

# **WD SmartWare™ Software**

User Manual

Version 2.4.x



## WD Service and Support

Should you encounter any problem, please give us an opportunity to address it before returning this product. Most technical support questions can be answered through our knowledge base or email support service at <http://support.wd.com>. If the answer is not available or if you prefer, please contact WD® at the best telephone number shown below.

Your product includes 30 days of free telephone support during the warranty period. This 30-day period starts on the date of your first telephone contact with WD Technical Support. Email support is free for the entire warranty period and our extensive knowledge base is available 24/7. To help us keep you informed of new features and services, remember to register your product online at <http://register.wd.com>.

### Accessing Online Support

Visit our product support website at <http://support.wd.com> and choose from these topics:

- **Downloads**—Download drivers, software, and updates for your WD product.
- **Registration**—Register your WD product to get the latest updates and special offers.
- **Warranty & RMA Services**—Get warranty, product replacement (RMA), RMA status, and data recovery information.
- **Knowledge Base**—Search by keyword, phrase, or answer ID.
- **Installation**—Get online installation help for your WD product or software.
- **WD Community**—Share your thoughts and connect with other WD users.

### Contacting WD Technical Support

When contacting WD for support, have your WD product serial number, system hardware, and system software versions available.

<b>North America</b>		<b>Europe (toll free)*</b> 00800 ASK4 WDEU	
English	800.ASK.4WDC (800.275.4932)	Europe	(00800 27549338) +31 880062100
Spanish	800.832.4778	Middle East	+31 880062100
		Africa	+31 880062100
Mexico	001 8002754932	Russia	8 10 8002 335 5011
<b>South America</b>		<b>Asia Pacific</b>	
Chile	1230 020 5871	Australia	1800 42 9861 / +800 2275 4932
Colombia	009 800 83247788	China	800 820 6682
Venezuela	0800 100 2855	Hong Kong	+800 6008 6008
Peru	0800 54003	India	1800 419 5591 / 1800 200 5789
Uruguay	000 413 598 3787	Indonesia	+803 852 9439
Argentina	0800 4440839	Japan	00531 65 0442 / 0120 994 120
Brazil	0800 7704932	Korea	02 703 6550
	0021 800 83247788	Malaysia	1800 88 1908 / +800 6008 6008 (Telekom Malaysia)
		New Zealand	0508 555 639 / +800 2275 4932
		Philippines	1 800 1441 0159
		Singapore	1800 608 6008 / +800 6008 6008 (Singtel)
		Taiwan	0800 666 290 / +800 6008 6008 (Chunghwa)
		Thailand	001 800 441 0570

\* Toll free number available in the following countries: Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Netherlands, Norway, Spain, Sweden, Switzerland, United Kingdom.

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## 1

## About the WD SmartWare Software

WD SmartWare™ software is an easy-to-use backup application that gives you the power to:

- **Protect your data automatically**—Continuous backup instantly makes a second copy whenever you add or change a file. Scheduled backups run on the days and times you select.
- **See your backup as it happens**—Category-mode backup organizes and displays your files in categories. File-mode backup lets you select specific files and folders. Both show the progress of your backup.
- **Bring back lost files effortlessly**—Easily retrieve your data whether you have lost everything, deleted a folder, or just overwritten an important file.
- **Take control**—Customize your backup, run diagnostics, manage the power settings, and more for supported WD devices.

The WD SmartWare software provides the drive settings functions for older My Book® and My Passport® drives. For newer drives, these functions are provided by the WD Drive Utilities™ software.

- **Secure your encryption-enabled WD drive**—Password protection and 256-bit hardware-based encryption protects your data from unauthorized access or theft.

The WD SmartWare software provides the security functions for older My Book and My Passport drives. For newer drives, these functions are provided by the WD Security™ software.

- **Upgrade to the WD SmartWare Pro software**—Extend the backup function to non-WD drives, unsupported WD devices, and supported cloud services.

