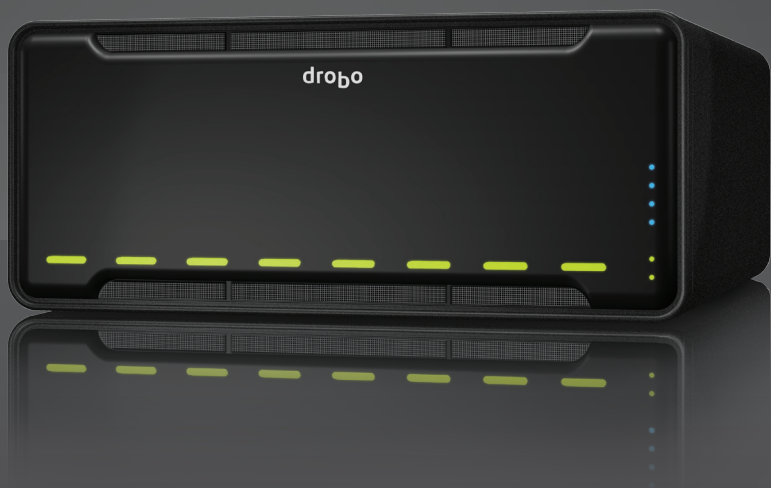


# drobo



## Getting Started Guide

Drobo Model B800i

# drobo

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# Table of Contents

<b>BEFORE YOU BEGIN</b>	<b>3</b>
Checking Box Contents	3
Drobo Model B800i	3
Checking System Requirements	3
Operating Systems Supported for Drobo Model B800i	3
Cable Interfaces Supported	4
Checking the Hardware You Need	5
Selecting Hard Drives	5
Determining How Much Hard Drive Space You Need	6
Using a Router or Switch	6
Using an Uninterruptible Power Supply (UPS) or Power Surge Protector	6
<b>SETTING UP IN JUST A FEW STEPS!</b>	<b>7</b>
Installing Drobo Dashboard	8
Installing Drobo Dashboard from the Resource CD	8
Installing Drobo Dashboard from the Website	11
Inserting the Hard Drives	11
Connecting the Cables with USB and Turning On Your Drobo Device	13
Connecting to Your Computer	13
Connecting to a Power Source	13
Turning On Your Drobo Device	14
Setting the Administrator Username and Password	15
Setting Up Your Drobo B800i for iSCSI	16
Configuring iSCSI Settings	19
Connecting Cables with iSCSI	20
Formatting the Drives into Volumes	22
Selecting a File System and Volume Size	22
Creating Volumes	24
Adding the Drobo to Your Virtual Environment	28
<b>WHERE TO GO FROM HERE</b>	<b>29</b>
Using Best Practices	29
Keeping Your Software Up to Date	29
Safely Shutting Down Your Drobo	31
Safely Shutting Down your Drobo Device Using Drobo Dashboard	31
Safely Shutting Down your Drobo Device Manually	32
Using the Online User Guide	33
Using Context-Sensitive Help	33
Using the Knowledge Base	33
Getting Support	33
<b>TROUBLESHOOTING YOUR SETUP</b>	<b>34</b>
<b>INDEX</b>	<b>38</b>

## Before You Begin

Congratulations on your new Drobo! This Getting Started Guide will help you get your Drobo set up in just a few steps. Before you begin, it's a good idea to check your system and hardware requirements. In this chapter, you will:

- Check box contents
- Check system requirements
- Ensure that you have the hardware you need for your Drobo device

## Checking Box Contents

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

### **Drobo Model B800i**

- Drobo 8-Bay SAN Storage for Business
- 6' USB 2.0 cable
- Two 6' Ethernet cables
- 6' power cord
- Quick Start Card
- Getting Started Guide (printed)
- Drobo Resource CD, which includes the Drobo Dashboard application

## Checking System Requirements

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

### **Operating Systems Supported for Drobo Model B800i**

- Windows XP (Service Pack 3)
- Windows Vista (Service Pack 1)
- Windows 7
- Windows 2008 Server R2
- Windows 2003 Server
- Mac OS X 10.5.6 or greater (Intel Only)
- Mac OS X Server 10.5.6 or greater (Intel Only)
- VMware vSphere 4.x
- Citrix XenServer 5.6

#### **Notes:**

- For best performance, ensure you are running the latest service packs for the appropriate Windows operating systems.
- For the most current list of supported operating systems, you can check the specifications for your product online [www.drobo.com/products/index.php](http://www.drobo.com/products/index.php).

## Cable Interfaces Supported

Your Drobo uses the following two types of ports.

**Note:** Only the USB cable interface or the iSCSI (Ethernet) cable interface can be used at any one time. If both are plugged in, only the USB interface will be active.

### USB 2.0



USB (Universal Serial Bus) is a popular interface that allows you to attach additional hardware devices to your computer in a plug-and-play style. On the Drobo B800i, this connection is used only for initial setup and administrative purposes, after which the iSCSI (Ethernet) connection is used.

### iSCSI (Ethernet)



iSCSI (Internet Small Computer System Interface) is an Internet Protocol (IP)-based networking standard for connecting storage devices to computers. By using a high performance Ethernet connection, iSCSI can be used over long distances on your existing network infrastructure. It's also ideal for high volume data storage traffic and is designed to be a direct block-level protocol that reads and writes directly to the storage device.

With two iSCSI ports on the Drobo B800i, you can maximize performance. You can configure each port to a different network so that both networks have access to the Drobo B800i. You can also connect one port directly to the host computer and the other to a network via a router.

With iSCSI, you have the flexibility to set up your Drobo B800i in one of three configurations: directly connecting it to the host computer (for best performance), connecting it to a switch in which another Ethernet port on the switch is connected to the host computer, or connecting it to a switch (or router) in which another Ethernet port on the switch (or router) is connected to your network. For the latter two configurations, you will need to manually set IP addresses for the ports. You will do this during the setup process. See "Setting Up in Just a Few Steps!" on page 7 for more information.

**Notes:**

- Drobo B800i's iSCSI connection supports gigabit Ethernet connections (1000 Mbit/s) for optimal performance. Although your Drobo B800i will auto-negotiate the highest connection speed available to your computer, router or switch, iSCSI is designed for higher speeds and does not perform as well at slower speeds.
- You can purchase an add-on gigabit Ethernet adapter card for your computer if needed. Note, however, that a regular network adapter card is required, as Data Robotics, Inc., does not support iSCSI-specific cards, or HBA (host bus adapter) cards.

## Checking the Hardware You Need

To use your Drobo B800i, you'll need at least *two* hard drives. If you plan to use Dual Disk Redundancy, which protects your data against two hard drive failures, you will need at least *three* hard drives.

**Note:** For the Drobo B800i, we recommend that you use at least five 1TB, high-performance drives. This provides more data drives, better striping performance (especially with DDR enabled), and also helps distribute loads more effectively.

**Tip:** For even better performance, we recommend five 2TB SATA drives.

This section helps you:

- Select the hard drives to use
- Choose the amount of drive space (capacity) to have available on those drives to ensure your data is protected
- Understand basic requirements for a router or switch

## Selecting Hard Drives

You can use hard drives from any manufacturer and with any capacity (the space available on the hard drive) with your Drobo device.

All Drobo devices support standard 3.5" internal SATA drives. If you are unsure, ask your administrator or hard drive retailer or manufacturer to verify that your hard drives meet this standard.

Drobo devices are not compatible with SSD, IDE, SCSI or PATA hard drives.

**Warning:** Any pre-existing data on the drives will be erased during installation.

# Determining How Much Hard Drive Space You Need

In order to protect your data from hard drive failure, your Drobo device requires more space than what you will use for your data, sometimes as much as *double or more* the amount of space.

The best way to determine how much usable, protected storage space you will have available for your data, based on the number and capacity of your drives, is to use our Capacity Calculator at <http://www.drobo.com/resources/calculator.php>.

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	= 6TB
4	250GB + 250GB + 500GB + 750GB	= 1TB
4	250GB + 500GB + 1TB + 2TB	= 1TB, 750GB

## Dual Disk Redundancy

# Drives	Drive Capacities	Usable Protected Capacity*
4	3TB + 3TB + 3TB + 3TB	= 6TB
5	250GB + 250GB + 500GB + 500GB + 750GB	= 1TB
5	250GB + 500GB + 750GB + 1TB + 2TB	= 1.5TB

### Notes:

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

## Using a Router or Switch

If you are connecting a Drobo B800i to a router or switch, your router or switch needs to support gigabit Ethernet connections (1000 Mbit/s) for optimal performance. Although your Drobo B800i will auto-negotiate the highest connection speed available to your router or switch, iSCSI does not perform well at slower speeds.

## Using an Uninterruptible Power Supply (UPS) or Power Surge Protector

We highly recommend you plug your Drobo device into an uninterruptible power supply (UPS), which protects against sudden losses in power as well as power surges. We also recommend a power surge protector, although this only protects against power surges.

## Setting Up in Just a Few Steps!

Once you have unpacked your Drobo device from its box and ensured you meet all system and hardware requirements, it's time to set up your Drobo B800i for use. This can be done in just a few steps.

1. Install Drobo Dashboard.
2. Insert the hard drives.
3. Connect the cables with USB and power on your Drobo device.

**Note:** The USB connection is used for the initial setup and for administrative purposes only.

4. Set the administrator username and password.
5. Configure iSCSI settings.

**Note:** This is required if you will be connecting your Drobo B800i to a router or switch via its iSCSI connection(s), or if you plan to use your Drobo B800i in a multi-host, virtual environment.

6. Safely power down and then connect the cables with iSCSI (Ethernet).
7. Format the drives into volumes, or Logical Unit Numbers (LUNs).
8. If you plan to use your Drobo B800i in a multi-host, virtual environment, you then also need to add the Drobo B800i as storage to the virtual machine (VM) using your virtualization software.

**Note:** For more information on connecting with USB and iSCSI, see "Cable Interfaces Supported" on page 4.



## Installing Drobo Dashboard

Drobo Dashboard is the software companion to your Drobo device, enabling you to easily set up and manage your Drobo B800i. You install Drobo Dashboard from the Resource CD that came with your product. During the installation process, you can set Drobo Dashboard to automatically install version updates, which we highly recommend.

Drobo software and firmware updates can also be installed from [www.drobo.com/support/updates.php](http://www.drobo.com/support/updates.php).

**Important Note:** In some cases, the latest version may be released with new products (on a Resource CD) for a short period of time *before* being made available on the website. Therefore it is best to install from the Resource CD.

