

drobo

Drobo 5N2 User Guide



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1 Drobo 5N2 User Guide

Congratulations on your new Drobo!

This Getting Started section will help you set up your Drobo 5N2 and run it in just a few steps.

Related topics:

- ▶ [Before You Begin](#)
- ▶ [Setting Up Your Drobo 5N2 in Just a Few Steps!](#)
- ▶ [Where to Go Next](#)

1.1 Before You Begin

Before you begin setting up your Drobo 5N2, it's a good idea to check the system and hardware requirements.

This section covers the following topics:

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

1.1.1 Product Features at a Glance

For a quick overview of features of the Drobo 5N2, refer to the following images.

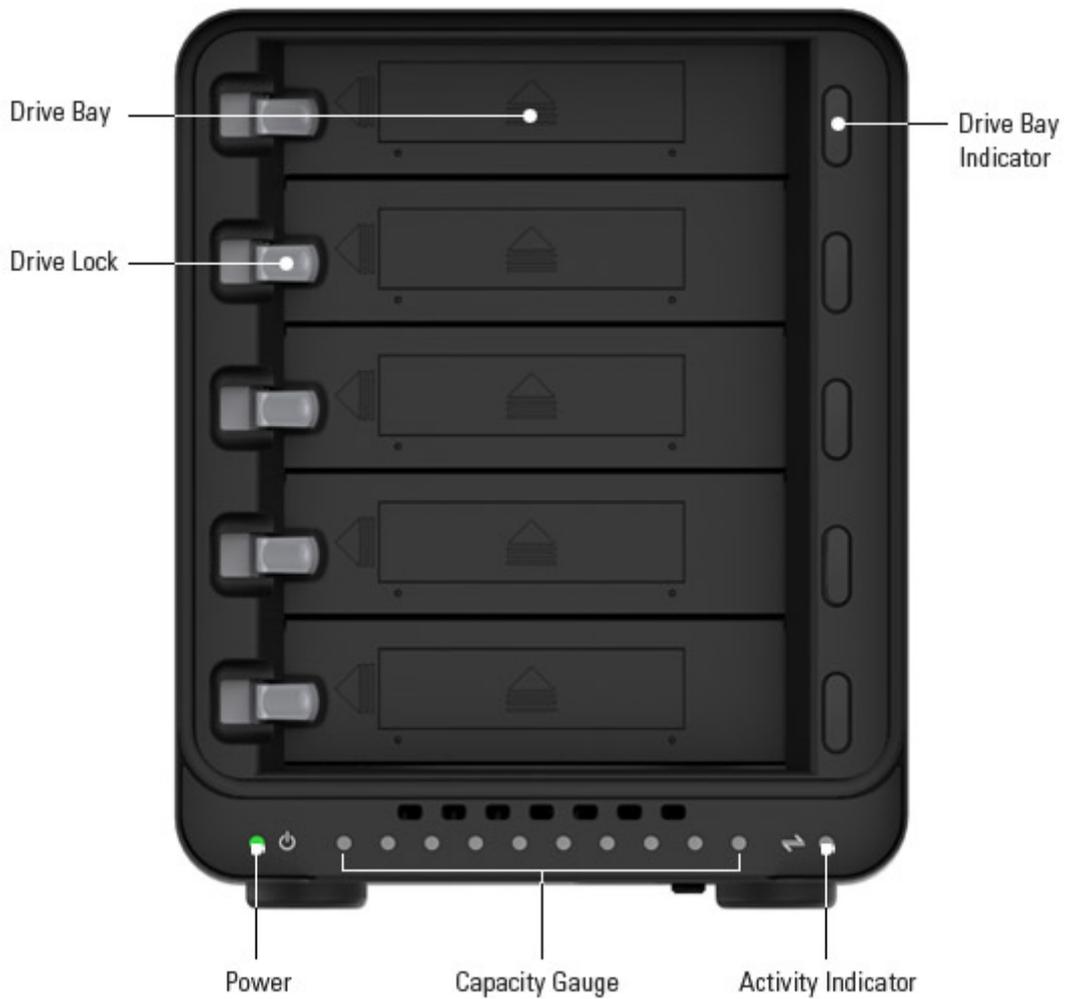


Figure 1: Front of the Drobo 5N2 with the bezel (faceplate) removed.

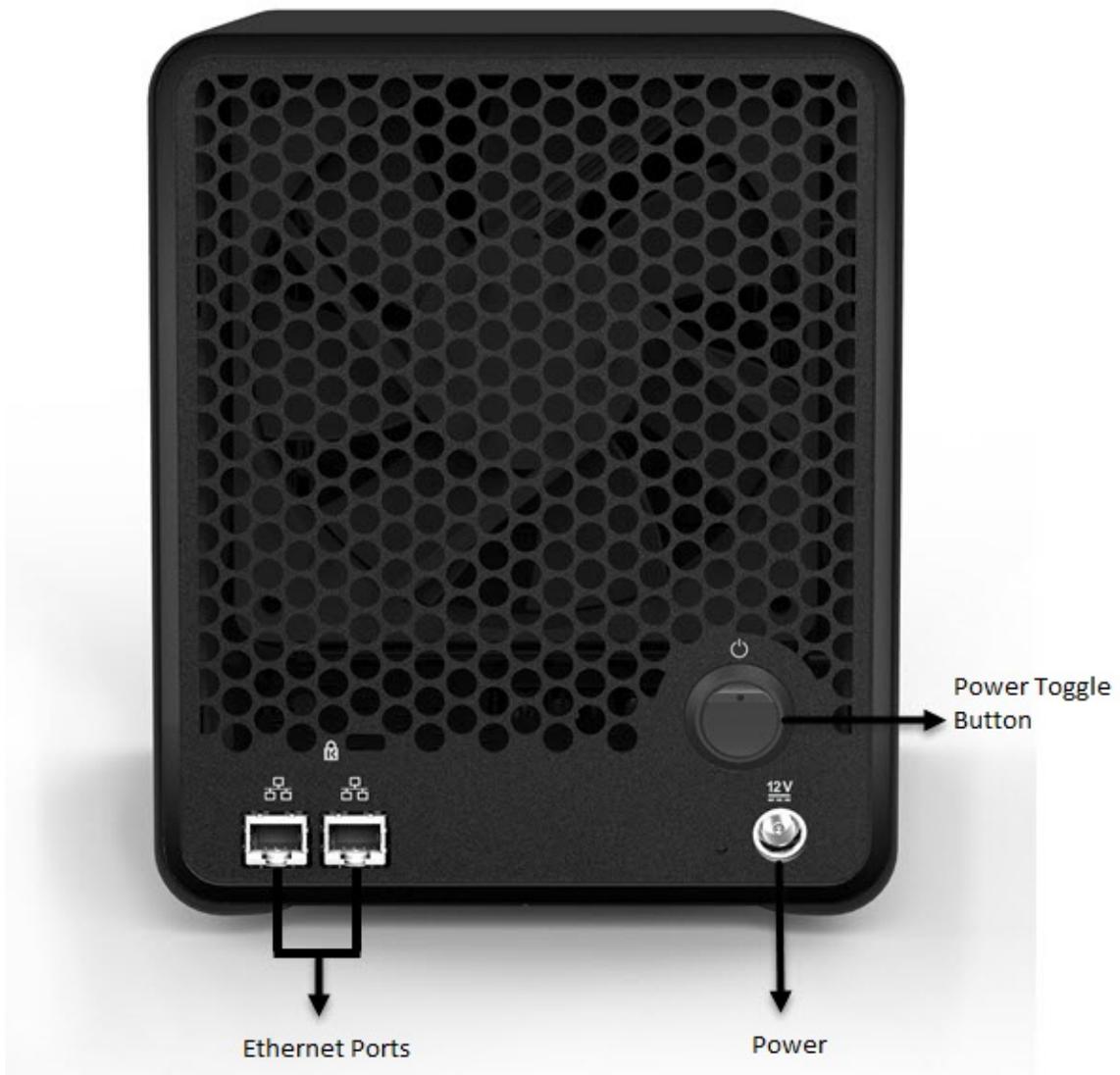


Figure 2: Back of the Drobo 5N2

Related topic:

▶ [Before You Begin](#)

1.1.2 Checking Box Contents

When you open the product's box, you will find the components listed below.

- Drobo 5N2
- Two 6ft (1.8m) Ethernet cable
- 6ft (1.8m) power cord with power supply
- Quick Start Card
- Safety and Warranty Guide

Related topic:

▶ [Before You Begin](#)

1.1.3 Checking System Requirements

Check to ensure your operating system and cable interface are supported with the Drobo 5N2.

Related topics:

- ▶ [Operating Systems Supported](#)
- ▶ [Connectivity Interfaces Supported for the Drobo 5N2](#)
- ▶ [Before You Begin](#)

1.1.3.1 Operating Systems Supported

For the most current list of supported operating systems, check the specifications for your products online at www.drobo.com/products/index.php.

Related topics:

- ▶ [Connectivity Interfaces Supported for the Drobo 5N2](#)
- ▶ [Before You Begin](#)

1.1.3.2 Connectivity Interfaces Supported for the Drobo 5N2

Your Drobo 5N2 connects to a network via a router or switch using an Ethernet port. Ethernet is the standard local area network (LAN) access method.



Gigabit Ethernet Port

Drobo 5N2 supports dual gigabit Ethernet connections (1000 Mbit/s) for optimal performance. It will, however, auto-negotiate the highest connection speed available to your router or switch.

Related topic:

▶ [Before You Begin](#)

1.1.4 Checking the Hardware You Need

To use your Drobo 5N2, you will 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.

Related topics:

- ▶ [Selecting Drives](#)
- ▶ [Determining Drive Space Requirements](#)
- ▶ [Using a Router or Switch with the Drobo 5N2](#)
- ▶ [Using Power Protection](#)
- ▶ [Before You Begin](#)

1.1.4.1 Selecting Drives

The Drobo 5N2 supports both standard 3.5" SATA hard disk drives (HDDs) as well as SATA solid state drives (SSDs) for added performance. For HDDs, these drives can be from any manufacturer and with any capacity. For SSDs, please visit our web page for compatible drive options.

In addition, the Drobo 5N2 has a Drobo Accelerator Bay, which accepts an industry-standard mSATA SSD. When the mSATA SSD is installed, Drobo's Hot Data Caching feature is enabled, accelerating performance when reading data from your Drobo device. Having an mSATA SSD installed leaves all drive bays available for high-capacity hard disk drives (HDDs) so that you can get both high-capacity and accelerated performance out of your Drobo device.



-  Make sure that you are not using SandForce SSD's or mSATA.

Using only SSDs in the main drive bays of your Drobo 5N2 provides the fastest performance when reading and writing data to and from your Drobo device.

In summary, here are the recommended number and type of drives you can use with your Drobo 5N2:

- 2 to 5 HDDs in the main drive bays - enables you to maximize capacity
- 2 to 5 HDDs in the main drive bays plus an mSATA SSD installed - enables you to maximize capacity and accelerate read performance
- 2 to 5 SSDs in the main drive bays with no mSATA SSD - enables you to maximize read and write performance



-  In the event of drive failure, you need to insert 5 drives in the drive bays to ensure that your data is protected and to avoid any formatting issues.

For a performance comparison of these options, see the image below.



Important Notes:

- If an incompatible SSD is inserted into the Drobo device, the drive light will blink red, indicating the need to replace that drive. Please refer to our web page on compatible drive options for more information.
- The mSATA SSD is not part of the disk pack of your Drobo 5N2, allowing you to leave it installed even if you transfer drives from the drive bays to another Drobo device, for example.
- When Hot Data Caching is enabled, an icon displays in Drobo Dashboard, the software companion to your Drobo device.
- The Drobo 5N2 is not compatible with IDE, SCSI, PATA or SAS drives.
- The Drobo 5N2 supports migrating entire disk packs from a Drobo5N (16TB volume), Drobo5N (64TB volume), and DroboFS (16TB volume), preserving its data. For more information, and to ensure a safe and successful migration of the drives, carefully follow the instructions in Migrating a Disk Pack from Another Drobo Device.
- For EOL product (Drobo FS and old Drobo 5N's) in order to achieve 64TB volume size you need to copy data to new drives in 5N2.



Warning:

- Any pre-existing data on the drives will be erased when inserted into the Drobo 5N2.

Related topics:

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

1.1.4.2 Determining Drive Space Requirements

In order to protect your data from hard drive failure, your Drobo 5N2 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 www.drobo.com/calculator.

A shortcut to estimating the capacity available for your data is to omit the largest drive and then add the capacity of the remaining drives. If you plan to use Dual Disk Redundancy, omit the largest two drives. For example:

Single Disk (Default) Redundancy

# Drives	Drive Capacities	Usable Protected Capacity*
3	3TB + 3TB + 3TB	= 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.

Related topics:

- ▶ [Selecting Drives](#)
- ▶ [Managing Capacity \(Drive Space\)](#)
- ▶ [Checking the Hardware You Need](#)
- ▶ [Before You Begin](#)

1.1.4.3 Using a Router or Switch with the Drobo 5N2

You will be plugging your Drobo 5N2 into a router or switch that must already be configured to work with your network. Your router or switch must have at least one Ethernet port open and available.

Your router or switch must also support DHCP. If it does not, you will need to directly connect your Drobo 5N2 to one of your computer's Ethernet ports for the initial setup.



Tip:

- ▶ To check for DHCP support, refer to the documentation for your router or switch. You may also choose to proceed with installation and check for DHCP support only if you experience a problem.

For optimal performance, it's best if your router or switch supports gigabit Ethernet connections (1000 Mbit/s). Your Drobo 5N2, however, will auto-negotiate the highest connection speed available to your router or switch.

Related topics:

- ▶ [Checking the Hardware You Need](#)
- ▶ [Connectivity Interfaces Supported for the Drobo 5N2](#)
- ▶ [Before You Begin](#)

1.1.4.4 Using Power Protection

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

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

Related topics:

▶ [Checking the Hardware You Need](#)

▶ [Before You Begin](#)

1.2 Setting Up Your Drobo 5N2

Once you have unpacked your Drobo 5N2 from its box and ensured you meet all system and hardware requirements, it is time to set up your Drobo device for use. This can be done in just a few easy steps!

1. [Overview of First Time Setup](#)
2. [Downloading and Installing Drobo Dashboard](#)
3. [Connecting Cables and Powering on Your Drobo 5N2](#)
4. [Inserting Drives](#)
5. [Setting Administrator Username and Password](#)
6. [Understanding the Indicator Lights](#)
7. [Migrating a Disk Pack from Another Drobo Device](#)
8. [Using Drobo 5N2 with Time Machine](#)
9. [Inserting an mSATA SSD](#) (optional)



Note:

 The Drobo 5N2 supports migrating entire disk packs from a Drobo5N (16TB and 64TB volume) and DroboFS (16TB volume), preserving its data. To ensure a safe and successful migration of the drives, carefully follow the instructions in [Migrating a Disk Pack from Another Drobo Device](#).

1.2.1 Overview of First Time Setup

This section explains how to set up your Drobo 5N2 for the first time.

1.2.1.1.1.1 Checking Box Contents

When you open the product's box, you will find the components listed below.

- Drobo 5N2
- Two 6ft (1.8m) Ethernet cable
- 6ft (1.8m) power cord with power supply
- Quick Start Card
- Safety and Warranty Guide

Steps for setting up your Drobo 5N2 are as follows:

1. When you first receive a new Drobo 5N2, you must use the Drobo Dashboard app to update it to the latest firmware release



Important Note:

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

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



Warning:

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

8. Your Drobo should begin updating to the latest firmware and automatically formatting the disk. Please allow Drobo up to 20 minutes for the total initialization process. Here's what you will see happen:

When your Drobo appears in Drobo Dashboard, you may select it and go into the Status page which will show that the Drobo is initializing. While initialization is taking place, all of the drive slot LEDs will be yellow, and the capacity LEDs will blink blue. When initialization is complete, Drobo will restart to finish the firmware upgrade process.



Note:

 If Drobo Dashboard does not detect your Drobo and initialization does not begin, please disable any firewall and antivirus programs and ensure that your Drobo is connected directly to the Ethernet port on your computer and not via an ethernet switch. In this scenario, be sure that your computer is set to get its IP address on that Ethernet port via DHCP. If Drobo Dashboard will still not detect your Drobo and the lights remain solid red, please call our support line for assistance or open a ticket on your support account.

For more info, please see: [How do I contact technical support?](#)

9. If red drive lights are seen again (e.g. "Unknown Disk Set"), please go to Drobo Dashboard's "Tools" and choose ERASE (reset), allowing reboot of the Drobo.

Alternatively, you can use the pinhole method as described in Step 2 of:

[How can I clear all my data off my Drobo storage device and start anew?](#)



Warning

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



Note:

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

Related topics:

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

▶ [Downloading and Installing Drobo Dashboard](#)

1.2.2 Downloading and Installing Drobo Dashboard

The Drobo Dashboard application will help you to set up and manage your Drobo 5N2. After installation of the Dashboard, you can configure the settings to automatically install version updates, which is highly recommended.

Drobo software and firmware updates for Drobo 5N2 can be downloaded and installed from [Start Drobo 5N2](#) page.

This section covers the following topics:

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



Note:

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

Next in the Setup for Your Drobo 5N2:

- ▶ [Updating Your Drobo 5N2 to the Latest Firmware](#)
- ▶ [Return to Setting Up Your Drobo 5N2](#)

Related topics:

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

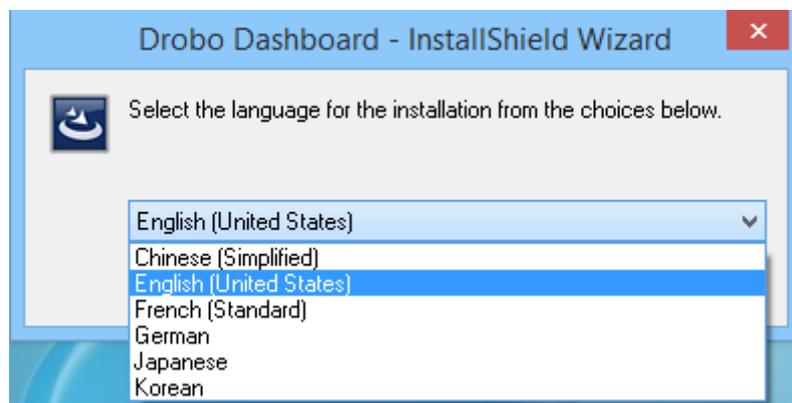
1.2.2.1 Installing Drobo Dashboard on Windows

To install the Drobo Dashboard on a Windows machine:

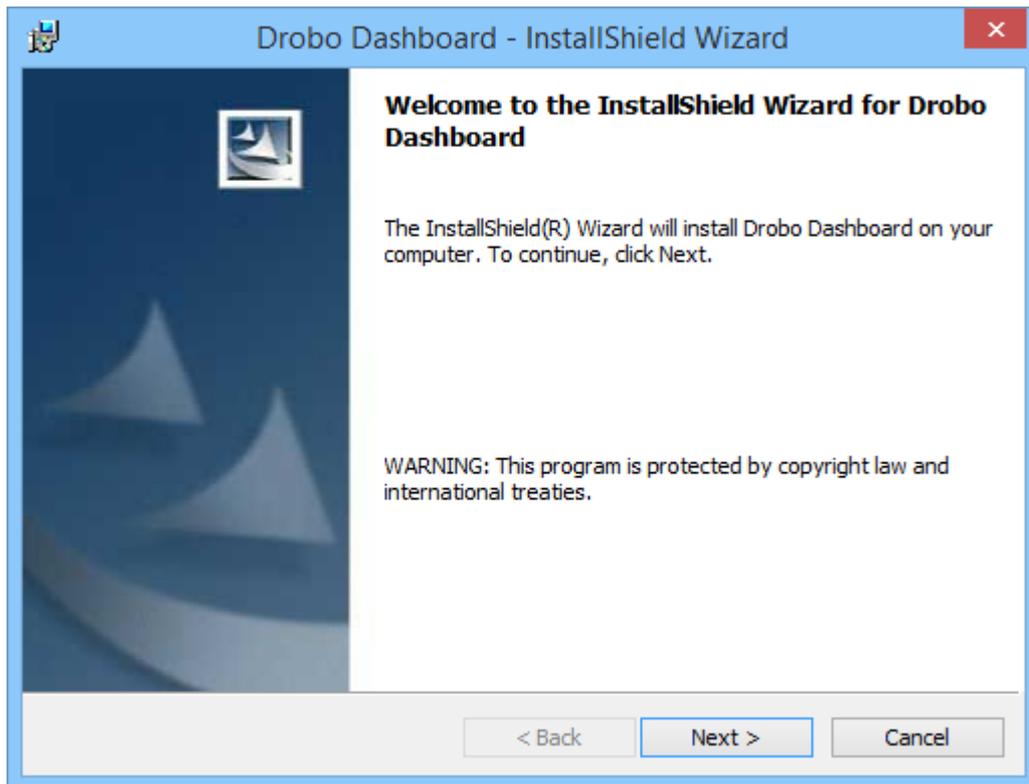
1. Go to the [Start 5N2](#) page and download the Drobo Dashboard installation file for Windows.
2. After downloading, double-click the **Drobo Dashboard Installer** to launch it.



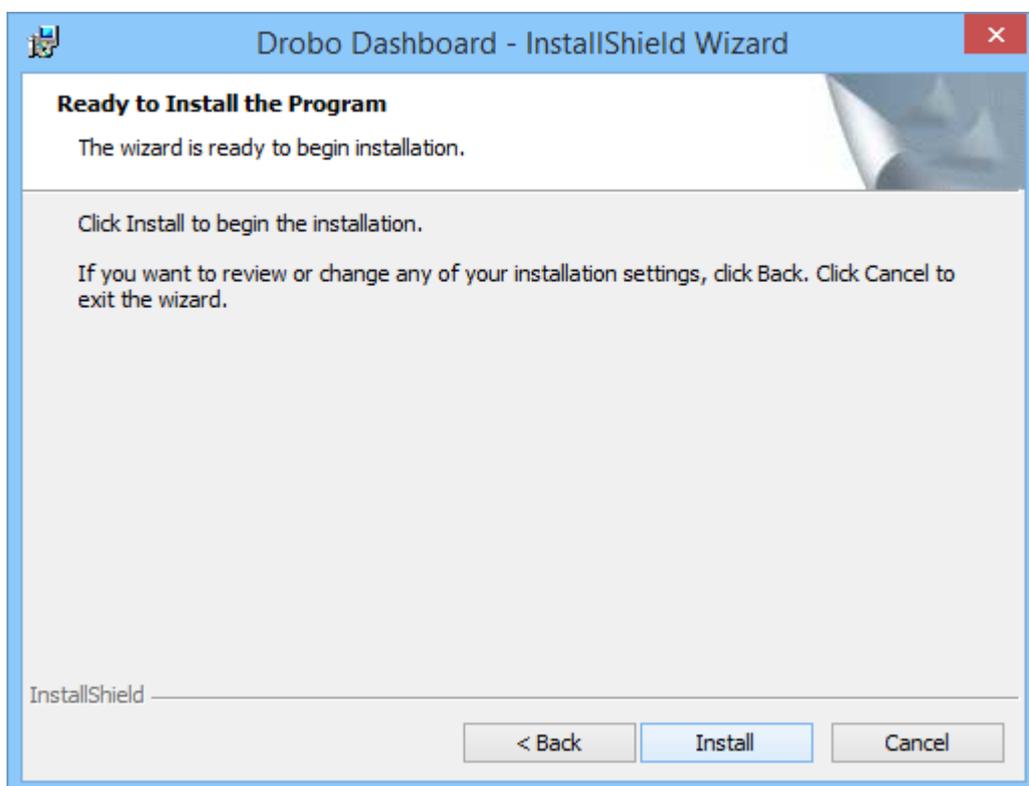
3. A pop up will appear asking you to choose the language for installation. Select the language of your choice and click **OK**.



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



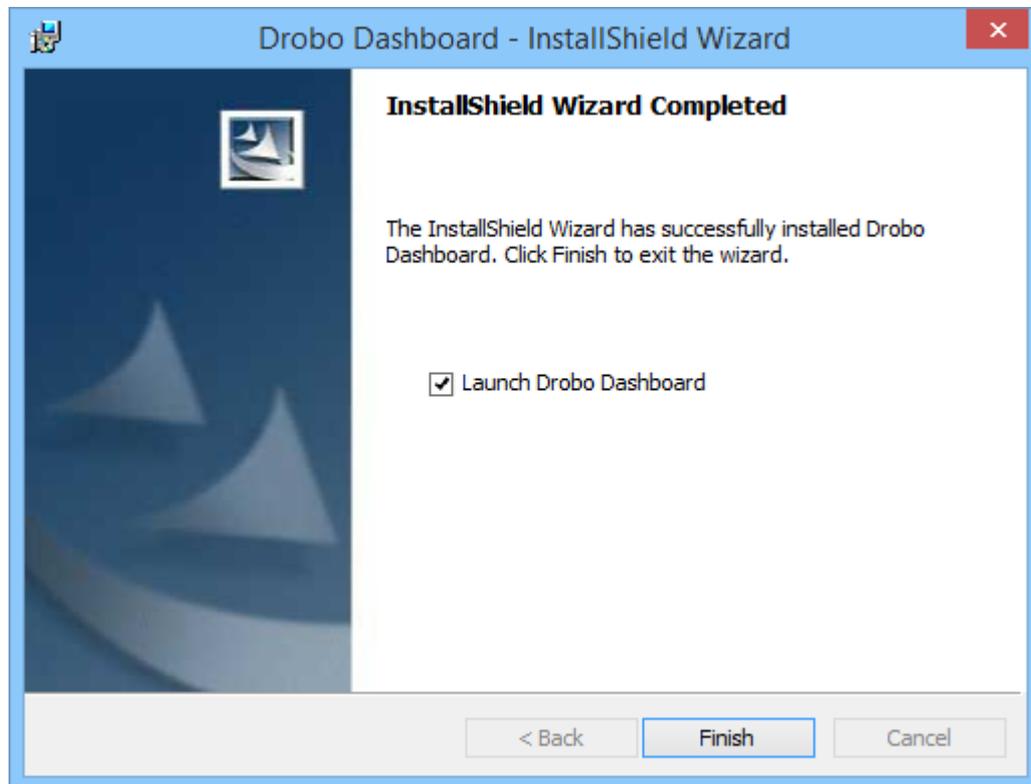
5. Click the **Next** button to proceed.
6. Follow the instructions of the **Installation Wizard** by clicking the Next button after each page.
7. Once you reach the installation page, click the **Install** button.



8. In some Windows operating systems, the **Windows Access Control** dialog box appears, asking if

you want to allow changes to your computer. Click the **Allow** or **Yes** button. This installs the Drobo Dashboard.

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



10. The Drobo Dashboard application launches and you will be prompted to register your Drobo 5N2. You can either register the Drobo 5N2 or skip the step and register it later. Select an option based on your preference. The serial number is printed on the compliance label at the bottom of the device.

Welcome to the world of Drobo...

Please take a couple of minutes to register your Drobo. This will enable us to help you in case you ever need assistance.

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

[Create a new Drobo Support Account](#)

Register new Drobo with my Drobo Support account.

Username

Password

[Forgot username or password](#)

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

Next

Cancel

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



12. If you have no Drobo device connected to the computer or powered on, a "No Drobos Detected" message displays until you do.

13. Your Drobo 5N2 will not work until you update the firmware. For information on updating the firmware to the latest version, see [Updating Your Drobo 5N2 to the Latest Firmware](#).

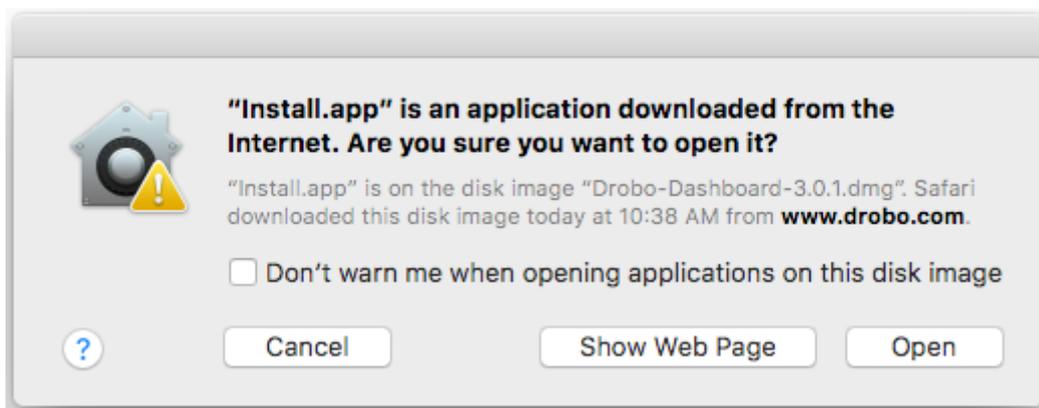
1.2.2.2 Installing Drobo Dashboard on Mac

To install the Drobo Dashboard on a Mac machine:

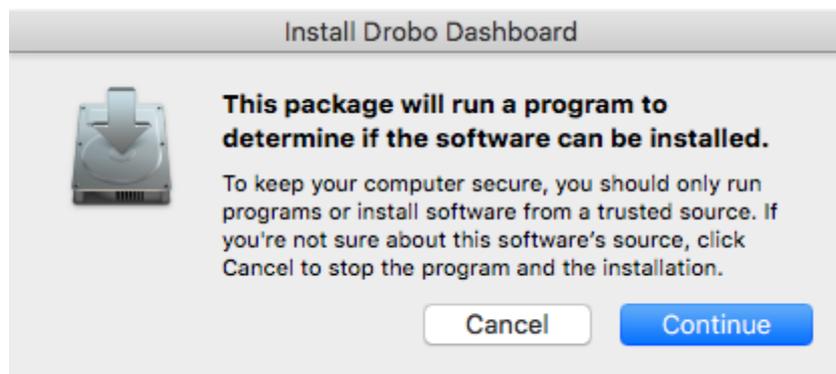
1. Go to the [Start 5N2](#) page and download the Drobo Dashboard installation file for Mac.
2. After downloading, double-click the **Drobo Dashboard Installer** to launch it.



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



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



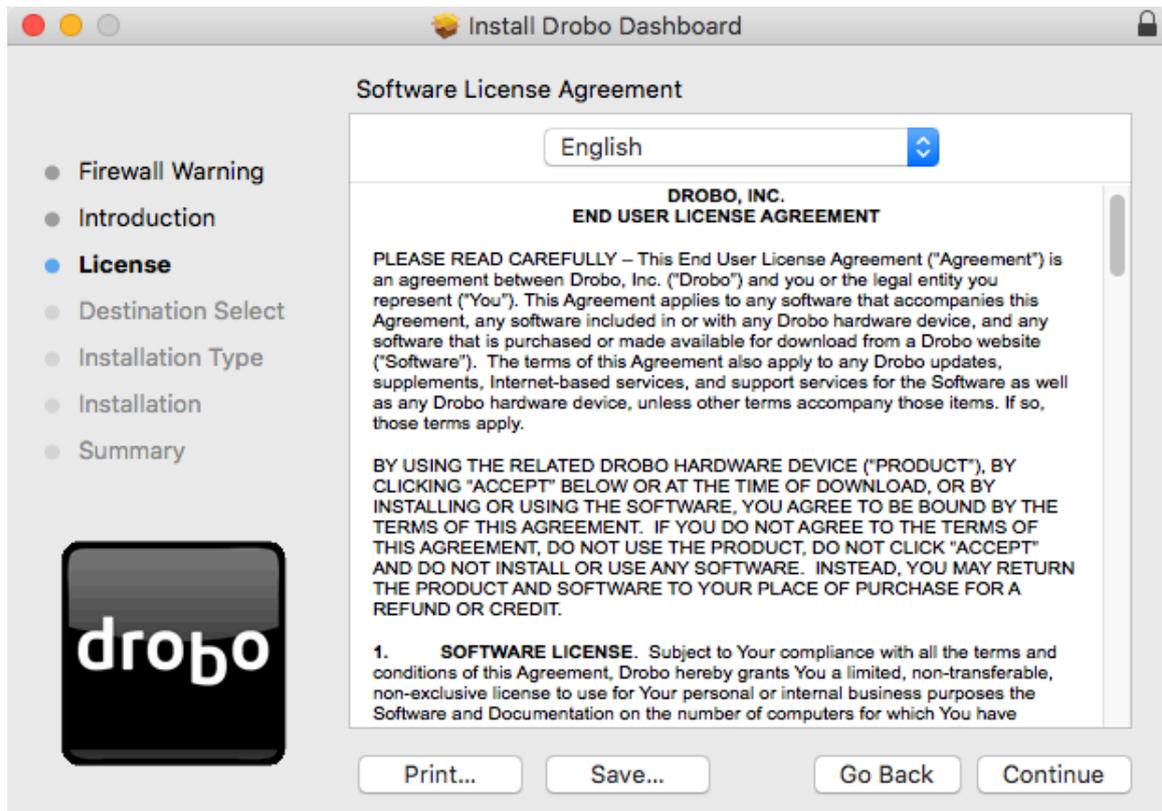
5. The **Firewall Warning** page appears. Click **Continue**.



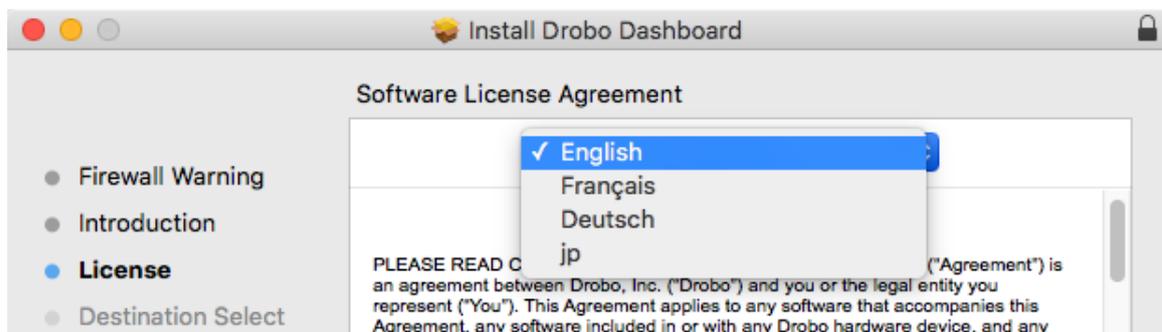
6. Next, the **Installation Wizard** page appears. Click **Continue** to proceed.



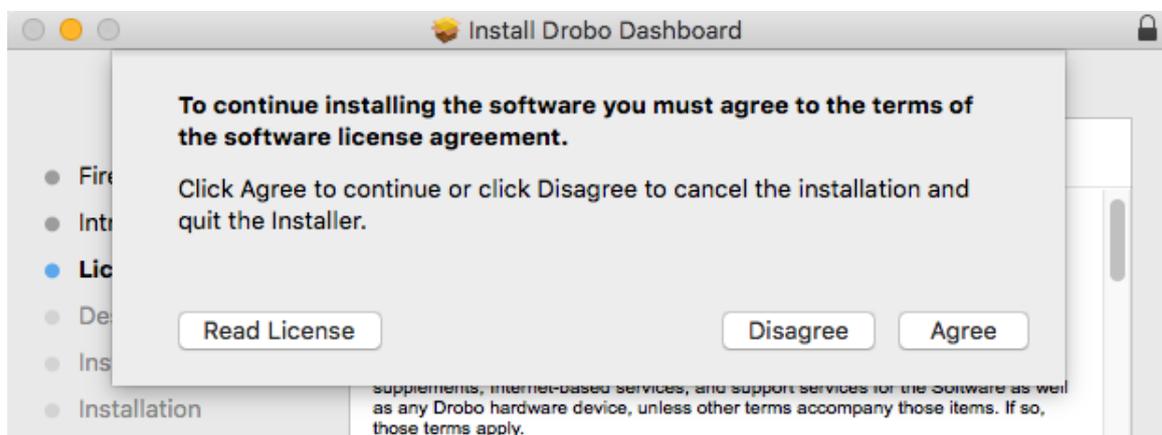
7. The **Software License Agreement** page appears. From here, you can choose the language in which you want to proceed the installation process.



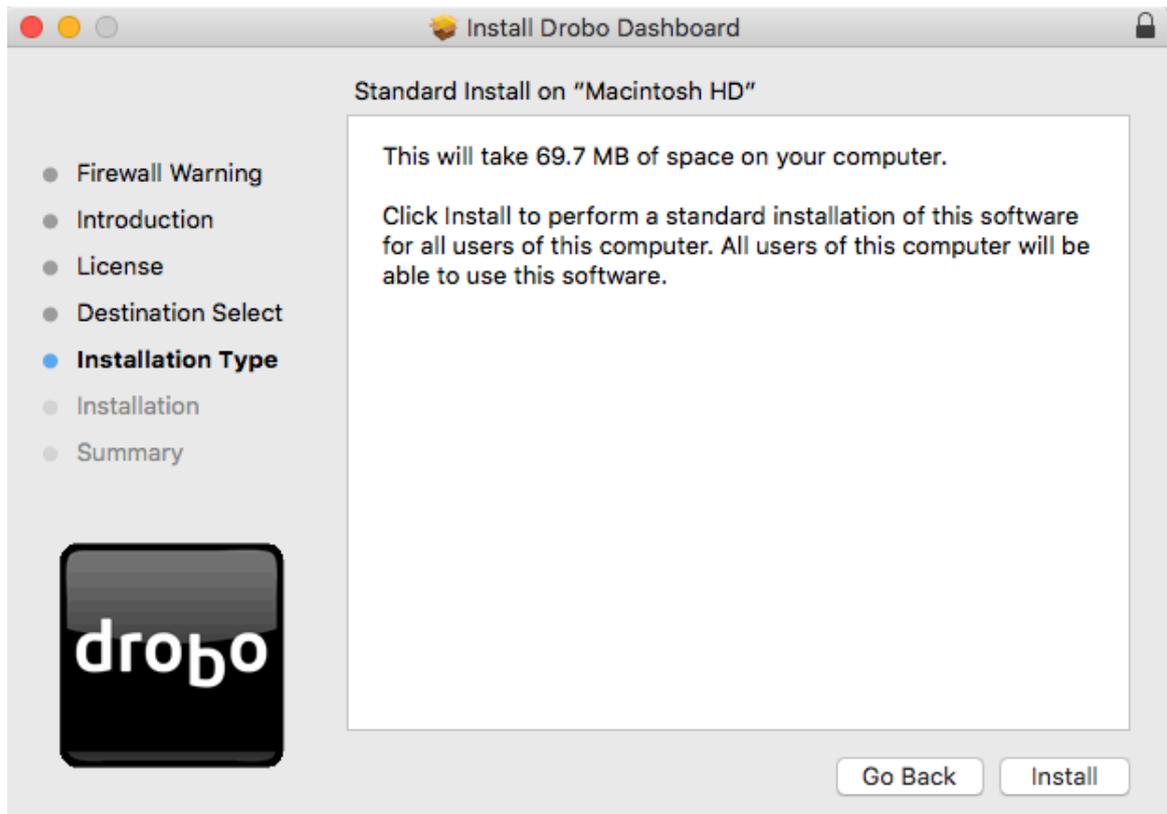
8. After choosing the desired language, Click the **Continue** button.



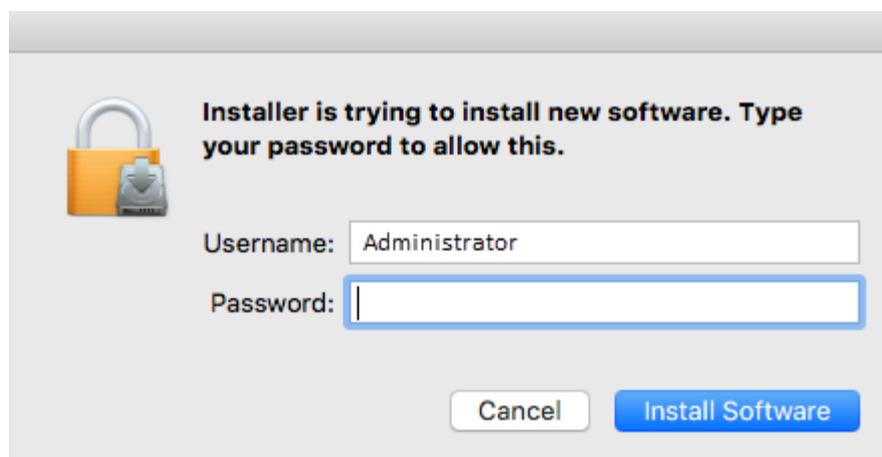
9. A dialog box will appear asking you to Agree or Disagree the terms of the license agreement. Click **Agree** to proceed.



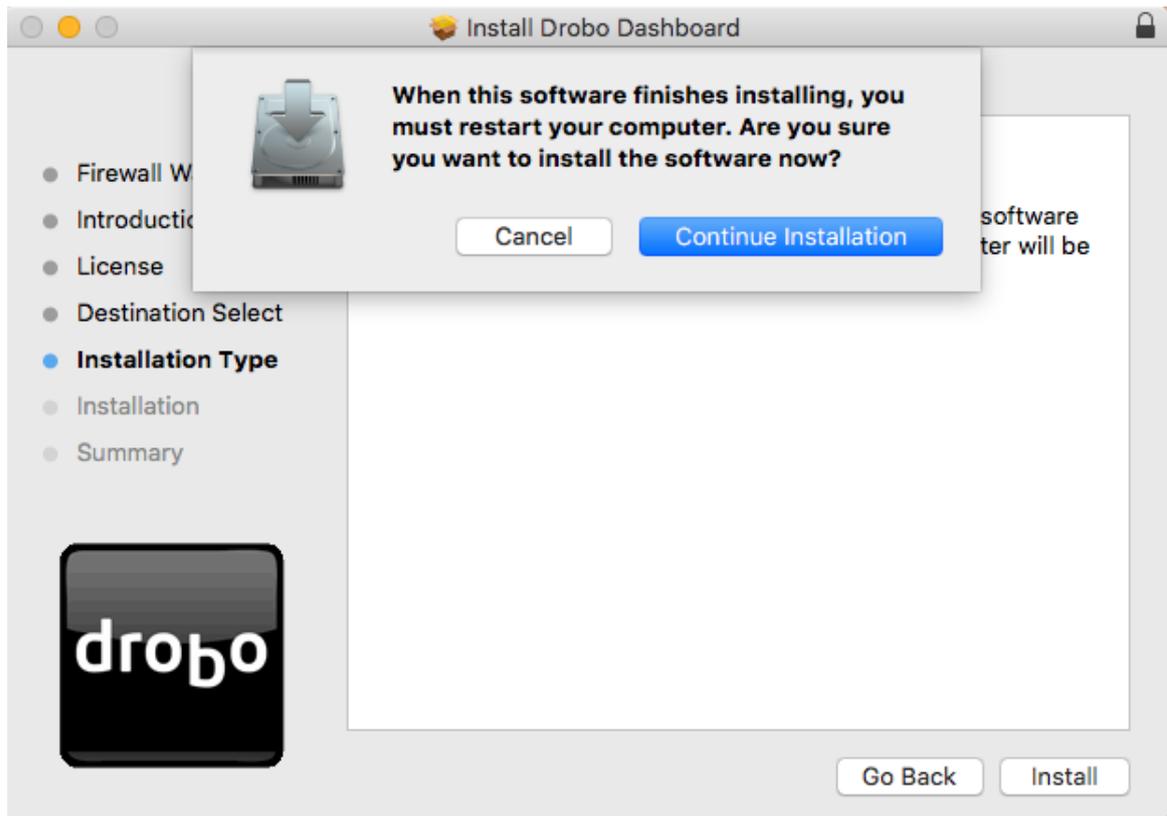
10. You will reach the **Installation Type** section. Click the **Install** button to proceed.



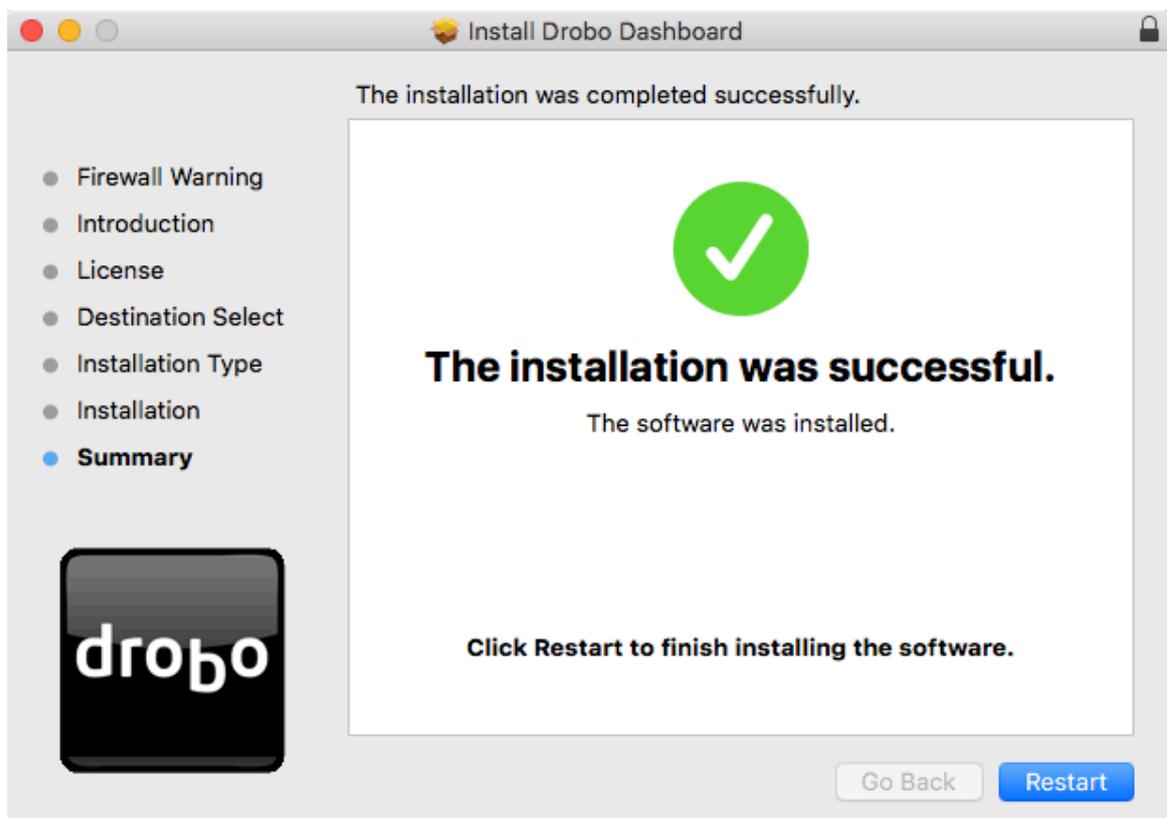
11. You will be prompted to enter the administrator password. Enter the password and click **Install Software**.



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



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



14. Once the computer restarts, launch the Drobo Dashboard application.

15. The application will prompt you to register your Drobo 5N2. You can either register it or skip the step and register it later. Select an option based on you preference.



Note:

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

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



Note:

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

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

18. Your Drobo 5N2 will not work until you upgrade the firmware. For information on updating the firmware to the latest version, see [Updating your Drobo 5N2 to the latest firmware](#).

