

# drobo

## Drobo B810n Getting Started Guide



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# 1: Before You Begin

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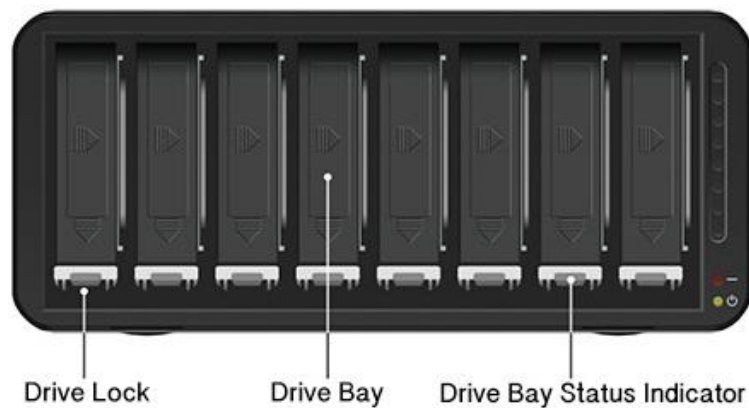
Before you begin to set up your Drobo B810n, it is recommended to check the operating system and hardware requirements.

This section covers the following topics:

- [Product features at a glance](#)
- [Checking box contents](#)
- [Checking system requirements](#)
- [Checking hardware requirements](#)

## 1.1 Product features at a glance

For a quick review of Drobo B810n hardware features, please review these images.



**Figure 1:** Front of the Drobo B810n with bezel (faceplate) removed



**Figure 2:** Front of the Drobo B810n with bezel (faceplate) removed

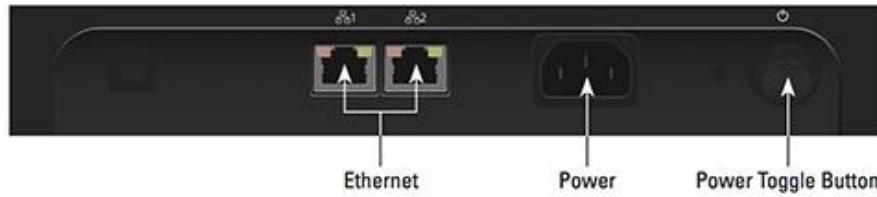


Figure 3: Rear panel of Drobo B810n

## 1.2 Checking box contents

Ensure that your product's box contains all the components listed below.

- Drobo B810n
- 2 x 6 ft (1.8 m) Ethernet cables
- 6 ft (1.8 m) Power Cord
- Quick Start Card
- International LED Labels for Front Panel (German, French, and Japanese)

### Optional Accessories

Drobo 8-Bay Rack Mount Kit

## 1.3 Checking system requirements

This article provides the system requirements for using Drobo B810n.

Drobo System Requirements and Specifications	
<b>Operating systems</b>	<p>Operating systems supported for the Drobo B810n include:</p> <ul style="list-style-type: none"> <li>• Apple® Macintosh® Mac OS X 10.8 or higher</li> <li>• Microsoft® Windows®10 32- and 64-bit</li> <li>• Microsoft® Windows® 8/8.1 32 and 64 bit</li> <li>• Microsoft® Windows® 7 32 and 64 bit</li> <li>• Microsoft® Windows® Server 2012 32 and 64 bit</li> <li>• Microsoft® Windows® Server 2008 R2 32 and 64 bit</li> </ul> <p><b>Note 1:</b> For best performance and interoperability, ensure that you are running the latest service packs for the appropriate Windows operating systems.</p> <p><b>Note 2:</b> For the most current list of supported operating systems, check the specifications for your products online at <a href="#">Drobo B810n Specifications</a>.</p>

<b>Drobo software</b>	Drobo Dashboard 2.7.0 or later. To download the latest Drobo Dashboard, see the <a href="#">Drobo B810n</a> page on our website.
<b>Connection (Gigabit Ethernet)</b>	To connect to your router, network switch, or computer, Drobo B810n uses Gigabit Ethernet.
<b>Drives</b>	Drobo B810n requires at least two drives. It has eight 3.5-inch SATA drive bays. SSDs can be used in addition to the minimum 2 HDDs to accelerate the unit.  For more information on selecting drives for Drobo B810n, see <a href="#">Selecting Drives</a> .
<b>Power protection (optional)</b>	Though not required, we recommend using the following power protection with your Drobo B810n: <ul style="list-style-type: none"> <li>• An uninterruptible power supply (UPS), which protects against sudden losses in power</li> <li>• A power surge protector to protect against power surges</li> </ul>
<b>Electrical / operating environment</b>	Power Supply: AC Input - 100-240VAC, 1.8/0.75 A, 50/60Hz Operating Temperature: 10°C-35°C (50°-95°F) Non-operating (storage): 10°-60°C (14°-140°F) Operating Humidity: 5% - 80% Dimensions: 12.17" wide x 5.46" tall x 14.1" long (309mm wide x 138.9mm tall x 357.4mm long) Weight: 16 lbs 3 oz

## 1.4 Checking hardware requirements

To use your Drobo B810n device, you will need at least two drives. If you plan to use **Dual Disk Redundancy**, which protects your data against *two concurrent* drive failures, you will need at least *three* drives.

This section covers the following topics:

- [Selecting drives](#)
- [Determining drive space requirements](#)
- [Using power protection](#)

### 1.4.1 Selecting drives

The Drobo B810n supports both standard **3.5" SATA III hard disk drives** (HDDs) as well as **SATA solid-state drives** (SSDs) for added performance.

**Warning:**

When you insert drives into the Drobo B810n device, the pre-existing data on the drives will be erased.

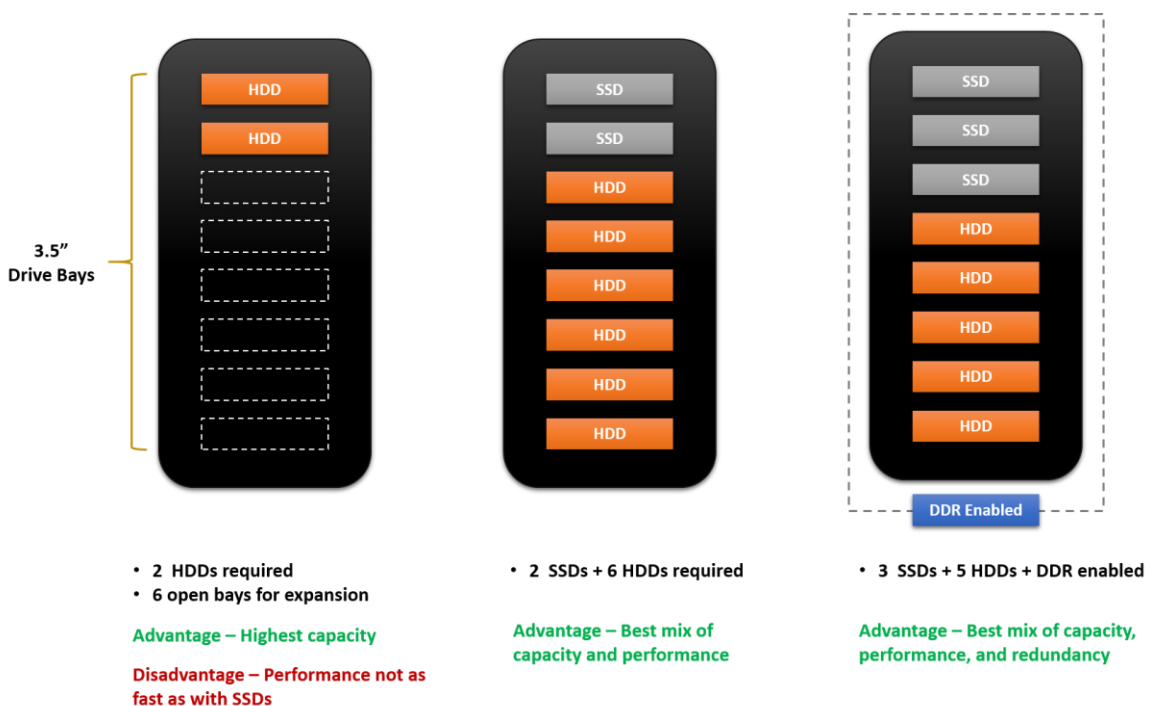
You can choose HDDs from any manufacturer and with any capacity. For choosing SSDs, please visit our web page to view the [compatible drive](#) options.

## 1.4.2 Recommended number and type of drives

Here are the recommended number and type of drives you can use with your Drobo B810n device. Note that you need at least two drives in the drive bays to ensure your data is protected in the event of drive failure.

Configuration	Benefit
All HDDs (2 to 8 slots)	Highest capacity
6 HDDs + 2 SSDs	Best mix of capacity & performance
5 HDDs + 3 SSDs + DDR enabled	Best mix of capacity, performance & redundancy

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



### 1.4.2.1 Additional SSD benefits

Adding SSDs to your Drobo B810n provides multiple benefits. Along with accelerating the IOPS (Input/Output Operations Per Second) of the unit, SSDs also enable other advanced capabilities, such as Hot Data Cache (requires 1 SSD) and [Data-Aware Tiering](#) (requires 2 SSDs in Single Disk Redundancy mode, 3 SSDs in Dual Disk Redundancy mode). SSDs must be added **in addition** to the minimum 2 HDDs.

### 1.4.2.2 Drobo drive compatibility

This table describes Drobo B810n compatibility with specific types of HDDs and SSDs.

Drive Type	Compatible	Incompatible
<b>HDD</b>	SATA I, II, and III	IDE
	Any size	SCSI
	Any manufacturer	PATA
	Any performance classification. Choose based on your usage demands.	SAS
<b>SSD</b>	To see which solid state drives are compatible with Drobo B810n, please see a list of qualified drives at <a href="#">What SSDs can I use with the Drobo B810n, Drobo 5D, Drobo Gen 3, Drobo 5N and Drobo Mini?</a>	If an incompatible SSD is inserted into the Drobo, the drive light will blink red, indicating the need to replace that drive.