A Dropbox™ account is required for cloud backup. Cloud accounts can be changed, terminated, or interrupted without notice at any time.

### Operating System Compatibility

The WD SmartWare software is compatible with the following Windows® operating systems:

- Windows Vista®
- Windows 7
- Windows 8

Compatibility can vary, depending on hardware configuration and operating system. For highest performance and reliability, use the Windows Update service to download and install the latest updates and service pack (SP).

## WD Hard Drive Support

The WD SmartWare software supports the following direct- and network-attached WD external devices:

### ■ My Book® direct-attached drives

- My Book
- My Book Essential™
- My Book Elite™
- My Book Duo
- My Book for Mac (reformatted for Windows operating systems)
- My Book Studio™ (reformatted for Windows operating systems)

### ■ My Passport® direct-attached drives

- My Passport
- My Passport Essential™
- My Passport Essential SE
- My Passport Elite™
- My Passport Edge™
- My Passport Ultra™
- My Passport Ultra *Metal Edition*
- My Passport Slim™
- My Passport for Mac (reformatted for Windows operating systems)
- My Passport SE for Mac (reformatted for Windows operating systems)
- My Passport Edge for Mac (reformatted for Windows operating systems)
- My Passport Air (reformatted for Windows operating systems)
- My Passport Studio™ (reformatted for Windows operating systems)

**Note:** You must reformat Mac drives for compatibility with Windows operating systems to use them with this version of the WD SmartWare software. For information about reformatting your My Book or My Passport drive, see answer ID 3865 in the WD Knowledge Base at <http://support.wd.com>.

### ■ WD Network-attached devices

- My Book Live™
- My Book Live Duo
- WD My Cloud™
- WD My Cloud EX2
- WD My Cloud EX4
- WD My Cloud Mirror
- My Net™ N600
- My Net N750
- My Net N900
- My Net N900 Central

## Non-WD Device Support

The WD SmartWare Pro software upgrade extends the backup function to:

- Direct-attached non-WD drives (USB)
- Unsupported WD devices
- Supported cloud services

Upgrading to the WD SmartWare Pro software requires purchase of an activation code. Or you can upgrade for a free 30-day trial.

## Cloud Services Support

The upgraded WD SmartWare Pro software supports Dropbox cloud services.

## Functional Overview

All operational features and capabilities of the WD SmartWare software are presented in five tab-selected screen displays where:

The . . . tab display	Provides . . .
Home	<p>Device icons and content gauges showing the total capacity and category structure of the selected backup source device and each available backup target device.</p> <p>If the selected backup source device has more than one internal hard drive or multiple hard drive partitions, or if an available backup target device has multiple partitions or network shares, the WD SmartWare software displays a selector box that you can use to specify the one you want to work with.</p> <p>See “Home Tab Display” on page 4.</p>
Backup	<p>One of two backup dialogs, depending on the backup mode that you select:</p> <ul style="list-style-type: none"> <li>■ The by-category dialog provides content gauges showing the total capacity and category structure of the selected backup source and backup target devices.</li> <li>■ The by-file dialog provides a folder view of the selected backup source device for selecting the files and folders that you want to back up.</li> </ul> <p>See “Backup Tab Displays” on page 11.</p>
Retrieve	<p>Three full-screen dialogs for selecting the:</p> <ul style="list-style-type: none"> <li>■ Backed up volume that you want to retrieve files from</li> <li>■ Destination where you want to copy the retrieved files</li> <li>■ Files that you want to retrieve</li> </ul> <p>See “Retrieve Tab Displays” on page 15.</p>

(Continued)