Related topics:

▶ [Installing Drobo Dashboard on Windows](#)

▶ [Using Drobo Dashboard](#)

▶ [Touring Drobo Dashboard](#)

1.2.3 Connecting Cables and Powering On Your Drobo 5N2

After inserting the mSATA SSD (optional) and hard drives into your Drobo 5N2, you are now ready to connect the cables and power on your Drobo device. Your Drobo 5N2 connects to a network using an Ethernet port.



Notes:

🔑 Your Drobo 5N2 has two Ethernet ports, which you can later configure to use in one of two modes. For the initial setup, however, you will use only one of the Ethernet ports.

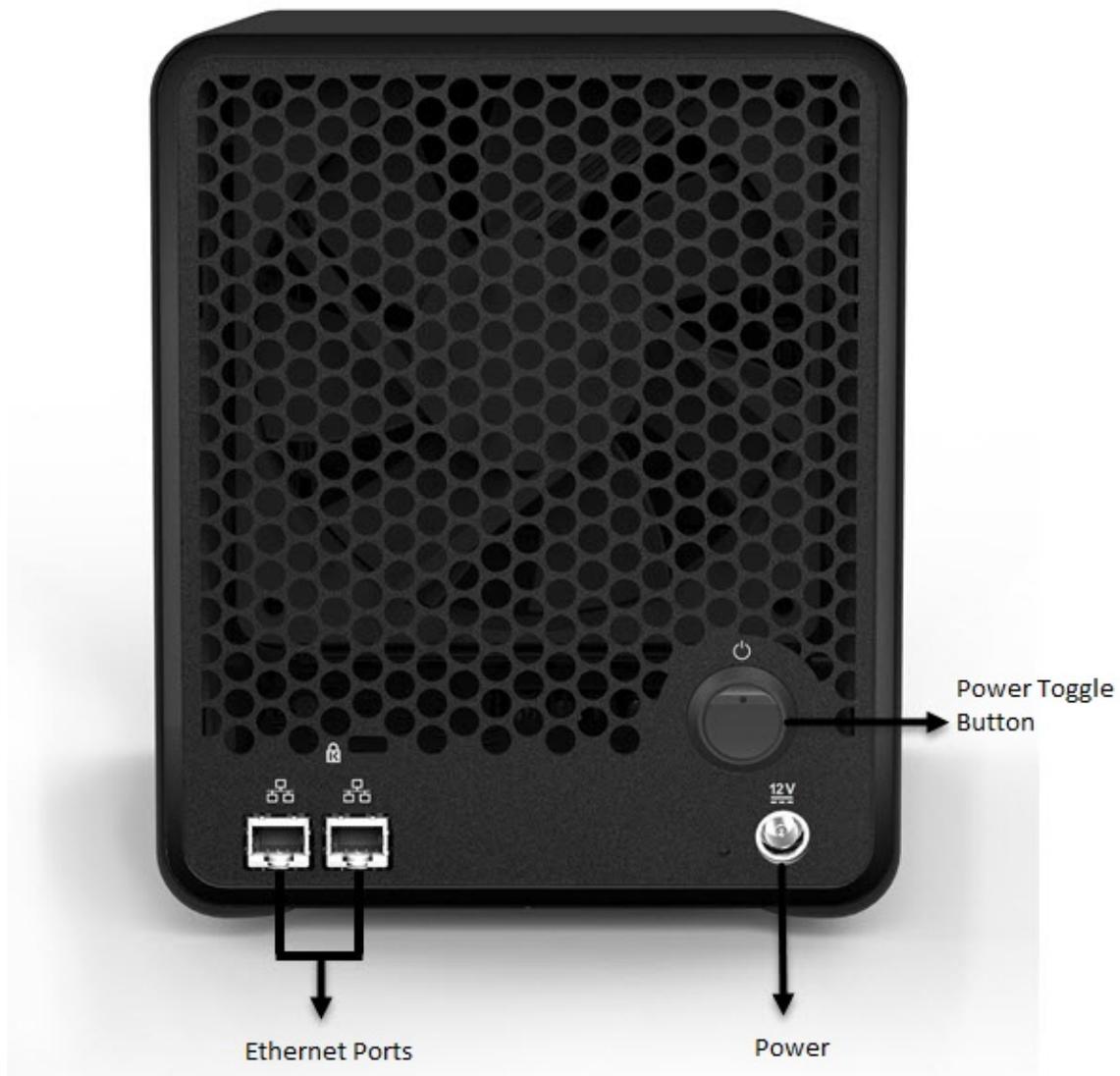
🔑 Your Drobo 5N2 is set to automatically obtain an IP address once connected to your network. After initial setup, you can set a static IP address if desired.

For more information, see [Configuring Network Settings for Your Drobo 5N2](#).

🔑 After you connect your Drobo device to your network, Drobo Dashboard will “discover” your Drobo device. If it does not, make sure your network supports Dynamic Host Configuration Protocol (DHCP), which assigns IP addresses to devices on a network. You can refer to the documentation for your router or switch. If it does not, you will have to directly connect your Drobo 5N2 to one of your computer’s Ethernet ports for the initial setup.

To connect the Drobo:

1. Plug one end of the Ethernet cable into the back of your Drobo 5N2. As you follow the steps, refer to the image below.



2. Plug the other end into your router or switch.
3. Connect the power cord to the power connection at the back of your Drobo device.
4. Connect the other end of the power cord to a power source.

To power on your Drobo 5N2:

1. Once you attach one end of the power cord to your Drobo 5N2 and the other end of the cord to a power source, turn on the Drobo using the power switch located on the back of the device.
2. With Drobo Dashboard running on your host computer, press the **Power Toggle** button on the back of your Drobo device once.
3. Drobo will take several minutes to complete the power on cycle.
4. When the power on cycle is complete the Drobo will flash blue and yellow lights.



Note:

- ◆ We recommend plugging into an uninterruptible power supply (UPS) or surge protector. For more information, see [Using Power Protection](#).
- ◆ Drobo Dashboard automatically assigns “Drobo” as the default name for your Drobo device, which you can rename later.
- ◆ A drive bay indicator light displays green for each hard drive on your Drobo device. For details, see [Understanding the Indicator Lights](#).

Next in the Setup for Your Drobo 5N2

- ▶ [Setting the Administrator Username and Password](#)
- ▶ [Return to Setting Up Your Drobo 5N2](#)

1.2.4 Inserting Drives

After installing an mSATA SSD, if needed, you are now ready to insert drives into your Drobo 5N2. For more information on drive requirements, see [Selecting Drives](#).

Also, see this link on the Drobo website: <http://www.drobo.com/storage-products/choose-drive/>.



Warning:

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

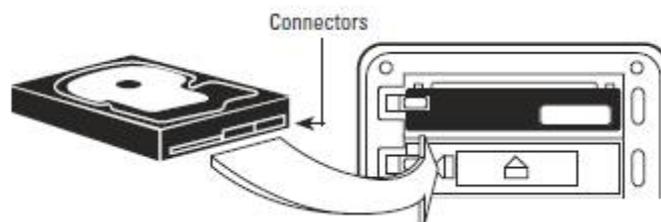


Notes:

- 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.
- The Drobo 5N2 supports migrating entire disk packs from a Drobo5N (16TB volume), Drobo5N (64TB volume), and DroboFS (16TB volume), preserving its data. To ensure a safe and successful migration of the drives, carefully follow the instructions in Migrating a Disk Pack from Another Drobo Device.

To insert the drives:

1. Remove the bezel (faceplate) from the front of your Drobo device by pulling it off.
2. With one hand, hold the drive so that the label on the top of the drives faces up (and its connectors are positioned at the device and toward the left). Refer to the image below.



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



4. Slide the drive into the data bay, release the drive lock and push the drive into place until you feel it connect.
5. The drive lock snaps behind the drive, securing it into place.



Note:

🖱️ If you are inserting an SSD, ensure that it is compatible by visiting our web page on compatible drive options: <http://www.drobo.com/storage-products/choose-drive/>

6. Insert additional drives in the same manner, following steps 2 through 4.
7. When finished, replace the bezel 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.

Next in the Setup for Your Drobo 5N2

- ▶ [Connecting the Cables and Turning on Your 5N2](#)
- ▶ [Return to Setting Up Your Drobo 5N2](#)

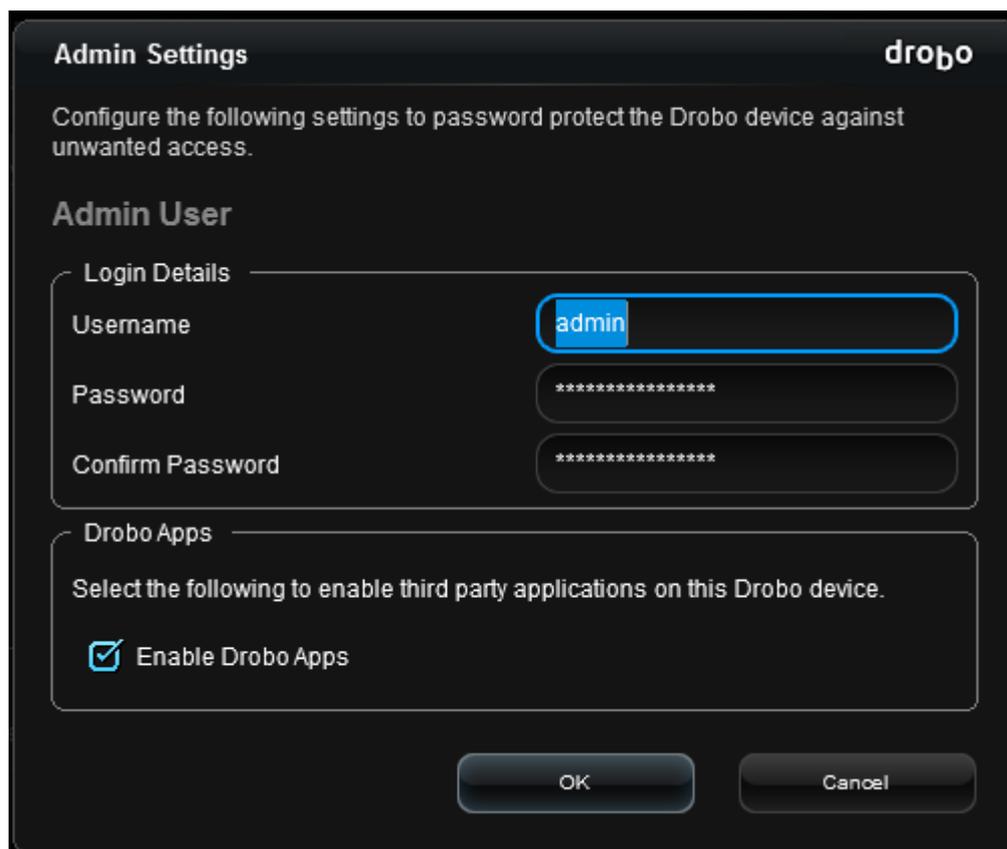
Related topic:

- ▶ [Selecting Drives](#)

1.2.5 Setting Administrator Username and Password

For the Drobo 5N2, this is the last step in the setup of your Drobo device.

1. In Drobo Dashboard, double-click the appropriate Drobo device from the **All Drobos** page. The **Status** page opens.
2. Click the link that reads: **Click here to password protect this Drobo**. The **Admin Settings** page opens.



3. In the **Username** text box, enter a username for the administrator. "Admin" is the default.
4. In the **Password** text box, enter the appropriate administrator password.
5. In the **Confirm Password** text box, re-enter the password you just typed.



Note:

 You also have the option to disable (or re-enable) Drobo Apps. For more information, see [Using Drobo Apps](#).

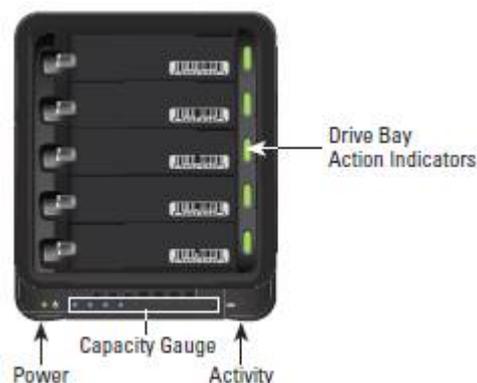
6. Click the **OK** button. You are returned to the **Status** page and now logged in to this Drobo device.

Next in the Setup for Your Drobo 5N2

- ▶ [Where to Go Next](#)
- ▶ [Return to Setting Up Your Drobo 5N2](#)

1.2.6 Understanding the Indicator Lights

Your Drobo 5N2 is equipped with various indicator lights which provide valuable information. Refer to the image below.



Drive Lights	Green: No action is required. All drives are healthy.
	Solid Yellow: Add a drive or replace the current drive with a larger drive soon. Your Drobo device is running out of disk space. See Adding Capacity (or Drives).
	Blinking Yellow and Green: Do not remove these drives or power down. Your Drobo device is working to protect your data.
	Solid Red: Add a drive or replace the current drive with a larger drive immediately. Your Drobo device is critically low on space. See Adding Capacity (or Drives)
	Blinking Red: Replace this drive immediately. This drive has failed. See Adding Capacity (or Drives)
Power Light	Green: The power is on and your Drobo device is ready.
	Yellow: Your Drobo device is in the process of powering on. Drobo automatically goes into Standby if your computer is in sleep mode or if your computer is powered off.

	<p>Red: Your Drobo device has overheated. Safely power down your Drobo 5N2, disconnect the data cable and then the power cable. Let it cool down and then restart.</p>
Activity Light	<p>Blinking Green: Data is actively being transferred between your computer and your Drobo device. Do not remove or add drives during this process.</p>
Capacity Gauge	<p>Blue: Displays the percentage of your Drobo device that is full, in 10% increments. There are 10 capacity gauge lights. So, for example, if your Drobo device is 30% full, three blue lights display.</p>

1.2.7 Migrating a Disk Pack from Another Drobo Device

The Drobo 5N2 supports migrating entire disk packs from a Drobo5N (16TB or 64TB volume) and DroboFS (16TB volume), preserving all the data and shares you created. You can also migrate disk packs from one Drobo 5N2 to another.



Notes:

- 🔑 A disk pack functions as a unit. When you migrate a disk pack, you move ALL the drives from one Drobo device to another. Only after migration of the disk pack is complete, you can add additional drives to the new Drobo device one at a time, if desired.
- 🔑 If you are migrating the disk pack from a Drobo5N (16TB or 64TB volume) or DroboFS (16TB volume) to a Drobo 5N2, note that this is a one-way migration. After the migration, you will not be able to use the disk pack in the Drobo5N (16TB or 64TB volume) or DroboFS (16TB volume).
- 🔑 For information on migration of disk pack see [Migrating Your Disk between Drobo Products](#)



Warning:

- 🔑 Do not migrate drives when either of the Drobo device is powered on. This can result in data loss.

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

1. Ensure that the latest version of Drobo Dashboard is installed on a host computer. See [Installing Drobo Dashboard](#).
2. Ensure that both the devices are updated to the latest version of firmware by "checking for updates" in Drobo Dashboard.

To do this:

- Ensure you have [Set up your Drobo 5N2](#) (but without inserting drives) and connected it to your network.
- Ensure that your Drobo5N (16TB volume), Drobo5N (64TB volume) or DroboFS (16TB volume) (with its drives) are still connected to the network.
- In Drobo Dashboard **All Drobos** page, select the Drobo5N (16TB volume), Drobo5N (64TB volume) or DroboFS (16TB volume), and then click the **Tools** option in the **Navigation** menu.
- In the **Software Updates** area of the **Tools** page, click the **Check for Updates** option.
- If needed, follow the same steps to ensure the Drobo 5N2 has the latest firmware.

To migrate a disk pack from another Drobo device to your Drobo 5N2, follow the steps shown

below:

1. Safely shut down the Drobo5N or DroboFS and Drobo 5N2.

For steps, see [Safely Shutting Down Your Drobo 5N2](#)

2. Remove ALL drives from the Drobo5N (16TB volume), Drobo5N (64TB volume) or DroboFS (16TB volume) and insert ALL drives into the Drobo 5N2.

3. Turn the Drobo 5N2 back on by pressing its **Power Toggle** button. The Drobo 5N2 may take a few minutes to boot up. When finished, all the data and shares will be available on the Drobo 5N2 as it was on the other Drobo device.



Note:

You can also follow these steps to migrate a disk pack from one Drobo 5N2 to another Drobo 5N2.

1.2.8 Using Drobo 5N2 with Time Machine

Drobo 5N2 is having the ability to create a dedicated backup in Mac OS system with the help of Time Machine. The backup is compatible with encrypted backup options. This section will explain how to create a backup for your Drobo device.

Creating a backup

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

Follow the steps shown below to create a backup for your Drobo device:

1. Open the Drobo Dashboard and wait for your Drobo device to appear in the **All Drobos** page.



2. Select the appropriate Drobo 5N2 device from the All Drobos page.
3. Login to the device using appropriate username and password.
4. Select **Shares** option from the **Navigation** menu. The Shares page will appear as shown in the figure below.

↕ Drobo5N2 | Drobo 5N2

Shares

[Logout: admin](#)

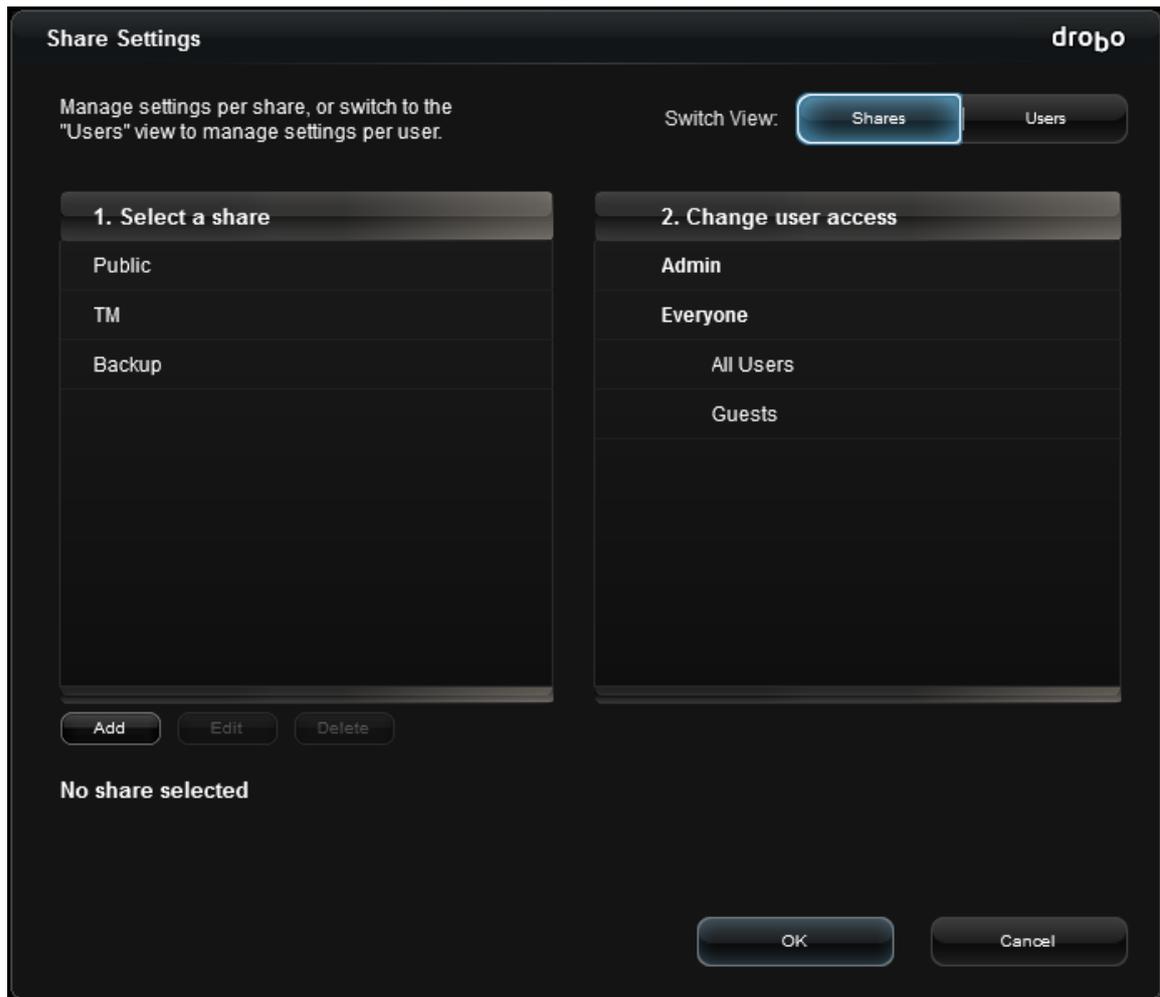
Mount	Share Name	Status
<input type="checkbox"/>	Backup	Available (Time Machine Enabled)
<input type="checkbox"/>	new	Available (Time Machine Enabled)
<input type="checkbox"/>	Public	Available
<input type="checkbox"/>	TM	Available (Time Machine Enabled)
<input type="checkbox"/>	TMBackupBackup	Connected (Time Machine Enabled)

Share Settings



Drobo is healthy and has sufficient capacity. No action is required at this time. You can increase the capacity by adding an additional hard drive to an empty drive bay or by replacing one or more drives with higher capacity ones.

5. Click on the Share Settings button The Share Settings page will appear as shown in the figure.



6. Click on the **Add** button. The **Add Share** dialog box appears. Enter the name of your backup in the **Share Name** text box.

Add Share drobo

Please enter share name.

Share Name

Enable Time Machine support on this share
[\(please read this important information\)](#)

Limit Backup Size to GB
(Recommend two times the size of the Mac hard drive)

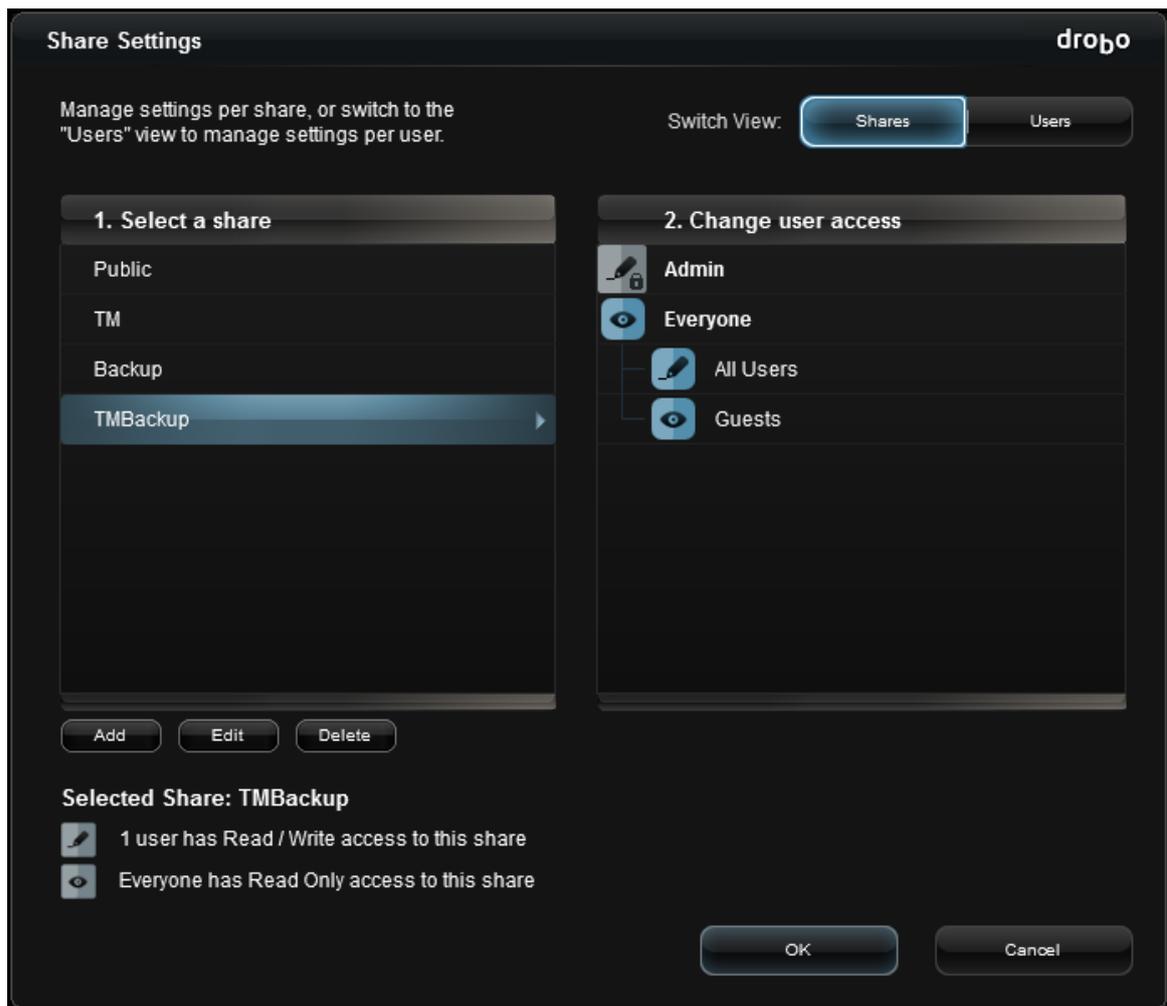
OK Cancel



Note:

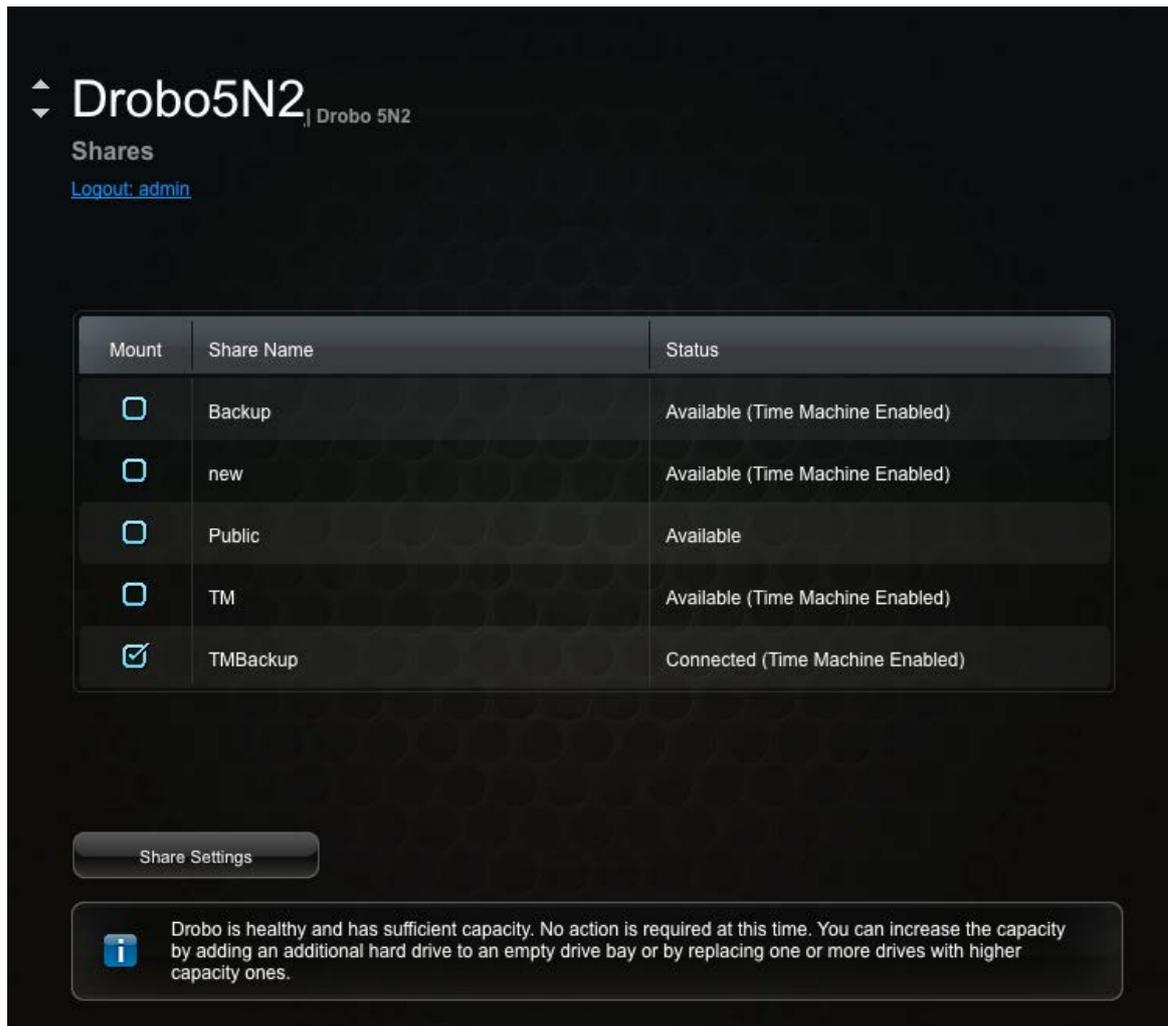
 The name must be 1 to 27 characters in length and should not contain reserved characters or spaces.

7. Select the **Enable Time Machine Support on this share** checkbox and enter the backup size (GB) and click OK.
8. The backup you just created gets listed in share settings page under the **Select a Share** section.

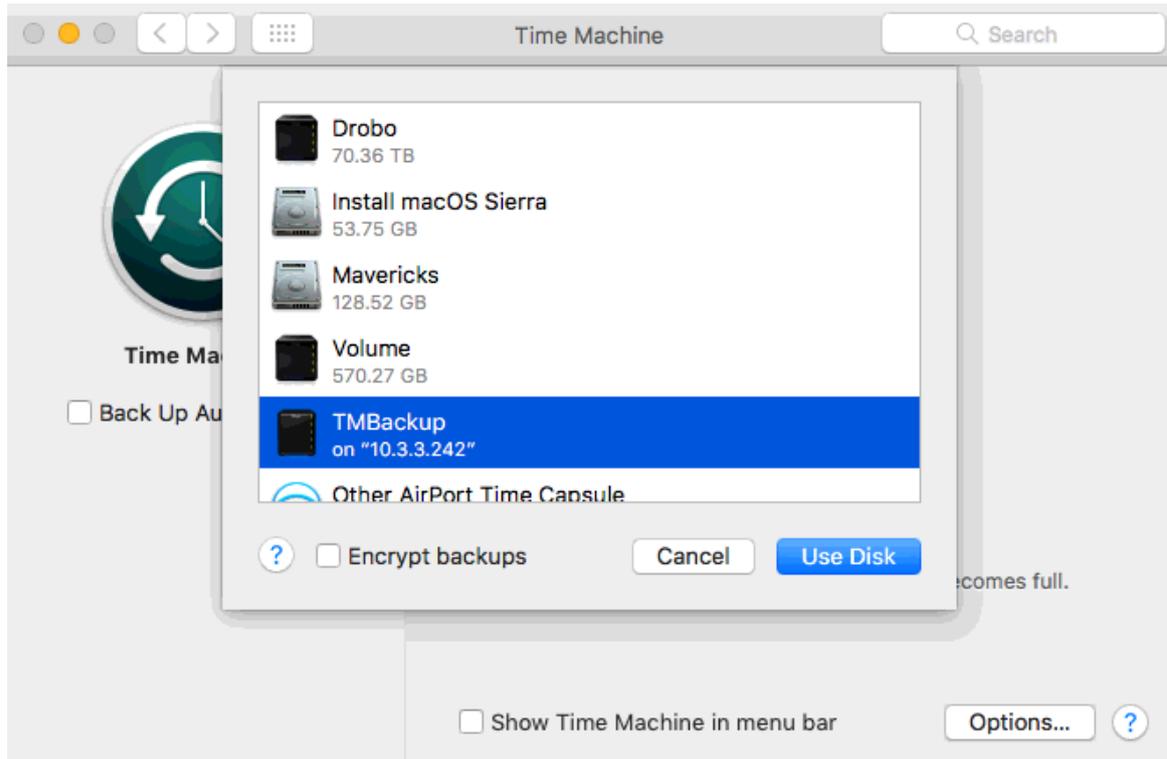


9. In the **Change user access** area, click on a user to which you would like to assign (or modify) access rights to the selected backup. For more information see [Assigning Users Access Rights to a Share](#)

10. Click OK after assigning the rights. The Shares page will appear. Mount the Backup by selecting the checkbox.



11. To finish the process, open the settings of your backup software (Time Machine), and select the backup that you created as the destination and then click **Use Disk**.



Related topics:

- ▶ [Renaming Backup](#)
- ▶ [Deleting Backup](#)

1.3 Where to Go Next

After you have set up your Drobo 5N2, you are ready to store and back up data onto it. Next steps include the following. Click on a topic below to learn more.

- ▶ [Using Best Practices for Data Protection](#)
- ▶ [Keeping Drobo Dashboard and Drobo 5N2's Firmware Up to Date](#)
- ▶ [Using the Online User Guide](#)
- ▶ [Using Context-Sensitive Help](#)
- ▶ [Using Knowledge Base](#)
- ▶ [Registering Your Drobo 5N2](#)
- ▶ [Getting Technical Support](#)

1.3.1 Using Best Practices for Protecting Data

While Drobo 5N2 protects your data from a single drive failure and concurrent 2 drive failures (when used in Dual Disk Redundancy setting) our data can still be lost. Drive head crash, damage to the whole 5N2 device and disk pack, files corrupted before being saved to the Drobo 5N2, unsafe shutdowns, and other traumatic events can result in data loss.

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



Note:

- ▶ To help protect your data, if you are unsure on how to proceed when using your Drobo 5N2, it is very important that you review the Online User Guide for your product, review our Knowledge Base articles, or contact Drobo Support.

Related topic:

- ▶ [Where to Go Next](#)

1.3.2 Keeping Your Software Up to Date

To ensure optimal performance, we highly recommend that you set your Drobo 5N2 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 [Start Drobo 5N2](#) page. If you would like to install a firmware update from the Drobo website, see

[Manually Updating Firmware from the Website.](#)

Related topics:

- ▶ [Checking for Software Updates](#)
- ▶ [Manually Updating Firmware from the Website](#)

1.3.2.1 Checking for Software Updates

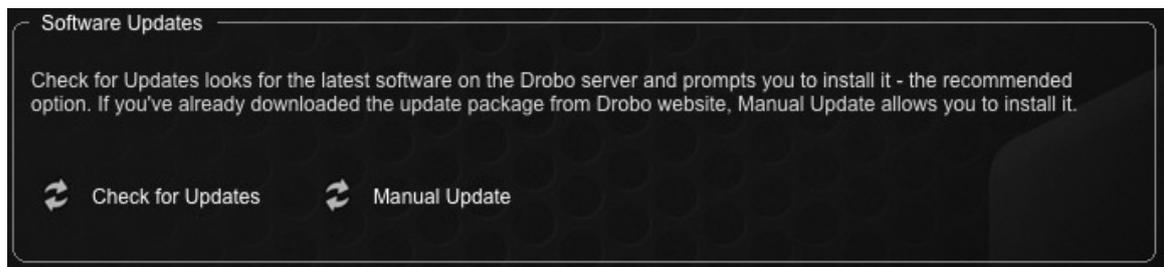
The following steps ensure that Drobo Dashboard and your Drobo device's firmware are up to date.

1. In Drobo Dashboard, select the appropriate Drobo 5N2 device on the **All Drobos** page.
2. Click the **Tools** option on the **Navigation** menu to open the **Tools** page.
3. In the **Software Updates** area of the **Tools** page, click the **Check for Updates** option.



Note:

- If needed, ensure that you are logged in to this Drobo device.



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

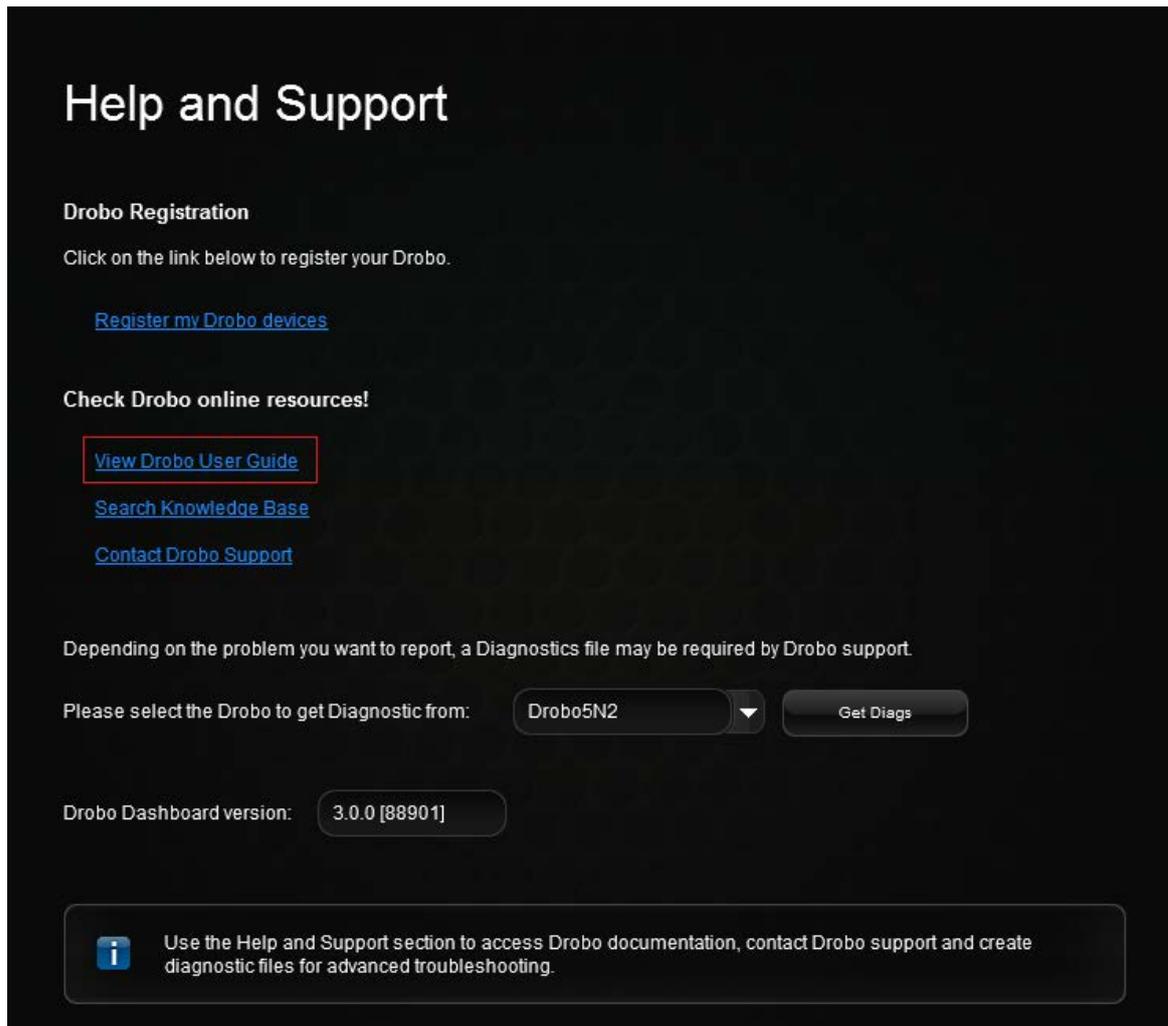
Related topics:

- ▶ [Keeping Your Software Up to Date](#)
- ▶ [Updating Your Drobo 5N2 to the Latest Firmware](#)

1.3.3 Using Online User Guide

After you have set up your Drobo 5N2, you are ready to use it to store and back up data. To learn how to manage and use your Drobo 5N2 refer to the Online User Guide for your product available at the [Drobo 5N2](#) page.

You can also access the user guide from the Drobo Dashboard by clicking the **Help & Support** option on the **Navigation** menu. This will lead to the **Help and Support** page. From here, click the **View Drobo User Guide** link to open the **Online User Guide** in a web browser.



Help and Support

Drobo Registration

Click on the link below to register your Drobo.

[Register my Drobo devices](#)

Check Drobo online resources!

[View Drobo User Guide](#)

[Search Knowledge Base](#)

[Contact Drobo Support](#)

Depending on the problem you want to report, a Diagnostics file may be required by Drobo support.

Please select the Drobo to get Diagnostic from:

Drobo Dashboard version:

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

Related topics:

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

1.3.4 Using Context-Sensitive Help

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

Related topics:

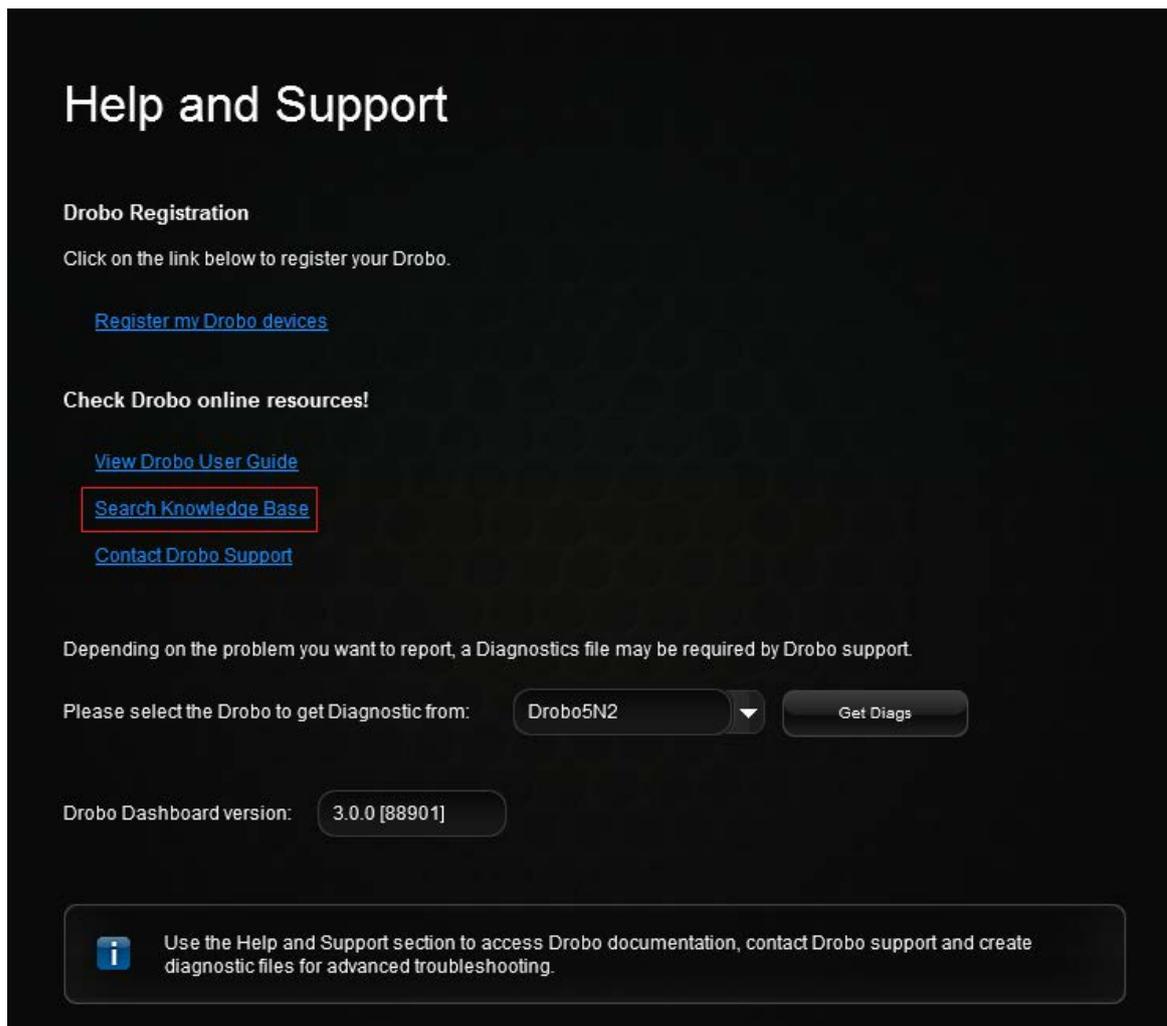
- ▶ [Using the Online User Guide](#)
- ▶ [Using the Knowledge Base](#)
- ▶ [Getting Support](#)

1.3.5 Using Knowledge Base

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

To access our knowledge base follow the steps below.

1. In the Drobo Dashboard, click the **Help and Support** option on the **Navigation** menu. The **Help and Support** page opens.



2. In the **Check Drobo online resources!** area, click the **Search Knowledge Base** link to open the Drobo Knowledge Base web page.



Note:

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

Related topics:

- ▶ [Using the Online User Guide](#)
- ▶ [Using Context-Sensitive Help](#)
- ▶ [Getting Support](#)

1.3.6 Registering Your Drobo 5N2

If you did not register your Drobo device during setup, you can do so from within Drobo Dashboard.

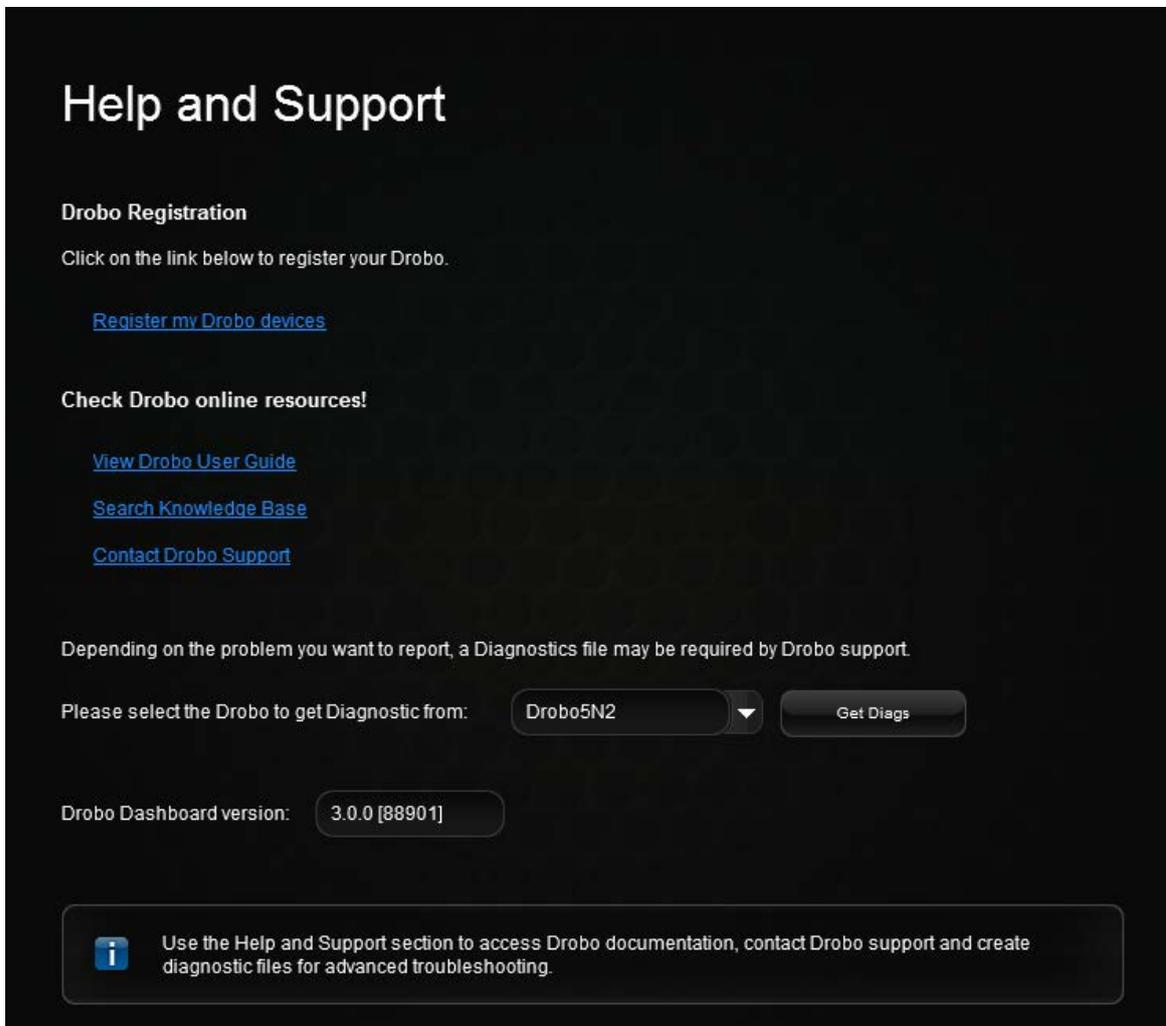


Note:

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

To register your Drobo 5N2:

1. Open the Drobo Dashboard and from the **All Drobos** page, click the Drobo device you need to register.
2. Then, click the **Help and Support** option in the **Navigation** menu. This opens the **Help and Support** page for that Drobo device.



