

drobo

Drobo 5C Getting Started Guide



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1: Before You Begin

Before you begin to set up your Drobo 5C, it is recommended to check the operating system and hardware requirements.

This section covers the following topics:

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

1.1 Product features at a glance

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

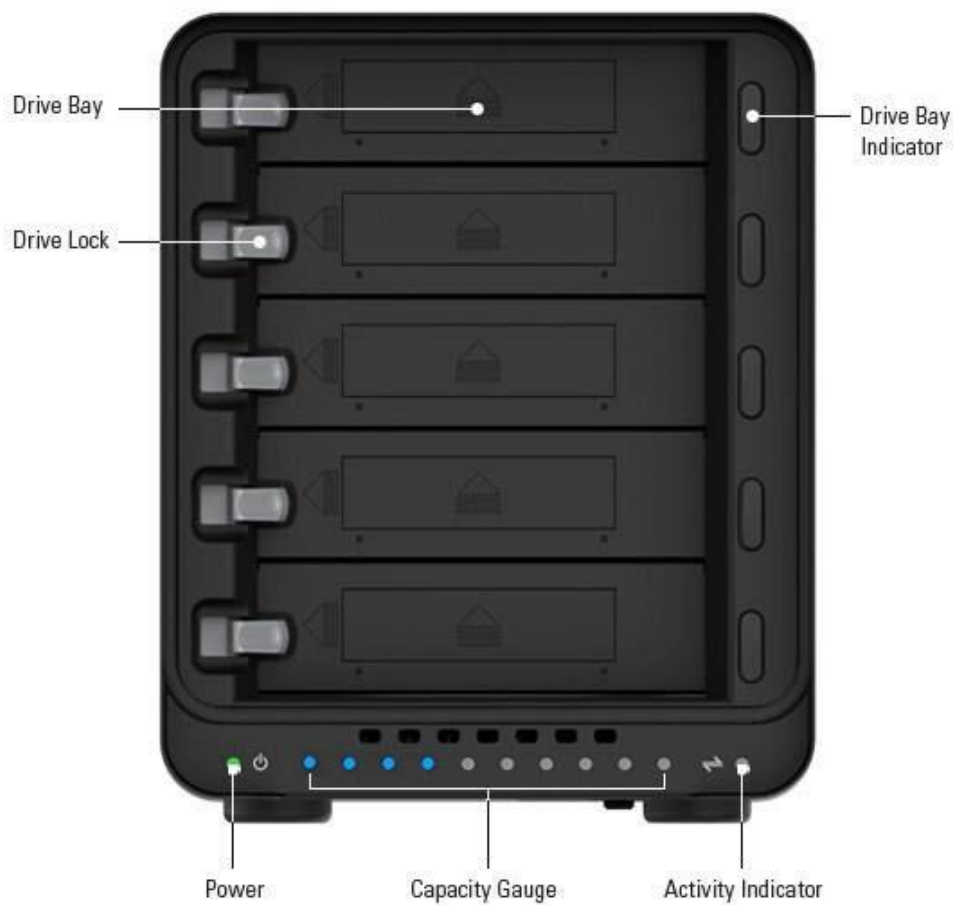


Figure 1: Front view of Drobo 5C with the bezel (faceplate) removed.



Figure 2: Back view of Drobo 5C

1.2 Checking box contents

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

- Drobo 5C
- 3.3 ft. (1 m) USB Type A to Type C cable
- 6.6 ft. (1.8 m) power cord with power adaptor
- Quick Start Card
- Safety and Warranty Guide

1.3 Checking system requirements

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

This section covers the following topics:

- [Operating systems supported](#)
- [Connectivity interface supported](#)

1.3.1 Operating systems supported

Operating systems supported for Drobo 5C device are as follows.

- Apple® Macintosh® 10.9 or later
- Microsoft® Windows® 7 Service Pack 1 or later
- Microsoft® Windows® 8/8.1
- Microsoft® Windows® 10

Notes:

- For best performance and interoperability, ensure that you are running the latest service packs for the appropriate Windows operating systems.

- For the most current list of supported operating systems, check the specifications for your products online at <http://www.drobo.com/storage-products/5c/#specification>.

1.3.2 Connectivity interface supported

Your Drobo 5C device has USB 3.0, Type C interface. Drobo provides USB Type A to Type C cable with the device.

Depending on the model of your computer, it may have USB Type A or Type C interface. You have to buy a Type C to Type C cable if your computer has a Type C interface. Speed of data communication is limited by the slowest interface of your computer and the Drobo 5C.

Note:

If your computer has only a USB 2.0 connection, then the Drobo 5C will operate at USB 2.0 speeds.

1.4 Checking hardware requirements

To use your Drobo 5C device, you will need at least two drives. If you plan to use **Dual Disk Redundancy**, which protects your data against *two concurrent* drive failures, you will need at least *three* drives.

This section covers the following topics:

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

1.4.1 Selecting drives

The Drobo 5C supports both standard **3.5" SATA III hard disk drives** (HDDs) as well as **solid-state drives** (SSDs) for added performance. You can choose HDDs from any manufacturer and with any capacity. For choosing SSDs, please visit our web page to view the [compatible drive](#) options.

Note:

Even though Drobo 5C supports SSDs, we do not recommend using them.

Warning:

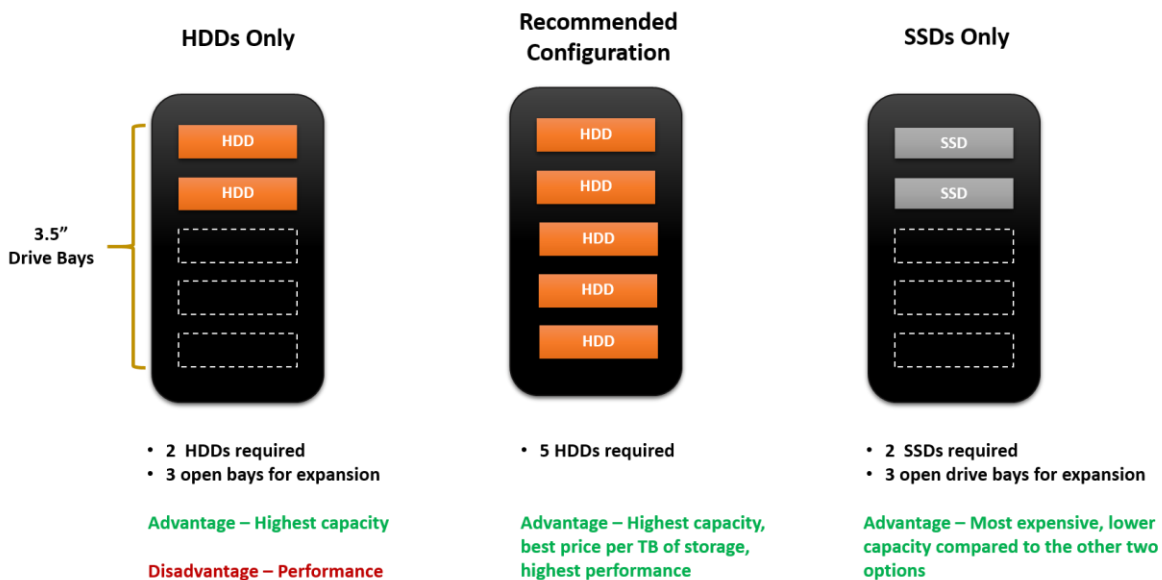
When you insert the drives into Drobo 5C, the pre-existing data on the drives will be erased.

1.4.2 Recommended number and types of drives

Here are the recommended number and types of drives you can use with your Drobo 5C device. Note that you need at least two drives in the drive bays to ensure your data is protected in the event of drive failure.

- 2 to 5 Hard Disk Drives (HDDs) in the main drive bays enables you to maximize capacity.

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



Notes:

- If an incompatible SSD is inserted into the Drobo 5C, 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.
- Drobo 5C is not compatible with **IDE** (Integrated Drive Electronics), **SCSI** (Small Computer System Interface), **PATA** (Parallel Advanced Technology Attachment) or **SAS** (Serial Attached SCSI) drives.

1.4.3 Determining drive space requirements

In order to protect your data from drive failure, your Drobo 5C requires more space than what you will use for your data. It may, sometimes, use as much as *double or more* the amount of space.

1.4.3.1 Capacity calculator

The best way to determine how much usable and protected storage space is available for your data, based on the number and capacity of your drives, is to use our Capacity Calculator. To view the **Drobo Drive Capacity Calculator** page, go to <http://www.drobo.com/storage-products/capacity-calculator/>.

A shortcut for 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, then omit the largest *two* drives.

For example:

Single disk (default) redundancy

# Drives	Drive Capacities	Usable Protected Capacity*
3	6TB + 6TB + 6TB	= 12TB
4	4TB + 4TB + 6TB + 6TB	= 14TB
5	4TB + 6TB + 6TB + 6TB + 6TB	= 22TB

Dual disk redundancy

# Drives	Drive Capacities	Usable Protected Capacity*
3	6TB + 6TB + 6TB	= 6TB
4	4TB + 4TB + 6TB + 6TB	= 8TB
5	4TB + 6TB + 6TB + 6TB + 6TB	= 16TB

Notes:

- Actual capacity is often less than what is shown in the examples above due to the different systems used for rating capacity. This has nothing to do with the Drobo 5C.

- Your Drobo 5C enables you to easily increase storage capacity at any time by simply inserting additional drives or replacing smaller drives with larger ones.

- In the Drobo 5C device, 64TB space is available for storage.

1.4.4 Using power protection

We recommend you to use the following power protection with your Drobo 5C:

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

2: Setting Up Drobo 5C

Once you have unpacked your Drobo 5C device from its box and ensured that you meet all the operating system and hardware requirements, it is time to set up your device for use. You also need to upgrade the firmware to the latest version before using the Drobo 5C device, as the device shipped out will not have the latest firmware.

Note:

- The Drobo 5C device will not be usable until you have upgraded the firmware.

You can perform the setup of Drobo 5C in few steps by:

1. [Inserting the drives to your Drobo 5C](#)
2. [Connecting USB and power cables](#)
3. [Installing the Drobo Dashboard on your computer](#)
4. Turning on the power and [updating your Drobo 5C with the latest firmware](#)
5. [Registering your Drobo 5C](#)
6. [Formatting the drives](#)

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

2.1 Inserting drives

With the Drobo 5C in powered off state, insert the drives you plan to use in the device. 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 5C.

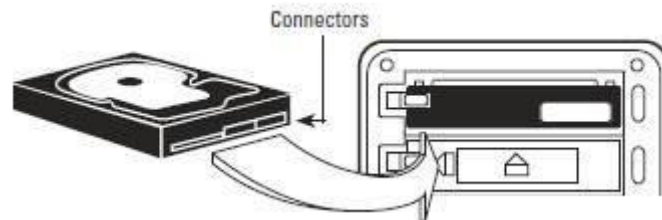
Note:

Once you insert the drives into your Drobo 5C, they function as a unit or "pack." To access the data on them, you will need the entire pack.

2.1.1 How to insert the drives

To insert the drives to your Drobo 5C device:

1. Remove the magnetic front bezel (faceplate) from the front of your Drobo 5C by pulling it off.
2. Hold the HDD with its connectors positioned at the device and toward the left (usually the labels will be on the top). Refer to the images below.