**Note:** You need to have administrator rights on the computer on which you install Drobo Dashboard.

### Installing Drobo Dashboard from the Resource CD

1. Place the Resource CD in your computer's CD/DVD drive.

Depending on your operating system, one of the following occurs:

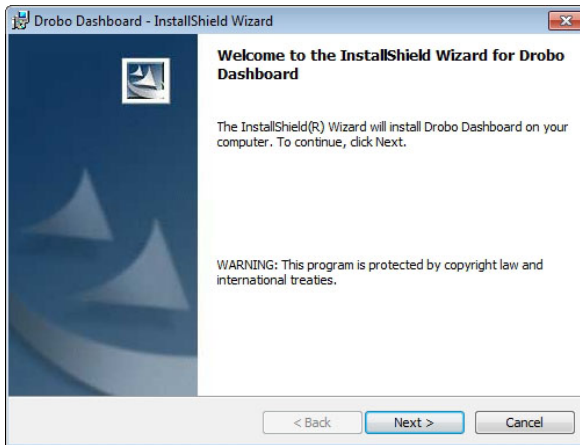
- The Drobo window or the Install Drobo Dashboard window appears.
- An AutoPlay dialog box appears, giving you the option to run CDWindow.exe. Select this option. The Drobo window appears.
- You can open the Resource CD to view its contents, and from there double-click on CDWindow.exe. The Drobo window appears.

2. Double-click the **Drobo Dashboard** icon.



3. A dialog box may appear, asking you to select your language from the drop-down list. After doing so, click the **OK** button.

The Drobo Dashboard Installation Wizard appears, preparing to install.

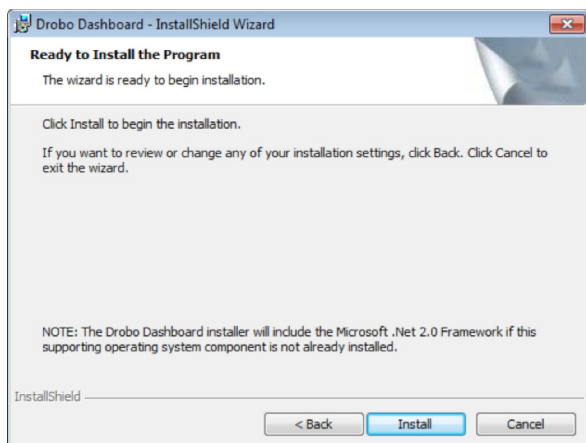


4. Click the **Next** button (Windows) or the **Continue** button (Macintosh), as appropriate.

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

5. Follow the directions of the Installation Wizard, clicking the **Next** or **Continue** button after each page, as appropriate.

6. When you reach the ready to install page, click the **Install** button.



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

- In some Windows operating systems, a Windows Access Control dialog box appears, asking if you want to allow changes to your computer. Click the **Allow** or **Yes** button, as appropriate.
- In the Macintosh, you will be prompted for your administrator password. Enter it and click the appropriate button.

Drobo Dashboard installs on your computer.

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

The Drobo Dashboard application appears. When it launches for the first time, the **Confirm** dialog box appears, asking if you would like Drobo to automatically check for software updates of your Drobo Dashboard and firmware for your Drobo device.

9. We strongly recommend that you click the **Yes** button.

Afterwards, the **All Devices** page displays in Drobo Dashboard. Leave Drobo Dashboard open as you continue with the set up procedures.

## Installing Drobo Dashboard from the Website

You can install Drobo Dashboard from [www.drobo.com/support/updates.php](http://www.drobo.com/support/updates.php). Note, however, that the latest version may be released with new products (on a Resource CD) for a short period of time *before* being made available on this website.

1. Using your browser on an active Internet connection, navigate to [www.drobo.com/support/updates.php](http://www.drobo.com/support/updates.php).
2. Locate the link for the latest Drobo Dashboard software and click on it.
3. If you're given a choice to install (or run) Drobo Dashboard or save the installation file to your computer, choose to save the file to your computer. Locate the file and double-click on it to begin installation. (You can delete the installation file afterwards.)
4. If warning messages appear, asking if you're sure you want to open and/or install the file or program, click the **OK** or **Run** button, as appropriate, to continue with the installation.
5. A dialog box may appear, asking you to select your language from the drop-down list. After doing so, click the **OK** button.

The Drobo Dashboard Installation Wizard appears, preparing to install.

6. Continue with the installation process, following from step 4 in the "Installing Drobo Dashboard from the Resource CD" section.

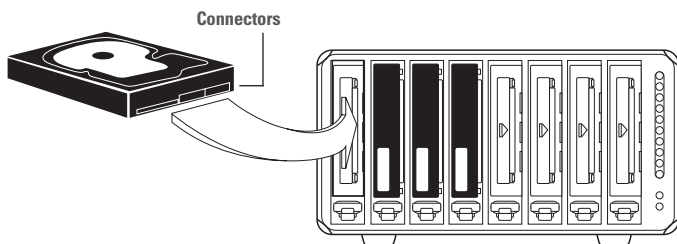
## Inserting the Hard Drives

After installing Drobo Dashboard, you are ready to insert hard drives into your Drobo B800i. For more information on hard drive requirements, see "Checking the Hardware You Need" on page 5.

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

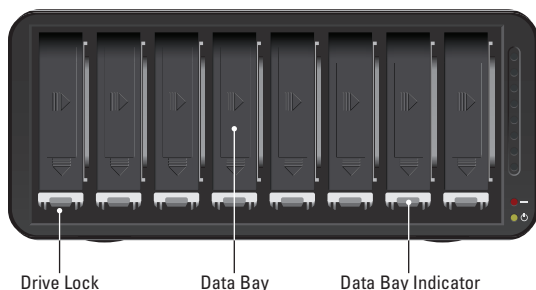
**Note:** Once you insert the drives into your Drobo device, they function as a unit or "pack." To access the data on them, you will need the entire pack.

1. Remove the face plate from the front of your Drobo B800i by pulling it off.
2. With one hand, hold the hard drive so that its connectors are positioned at the device and toward the left.



**Warning:** For optimal performance, keep the Drobo B800i in its normal horizontal position. If placed on its side, hard drives may disconnect.

3. With your other hand, use your thumb to depress and hold open one of the drive locks to a selected data bay. Refer to the image below.



4. Slide the hard 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.

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

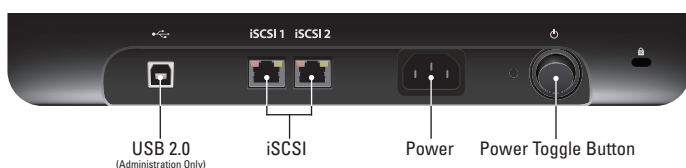
You are now ready to connect cables and power on your Drobo device.

## Connecting the Cables with USB and Turning On Your Drobo Device

After installing Drobo Dashboard and inserting the hard drives into your Drobo B800i, you are ready to connect the cables. You will first connect your Drobo B800i to a host computer using your USB connection for the initial, administrative setup only—regardless of how you plan to use your Drobo B800i. After the initial setup, you can use your Drobo B800i with iSCSI, and also implement its use in a multi-host, virtual environment if desired.

**Note:** Only the USB cable interface or the iSCSI (Ethernet) cable interface can be used at any one time. If both are plugged in, only the USB interface will be active.

As you follow the steps, refer to the image below, which shows the back of a Drobo B800i.



### Connecting to Your Computer

1. Plug one end of the USB cable into the back of your Drobo B800i.
2. Plug the other end into a host computer.

### Connecting to a Power Source

1. Connect the power supply to the power connection at the back of your Drobo device.
2. Connect the other end of the power supply to a power source.

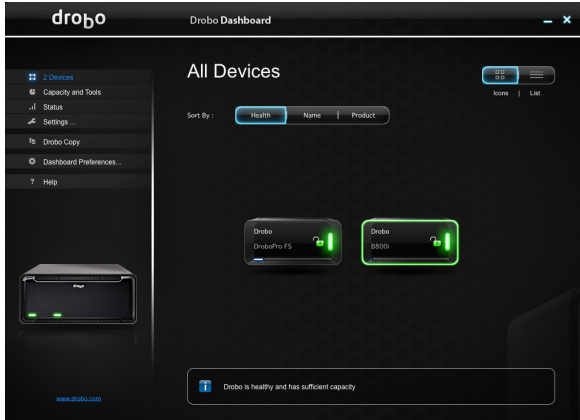
**Note:** We recommend plugging into an uninterruptible power supply (UPS) or surge protector. For more information, see “Using an Uninterruptible Power Supply (UPS) or Power Surge Protector” on page 6.

You are now ready to turn on your Drobo device.


## Turning On Your Drobo Device

- With Drobo Dashboard open on your computer, press the power toggle button on the back of your Drobo device once.

Your Drobo device powers on and displays in Drobo Dashboard, as follows.



The next step is to set the administrator username and password for your Drobo B800i.

**Tip:** If you would like to see how your drive space is being used, double-click your Drobo FS/B800fs on the **All Devices** page, and then on the **Capacity and Tools** page, click the **View Usage**  button in the upper right corner.

## Setting the Administrator Username and Password

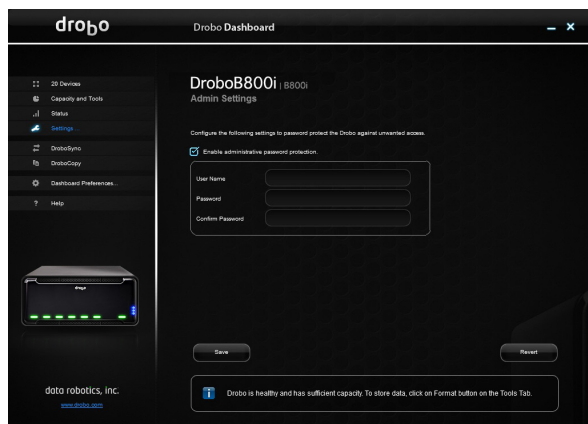
Follow these steps while still connected to the Drobo B800i via the USB cable.

1. In Drobo Dashboard, double-click your Drobo B800i on the **All Devices** page.

The **Capacity and Tools** page appears.

2. Click the link that reads: **Click here to password protect this Drobo device.**

The **Admin Settings** page appears.



3. Ensure that the **Enable administrative password protection** check box is selected.
4. In the **Username** text box, enter a username for the administrator.
5. In the **Password** text box, enter a password for the administrator.
6. In the **Confirm Password** text box, re-enter the password you just typed.
7. Click the **OK** button.

You are returned to the previous page and a **Login** link displays at the top.

8. Click the **Login** link to log in to this Drobo device with the username and password you just created.
9. In the **Username** text box, enter the administrator's username.



10. In the **Password** text box, enter the administrator's password.

11. Click the **OK** button.

Your username and password is set up and you are logged in to this Drobo B800i.

## Setting Up Your Drobo B800i for iSCSI

Before you can use your Drobo B800i with iSCSI (Ethernet), you need to configure your Drobo B800i's iSCSI settings while still connected via the USB cable.

iSCSI settings include IP addresses for the two iSCSI ports available on your Drobo B800i, as well as the related subnet mask and default gateway information. iSCSI settings also include the ability to modify the Maximum Transfer Unit (MTU) for each port, which is the maximum number of bytes that can be transferred at a time, in one frame.

You can modify the MTU settings in order to support the use of jumbo frames. Jumbo frames are those that maintain data transfer rates of more than 1,500 bytes per frame, and can carry up to 9,000 bytes per frame. Use of jumbo frames minimizes transaction loads, and can dramatically improve network performance by raising effective bandwidth.