The . . . tab display	Provides . . .
Settings	<p>One of two dialogs, depending on the type and model of the selected backup target device:</p> <ul style="list-style-type: none"> <li>■ For most supported WD drives and network-attached devices, the Settings tab display provides buttons for displaying Software Settings and Drive Settings screens.</li> <li>■ For some supported WD drives, unsupported WD devices, and all non-WD drives, the Settings tab display provides only the Software Settings screen.</li> </ul> <p>See “Settings Tab Displays” on page 17.</p>
Help	<p>Instant access to:</p> <ul style="list-style-type: none"> <li>■ Detailed information about backing up and retrieving files and making your software and drive setup selections</li> <li>■ WD Customer Support services</li> </ul> <p>See “Help Tab Display” on page 20.</p>

In each display, the WD SmartWare software changes the names and graphic images to match the hardware configuration of the connected device.

**Note:** In addition to the detailed Help tab information, each WD SmartWare display provides easy access to online help to quickly guide you through your backup, retrieve, and settings tasks. Whenever you are uncertain about what to do, click the info/online help icon in the upper-right corner of the display:



To close the info/online help screen after reading the online help, click the X close window icon in the upper-right corner of the screen.

## Home Tab Display

Use the Home tab display to view device content gauges and select:

- The source device or drive partition that has the files you want to back up
- The target device or device partition/network share that you want to back up files to, retrieve files from, or set up

See Figure 1 on page 5 and Table 1 on page 6 for a brief functional description of the Home tab display.