### 1.4.3 Determining drive space requirements

Your Drobo B810n automatically divides the total disk capacity of all its drives between data storage, data protection, and expansion. We offer a tool for previewing that space allocation.

#### 1.4.3.1 Capacity calculator

The best way to determine how much usable and protected storage space is available for your data, based on the number and capacity of your drives, visit our [Drobo Drive Capacity Calculator](#) page.



Figure 4: Drobo Drive Capacity Calculator



A shortcut to estimate 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**, then omit the largest two drives.

#### Single disk (default) redundancy

# Drives	Drive Capacity	Usable Protected Capacity *
3	6TB+6TB+ <del>6TB</del>	= 12TB
4	4TB+6TB+6TB+ <del>6TB</del>	= 14TB
5	4TB+6TB+6TB+6TB+ <del>6TB</del>	= 22TB

#### Dual disk redundancy

# Drives	Drive Capacity	Usable Protected Capacity *
3	6TB+ <del>6TB</del> + <del>6TB</del>	= 6TB
4	4TB+4TB+ <del>6TB</del> + <del>6TB</del>	= 8TB
5	4TB+6TB+6TB+ <del>6TB</del> + <del>6TB</del>	= 16TB

#### Notes:

- Actual capacity is often less than what is shown in the examples above due to the different systems used for rating capacity. This has nothing to do with the Drobo B810n.
- Your Drobo B810n enables you to easily increase storage capacity at any time by simply inserting additional drives or replacing smaller drives with larger ones.

### 1.4.4 Using power protection

We recommend using the following power protection with your Drobo B810n:

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

## 2: Setting Up Drobo B810n

Once you have unpacked your Drobo B810n device from its box and ensured that you meet all the operating system and hardware requirements, it is time to set up your device for use.

The Drobo B810n shipped out will not have the latest firmware. So, it is recommended to upgrade the firmware to the latest version before using the device.

You can perform the set up in just a few easy steps.

1. [Inserting the drives](#)
2. [Connecting the data port](#) of the Drobo to an Ethernet switch
3. [Powering on your Drobo B810n](#)
4. [Downloading and installing Drobo Dashboard](#)
5. [Registering your Drobo B810n](#)
6. [Initializing your Drobo 810n and updating it with the latest firmware](#)
7. [Shares and Users](#)

Other topics mentioned in this section are:

8. [Using Drobo B810n with Time Machine or backup software](#)
9. [Safely shutting down your Drobo B810n](#)

## 2.1 Inserting drives

Insert the drives into your Drobo B810n. For more information on drive requirements, see [Selecting drives](#).

**Warning:**

*Any pre-existing data on the drives will be erased, as the drives will be formatted. If you wish to keep the data, copy it to another drive or medium before using with your Drobo B810n.*

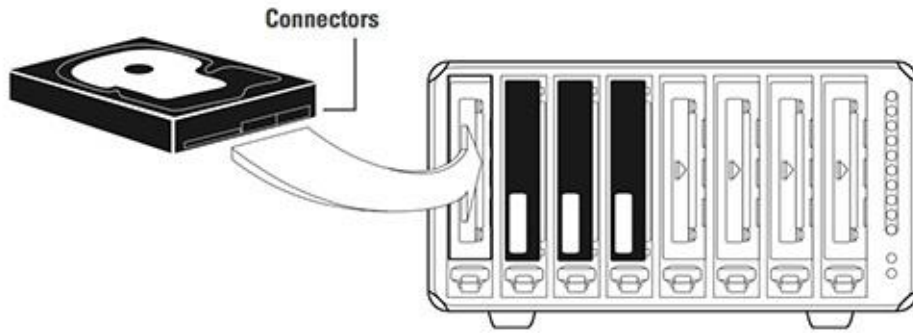
**Note:**

*Once you insert the drives into your Drobo B810n, they function as a unit or "pack." To access the data on them, you will need the entire pack.*

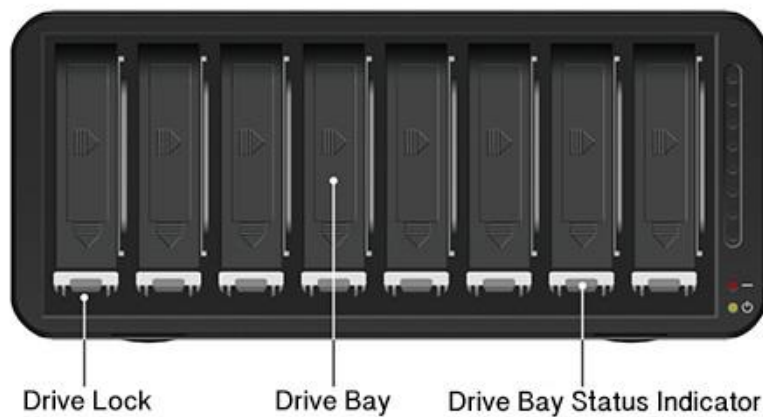
### 2.1.1 How to insert the drives

To insert the drives to your Drobo B810n device:

1. Remove the magnetic front bezel (faceplate) from the front of your Drobo B810n by pulling it off.
2. Hold the HDD with its connectors positioned at the device and toward the left (usually the labels will be on the top). Refer to the images 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.

**Note:**

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

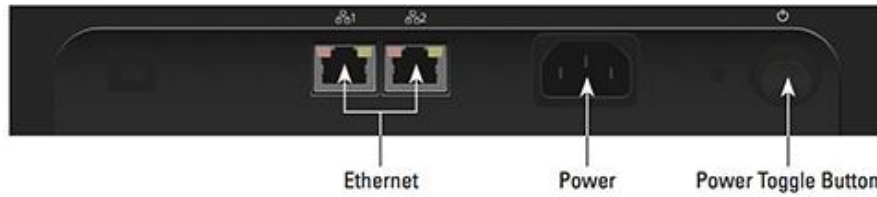
5. Insert additional drives in the same manner following **Step 2 to Step 4**.
6. When finished, replace the faceplate right side up so that when your Drobo B810n is turned on you will be able to see the indicator lights. For more information on Indicator lights, see [Guide to meaning of indicator lights \(LEDs\)](#).

## 2.2 Connecting Ethernet and power cables

After inserting the drives into your Drobo B810n, you are ready to connect the power and Ethernet cables to your Drobo B810n.

### 2.2.1 How to connect Ethernet and power cables

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



1. Plug one end of the Ethernet cable into the back of your Drobo B810n.
2. Plug the other end of the Ethernet cable into your router, switch, or computer.
3. Connect the power supply to the power connection at the back of your Drobo B810n.
4. Connect the other end of the power supply to a power source.

**Note:**

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

## 2.3 Powering on the Drobo 810n

The next step is to power on the Drobo device. For this, you have to attach the power cord and then, turn on the Drobo using the power switch located on the back. The Drobo will take several minutes to complete the power on cycle. When the power on cycle is complete the Drobo will flash blue and yellow lights.

**Note:**

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

## 2.4 Downloading and installing Drobo Dashboard

The Drobo Dashboard application will help you to set up and manage your Drobo B810n. After installing the Dashboard, you can configure the settings to automatically install version updates, which is highly recommended. You can install the Drobo software and firmware updates from [Start Drobo B810n](#) page.

This section covers the following topics:

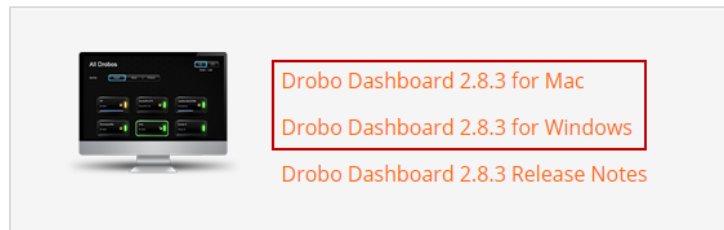
- [Downloading Drobo Dashboard](#)
- [Installing Drobo Dashboard on Windows](#)
- [Installing Drobo Dashboard on Mac](#)

**Note:**

You need a full admin user account and Internet access on the computer on which you install the Drobo Dashboard

## 2.4.1 How to download Drobo Dashboard application

Go to the [Start Drobo B810n](#) page and click the appropriate **Drobo Dashboard** installation file based on the operating system (Windows/Mac) you are using. This downloads the **Drobo Dashboard Installer**.



Now, let us see how to install the Drobo Dashboard.

## 2.4.2 How to install Drobo Dashboard on Windows

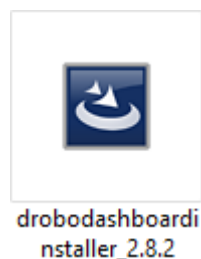
To install the Drobo Dashboard on a Windows machine:

**Note:**

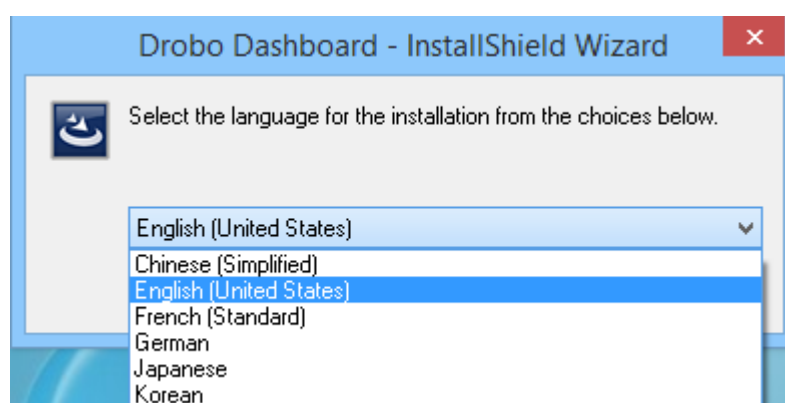
*If you are a first-time Drobo user, then simply install the latest version of the Drobo Dashboard.*

*If you are an existing Drobo user and have a Drobo Dashboard version earlier than 2.7.0 installed, then you must uninstall the Drobo Dashboard prior to installing the latest version. For more information, see [What is the proper way to uninstall and re-install Drobo Dashboard on my Windows computer?](#)*