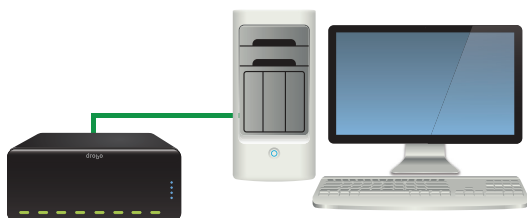
**Note:** If you use jumbo frames, ensure that the frame size (in bytes) that you enter for the MTU is supported by your computer and router or switch. There needs to be end-to-end matching of MTU settings, from the Drobo B800i to your switch or router to your host computer.

With two iSCSI ports on the Drobo B800i, you can configure each port to a different network so that both networks have access to the Drobo B800i. You can also connect one port directly to the host computer and the other to a network via a router.

## Configuration Options

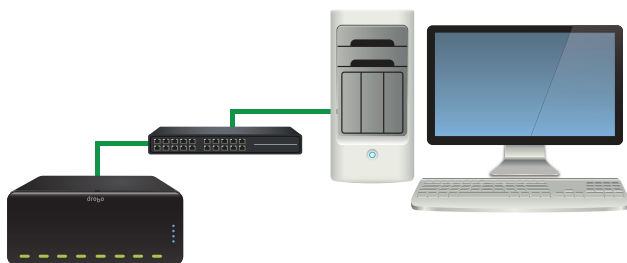
What iSCSI settings you configure depend on how you plan to set up your Drobo B800i. With iSCSI, you have the option to set up your Drobo B800i in one of three general configurations.

1. Directly connect your Drobo B800i via one of its iSCSI (Ethernet) ports to your computer's Ethernet port for optimal performance.



In this configuration, you do not need to set a static IP address for that port. Unless you would like to do so, or you would like to modify the MTU settings, you can skip this section and continue with “Connecting Cables with iSCSI” on page 20.

2. Connect your Drobo B800i via one of its iSCSI (Ethernet) ports to a switch in which another Ethernet port on the switch is connected to your computer. In this configuration, you will need to manually set IP addresses for your Drobo B800i.

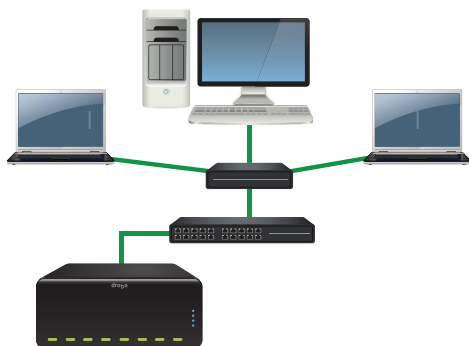


### Notes:

- You can connect multiple Drobo B800is to the same switch provided the Drobo B800is and the host computer are on the same subnet and each Drobo B800i has a unique static IP address assigned to it.
- Connecting in this way may impact performance.

For this configuration, after reading this section, see the following steps in “Configuring iSCSI Settings” on page 19.

3. Connect your Drobo B800i via one of its iSCSI (Ethernet) ports to a switch (or router) in which another Ethernet port on the switch (or router) is connected to your network. In this configuration, you will need to manually set IP addresses for your Drobo B800i.



**Note:** In this arrangement, your Drobo B800i can impact network performance, and performance of your Drobo B800i may be affected by network traffic.

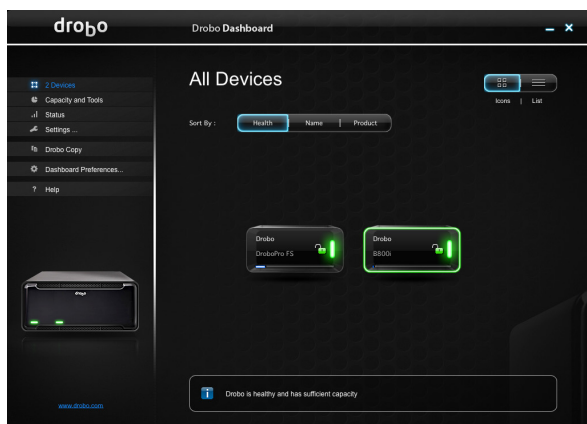
For this configuration, after reading this section, see the following steps in “Configuring iSCSI Settings” on page 19.

**Notes:**

- Drobo B800i supports gigabit Ethernet connections (1000 Mbit/s) for optimal performance of iSCSI. Although your Drobo B800i will auto-negotiate the highest connection speed available to your computer, router or switch, iSCSI does not perform well at slower speeds.
- You can purchase an add-on gigabit Ethernet adapter card for your computer if needed. Note, however, that a regular adapter network card is required, as Data Robotics, Inc., does not support iSCSI-specific cards, or HBA (host bus adapter) cards.
- If you experience trouble with the following setup steps (such as everything appearing fine, but Drobo Dashboard is not discovering the Drobo B800i, for example), check to ensure your operating system’s firewall is set to allow inbound and outbound network connections for the Drobo Dashboard application. In other words, check to ensure your firewall allows executable and related files from Drobo Dashboard to pass through.

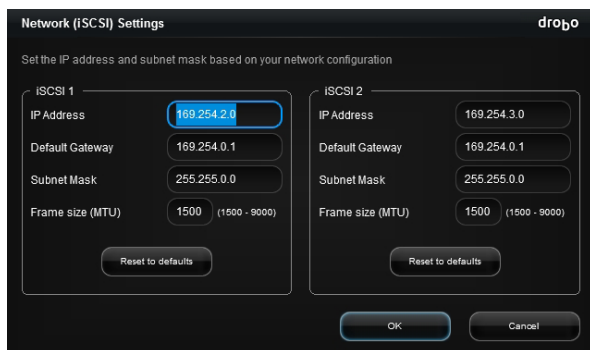
## Configuring iSCSI Settings

1. Once the connection between your Drobo B800i and host computer has been established via your USB connection, your Drobo B800i appears in Drobo Dashboard on the **All Devices** page as follows.



2. To manually assign IP addresses and modify other iSCSI settings, first click the **Settings** option on the **Navigation** menu, and click **Network**.

The **Network (iSCSI) Settings** page appears.



3. In the **iSCSI 1** area, change the settings for the first iSCSI port as needed.

**Notes:**

- If you are using a router, be sure to use an IP address that is outside the range of IP addresses your router might assign with DHCP (Dynamic Host Configuration Protocol). Check the documentation for your router for more information.
- If you choose to modify the **Frame size (MTU)**, ensure that the size you enter is supported by your computer and router or switch. There needs to be end-to-end matching of MTU settings, from the Drobo B800i to your switch or router to your host computer.
- If you will be using your Drobo B800i in a multi-host, virtual environment, make note of the iSCSI settings, as you will need to add them to the initiator software that comes with your VM operating system.

4. In the **iSCSI 2** area, change the settings for the second iSCSI port as needed.

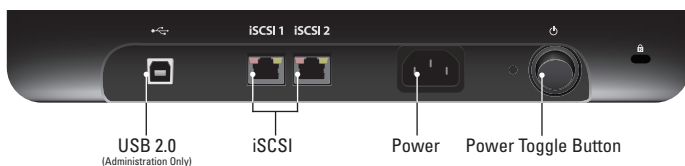
5. Click the **OK** button.

## Connecting Cables with iSCSI

You are now ready to *safely* power down your Drobo B800i, disconnect the USB cable, connect the iSCSI cable and then power on your Drobo B800i again. Refer to the image below as you follow the steps.

**Warning:** It is important to always shut down your Drobo device safely. Improper Drobo device shutdowns may cause file corruption and/or data loss.

**Note:** Only the USB cable interface or the iSCSI (Ethernet) cable interface can be used at any one time. If both are plugged in, only the USB interface will be active.

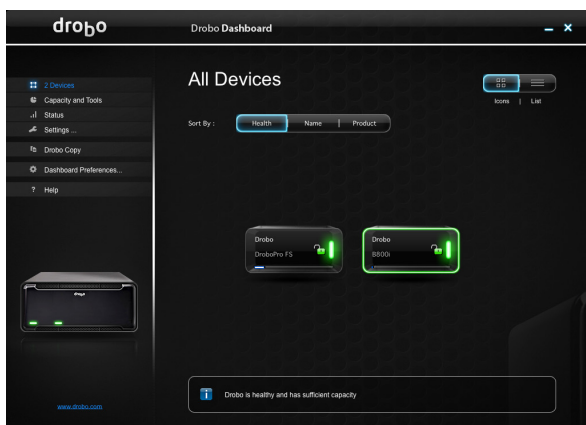


1. Safely shut down your Drobo B800i from Drobo Dashboard. For steps, see “Safely Shutting Down Your Drobo B800i” on page 31.

Drobo B800i powers down and no longer appears in Drobo Dashboard.

2. Disconnect the USB cable from the Drobo B800i and host computer.
3. Connect one end of the Ethernet cable into the iSCSI (Ethernet) port on the Drobo B800i, and the other end into your host computer, router or switch.
4. If you plan to use the second iSCSI port, also connect the second Ethernet cable into the second iSCSI (Ethernet) port on the Drobo B800i, and the other end into a computer, router or switch.
5. Turn on your Drobo B800i by pressing the power toggle button on the back of your Drobo device once.

Your Drobo B800i powers on and appears in Drobo Dashboard on the host computer. You are now ready to format the drives in your Drobo B800i.



# Formatting the Drives into Volumes

Once your Drobo B800i is connected via its iSCSI (Ethernet) connection, you will then need to format the drives.

**Note:** You can only format drives while connected via iSCSI.

Before doing the steps to format the drives, however, it is important to know the number of volumes, or Logical Unit Numbers (LUNs), you would like to create, the sizes of those volumes and the file system format you will choose when you format the drives.

## Selecting a File System and Volume Size

When you format your Drobo B800i, you will need to choose a particular file system.

What file system formats are available to you depend on your operating system. (See Figure 1.)

You will also be formatting your Drobo B800i into at least one volume, and you will need to choose a size for that volume. In Windows, volumes are sometimes called “logical drives” or “partitions.” It is also known as a “Logical Unit Number” (LUN).

The largest volume size you are allowed depends on the file system format you choose and the total capacity of the drives in your Drobo device. The following table (Figure 1) shows the maximum volume size allowed for each file system format.

File System Format	Operating System Platform	Max Volume Size
HFS+	Mac OS X	16TB
NTFS	Windows Vista, 7, Server 2003 (and later)	16TB
NTFS (XP Compatible)	All Windows	2TB
FAT32*	All Windows, Mac OS X	2TB
Multi-Host	VMware, Multi-Host support	2TB**

Figure 1: Table of file system formats and maximum volume sizes

\*FAT32 is an older file system format that is generally less protective of your data than modern file systems. It also has slower performance and file size limitations.

\*\*This is the maximum VMFS size supported in versions 3.5 and 4.0 of vSphere. Data Robotics, Inc. recommends 2TB LUN sizes for XenServer.