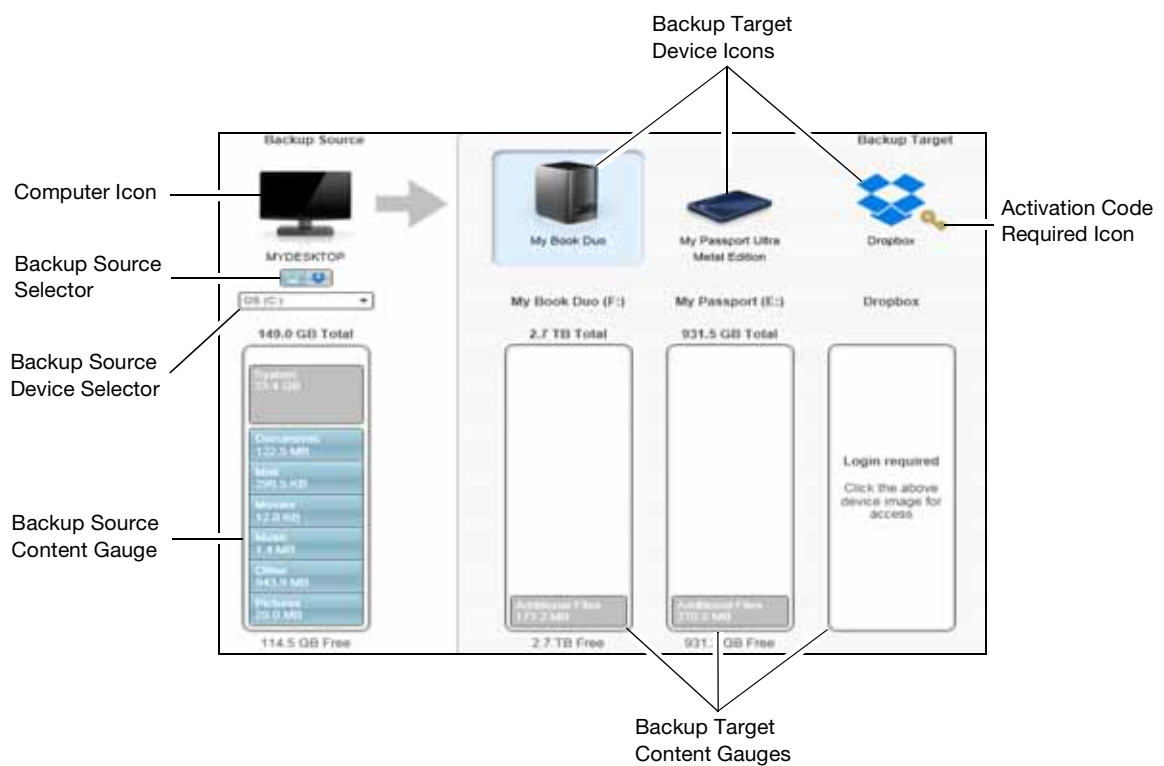
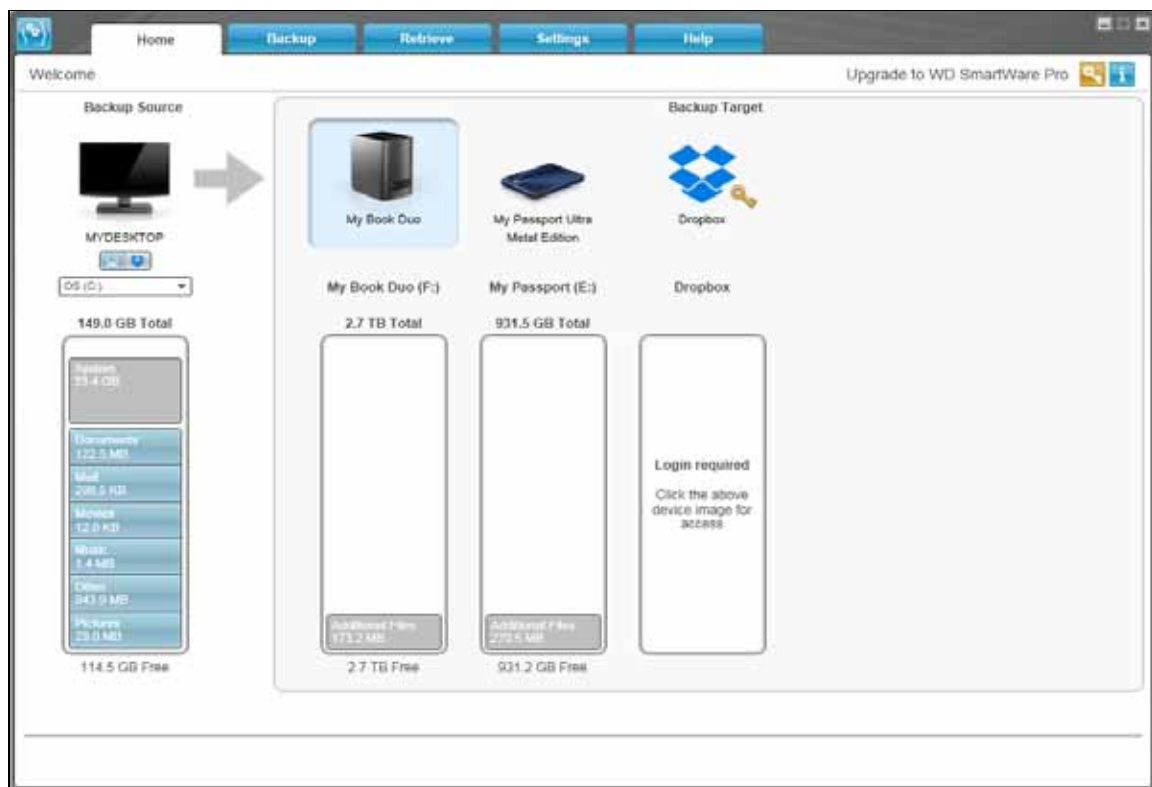






