Related topic:

- ▶ [Modifying When to Send On-Screen Alerts](#)

1.9 Using Backup Volume with the Drobo 8D

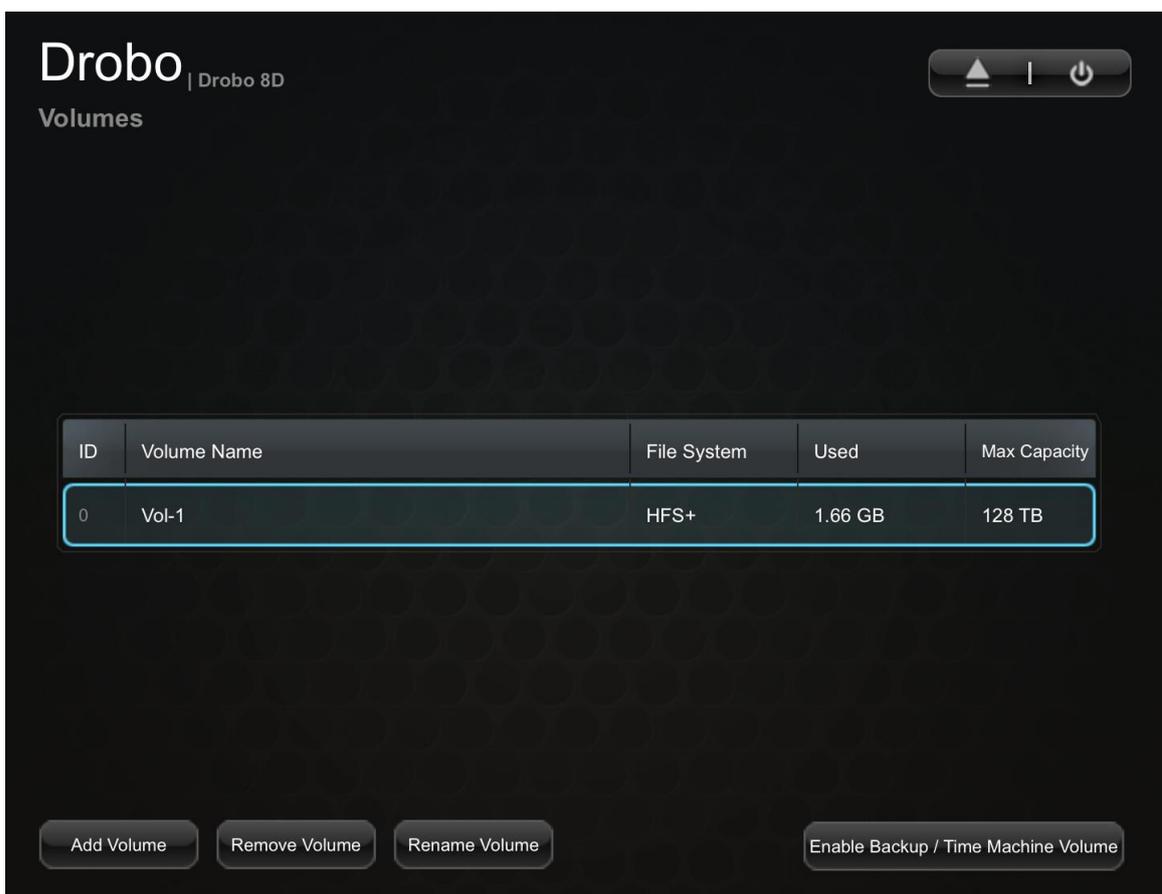
Drobo 8D has the ability to create a dedicated backup volume for use with OS X Time Machine or other backup software. The backup volume is allowed to be encrypted.