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



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

Note:

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

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

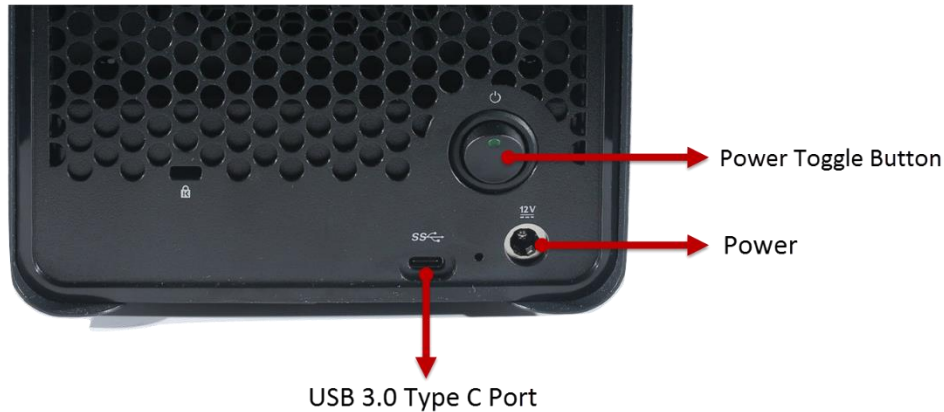
2.2 Connecting USB and power cables

After inserting the drives into your Drobo 5C, you are ready to connect the power and data cables on your Drobo 5C.

2.2.1 How to connect USB and power cables

You can connect the Drobo 5C directly to your computer using the USB port.

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



1. Plug the Type C USB cable into the back of your Drobo 5C.
2. Plug the other end of the cable into your host computer.
3. Connect the power supply to the power connection at the back of your Drobo 5C.
4. Connect the other end of the power supply to a power source.

Note:

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

2.3 Installing Drobo Dashboard

The Drobo Dashboard application will help you to set up and manage your Drobo 5C. After installation of the Dashboard, you can configure the settings to automatically install version updates, which is highly recommended. Drobo software and firmware updates can also be installed from [Start Drobo 5C](#) page.

This section covers the following topics:

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

Note:

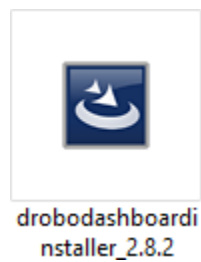
You need a full admin user account and Internet access on the computer on which you install the Drobo Dashboard

2.3.1 How to install Drobo Dashboard on Windows

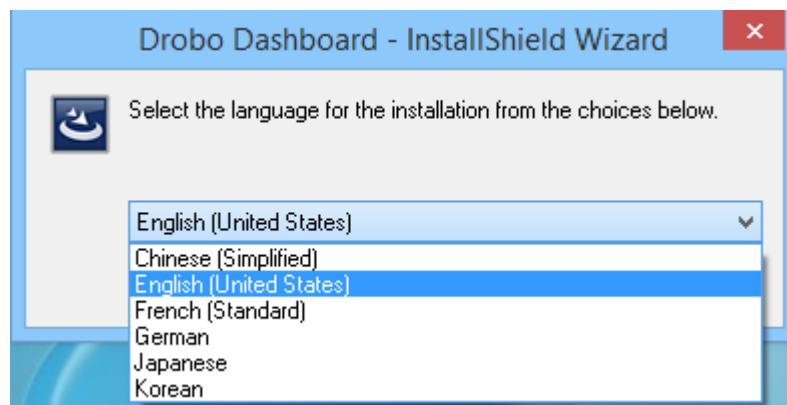
To install the Drobo Dashboard on a Windows machine:

1. Go to the [Start Drobo 5C](#) page and download the **Drobo Dashboard** installation file for Windows.

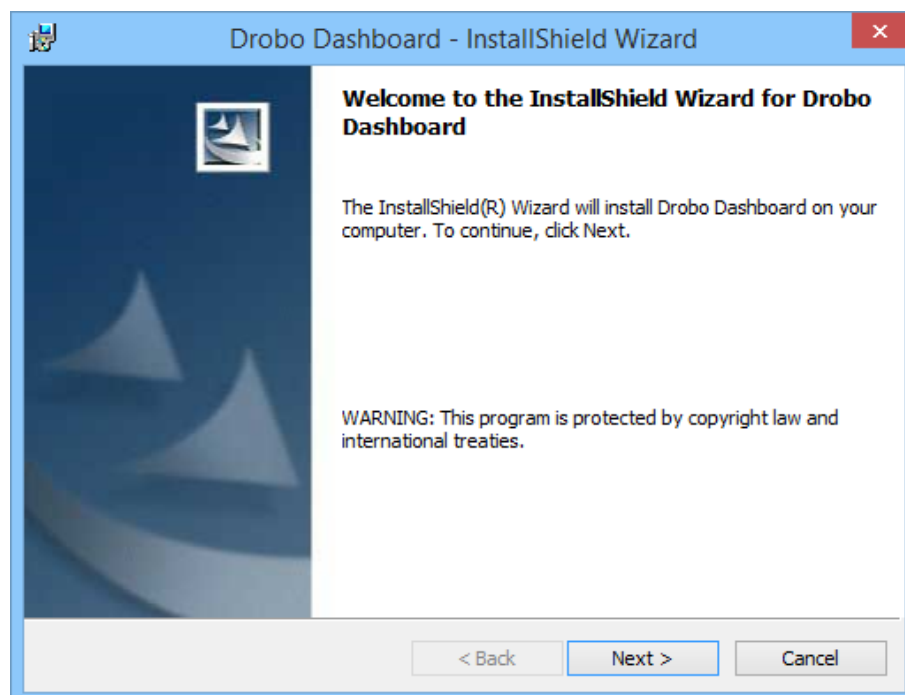
2. After downloading, double-click the **Drobo Dashboard Installer** to launch it.



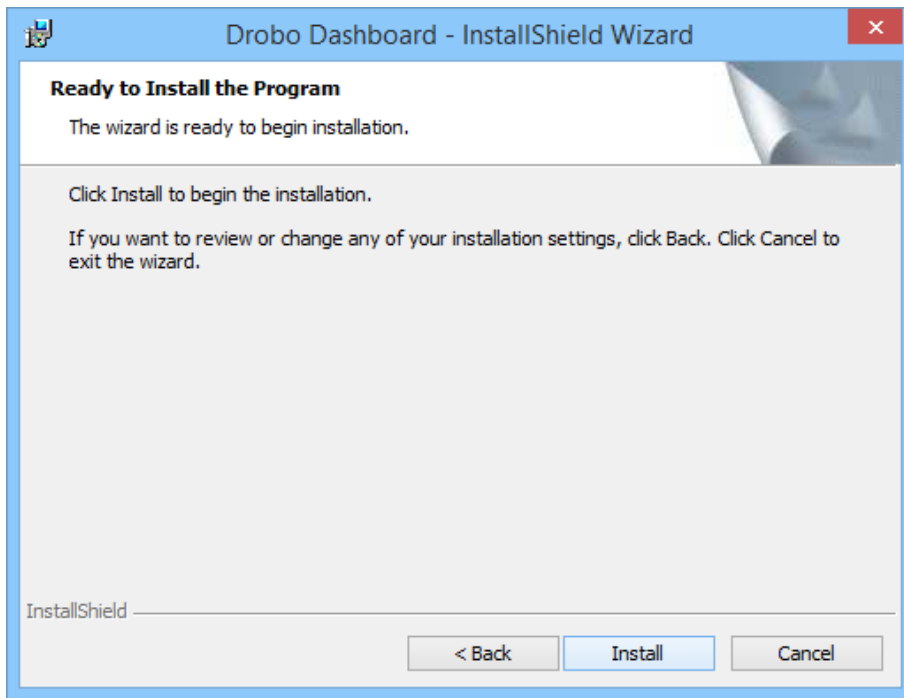
3. A pop up will appear asking you to choose the language for installation. Select the language of your choice and click **OK**.



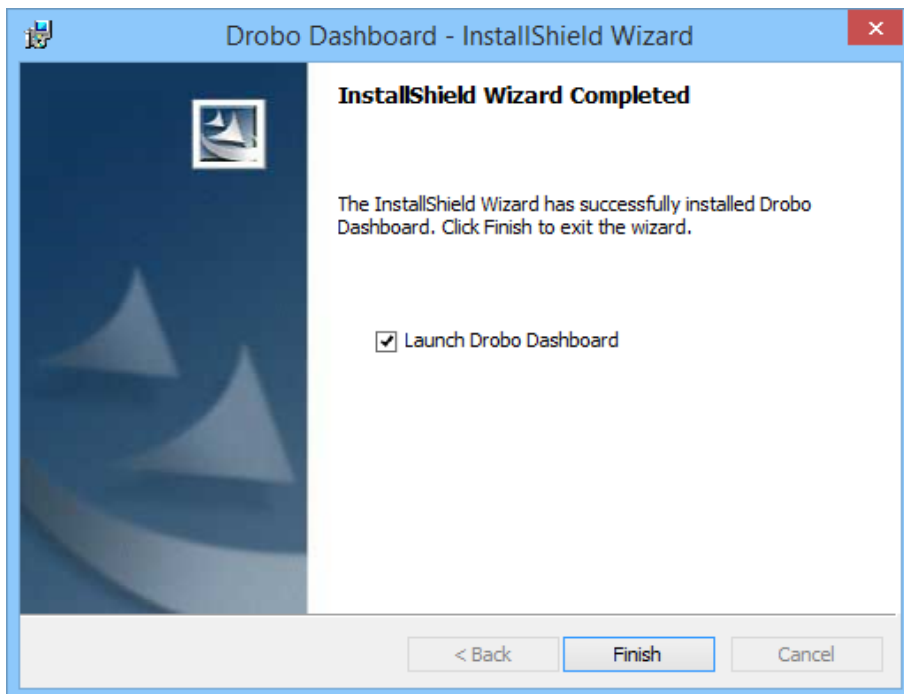
4. The **Drobo Dashboard Installer** (or Installation Wizard) will appear.



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.



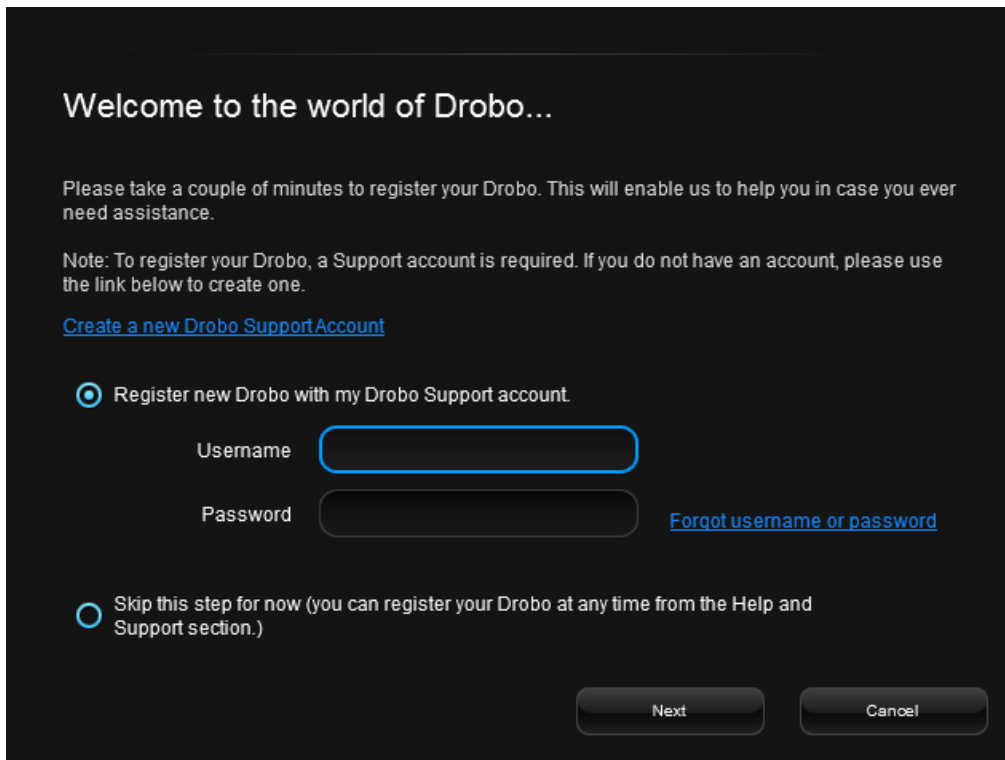
8. In some Windows operating systems, the **Windows Access Control** dialog box appears, asking if you want to allow changes to your computer. Click the **Allow** or **Yes** button. This installs the Drobo Dashboard.
9. After the installation is complete, be sure the **Launch Drobo Dashboard** checkbox is selected and then, click the **Finish** button.