**Important Notes:**

- Volume size does not represent how much actual storage space is available on your Drobo B800i. It represents *virtual* storage space. For example, your Drobo B800i may be loaded with 4TB of hard drive space, but you can create a volume of 16TB. What this enables you to do is add more capacity to your Drobo B800i (by inserting an additional drive or replacing a smaller capacity drive with a larger capacity one) without having to format an additional volume. The additional capacity becomes part of the same volume you formatted originally.
- Your operating system may show the *virtual* space you have available on your Drobo device, as defined by the volume size.
- If the amount of available, protected storage space in your Drobo B800i ever exceeds the size of the volume that you chose (this may occur when you add one or more additional hard disks to your Drobo B800i), 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).
- You can create and manage multiple volumes, each with its own size and supported file format. After creating your volumes, each will display uniquely, rather than as a single volume. On the Drobo B800i, you can create up to 255 volumes of up to 16TB each.
- If you are using your Drobo B800i in a virtual environment, you can create up to 128 volumes of up to 2TB each.
- You can also set a Challenge Handshake Authentication Protocol (CHAP) password for any volume you would like to protect.

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

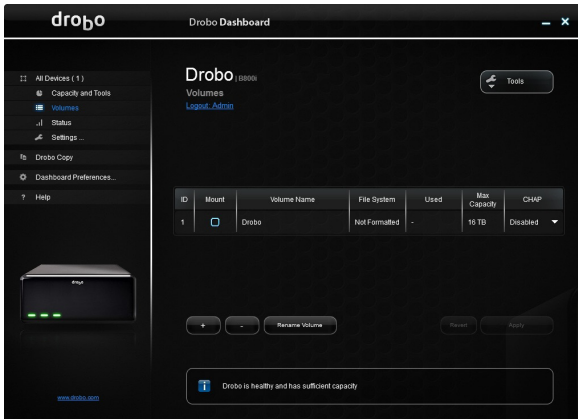


## Creating Volumes

Now that your Drobo B800i is connected via iSCSI (Ethernet), you are ready to format the drives into volumes.

1. In Drobo Dashboard, select your Drobo B800i from the **All Devices** page, then click the **Volumes** option on the **Navigation** menu.

The **Volumes** page appears, displaying a default, unformatted volume.

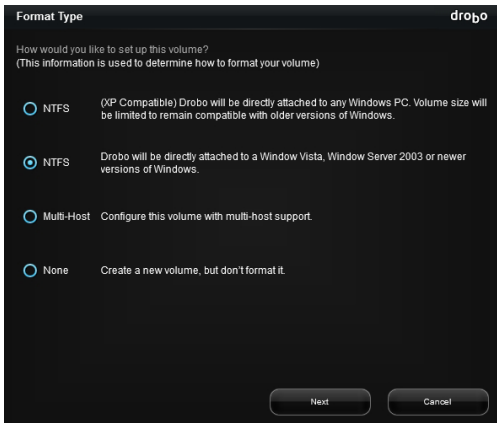


3. Click the **Add**  button to create a new volume.

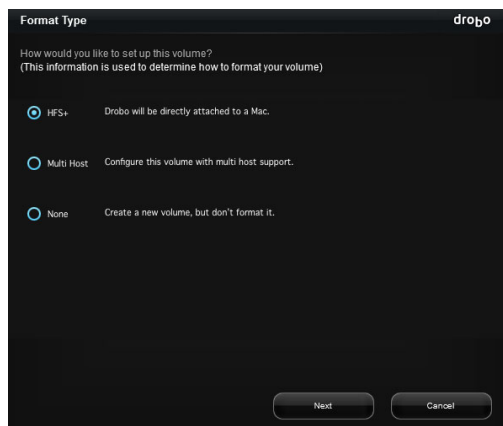
The **Format Type** page appears.

Depending on your operating system the window displays with different options:

- For Windows, the following appears:



- For the Macintosh, the following appears:

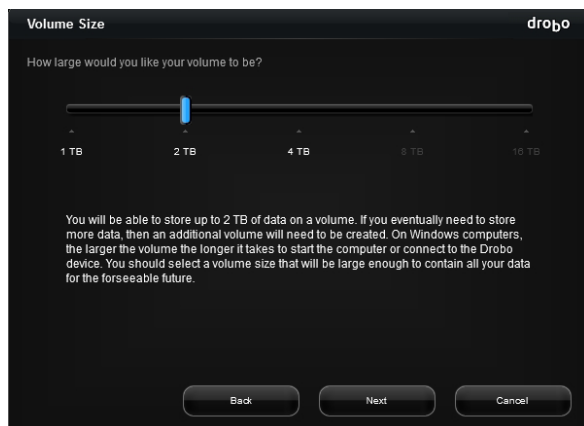


4. Select the appropriate file format for your operating system.

**Important Note:** If you plan to use your Drobo B800i in a virtual environment, you *must* select the **Multi-Host** option. Otherwise, only one server in that environment will be able to see the volumes (or LUNs).

5. Afterwards, click the **Next** button.

The **Volume Size** page appears.

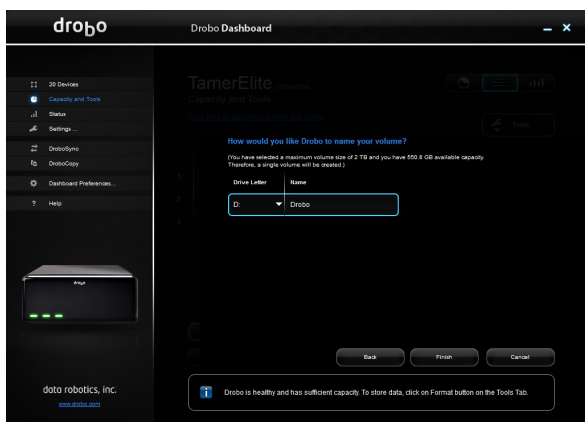


6. Click and drag to slide the pointer to the size of the volume you would like to create, and then click the **Next** button.

**Note:** Multi-host, virtual environments support volume (or LUN) sizes no greater than 2TB.

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

The **Volume Name** page appears.

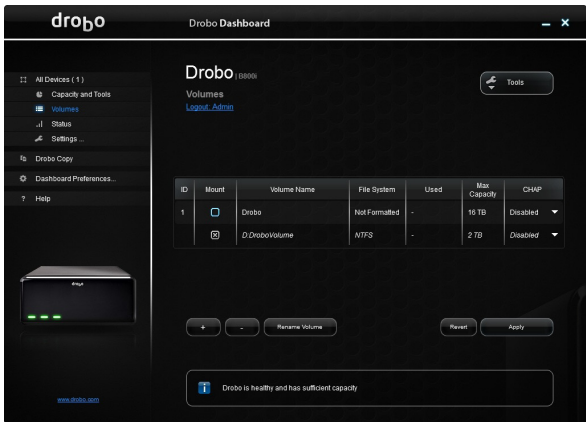


7. From the **Drive Letter** drop-down list, select the letter for the drive to which you will assign the volume.

8. In the **Name** text box, modify the default name for the volume as you like, and then click the **Finish** button.


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

The **Volumes** page appears, displaying the volume you just created.



**Note:** The volume will not format until you click the **Apply** button.

9. You can create additional volumes by repeating steps 3 through 8.

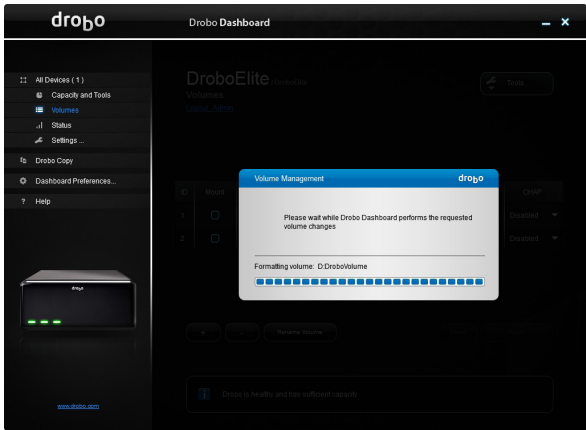
**Tip:** We recommend that you delete the default, unformatted volume by selecting it and clicking the **Delete**  button.

10. When finished, click the **Apply** button.

The **Confirm** dialog box appears, asking if you want to apply volume changes.

11. Click the **Yes** button.

The volume(s) are formatted.



**Note:** Some Windows operating systems and the Macintosh operating system will also prompt you to format the drives. If so, click **Cancel** or **Ignore**, as appropriate.

When changes are complete, a message appears to let you know.

**12. Click the **OK** button.**

If you want to set a CHAP password for a volume, see “Setting CHAP Passwords for Volumes” in the Online User Guide.

Once volumes have been created, you can easily mount them on the **Volumes** page. When mounted, the volumes are easily accessible within your operating system. For more information, see this topic in the Online User Guide.

## **Adding the Drobo B800i to Your Virtual Environment**

If you plan to use your Drobo B800i in a multi-host, virtual environment you have one last step: to add Drobo B800i as a storage device to your iSCSI VLAN using your virtualization software.

You will first need to physically connect the Drobo B800i to the desired host computer, and then enter iSCSI settings for the Drobo B800i into your virtualization software’s iSCSI initiator.

For further information and configuration steps, please see the following:

- Visit our knowledge base at <http://support.datarobotics.com/app/answers/list> and enter *multi-host* for the keyword search. Click on the knowledge base article, “Drobo Elite and Multi-Host Environments.”
- To see our configuration steps and best practices for using VMware, visit [www.drobo.com/virtualization/index.php](http://www.drobo.com/virtualization/index.php)
- Also visit our knowledge base at <http://support.datarobotics.com/app/answers/list> and type in the keyword, *multi-host* and/or *VMware*.
- [www.drobo.com/virtualization/index.php](http://www.drobo.com/virtualization/index.php)

## Where to Go from Here

After you've set up your Drobo B800i, you're ready to store and back up data onto your Drobo device. Next steps include:

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

## Using Best Practices

Although your Drobo device provides redundancy and automatically protects your data against a hard drive failure, it should only be one part of an overall, digital asset management strategy.

**To better safeguard your valuable data, we strongly encourage you to review our guide on best practices**, which can be found at [www.drobo.com/support/best\\_practices.php](http://www.drobo.com/support/best_practices.php).

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

## Keeping Your Software Up to Date

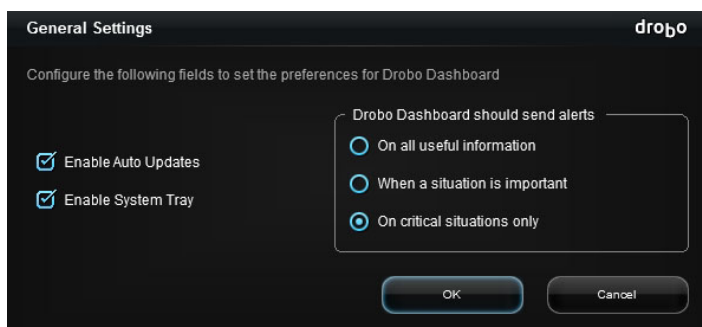
To ensure optimal performance, we highly recommend that you set your Drobo device to automatically check for software updates. (You may have already done this during the initial setup.) This feature keeps both Drobo Dashboard and your product's firmware current.

You can also install updates from [www.drobo.com/support/updates.php](http://www.drobo.com/support/updates.php).