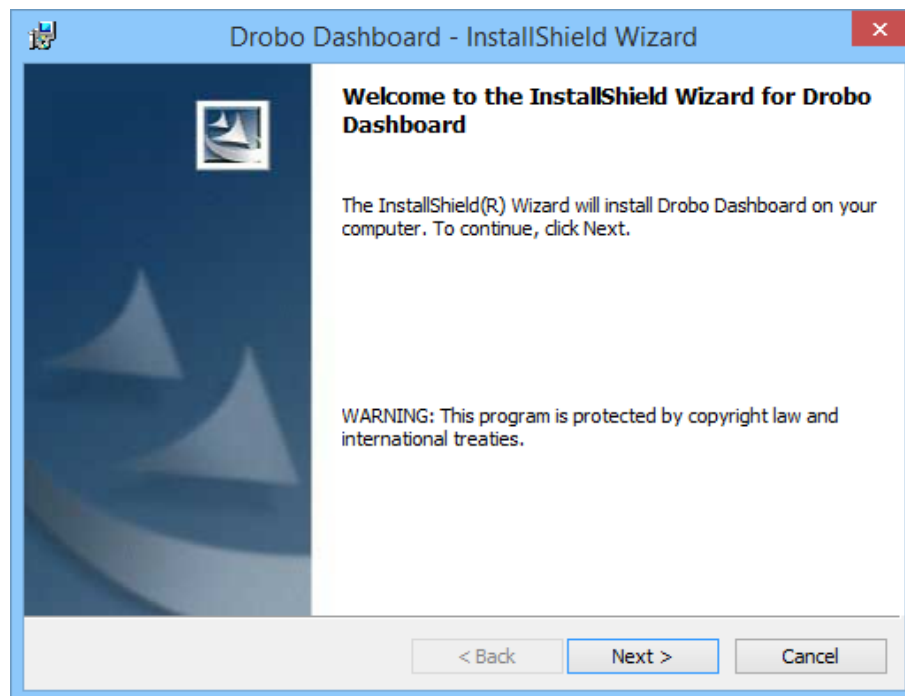
1. After downloading the **Drobo Dashboard** installation file for Windows, double-click the **Drobo Dashboard Installer** to launch it.



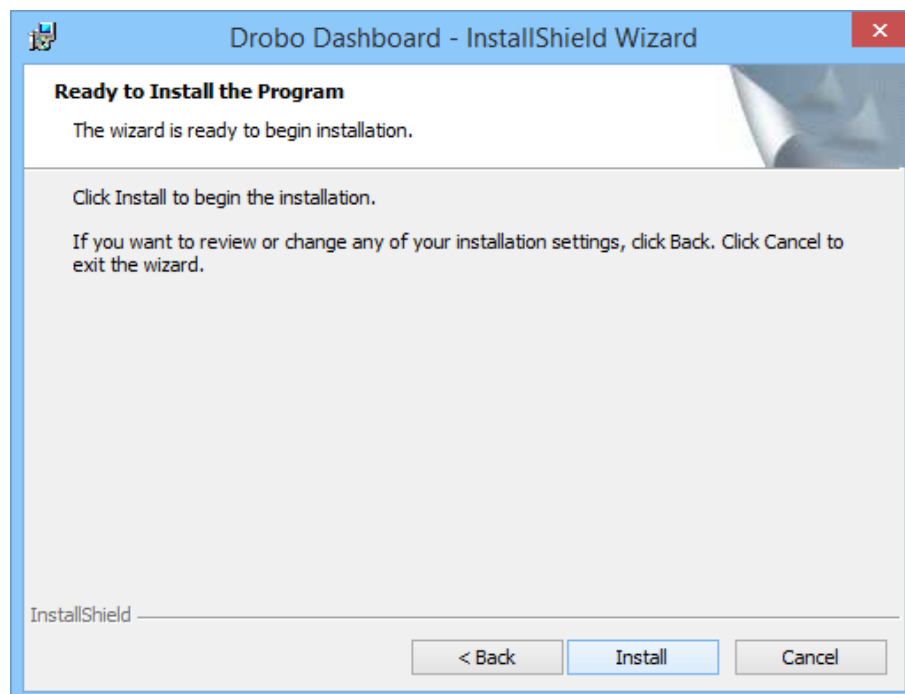
2. A pop up will appear asking you to choose the language for installation. Select the language of your choice and click **OK**.



3. The **Drobo Dashboard Installer** (or Installation Wizard) will appear.

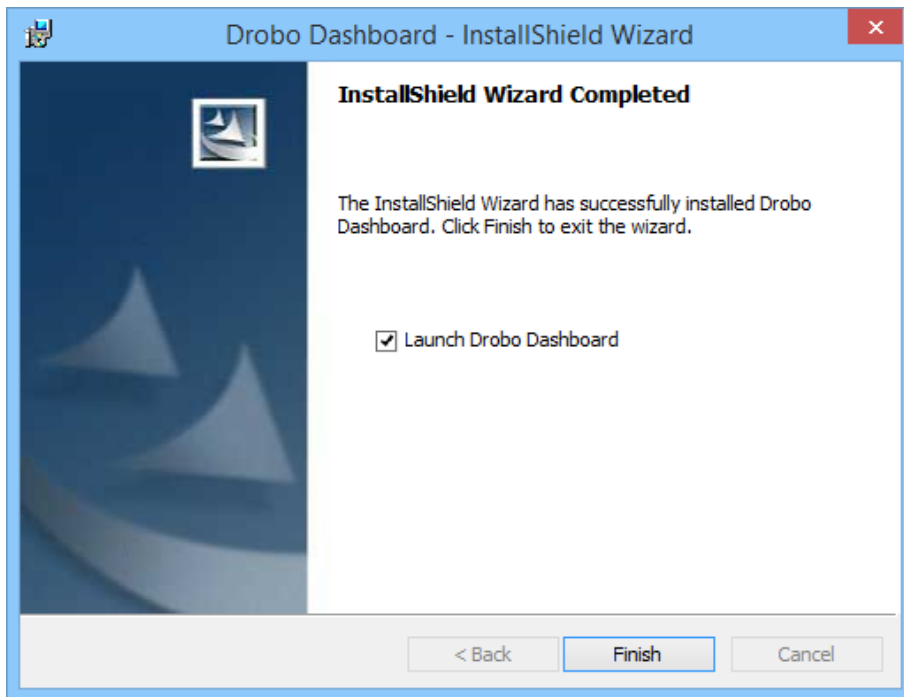


4. Click the **Next** button to proceed.
5. Follow the instructions of the Installation Wizard by clicking the **Next** button after each page.
6. Once you reach the installation page, click the **Install** button.



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

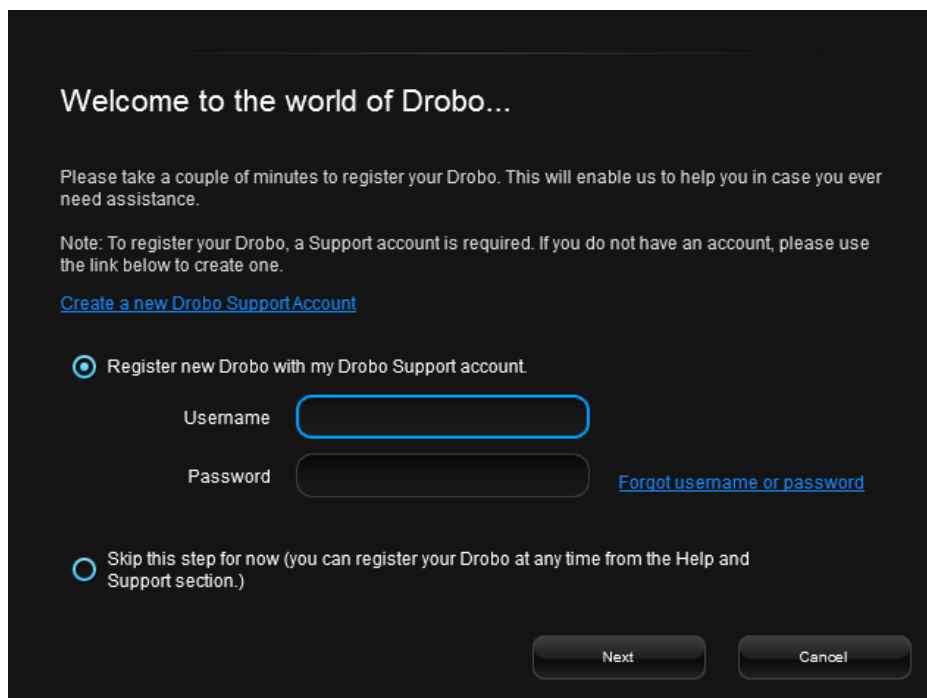
- After the installation is complete, be sure the **Launch Drobo Dashboard** checkbox is selected and then, click the **Finish** button.



- The **Drobo Dashboard** application launches and you will be prompted to register your Drobo B810n. You can either register the Drobo B810n or skip the step and register it later. Select an option based on your preference. The serial number is printed on the compliance label at the bottom of the device.

**Note:**

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



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



**Note:**

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

11. If you have no Drobo device connected to the computer or powered on, a "No Drobos Detected" message displays until you do.
12. Your Drobo B810n will not work until you update the firmware. For information on updating the firmware to the latest version, see [Updating your Drobo B810n to the latest firmware](#).