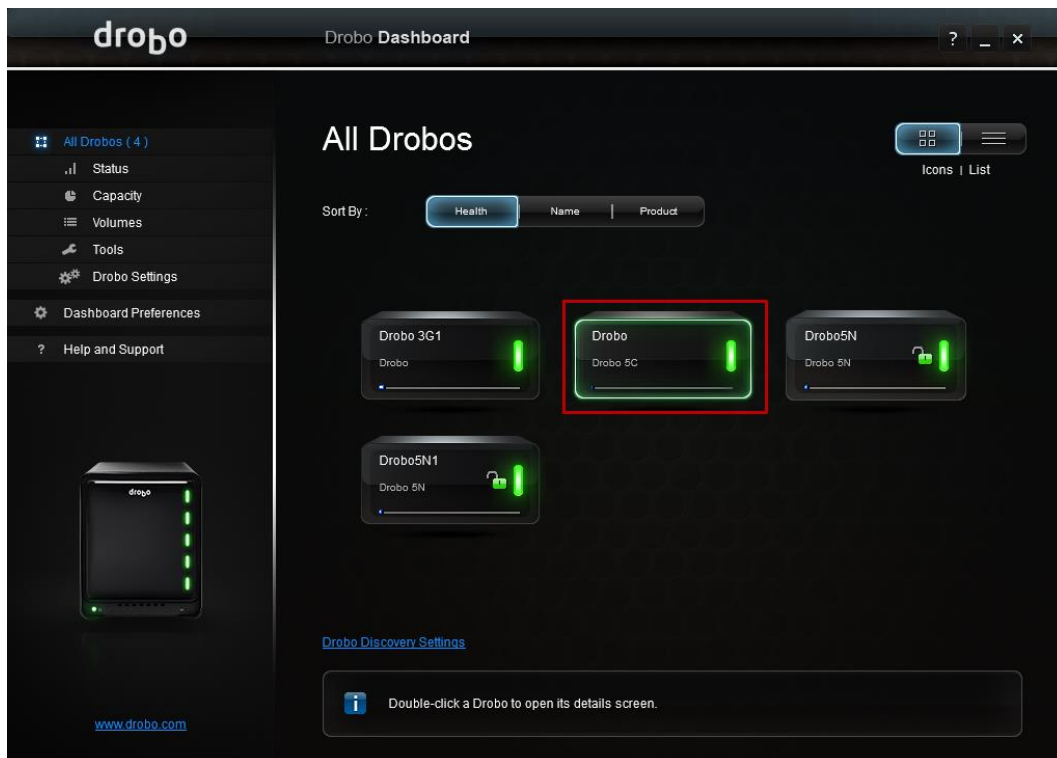
10. The **Drobo Dashboard** application launches and you will be prompted to register your Drobo 5C. You can either register the Drobo 5C or skip the step and register it later. Select an option based on your preference. The serial number is printed on the compliance label at the bottom of the device.

Note:

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



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.



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.

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 5C will not work until you update the firmware.** For information on updating the firmware to the latest version, see [Updating your Drobo 5C to the latest firmware.](#)

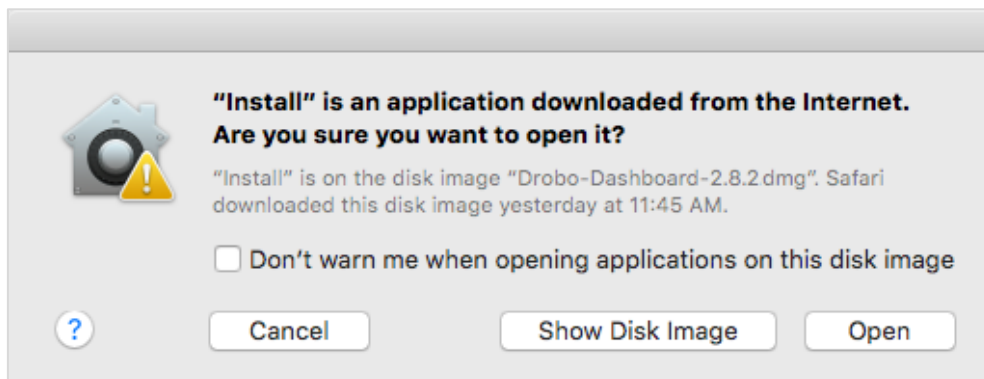
2.3.2 How to install Drobo Dashboard on Mac

To install the Drobo Dashboard on Mac:

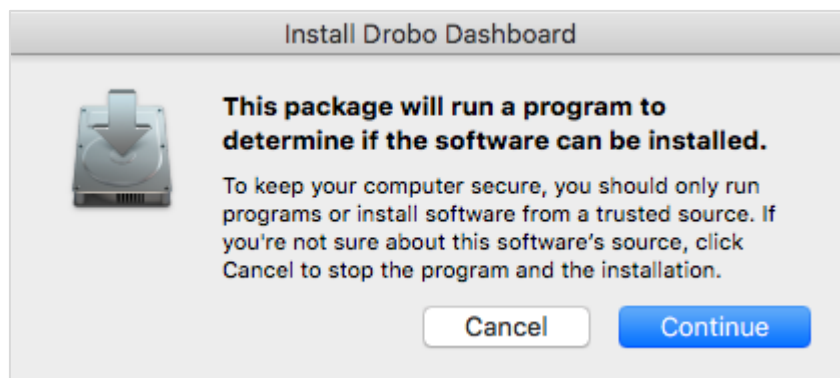
1. Go to the [Start Drobo 5C](#) page and download the **Drobo Dashboard** installation file for Mac.
2. After downloading, double-click the **Drobo Dashboard Installer** to launch it.



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



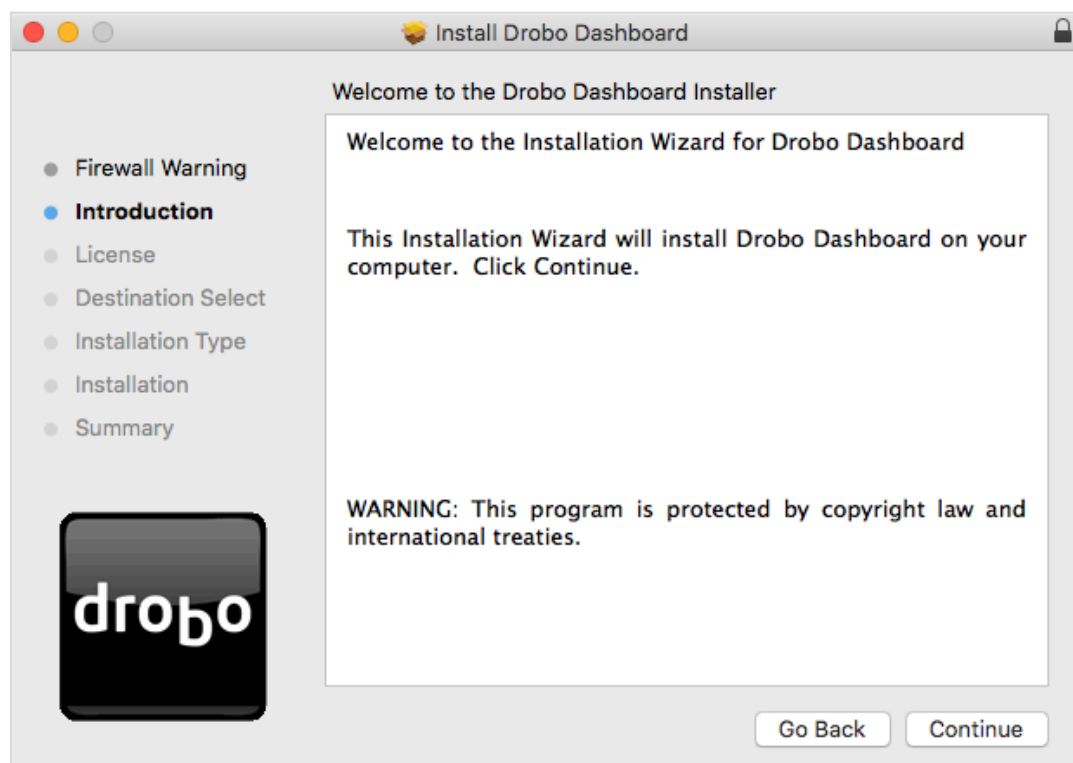
4. The **Install Drobo Dashboard** page will appear. Click **Continue** to proceed to the next screen.



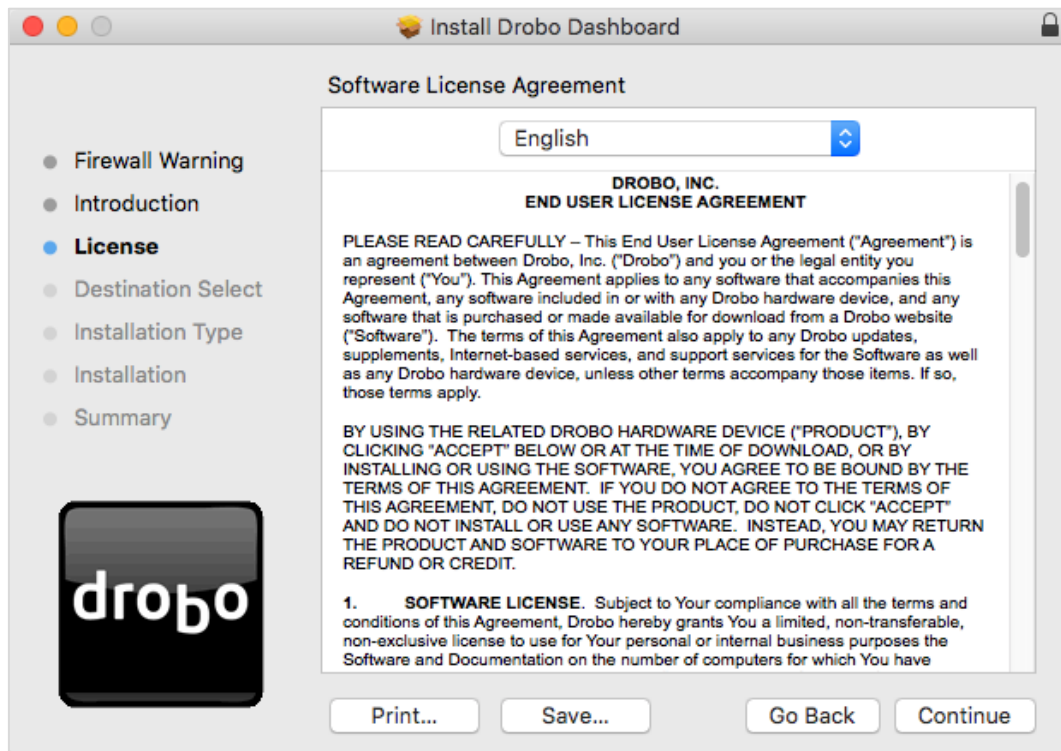
5. The **Firewall Warning** page appears. Click **Continue**.