**Important Note:** In some cases, the latest version may be released with new products (on a Resource CD) or through Drobo Dashboard's automatic updates feature for a short period of time before being made available on the website. Therefore it is best to enable Drobo Dashboard to update your software automatically.

1. Launch Drobo Dashboard and click your Drobo device on the **All Devices** page.
2. From the Navigation menu, click **Dashboard Preferences**, and click **Dashboard Settings**.

The **General Settings** page appears.



3. Ensure that the **Enable Auto Updates** check box is selected, and then click the **OK** button.

When one or more software updates are available, a message appears, asking if you would like to install the update(s). If so, click the **Yes** button and follow the prompts to install them.

## Safely Shutting Down Your Drobo B800i

If you plan to shut down your Drobo device for any reason, it is very important that you always do so *safely*. **Improper Drobo device shutdowns may cause file corruption and/or data loss.**

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

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

## Safely Shutting Down Your Drobo Device Using Drobo Dashboard

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

1. Check that the activity light on your Drobo device is off, indicating that no data is actively being transferred to or from your Drobo device. Refer to Figure 2, below.

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



Figure 2: Indicator lights on a Drobo B800i



2. Also check to ensure the drive bay action indicator lights are not blinking alternately between yellow and green. This indicates that your Drobo device is busy working to protect your data. Wait until these lights are a solid green.
3. In Drobo Dashboard, double-click the Drobo device that you would like to shut down from the **All Devices** page.

The **Capacity and Tools** page appears.

4. On the **Capacity and Tools** page, click the **Tools** drop-down list, and select the **Shutdown** icon.

A message appears, asking you to confirm the shutdown.

5. Click the **Yes** button.

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

## Safely Shutting Down Your Drobo Device Manually

Although Drobo Dashboard allows for a “cleaner” shut down, you can safely shut down your Drobo device manually.

1. Check that the activity light on your Drobo device is off, indicating that no data is actively being transferred to or from your Drobo device. Refer to Figure 2 in the previous steps.

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

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

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

## Using the Online User Guide

After you've set up your Drobo device, you're ready to use it to store and back up data. To learn how to manage and use your Drobo device, refer to the Online User Guide for your product, which can be found within your Drobo Dashboard software by clicking the **Help** option on the **Navigation** menu.

The latest version can also be found at [www.drobo.com/support/documentation.php](http://www.drobo.com/support/documentation.php).

## Using Context-Sensitive Help

When using Drobo Dashboard, you can click the **Help** option on the **Navigation** menu to display context-sensitive help. The Help window appears, providing information particular to the screen from which you clicked for help.

## Using the Knowledge Base

Our searchable knowledge base provides answers to almost any question related to your Drobo device that you can't find in the Online User Guide.

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

## Getting Support

To get support, first be sure to register your product at [www.drobo.com/registration](http://www.drobo.com/registration), if you haven't already done so. You can then go to <http://support.datarobotics.com> for details on how to contact support.

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 included with your Drobo product purchase. To learn more about DroboCare visit <http://www.drobo.com/drobocare>.

Also see our DroboCare FAQ at:

[http://support.datarobotics.com/app/answers/detail/a\\_id/343](http://support.datarobotics.com/app/answers/detail/a_id/343).

## Troubleshooting Your Setup

### If...

Your Macintosh OS X (Snow Leopard) displays a non-readable disk popup message when you try to connect to your Drobo B800i...

### Then...

Click the **Ignore** button and use Drobo Dashboard to manage your volumes. This is a harmless warning message and will not cause any issues with your Drobo B800i or Macintosh.

### If...

Drobo Dashboard does not discover your Drobo B800i when connected via iSCSI, or you receive an authentication error in Windows 2003 or 2008 when connected to iSCSI...

### Then...

Verify that the Microsoft iSCSI Initiator discovers the Drobo B800i.

### Steps

For Windows XP, Vista, 2003, and 2008:

1. Open the Microsoft iSCSI Initiator. (You can do a search for "iSCSI Initiator.")
2. Click the **Targets** tab.
3. In the **Name** column, click on the name that ends in "Management."
4. Click the **Log On** button.
5. Select the **Automatically restore this connection when the system boots** check box.
6. Click the **Advanced** button.
7. Select the **CHAP logon information** check box.
8. For **User name**, enter *management*.
9. For **Target secret**, enter *Drobo Dashboard*. (This is case sensitive.)

For Windows 7:

1. Open Microsoft iSCSI Initiator. (You can do a search for "iSCSI Initiator.")
2. Click the **Targets** tab.
3. In the **Name** column, click on the name that ends in "Management."
4. Click the **Connect** button.
5. Select the **Add this connection to the list of Favorite Targets** check box.
6. Click the **Advanced** button.
7. Select the **Enable CHAP logon** check box.
8. For **Name**, enter *management*.
9. For **Target secret**, enter *Drobo Dashboard*. (This is case sensitive.)

### If...


You are running the latest version of Drobo Dashboard under Windows Server 2008, but cannot format your Drobo B800i using the iSCSI connection...

### Then...

Use the following procedure to format your volume(s).

### Steps

These steps use Disk Manager and do not require you to change data interfaces for the formatting process.

1. Use Drobo Dashboard to create, but not format, your volume(s) on the DroboElite/B800i:
  - Double-click on the Drobo B800i on the **All Devices** page.
  - Ensure you are logged in to the B800i as administrator.
  - From the **Navigation** menu, click the **Volumes** option.
  - Click the **Add**  button in the lower-left and follow the prompts to create a new volume.
2. Launch **Disk Manager** in Windows Server 2008.
3. Right click the "grey square" next to the Drobo volume you just created.
4. Select **bring online**.
5. Use **Disk Manager** to format the volume.

After formatting completes, you should be able to use your DroboElite/B800i normally.

### If...

You are having problems formatting your Drobo B800i on Windows Server 2003...

### Then...

Use the following procedure to format your volume(s).

### Steps

1. Ensure that you are using a 1 Gbit/s network adapter card and that the drivers for your card are up-to-date.
2. In Drobo Dashboard, be sure you are logged in to your Drobo B800i as the administrator, and then:
  - Double-click the DroboB800i on the **All Devices** page.
  - On the **Capacity and Tools** page, select the **Reset** icon from the **Tools** drop-down list.
  - In the **Erase Confirmation** dialog page, enter the word **ERASE** and click the **OK** button. Note that this will erase all data on the drives.

3. After doing this, you will need to set up your DroboElite/B800i as you did initially: by first connecting with USB to configure the network settings, safely shutting the unit down and then connecting via iSCSI to complete the formatting process. For steps, see these topics in this Getting Started Guide.
4. Once connected with iSCSI, use Drobo Dashboard to create and format volumes. For steps, see the appropriate topic in this Getting Started Guide.
5. Once formatting completes, re-start your server. The formatted DroboElite/B800i volumes should be mounted and ready for use.

#### If...

If your Drobo B800i periodically disconnects from your VMware ESX/ESXi servers, perhaps requiring the Drobo B800i to be power-cycled...

#### Then...

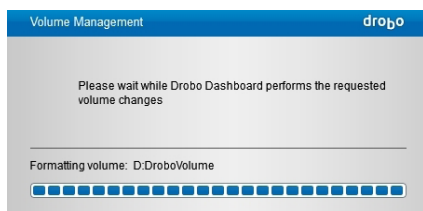
Be sure to upgrade your Drobo B800i to the latest firmware, which can be found at [www.drobo.com/support/updates.php](http://www.drobo.com/support/updates.php). Also ensure that you have upgraded all Drobo Dashboard software to the latest version, available at the same link.

Please also review [www.drobo.com/virtualization/index.php](http://www.drobo.com/virtualization/index.php) to ensure you have applied all methods described in this document.

For more information, also visit our knowledge base at <http://support.datarobotics.com/app/answers/list> and enter *VMware certified* for the keyword search. Click on the knowledge base article, "Are Any Products VMware Certified?"

#### If...

You your computer appears to be hung while formatting the drives with the following dialog box displayed (and it has been more than twenty minutes)...



#### Then...

Use your operating system's utility to force an end to the formatting process, power down your computer and restart it. After your computer has re-gained power, repeat the steps in "Creating Volumes" on page 24.

If this recurs, repeat the above process, but before repeating the steps in "Creating Volumes" on page 24, uninstall Drobo Dashboard and re-install it from the *Resource CD*.

**If...**

You would like to share your Drobo device between different computers, such as a Macintosh and a Windows-based computer...

**Then...**

You can employ one of two methods to do this.

You can format the drives in your Drobo device with a file system that computers understand. Using the "FAT32" formatting options from Drobo Dashboard ensures that the Macintosh and Windows-based computers will be able to read and write data on the Drobo device. Note, however, that FAT32 is an older file system format that is generally less protective of your data than modern (journaled) file systems. It also has slower performance and file size limitations.

Alternatively, both Mac OS X and Windows-based computers have built in file sharing capabilities, which you can use to share your Drobo device with other computers on your network. Note, however, that the computer which is sharing the Drobo device must be turned on in order for others to access it.

# Index

- administrator password, 15
- administrator username, 15
- best practices, 29
- capacity, 6
  - increasing, 6
- Capacity Calculator, 6
- connecting cables, 13, 20
- data bay, 12
- data bay indicator lights, 12
- drive lock, 12
- Drobo Dashboard, 8, 11
- Ethernet, 4, 6, 16
- file system format, 22, 25
- firewall, checking settings, 18
- firmware, 8, 29
- formatting the drives, 22
- hard drives
  - capacity, 5
  - inserting, 11
  - SATA, 5
  - selecting, 5
- increasing capacity, 6
- installing Drobo Dashboard, 8
- installing software updates, 29
- iSCSI, 4, 20
  - configuring, 19
  - setting up Drobo B800i with, 16
- jumbo frames, 16
- knowledge base, 33
- LUN, Logical Unit Number, 22
- MTU, Maximum Transfer Unit, 16
- Online User Guide, 33
- operating systems supported, 3
- power surge protector, 6
- router, 6
- shutting down your Drobo device, 31, 32
- software updates, 29
- support, 32
- switch, 6
- system requirements, 3
- troubleshooting, 34
- USB 2.0, 6
- virtual environment, 7, 17, 20, 23, 25
  - adding Drobo B800i to, 28
- VMFS, 22
- VMware, 3, 22
- volume, 22
  - creating, 22, 24

# Safety and Warranty



# Safety and Warranty

## Safety

This product was designed and manufactured to meet strict quality and safety standards. There are, however, some installation and operational precautions of which you should be particularly aware.

Please read these instructions before operating Drobo, DroboPro, DroboElite, DroboFS, ProFS, B800i or B800fs and save them for future reference.