## 2.4.3 How to install Drobo Dashboard on Mac

To install the Drobo Dashboard on Mac:

**Note:**

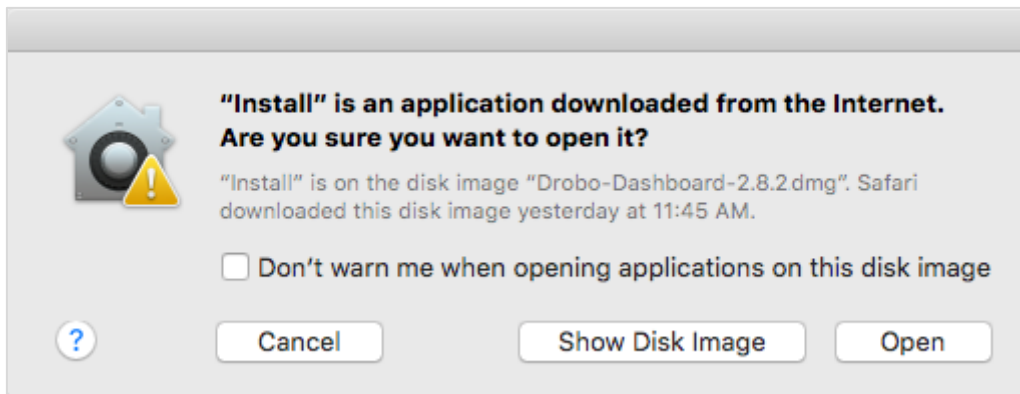
If you are a first-time Drobo user, then simply install the latest version of the Drobo Dashboard. If you are an existing Drobo user and have a Drobo Dashboard version earlier than 2.7.0 installed, then you must uninstall the Drobo Dashboard prior to installing the latest version. For more information, see [What is the proper way to uninstall and re-install Drobo Dashboard on my Mac?](#)

1. After downloading the **Drobo Dashboard** installation file for Mac, double-click the **Drobo Dashboard Installer** to launch it.

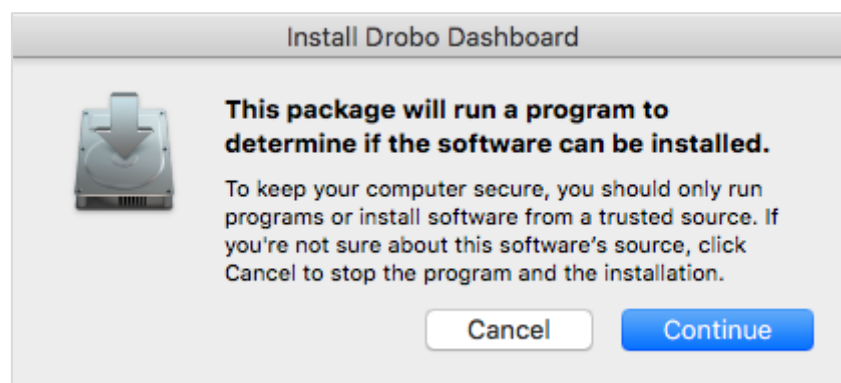




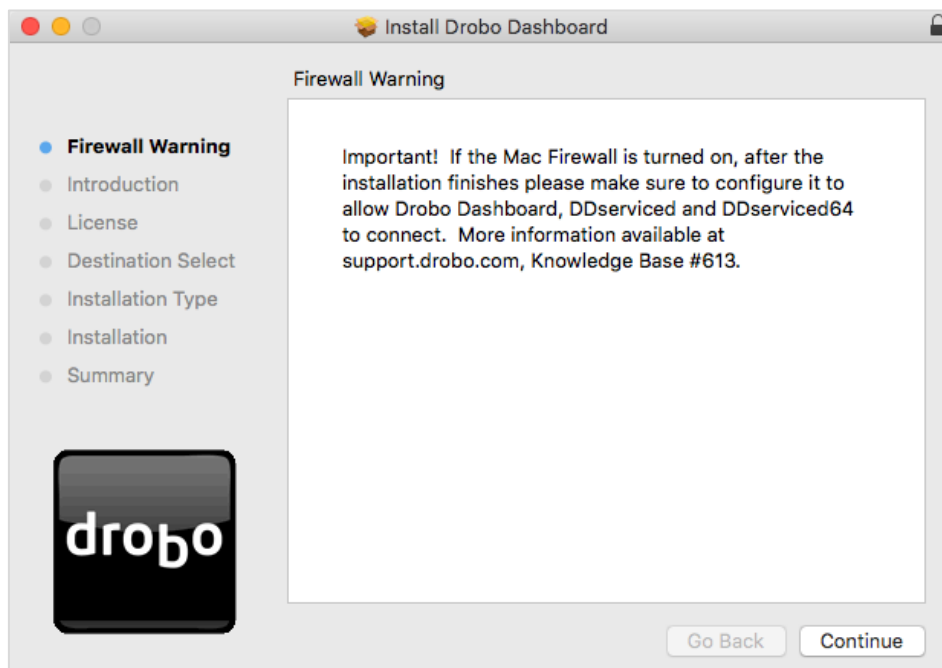
2. A pop up will appear asking whether to open the Installer. Click **Open**.



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



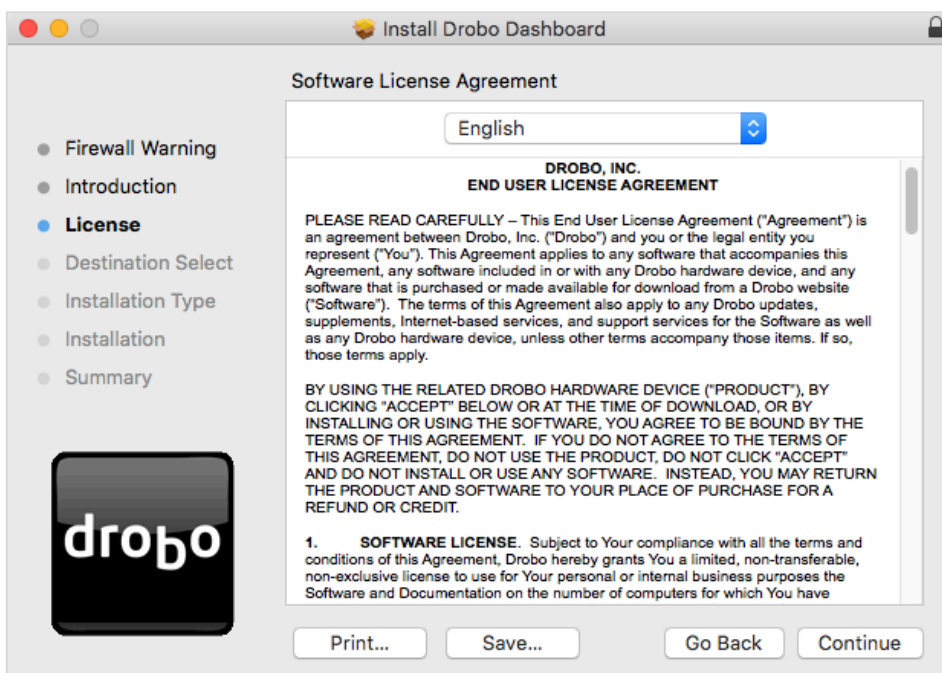
4. The **Firewall Warning** page appears. Click **Continue**.



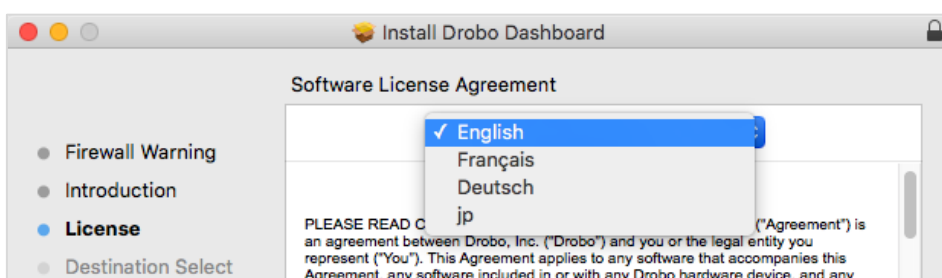
5. Next, the **Installation Wizard** page appears. Click **Continue** to proceed.



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 **Continue**.



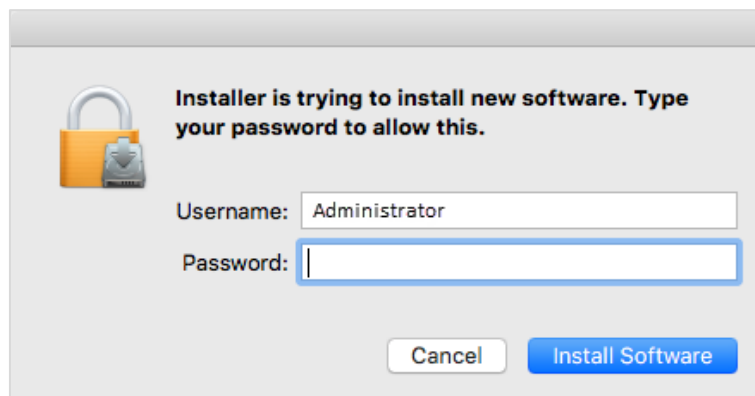
8. A dialog box will appear asking you to Agree or Disagree the terms of the license agreement. Click **Agree** to proceed.



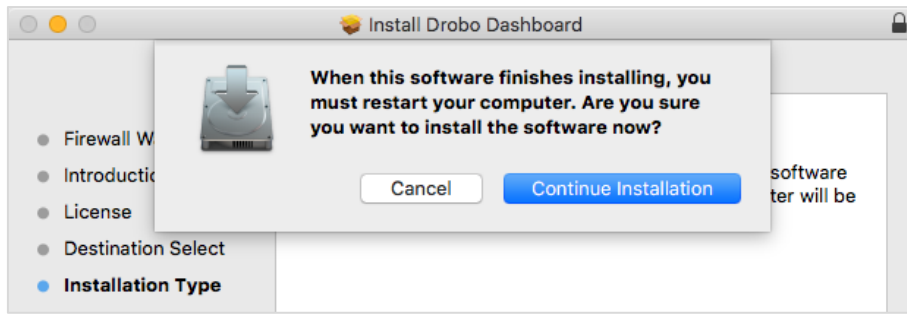
9. You will reach the **Installation Type** section. Click **Install** to proceed.



