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VERSION INFORMATION

Drobo Firmware: Version 1.2.3 [2.58.22137]

KEY HIGHLIGHTS

This is an update release of DroboPro Firmware

Fixes in this release

- Restrict the total available physical capacity to 32TB

Fixes in 1.2.1

- Support for drives larger than 2TB

BEST PRACTICES

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

If you are running 1.2.0, upgrade to 1.2.3. Drobo does not support downgrading to 1.2.0 or earlier versions.

KNOWN ISSUES

All Systems

- **Symptom:** DroboPro takes a long time to startup when in the process of protecting data.
Condition: If the DroboPro has dual disk protection enabled and was in the middle of protecting data, it can take up to five minutes for the DroboPro to completely start up after a power loss.
Workaround: None. Wait for the DroboPro to finish its startup process.
- **Symptom:** DroboPro IP settings are not remembered.
Condition: Configuring DroboPro IP settings using an USB cable when no disks are inserted followed by inserting a disk pack and connecting via iSCSI will cause the IP settings to be reset to default.
Workaround: Configure DroboPro IP settings after the disk pack is inserted.

Mac Specific

- **Symptom:** Non-destructive repartitioning is not supported.
Condition: In Mac OS X 10.5 and later, Disk Utility allows you to repartition a volume without losing

the data on it. Drobo volumes do not support this functionality and should not be repartitioned once data has been placed on them.

Workaround: Copy your data onto another drive and use Drobo Dashboard to reformat your Drobo device's volume to a smaller size.

- **Symptom:** Apple Partition Map is not supported on volumes larger than 2TB.
Condition: Disk Utility allows you to change the default Partition Map Scheme from GUID to Apple Partition Map (APM). Drobo volumes larger than 2TB do not support this scheme and should not be formatted in this manner.
Workaround: Copy your data onto another drive and use Drobo Dashboard to reformat your Drobo's volume.

Windows Specific

- **Symptom:** Windows XP may become unstable with a FireWire-connected DroboPro (#6117).
Condition: Windows XP may become unstable when the DroboPro has more than 12 volumes and is connected using FireWire.
Workaround: If you must use more than 12 volumes, then switch to either iSCSI or USB.
- **Symptom:** The iSCSI connection does not work without Windows Vista SP1 or later installed
Condition: The iSCSI initiator built into Windows Vista does not work with DroboPro until SP1 has been installed.
Workaround: Update the installation of Windows Vista to SP1 or later by running Windows Update.
- **Symptom:** Full format does not complete when using the Windows Disk Management Utility.
Condition: Drobo does not support a full format for a volume bigger than the space available in the internal drives.
Workaround: We recommend that you use Drobo Dashboard to format volumes on your Drobo devices. If you use the Windows Disk Management Utility choose the quick format option to format the volume.
- **Symptom:** A volume formatted as FAT32 or NTFS is not detected by Windows Server 2003.
Condition: If DroboPro is formatted in FAT32 or NTFS using the Drobo Dashboard or a different OS, such as XP, Windows Server 2003 does not recognize the FAT32 or NTFS volume.
Workaround: Use the Disk Manager OS utility on Windows Server 2003 to manually assign the FAT32 or NTFS volume a drive letter.

RELATED TECHNICAL DOCUMENTATION

Current Drobo technical reference materials are available on the Drobo Support Website

(www.drobo.com/support). This includes:

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