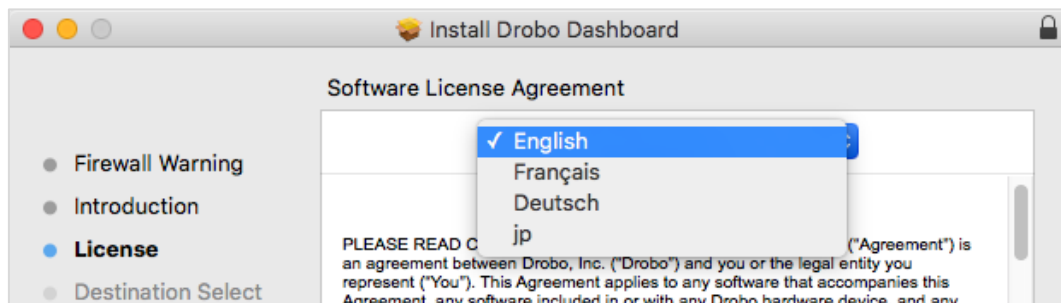
6. Next, the **Installation Wizard** page appears. Click **Continue** to proceed.



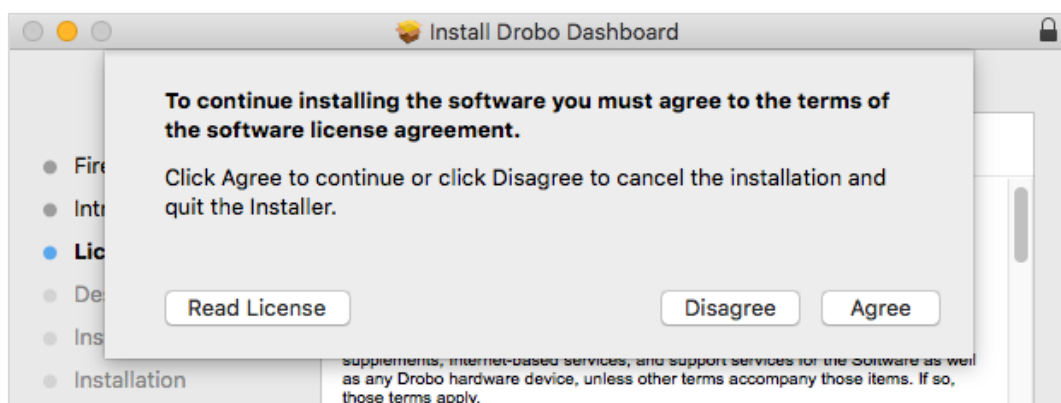
7. The **Software License Agreement** page appears. From here, you can choose the language in which you want to proceed the installation process.



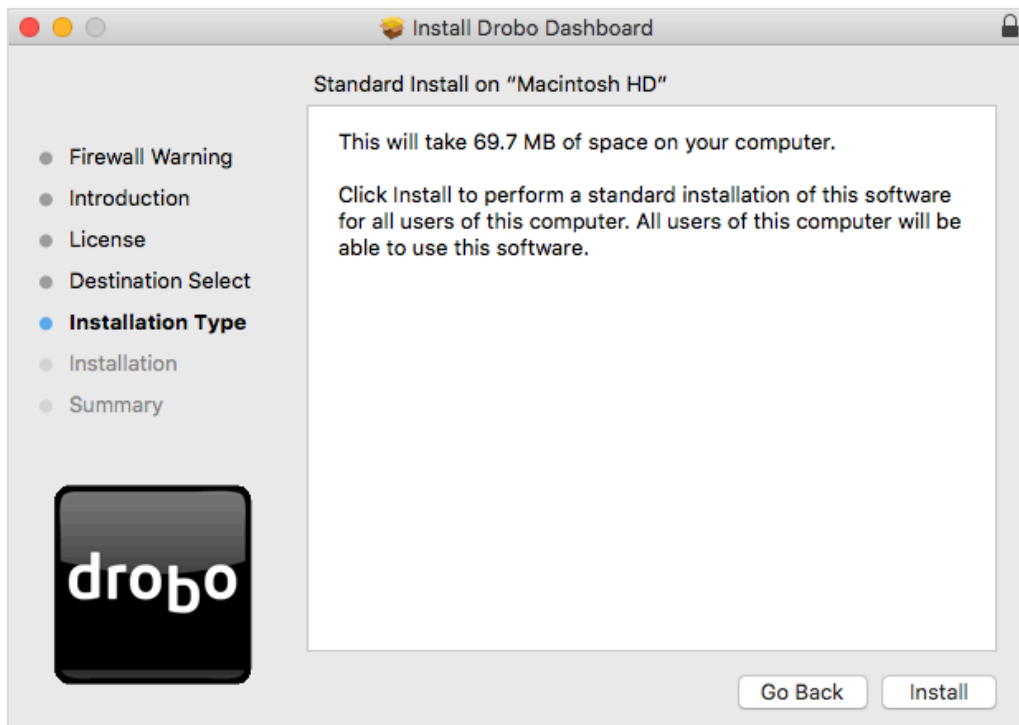
8. After choosing the desired language, Click **Continue**.



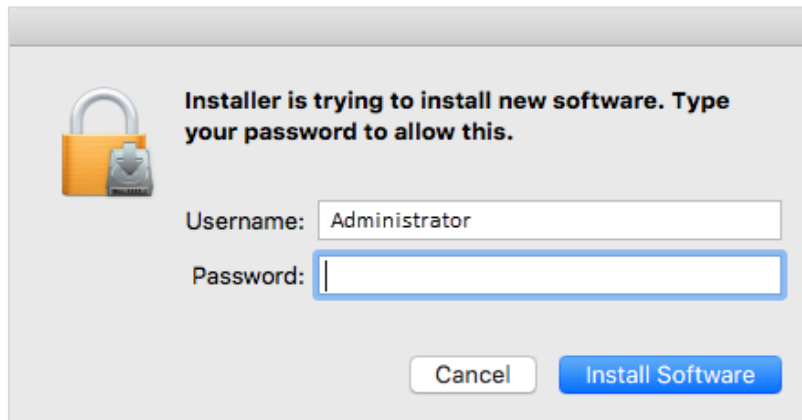
9. A dialog box will appear asking you to Agree or Disagree the terms of the license agreement. Click **Agree** to proceed.



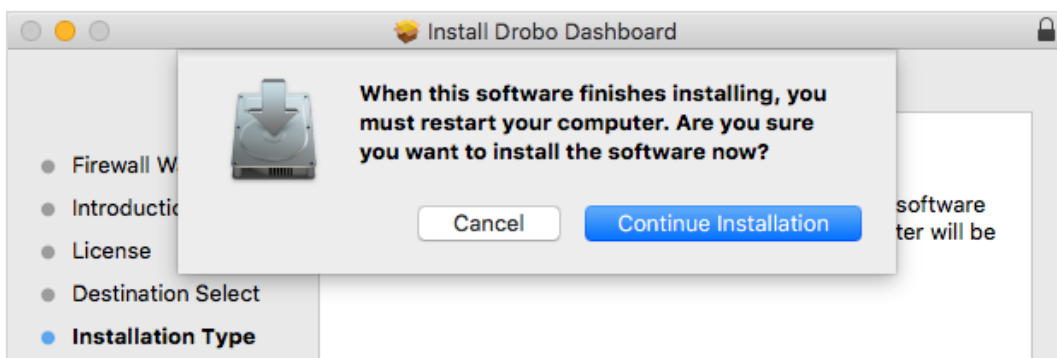
10. You will reach the **Installation Type** section. Click **Install** to proceed.



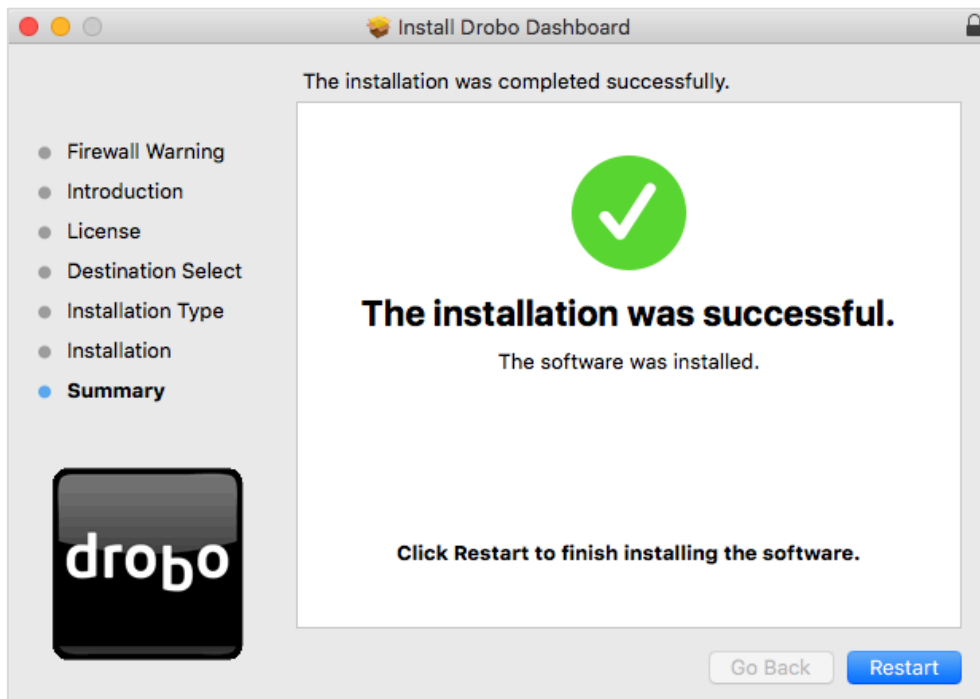
11. You will be prompted to enter the administrator password. Enter the password and click **Install Software**.



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



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



- Once the computer restarts, launch the Drobo Dashboard application.
- The application will prompt you to register your Drobo 5C. You can either register it or skip the step and register it later. Select an option based on your preference.

Note:

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

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

Note:

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

- If you have no Drobo device connected to the computer or powered on, a "No Drobos Detected" message displays until you do.
- Your Drobo 5C will not work until you upgrade the firmware.** For information on updating the firmware to the latest version, see [Updating your Drobo 5C to the latest firmware](#).

2.4 Updating your Drobo 5C to the latest firmware

When you first receive a new Drobo 5C device, you must use the Drobo Dashboard application to update it to the latest firmware release.

Important Notes:

- The Drobo 5C device will not be usable until you have upgraded the firmware.

- If you are a first-time Drobo user, then install the latest version of Drobo Dashboard. If you are an existing Drobo user and have a Drobo Dashboard version earlier than 2.8.2 installed, then you must follow the instructions to uninstall Drobo Dashboard prior to installing the latest version.