Help and Support

Drobo Registration
Click on the link below to register your Drobo.

[Register my Drobo devices](#)

Check Drobo online resources!

[View Drobo User Guide](#)

[Search Knowledge Base](#)

[Contact Drobo Support](#)

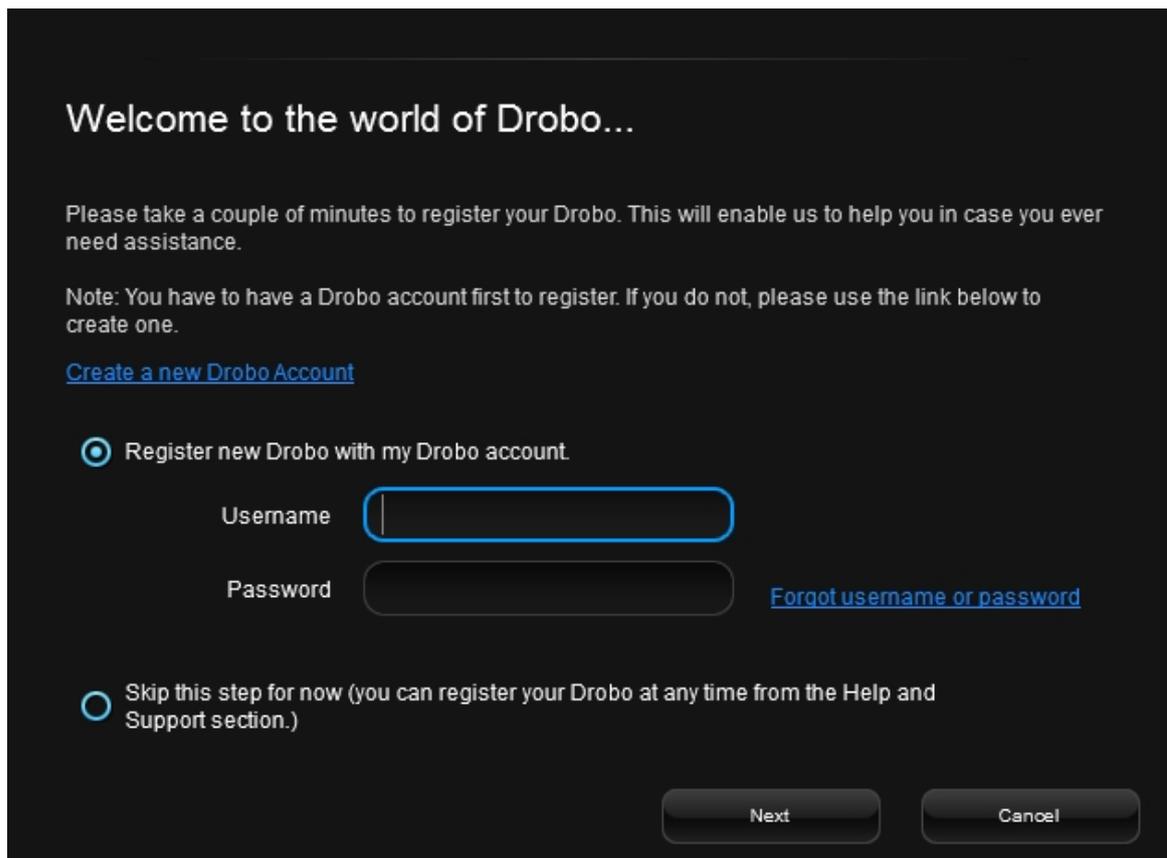
Depending on the problem you want to report, a Diagnostics file may be required by Drobo support.

Please select the Drobo to get Diagnostic from:

Drobo Dashboard version:

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

3. From the **Drobo Registration** area, click on the **Register my Drobo devices** link to open the **Registration** page.



4. Then, do one of the following:
 - If you do not have a Drobo account, click the **Create a new Drobo account** link. A one-page form opens in your web browser. Fill this in and click **Create Account**. Fill this in and create your account, and then return to this step to log into your account.
 - If you already have a Drobo account, select the **Register new Drobo with my Drobo account** option, and then enter your Drobo username and password. You can click the **Forgot username or password** link if needed. Continue with step 5.
5. Click the **Next** button. The connected Drobo devices, and their serial numbers will appear.
6. Select the Drobo device you would like to register. Enter its purchase date and select the region from where you purchased it.

Register my Drobo devices drobo

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

Registered	Name	Serial #	Support Entitlements
<input type="checkbox"/>	Drobo Drobo 5N2	DRB123201700025	No Entitlements Available
<input type="checkbox"/>	Drobo Drobo Mini	DRB123801900027	No Entitlements Available

Selected Drobo: Drobo

Purchase Date: Region: Americas

MM DD YYYY

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



Tip:

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

- Once done, click the **Register Drobo** button.
- The next page shows with a check mark that your product has been registered.



Note:

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

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

Related topics:

[Where to Go Next](#)

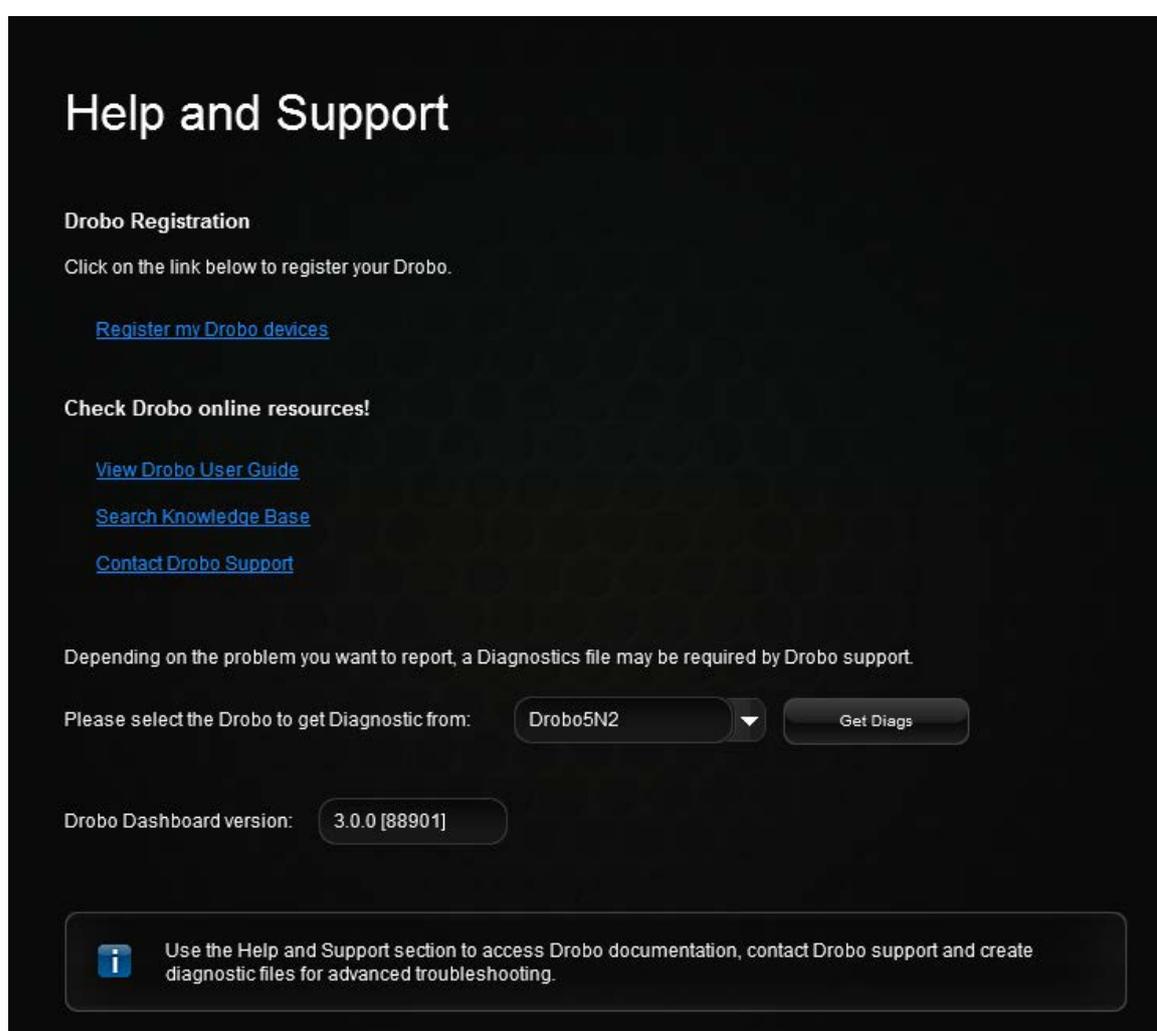
1.3.7 Getting Technical Support

To obtain technical support for your product, first, be sure to register your product at www.drobo.com/registration, if you have not already done so. You can then go to www.drobo.com/support for details on how to contact support.

You can also find support from the Drobo Dashboard.

In Drobo Dashboard on the **All Drobos** page, select the Drobo device for which you need to get support, and then click the **Help and Support** option on the **Navigation** menu.

The **Help and Support** page opens and allows you to register your Drobo, access the online user guide and knowledge base, contact the Drobo support team and create a diagnostics file.



Help and Support

Drobo Registration
Click on the link below to register your Drobo.
[Register my Drobo devices](#)

Check Drobo online resources!
[View Drobo User Guide](#)
[Search Knowledge Base](#)
[Contact Drobo Support](#)

Depending on the problem you want to report, a Diagnostics file may be required by Drobo support.

Please select the Drobo to get Diagnostic from:

Drobo Dashboard version:

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

You can also obtain additional hardware and phone support by purchasing DroboCare. The DroboCare™ support program extends your peace of mind beyond the standard warranty term and phone support that is included with your Drobo product purchase.

To learn more about DroboCare, visit our [DroboCare page](#) on our website. Also, view the frequently asked questions related to your Drobo device on the [DroboCare Frequently Asked Questions \(FAQ\)](#) page.

Related topics:

- ▶ [Using Online User Guide](#)
- ▶ [Using Context-Sensitive Help](#)
- ▶ [Using Knowledge Base](#)

1.4 Using and Managing Your Drobo 5N2

Once you set up your Drobo device, the following topics will help you to use and manage the device.

- ▶ [Using Drobo Dashboard](#)
- ▶ [Logging On to a Drobo 5N2](#)
- ▶ [Logging Out of a Drobo 5N2](#)
- ▶ [Modifying the Administrator Username and Password](#)
- ▶ [Renaming Your Drobo 5N2](#)
- ▶ [Safely Shutting Down Your 5N2](#)
- ▶ [Restarting Your Drobo 5N2](#)
- ▶ [Resetting Your Drobo 5N2](#) (erasing all data on the drives)
- ▶ [Blinking Lights to Test Connectivity](#)
- ▶ [Enabling or Disabling the System Tray](#)

1.4.1 Using Drobo Dashboard

Drobo Dashboard is the software companion to your Drobo 5N2, enabling you to easily set up, manage and use your Drobo device.

Related topics:

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

1.4.1.1 Installing Drobo Dashboard

Downloading and Installing Drobo Dashboard

The Drobo Dashboard application will help you to set up and manage your Drobo 5N2. After installation of the Dashboard, you can configure the settings to automatically install version updates, which is highly recommended.

Drobo software and firmware updates for Drobo 5N2 can be downloaded and installed from [Start Drobo 5N2](#) page.

This section covers the following topics:

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



Note:

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

Next in the Setup for Your Drobo 5N2:

- ▶ [Updating Your Drobo 5N2 to the Latest Firmware](#)
- ▶ [Return to Setting Up Your Drobo 5N2](#)

Related topics:

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

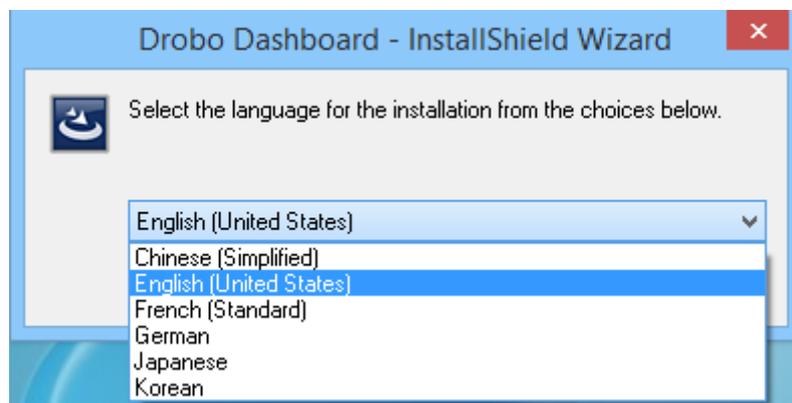
1.4.1.1.1 Installing Drobo Dashboard on Windows

To install the Drobo Dashboard on a Windows machine:

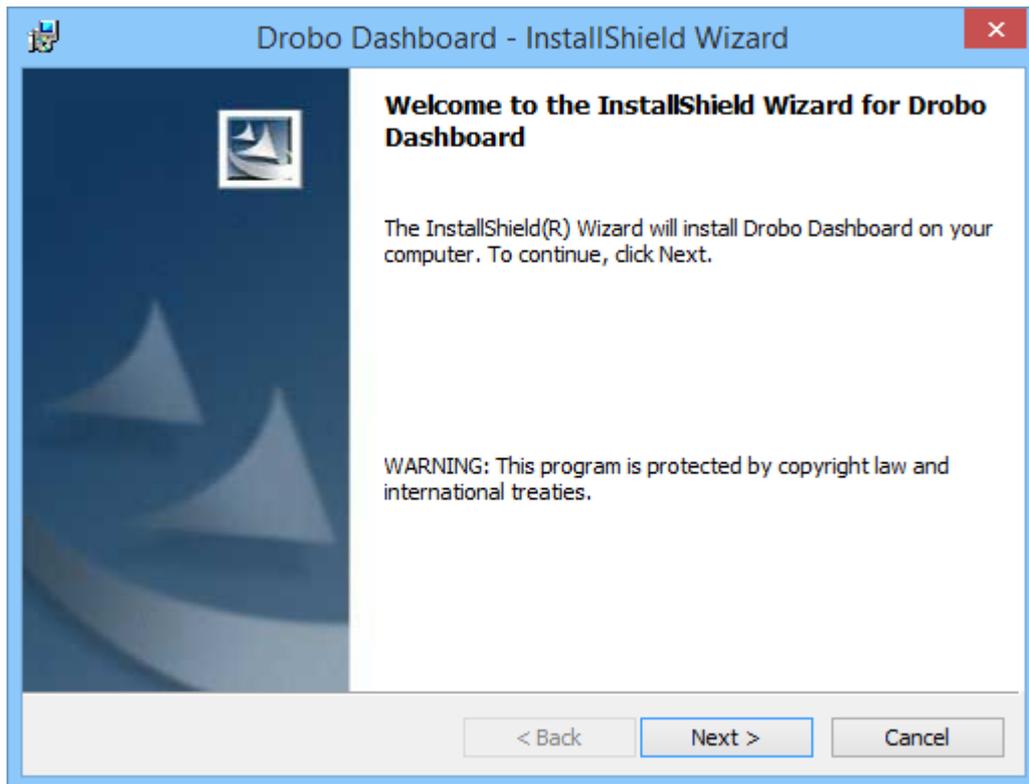
1. Go to the [Start 5N2](#) page and download the Drobo Dashboard installation file for Windows.
2. After downloading, double-click the **Drobo Dashboard Installer** to launch it.



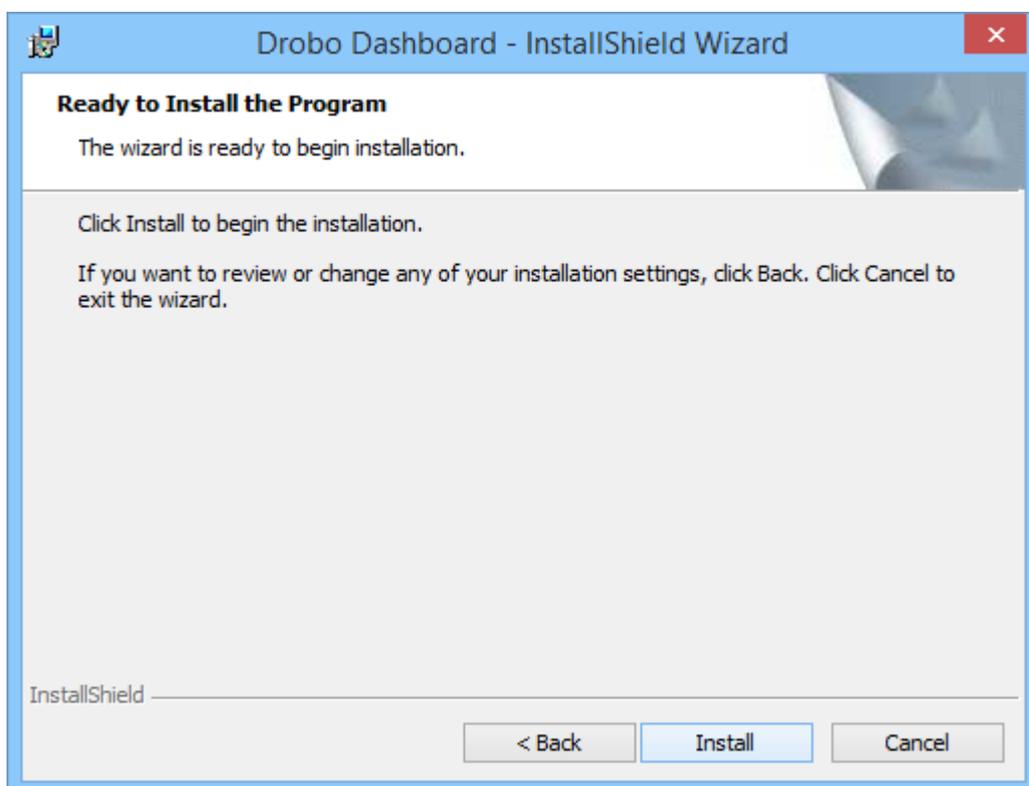
3. A pop up will appear asking you to choose the language for installation. Select the language of your choice and click **OK**.



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



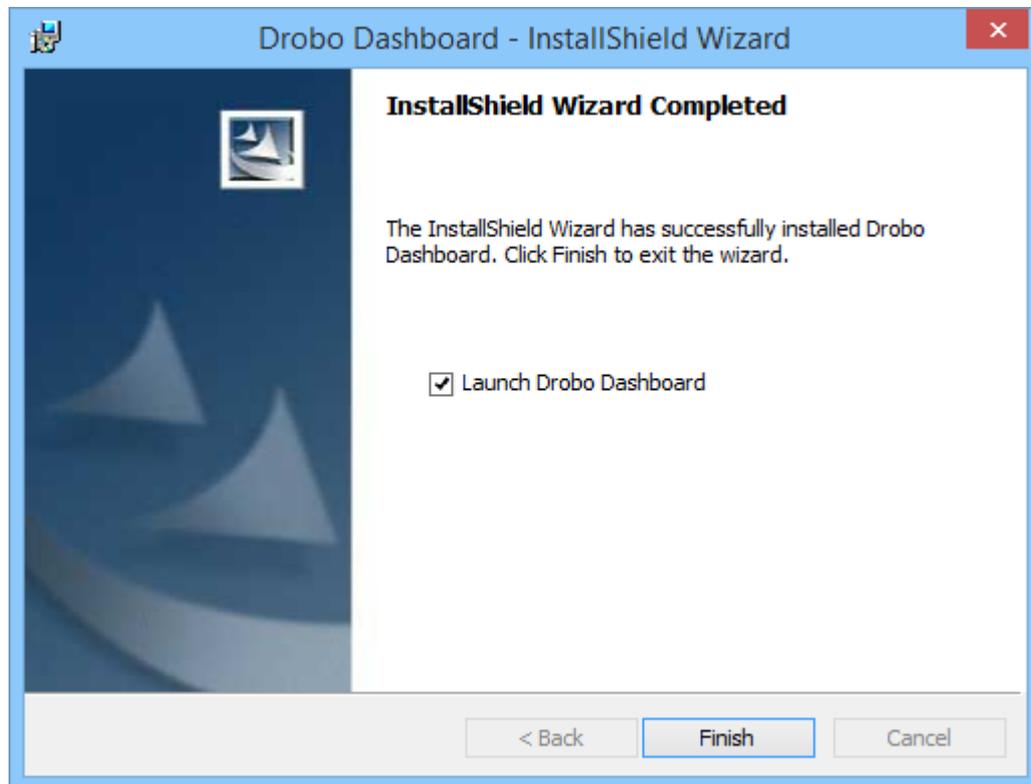
5. Click the **Next** button to proceed.
6. Follow the instructions of the **Installation Wizard** by clicking the Next button after each page.
7. Once you reach the installation page, click the **Install** button.



8. In some Windows operating systems, the **Windows Access Control** dialog box appears, asking if

you want to allow changes to your computer. Click the **Allow** or **Yes** button. This installs the Drobo Dashboard.

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



10. The Drobo Dashboard application launches and you will be prompted to register your Drobo 5N2. You can either register the Drobo 5N2 or skip the step and register it later. Select an option based on your preference. The serial number is printed on the compliance label at the bottom of the device.

Welcome to the world of Drobo...

Please take a couple of minutes to register your Drobo. This will enable us to help you in case you ever need assistance.

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

[Create a new Drobo Support Account](#)

Register new Drobo with my Drobo Support account.

Username

Password

[Forgot username or password](#)

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

Next

Cancel

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



12. If you have no Drobo device connected to the computer or powered on, a "No Drobos Detected" message displays until you do.

13. Your Drobo 5N2 will not work until you update the firmware. For information on updating the firmware to the latest version, see [Updating Your Drobo 5N2 to the Latest Firmware](#).

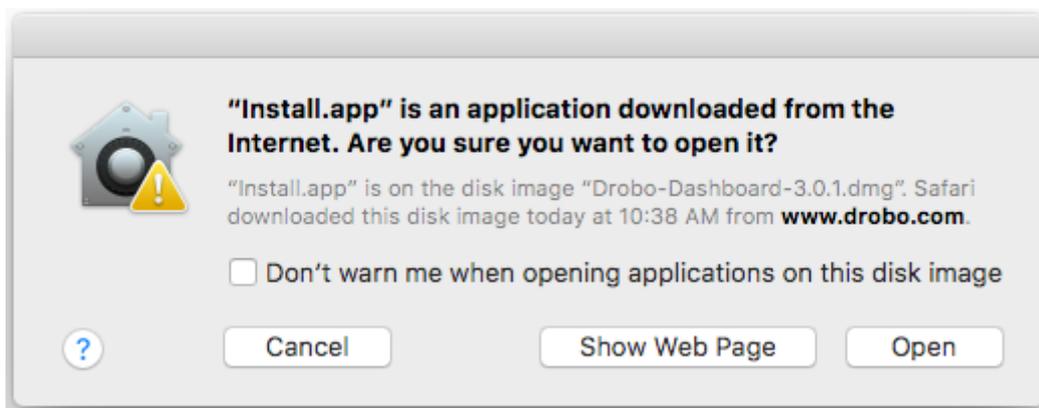
1.4.1.1.2 Installing Drobo Dashboard on Mac

To install the Drobo Dashboard on a Mac machine:

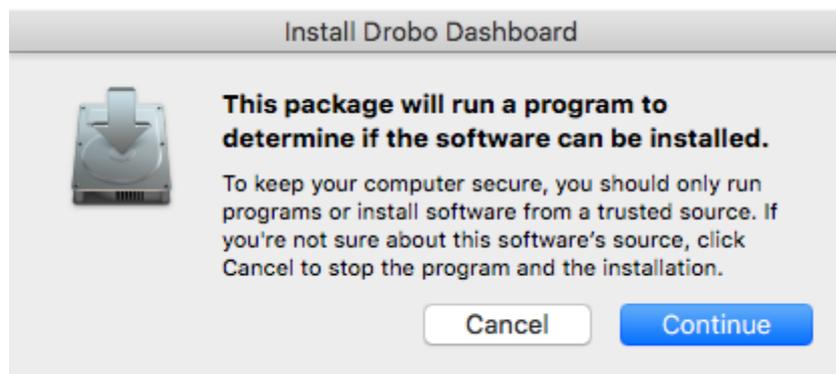
1. Go to the [Start 5N2](#) page and download the Drobo Dashboard installation file for Mac.
2. After downloading, double-click the **Drobo Dashboard Installer** to launch it.



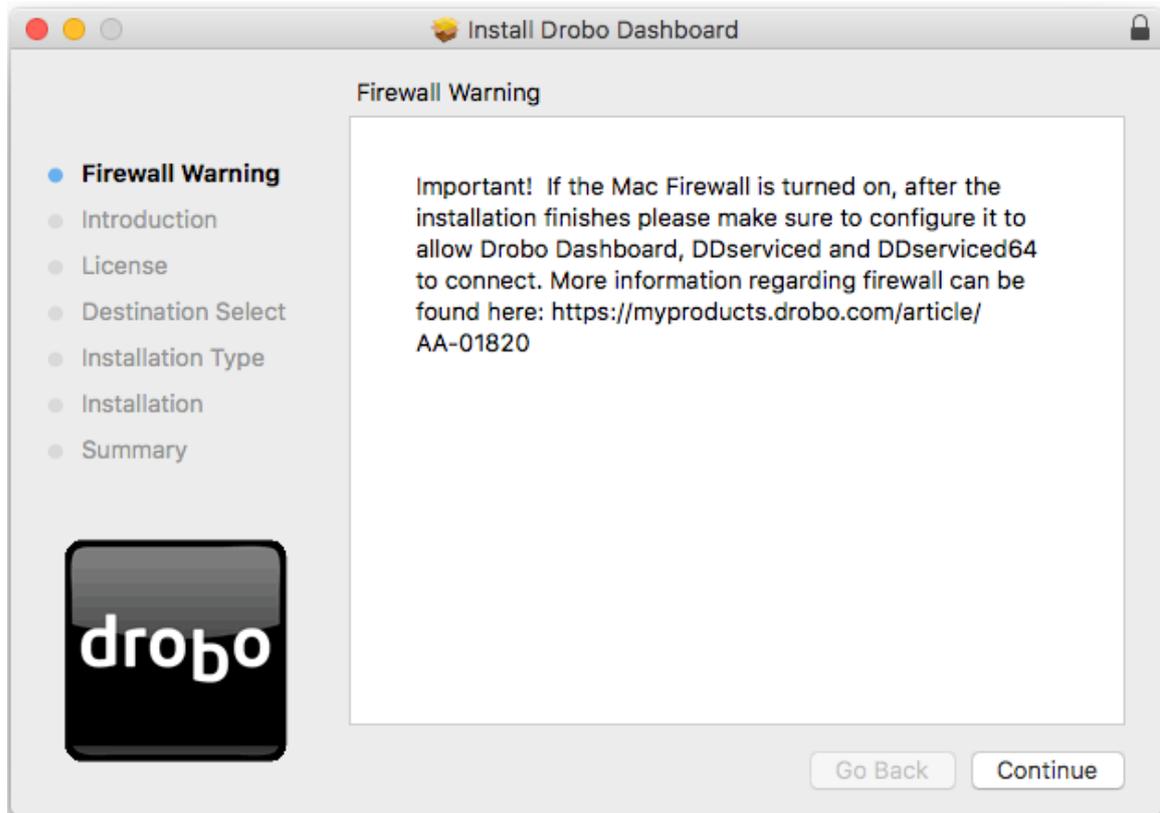
3. A pop up will appear asking whether to open the Installer. Click **Open**.



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



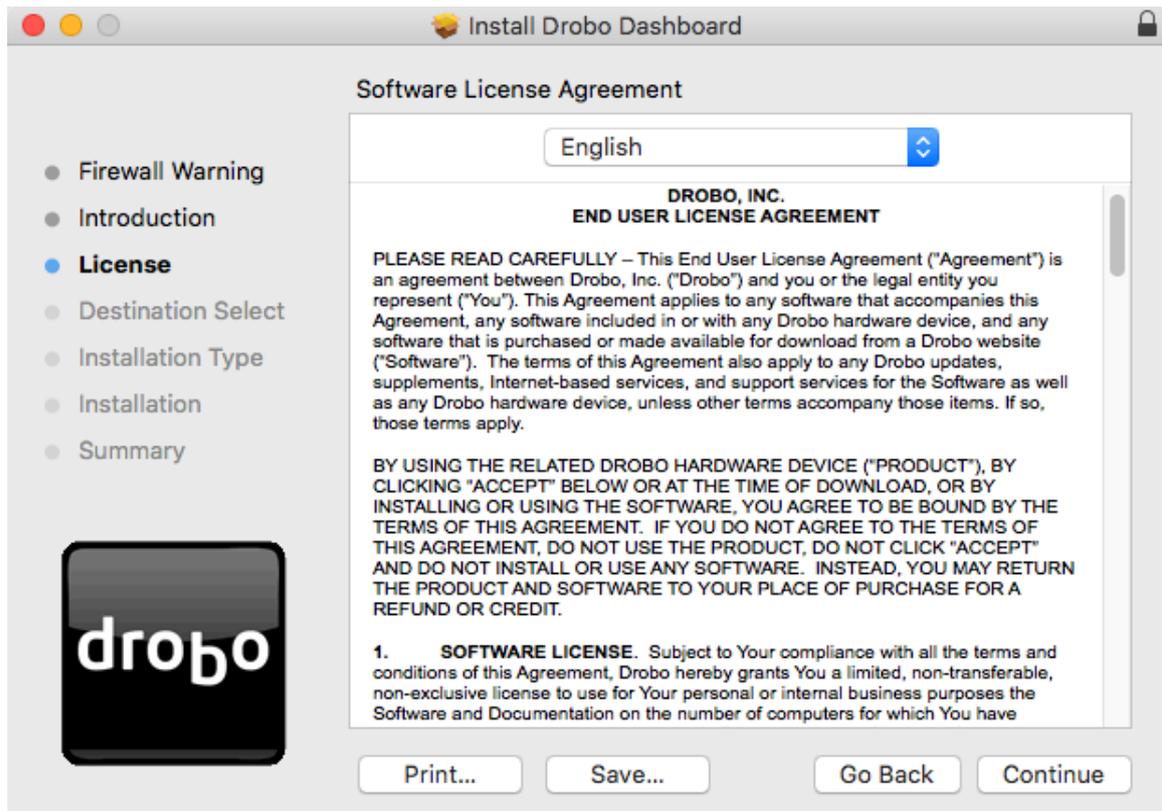
5. The **Firewall Warning** page appears. Click **Continue**.



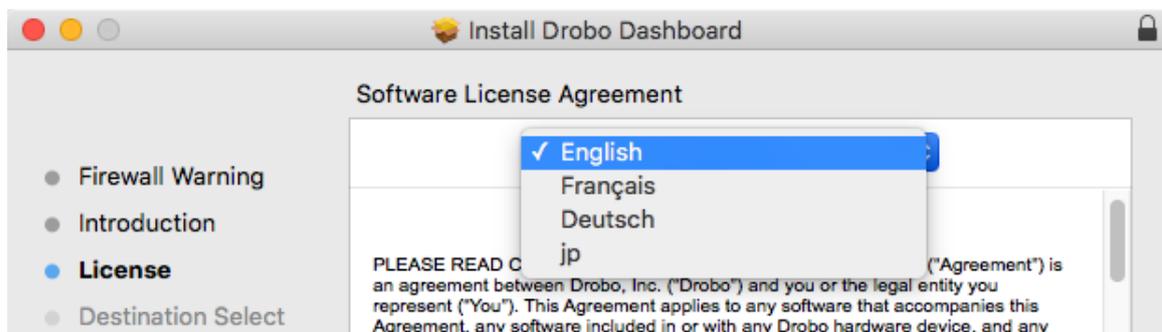
6. Next, the **Installation Wizard** page appears. Click **Continue** to proceed.



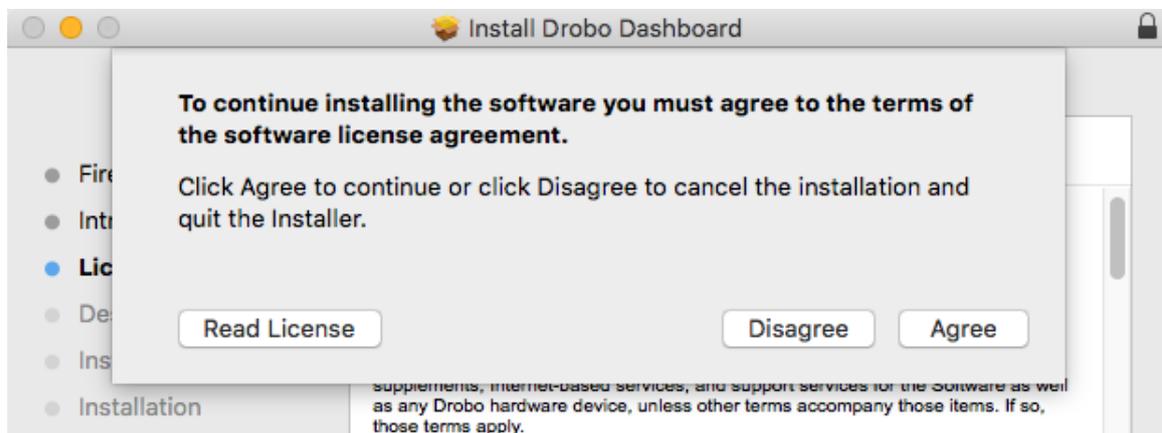
7. The **Software License Agreement** page appears. From here, you can choose the language in which you want to proceed the installation process.



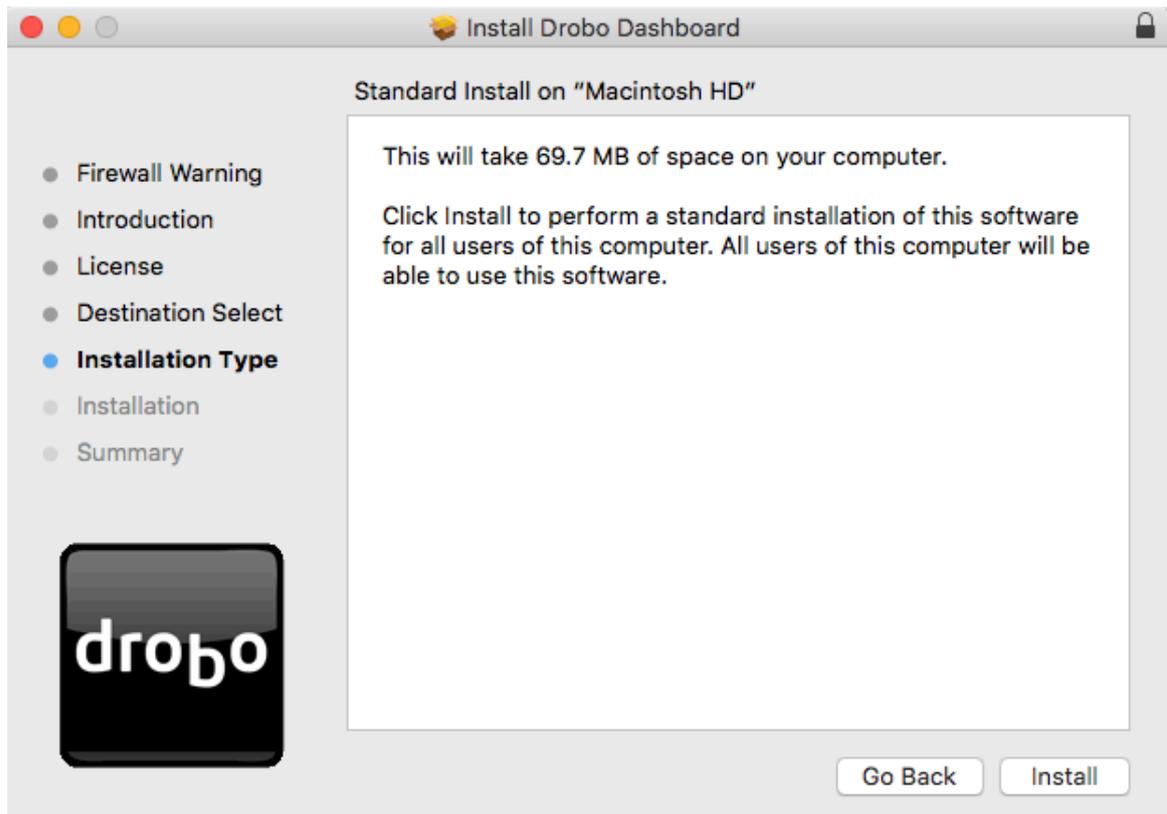
8. After choosing the desired language, Click the **Continue** button.



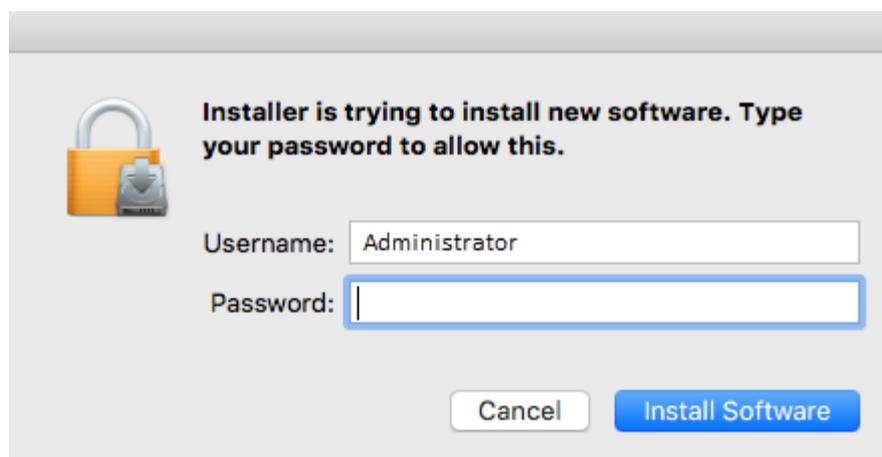
9. A dialog box will appear asking you to Agree or Disagree the terms of the license agreement. Click **Agree** to proceed.



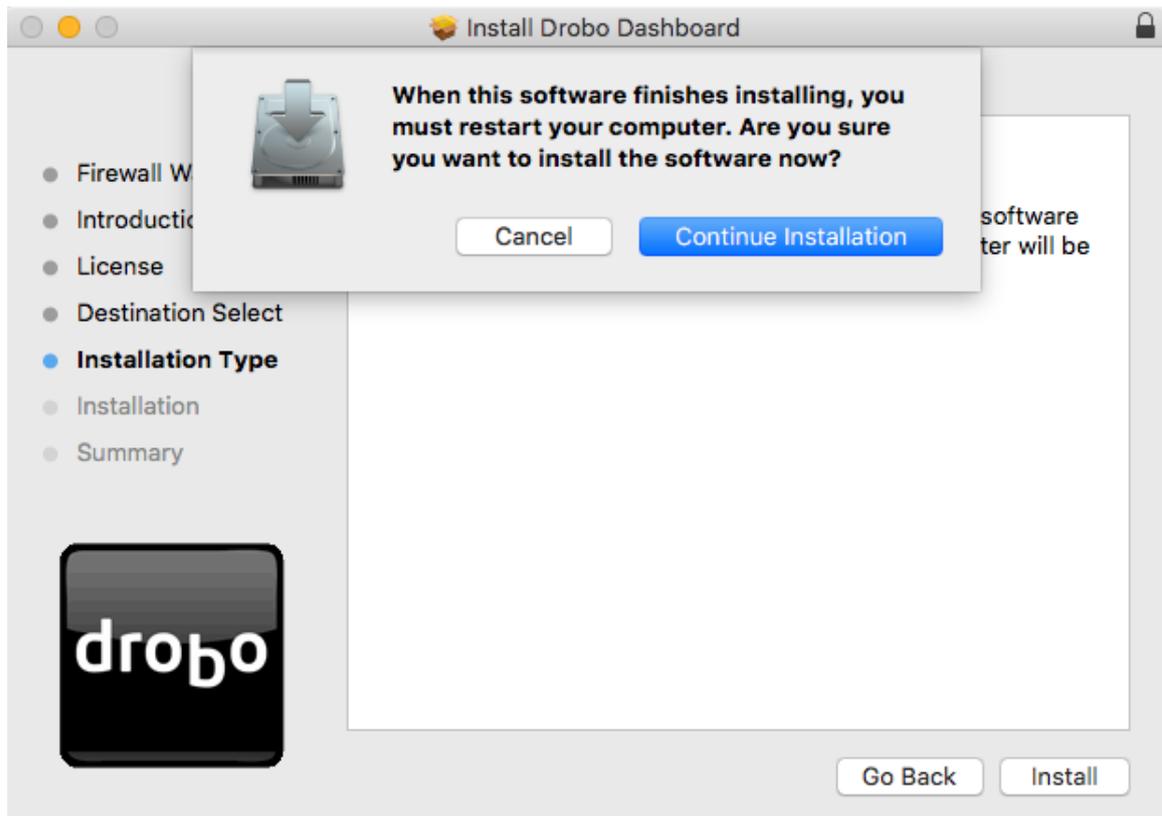
10. You will reach the **Installation Type** section. Click the **Install** button to proceed.



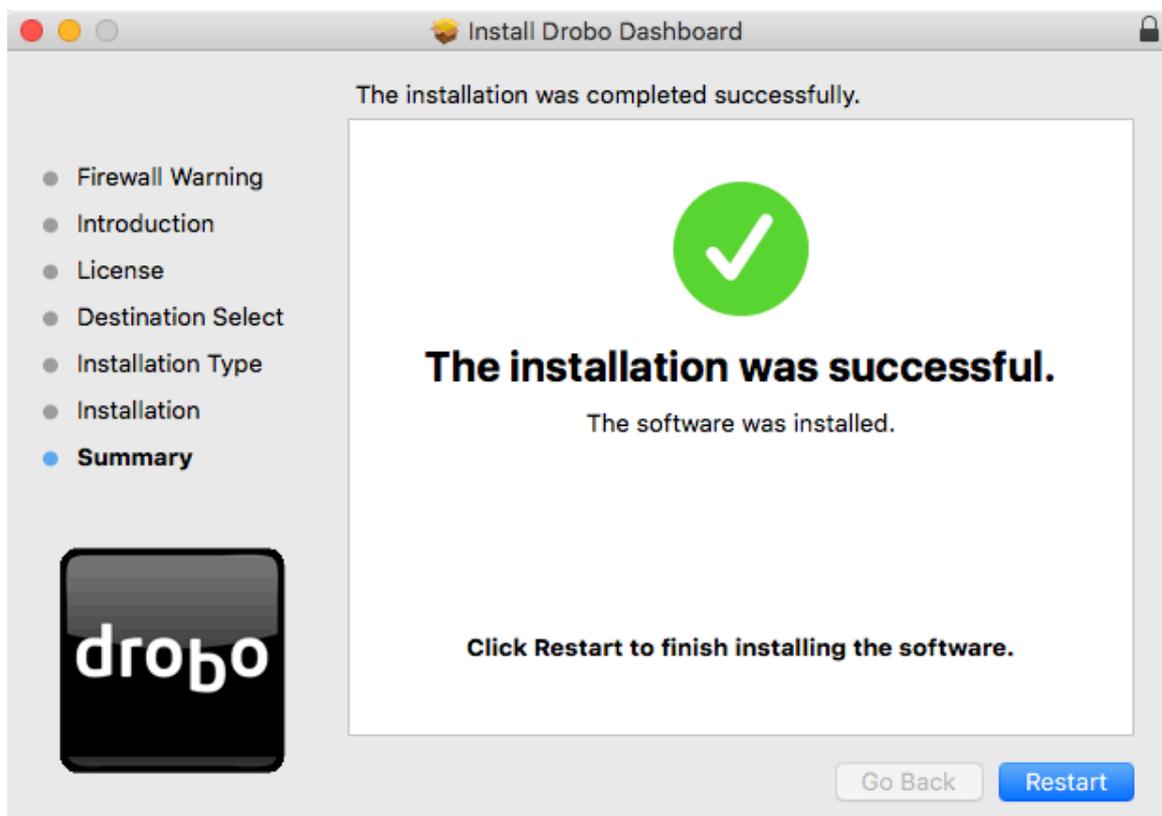
11. You will be prompted to enter the administrator password. Enter the password and click **Install Software**.



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



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



14. Once the computer restarts, launch the Drobo Dashboard application.

15. The application will prompt you to register your Drobo 5N2. You can either register it or skip the step and register it later. Select an option based on you preference.



Note:

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

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



Note:

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

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

18. Your Drobo 5N2 will not work until you upgrade the firmware. For information on updating the firmware to the latest version, see [Updating your Drobo 5N2 to the latest firmware](#).

Related topics:

▶ [Installing Drobo Dashboard on Windows](#)

▶ [Using Drobo Dashboard](#)

▶ [Touring Drobo Dashboard](#)

1.4.1.2 Keeping Your Software Up to Date

To ensure optimal performance, we highly recommend that you set your Drobo 5N2 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 [Start Drobo 5N2](#) page. If you would like to install a firmware update from the Drobo website, see

[Manually Updating Firmware from the Website.](#)

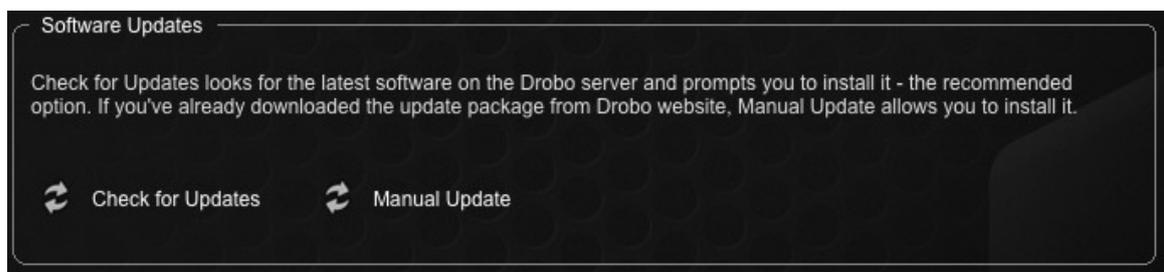
Related topics:

- ▶ [Checking for Software Updates](#)
- ▶ [Manually Updating Firmware from the Website](#)

1.4.1.2.1 Checking for Software Updates

The following steps ensure that Drobo Dashboard and your Drobo device's firmware are up to date.