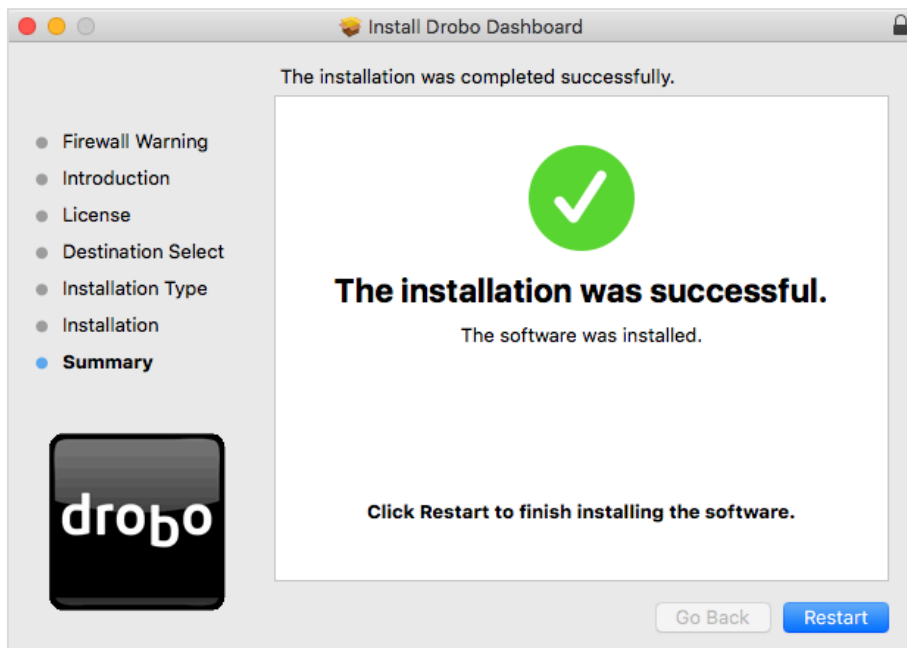
10. You will be prompted to enter the administrator password. Enter the password and click **Install Software**.



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



- When the installation completes, you will see the following screen to restart the computer to finish the installation. Click **Restart**.



- The Drobo Dashboard installer will prompt you to restart your computer. When the window pops up asking if you are sure you want to restart your computer, be sure to select the check box next to **Reopen windows when logging back in**, so that you can continue you from the same point in the online setup.



- Once the computer restarts, launch the Drobo Dashboard application.
- The application will prompt you to register your Drobo B810n. You can either register it or skip the step and register it later. Select an option based on you preference.

**Note:**

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

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

**Note:**

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

17. If you have no Drobo device connected to the computer or powered on, a "No Drobos Detected" message displays until you do.
18. Your Drobo B810n will not work until you upgrade the firmware. For information on updating the firmware to the latest version, see [Updating your Drobo B810n to the latest firmware](#).

## 2.5 Initializing and updating your Drobo B810n to the latest firmware

When you first receive a new Drobo B810n device, you must use the Drobo Dashboard app to update it to the latest firmware release.

**Important Note:**

The Drobo B810n device will not be usable until you upgrade the firmware.

If you are a first-time Drobo user, then install the latest version of Drobo Dashboard. If you are an existing Drobo user and have a Drobo Dashboard version earlier than 2.7.0 installed, then you must follow the instructions to uninstall Drobo Dashboard prior to installing the latest version.

For information on uninstalling or re-installing Drobo Dashboard on your Windows computer, see [What is the proper way to uninstall and re-install Drobo Dashboard on my Windows computer?](#)

For information on uninstalling or re-installing Drobo Dashboard on your Mac computer, see [What is the proper way to uninstall and re-install Drobo Dashboard on my Mac?](#)

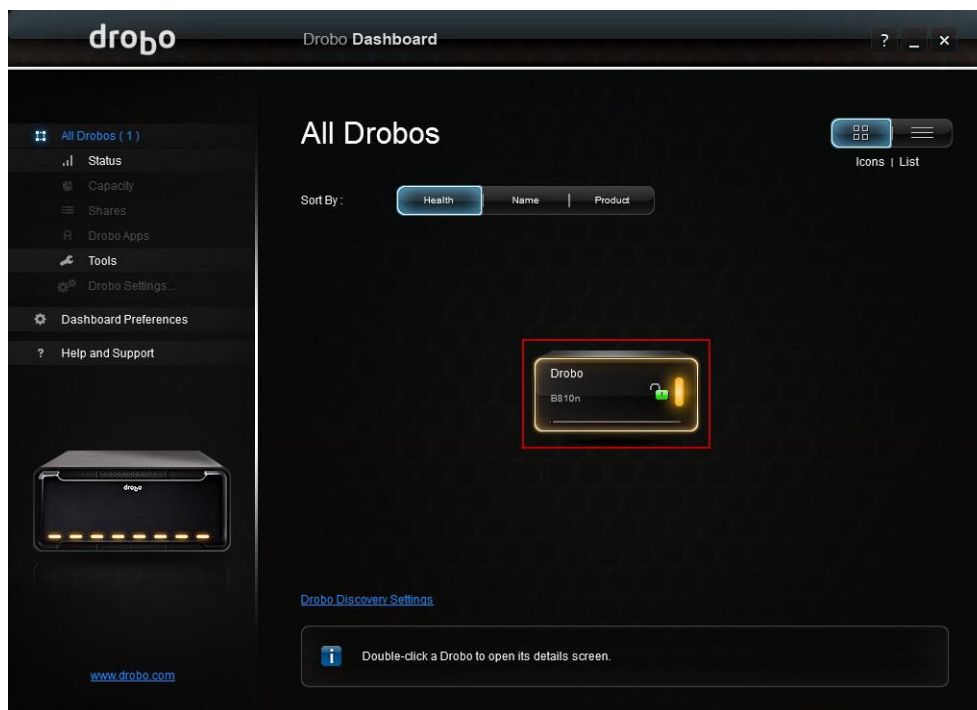
If you are a first time user, please follow these steps to update the firmware of your Drobo B810n to the latest one:

1. [Connect the data port](#) of the Drobo to an Ethernet switch.
2. Ensure that the Mac or PC you are using for this setup has a valid Internet/network connection.
3. If using a Mac, ensure that the Firewall (**System Preferences > Security and Privacy**) is set to "allow incoming" for DD service (Drobo Dashboard).
4. Verify that the Drobo is powered off.
5. [Insert the drives](#).
6. Turn on the Drobo B810n.

**Warning:**

Powering on the Drobo will begin the disk format process. Please be aware that all data on the disks will be erased.

7. Your Drobo B810n will appear with a yellow Drobo device icon on your main dashboard screen.



8. Click the Drobo device icon to begin initialization of your Drobo B810n. During this process your Drobo will download the latest firmware from the internet.
9. Go to the **Status** page in the Dashboard which will show that the Drobo is initializing. While initialization is taking place, all of the drive slot LEDs will be yellow, and the capacity LEDs will blink blue. When initialization is complete, Drobo will restart to finish the firmware upgrade process.
10. Your Drobo should begin updating to the latest firmware and automatically formatting the disk. Please allow Drobo up to 20 minutes for the total initialization process.

**Note:**

If the Drobo Dashboard does not detect your Drobo 810n and initialization does not begin, please disable any firewall and antivirus programs and ensure that your Drobo is connected directly to the Ethernet port on your computer and not via an Ethernet switch. In this scenario, be sure that your computer is set to get its IP address on that Ethernet port via DHCP.

If the Drobo Dashboard is still not detecting your Drobo 810n and the lights are remaining solid red, please call our support line for assistance or open a ticket on your support account. For more information, please see: [How do I contact technical support?](#)

11. If the red drive lights are seen again (e.g. "Unknown Disk Set"), go to the Drobo Dashboard's **Tools** section and choose **ERASE** (reset), allowing the Drobo 810n to reboot.

**Note:**

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

12. Alternatively, you can use the pinhole method to erase data from the disk. For more information, see [How can I clear all my data off my Drobo storage device and start anew?](#) This is for new setups only where the drives have no data.

**Warning:**

This procedure will erase all data from all drives and return your Drobo 810n to default settings.

## 2.6 Registering your Drobo B810n

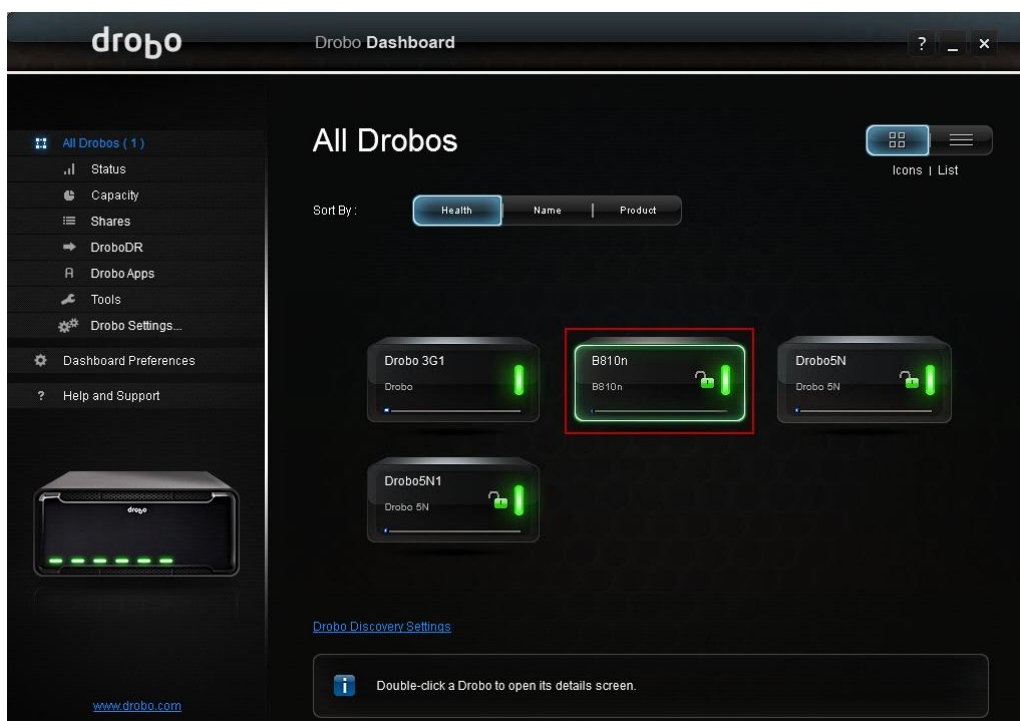
If you did not register your Drobo B810n during setup, then you can register it from the Drobo Dashboard.