Creating a backup volume

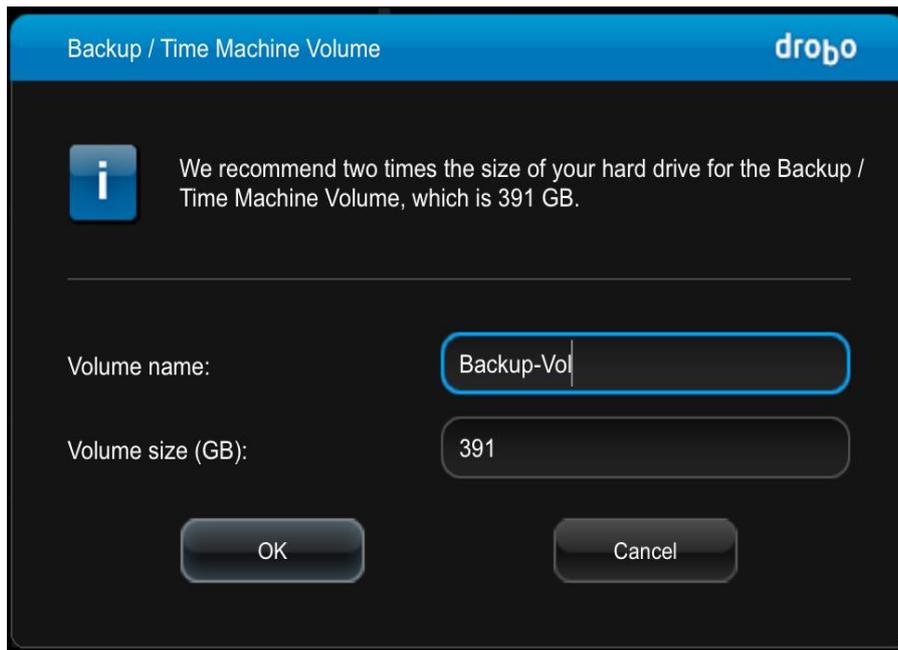
These steps will create a fixed-size backup volume that will appear as a new disk, separate from your main Drobo volume. Having this dedicated, fixed-size backup volume will prevent backup software from filling your main Drobo volume with daily backups.

Here is an example of using Drobo 8D with Time Machine:

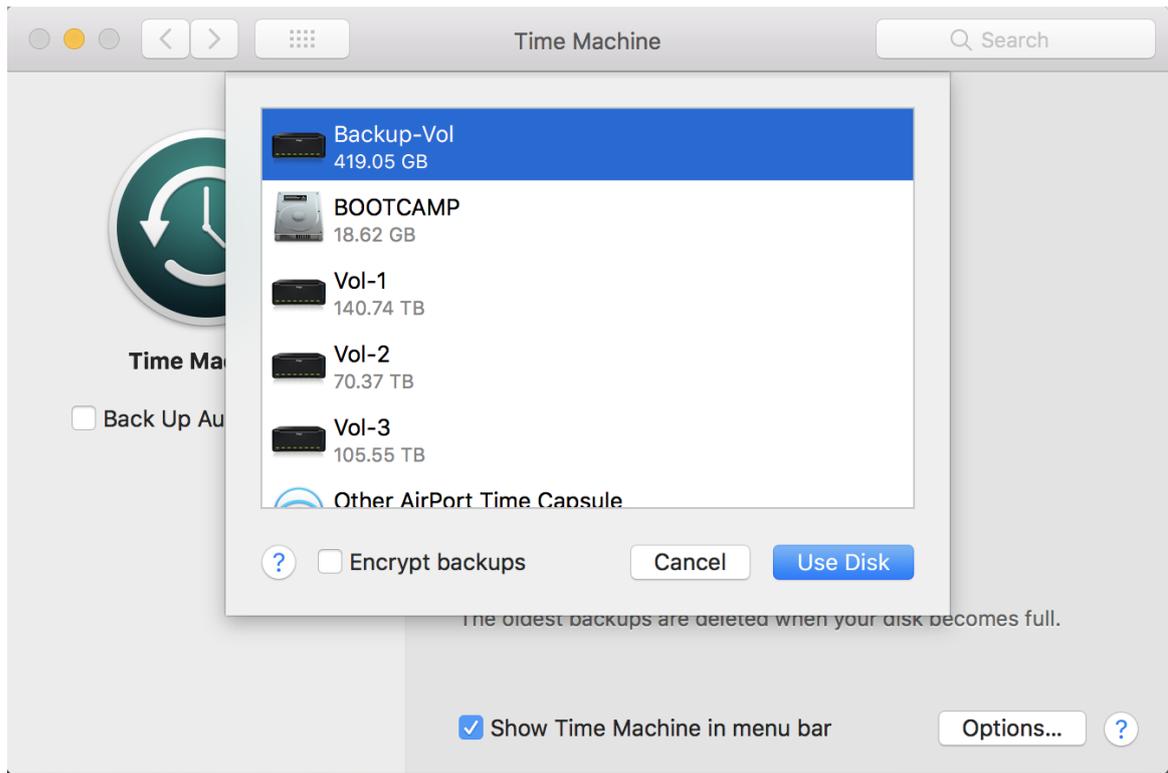
1. Open the **Drobo Dashboard** and wait for the Drobo 8D to appear in the **All Drobos** page.
2. Double-click the image of Drobo 8D.
3. Then, click **Volumes** from the menu. Volume details of the selected Drobo will appear.
4. Click the **Enable Backup/Time Machine Volume** button.



