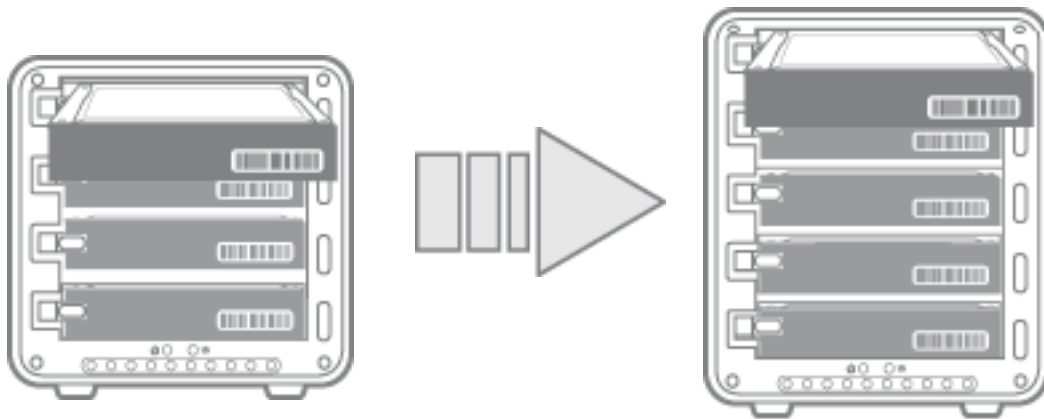


Migrating Your Data from Drobo 2nd Gen, 3rd Gen or Drobo S to Drobo 5C

IMPORTANT! Disk packs created on Drobo Gen 1 running firmware prior to version 1.1.2 cannot be migrated. Please see the 1st generation migration procedure at the end of this document.

Please ensure you have the latest Drobo Dashboard and firmware on both the older Drobo and Drobo 5C before moving disk packs. Migration is not permitted with down revision firmware. Please note migrating drives to Drobo 5C is a one-way operation, that is, once you move your drives into Drobo 5C, you will no longer be able to use them in the older Drobo without a factory reset.

2nd or 3rd Generation Drobo and Drobo S

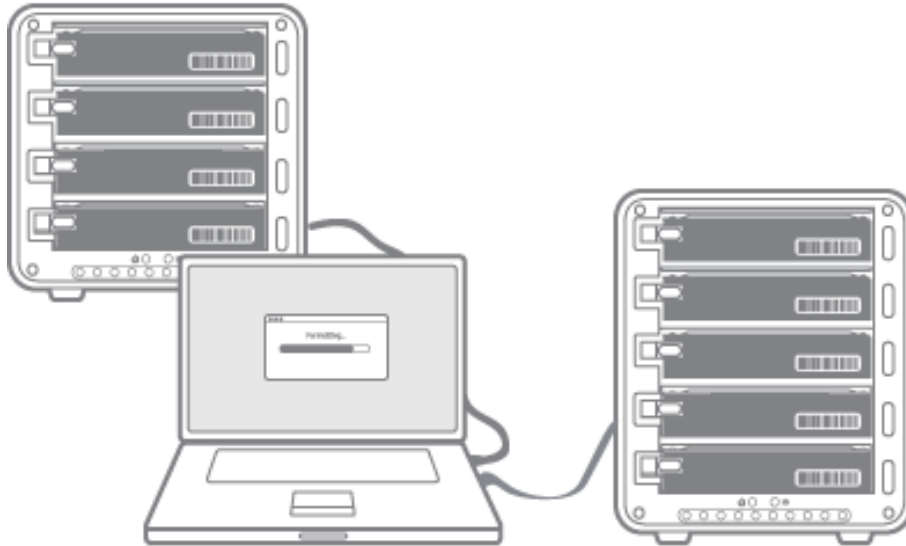


Moving your data from a 2nd Generation (FireWire 800) Drobo, a 3rd Generation Drobo (USB 3) or a Drobo S to Drobo 5C is simple1:

- 1) Upgrade to the latest Drobo Dashboard from:
<http://www.drobo.com/start/start-5c/>

- 2) Upgrade to the latest firmware on both Drobos.
 - a) Latest Drobo 5C firmware can be found at:
<http://www.drobo.com/start/start-drobo-5c/>
 - b) Latest Drobo 3rd Generation firmware can be found at:
<http://www.drobo.com/start/start-drobo/>
 - c) Latest Drobo 2nd Generation and Drobo S firmware can be found at:
<http://www.drobo.com/drobo-downloads-2/>
- 3) Put both your older Drobo and Drobo 5C into standby using Drobo Dashboard or your operating system and then power off each Drobo.
- 4) Remove ALL disks from the older Drobo and insert ALL disks into Drobo 5C. The order of the disks in Drobo 5C is not important.
- 5) Power Drobo 5C back on and you are finished!

1st Generation Drobo (USB-only)



Moving your data from a 1st Generation (USB-only) Drobo to a Drobo 5C:

- 1) Connect Drobo 5C to your computer and ensure it has sufficient free capacity to accommodate the additional data from Drobo Gen 1.
- 2) Copy ALL files from Drobo Gen 1 to Drobo 5C.
- 3) Verify ALL files are in place and fully accessible on Drobo 5C
- 4) If you would then like to add the drives from Drobo Gen 1 to Drobo 5C, remove the drives from Drobo Gen 1 and insert them one at a time in the empty data bays in Drobo 5C. **Note that this will ERASE ALL DATA on these drives.** This step cannot be undone. If you aren't sure that you've successfully copied all data onto Drobo 5C, **do not complete this step.**

NOTE: If your Drobo was formatted using Drobo firmware prior to v1.1.2, you will be unable to directly swap your drives from Drobo Gen 1 into Drobo 5C. This applies to most but not all 1st Generation (USB-only) Drobos. When you insert the disks into Drobo 5C a warning dialog will inform you of this, pointing you to this webpage, and all drive bays containing disks will have their lights illuminated

red. This process is necessary to upgrade you to the latest software that ensures maximum expandability in the future.

1st Generation (USB-only) Drobos formatted using Drobo firmware v1.1.2 or later can be migrated to Drobo 5C directly following the procedure at the start of this document. You may determine which upgrade path is necessary by attempting that procedure. If you receive an error message, please follow the steps for a 1st Generation (USB-only) Drobo.

Drobo

2540 Mission College Blvd. Santa Clara, CA 95054 USA www.drobo.com 1.866.997.6268

Support

United States: 1-866-426-4280

Europe: 0 800 04 88 822

Asia: 61 283193993

For a detailed list of phone numbers: <https://myproducts.drobo.com/article/AA-01215>

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