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

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

To update the firmware of your Drobo 5C to the latest one:

1. Connect the Type C USB cable and power cable to your Drobo 5C.
2. Ensure that the Mac or PC you are using for this setup has a valid Internet/network connection.
3. If using a Mac, ensure that the Firewall (**System Preferences > Security and Privacy**) is set to "allow incoming" for DD service (Drobo Dashboard).
4. Verify that the Drobo is powered off.
5. [Insert the drives](#).
6. Turn on your Drobo 5C.
7. Your Drobo should begin updating to the latest firmware. Please allow Drobo up to 20 minutes for the total initialization process.
8. Here's what you will see happen:

When your Drobo 5C appears in the Drobo Dashboard, you may select it and go to 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, your Drobo 5C will restart to finish the firmware upgrade process.

Important Note:

- If the Drobo Dashboard does not detect your Drobo 5C and initialization does not begin, please disable any firewall and antivirus programs. If the Drobo Dashboard will still not detect your Drobo 5C 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. After the device reboots, follow the instructions that appear on the Drobo dashboard to format the volume.
10. If the red drive lights are seen again (e.g. "Unknown Disk Set"), please go to the Drobo Dashboard's **Tools** section and choose **ERASE** (reset), allowing reboot of the Drobo 5C.
11. Alternatively, you can use the pinhole method to format the disk. For more information on

formatting the disk with pinhole method, see [How can I clear all my data off my Drobo storage device and start anew?](#) This is for new setups only where the drives have no data.

Warning:

This procedure will erase all data from all drives and return your Drobo 5C to default settings.

Note:

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

2.5 Registering your Drobo 5C

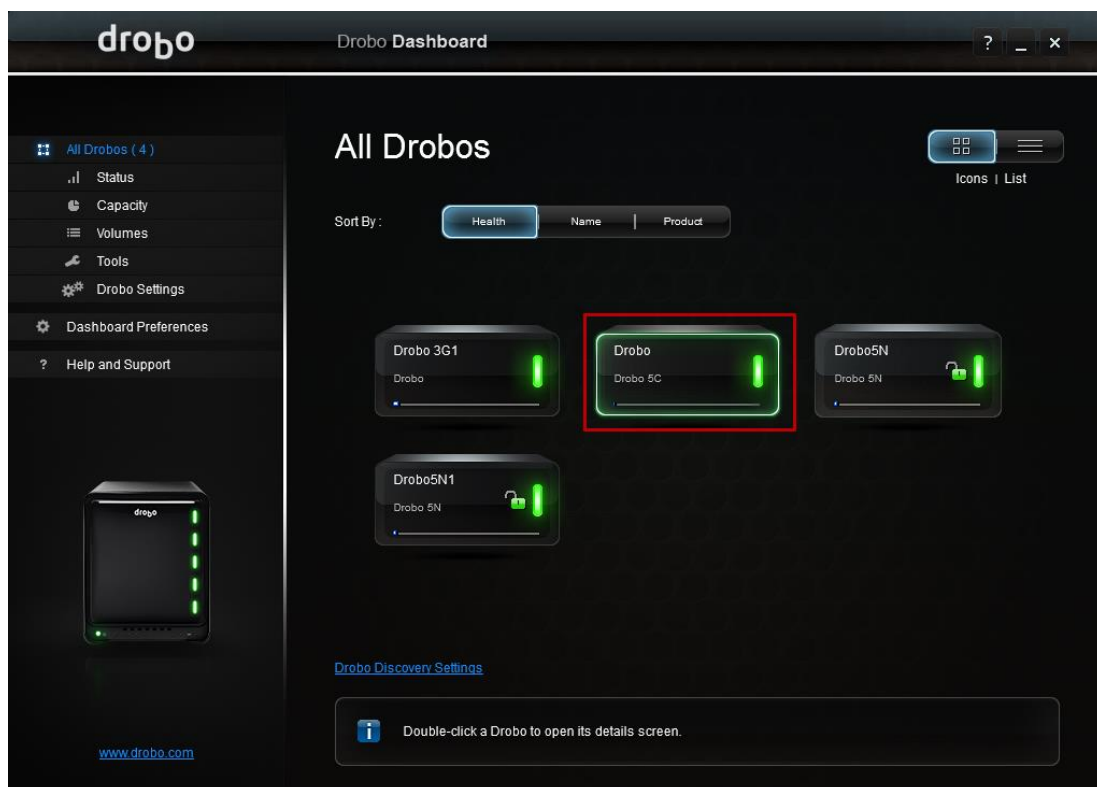
If you did not register your Drobo 5C during setup, then you register it from the Drobo Dashboard.

Note:

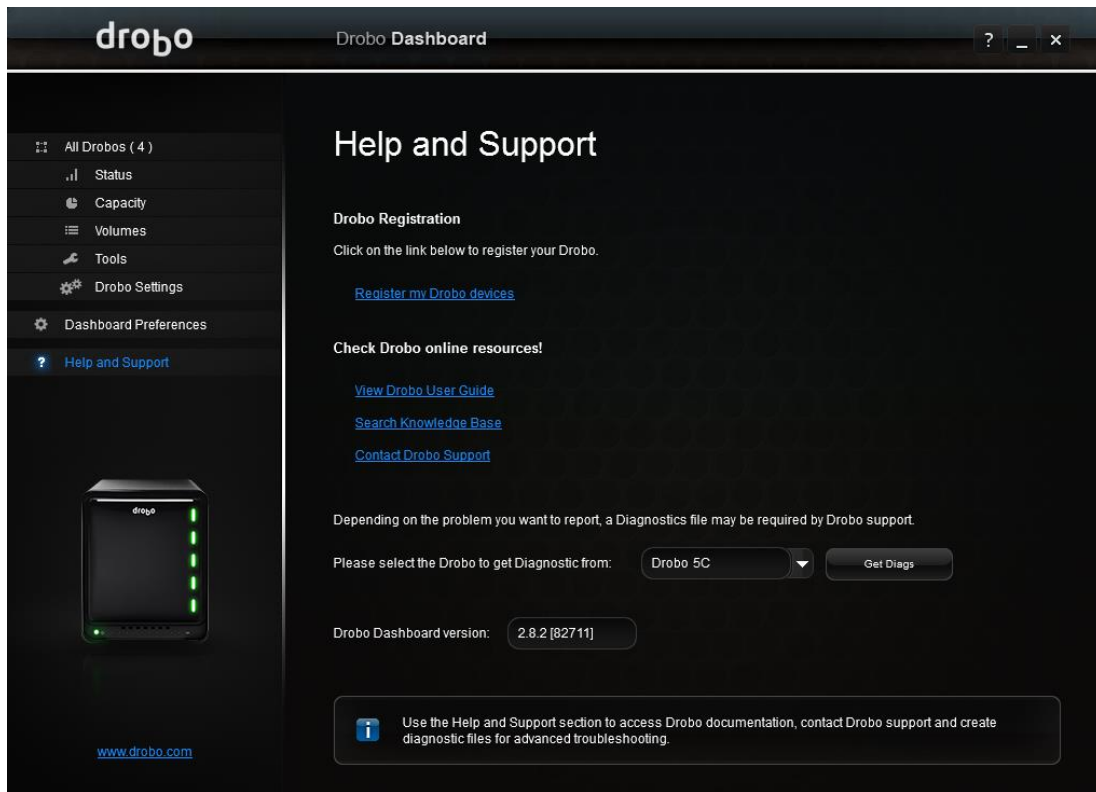
Make sure you are connected to the Internet before performing this action.

To register your **Drobo 5C** from the **Drobo Dashboard**:

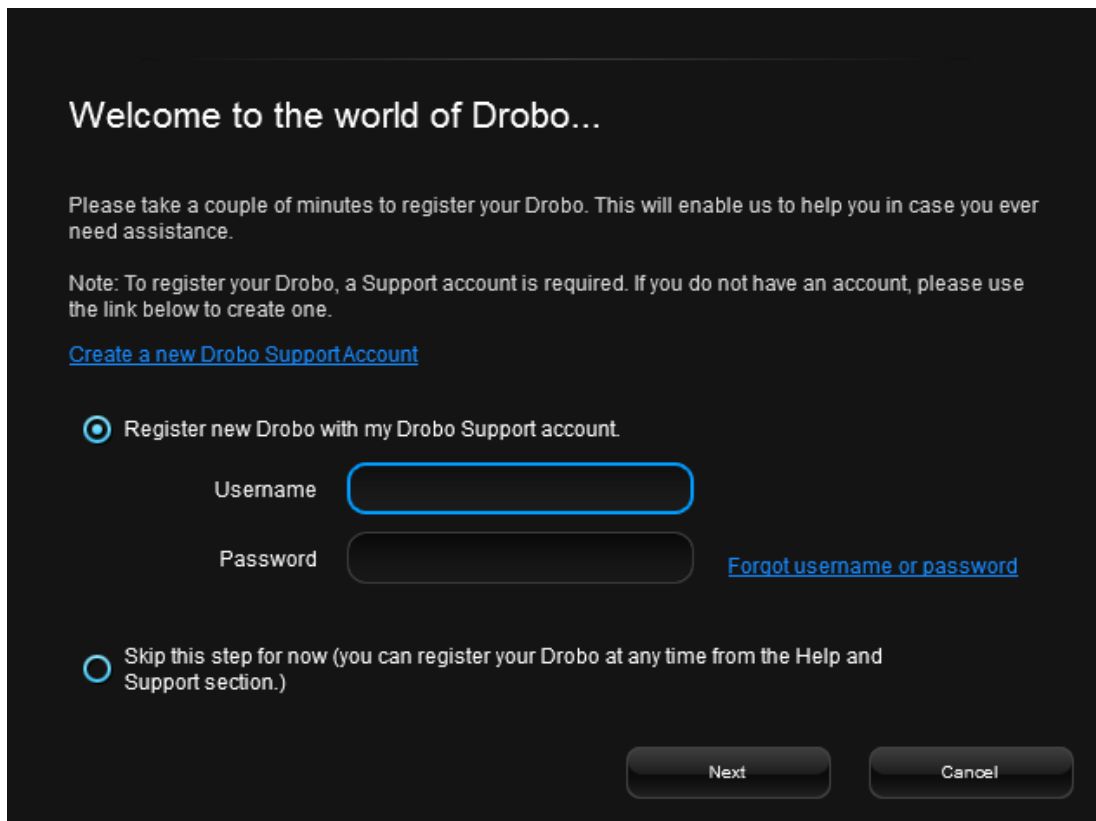
1. From the **All Drobos** page in the Drobo Dashboard, select Drobo 5C and click the **Help and Support** option on the **Navigation** menu.



2. The **Help and Support** page for Drobo 5C opens.



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



4. Do one of the following:

- If you do not have a Drobo account, click the **Create a new Drobo account** link. The **Login** page opens in your web browser. Then, click the **Create an Account** button to open the **Signup** page. Enter the required information and create your account, and then return to this step to log in to your account.
 - If you already have a Drobo account, then select the **Register new Drobo with my Drobo account** option and enter your Drobo username and password. You can click the **Forgot username or password** link if needed. Continue with step 4.
5. Click the **Next** button. The connected Drobo devices and their serial numbers will appear.
 6. Select Drobo 5C and enter its purchase date. Then, select the region from where you purchased it, as shown in the image below.

Tip:

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

Register my Drobo devices drobo

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

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

Selected Drobo: Drobo

Purchase Date:
MM DD YYYY

Region: Americas

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

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

Note:

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

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

2.6 Formatting drives

After installing the Drobo Dashboard, inserting the drives into your Drobo 5C and connecting cables, you are ready to turn on your device and format the drives. Before doing so, it is important to know what file system format and volume size you will choose when you format the drives.

2.6.1 Selecting a file system and volume size

When you turn on your Drobo 5C, you will be prompted to format the drives in your Drobo 5C with a particular file system. The file system formats available to you depend on your operating system. (See Figure 3 below.)

