Manually Updating Firmware from the Website
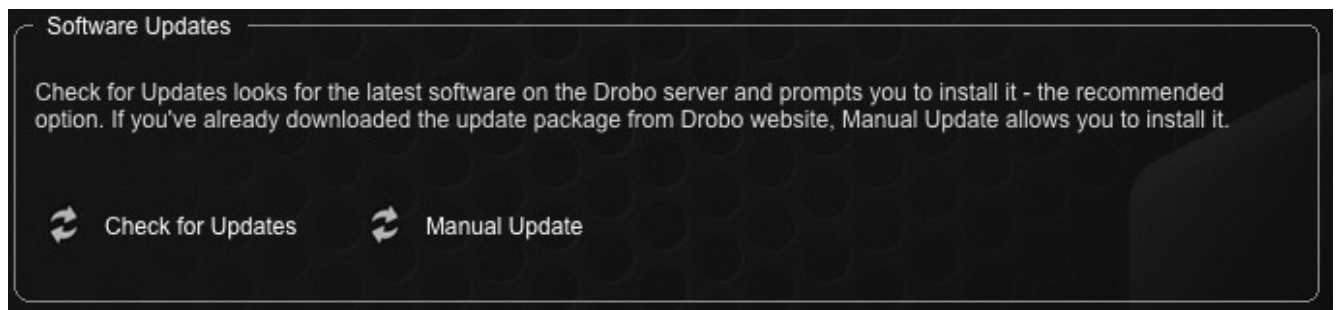
To manually update the firmware from the website, take the following steps.
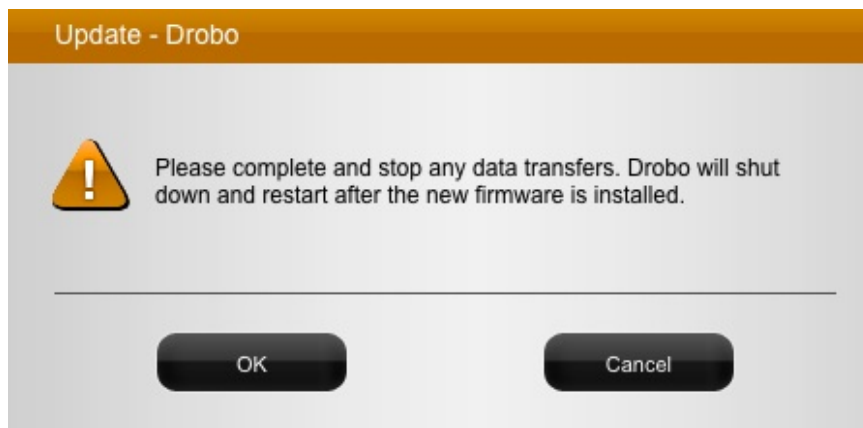
1. Go to http://www.drobo.com/docs/ and download the appropriate firmware file for your Drobo product (a zip file for the PC or a dmg file for the Mac), saving it to a folder that is *not* located on your Drobo device. If there is only one firmware file (a zip file), this file functions for both the Mac and Windows-based computers.

    Please ensure that you have read and write privileges to this folder.

2. Launch Drobo Dashboard and select the appropriate Drobo device from the **All Drobos** page. Also, if applicable, log in to this Drobo device.

3. Click the **Tools** option on the **Navigation** menu for the selected Drobo device to open the **Tools** page.

4. In the **Software Updates** area, click the **Manual Update** option.

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

5. 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.

6. Please do so and then click the **Open** or **OK** button.

    Drobo installs the firmware. When finished, a message opens, asking you to reboot your Drobo device to complete the installation.

7. Click the **Yes** button.

    Drobo shuts down and restarts after the new firmware is installed.

See Also

Keeping Your Software Up to Date