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VERSION INFORMATION

DroboElite Firmware: Version 1.0.2 [3.16.27316]

KEY HIGHLIGHTS

This is a release of the DroboElite Firmware.

- **This release is VMware ESX 4.0 certified**
- **Various other minor improvements**

BEST PRACTICES

In accordance with industry best practices, you should always backup your data before any firmware upgrade. For more information please visit http://www.drobo.com/support/best_practices.php.

KNOWN ISSUES

General Issues

- **Symptom:** DroboElite takes a long time to startup when in the process of protecting data (#09-497).
Condition: If the DroboElite has dual disk protection enabled and was in the middle of protecting data, it can take up to five minutes for the DroboElite to completely start up after a power loss.
Workaround: None. Wait for the DroboElite to finish its startup process.

Macintosh Specific

- **Symptom:** Non-destructive repartitioning is not supported.
Condition: In Mac OS 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'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.

- **Symptom:** DroboElite not discovered when AirPort is enabled (#09-262).
Condition: When you have AirPort enabled on your Mac, Drobo Dashboard may not discover your DroboElite.
Workaround: Disable AirPort, then wait for your DroboElite to be detected. Once it is detected, you can re-enable AirPort.
- **Symptom:** A disk not readable warning popup shows when you first connect to DroboElite (#09-552).
Condition: On Mac OS 10.6, you will get a warning message in the Finder stating there is an unreadable disk inserted into your Mac. The message will show up whenever you restart your computer.
Workaround: This warning is harmless and is not associated with the data on your DroboElite. You should ignore this message by clicking on the Ignore button.

Windows Vista Specific

- **Symptom:** The iSCSI connection does not work without SP1 or later installed (#09-056).
Condition: The iSCSI initiator built into Windows Vista does not work with DroboElite 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 with Windows Vista (#09-651).
Condition: DroboElite does not support a full format from Vista for a volume bigger than the space available.
Workaround: Choose the quick format option if you use Windows Vista to format DroboElite.

Windows Server 2003 Specific

- **Symptom:** A volume formatted as FAT32/NTFS is not detected by Windows Server 2003 (#09-496).
Condition: If DroboElite 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.

VMware ESX 3.5 and 4.0

- **Symptom:** The iSCSI connection to the DroboElite may timeout when under heavy stress (#09-637).
Condition: The ESX host could drop the iSCSI connection when several disk intensive operations are happening at the same time. This condition occurs because the default iSCSI response timeout of ESX is too short.
Workaround: We highly recommend changing the default iSCSI timeout on your ESX server to 14 seconds. This can be done using the command 'esxcfg-advcfg -s 14000 /VMFS3/HBTokenTimeout'.

RELATED TECHNICAL DOCUMENTATION

The Drobo user guide and reference documentation is available at the Drobo Support Website:

<http://www.drobo.com/support.html>

- *Knowledge Base*
- *Best Practices*
- *User Guide*
- *Drobo Help for PC*
- *Drobo Help for Mac*