**Note:**

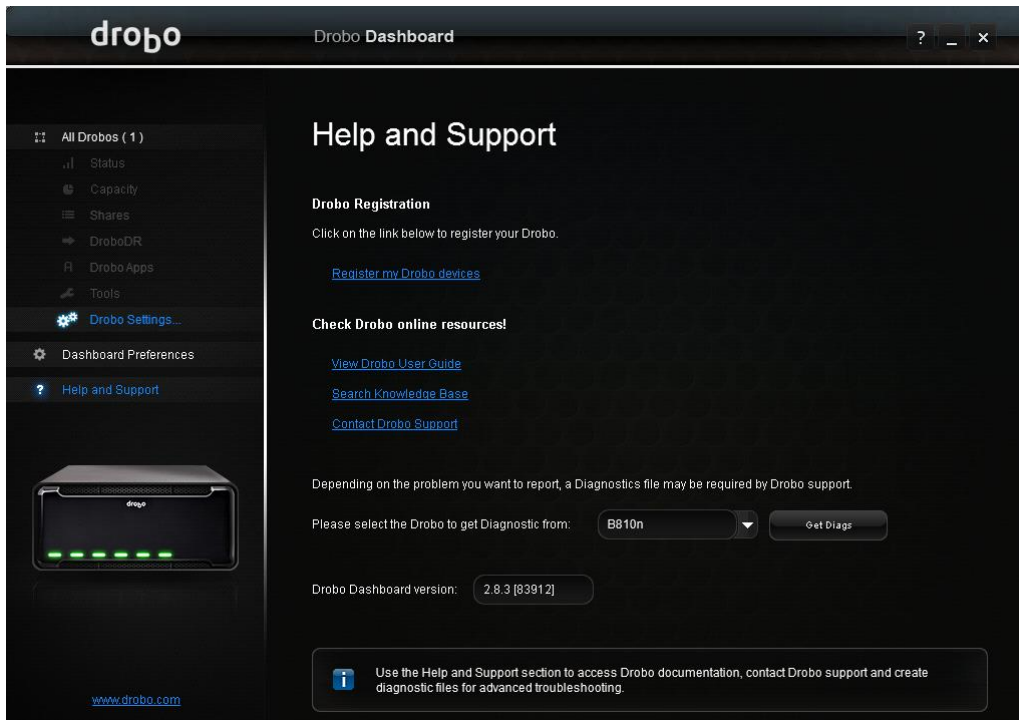
Make sure you are connected to the Internet before performing this action.

To register your **Drobo B810n** from the **Drobo Dashboard**:

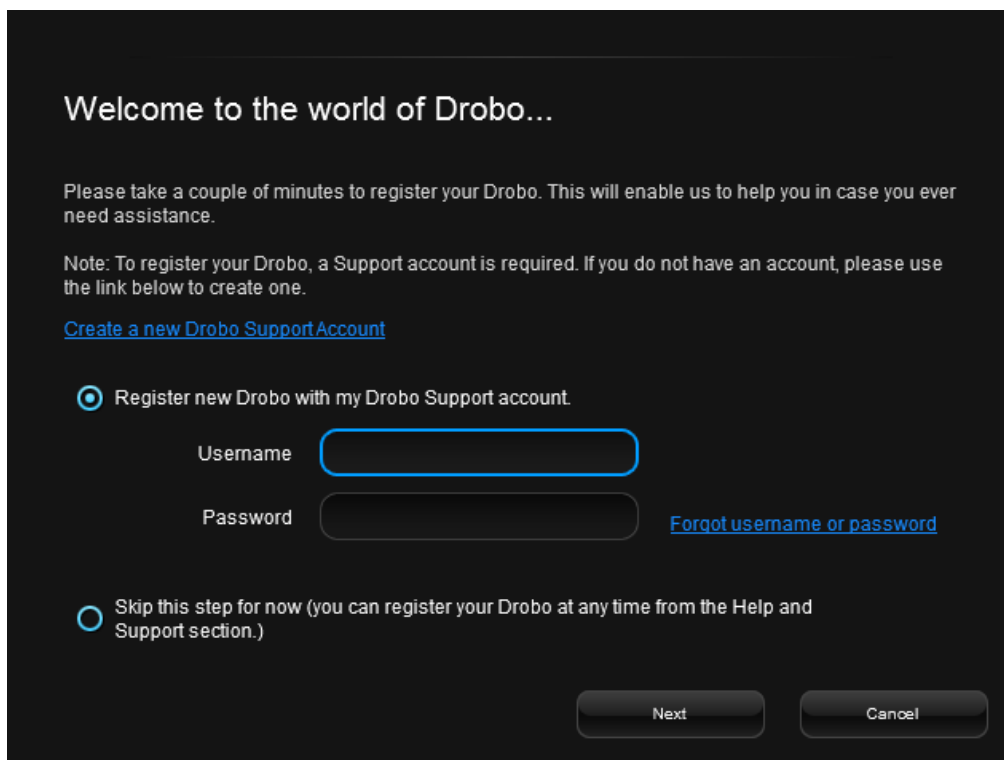
1. From the **All Drobos** page, select Drobo B810n. Then, click the **Help and Support** option on the **Navigation** menu.



2. The **Help and Support** page for Drobo B810n opens.



3. In the **Drobo Registration** area, click the **Register my Drobo devices** link. This opens the **Registration** page.



4. Do one of the following:
  - If you do not have a Drobo account, click the **Create a new Drobo account** link. The **Login** page opens in your web browser. Then, click the **Create an Account** button to open the **Signup** page. Enter the required information and create your account, and then return to this step to log in to your account.



- If you already have a Drobo account, then select the **Register new Drobo with my Drobo account** option and enter your Drobo username and password. You can click the **Forgot username or password** link if needed. Continue with step 4.
5. Click the **Next** button. The connected Drobo devices and their serial numbers will appear.
  6. Select Drobo B810n and enter its purchase date. Then, select the region from where you purchased it, as shown in the image below.

**Tip:**

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

**Register my Drobo devices** drobo

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

Registered	Name	Serial #	Support Entitlements
<input checked="" type="checkbox"/>	Drobo Drobo B810n	DRB123201700025	No Entitlements Available
<input type="checkbox"/>	Drobo Drobo Mini	DRB123801900027	No Entitlements Available

Selected Drobo: Drobo

Purchase Date:     
MM DD YYYY

Region: Americas

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

7. Click the **Register Drobo** button. The next page shows with a check mark that your product has been registered.

**Note:**

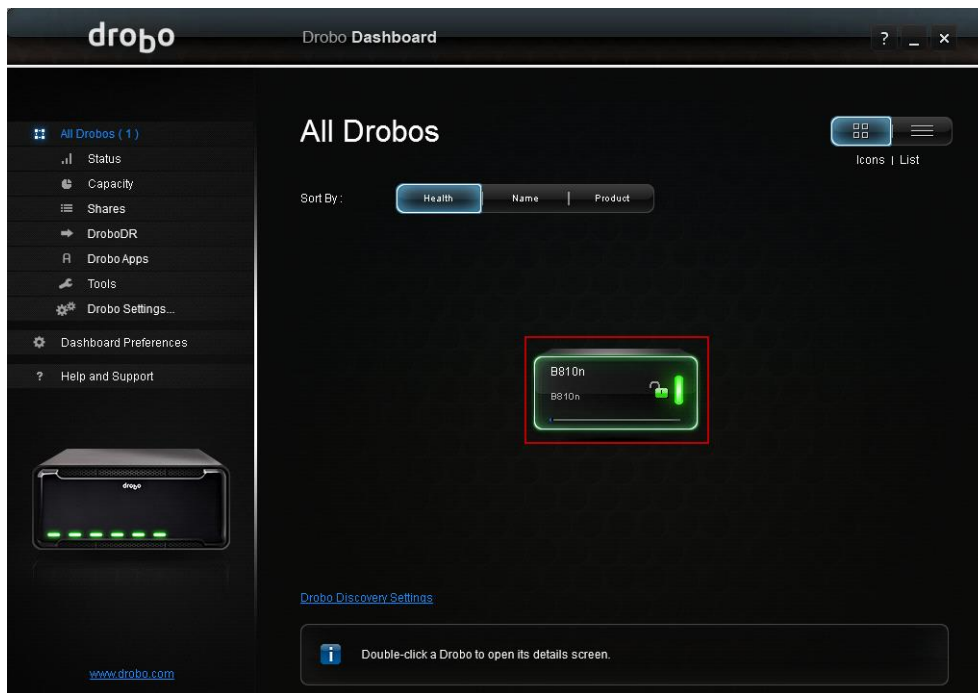
You can choose to purchase a DroboCare license by clicking on that link.

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

## 2.7 Shares and Users

To view the **Share settings**:

1. Select the Drobo 810n by clicking on the green Drobo device icon.



2. Then, click the **Shares** option on the Navigation menu. This opens the Share Settings window.
3. You will see the **Public** share that is created automatically under the **Select a share** section and ready to use.
4. You can setup additional shares and users from the **Share settings** window.

Now, you can start using your Drobo B810n.