You will also be formatting your Drobo 5C into at least one *volume*, and you will need to choose a size for that volume. A volume is a storage area that has been formatted with a file system format your operating system can recognize. In Windows, volumes are sometimes called “logical drives” or “partitions.”

The largest volume size you are allowed depends on the file system format you choose and the total capacity of the drives in your Drobo 5C.

File System Format	OS Compatibility	Max Volume Size
HFS+	Mac OS X 10.9 +	64TB
NTFS	Windows 7 SP1+ Windows 8/8.1 Windows 10	64TB

Figure 3: Table of file system formats and maximum volume sizes

Important Notes:

- The term '**Volume**' does not represent how much actual storage space is available on your Drobo 5C. It represents the virtual storage space.

For example, your Drobo 5C may be loaded with 2TB of drive space, but you will have a 64TB volume. What this enables you to do is to add more capacity to your Drobo 5C (by inserting an additional drive or replacing a smaller capacity drive with a larger capacity one) without having to format an additional volume. The additional capacity becomes part of the same volume you formatted originally.

- Your operating system may show the virtual space available on your Drobo 5C as defined by the volume size.

- If the amount of available protected storage space in your Drobo 5C exceeds the size of the volume (this may occur when you add one or more additional drives to your Drobo 5C), then the Drobo Dashboard will automatically create a new volume (or volumes) of the same size as the original volume.

The Drobo Dashboard will notify you when this occurs and will ask you to format and name the new volume(s).

2.6.2 Formatting drives for your Drobo 5C

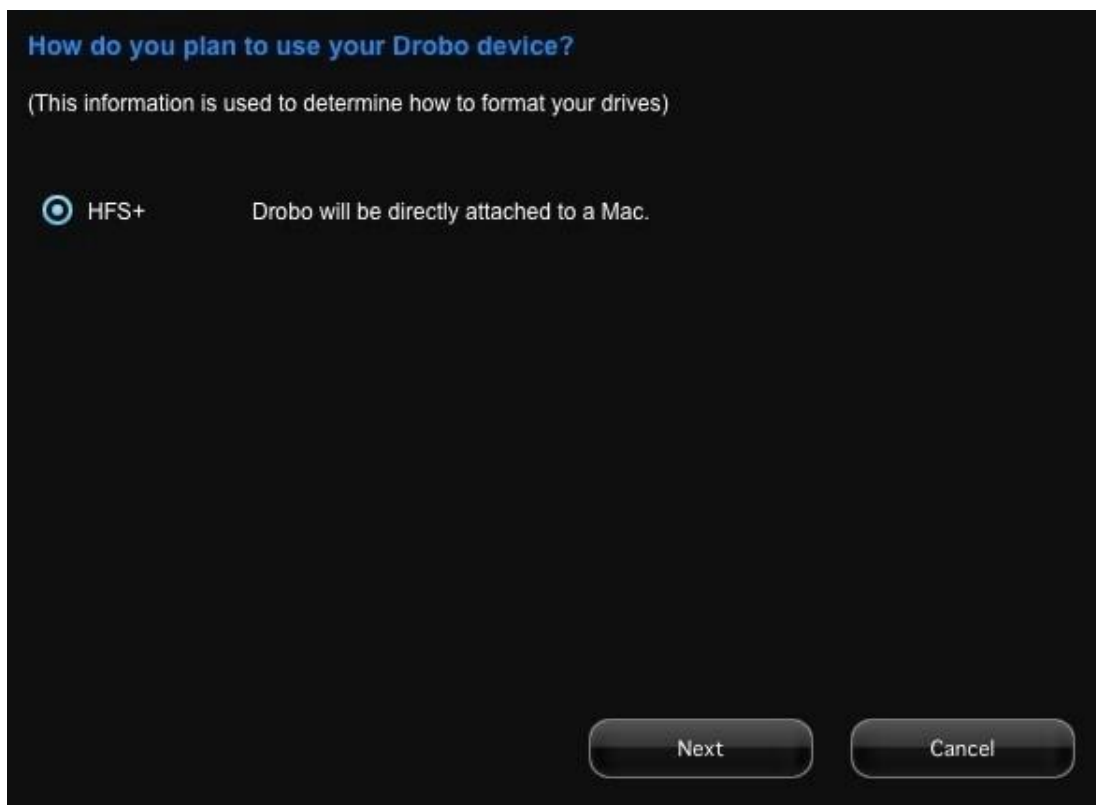
With **Drobo Dashboard** installed on your host computer and cables connected, you are ready to turn on your Drobo 5C and format the drives.

Important Notes:

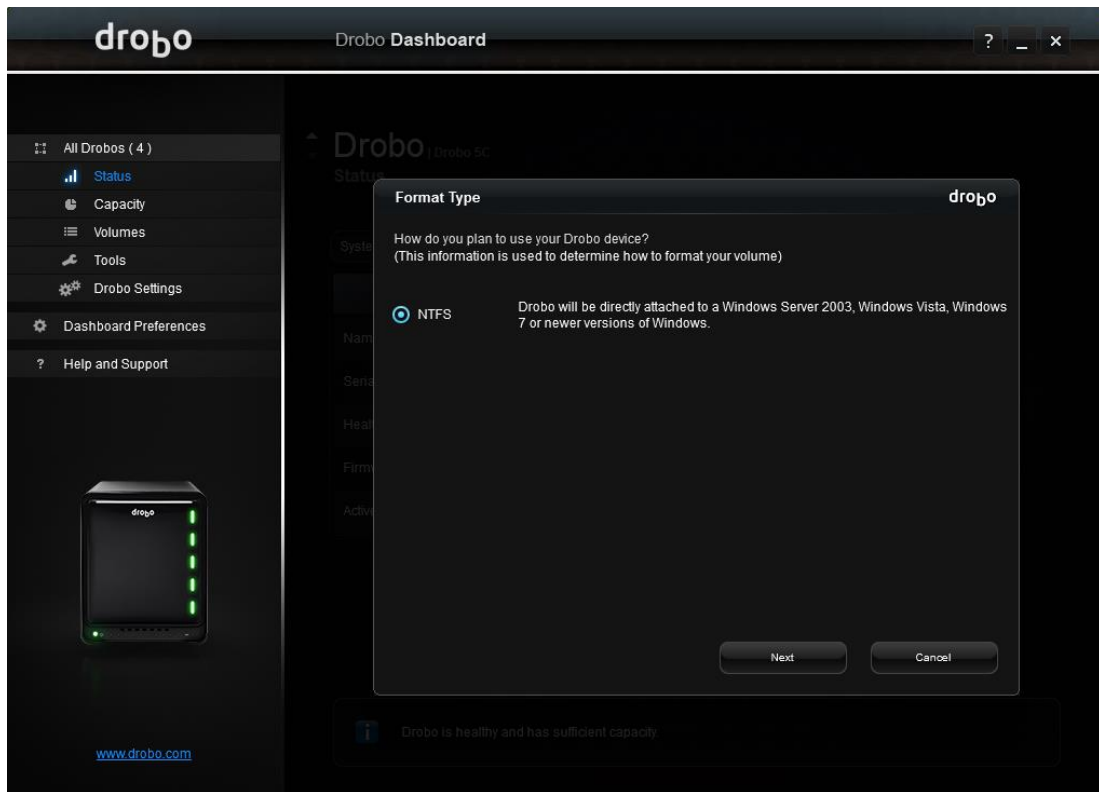
*Some of the Windows and Mac operating systems will prompt you to format the drives. Click **Cancel** or **Ignore**, as appropriate, and continue with the formatting procedure from the Drobo Dashboard.*

To format the drives:

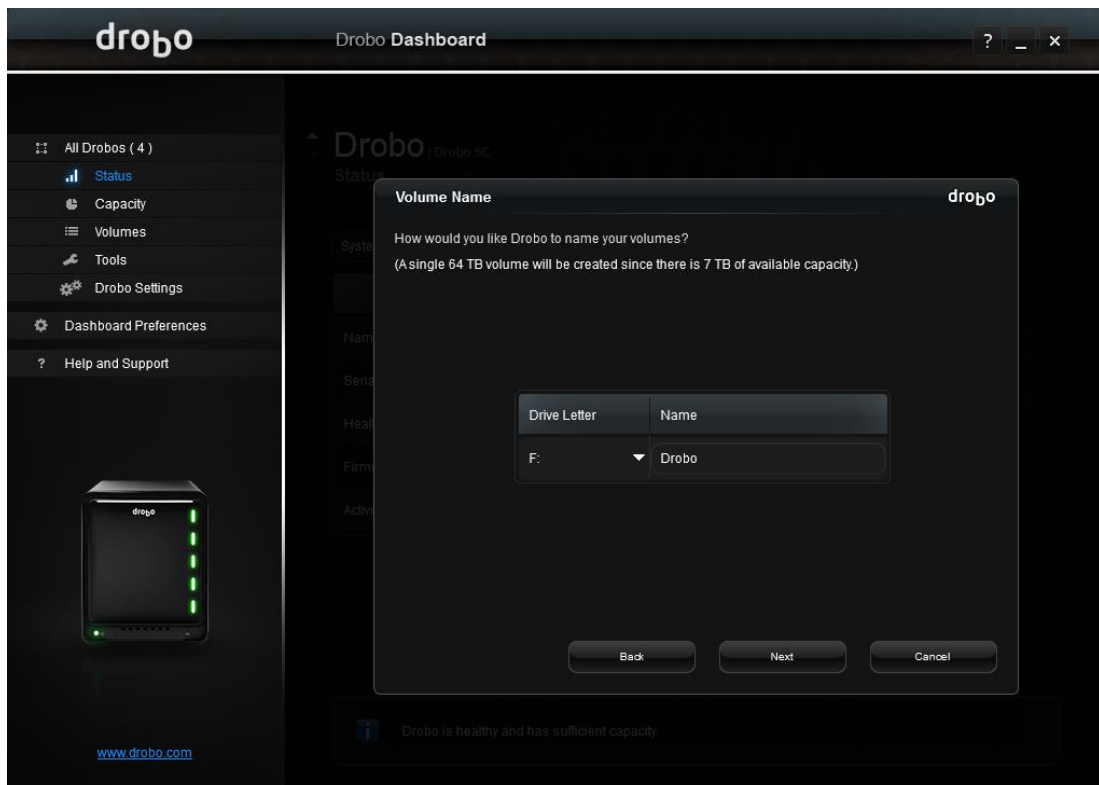
1. Double-click on the **Drobo 5C** icon on the **All Drobos** page in the **Drobo Dashboard**. A message appears asking if you would like to format the device.
2. Click the **Yes** button. The **Format Type** page opens. Depending on your operating system, the page displays different options.
 - a. The **File Format** page for Drobo 5C in OS X will appear as shown below:



- b. The **File Format** page for Drobo 5C in Windows will appear as shown below:



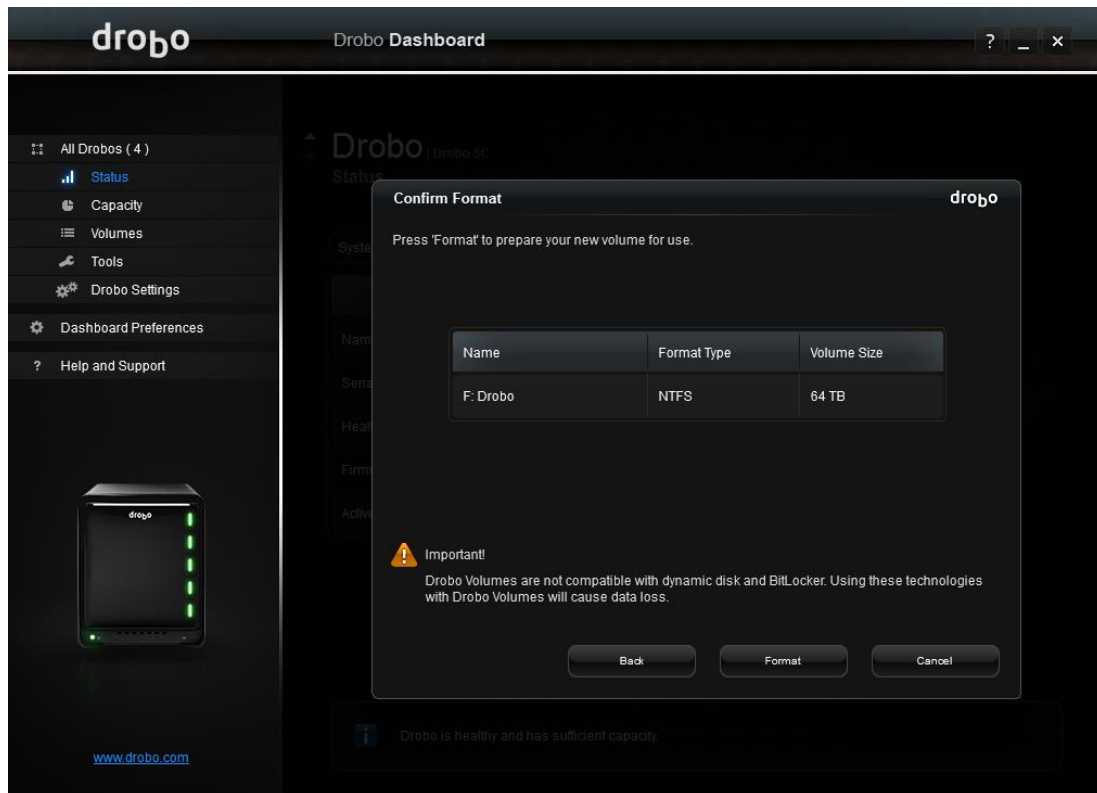
3. Then, click the **Next** button. This opens the **Volume Name** page (see image below).
4. If applicable, from the **Drive Letter** drop-down list, select the drive letter to assign to the volume.
5. In the **Name** text box, modify the default name for the volume as you like.



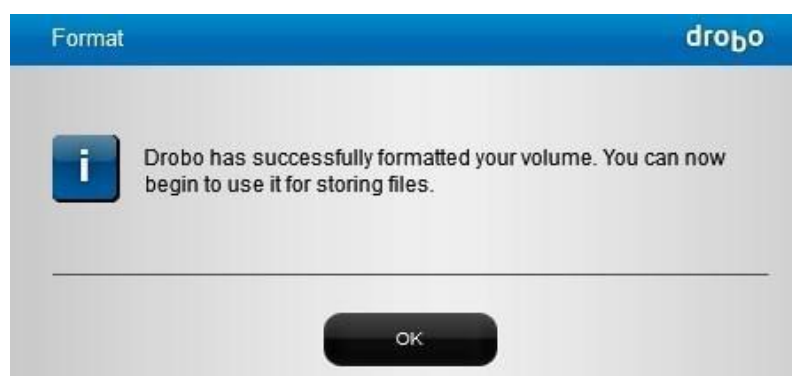
Tip:

We recommend using a descriptive name stating the purpose to avoid confusion.

6. Click the **Next** button. The **Confirm Format** page opens.



7. Click the **Format** button. A message appears informing you that it can take up to five minutes to format your drives, and that this may require rebooting your Drobo 5C.
8. After formatting, the **Format** dialog box opens.



9. Click the **OK** button. The newly created volume will appear under the **Volumes** tab for your Drobo 5C.

Important Note:

The Drobo Dashboard automatically assigns "Drobo" as the default name for your Drobo 5C, which you can rename later.

2.7 Using Drobo 5C with Time Machine or backup software

2.7.1 Overview

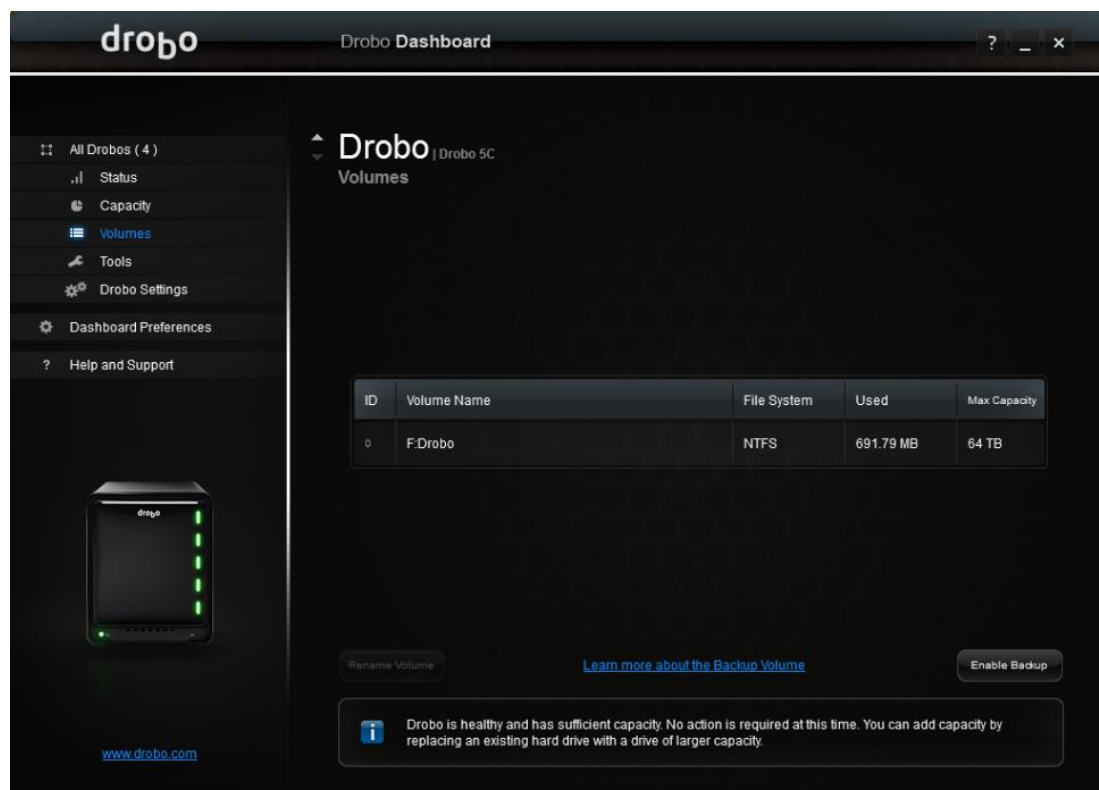
Drobo 5C introduces the ability to create a dedicated backup volume for use with OS X Time Machine, Windows Backup and Restore, or other backup software. The backup volume is compatible with encrypted backup options. This article will show you how to set it up.

2.7.2 Creating a backup volume

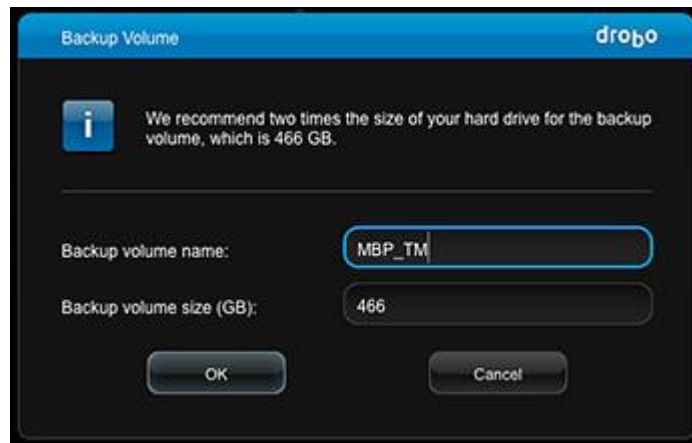
These steps will create a fixed-size backup volume that will appear as a new disk, separate from your main Drobo volume. Having this dedicated, fixed-size backup volume will prevent backup software from filling your main Drobo volume with daily backups.

Follow these steps:

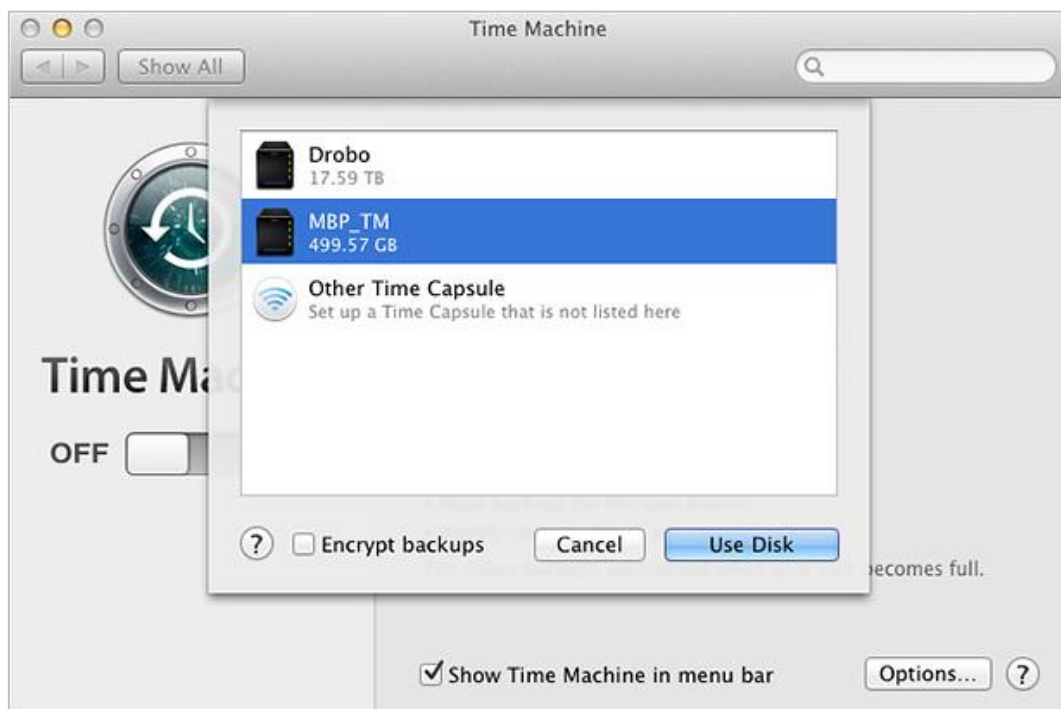
1. Open the Drobo Dashboard, and wait for your Drobo 5C to appear under in the **All Drobos** page.
2. Double-click the image of your Drobo 5C.
3. Then, click **Volumes**.
4. Click the **Enable Backup** button.



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



6. Click the **OK** button.
7. When you see the "Confirm Restart" dialog, take a moment to stop any activity on the Drobo 5C, because it must restart. When you are ready, click **Yes** to continue.
8. Wait until you receive the message that "Volume management changes have been made successfully," then click the **OK** button.
9. Now you will see the backup volume you created listed under Volumes. You may now close the Drobo Dashboard.
10. To finish the process, open the settings for your third-party backup software, such as Time Machine, and select the backup volume that you created as the destination volume.