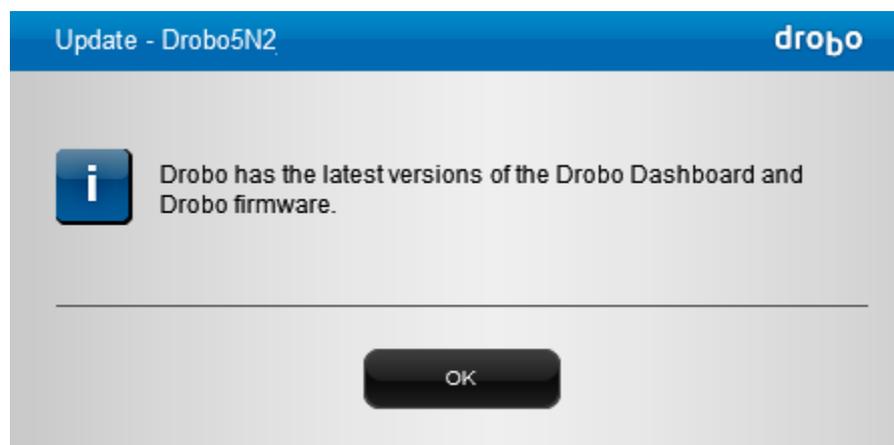
1. In Drobo Dashboard, select the appropriate Drobo 5N2 device on the **All Drobos** page.
2. Click the **Tools** option on the **Navigation** menu to open the **Tools** page.
3. In the **Software Updates** area of the **Tools** page, click the **Check for Updates** option.



Note:

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

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



Related topics:

- ▶ [Keeping Your Software Up to Date](#)
- ▶ [Updating Your Drobo 5N2 to the Latest Firmware](#)

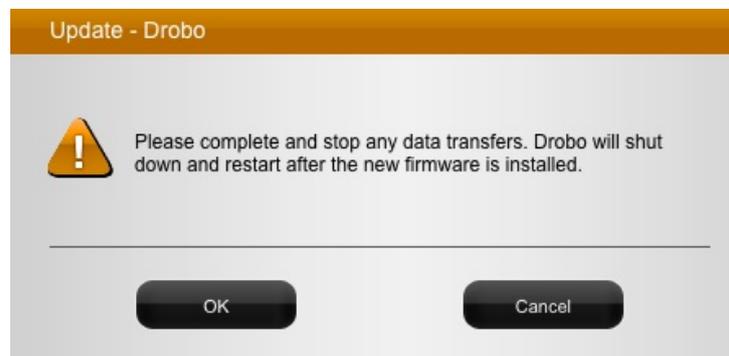
1.4.1.2.2 Manually Updating Firmware from Drobo Website

To manually update the firmware from the website, follow steps.

1. Go to [Start Drobo 5N2](#) page on our website and download the appropriate firmware file for your Drobo product (a zip file for the PC or a dmg file for the Mac), saving it to a folder that is *not* located on your Drobo device. If there is only one firmware file (a zip file), this file functions for both the Mac and Windows-based computers.
2. Please ensure that you have read and write privileges to this folder.
3. Launch the Drobo Dashboard and select the appropriate Drobo device from the **All Drobos** page. Also, if applicable, log in to this Drobo device.
4. Click the **Tools** option on the **Navigation** menu for the selected Drobo device to open the **Tools** page.
5. In the **Software Updates** area, click the **Manual Update** option.



6. A warning message opens, asking you to complete or stop any data transfers.



7. Ensure that the Drobo device is not actively transferring data (blinking yellow and green) and then, click the **OK** button. A dialog box opens, asking you to locate the zip file on your computer.
8. After locating the file, click the **Open** or **OK** button. Drobo installs the firmware.
9. When finished, a message opens, asking you to reboot your Drobo device to complete the installation. Click the **Yes** button.
10. Drobo shuts down and restarts after the new firmware is installed.

Related topic:

► [Keeping Your Software Up to Date](#)

1.4.1.3 Touring Drobo Dashboard

In this topic, the two main areas of Drobo Dashboard are defined for the Drobo 5N2: the **All Drobos** page and the **Navigation** menu.

All Drobos Page

When you first open Drobo Dashboard, the All Drobos page opens, displaying all Drobo devices connected to your computer and/or network.



- The **View** buttons  in the upper-right corner of the page enable you to view your Drobo devices in one of the two following ways:
- **View by Icon**– This button provides a view of the connected Drobo devices displaying each device as an icon. The selected Drobo device is highlighted with a green border.



Note:

- If you are currently logged out of a device, a lock symbol displays on the icon. You will need to log in to that Drobo device to perform certain actions on it.

- **View as List** – This button provides a view of your Drobo devices in table format. Information in the list includes total protected capacity available for data, used capacity, free capacity, your device’s serial number and whether you are currently logged in or out. The currently selected Drobo device has a blue border. For more information on understanding capacity values, see [Checking Storage Usage](#).

You click on a button to change the view. In both views, Drobo devices appear with green glowing lights if they are healthy.



- The **Sort By** buttons enable you to sort your Drobo devices by one of the following ways:

- **Health** – This button sorts Drobo devices by their health, with Drobo devices in red displayed first, followed by yellow, and then green. This is the default view.

- **Red** - indicates the Drobo device is 95% full and you need to add capacity (or drives), or a drive needs to be replaced, or your data is currently busy working to protect your data right now. Flashing red indicates that one of the drives needs to be replaced immediately.

- **Yellow** - indicates the Drobo device is more than 85% full, but less than 95% full.

- **Green** - indicates that the Drobo device is less than 85% full and that your data is protected.

- **Name** – This button sorts Drobo devices alphabetically by the names you gave them, with Drobo devices which are directly attached listed first.

- **Product** – This button sorts Drobo devices alphabetically by their model numbers or product names, with Drobo devices which are directly attached listed first.

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

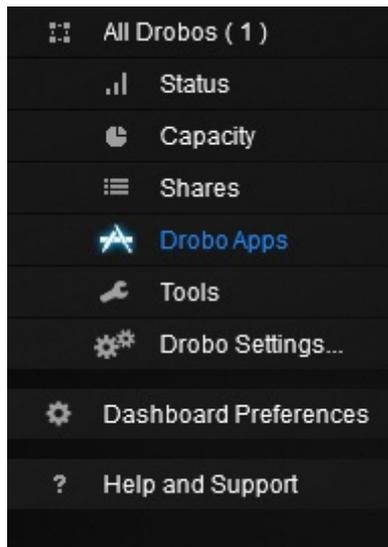


Tip:

- You can double-click on a Drobo device on the **All Drobos** page to open the **Status** page for that device.

The Navigation Menu

The **Navigation** menu appears on the left side of the screen. Options and commands in this menu apply to the currently selected Drobo device. (You can select a Drobo device on the **All Drobos** page.)



Menu options include the following:

- **All Drobos (#)**, where # is the number of Drobo devices you have connected – Opens the **All Drobos** page.
- **Status** – Opens the **Status** page, where you can view a variety of status information for the selected Drobo device, such as drive information, device serial number and more.
- **Capacity** – Opens the **Capacity** page, where you can view how your Drobo device's storage capacity is being used.
- **Shares** – Opens the **Shares** page, which enables you to view shares for your Drobo 5N2.
- **Drobo Apps** – Opens the **Drobo Apps** page, where you can install and manage third-party Drobo applications.
- **Tools** – Opens the **Tools** page, which provides access to special tools, such as those to restart your Drobo device or check for software updates.
- **Drobo Settings** – Opens a sub-menu with the option to modify various types of settings, such as **General**, **Admin**, **Network** and **Alerts**.
- **Dashboard Preferences** – Opens the **Dashboard Preferences** page, which enables you to modify Dashboard settings, such as those for automatic software updates and e-mail settings. (E-mail settings enable you to receive e-mail alerts on the status of your Drobo devices.)
- **Help and Support** – Opens the **Help and Support** page, which provides access to various forms of help, including the Online User Guide and the Drobo knowledge base.



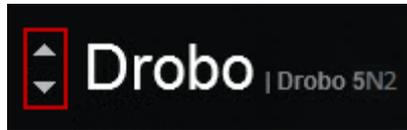
Note:

 You may need to be logged in as the administrator to access some of these commands.



Tip:

◆ For the **Status**, **Capacity**, **Shares** and **Tools** pages, you can view the same information for other connected Drobo devices (if applicable) by clicking the up or down arrow key that displays to the left of the Drobo device name, which is in the upper-left corner of the page. For example, see the arrows in the following image:



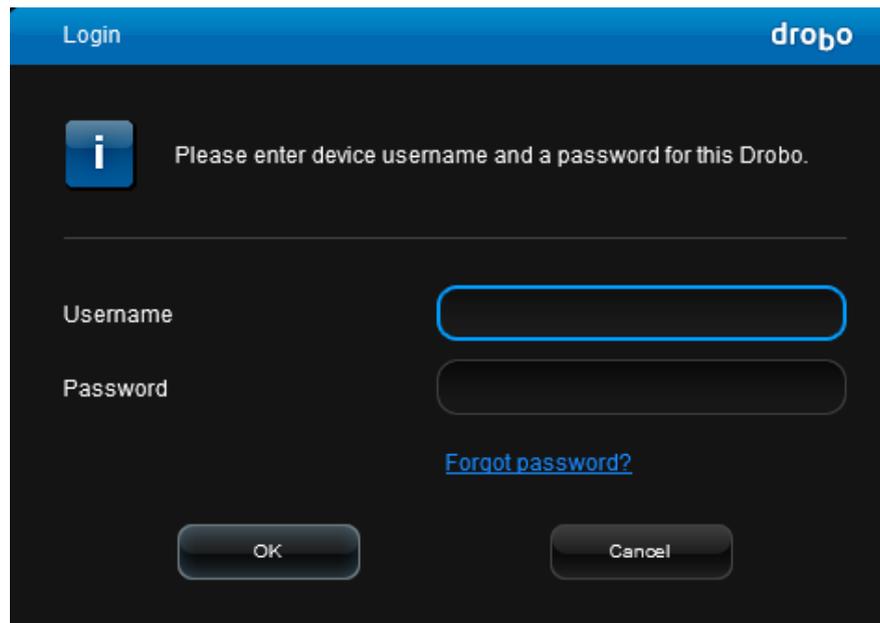
Related topics:

- ▶ [Using Drobo Dashboard](#)
- ▶ [Using and Managing Your Drobo 5N2](#)

1.4.2 Logging On to a Drobo 5N2

To log in to you Drobo 5N2:

1. In Drobo Dashboard on the **All Drobos** page, double-click on the Drobo device to which you would like to log on.
2. The **Status** page for that Drobo device opens.
3. Click the **Login** link near the top. The **Login** dialog page opens.

The image shows a 'Login' dialog box with a dark background and a blue header. The header contains the word 'Login' on the left and the 'drobo' logo on the right. Below the header, there is an information icon (a blue square with a white 'i') followed by the text 'Please enter device username and a password for this Drobo.' Below this text are two input fields: 'Username' and 'Password'. The 'Username' field is currently selected with a blue border. Below the 'Password' field is a blue link that says 'Forgot password?'. At the bottom of the dialog are two buttons: 'OK' and 'Cancel'.

4. In the **Username** text box, enter the username for this Drobo device.
5. In the **Password** text box, enter the password for this Drobo device.



Note:

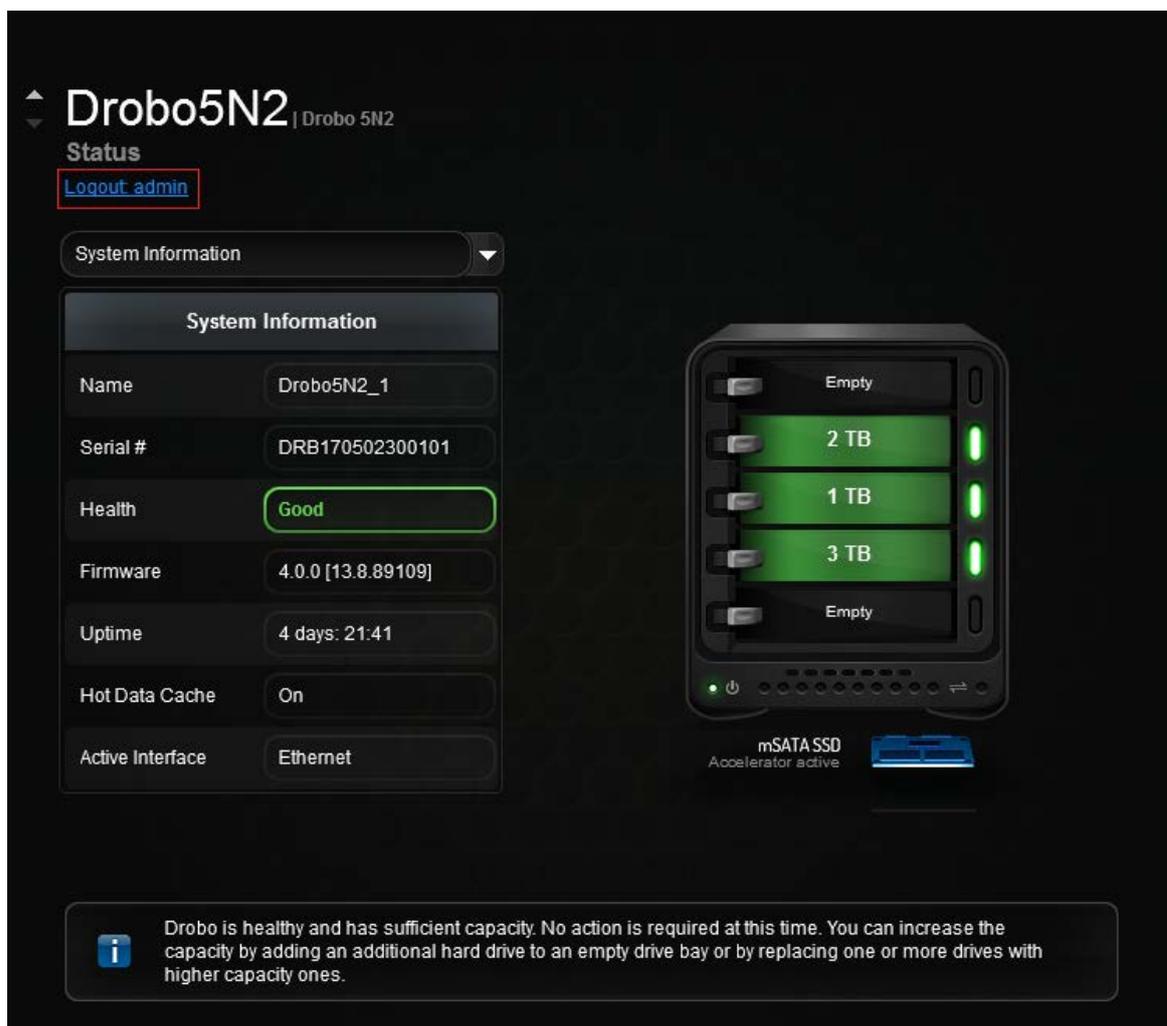
🔑 If you are the administrator and have forgotten your username and/or password, contact Drobo Customer Support. They will gather information from you about your Drobo device and then walk you through resetting the username and password without risk of losing data.

6. Click the **OK** button to log on to the Drobo device.

1.4.3 Logging Out of a Drobo 5N2

To log out of your Drobo 5N2:

1. In Drobo Dashboard on the **All Drobos** page, double-click on the Drobo device of which you would like to log out. The **Status** page for that Drobo device opens.
2. Click the **Logout** link.



3. You are logged out of the Drobo device, and the **Logout** link changes to a **Login** link.



Note:

- When you log out of a Drobo 5N2, any shares you have mounted will be un-mounted automatically.

Related topic:

▶ [Logging On to a Drobo 5N2](#)

1.4.4 Modifying the Administrator Username and Password

If you did not set the administrator username and password for your Drobo 5N2 during the setup process and would like to do so now, see

[Setting the Administrator Username and Password](#) instead.

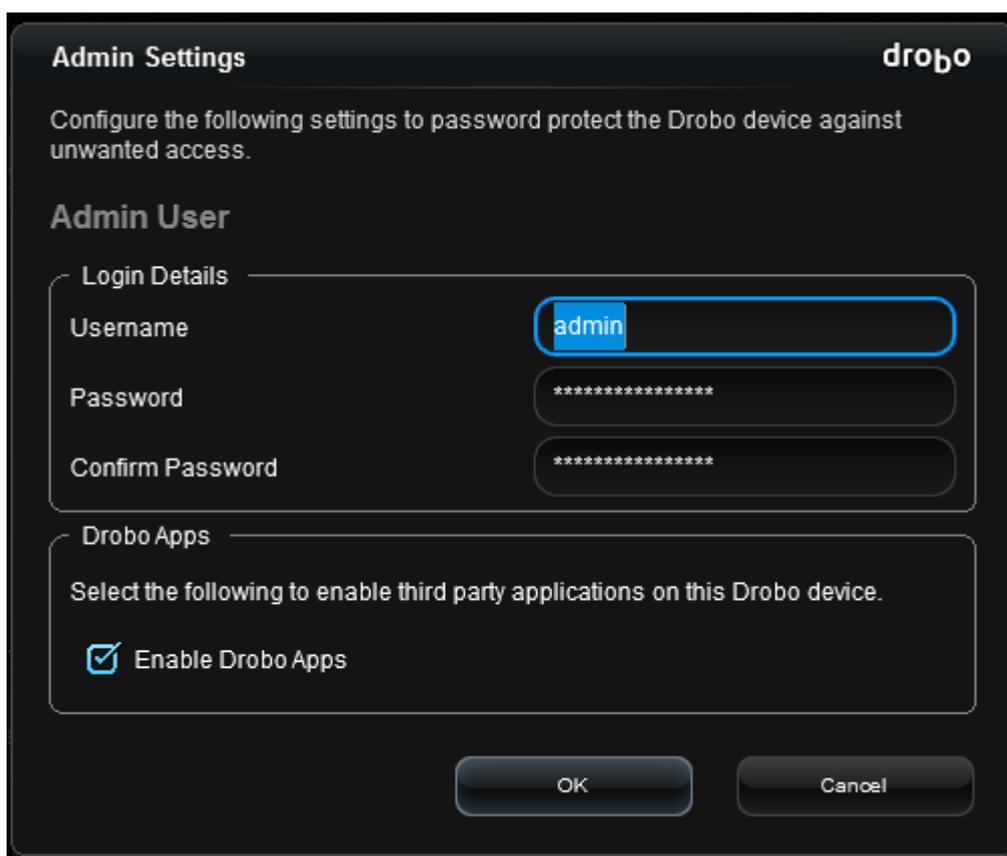
Otherwise, if you would like to modify the administrator username and password, or disable their use, follow these steps.



Note:

 You may need to be logged in to perform this action.

1. In Drobo Dashboard on the **All Drobos** page, double-click on the appropriate Drobo device. The **Status** page for that Drobo device opens.
2. Click the **Drobo Settings** option on the **Navigation** menu, and click **Admin**. The **Admin Settings** page opens.



3. In the **Username** text box, modify the username for the administrator. "Admin" is the default.
4. In the **Password** text box, select the default text that appears there, enter a new password for the administrator.
5. In the **Confirm Password** text box, re-enter the new password you just typed.

6. Click the **OK** button. A message box confirms that your settings have been saved successfully.
7. Click the **Yes** button to close the message box and return to the **Status** page for your Drobo device.
8. The new username is displayed in the status page. The next time you need to log in to this device, you will need to use the new username and password.

Related topic:

▶ [Using and Managing Your Drobo 5N2](#)

1.4.5 Renaming Your Drobo 5N2

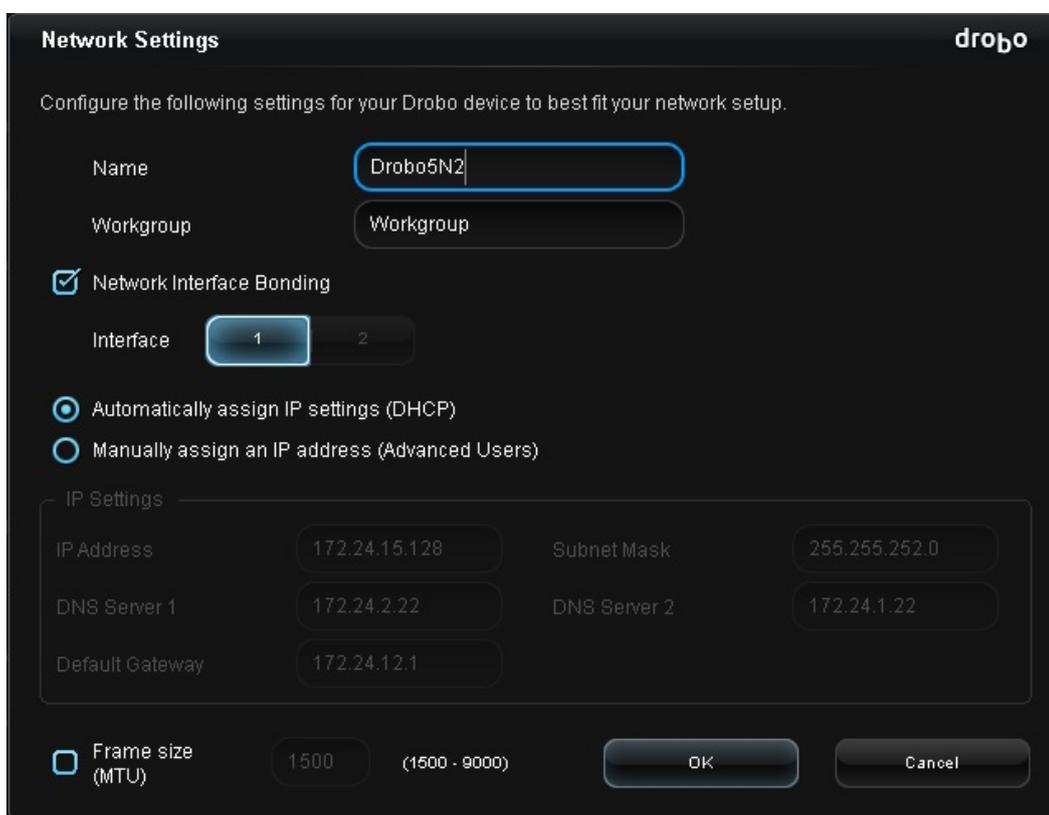
In order to rename your Drobo 5N2, you need to modify network settings. To do so, follow these steps:



Note:

 You need to be logged in as the administrator to perform this action.

1. In Drobo Dashboard on the **All Drobos** page, select the appropriate Drobo device.
2. Click the **Drobo Settings** option on the **Navigation** menu, and click **Network**. The **Network Settings** page opens.



Network Settings drobo

Configure the following settings for your Drobo device to best fit your network setup.

Name

Workgroup

Network Interface Bonding

Interface

Automatically assign IP settings (DHCP)

Manually assign an IP address (Advanced Users)

IP Settings

IP Address Subnet Mask

DNS Server 1 DNS Server 2

Default Gateway

Frame size (MTU) (1500 - 9000)

3. In the **Name** text box, modify the name for your Drobo device.
4. In the **Workgroup** text box, modify the name of your workgroup on the network, if applicable.
5. Click the **OK** button. A dialog box opens, asking you to restart your Drobo to apply the changes.
6. Click the **Yes** button. Your Drobo device restarts with the new name.

Related topics:

- ▶ [Modifying Device Settings for Your Drobo 5N2](#)
- ▶ [Configuring Network Settings \(and IP Addresses\) for Your Drobo 5N2](#)

1.4.6 Safely Shutting Down Your Drobo 5N2

If you plan to shut down your Drobo 5N2 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

Related topics:

- ▶ [Safely Shutting Down Your Drobo 5N2 Using Drobo Dashboard](#)

1.4.6.1 Safely Shutting Down Your Drobo 5N2 Using Drobo Dashboard

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



Note:

- 🔑 You need to be logged in to perform this action.

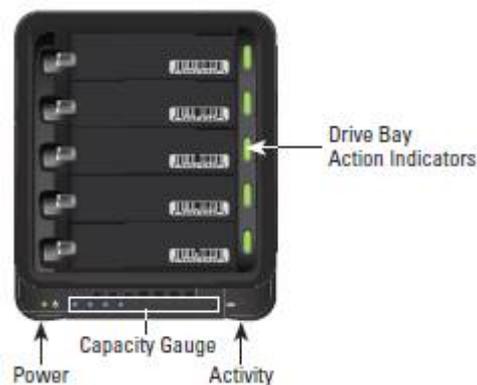
To safely shut down you Drobo 5N2:

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 the image below.



Note:

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



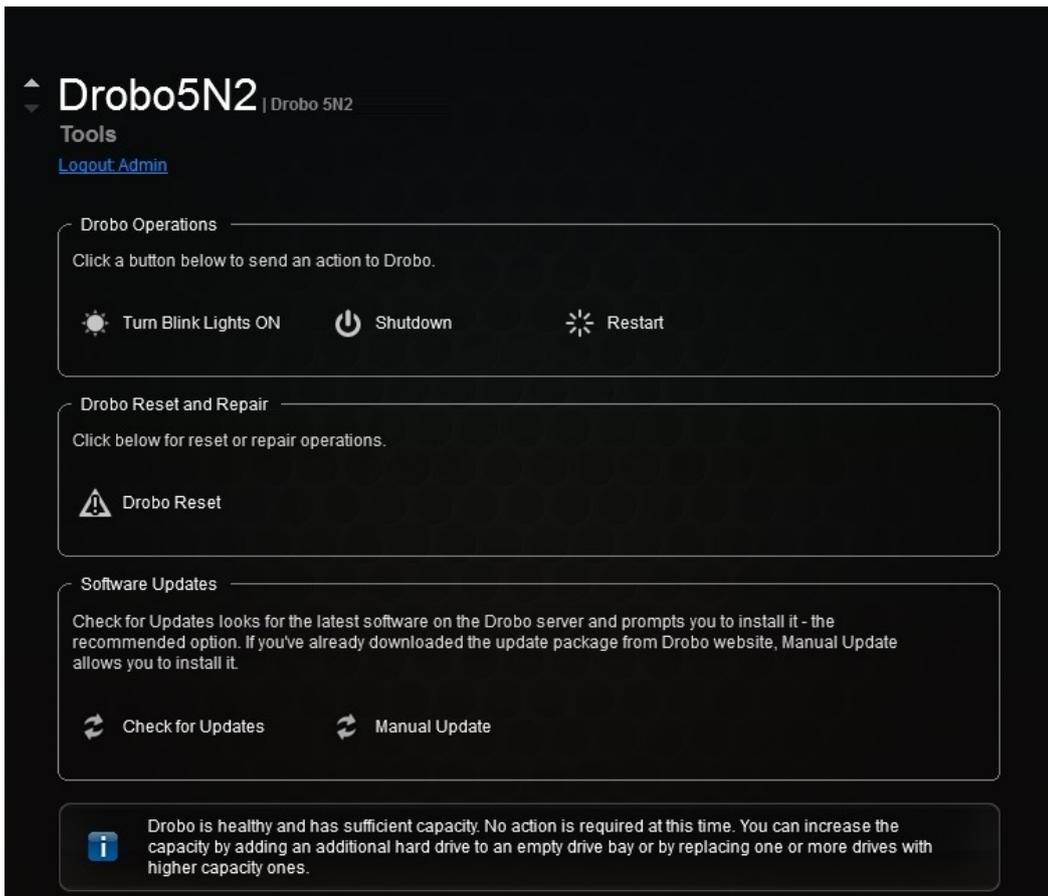
2. Also check to ensure the drive bay action indicator lights are not blinking alternately between yellow and green. This indicates that your Drobo device is busy working to protect your data. Wait until these lights are a solid green.



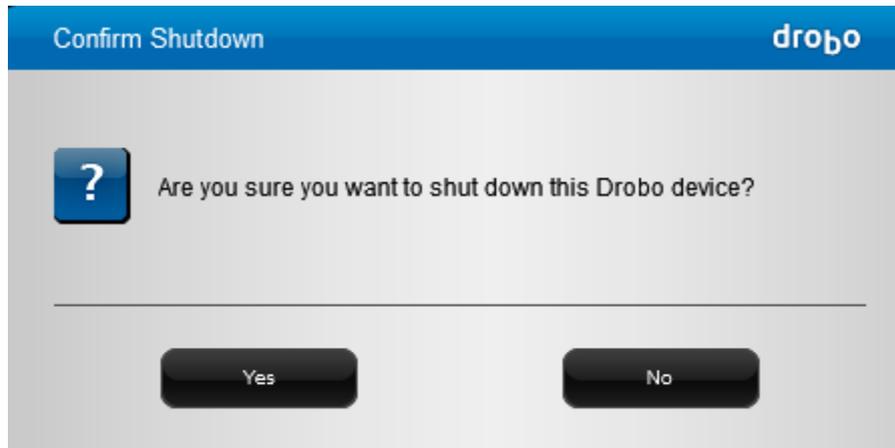
Note:

- 🔑 If one or more drive bay lights are red, you need to add capacity or replace the current drive. (See [Understanding the Indicator Lights](#)). However, you can still safely shut down your Drobo device.

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



4. In the **Drobo Operations** area, click the **Shutdown** option.
5. A message box opens, asking you to confirm the shutdown. Click the Yes button.



6. 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.

Related topics:

- ▶ [Understanding the Indicator Lights](#)
- ▶ [Safely Shutting Down Your Drobo 5N2](#)

1.4.7 Restarting Your Drobo 5N2

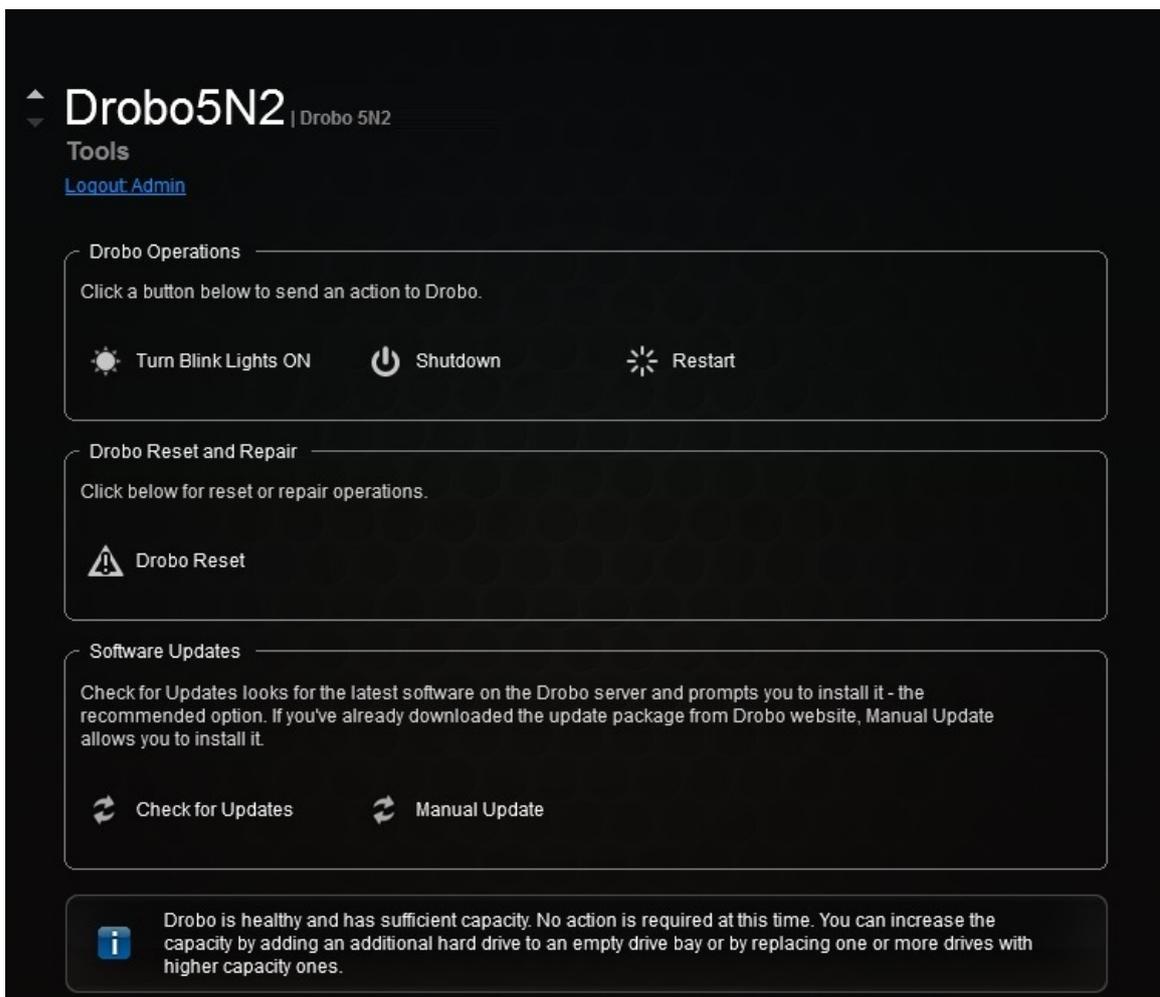
To restart your Drobo 5N2 using the Drobo Dashboard:



Note:

 You need to be logged in to perform this action.

1. In Drobo Dashboard on the **All Drobos** page, select the Drobo device which you would like to restart, and then click the **Tools** option from the **Navigation** menu. The **Tools** page for that Drobo device opens.

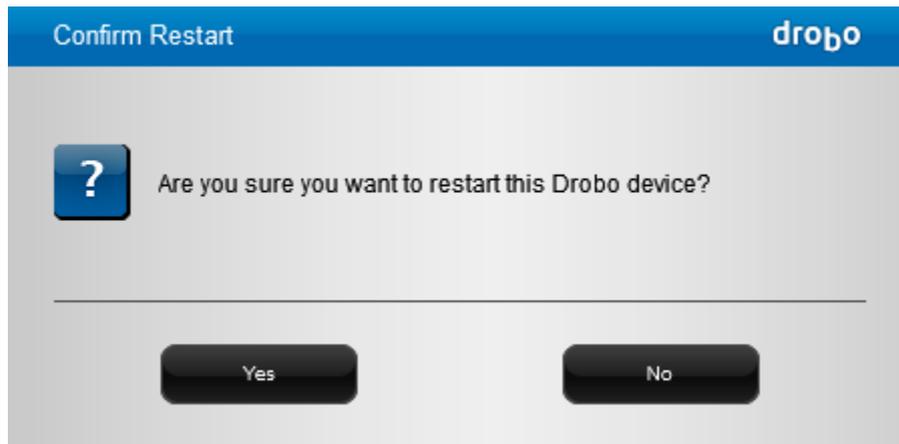


The screenshot shows the 'Tools' page for a Drobo 5N2 device. At the top, it says 'Drobo5N2 | Drobo 5N2' and 'Tools'. There is a 'Logout Admin' link. Below this are three sections:

- Drobo Operations**: 'Click a button below to send an action to Drobo.' It contains three buttons: 'Turn Blink Lights ON' (with a lightbulb icon), 'Shutdown' (with a power icon), and 'Restart' (with a starburst icon).
- Drobo Reset and Repair**: 'Click below for reset or repair operations.' It contains one button: 'Drobo Reset' (with a warning triangle icon).
- Software Updates**: 'Check for Updates looks for the latest software on the Drobo server and prompts you to install it - the recommended option. If you've already downloaded the update package from Drobo website, Manual Update allows you to install it.' It contains two buttons: 'Check for Updates' (with a refresh icon) and 'Manual Update' (with a refresh icon).

At the bottom, there is an information message: 'Drobo is healthy and has sufficient capacity. No action is required at this time. You can increase the capacity by adding an additional hard drive to an empty drive bay or by replacing one or more drives with higher capacity ones.'

2. In the **Drobo Operations** area, click the **Restart** option.
3. A message box displays, asking you to confirm the restart. Click the **Yes** button.



4. Your Drobo device powers down and then restarts. This may take a few minutes.

1.4.8 Resetting Your Drobo 5N2

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



Warning:

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

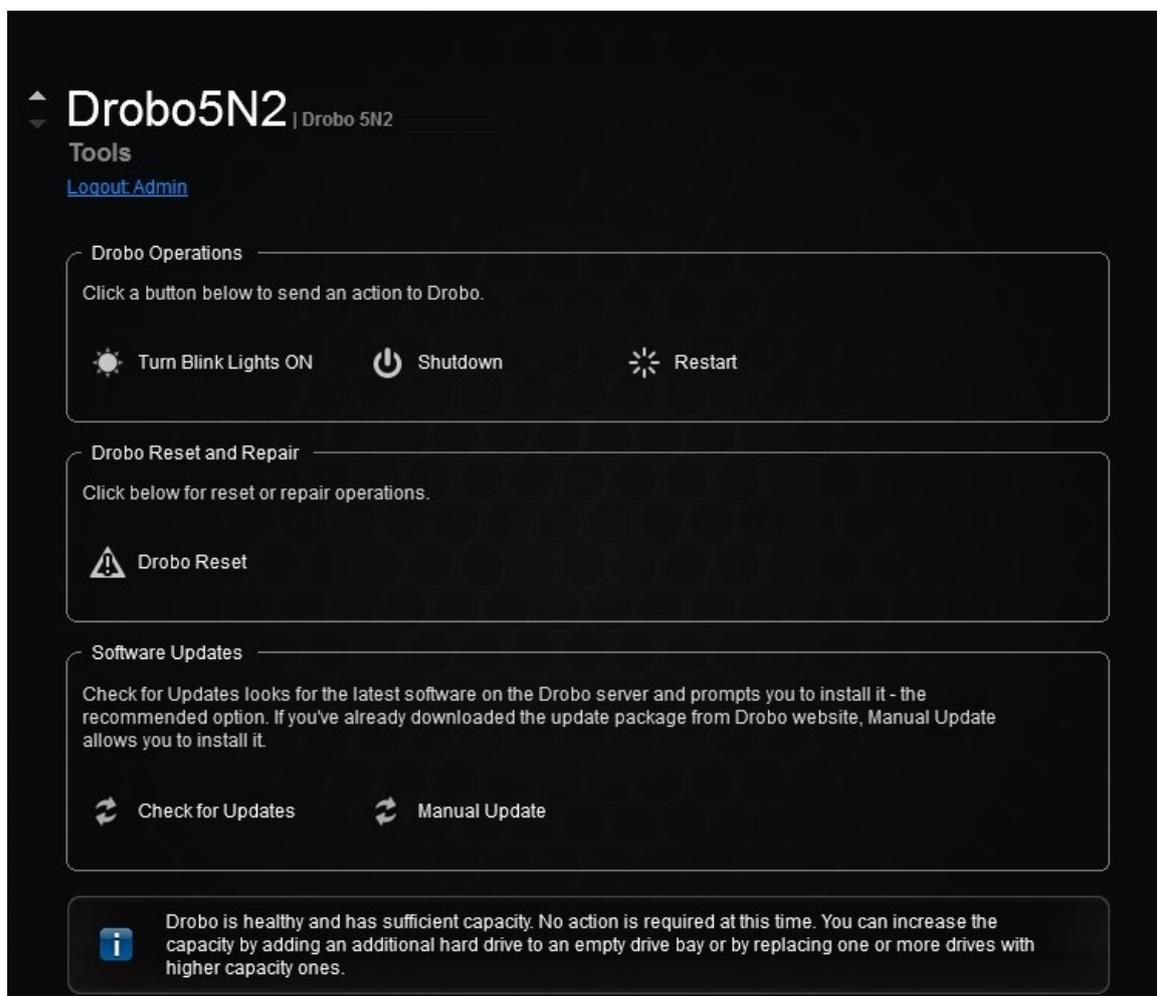


Note:

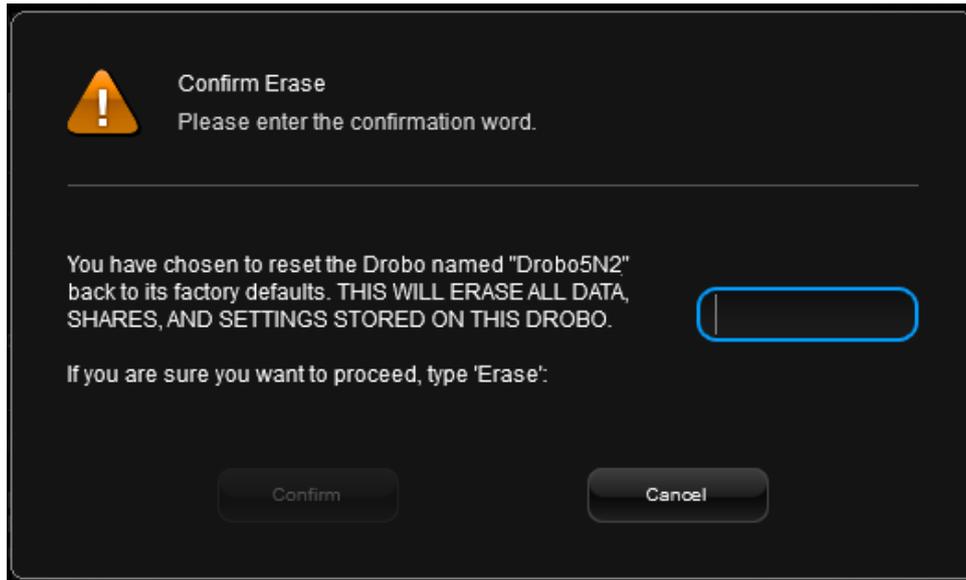
 You need to be logged in to perform this action.

To reset your Drobo 5N2:

1. In Drobo Dashboard on the **All Drobos** page, select the Drobo device which you would like to reset, and then click the **Tools** option from the **Navigation** menu. The **Tools** page for that Drobo device opens.



2. In the **Drobo Reset** area, click the **Drobo Reset** option. The **Confirm Erase** dialog page opens.



3. If you are sure you would like to proceed, in the text box, type **ERASE** and click the **Confirm** button.
4. Your Drobo device gets reset to its factory settings, which can take a few minutes. Once complete, this Drobo device no longer displays in Drobo Dashboard.
5. If the Drobo device remains powered on and connected to your host computer (directly or indirectly through a network), Drobo Dashboard will re-discover the Drobo device as if it were new.

Related topic:

▶ [Setting Up Your Drobo 5N2](#)

1.4.9 Blinking Lights to Test Connectivity

A simple test to verify that your Drobo 5N2 is connected, directly or indirectly, to your host computer, is to use Drobo Dashboard to blink the lights on your Drobo device.

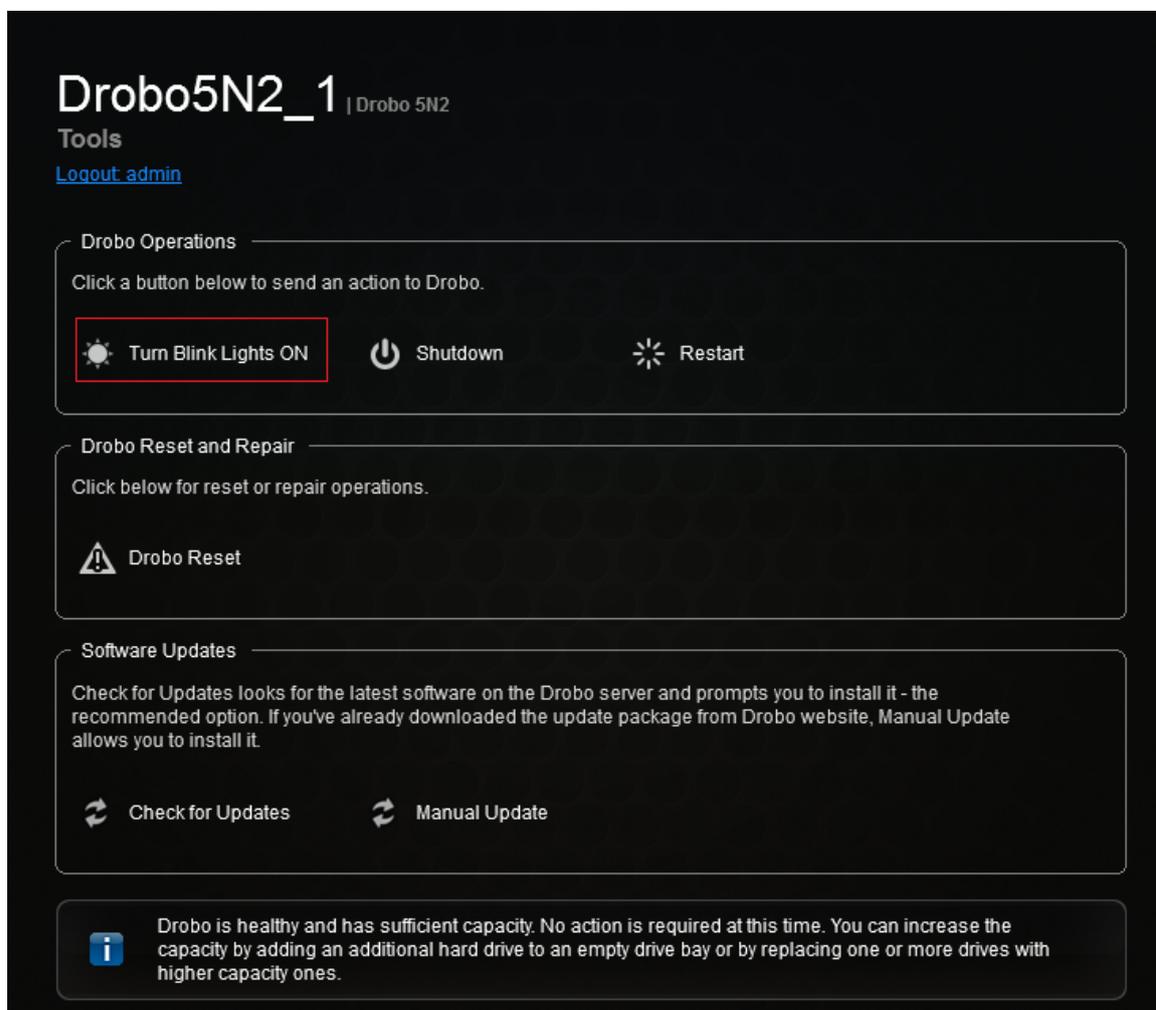


Note:

 For some Drobo devices, you may need to be logged in to perform this action.

To blink lights to test connectivity:

1. In Drobo Dashboard on the **All Drobos** page, select the Drobo device whose lights you would like to blink, and then click the **Tools** option from the **Navigation** menu. The **Tools** page for that Drobo device opens.
2. In the **Drobo Operations** area, click the **Turn Blink Lights ON** option.



Drobo5N2_1 | Drobo 5N2

Tools

[Logout admin](#)

Drobo Operations

Click a button below to send an action to Drobo.

 Turn Blink Lights ON  Shutdown  Restart

Drobo Reset and Repair

Click below for reset or repair operations.

 Drobo Reset

Software Updates

Check for Updates looks for the latest software on the Drobo server and prompts you to install it - the recommended option. If you've already downloaded the update package from Drobo website, Manual Update allows you to install it.

 Check for Updates  Manual Update

 Drobo is healthy and has sufficient capacity. No action is required at this time. You can increase the capacity by adding an additional hard drive to an empty drive bay or by replacing one or more drives with higher capacity ones.