## 2.8 Using Drobo B810n with Time Machine or backup software

### 2.8.1 Overview

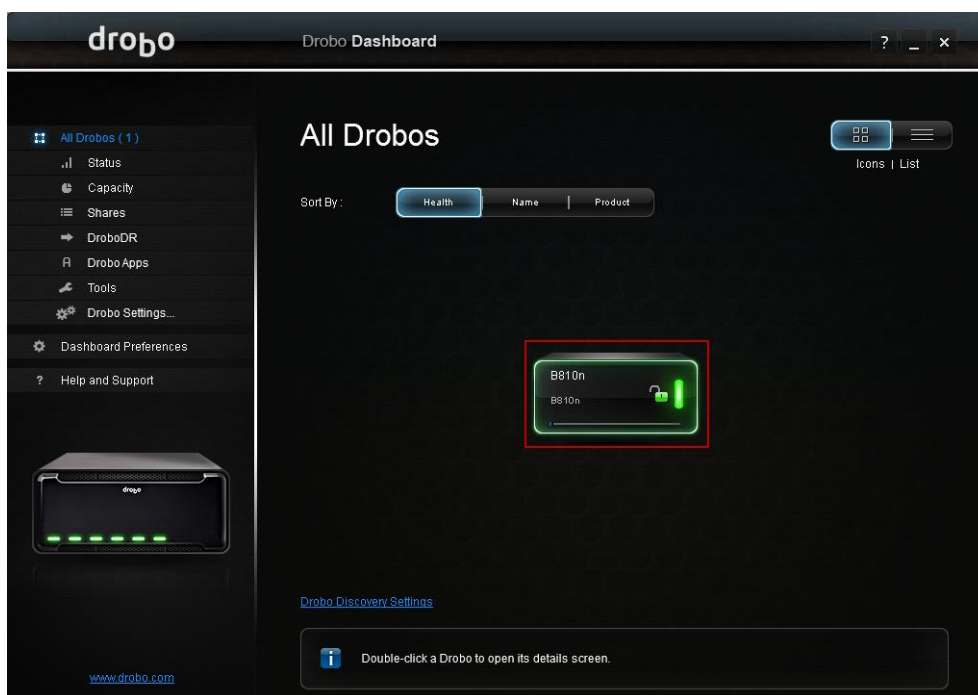
Drobo B810n introduces the ability to create a dedicated backup volume for use with **OS X Time Machine, Windows Backup and Restore**, or other backup software. The backup volume is compatible with encrypted backup options. This article will show you how to set it up.

### 2.8.2 Creating a backup volume

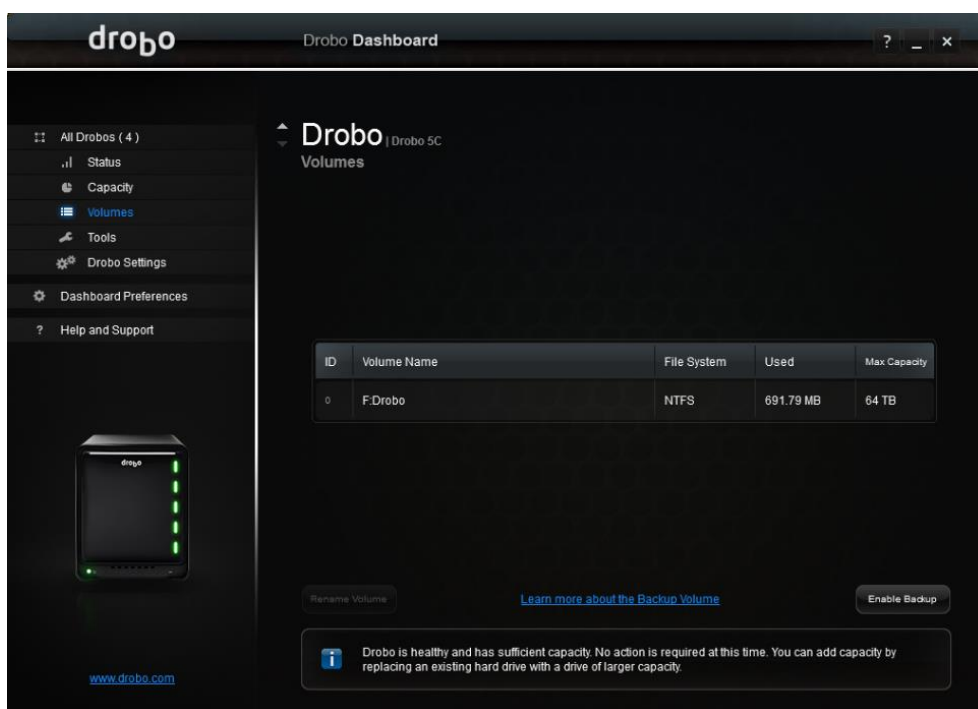
These steps will create a fixed-size backup volume that will appear as a new disk, separate from your main Drobo volume. Having this dedicated, fixed-size backup volume will prevent backup software from filling your main Drobo volume with daily backups.

Follow these steps:

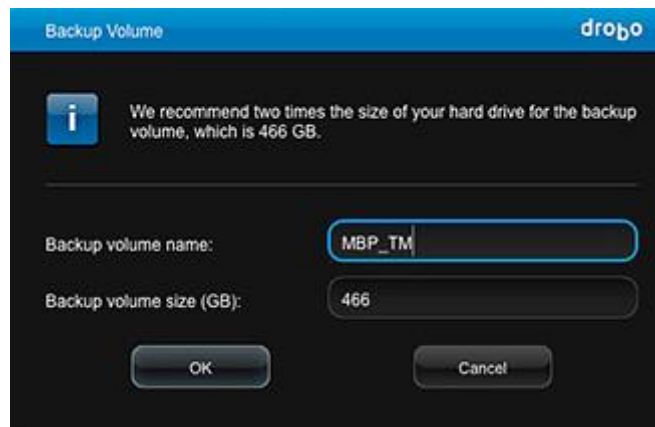
1. Open the Drobo Dashboard, and wait for your Drobo B810n to appear under in the All Drobos page. Then, double-click the image of your Drobo B810n.



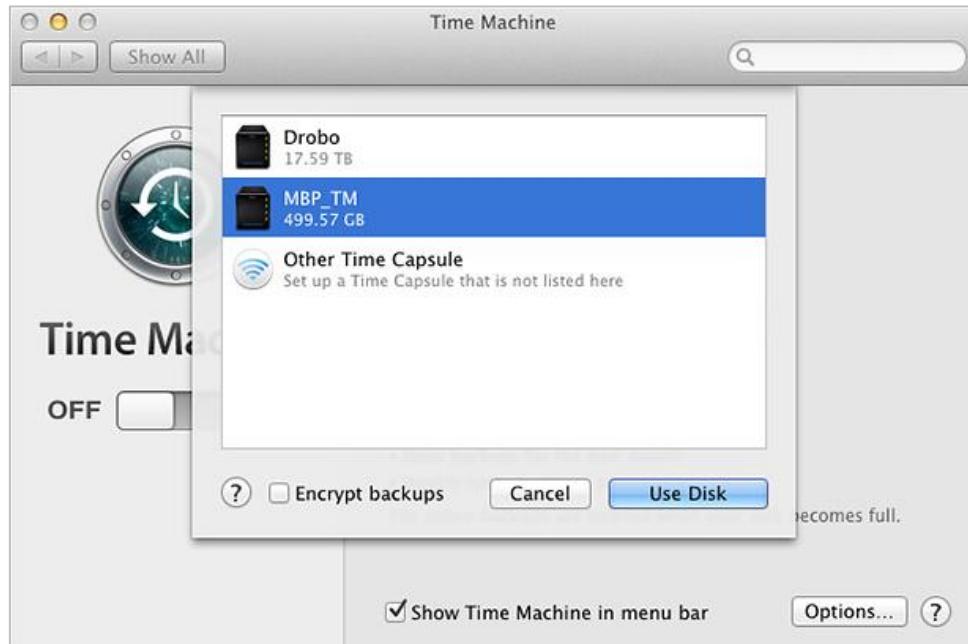
2. Then, click **Volumes**.
3. Click the **Enable Backup** button.



4. Enter a name for your backup volume and the desired size (GB).



5. Click the **OK** button.
6. When you see the "Confirm Restart" dialog, take a moment to stop any activity on the Drobo B810n, because it must restart. When you are ready, click **Yes** to continue.
7. Wait until you receive the message that "Volume management changes have been made successfully," then click the **OK** button.
8. Now you will see the backup volume you created listed under Volumes. You may now close the Drobo Dashboard.
9. 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.



## 2.9 Safely shutting down your Drobo B810n

If you plan to shut down your Drobo B810n 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.**

This section covers the following topics:

- [When to shut down your Drobo B810n](#)
- [Shutting down your Drobo B810n using Drobo Dashboard](#)

## 2.9.1 When to shut down your Drobo B810n

It is a good idea to shut down your Drobo B810n before any of the following situations:

- Your Drobo will not be used for an extended time.
- You need to disconnect a cable or power supply.
- You want to move your Drobo to another location.
- You need to remove the entire disk pack.
- You are going to apply operating system updates.

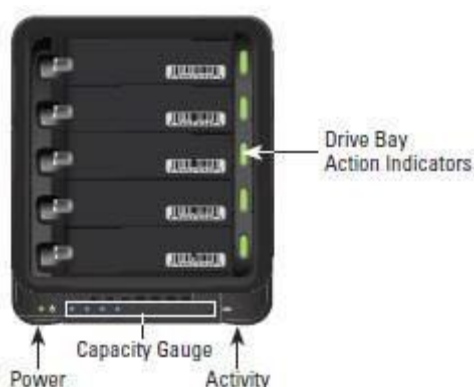
## 2.9.2 Shutting down your Drobo B810n using Drobo Dashboard

This is the recommended method for safely shutting down your Drobo B810n.

1. Check that the activity light on your Drobo B810n is off, indicating that no data is actively being transferred to or from your Drobo B810n.