1. Read all instructions: All safety & operating instructions should be read and understood before operation.
2. Retain instructions: The safety and operating instructions should be retained for future reference.
3. Heed Warnings: All warnings on the appliance and in the operating instructions should be followed.
4. Follow Instructions: All operating and usage instructions should be followed.
5. Drobo, DroboPro, DroboElite, Drobo FS, Pro FS, B800i, and B800fs are to be used with UL Listed ITE Equipment only.
6. Avoid Water and Moisture: Drobo, DroboPro, DroboElite, Drobo FS, Pro FS, B800i, and B800fs should not be used near water (for example, near a bathtub, washbowl, kitchen sink, laundry tub, in a wet basement, or near a swimming pool).
7. Provide Adequate Ventilation: Drobo, DroboPro, DroboElite, Drobo FS, Pro FS, B800i, and B800fs should each be situated so that its location or position does not interfere with its proper ventilation. For example, Drobo should not be situated against a surface that may block the ventilation openings or placed in a built-in installation such as a bookcase or cabinet that may impede the flow of air through the ventilation openings. Additionally, no other device other than a Drobo should be placed on top of DroboShare.
8. Protect from Heat: Drobo, DroboPro, DroboElite, Drobo FS, Pro FS, B800i, and B800fs should be situated away from heat sources such as radiators, heat registers, stoves, or other appliances (including amplifiers) that produce heat.
9. Protect Power Cords: Power supply cords should be routed so that they are not likely to be walked on or pinched by items placed upon or against them, paying particular attention to cords and plugs, convenience receptacles, and the point at which they exit from the product.
10. Avoid Object and Liquid Entry: Never push objects of any kind into Drobo, DroboPro, DroboElite, Drobo FS, Pro FS, B800i, and B800fs ventilation slots except drives compliant with the User Guide as they may touch dangerous voltage points or short the parts, resulting in the risk of fire or electric shock. Never spill liquid of any kind onto Drobo.
11. TO PREVENT ELECTRIC SHOCK, MATCH WIDE BLADE OF ELECTRICAL PLUG TO WIDE SLOT AND INSERT FULLY.
12. DROBO, DROBOPRO, DROBOELITE, PRO FS, B800i, AND B800fs CONTAIN A LITHIUM BATTERY WHICH CAN EXPLODE IF MISHANDLED. BATTERY IS NOT FIELD OR USER-SERVICEABLE. Please dispose of battery in a manner consistent with local jurisdictions.
13. DRIVES IN DROBO, DROBOPRO, DROBOELITE, DROBO FS, PRO FS, B800i, AND B800fs WILL RETAIN HEAT AFTER USE. PLEASE USE CAUTION WHEN REMOVING DRIVES FROM DROBO, DROBOPRO, OR DROBOELITE. TO SAFELY REMOVE DRIVES, PRESS THE DRIVE LATCH TO RELEASE THE DRIVE AND ALLOW THE DRIVE TO COOL IN THE DATA BAY FOR 10 MINUTES BEFORE COMPLETELY REMOVING THE DRIVE FROM DROBO, DROBOPRO, OR DROBOELITE. FAILURE TO FOLLOW THIS PROCEDURE MAY RESULT IN INJURY FROM HOT DRIVES.
14. Damage Requiring Service: Drobo, DroboPro, DroboElite, Drobo FS, Pro FS, B800i, and B800fs should be serviced by an employee of Data Robotics, Inc. or a Data Robotics, Inc. Authorized Reseller ("qualified service personnel"), and should be serviced when:
  - A. THE POWER SUPPLY CORD OR PLUG IS DAMAGED OR FRAYED;
  - B. LIQUID HAS SPILLED INTO DROBO, DROBOPRO, DROBOELITE, DROBO FS, PRO FS, B800i, OR B800fs;
  - C. DROBO, DROBOPRO, DROBOELITE, DROBO FS, PRO FS, B800i, OR B800fs HAS BEEN EXPOSED TO RAIN OR WATER;
  - D. DROBO, DROBOPRO, DROBOELITE, DROBO FS, PRO FS, B800i, OR B800fs DOES NOT OPERATE NORMALLY WHEN YOU FOLLOW THE OPERATING INSTRUCTIONS;
  - E. DROBO, DROBOPRO, DROBOELITE, DROBO FS, PRO FS, B800i, OR B800fs HAS BEEN DROPPED OR THE CHASSIS DAMAGED;
  - F. DROBO, DROBOPRO, DROBOELITE, DROBO FS, PRO FS, B800i, OR B800fs SHARE EXHIBITS A DISTINCT CHANGE IN PERFORMANCE.
15. Use only the supplied USB 2.0, USB 3.0, FireWire 800, Ethernet, and power cables when operating Drobo, DroboPro, DroboElite, Drobo FS, ProFS, B800i, or B800fs.

**Servicing** – The user should not attempt to service Drobo, DroboPro, DroboElite, Drobo FS, Pro FS, B800i or B800fs beyond that described as user service items in the FAQ section of this manual, the Troubleshooting sections of the Help Files, or the support Knowledge Base. All other servicing should be referred to qualified service personnel.

**Cleaning** – Unplug Drobo, DroboPro, DroboElite, Drobo FS, Pro FS, B800i, or B800fs from the wall outlet before cleaning. Do not use liquid or aerosol cleaners; use a damp cloth. If Drobo, DroboPro, DroboElite, Drobo FS, Pro FS, B800i, or B800fs comes in contact with any liquid, unplug the power adaptor and let Drobo dry thoroughly before plugging back in.

**Power Source** – Drobo, DroboPro, DroboElite, Drobo FS, Pro FS, B800i, or B800fs should be operated only from the type of power source indicated on the marking label or in this User Guide. If you are not sure of the type of power supplied to your home or business, consult your local power company.

**Overloaded Power Outlets** – Do not overload wall outlets and extension cords, this can result in risk of fire or electric shock.

**Electric Shock** – To reduce the risk of electric shock, do not disassemble Drobo, DroboPro, DroboElite, DroboFS, ProFS, B800i or B800fs. Doing so will void the warranty. Take it to a qualified service person when service or repair work is required. Opening or removing covers may expose you to dangerous voltage or other risks. Incorrect reassembly can cause electric shock when Drobo is used.

**Moving** – Avoid moving Drobo, DroboPro, DroboElite, DroboFS, ProFS, B800i or B800fs while it is plugged in to avoid shock and vibration damage to the installed hard disk drives.

**Electrostatic Discharge** - The components inside your Drobo and disk drives are sensitive to static electricity, also known as electrostatic discharge. Before you install any disk drive, we recommend that you do the following: 1) Avoid static-causing surfaces such as carpeted floors, plastic, and packing foam; 2) Discharge yourself by touching an unpainted metal surface such as a desk or rack mount; 3) Remove disk drives from their antistatic bags only when you are ready to use them. Be sure to follow any additional recommendations that the disk drive manufacturers provides.

**Repair Technician Warning!** - Before opening the DroboPro or DroboElite unit or removing the power supply assembly, the AC cord MUST be unplugged from the outside of the unit and the unit must be unpowered. The System Earthing connections of the internal AC cable must not be removed if the system is powered on for service access.

**Drobo Specifications & Systems Requirements** – Power Supply: AC Input: 100-240VAC-2.5A, 50-60Hz; DC Output: 12-17VDC 6.6A & 80W Max.; Drobo Power Consumption: 4A @ 12V (48W); Operating Temperature: 10°C-35°C (50°-95°F); Non-operating (storage): -10°-60°C (14°-140°F); Altitude (operating): 2km (6,562 ft.); Operating Humidity: 5% - 80%; Dimensions: 6.0" wide x 6.3" tall x 10.7" long (152.4mm wide x 160mm tall x 271.8mm long); Weight: 6 lbs. 11.3 ozs. (without power supply); Storage: Accepts up to four 3.5" SATA I or II internal desktop hard drives; Interfaces: USB 2.0 and FireWire 800 (2nd Generation Only); Drobo Dashboard Application (optional): Microsoft® Windows® Operating Systems, Apple® Macintosh® OS-X v10.4+; File system support: NTFS, HFS+, FAT32, and EXT3 (via DroboShare).

**Drobo S Specifications & Systems Requirements** – Power Supply: AC Input: 100-240VAC-2.5A, 50-60Hz; DC Output: 12-17VDC 6.6A & 80W Max.; Drobo Power Consumption: 5A @ 12V (60W); Operating Temperature: 10°C-35°C (50°-95°F); Non-operating (storage): -10°-60°C (14°-140°F); Altitude (operating): 2km (6,562 ft.); Operating Humidity: 5% - 80%; Dimensions: 5.9" wide x 7.3" tall x 10.3" long (150.3mm wide x 185.4mm tall x 262.3mm long); Weight: 8 lbs. (without power supply); Storage: Accepts up to five 3.5" SATA I or II internal desktop hard drives; Interfaces: USB 2.0, FireWire 800, eSATA; Drobo Dashboard Application (recommended): Microsoft® Windows® Operating Systems XP SP3+, Apple® Macintosh® OS-X v10.5+; File system support: NTFS, HFS+, FAT32, and EXT3.

**DroboPro Specifications & Systems Requirements** – Power Supply: AC Input: 100/240 VAC, 1.8/0.75 A, 50/60 Hz; Operating Temperature: 10°C-35°C (50°-95°F); Non-operating (storage): -10°-60°C (14°-140°F); Altitude (operating): 2km (6,562 ft.); 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 ozs.; Storage: Accepts up to eight 3.5" SATA I or II internal desktop hard drives; Interfaces: USB 2.0, FireWire 800, and iSCSI; Drobo Dashboard Application (required for iSCSI): Microsoft® Windows® Operating Systems, Apple® Macintosh® OS-X v10.4+ (10.5.6+ required for iSCSI); File system support: NTFS, HFS+, FAT32, and EXT3.

**Drobo FS Specifications & Systems Requirements** – Power Supply: AC Input: 100-240VAC-2.5A, 50-60Hz; DC Output: 12-17VDC 8.33A & 100W Max.; Drobo Power Consumption: 5A @ 12V (60W); Operating Temperature: 10°C-35°C (50°-95°F); Non-operating (storage): -10°-60°C (14°-140°F); Altitude (operating): 2km (6,562 ft.); Operating Humidity: 5% - 80%; Dimensions: 5.9" wide x 7.3" tall x 10.3" long (150.3mm wide x 185.4mm tall x 262.3mm long); Weight: 8 lbs. (without power supply); Storage: Accepts up to five 3.5" SATA-compliant internal desktop hard drives; Interface: Ethernet; Drobo Dashboard Application (recommended): Microsoft® Windows® Operating Systems XP SP3+, Apple® Macintosh® OS-X v10.5+; File system support: EXT3.

**DroboPro FS Specifications & Systems Requirements** – Power Supply: AC Input: 100/240 VAC, 1.8/0.75 A, 50/60 Hz; Operating Temperature: 10°C-35°C (50°-95°F); Non-operating (storage): -10°-60°C (14°-140°F); Altitude (operating): 2km (6,562 ft.); 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 ozs.; Storage: Accepts up to eight 3.5" SATA I or II internal desktop hard drives; Interfaces: Ethernet; Drobo Dashboard Application (recommended): Microsoft® Windows® Operating Systems XP SP3+, Apple® Macintosh® OS-X v10.5+; File system support: EXT3.