3. The drive lights on your Drobo device blink red and green alternatively for 15 seconds.

Related topic:

 [Understanding the Indicator Lights](#)

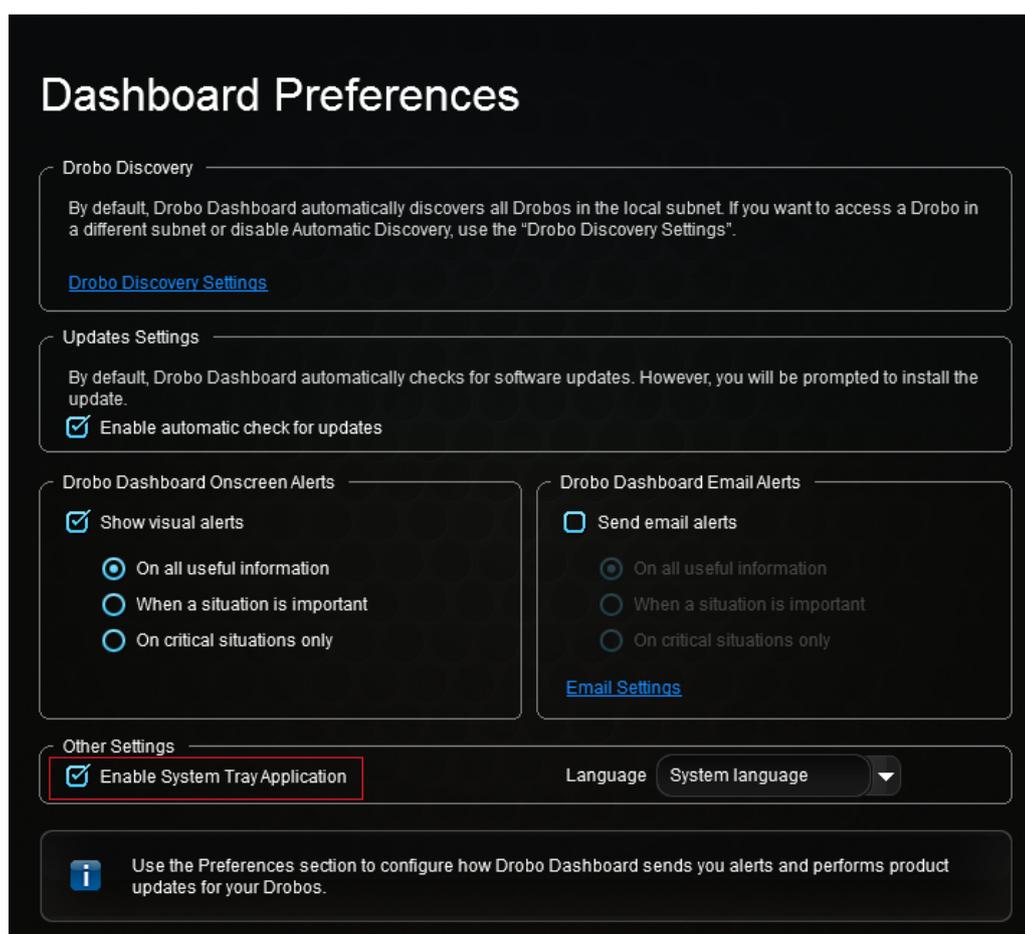
1.4.10 Enabling or Disabling the System Tray

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

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

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

1. In Drobo Dashboard, click the **Dashboard Preferences** option on the **Navigation** menu. The **Dashboard Preferences** page opens.
2. In Windows, in the **Other Settings** area, select or de-select the **Enable System Tray Application** check box, as desired.



Note:

- If the system tray is disabled, on-screen alerts are not displayed.

1.5 Modifying Device Settings for Your Drobo 5N2

You can modify various settings for your Drobo device using the Drobo Dashboard.

See the following topics to learn more:

- ▶ [Managing Auto-Discovery of Drobo 5N2](#)
- ▶ [Enabling or Disabling Dual Disk Redundancy](#)
- ▶ [Modifying the Disk Drive Spin Down Time](#)
- ▶ [Dimming the Lights on Your Drobo 5N2](#)
- ▶ [Setting Your Drobo 5N2 to Independent Network Mode or Network Interface Bonding Mode](#)
- ▶ [Configuring Network Settings \(and IP Addresses\) for Your Drobo 5N2](#)
- ▶ [Modifying the MTU Settings for Jumbo Frames](#)

1.5.1 Managing Auto-Discovery of Drobo 5N2

Drobo Dashboard enables you to automatically detect the Drobo devices available to the host computer. By default the auto-discovery feature is enabled. You can also add network-connected Drobo devices to Drobo Dashboard by their IP addresses, and manage them.

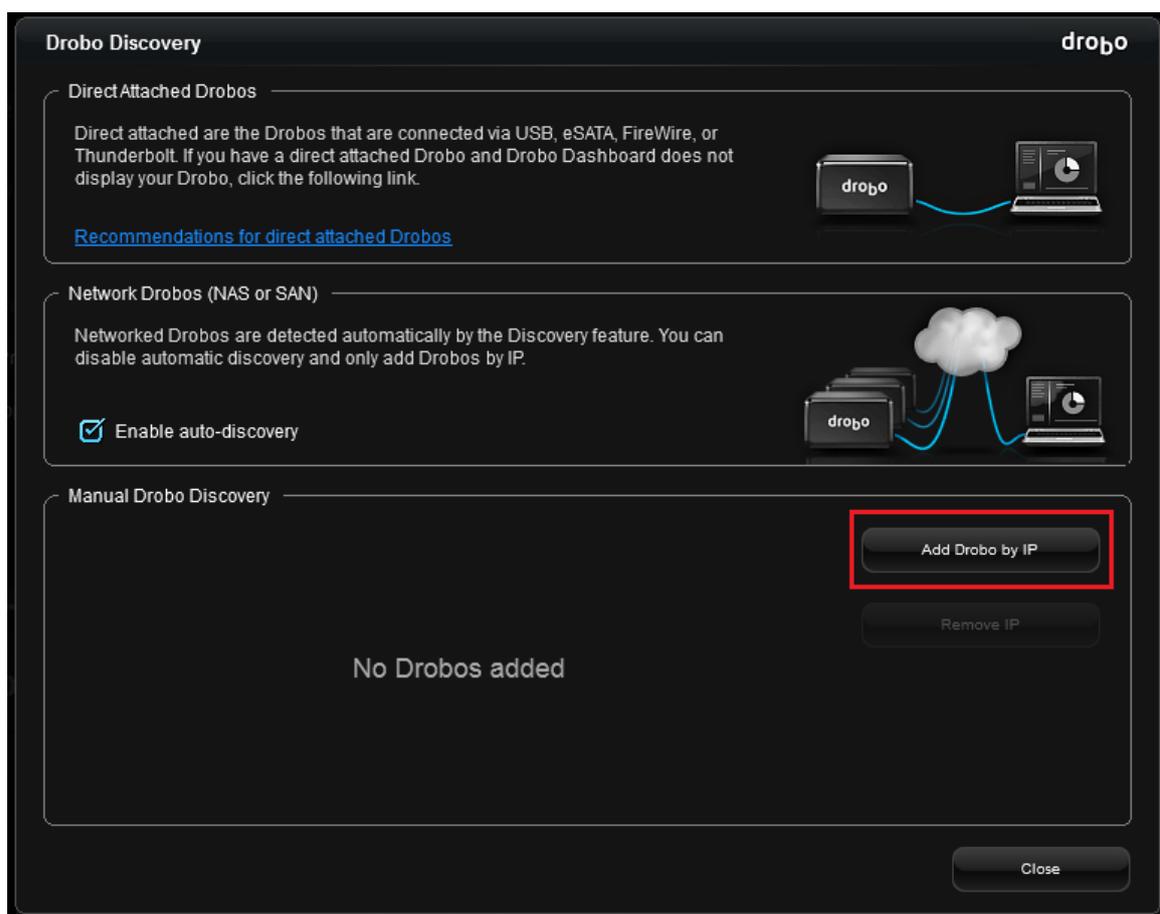
Related topics:

- ▶ [Enabling or Disabling Auto-Discovery of Drobo 5N2](#)
- ▶ [Adding a Drobo 5N2 by Its IP Address](#)
- ▶ [Enabling or Disabling a Drobo Device by Its IP Address](#)
- ▶ [Removing a Drobo 5N2 by Its IP Address from the Discovery List](#)

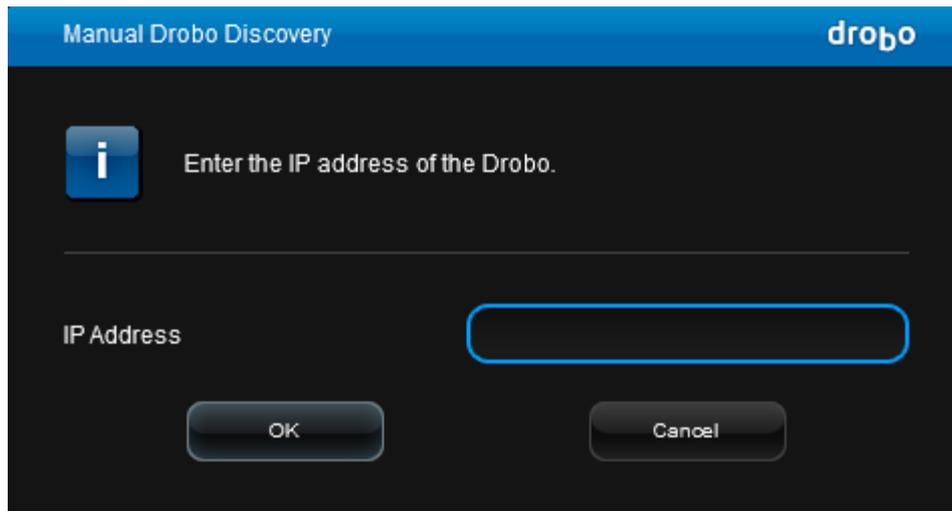
1.5.1.1 Adding a Drobo 5N2 by Its IP Address

In Drobo Dashboard, you can add a network-connected Drobo device to the **All Drobos** page by its IP address if it is not in the local subnet.

1. In Drobo Dashboard, click **Dashboard Preferences** on the **Navigation** menu to open the **Dashboard Preferences** page.
2. In the **Drobo Discovery** area, click the **Drobo Discovery Settings** link. The **Drobo Discovery** page opens.



3. In the Manual Drobo Discovery area, click the Add Drobo by IP button to add a Drobo device by its IP address. The Manual Drobo **Discovery** window opens.



4. Enter the IP address for the Drobo device.
5. Click the **OK** button. Drobo Dashboard adds the IP address.
6. Restart Drobo Dashboard to see the added Drobo device on the **All Drobos** page.



Notes:

- 🖱 If you add the same IP address twice, an error message displays.
- 🖱 An error message also displays if you add a Drobo device that has already been added or that has been detected automatically but with a different IP address.

Related topic:

- ▶ [Managing Auto-Discovery of Drobo 5N2](#)

1.5.1.2 Enabling or Disabling a Drobo Device by Its IP Address

After you have added Drobo 5N2 by its IP address to Drobo Dashboard, you can manage the device by enabling or disabling it.

1. In Drobo Dashboard, click **Dashboard Preferences** on the **Navigation** menu to open the **Dashboard Preferences** page.
2. In the **Drobo Discovery** area, click the **Drobo Discovery Settings** link. The **Drobo Discovery** page opens.

Drobo Discovery drobo

Direct Attached Drobos

Direct attached are the devices that are connected via USB, eSATA or FireWire. If you have a direct attached Drobo and Drobo Dashboard does not display your device, click the following link.

[Recommendations for direct attached Drobos](#)

Network Drobos (NAS or SAN)

Networked Drobos are detected automatically by the Discovery feature. You can disable automatic discovery and only add Drobos by IP.

Enable auto-discovery

Manual Drobo Discovery

Enable	Status	IP Address	Name
<input checked="" type="checkbox"/>	✓	10.0.0.12	Drobo2
<input checked="" type="checkbox"/>	✓	10.0.0.13	Drobo-5N2

Add Drobo by IP

Remove IP

Edit IP

Close

3. In the Manual Drobo Discovery area, click the check box in the Enable column to enable or disable the selected Drobo device.

Related topic:

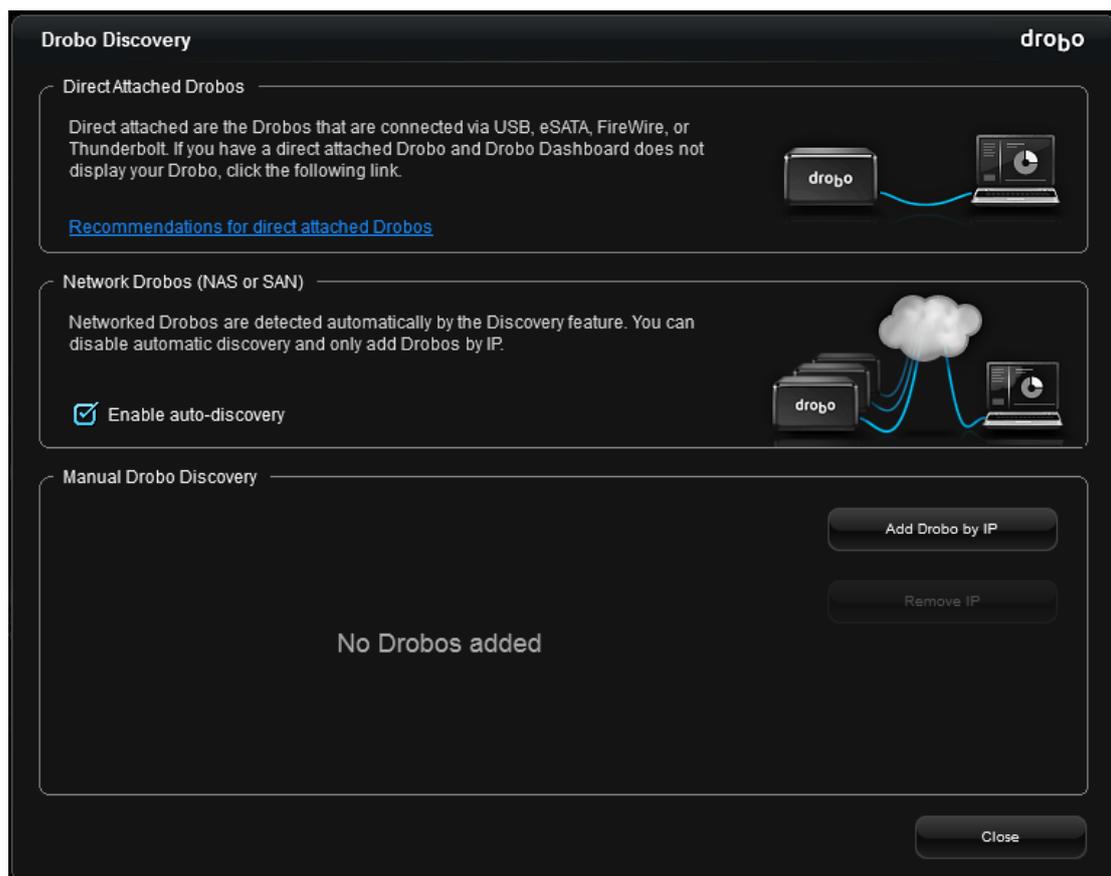
► [Managing Auto-Discovery of Drobo 5N2](#)

1.5.1.3 Enabling or Disabling Auto-Discovery of Drobo 5N2

By default, Drobo Dashboard automatically discovers all Drobos in the local subnet. However, you can disable this automatic discovery feature.

1. In Drobo Dashboard, click **Dashboard Preferences** from the **Navigation** menu to open the **Dashboard Preferences** page.
2. In the **Drobo Discovery** area, click the **Drobo Discovery Settings** link.

The **Drobo Discovery** page opens.



3. In the Network Drobos (NAS or SAN) area of the Drobo Discovery page, select or de-select the Enable Auto Discovery check box to enable or disable the auto-discovery of all the Drobos in the local subnet.



Tip:



You can also open the Drobo Discovery window by clicking the Drobo Discovery Settings link on the All Drobos page.

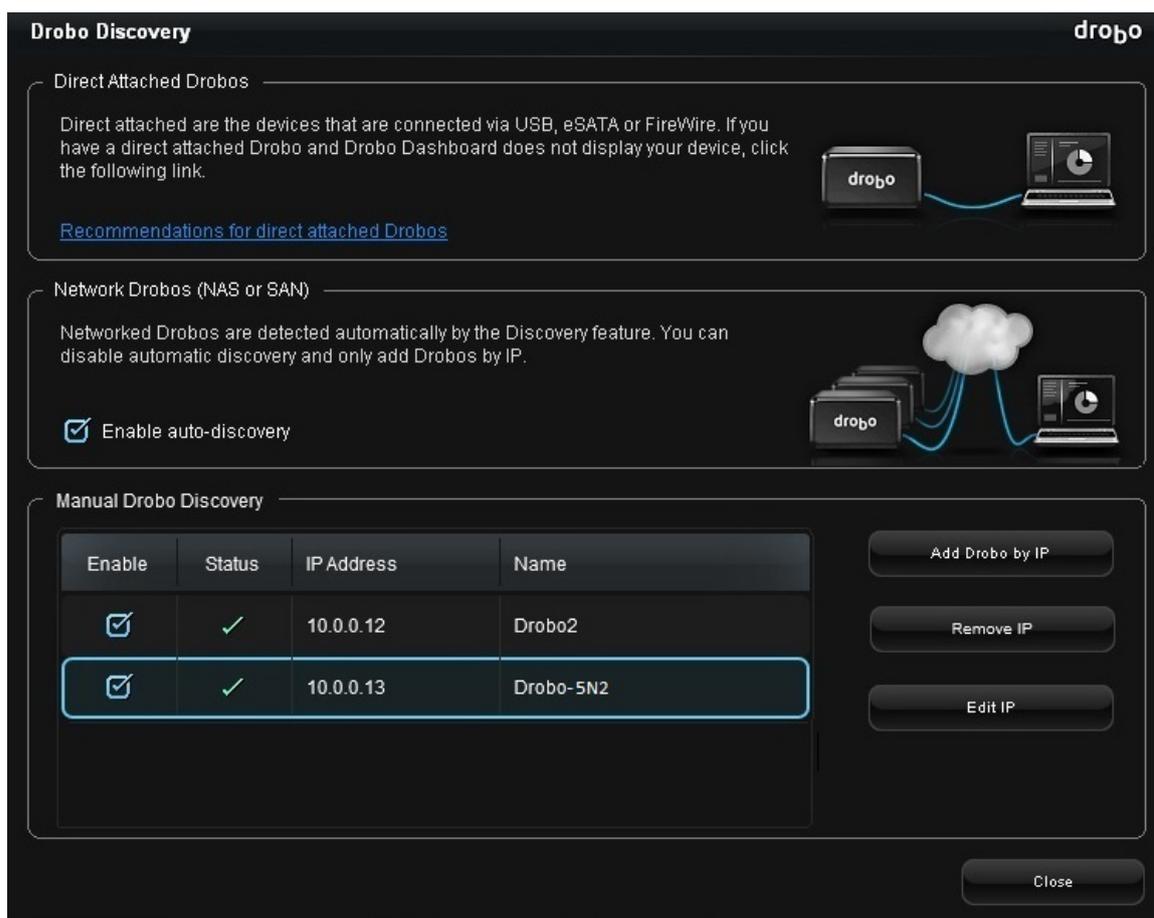
Related topic:

► [Managing Auto-Discovery of Drobo 5N2](#)

1.5.1.4 Removing a Drobo 5N2 by Its IP Address from the Discovery List

In Drobo Dashboard, you can remove a Drobo device by its IP address from the Discovery List.

1. In Drobo Dashboard, click **Dashboard Preferences** on the **Navigation** menu to open the **Dashboard Preferences** page.
2. In the **Drobo Discovery** area, click the **Drobo Discovery Settings** link. The **Drobo Discovery** page opens.



3. In the **Manual Drobo Discovery** area, select the Drobo device you would like to remove by clicking on it. The selected Drobo device is highlighted in blue and the **Remove IP** button becomes active.

4. Click the **Remove IP** button to remove the selected Drobo from the **Manual Device Discovery** list.

Related topic:

► [Managing Auto-Discovery of Drobo 5N2](#)

1.5.2 Enabling or Disabling Dual Disk Redundancy

Dual Disk Redundancy protects your Drobo 5N2 in the event of two simultaneous hard drive failures. Although it provides additional protection, it requires more hard disk space. To learn more about how much more hard disk space is required, see [Determining Drive Space Requirements](#).

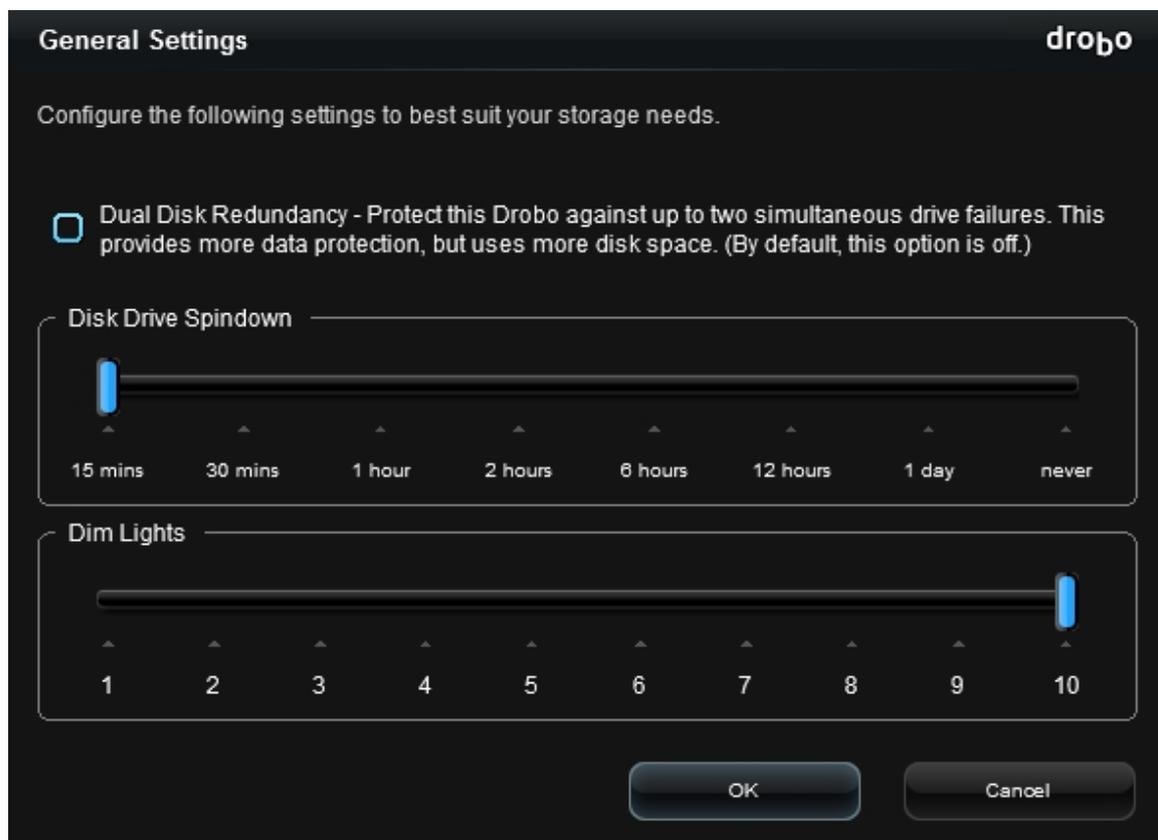


Notes:

- 🔑 You need to be logged in as the administrator to perform this action.
- 🔑 To use Dual Disk Redundancy, you need a minimum of three drives. The option is not be available to you if you do not have a sufficient number of drives or capacity. First, you may need to add capacity.
- 🔑 Enabling dual disk redundancy will not erase your data.

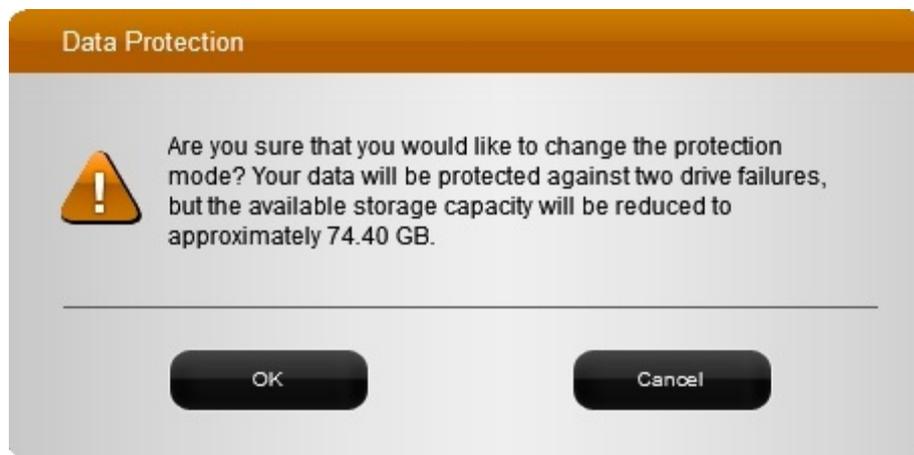
To enable or disable dual disk redundancy:

1. In Drobo Dashboard on the **All Drobos** page, select the Drobo device for which you would like to enable or disable Dual Disk Redundancy.
2. Click the **Drobo Settings** option on the **Navigation** menu, and click **General**. The **General Settings** page opens.



3. Select the **Dual Disk Redundancy** check box to enable it, or de-select it to disable Dual Disk Redundancy.

4. A message box automatically opens, asking you to confirm the change and letting you know that the protected capacity on your Drobo device will decrease (if enabling Dual Disk Redundancy) or increase (if disabling).



5. Click the **Yes** button in the dialog box to continue.
6. In the **General Settings** page, click the **OK** button.
7. If you are enabling Dual Disk Redundancy, an "In Progress" status bar may appear on the **Status** page, letting you know that data protection is in progress. This may take some time.

Related topics:

- ▶ [Determining Drive Space Requirements](#)
- ▶ [Modifying the Disk Drive Spin Down Time](#)
- ▶ [Dimming the Lights on Your Drobo 5N2](#)

1.5.3 Modifying the Disk Drive Spin Down Time

When the disk drives spin down, it helps to save electricity and can prolong the life of the drives. However, it will take your Drobo device a few moments to spin the drives back up again when accessed. The default setting for this feature is 15 minutes on the Drobo 5N2.

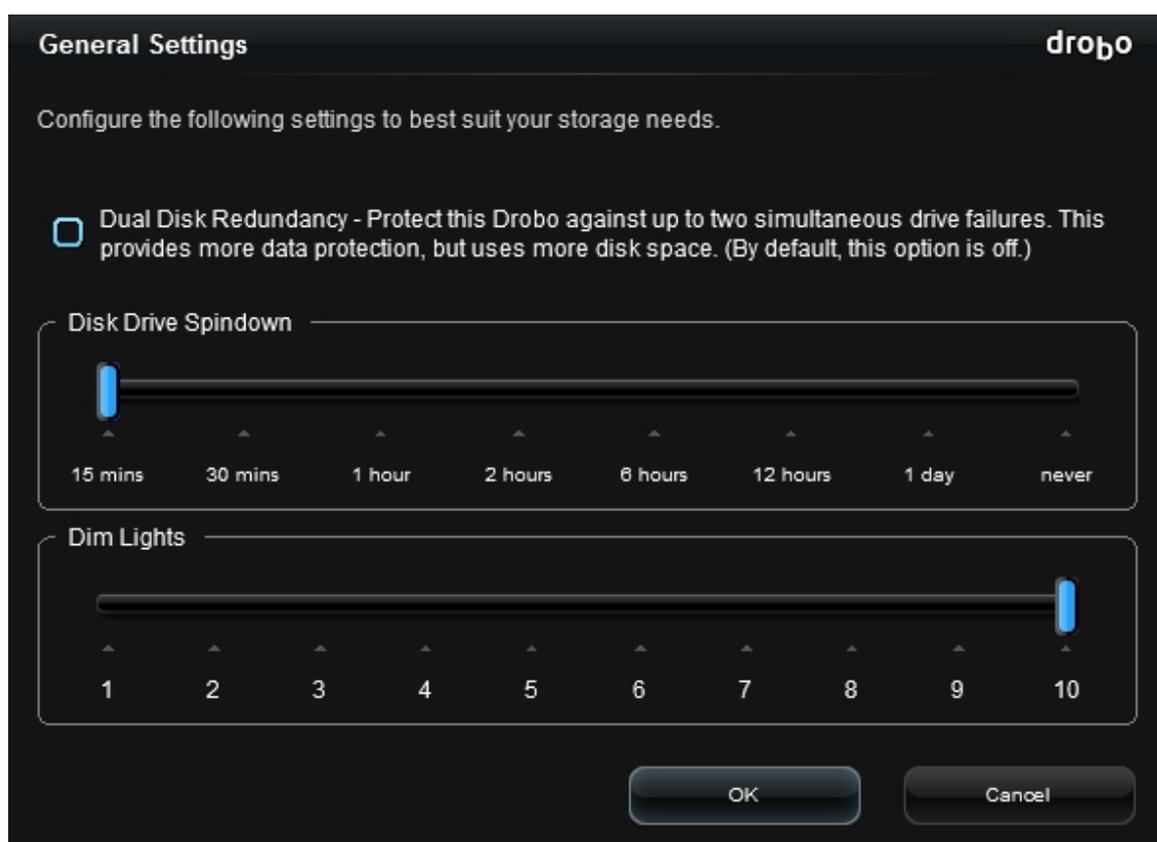


Notes:

- 🔑 You need to be logged in as the administrator to change these settings.
- 🔑 When drives spin down, the lights on the Drobo device dim. When the drives spin back up again, the lights fully illuminate.

To modify the disk drive spin down time:

1. In Drobo Dashboard on the **All Drobos** page, select the appropriate Drobo device.
2. Click the **Drobo Settings** option on the **Navigation** menu, and click **General**. The **General Settings** page opens.



3. Click and drag to slide the pointer for the **Disk Drive Spin Down** to the interval of time you want.
4. Click the **OK** button. The setting is changed.

Related topics:

- ▶ [Enabling or Disabling Dual Disk Redundancy](#)
- ▶ [Dimming the Lights on Your Drobo Device](#)

1.5.4 Dimming the Lights on Your Drobo 5N2

On the Drobo 5N2, you have the option to dim the lights on your device.

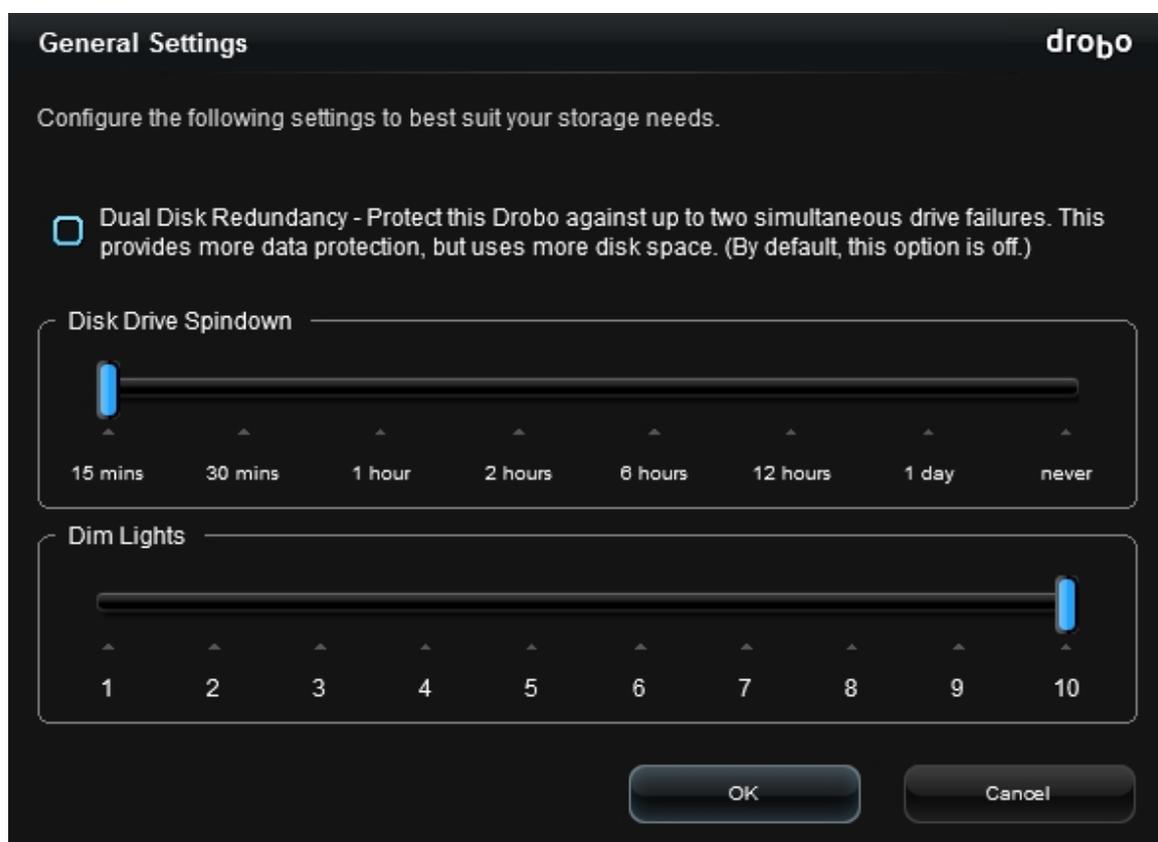


Note:

 You need to be logged in as the administrator to change these settings.

To dim the lights on you Drobo 5N2:

1. In Drobo Dashboard on the **All Drobos** page, select the appropriate Drobo device.
2. Click the **Drobo Settings** option on the **Navigation** menu, and click **General**. The **General Settings** page opens.



3. Click and drag to slide the pointer for the **Dim Lights** to the level of brightness you want, where 10 is the brightest and 1 is the dimmest. The default is "10."
4. Click the **OK** button. The setting is changed.

Related topics:

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

1.5.5 Setting Your Drobo 5N2 to Independent Network Mode or Network Interface Bonding Mode

Your Drobo 5N2 device connects to a network using one or both of the two Ethernet ports. After initial setup, you can configure your Drobo 5N2 in either Independent Network mode or Network Interface Bonding (Port Bonding) mode.

Independent Network mode – Each network interface (Ethernet) can be configured independently and may belong to two separate network segments.

Network Interface Bonding (Port Bonding) – The two network interfaces (Ethernet) can be configured as one in a port bonded mode for optimal performance. For maximum protection, each port can be connected to a separate switch on the same subnet.

Your Drobo 5N2 defaults to Independent Network mode. To use Network Interface Bonding (Port Bonding) mode instead, see [Configuring Network Settings \(and IP Addresses\) for Your Drobo 5N2](#).

Also see the topic if you would like to manually set IP addresses or modify MTU settings to support jumbo frames

Related topic:

- ▶ [Configuring Network Settings \(and IP Addresses\) for Your Drobo 5N2](#)
- ▶ [Modifying the MTU Settings for Jumbo Frames](#)

1.5.6 Configuring Network Settings (and IP Addresses) for Your Drobo 5N2

Although your Drobo 5N2 uses DHCP to automatically assign IP addresses to your Drobo device on a network (this is the default), you can choose to manually assign IP addresses to your device's port(s) by configuring network settings. You can also modify MTU settings to support jumbo frames.



Note:

 You need to be logged in as the administrator to change these settings.

To configure the network settings and IP address for your Drobo 5N2:

1. In Drobo Dashboard on the **All Drobos** page, select the Drobo 5N2 for which you would like to modify network settings.
2. Click the **Drobo Settings** option on the **Navigation** menu, and click **Network**. The **Network Settings** page opens.

Network Settings drobo

Configure the following settings for your Drobo device to best fit your network setup.

Name

Workgroup

Network Interface Bonding

Interface

Automatically assign IP settings (DHCP)

Manually assign an IP address (Advanced Users)

IP Settings

IP Address	<input type="text" value="10.3.3.251"/>	Subnet Mask	<input type="text" value="255.255.255.0"/>
DNS Server 1	<input type="text" value="10.3.0.50"/>	DNS Server 2	<input type="text" value="0.0.0.0"/>
Default Gateway	<input type="text" value="10.3.3.1"/>		

Frame size (MTU) (1500 - 9000)

3. If you would like to manually set an IP address for the port, do the following:
 - Select the **Manually assign an IP address** option.
 - Network settings become enabled.

- Modify the IP address and other network information, as needed.



Note:

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.

4. If you would like to modify MTU settings to support jumbo frames, select the **Frame size (MTU)** check box and enter the frame size in the text box.



Note:

If you choose to use jumbo frames, ensure that the frame 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 device to your switch or router to your host computer.

5. If you would like to enable network port bonding, select the **Network Port Bonding** check box. Ensure that you have both the Ethernet ports connected.

6. Click the **OK** button. A dialog box opens, asking you to restart your Drobo to apply the changes.
7. Click the **Yes** button. Your Drobo device restarts with your new settings.

Related topic:

► [Modifying the MTU Settings for Jumbo Frames](#)

1.5.7 Modifying the MTU Settings for Jumbo Frames

For your Drobo 5N2, you can modify the Maximum Transfer Unit (MTU) to support jumbo frames. Note that not all network devices support jumbo frames.



Note:

 You need to be logged in as the administrator to change these settings.

To modify the MTU settings for jumbo frames:

1. In Drobo Dashboard on the **All Drobos** page, select the Drobo device for which you would like to modify MTU settings.
2. Click the **Drobo Settings** option on the **Navigation** menu, and click **Network**. The **Network Settings** page opens.

Network Settings drobo

Configure the following settings for your Drobo device to best fit your network setup.

Name

Workgroup

Network Interface Bonding

Interface

Automatically assign IP settings (DHCP)

Manually assign an IP address (Advanced Users)

IP Settings

IP Address	<input type="text" value="10.3.3.251"/>	Subnet Mask	<input type="text" value="255.255.255.0"/>
DNS Server 1	<input type="text" value="10.3.0.50"/>	DNS Server 2	<input type="text" value="0.0.0.0"/>
Default Gateway	<input type="text" value="10.3.3.1"/>		

Frame size (MTU) (1500 - 9000)

3. Select the **Frame size (MTU)** check box and modify the frame size in the text box.



Note:

 Ensure 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 device to your switch or router to your host computer.

4. Click the **OK** button. A dialog box opens, asking you to restart your Drobo to apply the changes.
5. Click the **Yes** button. Your Drobo device restarts with your new settings. This may take a few minutes.

Related topic:

▶ [Configuring Network Settings \(and IP Addresses\) for Your Drobo 5N2](#)

1.6 Creating and Using Shares

On a Drobo 5N2, you can create shares. A share is a designated area of storage space on your Drobo 5N2 that can be accessed by selected users on the network. You can, for example, create a "Videos" share on which you store company videos, and then assign access to this share only to those users on the network who manage the videos.



Notes:

- You need to be logged in as the administrator to create shares. There can only be one administrative user per Drobo device.
- For Macintosh OS X users, the administrator can create a dedicated share that can be used for Time Machine, making it easier for you to back up onto your Drobo 5N2 using Apple Inc.'s Time Machine utility. Details are included in the steps on creating shares.

As Administrator

To create and use shares, as the administrator, you do the following:

1. Create one or more shares on your Drobo 5N2.
2. Create the users to which you want to assign access rights to one or more shares, being sure to enter a username and password for each user.
3. Assign users access rights to one or more shares. Access rights include: no access, Read-Only and Read-Write.
4. Once you have created shares, you can mount them so that you have easy access to them from your operating system.



Note:

- Once you, as the administrator, log out, the shares will be un-mounted and thereby inaccessible.

As User

For the user to access a share, he/she needs to:

1. Install and run Drobo Dashboard on his/her computer.
2. Have access to the Drobo 5N2 device over the network.



Note:

- The user has immediate access to shares that have been given access to the "Everyone" user. No password is required.
3. For shares assigned to this user in particular, log in to the Drobo 5N2 using the username and

password assigned by the administrator when he/she set up the user.

Related topics:

See the following topics to know more about creating and using shares:

- ▶ [Creating Shares](#)
- ▶ [Creating Users](#)
- ▶ [Assigning Users Access Rights to a Share](#)
- ▶ [Mounting Shares](#)
- ▶ [Accessing Shares as the User](#)
- ▶ [Deleting Users](#)
- ▶ [Renaming or Modifying Users](#)
- ▶ [Renaming Shares](#)
- ▶ [Deleting Shares](#)

1.6.1 Creating Shares

You can create shares on a Drobo 5N2, which can then be accessed by selected users on the network.

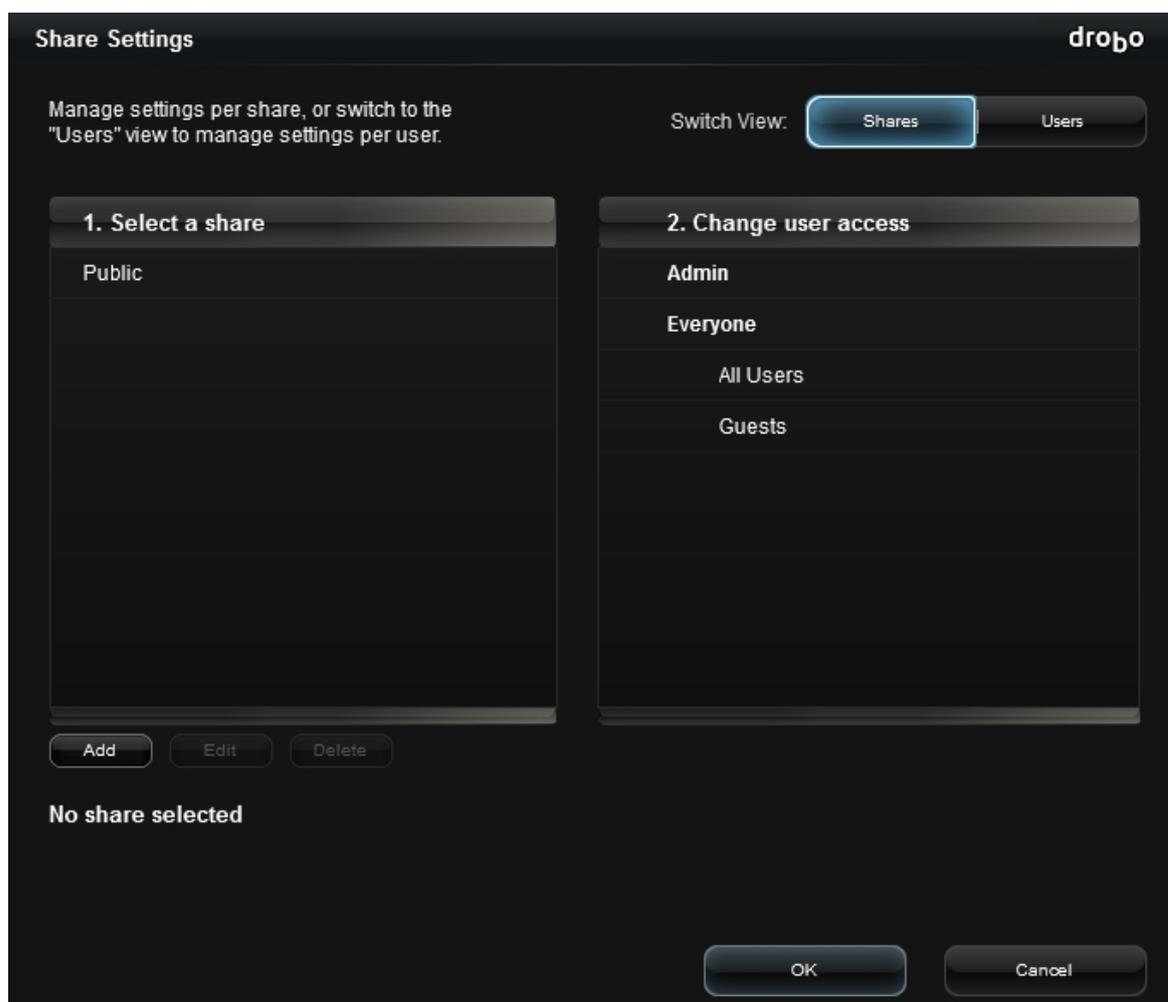


Note:

-  You need to be logged in as the administrator to create shares. There is only one administrative user per Drobo device.

To create a share:

1. In Drobo Dashboard, on the **All Drobos** page, select the Drobo 5N2 on which you would like to create shares.
2. Click the **Shares** option on the **Navigation** menu. The **Shares** page opens.
3. Click the **Share Settings** button on the bottom of the screen. The **Share Settings** page opens.



4. Be sure the **Shares** view displays by clicking the **Shares View** button in the upper-right portion of the page.

Shares

5. At the bottom of the **1. Select a share** area, click the **Add** button. The **Add Share** dialog page opens.

Add Share drobo

Please enter share name.

Share Name

Enable Time Machine support on this share
[\(please read this important information\)](#)

Limit Backup Size to GB

OK Cancel



Note:

 The Public share exists by default. You can delete this share, if desired.

6. In the **Share Name** text box, enter a name for the share you would like to create on your Drobo 5N2.

7. If you would like to dedicate this share to Time Machine backups, then select the **Enable Time Machine support on this share** check box and enter a value, in gigabytes, for the maximum size of the backup. To learn more about Time Machine, click on the appropriate link.



Note:

 If you decide at a later time to change the size of the Time Machine share, you will need to delete this share and create a new one to do so. It is best to create the new, larger share, move the data from the previous share to the new, larger one, and then delete the original share.

8. Click the **OK** button. The new share displays in the list under the **1. Select a share** area on the **Share Settings** page.

9. Repeat steps 5 through 8 to create additional shares.

10. Do one of the following:

- You can now create users to assign to your share(s), or assign users that have already been created with access rights to your share(s).
- Otherwise, if finished, click the OK button on the **Share Settings** page to save your changes.

11. Your settings are saved and the new shares display on the **Shares** page. You can now mount the shares.

Related topics:

- ▶ [Creating Users](#)
- ▶ [Assigning Users Access Rights to a Share](#)
- ▶ [Mounting Shares](#)
- ▶ [Creating and Using Shares](#)

1.6.2 Creating Users

You can create users whom you would like to grant access to one or more shares on your Drobo 5N2. For additional information, see

[Creating and Using Shares](#).

1.6.2.1.1.1 Types of users

There are four types of users reserved for special use:

- **Admin** – the administrator, who has access to all users and administrative controls. This user cannot be deleted and is given Read-Write access to every share automatically.
- **Everyone** – includes any user who is connected to the Drobo 5N2 over the network. This user can be given access to shares without password protection.
- **All Users** – all users you have created. Users must use their passwords to access shares to which they have been given rights.
- **Guests** – any user who signs in to the Drobo 5N2 over the network as a guest. Guests only have access to the Public folder.



Note:

- You need to be logged in as the administrator to create users. There is only one administrative user per Drobo device.