2.8 Safely shutting down your Drobo 5C

If you plan to shut down your Drobo 5C for any reason, it is very important that you always do so safely. **Improper Drobo device shutdowns may cause file corruption and/or data loss.**

This section covers the following topics:

- [When to shut down your Drobo 5C](#)
- [Shutting down your Drobo 5C using Drobo Dashboard](#)

2.8.1 When to shut down your Drobo 5C

It is a good idea to shut down your Drobo 5C before any of the following situations:

- 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

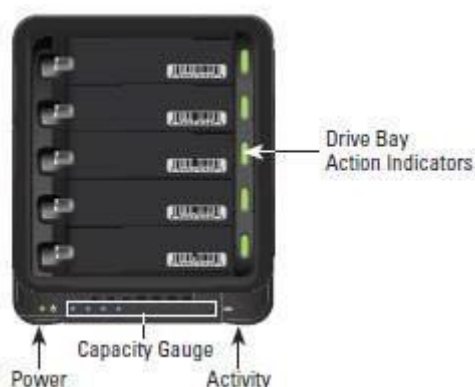
2.8.2 Shutting down your Drobo 5C using Drobo Dashboard

This is the recommended method for safely shutting down your Drobo 5C.

1. Check that the activity light on your Drobo 5C is off, indicating that no data is actively being transferred to or from your Drobo 5C.

Note:

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

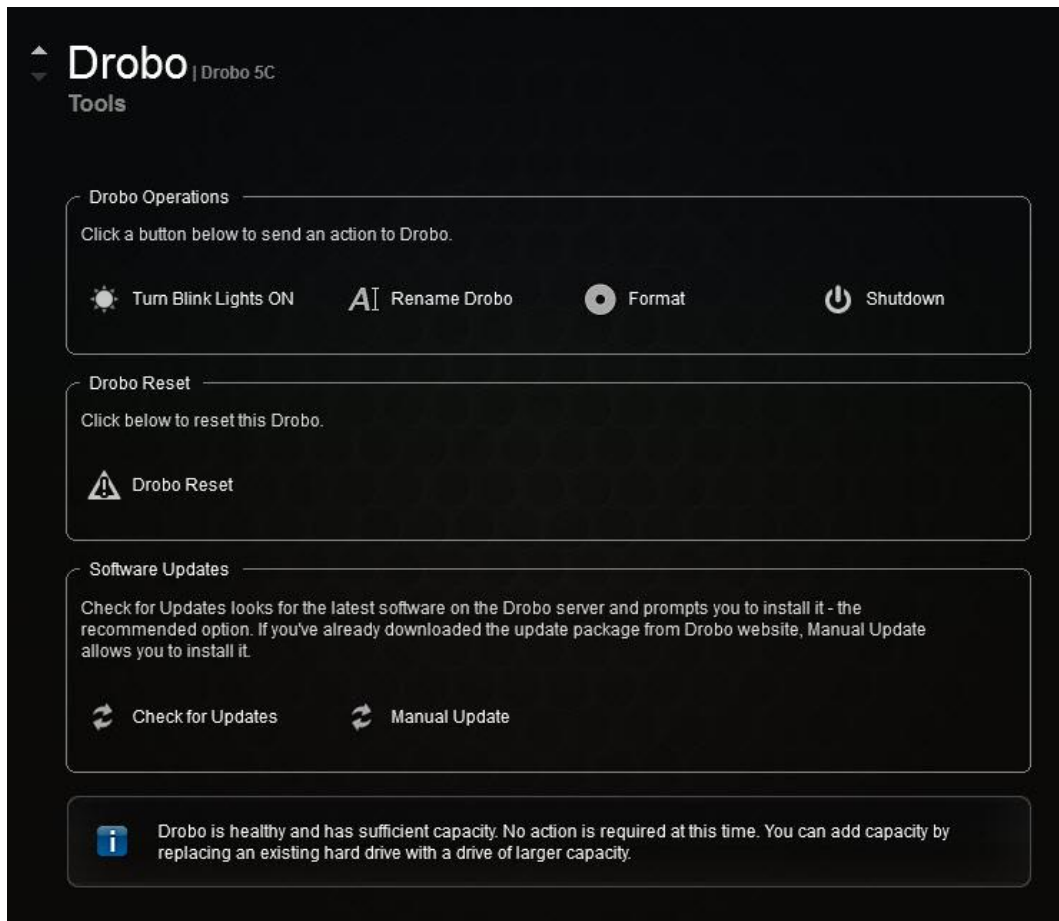


2. Also check to ensure the drive bay action indicator lights are not blinking alternately between yellow and green. This indicates that your Drobo 5C is busy working to protect your data. Wait until these lights are a solid green.

Important Note:

If one or more drive bay lights are red, you need to add capacity or replace the current drive. However, you can still safely shut down your Drobo 5C.

3. In the **Drobo Dashboard**, select the Drobo 5C 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, select the **Shutdown** option. A message box opens, asking you to confirm the shutdown.
5. Click the **Yes** button.
6. It can take up to two minutes for your Drobo 5C to power down. Afterwards, the power light turns off, indicating your Drobo 5C has shut down.

3: What To Do Next

Once you set up the **Drobo 5C** device and start to use it, we recommend you to read the following topics to understand the different ways to enhance the performance of the device.

- Using [best practices for data protection](#)
- [Keeping Drobo Dashboard and Drobo 5C 's firmware up to date](#)
- Using [Online User Guide](#)
- Using [Context-Sensitive Help](#)
- [Using the Knowledge Base](#)
- [Registering your Drobo 5C](#)
- [Getting Technical Support](#)

3.1 Using best practices for protecting data

While Drobo protects 5C 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 5C device and disk pack, files corrupted before being saved to the Drobo 5C, unsafe shutdowns, and other traumatic events can result in data loss.

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

Important Note:

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

3.2 Keeping your software up to date

To ensure optimal performance for your Drobo 5C, we highly recommend you set your device to automatically check for software updates (you may have already done this during the initial setup of the device). This feature keeps both the Drobo Dashboard and your device's firmware up to date.

You can also install updates from [Start Drobo 5C](#) page. If you would like to install a firmware update from the Drobo website, see [Manually updating firmware from the website](#) for more information.

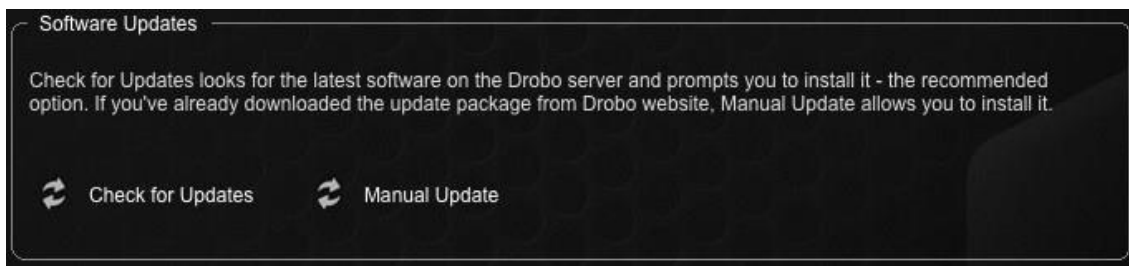
3.2.1 Checking for software updates

The following steps ensure that the Drobo Dashboard and your Drobo 5C's firmware are up to date:

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

Note:

If needed, ensure that you are logged in to this Drobo 5C.



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

3.3 Using online user guide

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

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

3.4 Using context-sensitive help

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

3.5 Using knowledge base

Our searchable knowledge base provides answers to almost any questions related to your Drobo 5C related specific support needs.

To access our knowledge base follow the steps below.

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

Note:

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

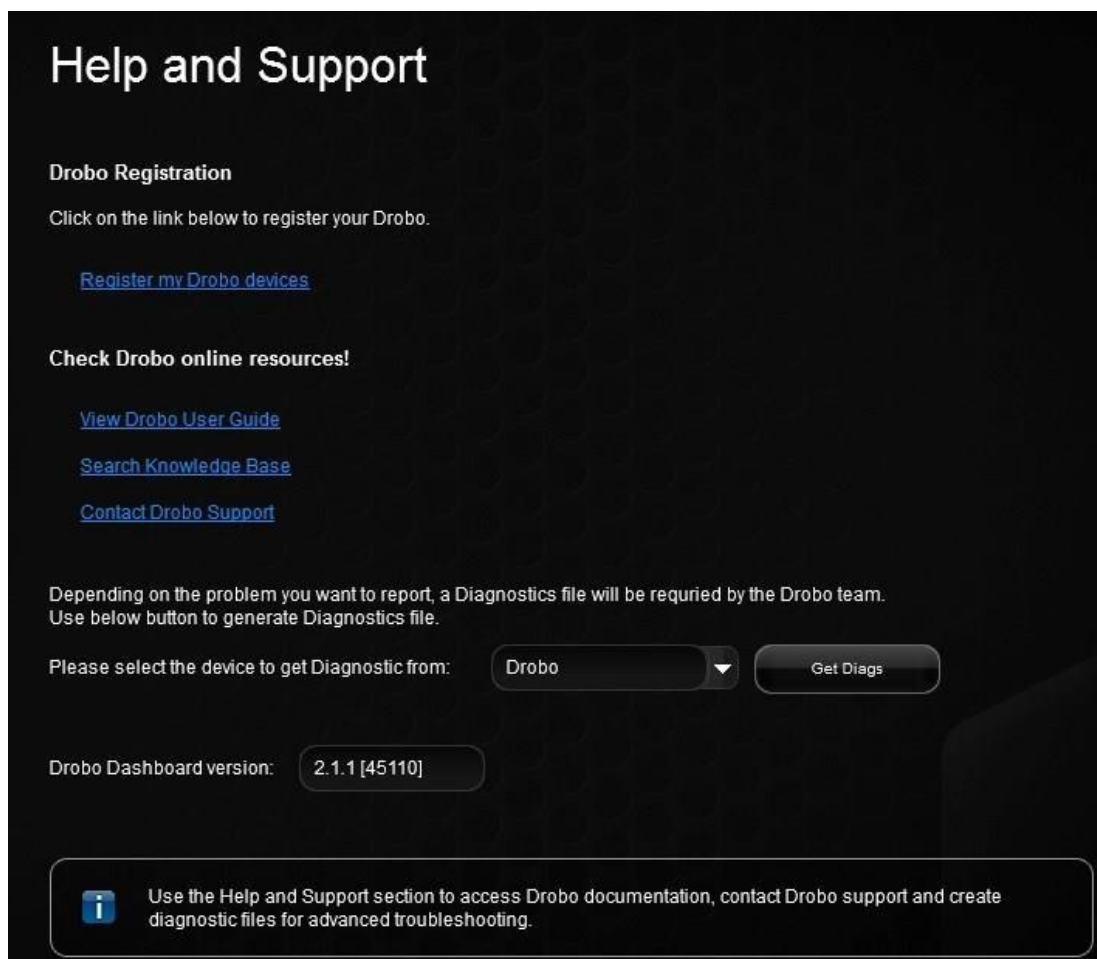
3.6 Registering your Drobo 5C

If you did not register your Drobo 5C during setup, you can do so from the Drobo Dashboard. For more information on registering your Drobo 5C, see [Registering your Drobo 5C](#).

3.7 Getting technical support

To get technical support from Drobo, make sure you have registered your Drobo 5C at the [Drobo Login](#) page. If not registered yet, go to [Drobo Support](#) page for details on how to contact support.

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



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

3.8 Guide to meaning of indicator lights (LEDs)

Your Drobo 5C provides a variety of status information via its indicator lights, as described in the table below.

3.8.1 Indicator light messages

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