Figure 1. Home Tab Display

Table 1. Home Tab Functional Description

Display Component	Description
Activation code required icon	 <p>Signifies that the device is either a non-WD device or an unsupported WD device that requires a valid activation code and upgrade to the WD SmartWare Pro software for access.</p>
Backup source Dropbox icon	<p>Not shown in Figure 1 on page 5:</p>  <p>Signifies that you have selected the Dropbox option for backup operations.</p> <p>Right-clicking the icon and selecting <b>Select Account</b> displays the Dropbox Login Required dialog for configuring your Dropbox account for access by the WD SmartWare Pro software:</p> 
Backup source computer icon	<p>Signifies that you have selected the computer option for backup operations and provides the name of the selected drive or drive partition.</p> <p>Right-clicking the icon displays a menu with the following options:</p>  <ul style="list-style-type: none"> <li>■ <b>Open</b>—Displays the computer's file management utility listing.</li> <li>■ <b>Properties</b>—Displays the Windows System Properties dialog for the selected drive or drive partition.</li> </ul>

(Continued)

Table 1. Home Tab Functional Description (Continued)

Display Component	Description														
Backup source content gauge	<p>The content gauge for the selected backup source device shows all of the files that are available for a category-type backup against a blue background in six categories where:</p> <table> <tr> <th>This file category</th><th>Includes files with these extensions</th></tr> <tr> <td>Documents</td><td>.doc, .txt, .htm, .html, .ppt, .xls, .xml, and other document extensions</td></tr> <tr> <td>Mail</td><td>.mail, .msg, .pst., and other mail extensions</td></tr> <tr> <td>Music</td><td>.mp3, .wav, .wma, and other music extensions</td></tr> <tr> <td>Movies</td><td>.avi, .mov, .mp4, and other movie extensions</td></tr> <tr> <td>Pictures</td><td>.gif, .jpg, .png, and other picture extensions</td></tr> <tr> <td>Other</td><td>Others that do not belong in the five main categories</td></tr> </table> <p>For a complete list of all included file extensions, search for answer ID 3644 in the WD Knowledge Base at <a href="http://support.wd.com">http://support.wd.com</a>.</p> <p>Note that:</p> <ul style="list-style-type: none"> <li>■ The System category, shown against a dark gray background, includes all of your operating system files that are <i>not available</i> for a category-type backup, including: system files, program files, applications, working files like .tmp and .log files, and <i>any</i> files that are stored in a Temp folder.</li> </ul> <p>When you select and run a file-type backup, the name of the System category changes to Excluded and it then includes all of the files that are <i>not included</i> in your file backup.</p> <ul style="list-style-type: none"> <li>■ The Retrieved category, also shown against a dark gray background, includes the files that you have retrieved from a prior backup. They, too, are not available for a category-type backup.</li> <li>■ Because they change so frequently, Outlook .pst files are only backed up once every 24 hours for a continuous backup. This exclusion does not apply to other mail application files. For a scheduled backup, Outlook .pst files are backed up according to the schedule.</li> <li>■ Hovering the pointer over a category displays the number of files in the category.</li> </ul>	This file category	Includes files with these extensions	Documents	.doc, .txt, .htm, .html, .ppt, .xls, .xml, and other document extensions	Mail	.mail, .msg, .pst., and other mail extensions	Music	.mp3, .wav, .wma, and other music extensions	Movies	.avi, .mov, .mp4, and other movie extensions	Pictures	.gif, .jpg, .png, and other picture extensions	Other	Others that do not belong in the five main categories
This file category	Includes files with these extensions														
Documents	.doc, .txt, .htm, .html, .ppt, .xls, .xml, and other document extensions														
Mail	.mail, .msg, .pst., and other mail extensions														
Music	.mp3, .wav, .wma, and other music extensions														
Movies	.avi, .mov, .mp4, and other movie extensions														
Pictures	.gif, .jpg, .png, and other picture extensions														
Other	Others that do not belong in the five main categories														
Backup source device selector	When the computer option is selected, lists all of your computer's internal hard drives, hard drive partitions, and direct-attached drives that are available as a backup source device.														