**DroboElite Specifications & Systems Requirements** – Power Supply: AC Input: 100/240 VAC, 1.8/0.75 A, 50/60 Hz; Operating Temperature: 10°C-35°C (50°-95°F); Non-operating (storage): -10°-60°C (14°-140°F); Altitude (operating): 2km (6,562 ft.); 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 ozs.; Storage: Accepts up to eight 3.5" SATA I or II internal desktop hard drives; Interfaces: USB 2.0 (Admin only), and iSCSI; Drobo Dashboard Application (required for iSCSI): Microsoft® Windows® Operating Systems, Apple® Macintosh® OS-X v10.5+; File system support: NTFS, HFS+, FAT32, and EXT3.

**B800i Specifications & Systems Requirements** – Power Supply: AC Input: 100/240 VAC, 1.8/0.75 A, 50/60 Hz; Operating Temperature: 10°C-35°C (50°-95°F); Non-operating (storage): -10°-60°C (14°-140°F); Altitude (operating): 2km (6,562 ft.); 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 ozs.; Storage: Accepts up to eight 3.5" SATA I or II internal desktop hard drives; Interfaces: USB 2.0 (Admin only), and iSCSI; Drobo Dashboard Application (required for iSCSI): Microsoft® Windows® Operating Systems, Apple® Macintosh® OS-X v10.5+; File system support: NTFS, HFS+, FAT32, and EXT3.

**B800fs Specifications & Systems Requirements** – Power Supply: AC Input: 100/240 VAC, 1.8/0.75 A, 50/60 Hz; Operating Temperature: 10°C-35°C (50°-95°F); Non-operating (storage): -10°-60°C (14°-140°F); Altitude (operating): 2km (6,562 ft.); 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 ozs.; Storage: Accepts up to eight 3.5" SATA I or II internal desktop hard drives; Interfaces: Ethernet; Drobo Dashboard Application (recommended): Microsoft® Windows® Operating Systems XP SP3+, Apple® Macintosh® OS-X v10.5+; File system support: EXT3.

**FCC Compliance & Advisory Statement** – This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: 1) Reorient or relocate the receiving antenna. 2) Increase the separation between the equipment and receiver. 3) Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. 4) Consult the dealer or an experienced radio/TV technician for help. Any changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the device. Where shielded interface cables have been provided with the product or specified additional components or accessories elsewhere defined to be used with the installation of the product, they must be used in order to ensure compliance with FCC regulations.

This Class B digital apparatus meets all requirements of the Canadian interference-Causing Equipment Regulations. Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada. Please see <http://www.drobo.com> for additional compliancy information.

## Industry Canada Statement

Complies with the Canadian ICES-003 Class B specifications. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada. This device complies with RSS 210 of Industry Canada.

This Class B device meets all requirements of the Canadian interference-causing equipment regulations.

Cet appareil numérique de la Class B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

## VCCI Class B Statement

VCCI クラスB 基準について

情報処理装置等電波障害自主規制について

この装置は、情報処理装置等電波障害自主規制協議会 (VCCI) の基準にもとづくクラスB情報技術装置です。  
この装置は家庭環境で使用されることを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

説明書に従って正しい取扱いをしてください。

## Europe-EU Declaration of Conformity

The equipment complies with the EU directives 89/336/EEC, 73/23/EEC, and 93/68/EEC. This equipment is in conformity with the essential requirements of EU directives: EN 55022: 1998 plus A1:2000 & A2:2003, EN 55024: 1998 plus A1:2001 & A2:2003, EN 61000-3-2: 2000 plus A2:2005, EN 61000-3-3: 1995 plus A1:2001 & A2:2005, and EN 60950-1: 2000+A11:2004.

Hereby, Data Robotics, Inc., declares that this Disk Storage Array and Network Attached Storage link appliance are in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.



### Disposal and Recycling Information

When this product reaches its end of life, dispose of the product and batteries used with it according to your local environmental laws and guidelines.

For information about Data Robotics' recycling program, go to [www.drobo.com/support/weee/](http://www.drobo.com/support/weee/).

## European Union



The symbol above means that according to local laws and regulations your product should be disposed of separately from household waste. When this product reaches its end of life, take it to a collection point designated by local authorities. Some collection points accept products for free. The separate collection and recycling of your product at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.

## Battery Disposal

Your Drobo, DroboPro, DroboElite, DroboShare, Drobo FS, DroboPro FS, B800i and B800fs have internal batteries that preserve settings when the unit is off. Do not attempt to change the battery. Only a Data Robotics, Inc. certified technician can change the battery. When the product has reached the end of its useful life, please dispose of it according to your local environmental laws and guidelines.

本製品の寿命が尽きたときは、お住まいの地域の環境法と廃棄基準に従って本製品と電池を廃棄して下さい。

data robotics, inc. のリサイクルプログラムについては、次のwebサイトを参照してください。

# LIMITED WARRANTY – NORTH AMERICA AND ASIA PACIFIC COVERAGE

Data Robotics' warranty obligations are limited to the terms set forth herein. This Limited Warranty applies only to product manufactured by or for Data Robotics that can be identified by the "Data Robotics" trademark, trade name, or logo affixed to them ("Product") and is provided only to the original end-user purchaser of the Product ("You" or "Your"). Data Robotics warrants against defects in materials and workmanship under normal use for a period of: (i) ONE (1) YEAR, for Product sold outside of Europe; and (ii) TWO (2) YEARS for Product sold in Europe; from the date of retail purchase by the original end-user purchaser ("Warranty Period").

Subject to applicable law, Data Robotics may require that You furnish proof of purchase details and/or comply with registration requirements before receiving any portion of these warranty services. Please refer to the online product documentation at [www.datarobotics.com/products](http://www.datarobotics.com/products) for more details on this and other matters on obtaining warranty service.

Subject to the terms and conditions herein, if a Product hardware defect arises and a valid claim is received within the applicable Warranty Period, at its option, Data Robotics will at its option either: (1) repair such defect at no charge, using new or refurbished replacement parts; or (2) replace the defective Product with a Product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original Product; or (3) refund the purchase price of the Product, provided the Product for which the refund is provided is returned to Data Robotics and such Product shall become Data Robotics' property.

## EXCLUSIONS AND LIMITATIONS

The Limited Warranty does not apply to any non-Product or any software, even if packaged or sold with Product. Manufacturers, suppliers, or publishers, other than Data Robotics may provide their own warranties to You, but Data Robotics, to the extent permitted by law, provides such manufacturer's products "as is". SOFTWARE DISTRIBUTED BY DATA ROBOTICS WITH OR WITHOUT THE DATA ROBOTICS BRAND NAME (INCLUDING, BUT NOT LIMITED TO SYSTEM SOFTWARE) IS NOT COVERED UNDER THIS LIMITED WARRANTY. REFER TO THE LICENSING AGREEMENT ACCOMPANYING THE SOFTWARE FOR DETAILS OF YOUR RIGHTS WITH RESPECT TO ITS USE.

DATA ROBOTICS DOES NOT WARRANT THAT THE OPERATION OF THE PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE. DATA ROBOTICS IS NOT RESPONSIBLE FOR DAMAGE ARISING FROM FAILURE TO FOLLOW INSTRUCTIONS RELATING TO THE PRODUCT'S USE AND/OR STORAGE.

In no event does this limited warranty apply: (a) to damage caused by use with non-Products; (b) to damage caused by accident, abuse, misuse, flood, fire, earthquake or other external causes; (c) to damage caused by operating the Product outside the permitted or intended uses described by Data Robotics; (d) to damage caused by service (including upgrades and expansions) performed by a party other than an authorized representative of Data Robotics or a Data Robotics Authorized Reseller; (e) to a Product or Product part that has been modified to significantly alter functionality or capability without the written permission of Data Robotics; (f) to consumable parts, such as batteries, unless damage has occurred due to a defect in materials or workmanship; or (g) if any Data Robotics serial number has been removed or defaced.

TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL OR WRITTEN, STATUTORY, EXPRESS OR IMPLIED, AND DATA ROBOTICS SPECIFICALLY DISCLAIMS ANY AND ALL STATUTORY OR IMPLIED WARRANTIES OR CONDITIONS, INCLUDING, WITHOUT LIMITATION, WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS. IF DATA ROBOTICS CANNOT LAWFULLY DISCLAIM STATUTORY OR IMPLIED WARRANTIES OR CONDITIONS, THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES AND CONDITIONS SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS EXPRESS WARRANTY AND TO REPAIR, REPLACEMENT OR REFUND SERVICE AS DETERMINED BY DATA ROBOTICS IN ITS SOLE DISCRETION. No Data Robotics reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty.

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE EXTENT PERMITTED BY LAW, DATA ROBOTICS IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO OR CORRUPTION OF DATA; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED INCLUDING THE REPLACEMENT OF EQUIPMENT AND PROPERTY, ANY COSTS OF RECOVERING, PROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED OR USED WITH DATA ROBOTICS PRODUCTS AND ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA STORED ON THE PRODUCT.

THE FOREGOING LIMITATION SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS. DATA ROBOTICS DISCLAIMS ANY REPRESENTATION THAT IT WILL BE ABLE TO REPAIR ANY PRODUCT UNDER THIS WARRANTY OR MAKE A PRODUCT EXCHANGE WITHOUT RISK TO OR LOSS OF THE PROGRAMS OR DATA.

## CONSUMER PROTECTION LAWS

IF YOU ARE COVERED BY CONSUMER PROTECTION LAWS OR REGULATIONS IN YOUR COUNTRY OR REGION OF PURCHASE, THE BENEFITS CONFERRED BY THIS WARRANTY ARE IN ADDITION TO ALL RIGHTS AND REMEDIES CONVEYED BY SUCH CONSUMER PROTECTION LAWS AND REGULATIONS. Some countries, states and provinces do not allow the exclusion or limitation of incidental or consequential damages or exclusions or limitations on the duration of implied warranties or conditions, so the above limitations or exclusions may not apply to You. This warranty gives You specific legal rights, and You may also have other rights that vary by country, state or province. This Limited Warranty is governed by and construed under the laws of the country in which the product purchase took place. Data Robotics, the warrantor under this Limited Warranty, is identified at the end of this document according to the country or region in which the product purchase took place.

## OBTAINING WARRANTY SERVICE

Product Replacement: No Product may be returned directly to Data Robotics without first contacting Data Robotics for a Return Material Authorization ("RMA") number. If it is determined that the Product may be defective, You will be given an RMA number and instructions for Product return. An unauthorized return, i.e. one for which an RMA number has not been issued, will be returned to You at Your expense. You are responsible for the costs incurred related to returning the Product to Data Robotics pursuant to the Product return instructions. Data Robotics is responsible for the costs incurred related to shipping the Product back to You in the event the Product is to be repaired or replaced, upon receipt of the Product for which You were issued an RMA in accordance with the Product return instructions, Data Robotics shall ship to you a replacement Product by standard ground shipping. In the event the Product is to be repaired or replaced, if You choose to provide Your credit card information to Data Robotics at the time You are issued an RMA, Data Robotics will Advance Ship to You a replacement Product, and You agree to promptly return Your Product at issue within seven (7) days of issuance of the RMA number. In the event Data Robotics does not receive the Product for which You were issued an RMA within such seven (7) days, Your credit card will be charged the manufacturer's suggested retail price of the replacement Product. "Advance Ship" means if Your credit card information is received: (i) before 1 pm local time, ship the same day; or (ii) after 1 pm local time, ship the next business day.