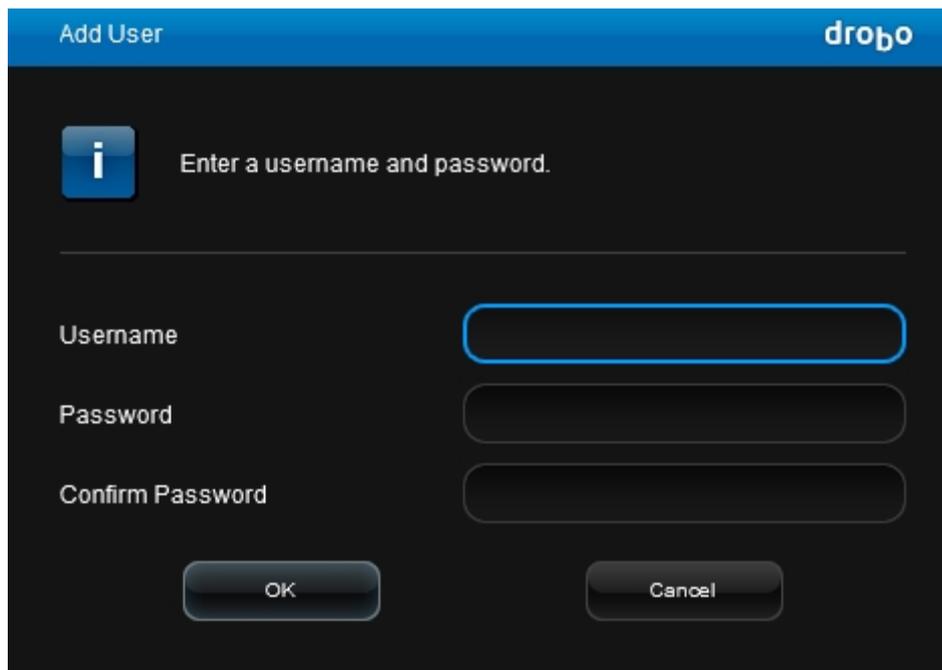
How to create a user

To create a user:

1. In Drobo Dashboard, on the **All Drobos** page, select the Drobo 5N2 on which you would like to create users.
2. Click the **Shares** option on the **Navigation** menu. The **Share** page opens.
3. Click the **Share Settings** button. The **Share Settings** page opens.
4. Be sure the **Users** view displays by clicking the **Users View** button in the upper-right portion of the page.



5. At the bottom of the **1. Select a user** area, click the **Add** button. The **Add User** dialog page opens.



6. In the **Username** text box, enter the name for a user you would like to create.



Note:

 You need to be logged in as the administrator to create users. There is only one administrative user per Drobo device.

7. In the **Password** text box, enter a password for this user.

8. In the **Confirm Password** text box, re-type the password for the user.



Note:

 You need to be logged in as the administrator to create users. There is only one administrative user per Drobo device.

9. Click the **OK** button. The new user displays in the list under **Users** on the **Share Settings** page.

10. Repeat steps 5 through 9 to create additional users.

11. Do one of the following:

- You can now assign users access rights to your share(s).
- Otherwise, if finished, click the **OK** button on the **Share Settings** page to save your changes.

12. Your settings are saved and you are returned to the **Shares** page.

Related topics:

- ▶ [Assigning Users Access Rights to a Share](#)
- ▶ [Deleting Users](#)
- ▶ [Creating and Using Shares](#)

1.6.3 Assigning Users Access Rights to a Share

Once you have created shares on your Drobo 5N2 and created users, you can give (or modify) users access rights to one or more shares.

Access rights include: no access, Read-Only, and Read-Write. You can assign (or modify) access rights in one of two ways:

- For a selected share, assign access rights to one or more users (this is done in the **Shares** view of the **Share Settings** page).
- For a selected user, assign access rights to one or more shares. (This is done in the **Users** view of the **Share Settings** page).



Notes:

🔑 If you are modifying access rights to a share, the new access rights will not affect users currently accessing that share until the next time they connect to that share. If you would like to enforce the new access rights immediately, the best way to do this is to restart the Drobo 5N2, which forces all users off of the share.

🔑 You need to be logged in as the administrator to assign users access rights to shares. There is only one administrative user per Drobo device.

See the following topics to know how to assign user rights via Share/Users View:

▶ [Assign Users Access Rights via Shares View](#)

▶ [Assign Users Access Rights via Users View](#)

Related topic:

▶ [Creating and Using Shares](#)

1.6.3.1 Assign Users Access Rights via Shares View

To assign users access rights via **Share View**, follow these steps:

1. In Drobo Dashboard, on the **All Drobos** page, select the appropriate Drobo 5N2.
2. Click the **Shares** option on the **Navigation** menu. The **Share** page opens.
3. Click the **Share Settings** button. The **Share Settings** page opens.
4. Be sure the **Shares** view displays by clicking the **Shares View** button in the upper-right portion of the page.



5. Select a share from the **Select a share** area.
6. In the **Change user access** area, click on a user to which you would like to assign (or modify) access rights to the selected share. Click more than once to toggle through the following options:



- Read-Only access to the share



- Read-Write access to the share



- No access to the share

7. Also, note these special users:
 - **Admin** – Has Read-Write access to all shares.
 - **All Users** – Includes all users you created.
 - **Everyone** – Includes all users connected to the Drobo 5N2 over the network, and can be given access to shares without password protection.
 - **Guests** – Any user who signs in to the Drobo 5N2 over the network as a guest. Guests only have access to the Public folder.
8. Repeat step 6 to assign access rights to other users for the selected share.
9. Repeat steps 5 to 7 to assign access rights for other shares.
10. When finished, click the **OK** button. Your settings are saved, and the **Shares** page opens.

Related topic:

▶ [Assign Users Access Rights via Users View](#)

1.6.3.2 Assign Users Access Rights via Users View

To assign users access rights via **Users View**, follow these steps:

1. In Drobo Dashboard, on the **All Drobos** page, select the appropriate Drobo 5N2.
2. Click the **Shares** option on the **Navigation** menu. The **Share** page opens.
3. Click the **Share Settings** button. The **Share Settings** page opens.
4. Be sure the **Users** view displays by clicking the **Users View** button in the upper-right portion of the page.



5. Select a user from the **Select a user** area. Note these special users:
 - **Admin** – has Read-Write access to all shares.
 - **All Users** – includes all users you created.
 - **Everyone** – includes all users connected to the Drobo 5N2 over the network, and can be given access to shares without password protection.
 - **Guests** – any user who signs in to the Drobo 5N2 over the network as a guest. Guests only have access to the Public folder.
6. In the **Change shares access** area, click on a share for which you would like to assign (or modify) the selected user access rights. Click more than once to toggle through the following options:



- Read-Only access to the share



- Read-Write access to the share



- No access to the share

7. Repeat step 6 to set access rights to other shares for the selected user.
8. Repeat steps 5 to 7 to set access rights for other users.
9. When finished, click the **OK** button. Your settings are saved, and the **Shares** page opens.

Related topic:

▶ [Assign Users Access Rights via Shares View](#)

1.6.4 Mounting Shares

Mounting a share assigns a drive letter to that share. By doing this, you make the share accessible from your operating system.

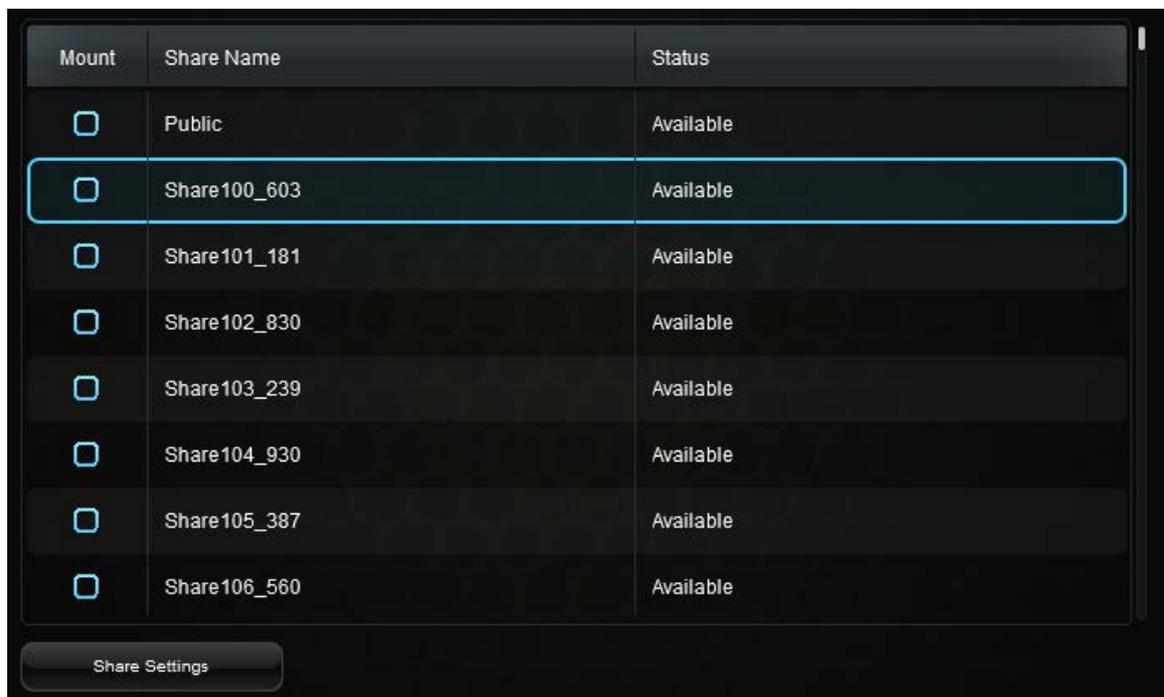
1. To mount shares:
2. In Drobo Dashboard, select the appropriate Drobo 5N2 on the **All Drobos** page.
3. Click the **Shares** option on the **Navigation** menu. The **Shares** page appears, displaying all the shares created on the selected Drobo 5N2.



Note:

 Some shares are only visible to the administrator of that Drobo device.

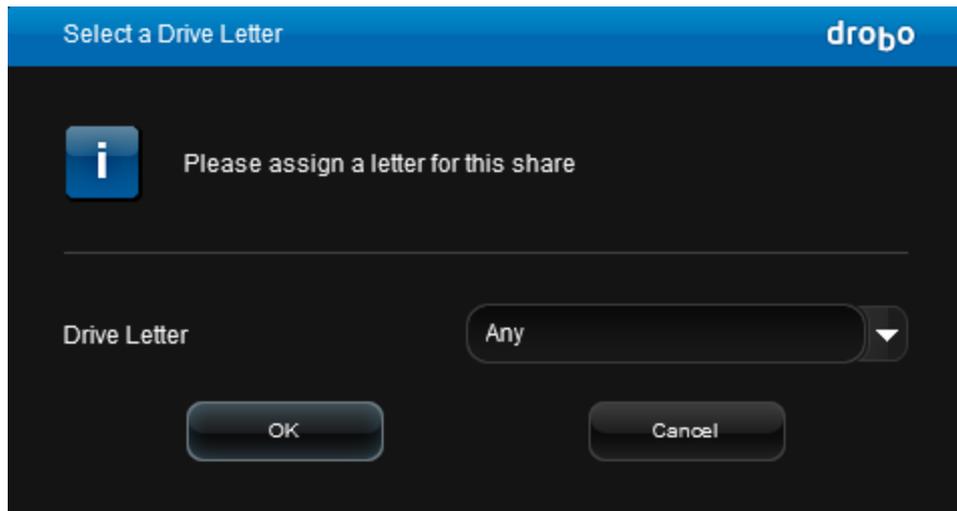
4. To mount a share, select the check box in the **Mount** column next to the appropriate share.



Mount	Share Name	Status
<input type="checkbox"/>	Public	Available
<input type="checkbox"/>	Share100_603	Available
<input type="checkbox"/>	Share101_181	Available
<input type="checkbox"/>	Share102_830	Available
<input type="checkbox"/>	Share103_239	Available
<input type="checkbox"/>	Share104_930	Available
<input type="checkbox"/>	Share105_387	Available
<input type="checkbox"/>	Share106_560	Available

Share Settings

5. For Windows, the **Select a Drive Letter** dialog box opens. Select a drive letter from the drop-down list and click the **OK** button.



6. For the Mac, the share is mounted to the desktop.
7. Repeat step 3 for all shares you would like to mount.



Notes:

- 🖱 For Windows, if you run out of drive letters, you cannot mount anymore shares.
- 🖱 To unmount a share, de-select the check box in the Mount column next to the appropriate share.

Related topic:

- ▶ [Creating and Using Shares](#)

1.6.5 Accessing Shares as the User

For a particular user to access one or more shares created by the administrator, he/she needs to:

1. [Install and run Drobo Dashboard](#) on his/her computer.
2. Have access to the Drobo 5N2 device over the network.



Note:

 The user has immediate access to shares that have been given access to the "Everyone" user. No password is required.

3. For shares assigned to this user in particular, log in to the Drobo 5N2 using the username and password assigned by the administrator when he/she set the user up.

Related topic:

▶ [Creating and Using Shares](#)

1.6.6 Renaming or Modifying Users

You can modify the user's username and/or password.



Note:

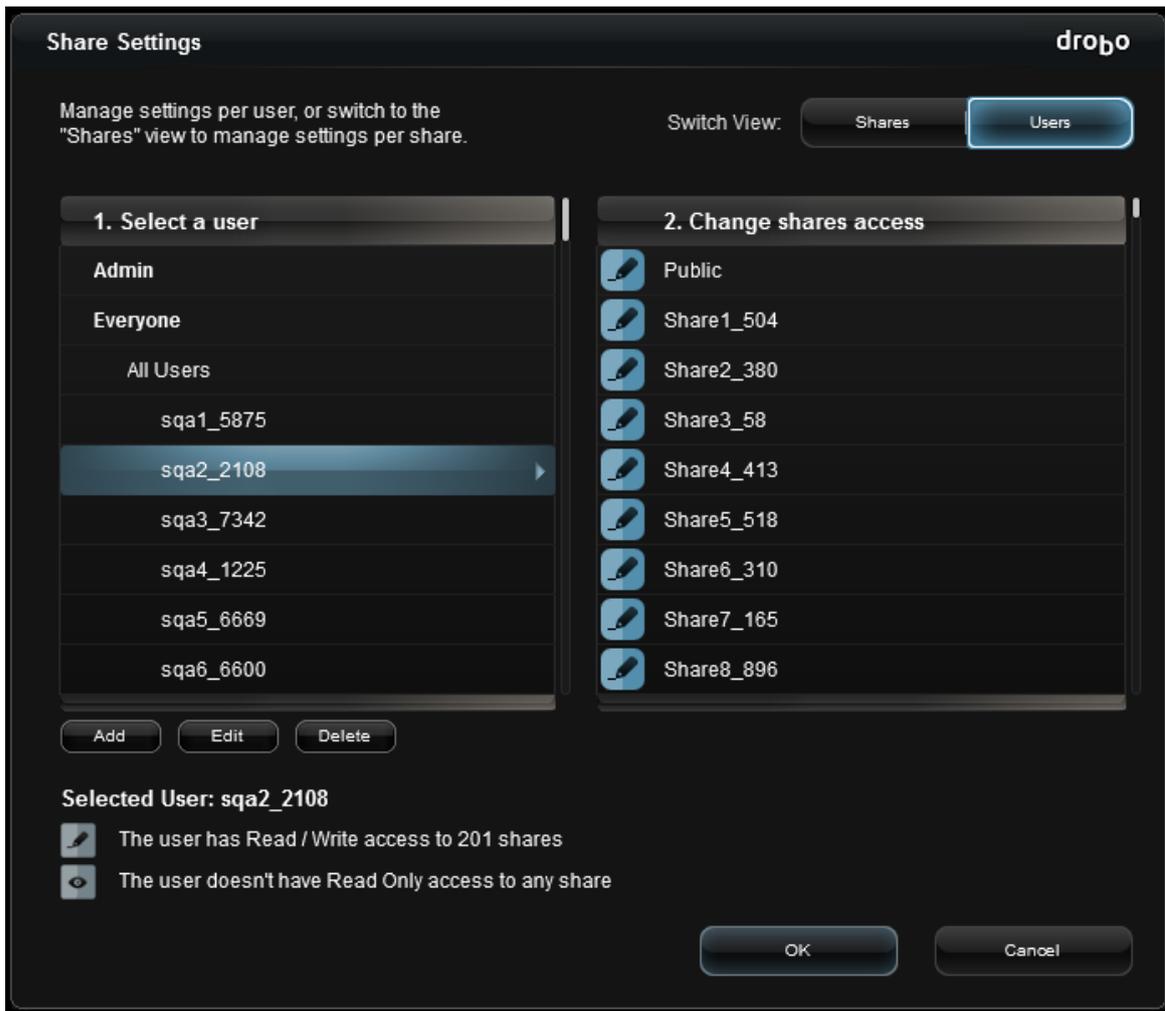
 You need to be logged in as the administrator to rename or modify users. There is only one administrative user per Drobo device.

To rename or modify a user:

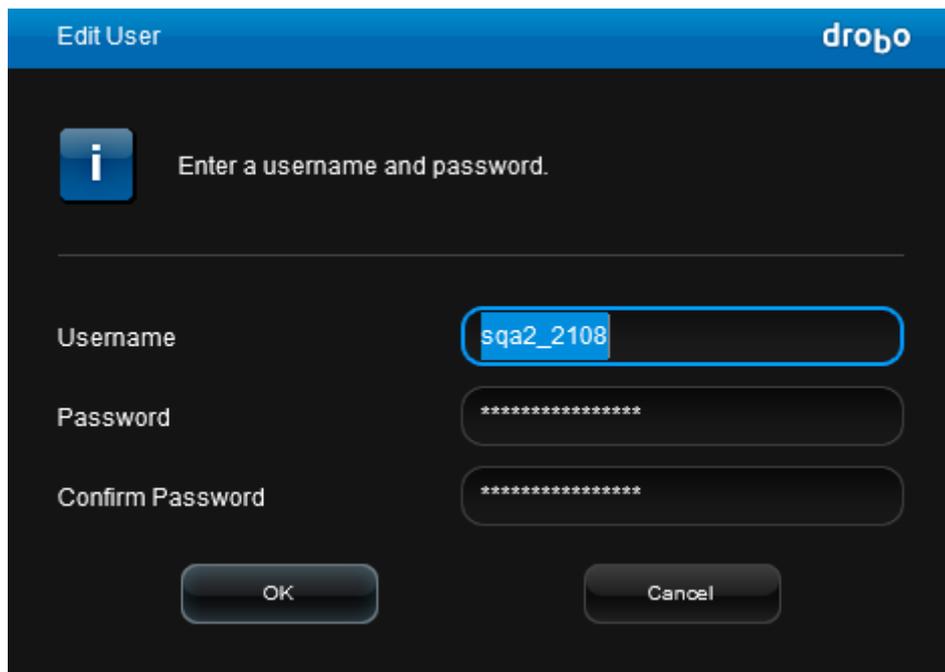
1. In Drobo Dashboard, on the **All Drobos** page, select the appropriate Drobo 5N2.
2. Click the **Shares** option on the **Navigation** menu. The **Share** page opens.
3. Click the **Share Settings** bottom. The **Share Settings** page opens.
4. Be sure the **Users** view displays by clicking the **Users View** button in the upper-right portion of the page.



5. Select a user in the **Select a user** area and click the **Edit** button at the bottom. The **Edit User** dialog page opens.



6. In the **Username** text box, modify the user's name as desired.





Note:

 The user uses this username when logging into the Drobo 5N2.

7. In the **Password** text box, modify the user's password, if desired.



Note:

 The user uses this password when logging into the Drobo 5N2.

8. In the **Confirm Password** text box, re-type the password you modified, if needed.

9. Click the **OK** button. You are returned to the **Share Settings** page.

10. Click the **OK** button on the **Share Settings** page. Your settings are saved, and the **Shares** page opens.

Related topics:

- ▶ [Assigning Users Access Rights to a Share](#)
- ▶ [Creating and Using Shares](#)

1.6.7 Deleting Users

You can delete a user, which removes the user's password profile and access from all shares.



Notes:

- 🔑 You cannot delete special users, which include Admin, Everyone, All Users and Guests.
- 🔑 You need to be logged in as the administrator to delete users. There is only one administrative user per Drobo device.

To delete a user:

1. In Drobo Dashboard, on the **All Drobos** page, select the appropriate Drobo 5N2.
2. Click the **Shares** option on the **Navigation** menu. The **Share** page opens.
3. Click the **Share Settings** button. The **Share Settings** page opens.



4. Be sure the **Users** view displays by clicking the **Users View** button in the upper-right portion of the page.
5. In the **Select a user** area, select a user and click the **Delete** button at the bottom. The user is removed from the **Users** list.
6. Click the **OK** button on the **Share Settings** page to save your changes. Your settings are saved, and the **Shares** page opens.

Related topic:

▶ [Creating Users](#)

1.6.8 Renaming Shares

You can easily rename a share you've created.



Note:

 You need to be logged in as the administrator to rename a share. There is only one administrative user per Drobo device.

To rename share:

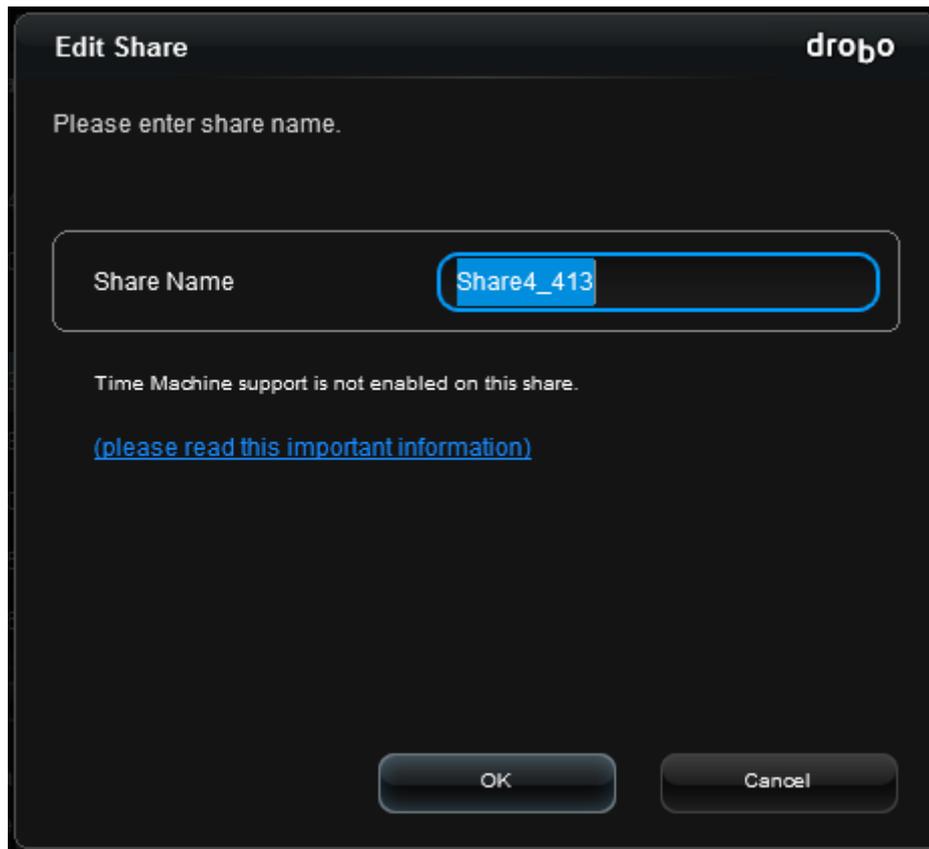
1. In Drobo Dashboard, on the **All Drobos** page, select the appropriate Drobo 5N2.
2. Click the **Shares** option on the **Navigation** menu. The **Share** page opens.
3. Click the **Share Settings** button. The **Share Settings** page opens.
4. Be sure the **Shares** view displays by clicking the **Shares View** button in the upper-right portion of the page.



5. Select the share you would like to rename from the **Select a share** area, and click the **Edit** button at the bottom of this area. The **Edit Share** dialog page opens.



6. In the **Share Name** text box, edit the text for the share name, as desired, and click the **OK** button. You are returned to the **Share Settings** page with the share renamed.



7. Click the **OK** button on the **Share Settings** page to save your changes. Your settings are saved, and the **Shares** page opens.

1.6.9 Deleting Shares

You can delete a share from the Drobo Dashboard.



Note:

 You need to be logged in as the administrator to delete shares. There is only one administrative user per Drobo device.



Warning:

 When you delete a share, all data on the share is also deleted. Be sure to move the data to another location before deleting the share.

To delete a share:

1. In Drobo Dashboard, on the **All Drobos** page, select the appropriate Drobo 5N2.
2. Click the **Shares** option on the **Navigation** menu. The **Share** page opens.
3. Click the **Share Settings** button. The **Share Settings** page opens.
4. Be sure the **Shares** view displays by clicking the **Shares View** button in the upper-right portion of the page.



5. Select the share that you would like to delete from the **Select a share** area, and click the **Delete** button at the bottom of this area. The **Confirm** dialog page opens.
6. In the text box, type **ERASE** and click the **Confirm** button.
7. You are returned to the **Share Settings** page with the share removed from the list in the **Select a share** area.
8. Click the **OK** button on the **Share Settings** page to save your changes. Your settings are saved, and the **Shares** page opens.

1.7 Managing Capacity (Drive Space)

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

You may need to calculate how much capacity you need for your Drobo device in order to ensure your data is protected. You may also be ready to add or remove capacity, or install or remove an mSATA SSD.

This section covers the following topics:

- ▶ [Calculating Capacity to Use](#)
- ▶ [Adding Capacity \(or Drives\)](#)
- ▶ [Installing an mSATA SSD](#)
- ▶ [Removing an mSATA SSD](#)
- ▶ [Removing Capacity \(or Drives\)](#)

Also see:

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

1.7.1 Calculating Capacity to Use

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 the drives you use in your Drobo device, is to use our Capacity Calculator at www.drobo.com/calculator.

A shortcut to estimating the capacity available for your data is to omit the largest drive and then add the capacity of the remaining drives. If you plan to use Dual Disk Redundancy, omit the largest two drives. For example:

Single Disk (Default) Redundancy

# Drives	Drive Capacities	Usable Protected Capacity*
3	3TB + 3TB + 3TB	= 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.

Related topics:

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

1.7.2 Adding Capacity (or Drives)

When you find your Drobo 5N2 is running low on space, you can easily add capacity by either replacing a smaller capacity drive with a larger one, or by inserting a new drive in an empty drive bay of your Drobo device. Note that once you add the new drive, it becomes part of the overall storage pool, with all drives functioning as a unit or “pack.”

You can use drives from any manufacturer and with any capacity. For more information, see [Selecting Hard Drives](#).



Warning:

Any pre-existing data on the drives you add will be erased during installation.



Tip:

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

To add capacity or drives:

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



Warning:

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

2. Remove the bezel (faceplate) from the front of your Drobo device by pulling it off.
3. If you are replacing a smaller capacity drive with a larger one, first remove the smaller capacity drive by using your thumb to depress (and open) the drive lock for the drive bay that contains the drive you would like to remove. Refer to the image below.



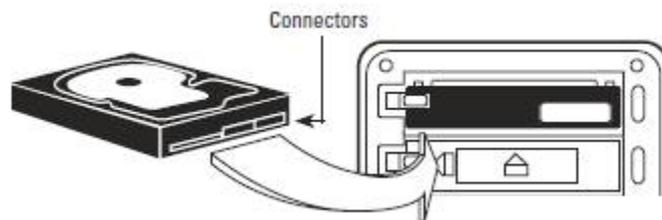
4. The drive ejects from the drive bay. Carefully remove it.



Note:

🔑 The drive light turns a solid red, meaning you need to add a drive or replace the current drive with a larger drive. It may stay red for up to 15 minutes after you replace the drive.

5. With one hand, hold the drive you plan to add so that its connectors are positioned at the device and toward the left. Refer to the image below.



6. With your other hand, use your thumb to depress and hold open the drive lock to an empty drive bay.

7. Slide the drive into the drive bay, release the drive lock and push the drive into place until you feel it connect.

8. The drive lock will snap behind the drive, securing it into place.

9. Add or replace additional drives in the same manner, following steps 3 through 8.

10. When finished, replace the bezel right side up, so that you will be able to see the indicator lights whenever your Drobo device is turned on.

Related topics:

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

1.7.3 Removing Capacity (or Drives)

You may wish to remove one or more drives from your Drobo 5N2, thereby reducing overall capacity. Before doing so, keep the following in mind:

- Your Drobo device requires a minimum of *two* drives, or *three* drives if you are using Dual Disk Redundancy, to ensure your data is protected. See [Managing Capacity](#) for more information.
- Remove only one drive at a time while your Drobo device is powered on, giving your Drobo device the opportunity afterwards to rearrange your data into the safest configuration across the remaining drives.
- If you would like to remove all drives from your Drobo device, first safely shutdown your Drobo device, and then unplug the power.
- Data stored on drives removed from your Drobo device cannot be read by other systems.

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



Warning:

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

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



Warning:

- Not shutting down safely may result in loss of data.

3. Remove the bezel (faceplate) from the front of your Drobo device by pulling it off.

4. Use your thumb to depress (and open) the drive lock for the drive bay that contains the drive you would like to remove. Refer to the image below.



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

5. Repeat step 4 to remove additional drives.
6. Replace the bezel when finished.

Related topics:

- ▶ [Managing Capacity](#)
- ▶ [Adding Capacity](#)
- ▶ [Safely Shutting Down Your Drobo 5N2](#)
- ▶ [Understanding the Indicator Lights](#)

1.8 Checking Storage Usage and Device Status Information

You can check how your storage is being used, the status of your Drobo 5N2 when in particular states, and other important information. Your Drobo device's indicator lights also provide important key information.

This section covers the following topics:

- ▶ [Checking Storage Usage](#)
- ▶ [Checking the Status of Your Drobo 5N2](#)
- ▶ [Checking Your Drobo 5N2's Serial Number](#)
- ▶ [Checking Your Drobo 5N2's Firmware Version](#)
- ▶ [Checking Your Current Version of Drobo Dashboard](#)
- ▶ [Checking System Information](#)
- ▶ [Checking Drive Information](#)
- ▶ [Checking Network Information](#)
- ▶ [Getting Diagnostics on Your Drobo 5N2](#)
- ▶ [Understanding the Indicator Lights](#)

1.8.1 Checking Storage Usage

There are different ways to view how your Drobo 5N2's storage capacity is being used.

▶ [Viewing the Capacity Chart](#)

The capacity chart gives you a quick glance of how much total space is being used, how much space is allocated for data storage, and finally, how much free space is available for additional data.

▶ [Viewing Storage Usage](#)

This page displays a capacity breakdown bar, which provides more detailed information about how your drive space is being used. It shows how much space on your Drobo device is available for data, used for data protection, reserved for expansion, and used for overhead administration.

Related topic:

▶ [Checking the Status of Your Drobo 5N2](#)

1.8.1.1 Viewing the Capacity Chart

The capacity chart gives you a quick glance, and visual, of how your drive space is being used on your Drobo 5N. To view the capacity chart, do the following.

1. In Drobo Dashboard on the **All Drobos** page, select the Drobo device whose capacity chart you would like to view, and click the **Capacity** option on the **Navigation** menu.

The **Capacity** page for that Drobo device opens.

2. If the capacity chart is not currently displayed, click the **Capacity**  button. The **Capacity Chart** view of the **Capacity** page displays.



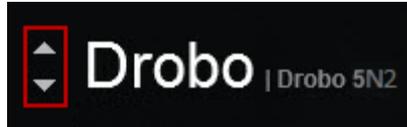
The capacity is displayed as follows:

- **Total:** The total available protected capacity.
- **Used Space:** The portion of the total protected capacity currently being used for data storage.
- **Free Space:** The portion of the total protected capacity available for use.



Tip:

▶ To view this information for other connected Drobo devices (if applicable), you can click the up or down arrow key that displays to the left of the Drobo device name, which is in the upper-left corner of the page. See the arrows in the image below.



Related topics:

- ▶ [Viewing Storage Usage](#)
- ▶ [Checking the Status of Your Drobo 5N2](#)

1.8.1.2 Viewing Storage Usage

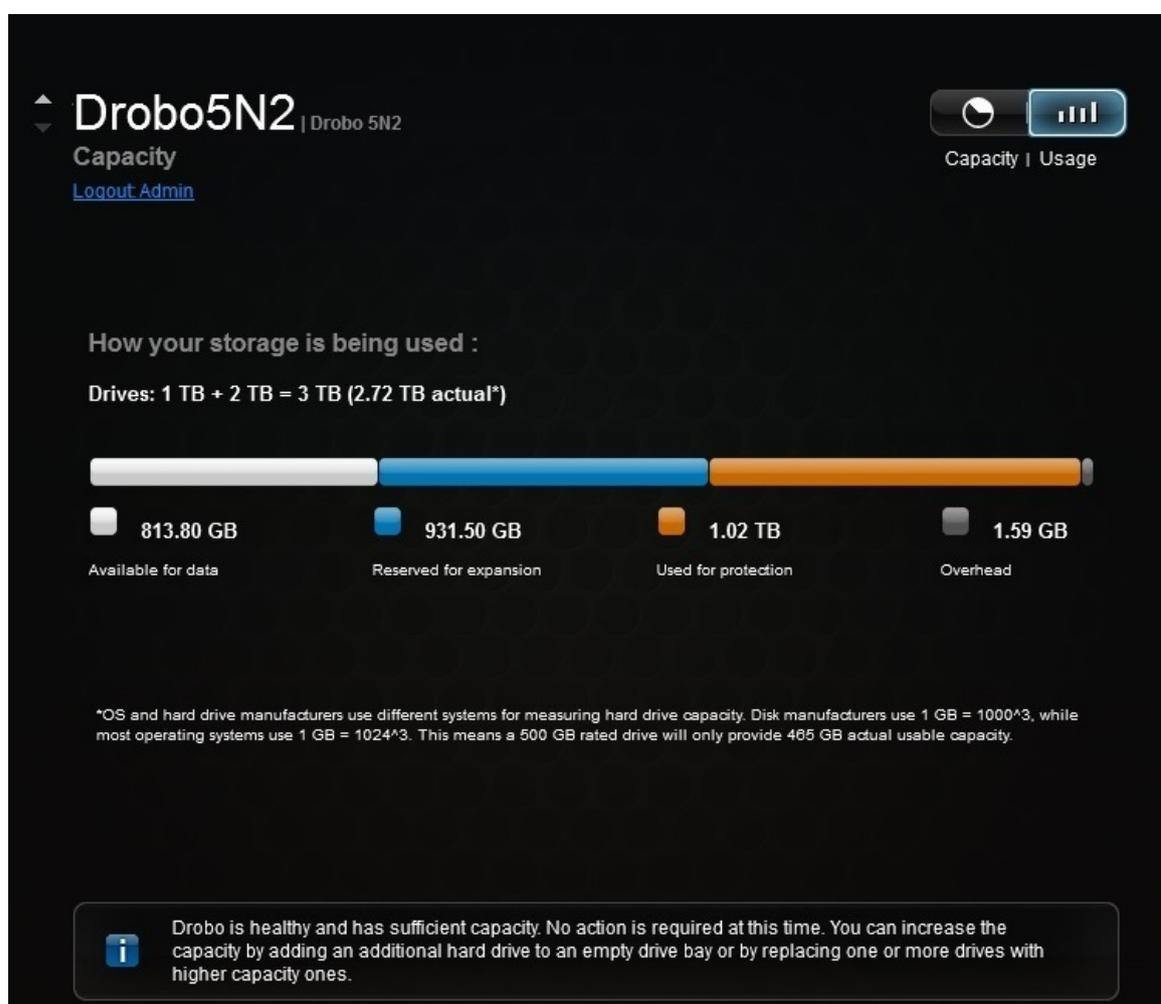
The **Storage Usage** page displays a capacity breakdown bar, which provides more detailed information about how your drive space is being used on your Drobo 5N2. To view storage usage, do the following.

1. In Drobo Dashboard on the **All Drobos** page, select the Drobo device whose storage usage you would like to view, and click the **Capacity** option on the **Navigation** menu.

The **Capacity** page for that Drobo device opens.

2. Click the Usage  button.

The Storage Usage view of the Capacity page displays.



The capacity breakdown bar displays the following:

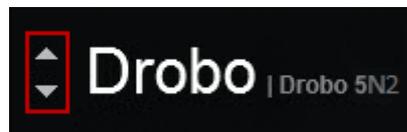
- **Available for data** – The total protected capacity available on which to store your data.
- **Reserved for expansion** – Capacity reserved for future use when one hard drive is larger than the others. This capacity becomes available when you add a larger capacity hard drive or replace a

smaller drive with a larger one.

- **Used for protection** – Capacity used by your Drobo device to protect your data in the event of hard drive failure.
- **Overhead** – Capacity used your Drobo device to manage the hard drives and how your data is stored.



▶ To view this information for other connected Drobo devices (if applicable), you can click the up or down arrow key that displays to the left of the Drobo device name, which is in the upper-left corner of the page. See the arrows in the image below.



Related Topics:

- ▶ [Viewing the Capacity Chart](#)
- ▶ [Checking the Status of Your Drobo 5N2](#)

1.8.2 Checking the Status of Your Drobo 5N2

The **Status** page in Drobo Dashboard provides in-depth information on the status of your Drobo 5N2. To view the **Status** page, do the following.

1. In Drobo Dashboard on the **All Drobos** page, select the appropriate Drobo device.
2. Click the **Status** option on the **Navigation** menu.

The **Status** page opens.



From this screen, you can view the status of different aspects of the Drobo 5N2, such as system information, drive information and network information by selecting one of the options in the drop-down list.

Information you can view on this page includes:

- **Name** - The name of the selected Drobo 5N2.
- **Serial** - The serial number for the selected Drobo 5N2.
- **Health** - The health of the selected Drobo device. It displays as Good (in green) when healthy or

Warning (in orange) when you need to add capacity.

- **Firmware** - The firmware version running on the selected Drobo 5N2.
- **Hot Data Cache** - If the value for this is "on," it indicates that you have all HDDs in the standard drive bays with an mSATA SSD present. The mSATA SSD is used as a cache for "hot" data that is frequently read.
- **Active Interface** - The connectivity interface currently being used.



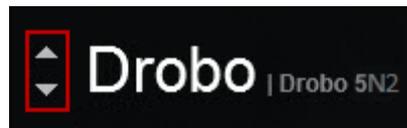
Note

 The information box at the bottom of the screen indicates if your Drobo device is healthy, if you need to add capacity, or if your Drobo device is currently working to protect your data and if so, how long that is estimated to take.



Tip

 To view this information for other connected Drobo devices (if applicable), you can click the up or down arrow key that displays to the left of the Drobo device name, which is in the upper-left corner of the page. See the arrows in the image below.



Related Topics:

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

1.8.3 Checking Your Drobo 5N2's Serial Number

You can check for your Drobo 5N2's serial number on the **Status** page in Drobo Dashboard.

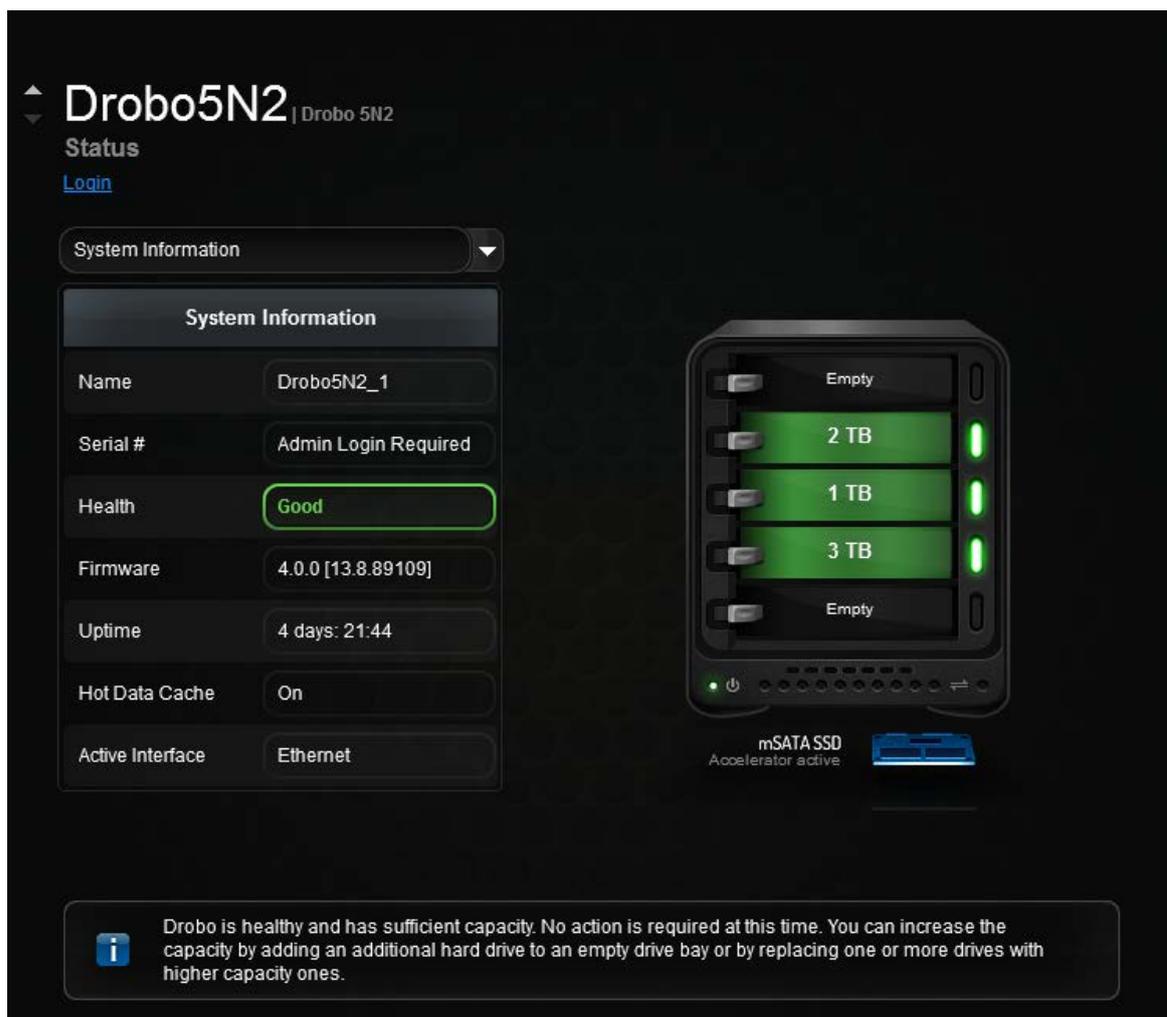
1. In Drobo Dashboard on the **All Drobos** page, select the appropriate Drobo device.
2. Click the **Status** option on the **Navigation** menu.
The **Status** page opens.
3. Select **System Information** from the drop-down list to view the serial number for the selected Drobo device.



1.8.4 Checking Your Drobo 5N2's Firmware Version

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

1. In Drobo Dashboard on the **All Drobos** page, select the appropriate Drobo device.
2. Click the **Status** option on the **Navigation** menu.
The **Status** page opens.
3. Select **System Information** from the drop-down list to view the firmware version for the selected Drobo device.



Related topic:

▶ [Checking Your Current Version of Drobo Dashboard](#)

1.8.5 Checking Your Current Version of Drobo Dashboard

This section covers the following topics:

- ▶ [Checking Current Version on Windows](#)
- ▶ [Checking Current Version on Mac](#)

1.8.5.1 Checking Current Version on Windows

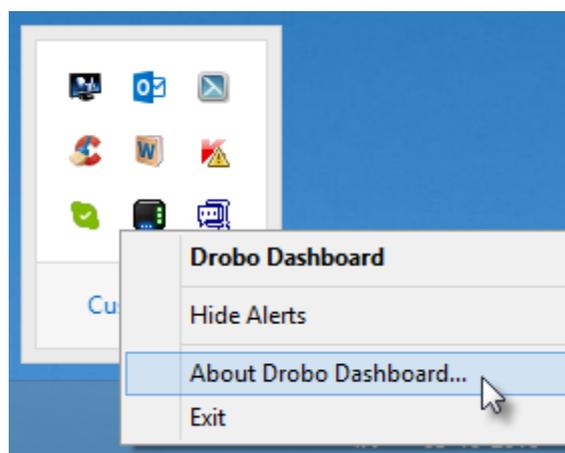
If you are using a **Windows machine**, follow these steps:

1. Locate the **Drobo** icon  in your system tray.



 To locate the Drobo icon, you may need to enable your system tray.

2. Right-click on the icon and a shortcut menu will appear.
3. Select **About Drobo Dashboard** from the shortcut menu.



4. A message box opens, displaying the Drobo Dashboard version number



5. Click the **OK** button.

Related topics:

- ▶ [Checking Your Drobo 5N2's Firmware Version](#)
- ▶ [Checking Current Version on Mac](#)

1.8.5.2 Checking Current Version on Mac

If you are using a Mac, follow these steps:

1. Locate the **Drobo** icon  in your system tray.



Note:

 To locate the Drobo icon, you may need to enable your system tray.

2. Click on the icon and a shortcut menu will appear.
3. Select **About Drobo Dashboard** from the shortcut menu.



4. A message box opens, displaying the Drobo Dashboard version number.



5. Click the **OK** button.

Related topics:

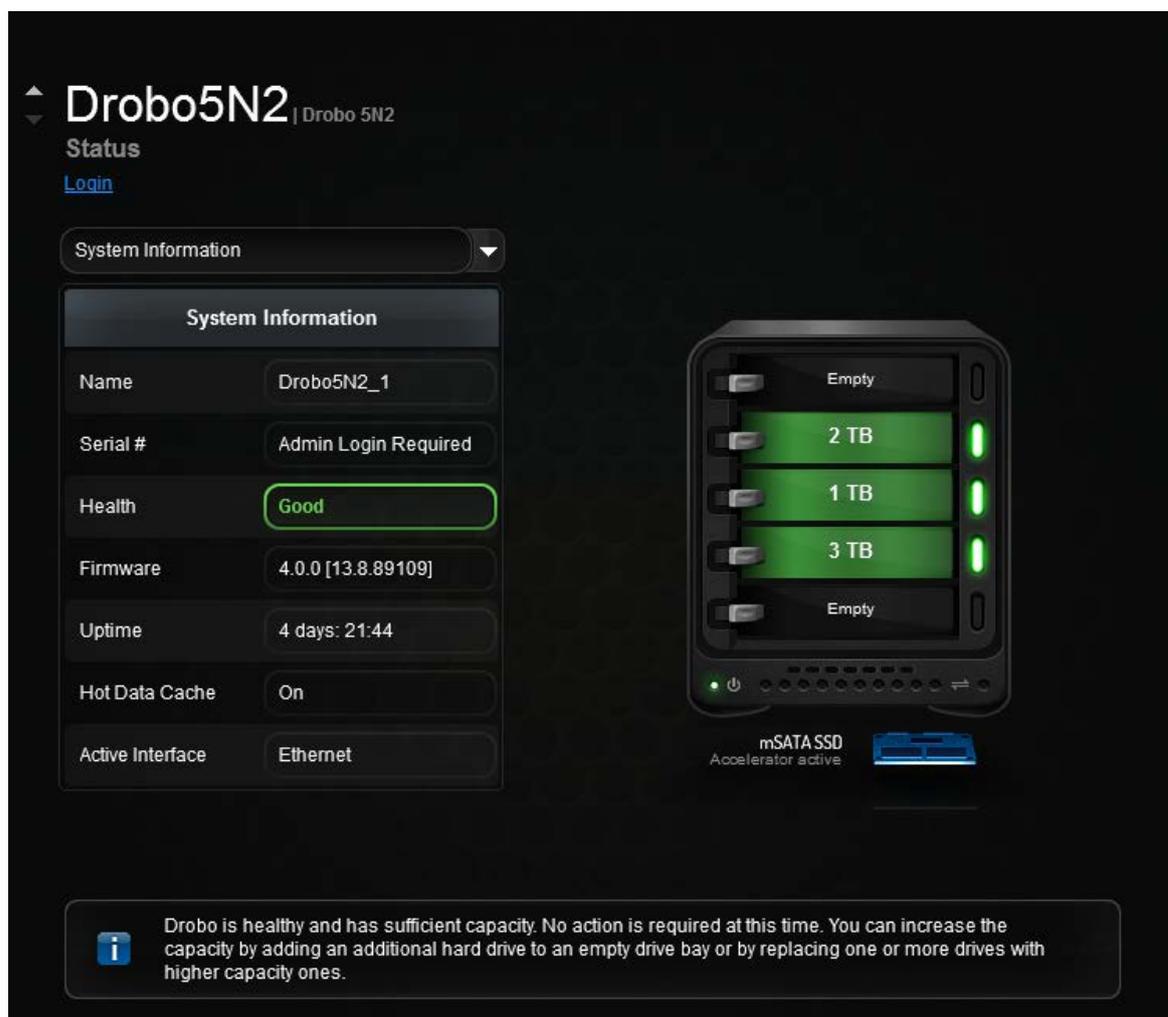
- ▶ [Checking Current Version on Windows](#)
- ▶ [Checking Your Drobo 5N2's Firmware Version](#)

1.8.6 Checking System Information

The System Information view of the **Status** page in Drobo Dashboard provides information such as the serial number, firmware version and health of the Drobo 5N2. If you use SSDs, their positions are identified in the image of the Drobo 5N2.