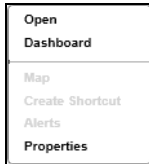
(Continued)

Table 1. Home Tab Functional Description (Continued)

Display Component	Description
Backup source selector	<p>Provides options for selecting the type of source device you want to back up:</p> <ul style="list-style-type: none"><li>■ Selecting the computer option displays your computer icon and lists all of your computer's internal hard drives, hard drive partitions, and direct-attached drives in the device selector.</li><li>■ Selecting the Dropbox option displays the Dropbox icon and hides the backup source device selector.</li></ul>
Backup target content gauge	<p>After installing the WD SmartWare software—before running your first backup or copying any files to the device—the backup target content gauge shows only a small number of files in the Additional Files category. These are the system files and hidden files that your computer's operating system put there when you installed the device.</p> <p>After running a backup or copying files to the device, the backup target content gauge shows:</p> <ul style="list-style-type: none"><li>■ All of the files that have been backed up in the same categories as the content gauge for the backup source device (see “Backup source content gauge” on page 7)</li><li>■ Any other files that you have copied or saved to the device in the Additional Files category</li></ul>

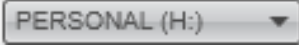
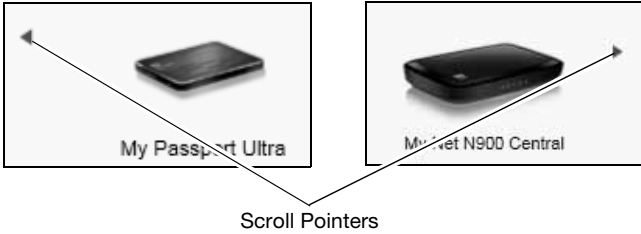



(Continued)

Table 1. Home Tab Functional Description (Continued)

Display Component	Description
Backup target device icon	<p>Provides the name of the backup target device connected to your computer.</p> <p>If you have more than one supported device connected to your computer, left-click the one that you want to use for backup and retrieve functions. The WD SmartWare software highlights your selection with a light-blue background:</p> <div style="display: flex; align-items: center;"> <div style="margin-right: 10px;">Selected My Book Drive</div>  </div> <p>Right-clicking a direct-attached drive icon displays a menu with the following options:</p>  <ul style="list-style-type: none"> <li>■ <b>Open</b>—Displays the device listing in your computer's file management utility</li> <li>■ <b>Properties</b>—Displays the Windows Drive Properties dialog</li> <li>■ <b>Safely remove</b>—Prepares your system to disconnect the drive</li> </ul> <p>The <b>Safely remove</b> option is not available for non-WD drives.</p> <p>Right-clicking a network-attached device icon displays a menu with the following options:</p>  <ul style="list-style-type: none"> <li>■ <b>Open</b>—Displays the device listing in your computer's file management utility</li> <li>■ <b>Dashboard</b>—Displays the Web interface for configuring the device</li> <li>■ <b>Map</b>—Displays the Windows Map Network Drive dialog</li> <li>■ <b>Create Shortcut</b>—Adds a shortcut to the device to your desktop display</li> <li>■ <b>Alerts</b>—Displays the WD SmartWare WD Alerts reports</li> <li>■ <b>Properties</b>—Displays the Device Details and Troubleshooting information for the device</li> </ul> <p>If you have upgraded to the WD SmartWare Pro software, right-clicking the Dropbox icon displays a link to the Dropbox login Required Dialog for configuring your Dropbox account for access by the WD SmartWare Pro software.</p>


(Continued)

Table 1. Home Tab Functional Description (Continued)