**Note:**

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

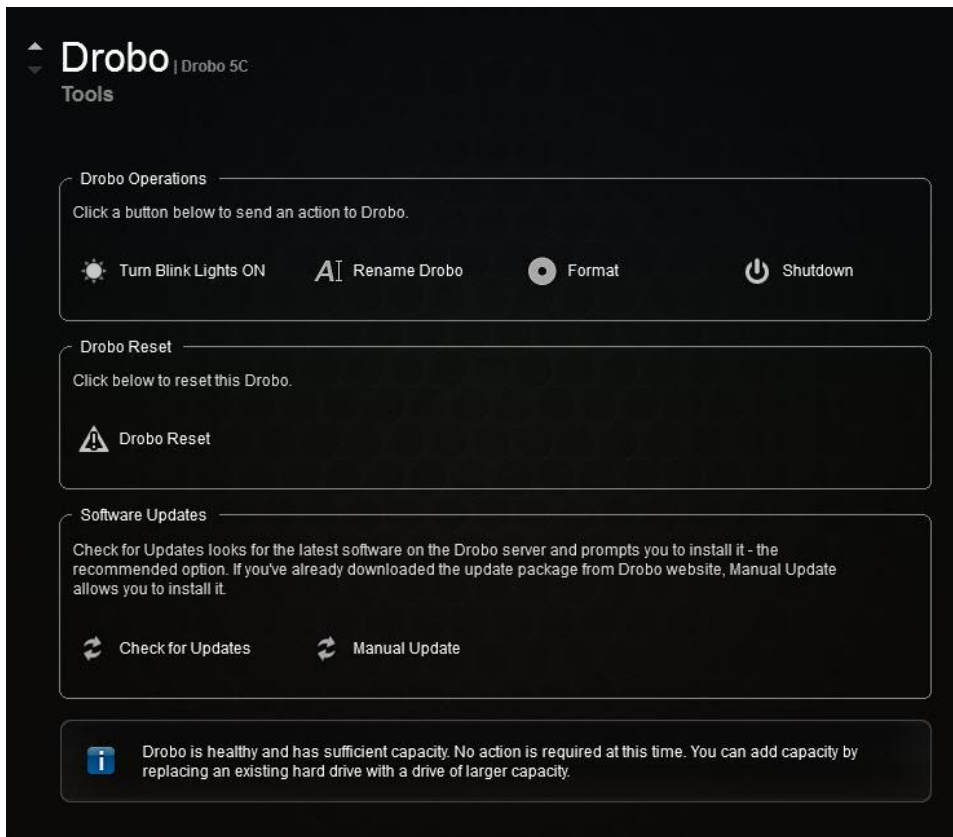


2. Also check to ensure the drive bay action indicator lights are not blinking alternately between yellow and green. This indicates that your Drobo B810n is busy working to protect your data. Wait until these lights are a solid green.

**Important Note:**

*If one or more drive bay lights are red, you need to add capacity or replace the current drive. However, you can still safely shut down your Drobo B810n.*

3. From the **Drobo Dashboard**, select the Drobo B810n that you would like to shut down from the **All Drobos** page.
4. Then, click the **Tools** option on the **Navigation** menu. The **Tools** page opens.
5. In the **Drobo Operations** area, select the **Shutdown** option.



6. A message box opens, asking you to confirm the shutdown.
7. Click the **Yes** button.
8. It can take up to two minutes for your Drobo B810n to power down. Afterwards, the power light turns off, indicating your Drobo B810n has shut down.

## 3: What To Do Next

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Once you set up the **Drobo B810n** device and start to use it, we recommend you to read the following topics to understand the different ways to enhance the performance of the device.

- Using [best practices for data protection](#)
- [Keeping Drobo Dashboard and Drobo B810n's firmware up to date](#)
- Using [Online User Guide](#)
- Using [Context-Sensitive Help](#)

- [Using the Knowledge Base](#)
- [Registering your Drobo B810n](#)
- [Getting Technical Support](#)

## 3.1 Using best practices for protecting data

While Drobo protects B810n your data from a single drive failure and concurrent 2 drive failures (when used in Dual Disk Redundancy setting) our data can still be lost. Drive head crash, damage to the whole B810n device and disk pack, files corrupted before being saved to the Drobo B810n, unsafe shutdowns, and other traumatic events can result in data loss.

So to know more specific guidelines on how to best protect your data, please visit our [Best Practices](#) page. For additional information for professionals (Photographers, Videographers, etc.), please see [Photographers, Here's A Bulletproof Backup Method Using Drobo](#).

### **Important Note:**

*To help protect your data, if you are unsure on how to proceed when using your Drobo B810n, it is very important that you review the [Online User Guide](#) for your product, review our [Knowledge Base](#) articles, or contact [Drobo Support](#).*

## 3.2 Keeping your software up to date

To ensure optimal performance for your Drobo B810n, we highly recommend you set your device to automatically check for software updates (you may have already done this during the initial setup). For more information, see [Updating your Drobo B810n to the latest firmware](#). This feature keeps both the Drobo Dashboard and your device's firmware up to date.

You can also install updates from [Start Drobo B810n](#) page. If you would like to install a firmware update from the Drobo website, see [Manually updating firmware from the website](#) for more information.

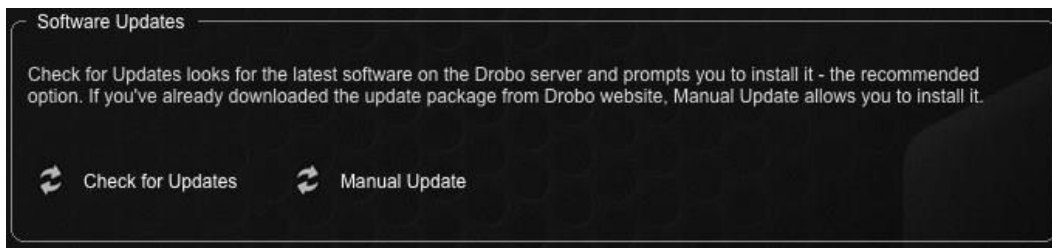
### 3.2.1 Checking for software updates

The following steps ensure that the Drobo Dashboard and your Drobo B810n's firmware are up to date:

1. In the Drobo Dashboard, select the appropriate Drobo B810n 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.

### **Note:**

*If needed, ensure that you are logged in to this Drobo B810n.*



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

### 3.3 Using online user guide

After you have set up your Drobo B810n, you are ready to use it to store and back up data. To learn how to manage and use your Drobo B810n, refer to the **Online User Guide** for your product available at the [Drobo B810n](#) 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.

### 3.4 Using context-sensitive help

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

### 3.5 Using knowledge base

Our searchable knowledge base provides answers to almost any questions related to your Drobo B810n related specific support needs.

To access our knowledge base follow the steps below.

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

**Note:**

You can access our knowledge base from the [Drobo Support](#) page.

### 3.6 Registering your Drobo B810n

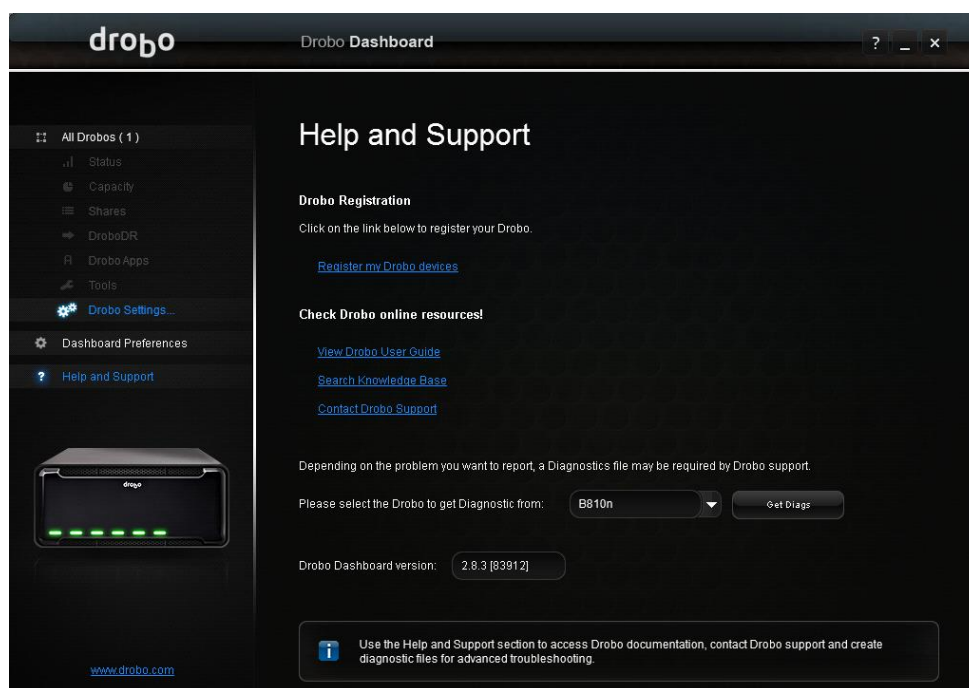
If you did not register your Drobo B810n during setup, you can do so from the Drobo Dashboard. For more information on registering your Drobo B810n, see [Registering your Drobo B810n](#).



## 3.7 Getting technical support

To get technical support from Drobo, make sure you have registered your Drobo B810n at the [Drobo Log In](#) page. If not registered yet, go to [Drobo Support](#) page for details on how to contact support.

You can also use the **Help and Support** page in the **Drobo Dashboard** for registration. The **Help and Support** page opens and allows you to register your Drobo, access the online user guide and knowledge base, contact the Drobo support team and create a diagnostics file.



You can also obtain additional hardware and phone support by purchasing DroboCare™. To know more details on DroboCare™ and how to purchase it, visit the [DroboCare](#) page on our website. Also, see our [DroboCare FAQ](#).

## 3.8 Guide to meaning of indicator lights (LEDs)

Your Drobo B810n provides a variety of status information via its indicator lights, as described in the table below.



Figure 5: Drobo B810n Indicator lights

### 3.8.1 Indicator light messages

Light	Color	Meaning
Drive Bay Status Indicator	Green (solid)	Drive is healthy. No action required.
	Yellow (solid)	Add a drive or replace the current drive with a larger drive soon. Your Drobo is running out of disk space. See <a href="#">Adding disk capacity</a> .
	Yellow-Green (alternating)	Do not remove these drives or power down. Your Drobo is working to protect your data.
	Red (Solid)	Add a drive or replace the current drive with a larger drive immediately. Your Drobo is critically low on space. See <a href="#">Adding disk capacity</a> .
	Red (blinking)	Replace this drive immediately. This drive has failed. See <a href="#">Adding disk capacity</a> .
Power	Green (solid)	The power is on and your Drobo is ready.
	Yellow (solid)	Your Drobo is in the process of powering on.
	Red (solid)	Your Drobo has overheated. Safely power down your Drobo, disconnect the data cable and then the power cable. Let it cool down and then restart.
Activity Capacity Gauge	Green (blinking)	Data is actively being transferred between your computer and your Drobo.
	Blue (on/off)	Shows the percentage of your Drobo that is full in 10 percent increments. For example: if your Drobo is 30 percent full, three blue lights are on.