1. In Drobo Dashboard on the **All Drobos** page, select the appropriate Drobo device.
2. Click the **Status** option on the **Navigation** menu, and be sure that **System Information** is selected from the drop-down list.

The **Status** page opens.



Information you can view on this page includes:

- **Name** - The name of the selected Drobo 5N2.
- **Serial** - The serial number for the selected Drobo 5N2.
- **Health** - The health of the selected Drobo device. It displays as Good (in green) when healthy or Warning (in orange) when you need to add capacity.

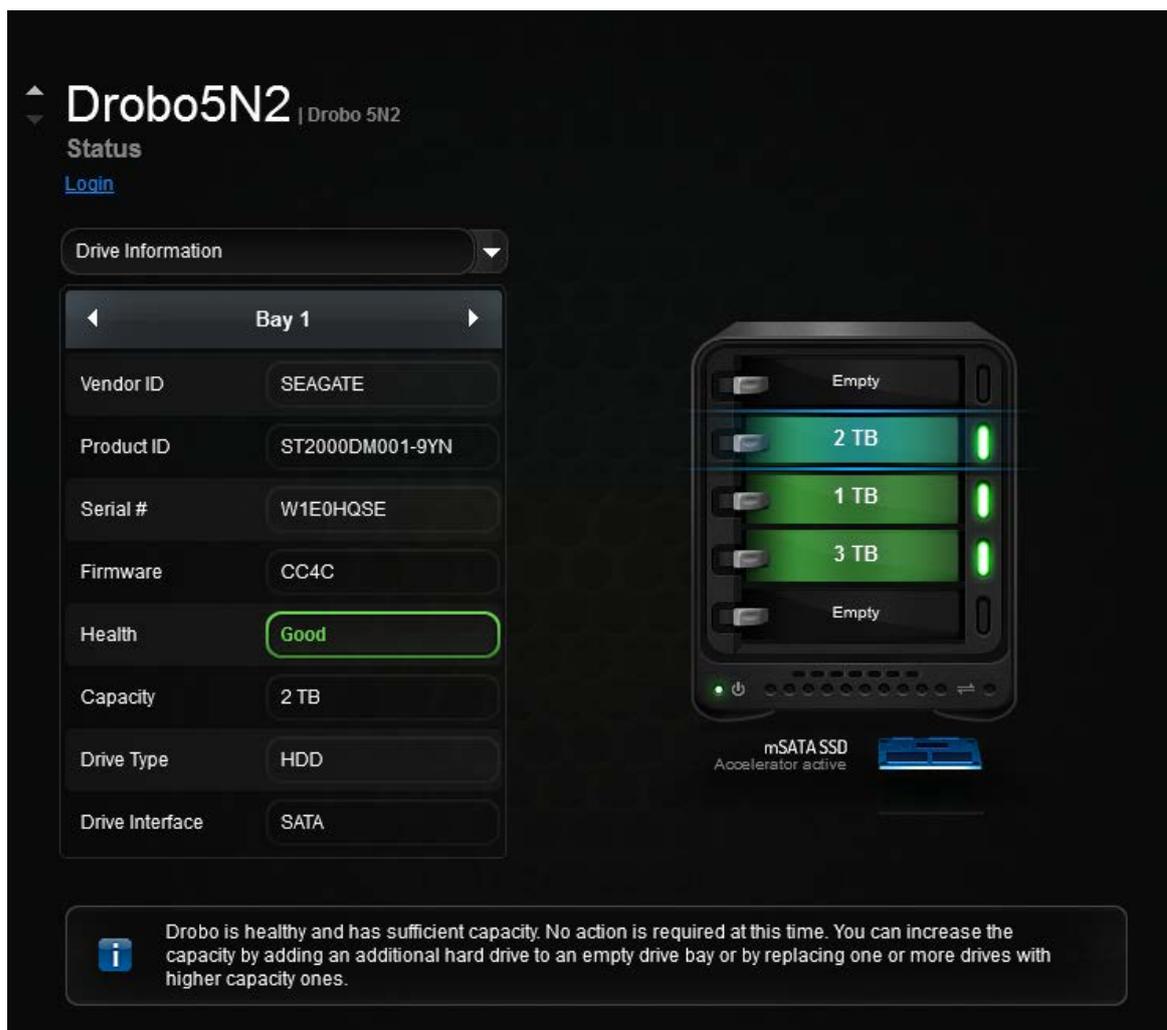
- **Firmware** - The firmware version running on the selected Drobo 5N2.
- **Hot Data Cache** - If the value for this is "on," it indicates that you have all HDDs in the standard drive bays with an mSATA SSD present. The mSATA SSD is used as a cache for "hot" data that is frequently read.
- **Active Interface** - The connectivity interface currently being used.

Related topics:

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

1.8.7 Checking Drive Information

1. In Drobo Dashboard on the **All Drobos** page, select the appropriate Drobo 5N2.
2. Click the **Status** option on the **Navigation** menu.
The **Status** page opens.
3. Select the **Drive Information** option from the **Status Information** drop-down list.
4. Select the disk drive whose information you need by clicking the associated drive bay in the image of the Drobo device.



You can view the following drive information for the selected drive bay:

- **Vendor ID** - The manufacturer of the selected drive.
- **Product ID** - The product ID for the selected drive. .
- **Serial** - The serial number of the selected drive.
- **Firmware** - The firmware version for the selected drive.

- **Health** - The health status of the drive, based on the errors identified by Drobo while using the drive. Values include:
 - Failed (blinking red) - Indicates that the drive has failed and needs immediate replacement.
 - Warning (orange) - Indicates that the drive is almost full and you need to add capacity soon.
 - Critical (red) - Indicates that the drive is full and you need to add capacity now.
 - Good (green) - Indicates that the drive is healthy and no action is needed.



Note:

In addition, if the drive is a Solid State Drive (SSD), the percentage of wear is reported.

- **Capacity** – The device capacity, in terabytes.
- **Drive Type** – options include SSD or HDD.
- **Drive Interface** – The drive type. It can take one of the following values: SATA/SSD/Unidentified.

Related topic:

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

1.8.8 Checking Network Information

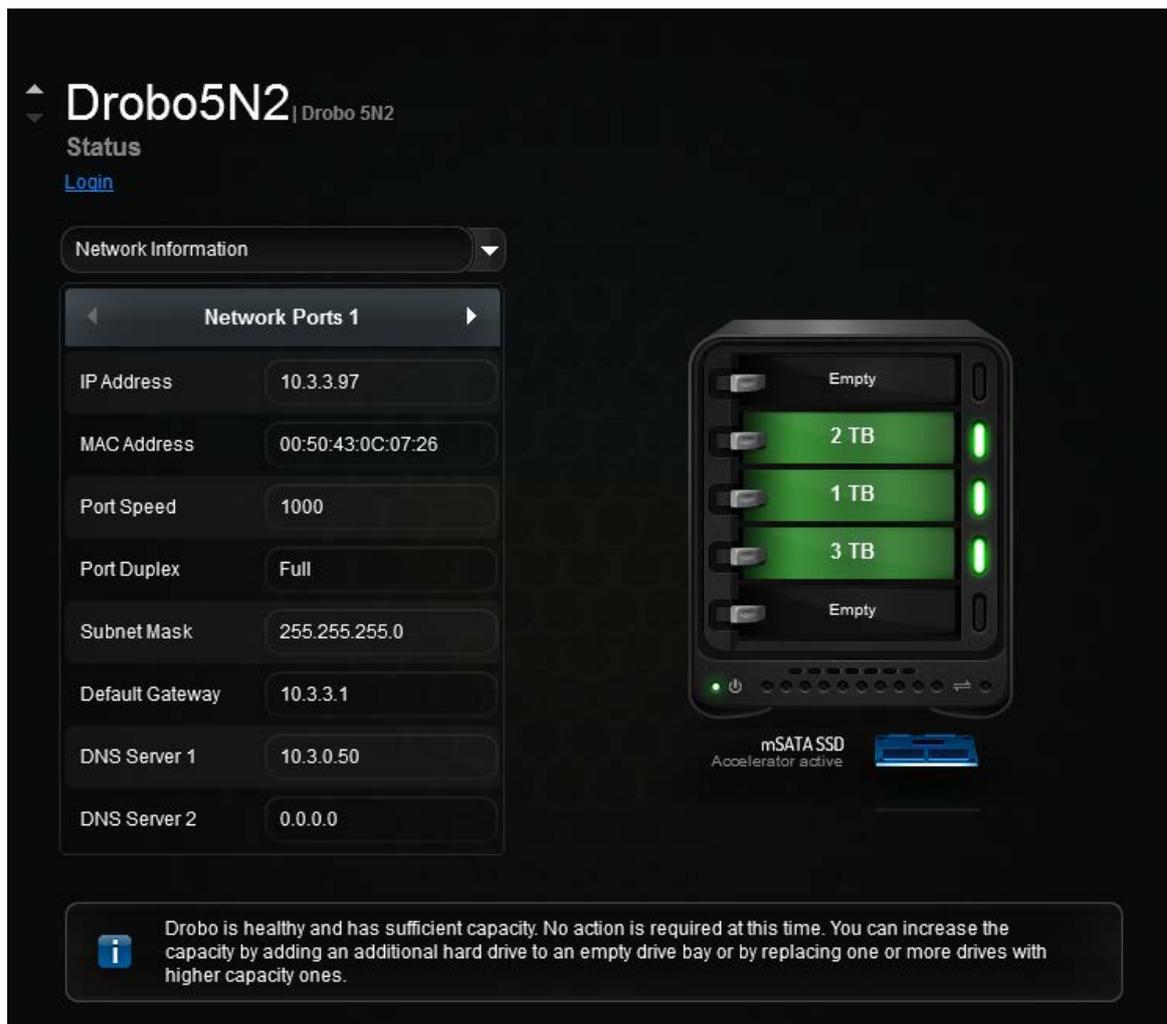
1. In Drobo Dashboard on the All Drobos page, select the appropriate Drobo 5N2.

2. Click the Status option on the Navigation menu.

The Status page opens.

3. Select the **Network Information** option from the **Status Information** drop-down list.

The Network Information page appears.



The screenshot shows the 'Drobo5N2' dashboard page. At the top, it says 'Drobo5N2 | Drobo 5N2' and 'Status'. Below that is a 'Login' link. A dropdown menu is set to 'Network Information'. The main content area is titled 'Network Ports 1' and contains a table of network settings:

IP Address	10.3.3.97
MAC Address	00:50:43:0C:07:26
Port Speed	1000
Port Duplex	Full
Subnet Mask	255.255.255.0
Default Gateway	10.3.3.1
DNS Server 1	10.3.0.50
DNS Server 2	0.0.0.0

To the right of the table is a visual representation of the Drobo 5N2 drive bay. It shows four drive bays: the top one is 'Empty', the second is '2 TB', the third is '1 TB', and the fourth is '3 TB'. Below the drive bay is an 'mSATA SSD Accelerator active' indicator with a blue light.

At the bottom of the page, there is a status message: 'Drobo is healthy and has sufficient capacity. No action is required at this time. You can increase the capacity by adding an additional hard drive to an empty drive bay or by replacing one or more drives with higher capacity ones.'

You can view the following information on this page:

- **IP Address** - The IP address for your Drobo 5N2 on the network.
- **MAC Address** - The MAC address for your Drobo 5N2 on the network.
- **Port Speed** - Speed of the connectivity port, if applicable.
- **Subnet Mask** - The address for the subnet mask.
- **Default Gateway** - The address for the default gateway.

- **DNS Server 1** - The address for the DNS Server 1
- **DNS Server 2** - The address for the DNS Server 2

Related topic:

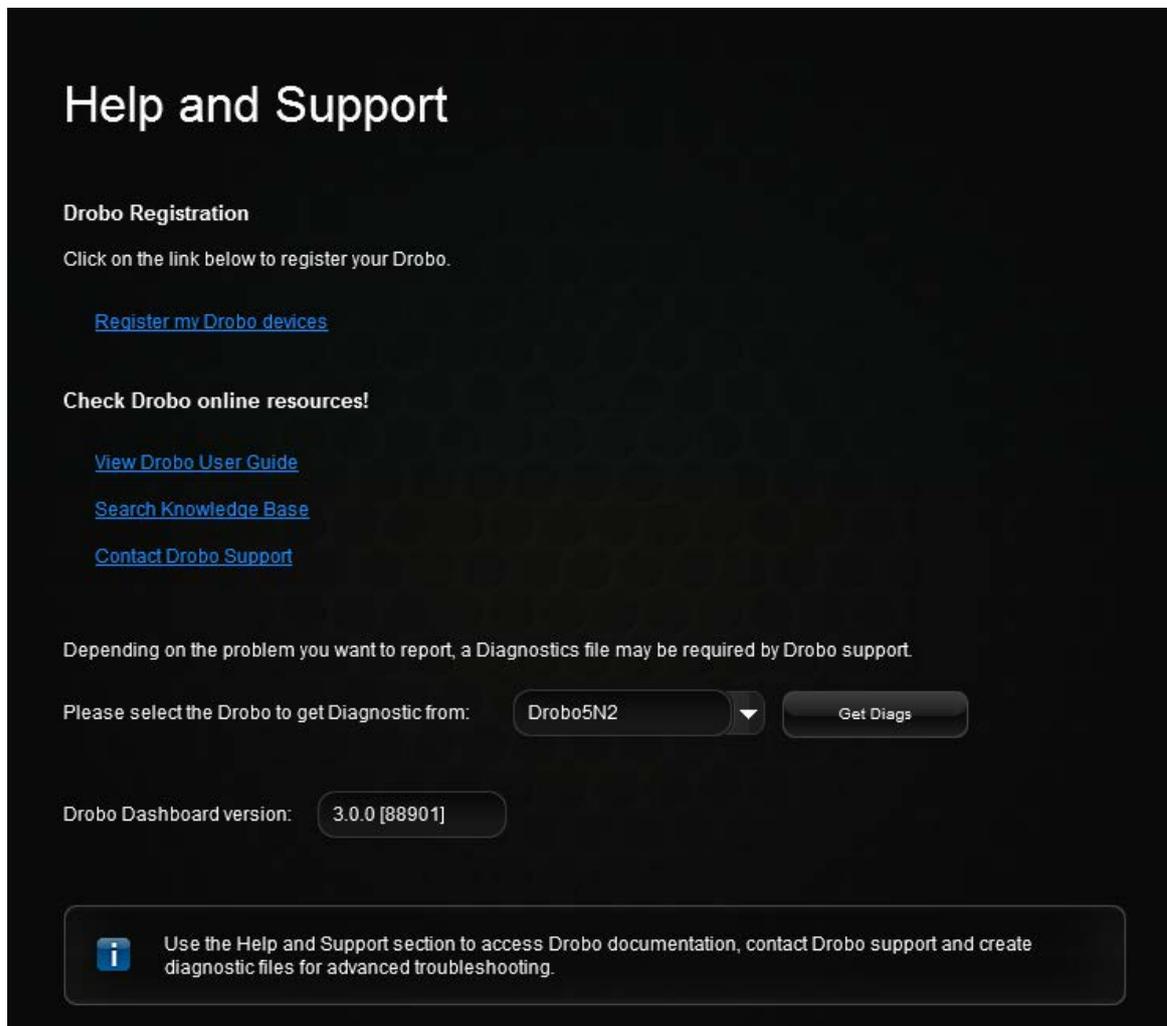
▶ [Checking Storage Usage and Device Status Information](#)

1.8.9 Getting Diagnostics on Your Drobo 5N2

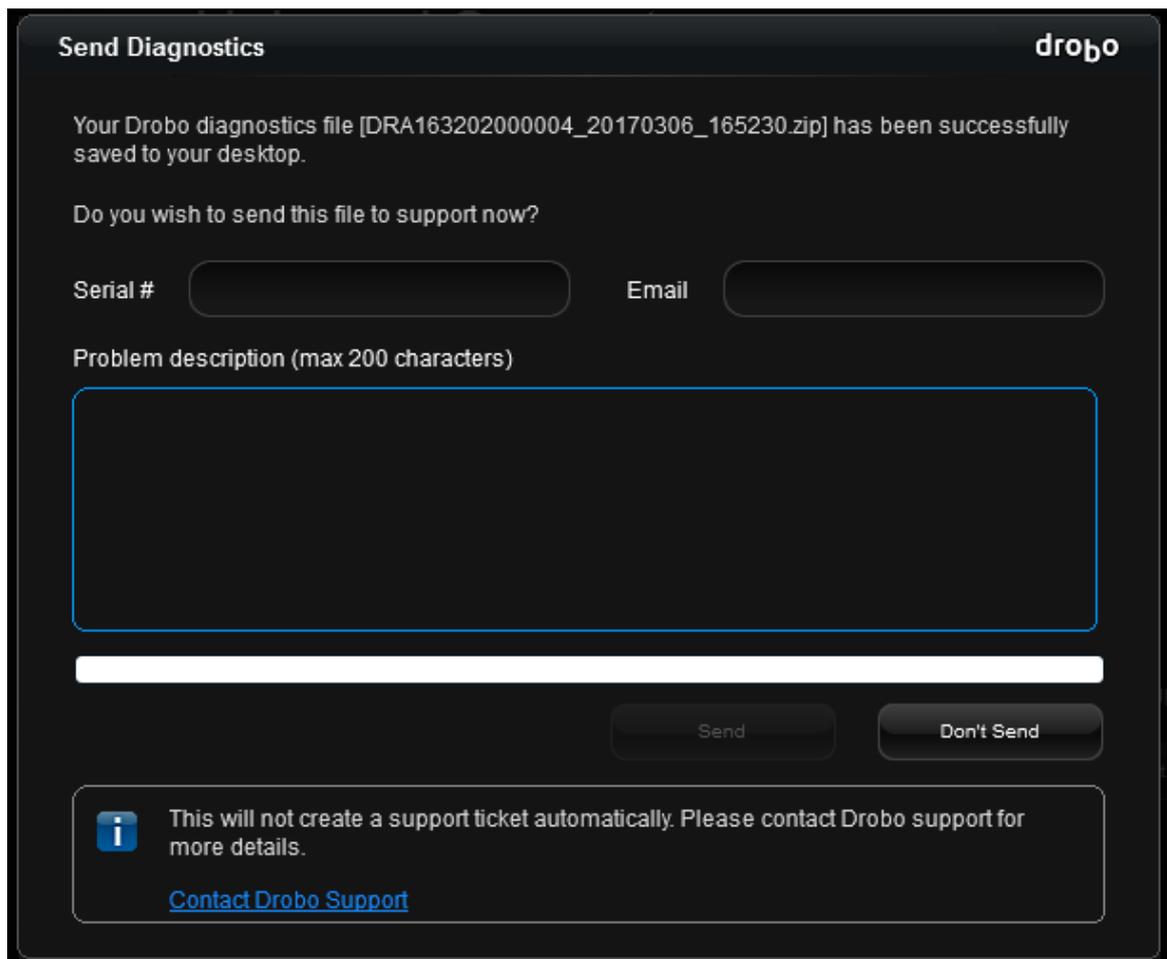
You can view and print an encrypted diagnostic file about your Drobo device.

1. In Drobo Dashboard, click the **Help and Support** option on the **Navigation** menu.

The **Help and Support** page opens.



2. Near the bottom of the screen, select the appropriate Drobo device from the drop-down list, and then click the **Get Diags** button.
3. In the Problem Description box type in a description of your issue, if you have support incident number please include, then click **Send** button. .
Generating a diag this way does not automatically create support incident, you will need to create a support incident if you require assistance.



The **Upload Diags Successful** dialog box opens, indicating that the diagnostics file has successfully uploaded to your desktop.



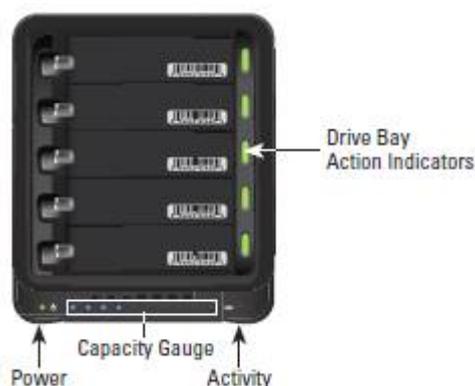
If you cannot generate a diagnostics file because your Drobo device does not mount, see: [What should I do if my Drobo storage device will not mount?](#)

Related topics:

- ▶ [Checking Storage Usage and Device Information](#)
- ▶ [Understanding the Indicator Lights](#)

1.8.10 Understanding the Indicator Lights

Your Drobo 5N2 is equipped with various indicator lights which provide valuable information. Refer to the image below.



Drive Lights	Green: No action is required. All drives are healthy.
	Solid Yellow: Add a drive or replace the current drive with a larger drive soon. Your Drobo device is running out of disk space. See Adding Capacity (or Drives).
	Blinking Yellow and Green: Do not remove these drives or power down. Your Drobo device is working to protect your data.
	Solid Red: Add a drive or replace the current drive with a larger drive immediately. Your Drobo device is critically low on space. See Adding Capacity (or Drives)
	Blinking Red: Replace this drive immediately. This drive has failed. See Adding Capacity (or Drives)
Power Light	Green: The power is on and your Drobo device is ready.
	Yellow: Your Drobo device is in the process of powering on. Drobo automatically goes into Standby if your computer is in sleep mode or if your computer is powered off.

	<p>Red: Your Drobo device has overheated. Safely power down your Drobo 5N2, disconnect the data cable and then the power cable. Let it cool down and then restart.</p>
Activity Light	<p>Blinking Green: Data is actively being transferred between your computer and your Drobo device. Do not remove or add drives during this process.</p>
Capacity Gauge	<p>Blue: Displays the percentage of your Drobo device that is full, in 10% increments. There are 10 capacity gauge lights. So, for example, if your Drobo device is 30% full, three blue lights display.</p>

1.9 Using Additional Software and Functionality

Drobo Dashboard provides additional functionality, for added value.

Related topics:

- ▶ [Using On-Screen and Email Alerts](#)
- ▶ [Using DroboDR to Replicate Data](#)
- ▶ [Using DroboApps](#)

1.9.1 Using On-Screen and E-mail Alerts

In Drobo Dashboard, you can have email alerts sent to one or more email addresses with relevant information about all your connected Drobo devices. This helps you anticipate potential issues or critical situations that could arise with one or more of your Drobo devices, such as the need to increase capacity. You can also set on-screen alerts.

You can set email or on-screen alerts to one of three levels, from informational to critical.

This section covers the following topics:

- ▶ [Setting Up or Modifying Email Alerts](#)
- ▶ [Modifying When to Send Email Alerts](#)
- ▶ [Disabling Email Alerts](#)
- ▶ [Modifying When to Send On-Screen Alerts](#)
- ▶ [Disabling On-Screen Alerts](#)

1.9.1.1 Setting Up or Modifying Email Alerts

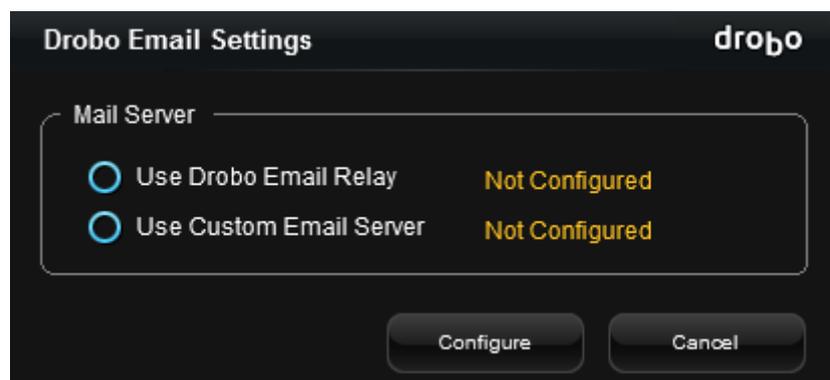
Enabling e-mail alerts in Drobo Dashboard keeps you informed of the status of all your Drobo devices, as well as critical issues such as drive failures, low capacity etc. Once you have set up e-mail alerts, you can also modify these settings.

Drobo provides users with two options:

- Drobo Email Relay
- Custom Email Server

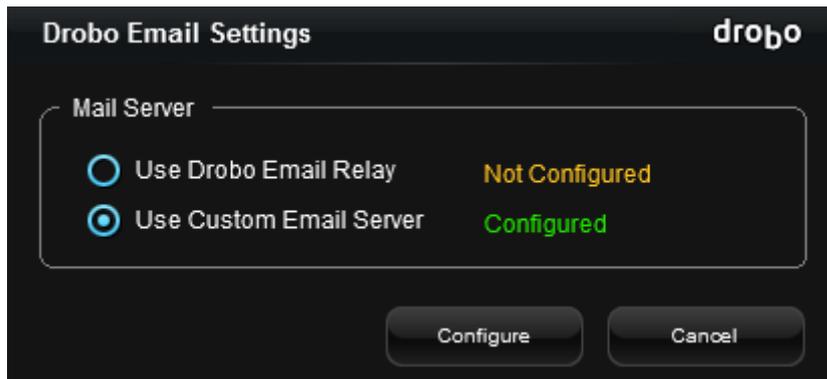
To configure the e-mail alerts follow the steps given below

1. In Drobo Dashboard, click the **Dashboard Preferences** option on the **Navigation** menu.
2. Click the **E-mail Settings** link in the **Drobo Dashboard E-mail Alerts** section.
3. Drobo email settings can be configured using one of the two options, *Use Drobo Email Relay* or *Use Custom Email Server*.



 **Note:**

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

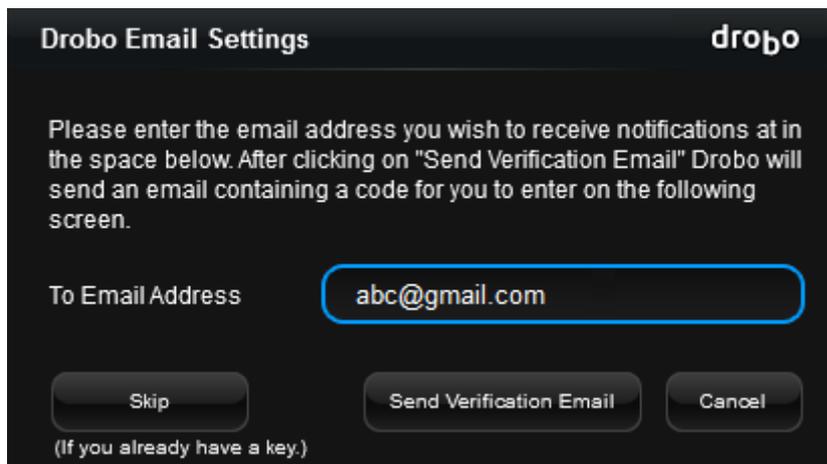


 Only one of the Mail Servers can be configured at a time.

Drobo Email Relay

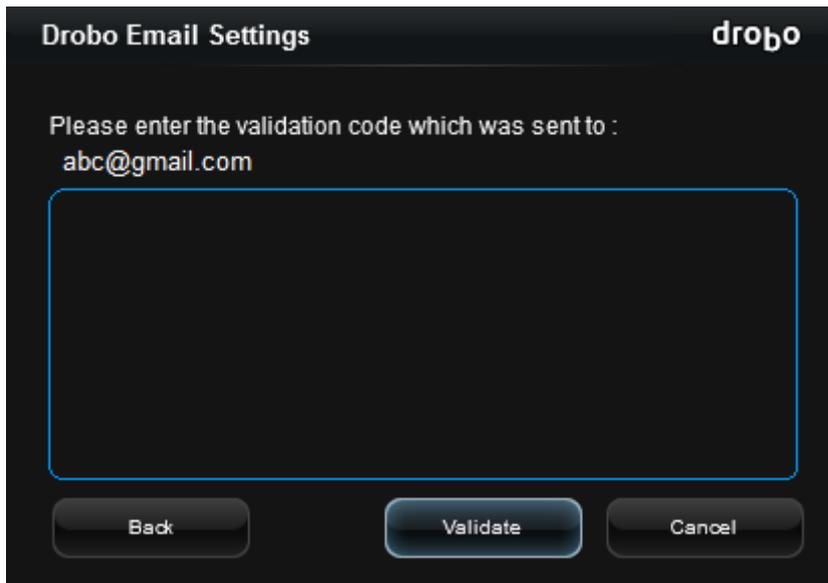
To configure Drobo Email relay Sever, follow the steps given below:

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

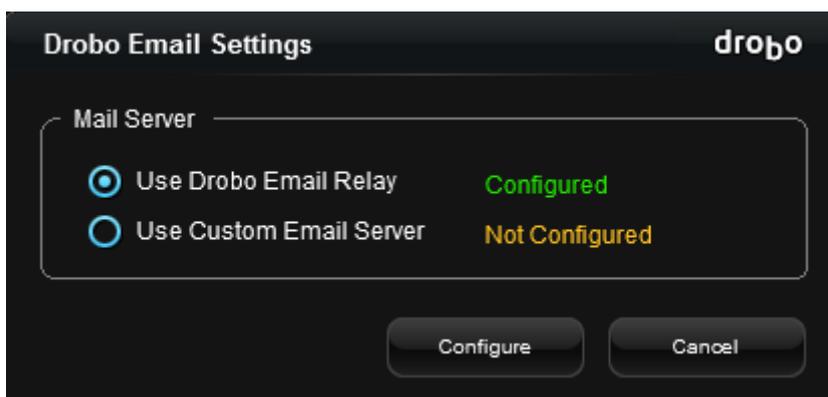


Note:

-  If you already have a key, click the Skip button. Then enter the code in the text area and click Validate.
3. A message appears informing that you will receive a test email shortly. Click OK.
4. You will receive an email from Drobo in your mailbox which contains the *Validation code*. Enter the code in the text area and click **Validate**.



5. If successfully configured, the the Drobo Email settings page will show *Drobo Email Relay* configured.



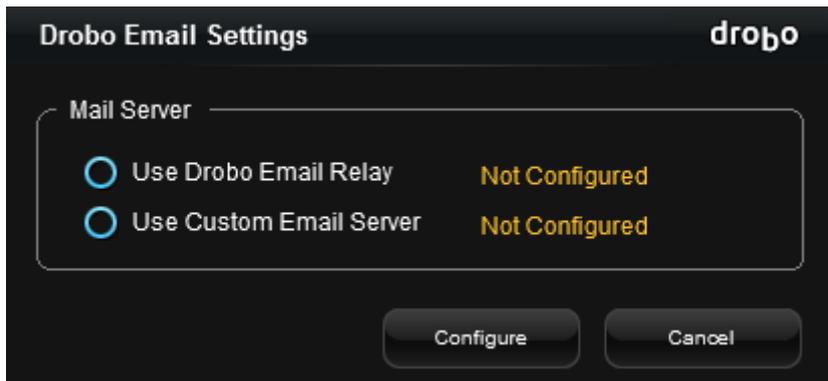
Note:

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

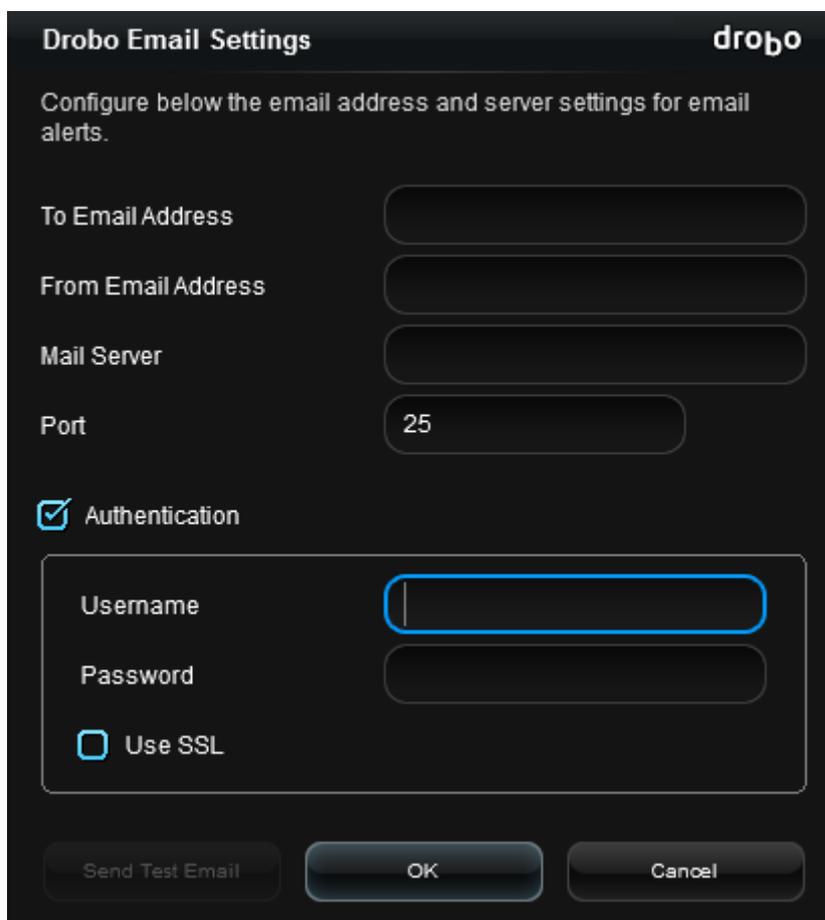
Custom Email Server

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

1. Click the radio button for Use Custom Email Server and click Configure.



2. In the To E-mail Address text box, enter e-mail addresses, separated by commas, to which you want the alerts sent.



3. In the From E-mail Address text box, enter an e-mail address from which the alerts are sent.

4. In the Mail Server text box, enter the server from which to send the alerts. This can be specified as a server name (e.g., smtp.company.com) or a server's IP address (e.g., 127.0.0.1). If you are unsure, contact your network administrator or your e-mail service provider.



Note:

 If you are unsure, please contact your network administrator or e-mail service provider.



Tip:

 You can send a test message by clicking the Send Test E-mail button.

5. In the **Port** text box, modify the TCP/IP port through which your server expects SMTP submissions, if needed. The default is 25.

6. If your SMTP server requires authentication, select the **Authentication** check box and enter the following information for the “from” e-mail address:

- In the **Username** text box, enter the username used to retrieve incoming e-mail.
- In the **Password** text box, enter the password used to retrieve incoming e-mail.
- If your SMTP server uses an encrypted connection, select the **Use SSL** check box.

7. Click the **OK** button. The **Dashboard Preferences** page opens.

Navigate to the **Drobo Dashboard E-mail Alerts** area, ensure that **Send e-mail alerts** check box is selected and then select one of the following options:

- **On all useful information** – All alerts related to the condition of your Drobo devices will be e-mailed. These are Drobo Notifications and can include, for example, when a new drive is added to or removed from your Drobo device.
- **When a situation is important** – Alerts will be e-mailed only to warn of an important change to one or more of your Drobo devices that could lead to a critical situation in the near future. These are Drobo Warnings and can include, for example, when you convert to Dual Disk Redundancy on your Drobo device.
- **On critical situations only** – Alerts will be e-mailed only to warn of a critical status with one or more of your Drobo devices that could lead to potential data loss. These are Critical Drobo Alerts, which can include when your Drobo device cannot currently protect your data against drive failure, when your Drobo device doesn't recognize one or more of the drives installed, when your Drobo device does not detect any drives or when too many drives have been removed.



Note:

Once a mail server is configured, it is possible to switch between either of the Mail Server configurations, but it is not possible to de-configure it. However, you can uncheck the **Send email alerts** checkbox in the Dashboard Preferences page to stop receiving any e-mail alerts.

Related topic:

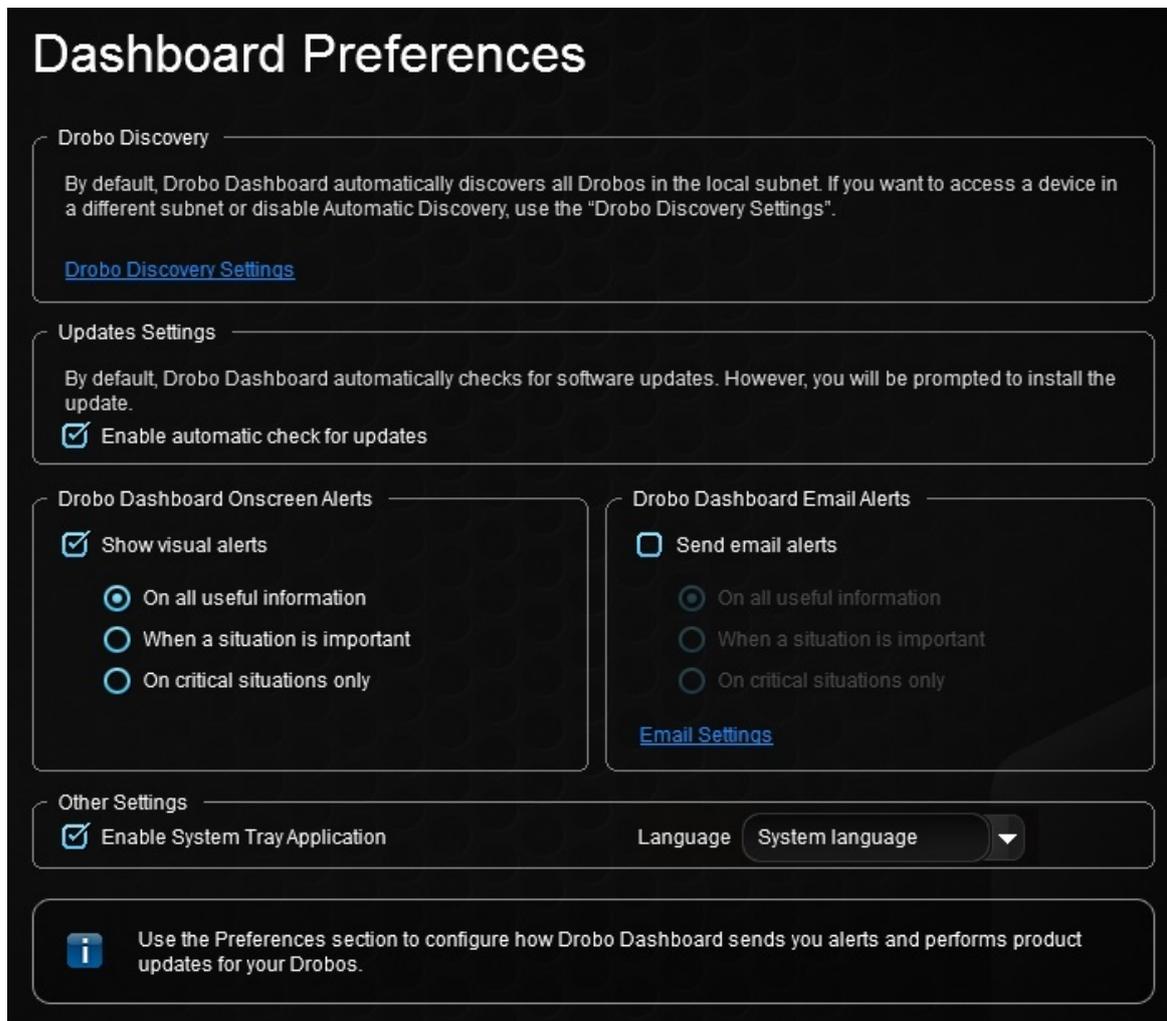
▶ [Modifying When to Send Email Alerts](#)

1.9.1.2 Modifying When to Send Email Alerts

You can modify when to send email alerts on all your connected Drobo devices, such as only when the situation is critical.

1. In Drobo Dashboard, click the **Dashboard Preferences** option on the **Navigation** menu.

The Dashboard Preferences page opens.



2. In the **Drobo Dashboard Email Alerts** area, ensure the **Send email alerts** check box is selected to enable this feature, and then modify your selection of one of the following options as needed for the level of alerts you want:

- **On all useful information** – All alerts related to the condition of your Drobo devices will be emailed. These are Drobo Notifications and can include, for example, when a new drive is added to or removed from your Drobo device.
- **When a situation is important** – Alerts will be emailed only to warn of an important change to one or more of your Drobo devices that could lead to a critical situation in the near future. These are Drobo Warnings and can include, for example, when you convert to Dual Disk Redundancy on your Drobo device.

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

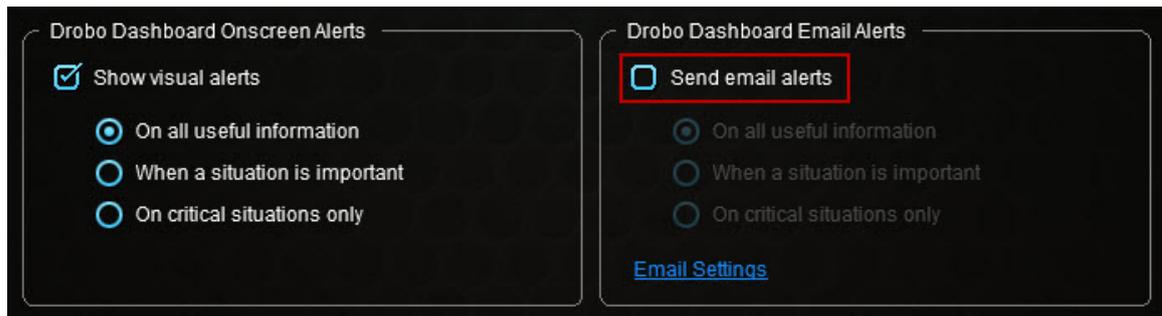
Related topic:

▶ [Setting Up or Modifying Email Alerts](#)

1.9.1.3 Disabling Email Alerts

You can disable email alerts at any time without changing your email alert settings. To disable email alerts, follow these steps:

1. From the Drobo Dashboard, click the **Dashboard Preferences** option on the **Navigation** menu. The **Dashboard Preferences** page opens.
2. In the **Drobo Dashboard Email Alerts** area, ensure the **Send email alerts** check box is cleared.



Related topic:

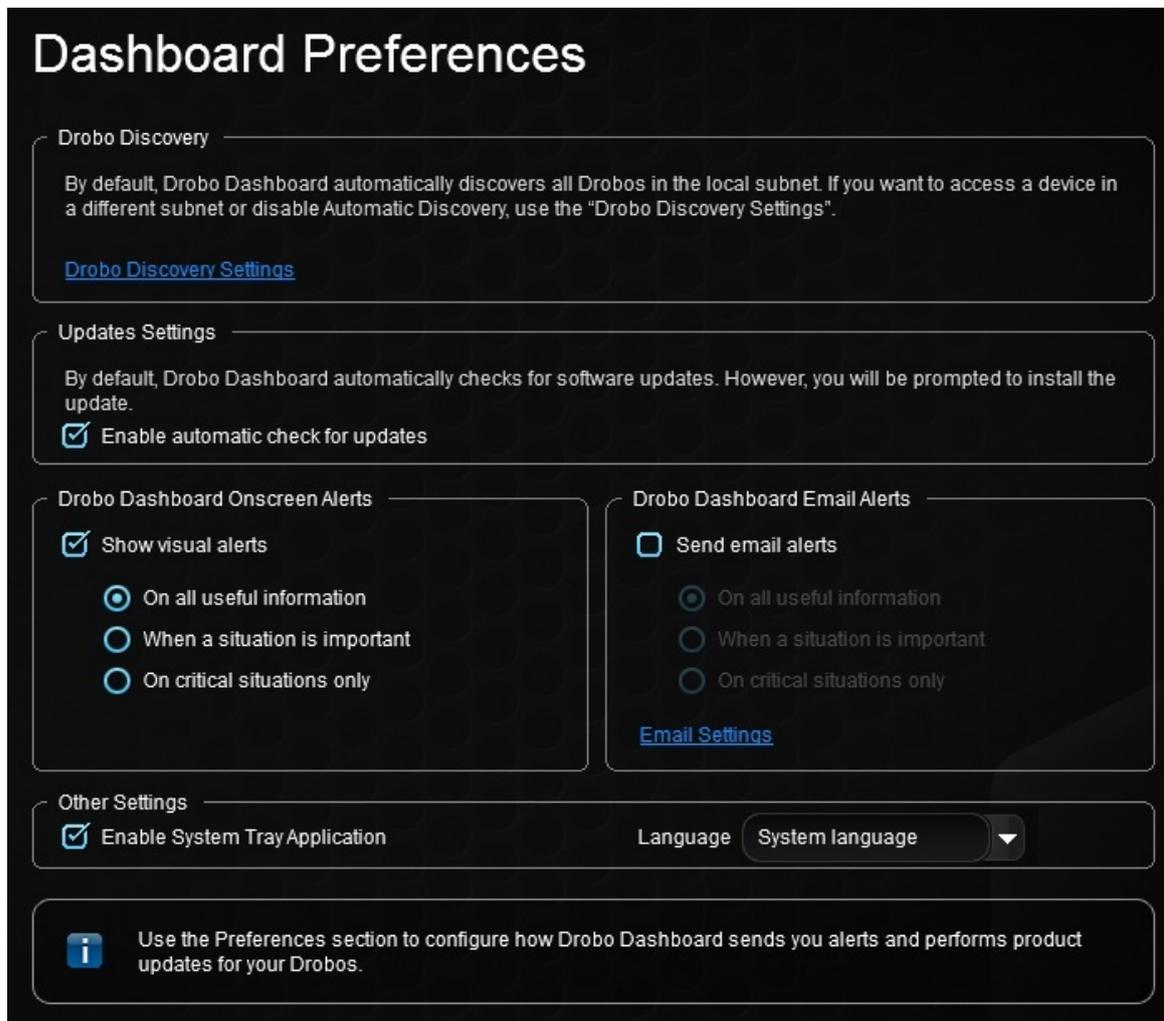
► [Modifying When to Send Email Alerts](#)

1.9.1.4 Modifying When to Send On-Screen Alerts

You can modify when to send on-screen alerts on all your connected Drobo devices, such as only when the situation is critical.