**Technical Support:** During the Warranty Period, You, as part of this limited warranty coverage, are entitled to access Data Robotics' online help resources to address any question about the Product ("Online Help Resources"). For a period of ninety days from purchase by You ("Technical Support Access Period"), as part of this limited warranty coverage, if the Online Help Resources don't address the support issue, You are entitled to initiate a support request online at [www.datarobotics.com/support](http://www.datarobotics.com/support). After the Technical Support Access Period, support requests may be made at an additional fee. In response to support requests, during local business hours (of the location from which the Product was originally purchased), a Data Robotics representative or Data Robotics Authorized Reseller will help determine whether Your Product requires service and, if it does, will inform you how Data Robotics will provide it. Data Robotics or its Data Robotics Authorized Resellers will provide warranty service on Products that are tendered or presented for service during the Warranty Period, as permitted by law. Warranty service will be provided from the country from which the Product was originally purchased to the extent reasonably possible. Service options, parts availability and response times will vary according to country.

**Data Protection:** You should make periodic backup copies of the data and programs contained on the Product's hard drive to protect Your data and as a precaution against possible operational failures. Before You deliver your Product for warranty service it is Your responsibility to keep a separate backup copy of the system software, application software and data, and disable any security passwords. You will be responsible for reinstalling all such software, data and passwords. DATA ROBOTICS AND ITS AUTHORIZED RESELLERS ARE NOT LIABLE FOR ANY DAMAGE TO OR LOSS OF ANY PROGRAMS, DATA, OR OTHER INFORMATION STORED ON ANY MEDIA, OR ANY NON-DATA ROBOTICS PRODUCT OR PART NOT COVERED BY THIS WARRANTY. RECOVERY AND REINSTALLATION OF SYSTEM, APPLICATION SOFTWARE, AND USER DATA ARE NOT COVERED UNDER THIS LIMITED WARRANTY.

#### **GPL LICENSE CODE**

Drobo model B800i, Drobo model B800fs, DroboPro FS, Drobo FS, DroboPro, DroboElite, and DroboShare utilize some GPL licensed Linux code. To obtain a copy of the Linux source code used in our product, please e-mail your request with your name and company affiliation to [gplrequest@drobo.com](mailto:gplrequest@drobo.com).

#### **DROBOCARE**

You may be eligible to purchase DroboCare, a support product which enhances the standard warranty, and is available for an additional fee. Please see the DroboCare terms and conditions at [www.datarobotics.com/drobocare](http://www.datarobotics.com/drobocare).

#### **GENERAL INFORMATION**

The information contained herein is subject to change without notice. The only warranties for Data Robotics products and services are set forth in the warranty statements accompanying the products and services. Nothing herein should be construed as constituting an additional warranty. Data Robotics shall not be liable for technical or editorial errors or omissions contained herein.

# LIMITED WARRANTY - EMEA

## WHAT THIS DOCUMENT IS ABOUT

This document gives you additional legal protection for faulty Data Robotics products. It is in addition to and not in substitution for your statutory rights as a consumer against Data Robotics, where you bought the product direct from our online store or the retailer who you bought the product from relating to faulty or misdescribed goods or services.

Data Robotics' obligations over and above your normal legal rights to repair or replace faulty product are set out in this document. So please read this document carefully and keep a copy safe.

This Limited Warranty applies only to Data Robotics products – that means products manufactured by or for Data Robotics. These can be identified because they all have the "Data Robotics" name, or logo on them. In this Limited Warranty document, we call these products "Products". This Limited Warranty does not apply, for instance, to the hard drives manufactured by other companies which may be in the same package as our Product. This Limited Warranty is provided only to the original end-user purchaser of the Product, who we call "You".

**IMPORTANT:** You need to produce the original receipt for the Product or other proof of the original retail purchase from Data Robotics or one of its authorised resellers satisfactory to us in order to benefit from this Limited Warranty.

We warrant Products against defects in materials and workmanship under normal use as set out in this table:

Name of Product	Where You bought the product (for online orders, this is the delivery address)	Length of limited warranty protection
All Products	In the European Union	Two years
All Products	Outside the European Union	One year

We call the period set out in the right-hand column above the "Warranty Period". If a Product hardware defect arises and a valid claim is received within the applicable Warranty Period, at our option, we will either: (1) repair such defect at no charge, using new or refurbished replacement parts; or (2) exchange the defective Product with a Product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original Product; or (3) refund the purchase price of the Product. If we decide to refund You the purchase price, You must first provide us with proof of purchase and return the defective Product to us. Contact support to obtain a Return Material Authorization ("RMA") number. Telephone numbers and details how to submit a request online are at <http://www.drobo.com/support/contact-support.php>. You must pack the Product in appropriate protective packaging and return the unit at your own cost. The returned Product will become our property.

### IMPORTANT EXCLUSIONS AND LIMITATIONS

We don't manufacture the data drives on which your data and content is stored, and so we are not responsible under this Limited Warranty for any issues, including defects and performance problems, in those drives. When you return Products to us under this Limited Warranty, you must take the drives out of the Product first because problems with a drive should be dealt with under the warranty provided by its manufacturer, including where even if the drive is bought together with a Product. Please note the instruction manuals' warnings including the advice not to turn your Product off whilst data is being copied across drives (in 'relayout') as you risk losing data. For these reasons, we do not accept any responsibility under this Limited Warranty for any data, including any lost or corrupted data, no matter how and why this may occur.

**Back-ups:** You should make periodic backup copies of the data and programs contained on the Product's hard drive to protect Your data and as a precaution against possible operational failures. Before You deliver your Product for warranty service it is Your responsibility to keep a separate backup copy of the system software, application software and data, and disable any security passwords. You will be responsible for reinstalling all such software, data and passwords.

The Limited Warranty does not apply to any hardware or equipment that is not a Product (see "What this document is about" above) or any software, even if packaged or sold with Product. Manufacturers, suppliers, or publishers, other than Data Robotics may provide their own warranties to You. DATA ROBOTICS IS NOT RESPONSIBLE FOR DAMAGE ARISING FROM FAILURE TO FOLLOW INSTRUCTIONS RELATING TO THE PRODUCT'S USE AND/OR STORAGE.

In no event does this limited warranty apply: (a) to damage caused by use with equipment or hardware that is not a Product (see "What this document is about" above); (b) to damage caused by accident, abuse, misuse, flood, fire, earthquake or other external causes; (c) to damage caused by operating the Product outside the permitted or intended uses described by Data Robotics; (d) to damage caused by service (including upgrades and expansions) performed by a party other than an authorized representative of Data Robotics or a Data Robotics Authorized Reseller; (e) to a Product or Product part that has been modified to significantly alter functionality or capability without the written permission of Data Robotics; (f) to consumable parts, such as batteries, unless damage has occurred due to a defect in materials or workmanship in the Product; or (g) if any Data Robotics serial number has been removed or defaced.

No Data Robotics reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty on behalf of Data Robotics.

### Consumer users

Where you have bought the Product primarily for domestic and non-commercial use, the following limitation on Data Robotics' liability under this Limited Warranty apply:

DATA ROBOTICS IS NOT RESPONSIBLE TO YOU FOR ANY BUSINESS LOSS OR DAMAGE (SUCH AS LOSS OF PROFIT) OR FOR ANY LOSS THAT IS NOT A REASONABLY FORSEEABLE CONSEQUENCE OF YOUR USE OF THE PRODUCT.

THE FOREGOING LIMITATION SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, TO FRAUD, AND PRODUCT LIABILITY CLAIMS WHERE PRODUCTS ARE UNSAFE.

## Business users

Where you have bought the Product primarily for business use, the following limitation on Data Robotics' liability under this Limited Warranty apply: TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL OR WRITTEN, STATUTORY, EXPRESS OR IMPLIED, AND DATA ROBOTICS SPECIFICALLY DISCLAIMS ANY AND ALL STATUTORY OR IMPLIED WARRANTIES OR CONDITIONS, INCLUDING, WITHOUT LIMITATION, WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS. IF DATA ROBOTICS CANNOT LAWFULLY DISCLAIM STATUTORY OR IMPLIED WARRANTIES OR CONDITIONS, THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES AND CONDITIONS SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS EXPRESS WARRANTY AND TO REPAIR OR REPLACEMENT SERVICE AS DETERMINED BY DATA ROBOTICS IN ITS SOLE DISCRETION.

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## OBTAINING WARRANTY SERVICE

Product Replacement: No Product may be returned directly to Data Robotics without first contacting Data Robotics for a RMA number. You can contact us to request an RMA number by contacting technical support. Telephone numbers and details how to submit a request online are at <http://www.drobo.com/support/contact-support.php>.

If it is determined that the Product may be defective, You will be given an RMA number and instructions to return the Product. An unauthorized return, i.e. one for which an RMA number has not been issued, will be returned to You at Your expense. You are responsible for the costs incurred related to returning the Product to Data Robotics pursuant to the Product return instructions. Data Robotics is responsible for the costs incurred related to shipping the Product back to You. In the event the Product is to be repaired or replaced, upon receipt of the Product for which You were issued an RMA in accordance with the Product return instructions, Data Robotics shall ship to you a replacement Product by standard ground shipping. In the event the Product is to be repaired or replaced, if You choose to provide Your credit card information to Data Robotics at the time You are issued an RMA, Data Robotics will Advance Ship to You a replacement Product, and You agree to promptly return Your Product at issue within seven (7) days of issuance of the RMA number. In the event Data Robotics does not receive the Product for which You were issued an RMA within such seven (7) days, Your credit card will be charged the manufacturer's suggested retail price of the replacement Product. "Advance Ship" means, if Your credit card information is received: (i) before 1 pm local time, ship the same day; or (ii) after 1 pm local time, ship the next business day; for express delivery.

Technical Support: During the Warranty Period, You, as part of this limited warranty coverage, are entitled to access Data Robotics' online help resources to address any question about the Product ("Online Help Resources"). For a period of ninety days from retail purchase by You (we call this ninety days the "Technical Support Access Period"), as part of this limited warranty coverage, if the Online Help Resources don't address the support issue, You are entitled to initiate a support request online at [www.datarobotics.com/support](http://www.datarobotics.com/support). After the Technical Support Access Period, support requests may be made at an additional fee available on request. In response to support requests, during local business hours, a Data Robotics representative or Data Robotics Authorized Reseller will help determine whether Your Product requires service and, if it does, will inform you how Data Robotics will provide it. Data Robotics or its Data Robotics Authorized Resellers will provide warranty service on Products that are tendered or presented for service during the Warranty Period. Warranty service will be provided from the country from which the Product was originally purchased to the extent reasonably possible. Service options, parts availability and response times will vary according to country. In accordance with applicable law, Data Robotics may require that You furnish proof of purchase details and/or comply with registration requirements before receiving warranty service. Please refer to the online product documentation at [www.datarobotics.com/products](http://www.datarobotics.com/products) for more details on this and other matters on obtaining warranty service.

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## NOTES