Display Component	Description
Backup target device selector	<p>Not shown in Figure 1 on page 5:</p>  <p>The backup target device selector appears under the icon for each supported backup target device that has more than one drive partition or network share. The drive partition or network share that you select is the target for subsequent backup operations and the source for subsequent retrieve operations.</p>
Device display scroll pointers	<p>Not shown in Figure 1 on page 5.</p> <p>One installation of the WD SmartWare software supports as many external devices as your system can handle. When the number of connected devices exceeds the display capacity, the WD SmartWare software displays left/right device display scroll pointers so you can see them all:</p> 
Device locked icon	<p>Not shown in Figure 1 on page 5:</p>  <p>Signifies that the device is password protected and locked.</p>
Free-trial countdown icon	<p>Not shown in Figure 1 on page 5:</p>  <p>Signifies that non-WD devices, unsupported devices, or cloud services are being accessed by a 30-day free trial of the WD SmartWare Pro software upgrade.</p>
No writable partition icon	<p>Not shown in Figure 1 on page 5:</p>  <p>Appears when the WD SmartWare software cannot find a valid volume or share on the device. You must configure the device before you can select it for WD SmartWare backup and retrieve functions.</p>

(Continued)

Table 1. Home Tab Functional Description (Continued)

Display Component	Description
Upgrade to WD SmartWare Pro software button	<p>Appears in the upper-right corner of each WD SmartWare tab display to remind you of the WD SmartWare Pro software upgrade:</p>  <p>Clicking the button displays a dialog for buying and activating the WD SmartWare Pro software upgrade or starting a free 30-day trial.</p>

## Backup Tab Displays

The WD SmartWare software provides two different Backup tab displays, depending on how you want to select files to back up:

- By category—As shown in the content gauges
- By file—As shown in the folder structure of the selected backup source device

Use the Backup tab displays to select the files or categories of files that you want to back up and control the backup operation.

See Figure 2 on page 12 and Table 2 on page 13 for a brief functional description of the Backup tab displays.



Backup by Category Display

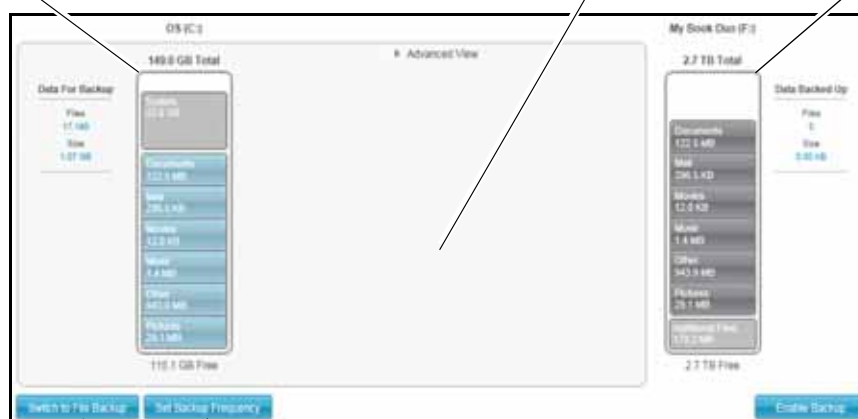


Backup by Files Display

Backup Source  
Content Gauge

Advanced Backup Area

Backup Target  
Content Gauge



Category/File Backup  
Toggle Button

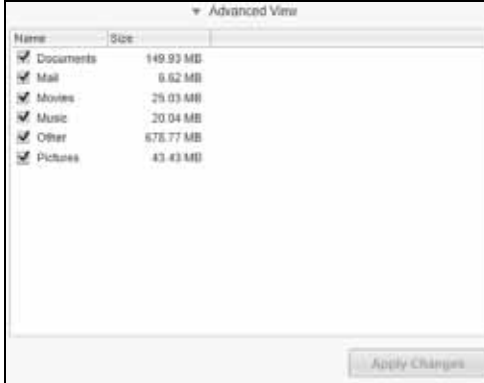
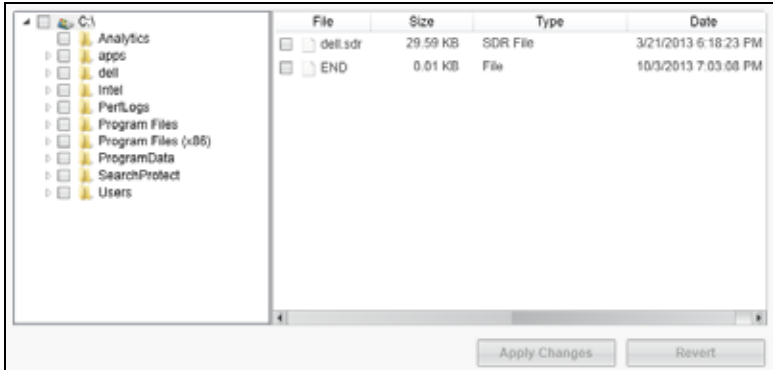
Set Backup Frequency  
Button