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 8D, 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.

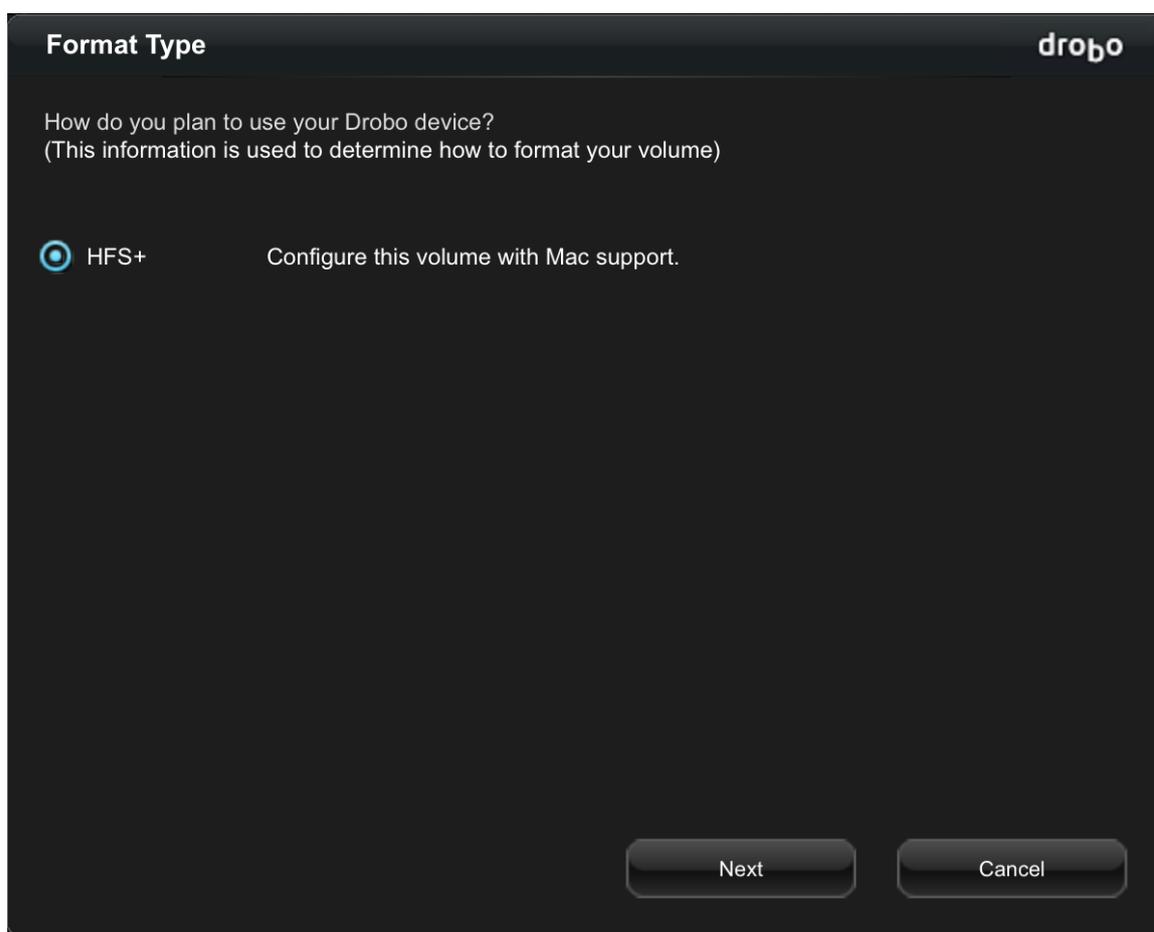


1.10 Intelligent Volume Management

You can add multiple volumes to the Drobo 8D using Drobo Dashboard

To add volumes:

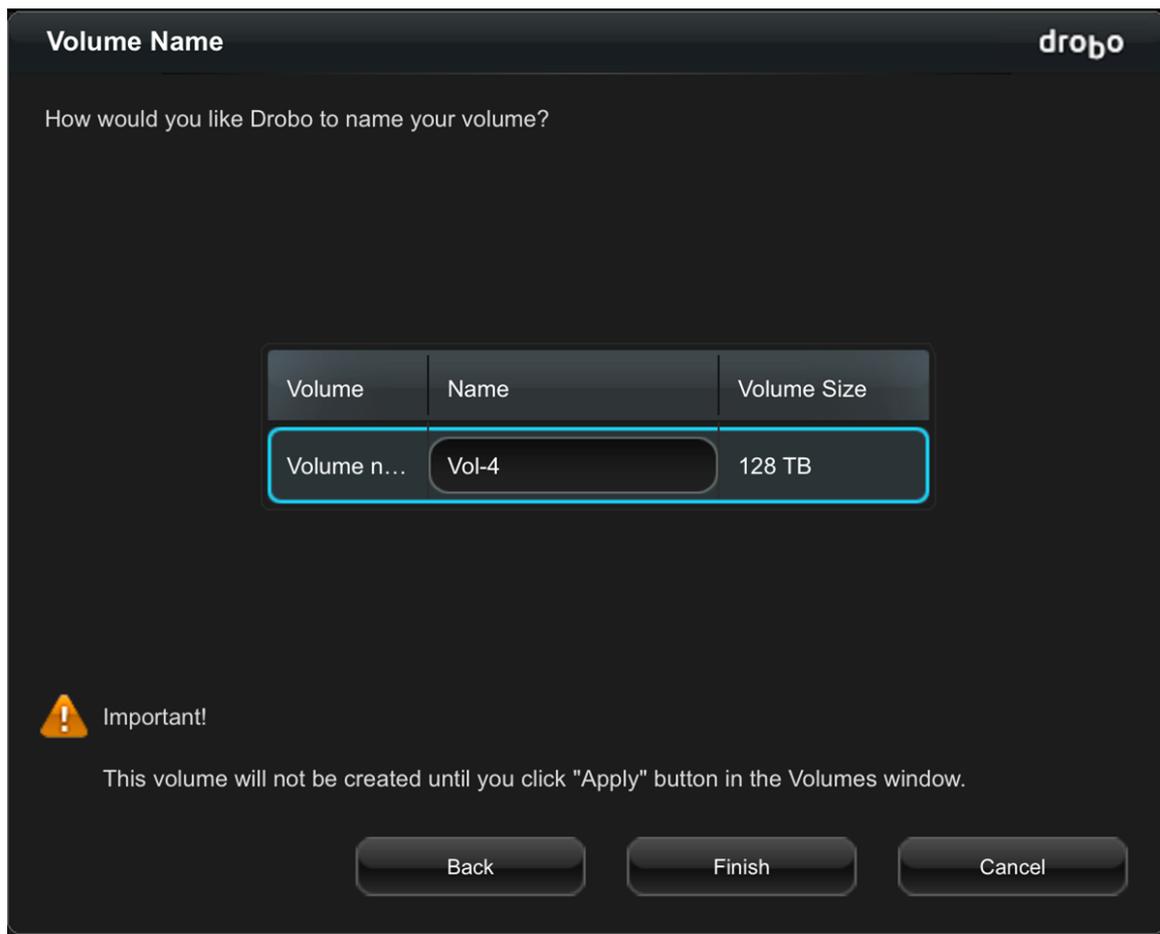
1. Open the Drobo Dashboard on your Apple Mac™ and press the power toggle button on the back of the Drobo once. the Drobo device powers on and appears on the All Drobos page in Drobo Dashboard.
2. Click on the Volume button from the navigation pane. Volume Page opens.
3. Click on the Add Volume button. The Format Type page opens.



4. Select the file format for your operating system and click the **Next** button. The **Volume Size** page opens.



5. You can choose the size of the volume as you like. A set of predefined values will be available. You can also create a custom size.
6. Select appropriate size and click **Next** button. The **Volume Name** page opens



7. In the **Name** text box, modify the default name for the volume as you like and click **Next**. New Volume will be listed in the **Volumes** page



8. Click on **Apply** button to apply the changes. This may require rebooting the Drobo and it will take some time.

Drobo | Drobo 8D

Volumes

ID	Volume Name	File System	Used	Max Capacity
0	Vol-1	HFS+	120.52 GB	128 TB
1	Vol-2	HFS+	99.67 GB	100 GB
2	Vol-3	HFS+	1.65 GB	64 TB
	Vol-4	HFS+	-	128 TB



Note:

Remove or Rename options are available in the **Volumes** page.

Related topic:

▶ [Where to Go Next](#)