1. In Drobo Dashboard, click the **Dashboard Preferences** option on the **Navigation** menu.

The **Dashboard Preferences** page opens.



2. In the **Drobo Dashboard Onscreen Alerts** area, ensure the **Show visual alerts** check box is selected to enable this feature, and then modify your selection of one of the following options as needed for the level of alerts you want:

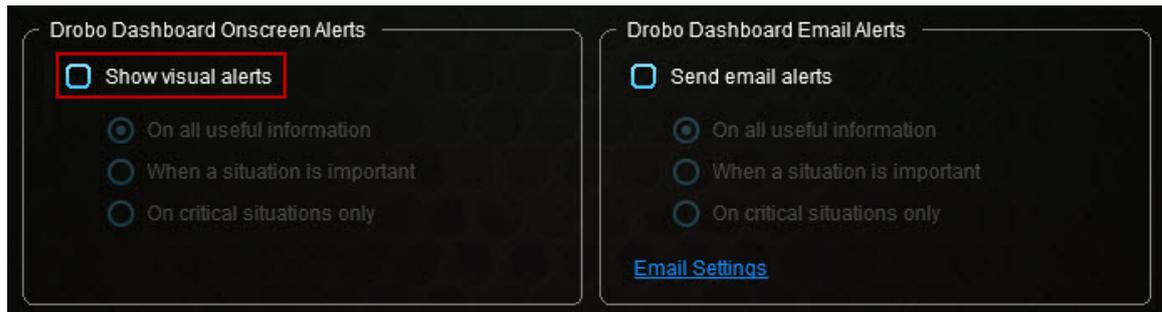
- **On all useful information** – All alerts related to the condition of your Drobo devices will be displayed on your screen. These are Drobo Notifications and can include, for example, when a new drive is added to or removed from your Drobo device.
- **When a situation is important** – Alerts will display on your screen only to warn of an important change to one or more of your Drobo devices that could lead to a critical situation in the near future. These are Drobo Warnings and can include, for example, when you convert to Dual Disk Redundancy on your Drobo device.

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

1.9.1.5 Disabling On-Screen Alerts

You can disable on-screen alerts at any time. To do so, follow these steps:

1. From the Drobo Dashboard, click the **Dashboard Preferences** option on the **Navigation** menu. The **Dashboard Preferences** page opens.
2. In the **Drobo Dashboard Onscreen Alerts** area, ensure the **Show visual alerts** check box is cleared.



Related topic:

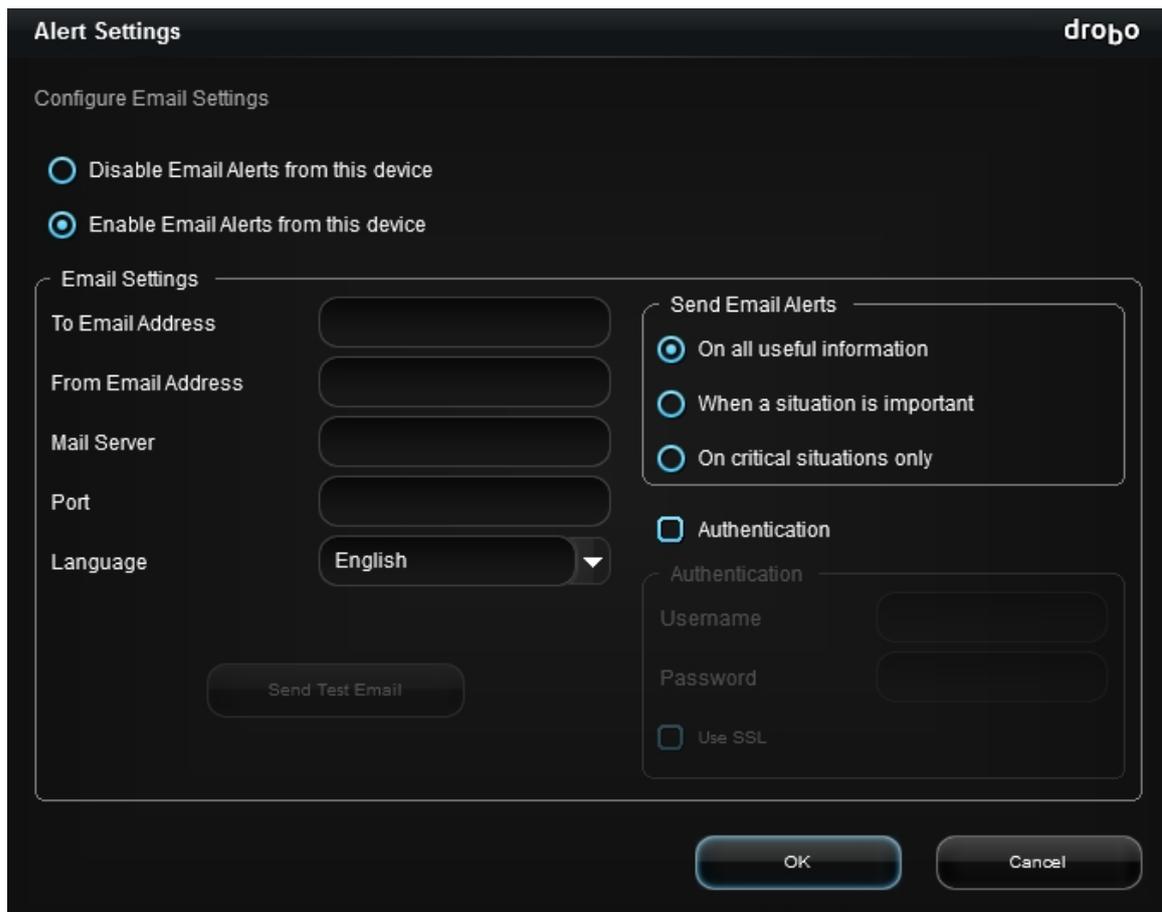
- ▶ [Modifying When to Send On-Screen Alerts](#)

1.9.1.6 Setting or Modifying Email Alerts for a Selected Drobo 5N2 Only

You can have email alerts sent to one or more email addresses with relevant information about a selected Drobo 5N2. This helps you anticipate potential issues or critical situations that may arise with your Drobo device, such as the need to increase capacity.

1. In Drobo Dashboard, select the appropriate Drobo 5N2 from the **All Drobos** page.
2. Click the **Device Settings** option on the **Navigation** menu, and click **Alerts**.

The **Alert Settings** page opens.



3. Select the **Enable Alerts from this device** option button.



Note:

 To disable email alerts, select the **Disable Alerts from this device** option button and skip to step 11.

4. In the **To Email Address** text box, enter email addresses, separated by commas, to which to send the alerts.
5. In the **From Email Address** text box, enter an email address from which the alerts are sent.
6. In the **Mail Server** text box, enter the server from which to send the alerts. This can be specified

as a server name (e.g., smtp.company.com) or a server's IP address (e.g., 127.0.0.1). If you are unsure, contact your network administrator or your email service provider.



Tip:

 You can send a test message by clicking the **Send Test Email** button.

7. In the **Port** text box, modify the TCP/IP port through which your server expects SMTP submissions, if needed. The default is 25.
8. Select the appropriate language for the alerts from the **Language** drop-down list.
9. In the **Send Email Alerts** area, select one of the following options for the level of alerts you want:
 - **On all useful information** – All alerts related to the condition of your Drobo devices will be emailed. These are Drobo Notifications, which can include when a new drive is added to or removed from your Drobo device, for example.
 - **When a situation is important** – Only alerts that warn of an important change to one or more of your Drobo devices that could lead to a critical situation in the near future will be emailed. These are Drobo Warnings, which can include when you convert to Dual Disk Redundancy on your Drobo device, for example.
 - **On critical situations only** – Only alerts that warn of a critical status with one or more of your Drobo devices that could lead to potential data loss will be emailed. These are Critical Drobo Alerts, which can include when your Drobo device cannot currently protect your data against hard drive failure, when your Drobo device doesn't recognize one or more of the drives installed, when your Drobo device does not detect any hard drives or when too many hard drives have been removed.
10. If your SMTP server requires authentication, select the **Authentication** check box and enter the following information for the "from" email address:
 - In the **Username** text box, enter the username used to retrieve incoming email.
 - In the **Password** text box, enter the password used to retrieve incoming email.
 - If your SMTP server uses an encrypted connection, select the **SSL** check box. If unsure, contact your network administrator or email service provider.
11. Click the **OK** button.

1.9.2 Using DroboDR to Replicate Data

DroboDR is the built-in data replication feature that allows you to easily copy your data from one Drobo NAS device to another Drobo NAS device on the network. This is a data replication tool that creates a complete image of your source files on the destination. After the initial data copy, DroboDR simply updates the destination with only the changes from the source for fast, efficient data replication. The primary use for DroboDR is to protect your data from disaster by ensuring that you always have an up-to-date copy of your data in another location.



Note:

- ▶ DroboDR feature is currently available only in Drobo 5N2 and Drobo B810n.

To take advantage of this feature, you need to:

- ▶ [Ensure you meet system requirements for DroboDR](#)
- ▶ [Set up your Drobo device devices to use DroboDR](#)

Once your Drobo device is set up for data replication on your network, you can use DroboDR to:

- ▶ [Schedule a synchronization to replicate data](#)
- ▶ [Synchronize manually](#)
- ▶ [Stop a synchronization in progress](#)
- ▶ [View the Summary Log of synchronizations](#)
- ▶ [Save a Detailed Log of synchronizations to view](#)

You can also:

- ▶ [Disable DroboDR at the source](#)
- ▶ [Disable DroboDR at the destination, or target](#)

1.9.2.1 Checking System Requirements for DroboDR

To use the DroboDR feature, you need:

- Two Drobo devices



Note:

The one to be used as the destination, or target, for data replication must have at least as much drive space available as the one to be used as the source.

- The latest Drobo Dashboard application and firmware for the Drobo Device. You can download the latest application and firmware from

www.drobo.com/docs/

Related topics:

- ▶ [Setting Up Your Drobo Device to Use DroboDR](#)
- ▶ [Using DroboDR to Replicate Data](#)

1.9.2.2 Setting Up Your Drobo Device to Use DroboDR

To use DroboDR to replicate data from a source device to a destination device on the network, you need to:

1. Ensure you have two Drobo devices on the network and that the two can “see” each other, either by IP address or host name. (Host name refers to the name that’s been assigned to the Drobo device itself.) This means that the source and target must be on the same subnet and the subnet mask for each must match.



Note:

-  If you would like to perform replication to an off-site destination, you will need a VPN connection between the two Drobo NAS devices. For information on setting up a VPN connection, see the following website.
 -  The connection needs to be setup between two VPN routers with hosts available (running VPN software) to access each of the Drobo devices. By default the external connection from Drobo device must be from Ethernet port 1 on the back of each of the Drobo devices.
- Windows 7 - <http://windows.microsoft.com/en-US/windows-vista/Set-up-an-incoming-VPN-or-dial-up-connection>
 2. Be sure to download and install the latest Drobo Dashboard application, which supports DroboDR, and the latest firmware for your Drobo Device from <http://www.drobo.com/docs/>
 3. Configure one Drobo Device as the destination, or target. For steps, see [Configuring the Destination Drobo Device](#).
 4. Configure another Drobo Device as the source. For steps, see [Configuring the Source Drobo Device](#).



Tip:

-  Because you will need to know the IP address of the destination Drobo device in order to configure the source Drobo device, it’s a good idea to configure the destination system first.

Related topics:

- ▶ [Configuring the Destination Drobo Device](#)
- ▶ [Configuring the Source Drobo Device](#)
- ▶ [Using DroboDR to Replicate Data](#)

1.9.2.3 Setting or Modifying a DroboDR Schedule

The following steps assume you have already set up two **Drobo** devices on your network for data replication. See [Setting Up Your Drobo Device to Use DroboDR](#) for details.

All synchronizations are set and managed from the *source* Drobo device only. After the initial synchronization, which may take the longest, DroboDR simply updates the destination with only the changes from the source for rapid, efficient data replication.

To schedule synchronization or modify the schedule for one, do the following.



Note:

 You need to be logged in as the administrator on the appropriate Drobo device to perform this action.

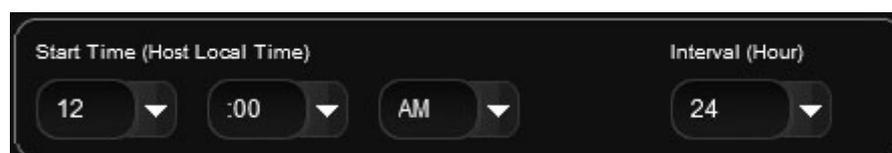
1. In Drobo Dashboard, on the **All Drobos** page, select the Drobo device that is designated as the *source*.
2. Click the **DroboDR** option on the **Navigation** menu. The **DroboDR** page opens.
3. Click the **Setup DroboDR** button. The **Setup DroboDR** dialog page opens.



Note:

 If this button is disabled, then it could be that this is the target system, DroboDR is disabled or the disk pack is not viable. To enable this Drobo device as the source again, see [Configuring the Source Drobo Device](#)

4. Select or modify a start time for the synchronization from the **Start Time** drop-down lists.



The screenshot shows a dark-themed interface with two sections: 'Start Time (Host Local Time)' and 'Interval (Hour)'. The Start Time section has three dropdown menus: the first is set to '12', the second to ':00', and the third to 'AM'. The Interval section has a single dropdown menu set to '24'.

5. Set how often to run the synchronization, in hours, from the Interval drop-down list.
6. When finished, click the **OK** button.



Note:

 If the power to the source is interrupted during a scheduled synchronization, data replication will stop and then will synchronize again at the next scheduled interval.

Related topics:

- ▶ [Stopping a DroboDR in Progress](#)
- ▶ [Starting a DroboDR Manually](#)
- ▶ [Using DroboDR to Replicate Data](#)

1.9.2.4 Starting a DroboDR Manually

The following steps assume you have already set up two **Drobo** devices on your network for data replication. See [Setting Up Your Drobo Device to Use DroboDR](#) for details.

All synchronizations are set and managed from the source Drobo device only. After the initial synchronization, which may take the longest, DroboDR simply updates the destination with only the changes from the source for rapid, efficient data replication.

To start synchronization manually, when one is not in progress, do the following.



Note:

 You need to be logged in as the administrator on the appropriate Drobo device to perform this action.

1. In Drobo Dashboard, on the **All Drobos** page, select the Drobo NAS device that is designated as the *source*.
2. Click the **DroboDR** option on the **Navigation** menu. The **DroboDR** page opens.
3. Click the **Start DroboDR Now** button.



Note:

 If this button is disabled, then it could be that this is the target system, DroboDR is disabled or the disk pack is not viable. To enable this Drobo device as the source again, see [Configuring the Source Drobo device](#).

The **DroboDR** button becomes disabled (grays out) while the source authenticates the target. If authentication is successful, the synchronization starts, **DroboDR in Progress** appears at the top of the page, and the button now reads: **Stop Current DroboDR Now**.

When the synchronization is finished, the button returns to: **Start DroboDR Now**.



Notes:

 If authentication fails, then the Start DroboDR Now button returns after it was disabled. You will then need to view the Detailed Log to see why it failed. For details, see [Saving and Viewing the Detailed Log](#).

Reasons authentication can fail include: the target password did not match the source, the IP address of the target did not match the one entered on the SetupDroboDR page for the source, or the target could be disconnected from the network or turned off.

You can stop a synchronization in progress by clicking the Stop Current DroboDR Now button on the DroboDR page.

If the power to the source is interrupted during a manual synchronization, data replication will stop and you will need to repeat these steps to synchronize again.

Related topics:

- ▶ [Stopping a DroboDR in Progress](#)
- ▶ [Setting or Modifying a DroboDR Schedule](#)
- ▶ [Using DroboDR to Replicate Data](#)

1.9.2.5 Stopping a DroboDR in Progress

The procedure for stopping a DroboDR is as follows:

1. In Drobo Dashboard, on the **All Drobos** page, select the **Drobo** device that is designated as the *source*.
2. Click the **DroboDR** option on the **Navigation** menu. The **DroboDR** page opens.
3. Click the **Stop DroboDR Now** button. The synchronization stops and the button now reads: **Start DroboDR Now**.

To view what happened during the synchronization, see [Viewing the Summary Log](#) or [Saving and Viewing the Detailed Log](#).



Note:

- 🔑 You need to be logged in as the administrator on the appropriate Drobo device to perform this action.

Related topics:

- ▶ [Starting a DroboDR Manually](#)
- ▶ [Setting or Modifying a DroboDR Schedule](#)
- ▶ [Using DroboDR to Replicate Data](#)

1.9.2.6 Viewing the Summary Log of Synchronizations

The Summary Log records the main actions of a synchronization between a source and destination (or target) **Drobo device** using DroboDR. It shows when a synchronization starts, finishes or fails. It will also show the next scheduled synchronization, if you have set up a schedule.

You can only view the Summary Log from a source Drobo device.



 If the synchronization failed, you will need to view the Detailed Log to see why.

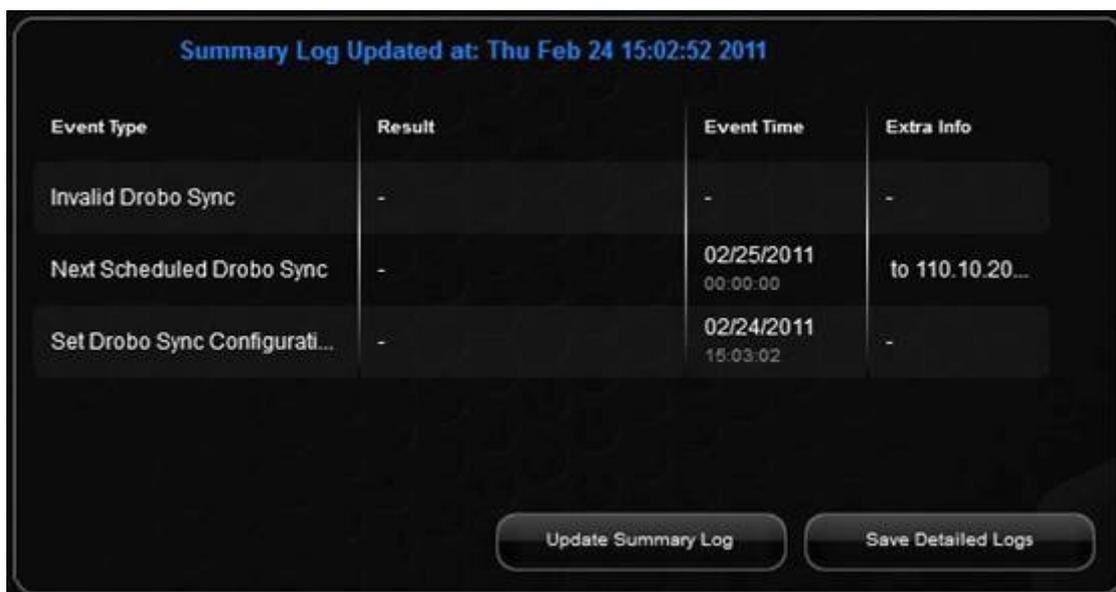
See [Saving and Viewing the Detailed Log](#) for more information.

The Summary Log builds in a buffer after each synchronization. When the buffer gets full, old information gets overwritten by new information. If you would like to save any information from the Summary Log, we recommend that you copy it into a separate text file.



 You need to be logged in as the administrator on the appropriate Drobo device to perform this action.

1. In Drobo Dashboard, on the **All Drobos** page, select the Drobo device that is designated as the *source*.
2. Click the **DroboDR** option on the **Navigation** menu. The **DroboDR** page opens.
3. Click the **Update Summary Log** button to ensure you have the most current information. The Summary Log includes the Event Type, Result and Event Time.



Event Type	Result	Event Time	Extra Info
Invalid Drobo Sync	-	-	-
Next Scheduled Drobo Sync	-	02/25/2011 00:00:00	to 110.10.20...
Set Drobo Sync Configurati...	-	02/24/2011 15:03:02	-

Related topics:

- ▶ [Saving a Detailed Log of Synchronizations to View](#)
- ▶ [Using DroboDR to Replicate Data](#)

1.9.2.7 Saving a Detailed Log of Synchronizations to View

The Detailed Log records all action details of a synchronization between a source and destination (or target) using DroboDR. To view the Detailed Log, you need to first save it as a text file to your computer, and then open it from there to view.

You can save the Detailed Log from either the source or the destination **Drobo device**.



Note:

 You need to be logged in as the administrator on the appropriate Drobo device to perform this action.

1. In Drobo Dashboard, on the **All Drobos** page, select the Drobo device that is designated as the *source*.
2. If needed, log into this device with your administrator username and password.
3. Click the **DroboDR** option on the **Navigation** menu. The **DroboDR** page opens.
4. Click the **Saved Detailed Logs** button. The **Save As** (or **Save** in the Macintosh) dialog box opens.
5. Enter a meaningful filename for the log and click the **Save** button. The Detailed Log is saved to your computer.
6. To view the Detail Log, navigate to the file and open it. The Detailed Log appears in a text file, displaying all actions taken during the latest and previous synchronizations.

Related topics:

- ▶ [Viewing the Summary Log](#)
- ▶ [Using DroboDR to Replicate Data](#)

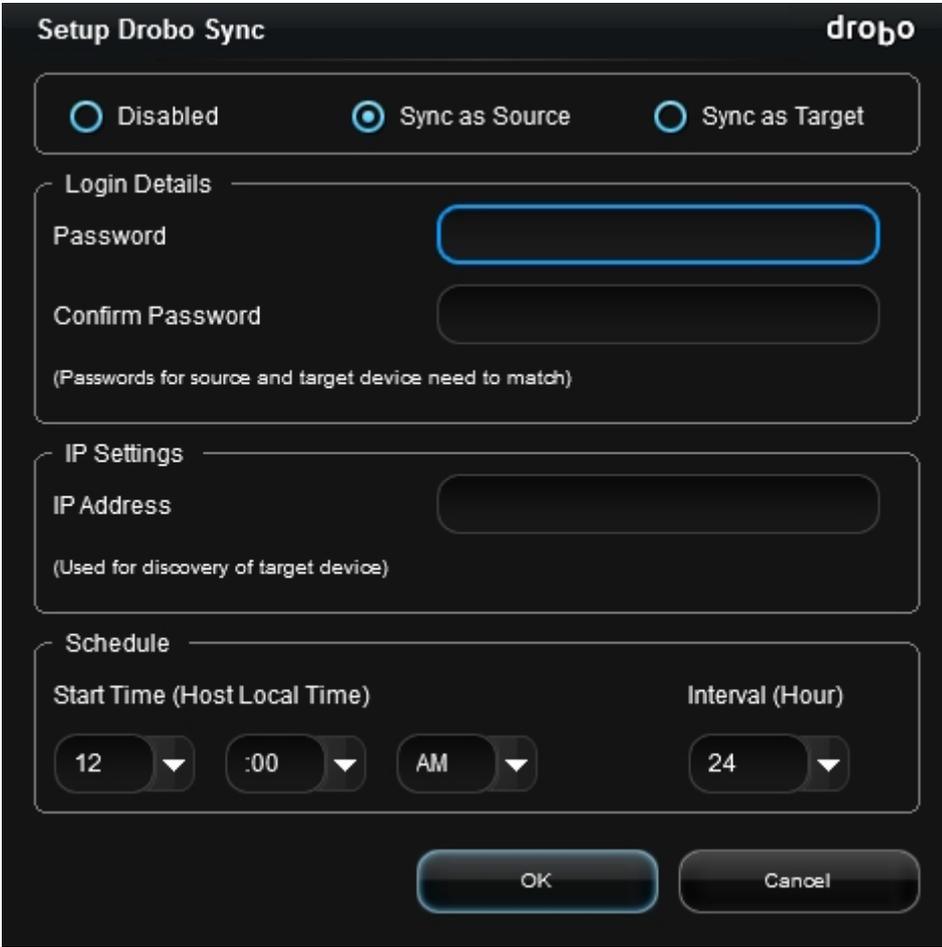
1.9.2.8 Disabling DroboDR at the Source

To disable DroboDR, you disable the source and the target (or destination). Disabling the source disables the DroboDR function on that **Drobo device**



 You need to be logged in as the administrator on the appropriate Drobo device to perform this action.

1. In Drobo Dashboard, on the **All Drobos** page, select the Drobo device that is designated as the *source*.
2. Click the **DroboDR** option on the **Navigation** menu. The **DroboDR** page opens.
3. Click the **Setup DroboDR** button. The **Setup DroboDR** dialog page opens.



4. At the top, click the Disabled option. A message displays, warning that DroboDR will be disabled.
5. Click the **Yes** button. All the controls on the dialog page become disabled (grayed out).
6. Click the **OK** button. A message appears, letting you know this will take a moment, and then you are returned to the **DroboDR** page.

Related topics:

- ▶ [Disabling DroboDR at the Target](#)
- ▶ [Using DroboDR to Replicate Data](#)

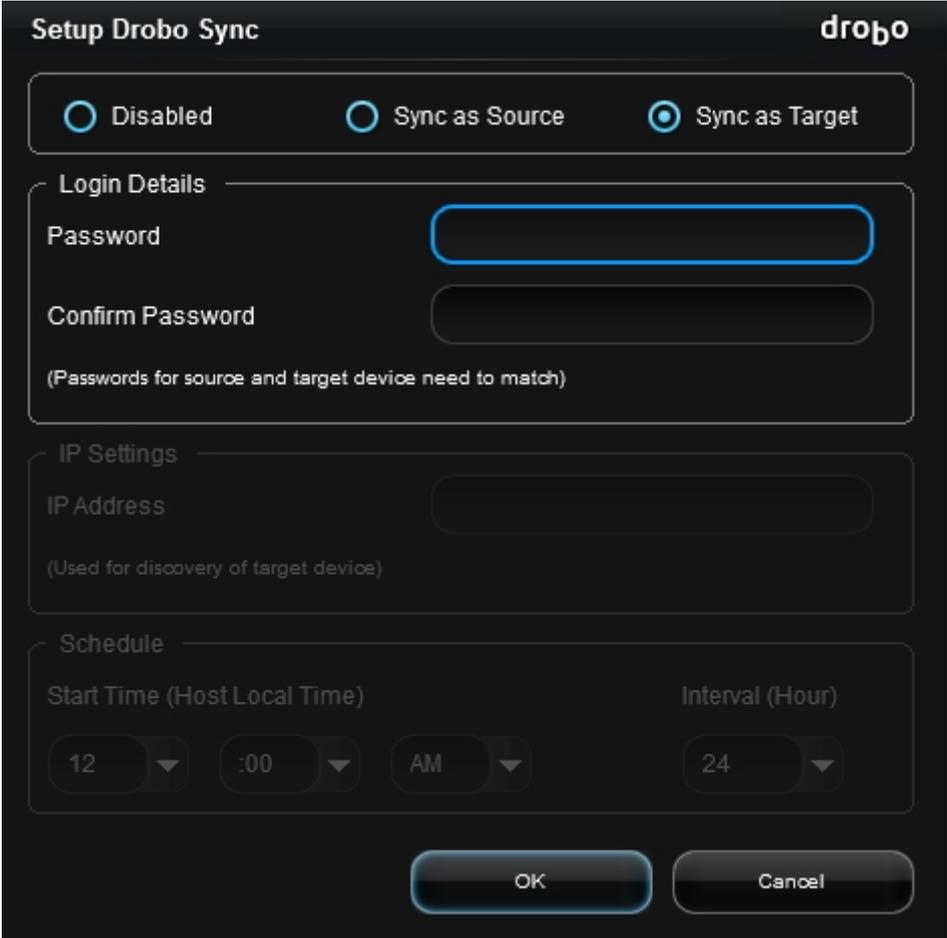
1.9.2.9 Disabling DroboDR at the Target

To disable DroboDR, you disable the source and the target (or destination). Disabling the target enables you to use that Drobo device as you would any other Drobo device. The administrator account, user accounts, share permissions and data that were synchronized from the source Drobo device before disabling will now be active and available to you.



 You need to be logged in as the administrator on the appropriate Drobo device to perform this action.

1. In Drobo Dashboard, on the **All Drobos** page, select the Drobo device that is designated as the *target*.
2. Click the **DroboDR** option on the **Navigation** menu. The **DroboDR** page opens.
3. Click the **Setup DroboDR** button. The **Setup DroboDR** dialog page opens.



4. At the top, click the Disabled option.

A message displays, letting you know that the administrator account, user accounts and share permissions will be updated to match the source Drobo device, and that you will be logged out and need to log in with the administrator account username and password, as

configured on the source after DroboDR is disabled.

5. To continue, click the **Yes** button.

All the controls in the dialog box become disabled (grayed out). Files on this Drobo device are no longer read-only; they are accessible after you have logged in using an administrator username and password.

6. Click the **OK** button. You are returned to the **DroboDR** page.

Related topics:

▶ [Disabling DroboDR at the Source](#)

▶ [Using DroboDR to Replicate Data](#)

1.9.2.10 Configuring the Destination Drobo Device

Configuring a Drobo device as the destination, or target, for data replication enables it to receive data from a source Drobo device. There should be no data on the target device, as it will only be used to receive data from the source. Any pre-existing data on the target device will be deleted.

These steps assume you have already set up two Drobo devices on your network for data replication.

See [Setting Up Your Drobo Device to Use DroboDR](#) for details.



Note:

 You need to be logged in as the administrator on the appropriate Drobo device to perform this action.

1. In Drobo Dashboard, on the **All Drobos** page, select the Drobo device that you would like to designate as the destination, or target.
2. Click the **DroboDR** option on the **Navigation** menu. The **DroboDR** page opens.
3. Click the **Setup DroboDR** button. The **Setup DroboDR** dialog page opens.
4. At the top, click the **Sync as Target** option. A message displays, warning that existing files on the device could be overwritten.
5. Be sure that there are no files on the target, or that the files can be overwritten, and then click the **Yes** button to continue. The password information on the **Setup Drobo DR** dialog page is enabled.

Setup Drobo Sync drobo

Disabled Sync as Source Sync as Target

Login Details

Password

Confirm Password

(Passwords for source and target device need to match)

IP Settings

IP Address

(Used for discovery of target device)

Schedule

Start Time (Host Local Time) Interval (Hour)

12 :00 AM 24

OK Cancel

6. Enter a password and confirm the password by re-typing it in the appropriate text boxes.



Note:

 The password you enter must match the one you enter for the source.

7. Click the **OK** button.

This Drobo device is now configured as the destination, or target, for data replication, and you are returned to the **DroboDR** page. Note that the DroboDR mode now reads, "Sync as Target" at the top of the screen, and the **Start DroboDR Now** button is disabled. It is disabled because you can only manage synchronization from the source Drobo device.



Note:

 When a Drobo device is configured as the destination, or target, you are not able to set up or access shares on that system, as share settings will be disabled. After you synchronize data from a source Drobo device, the destination system will display the shares that exist on the source, but only as read-only. Shares will display as follows with "RO" as "Read-Only."

Mount	Share Name	Status
<input type="checkbox"/>	JoyLaptopbackup	Available (RO)
<input type="checkbox"/>	JoYSkywalker	Available (RO)
<input type="checkbox"/>	Public	Available (RO)

Related topics:

- ▶ [Configuring the Source Drobo Device](#)
- ▶ [Using DroboDR to Replicate Data](#)

1.9.2.11 Configuring the Source Drobo Device

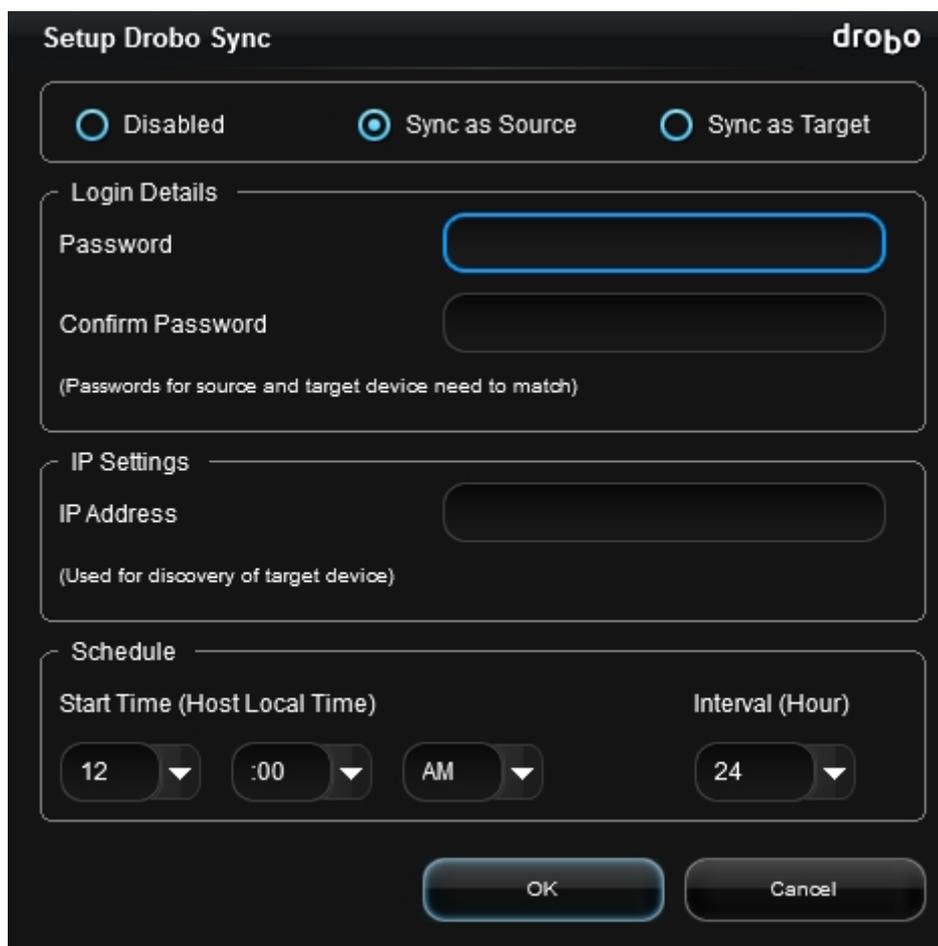
Configuring a Drobo device as the source for data replication enables it to control the synchronization process to a destination, or target, Drobo device.

These steps assume you have already set up two Drobo devices on your network for data replication. See [Setting Up Your Drobo device to Use DroboDR](#) for details.

Note:

- You need to be logged in as the administrator on the appropriate Drobo device to perform this action.

1. In Drobo Dashboard, on the **All Drobos** page, select the Drobo device that you would like to designate as the *source*.
2. Click the **DroboDR** option on the **Navigation** menu. The **DroboDR** page opens.
3. Click the **Setup DroboDR** button. The **Setup DroboDR** dialog page opens.
4. At the top, click the **Sync as Source** option. All the controls in the dialog box become enabled.



Setup Drobo Sync drobo

Disabled Sync as Source Sync as Target

Login Details

Password

Confirm Password

(Passwords for source and target device need to match)

IP Settings

IP Address

(Used for discovery of target device)

Schedule

Start Time (Host Local Time) Interval (Hour)

12 :00 AM 24

OK Cancel

5. Enter a password and confirm the password by re-typing it in the appropriate text boxes.



Note:

- The password you enter must match the one you enter for the destination, or target.

6. In the **IP Address** text box, enter the IP address of the target Drobo device.



Tip:

- To find the IP address for the target, you need to navigate to that Drobo device on the All Devices page and select it, log in with your administrator username and password for that device, and then click the Settings option on the Navigation menu, and click Network. The IP address appears on this page.



Warning:

- The source discovers the target by its IP address. If the IP address of the target changes after setup, the synchronization will fail.

7. Optional: You can now schedule a synchronization by selecting a start time and interval from the drop down lists.
8. Click the **OK** button.

This Drobo device is now configured as the source for data replication.

Related topics:

- ▶ [Configuring the Destination Drobo Device](#)
- ▶ [Using DroboDR to Replicate Data](#)

1.9.3 Using DroboApps

Drobo Apps are third-party, community-created, community-supported applications for Drobo NAS (Drobo 5N, 5N2, and B810n) devices. They enable you to use your Drobo device for such applications as media streaming, remote access, online backup and Active Directory (AD) management.

Applications developed by Drobo and their partners are supported, and those developed by the user community are enabled in Drobo Dashboard, but unsupported.

Drobo Apps are enabled on your Drobo device by default. If they have been disabled, you will need to enable them again to take advantage of Drobo Apps. When enabled, you have access to all available Drobo Apps directly from Drobo Dashboard, where you can install, manage and use them.

You can find out more about DroboApps by visiting www.drobo.com/droboapps.

Related topics:

▶ [Enabling or Disabling Drobo Apps](#)

▶ [Managing Drobo Apps](#)

1.9.3.1 Enabling or Disabling Drobo Apps

Drobo Apps are enabled by default on your Drobo device, giving you direct access to all available Drobo Apps on the **Drobo Apps** page in Drobo Dashboard. However, you may wish to disable Drobo Apps, so that you no longer have access to them, or re-enable them at a later time.



Note:

 You need to be logged in as the administrator to perform this action

1. In Drobo Dashboard, on the **All Drobos** page, select the Drobo device.
2. Click the **Drobo Settings** option from the **Navigation** menu, and click **Admin**. The **Admin Settings** page opens.
3. Select or de-select the **Enable Drobo Apps** check box, as appropriate.

Once Drobo Apps have been enabled, you can then access and manage them on the **Drobo Apps** page.

Related topic:

▶ [Managing Drobo Apps](#)

1.9.3.2 Managing Drobo Apps

You can manage Drobo Apps directly from Drobo Dashboard on the **Drobo Apps** page. Specifically, you can:

- Install or uninstall an application
- Start or stop an application
- Update the application
- Open the application's interface in order to modify its settings.



Notes:

- You need to be logged in as the administrator to perform this action.
- Drobo Apps are enabled by default on your Drobo device. If they have been disabled, you must first enable Drobo Apps before you can have access to them in Drobo Dashboard.
- You must be connected to the Internet to see the list of Drobo Apps.

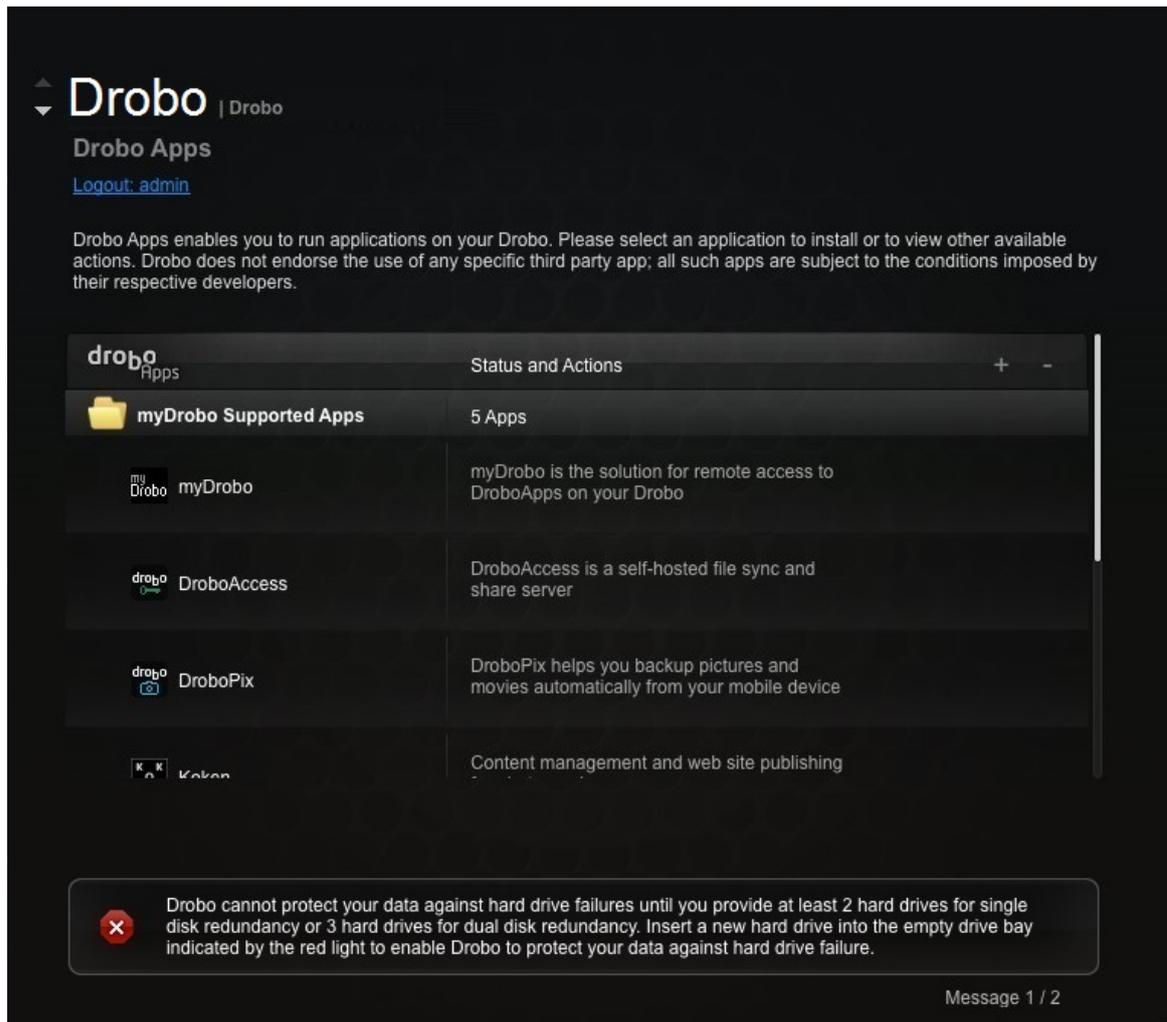
1. In Drobo Dashboard, on the **All Drobos** page, select the Drobo device..
2. Click the **Drobo Apps** option from the **Navigation** menu.

The **Drobo Apps** page opens, displaying a list of all available Drobo Apps.



Note:

- Any unsupported Drobo Apps that you have installed manually from www.drobo.com/droboapps display with a warning symbol, indicating that some support limitations apply.



3. Select an application and do one of the following:

- To install or uninstall the application, click the  **Install** or  **Uninstall** button, and follow the directions.
- To start an application that is not running, or to stop an application that is running, click the  **Start** button or the  **Stop** button.
- If an update is available for an application, an  update warning icon displays. To perform an update, click the  **Update** button. Follow the directions to update the application.
- To modify the application's settings, select the  **Config** button. This opens a window, enabling you to modify the application settings. Once you close the window, you are returned to the Drobo Apps page.



Note:

Options display only if they are available at the time. For example, if an application has not yet been installed, it will not display an Uninstall button. Also, not all options are available for unsupported Drobo Apps.

Related topic:

▶ [Enabling or Disabling Drobo Apps](#)

▶ [Using Drobo Apps](#)

1.10 Inserting an mSATA SSD

You can insert an mSATA SSD into your Drobo 5N2. Doing so provides accelerated performance when reading data from your Drobo 5N2. For more information on drive requirements, see [Selecting Drives](#).

It is best to insert the mSATA SSD before inserting drives into the Drobo 5N2's drive bays.



Important Notes:

- 🔑 The mSATA SSD is **not** part of your Drobo device's disk pack, so you can add or remove it at any time.
- 🔑 Your Drobo device must be **powered off** and **unplugged** before adding or removing an mSATA SSD.
- 🔑 It is important to ground yourself before installing the mSATA SSD in order to discharge static electricity. To do so, touch a grounded metal object just before installation.

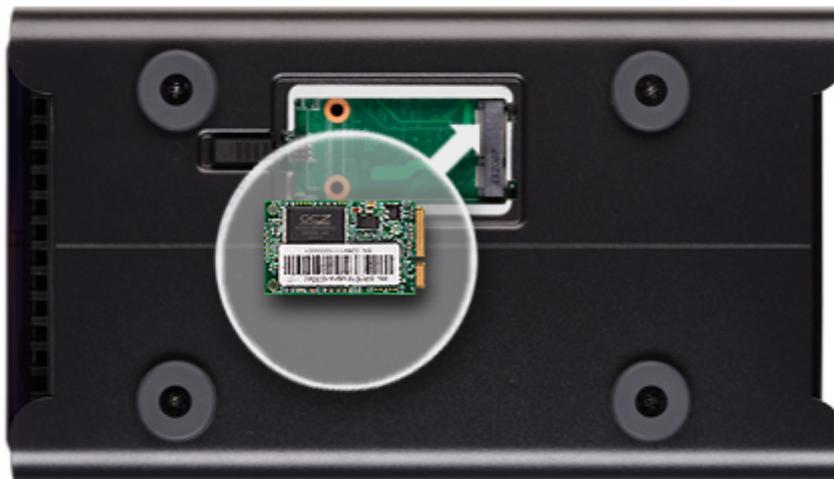


Warning:

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

To insert an mSATA SSD into your Drobo 5N2:

1. Gently turn the Drobo 5N2 on to its side to access the bottom of the Drobo 5N2, and open the Drobo Accelerator Bay door.
2. Slide the mSATA SSD into the slot as depicted in the image below.



3. Push the mSATA SSD down to lock in place by using the two pins on the mSATA latch.



4. When finished, close the Drobe Accelerator Bay door and return the Drobe 5N2 to its normal position.

Related topic:

▶ [Setting Up Your Drobe 5N2](#)

1.11 Removing an mSATA SSD

Since the mSATA SSD is not part of your device's disk pack, you can remove it from your Drobo 5N2 at any time.



Important Notes:

- 🔌 Your Drobo device must be powered off and unplugged before removing the mSATA card.
- 🔌 It is important to ground yourself before doing this in order to discharge static electricity. To do so, touch a grounded metal object just before installation.



Warning:

- 🔴 Any pre-existing data on the mSATA card will be erased. If you wish to keep the data, copy it to another drive or medium before using with your Drobo device.

1. Safely shut down your Drobo 5N2.
2. Gently turn the Drobo 5N2 on to its side to access the bottom of the Drobo 5N2, and open the Drobo Accelerator Bay door.
3. Unclip the mSATA card, and remove it. Refer to the image below.



4. When finished, close the Drobo Accelerator Bay door and return the Drobo 5N2 to its normal position.

Related topic:

▶ [Selecting Drives](#)

1.12 Troubleshooting Your Drobo 5N2

If

Dynamic Host Configuration Protocol (DHCP), which assigns IP addresses to devices on a network, is not supported on your network...

Then

You will need to connect your Drobo 5N2 directly to your computer for the initial setup in order to assign a static IP address to your Drobo device. Make sure your computer's Ethernet port is set up to use DHCP.

Steps

1. Make sure you have installed Drobo Dashboard and inserted the hard drives into your Drobo 5N2.
2. Plug one end of the Ethernet cable into the back of your Drobo 5N2
3. Plug the other end into the Ethernet connection on your computer. (Your computer can be on or off.)
4. Connect the power supply to the power connection at the back of your Drobo device.
5. Connect the other end of the power supply to a power source.
6. Press the power toggle button on the back of your Drobo device once. Your Drobo device powers on, and a message box appears while Drobo Dashboard automatically discovers your device and formats your drives.
7. Continue with your setup, including setting the administrator username and password. For steps, see [Connecting the Cables and Turning on Your Drobo 5N2](#).
8. After setup is complete, you can assign a static IP address for your Drobo 5N2 for use on your network. For steps, see [Configuring Network Settings \(and IP Addresses\) for Your Drobo 5N2](#).

More troubleshooting tips can be found by going to our main page and selecting [Support](#).