Enable/Disable Backup  
Toggle Button

Figure 2. Backup Tab Displays





Table 2. Backup Tab Functional Description

Display Component	Description
Advanced backup area	<p>In category mode, the initial/default configuration of the WD SmartWare software is to back up all categories of your files. In this configuration, the advanced backup area is blank.</p> <p>Clicking <b>Advanced View</b> displays a backup files selection box that you can use to specify the categories of files that you want to back up:</p>  <p>Clicking <b>Apply Changes</b> in the backup files selection box creates a custom backup plan and updates the content gauges.</p> <p>Clicking <b>Switch to File Backup</b> displays a folder structure view that you can use to specify individual files or folders that you want to back up:</p>  <p><b>Note:</b> The folder structure view displaces the backup source device content gauge on the Backup tab display.</p> <p>In file mode, the initial/default configuration of the WD SmartWare software is with <i>none</i> of the files/folders selected for backup. After selecting the files or folders that you want to back up, clicking:</p> <ul style="list-style-type: none"> <li>■ <b>Apply Changes</b> creates a custom backup plan using your recent selections</li> <li>■ <b>Revert</b> clears your recent selections and redisplay the prior applied configuration</li> </ul>

(Continued)

Table 2. Backup Tab Functional Description (Continued)

Display Component	Description
Backup schedule reminder button	<p>Not shown in Figure 2 on page 12:</p>  <p>For scheduled backups, clicking the button displays a status dialog that:</p> <ul style="list-style-type: none"> <li>■ Shows the date and time of your next scheduled backup, the last backup that might have been missed, and the last completed backup</li> <li>■ Provides a Backup Now button for bypassing the schedule and running the backup now</li> </ul>
Backup source content gauge	Same as the content gauge for the selected backup source device on the Home tab display. (See “Backup source content gauge” on page 7.)
Backup target content gauge	Same as the content gauge for the selected backup target device on the Home tab display. (See “Backup target content gauge” on page 8.)
Category/File Backup toggle button	<p>Switches the backup mode between category and file:</p> <ul style="list-style-type: none"> <li>■ Category mode—Backs up files according to their categories, as shown in the content gauges. The button name is <b>Switch to File Backup</b> when the backup mode is category.</li> <li>■ File mode—Backs up files according to their folder structure on the selected backup source drive. The button name is <b>Switch to Category Backup</b> when the backup mode is file.</li> </ul>
Enable/Disable Backup toggle button	Starts and stops the backup.
Set Backup Frequency button	Opens the Set Backup Frequency dialog for selecting either continuous or scheduled backups. A continuous backup runs all the time. A scheduled backup runs only on specified days at specified times.
Upgrade to WD SmartWare Pro software button	<p>Appears in the upper-right corner of each WD SmartWare tab display to remind you of the WD SmartWare Pro software upgrade:</p>  <p>Clicking the button displays a dialog for buying and activating the WD SmartWare Pro software upgrade or starting a free 30-day trial.</p>

## Retrieve Tab Displays

Three Retrieve tab displays guide you through finding backup files and copying them to the selected retrieve location:

- Selecting the backup volume to retrieve from
- Selecting the destination for retrieved files
- Selecting the files to retrieve

See Figure 3 below and Table 3 on page 16 for a brief functional description of the Retrieve tab displays.

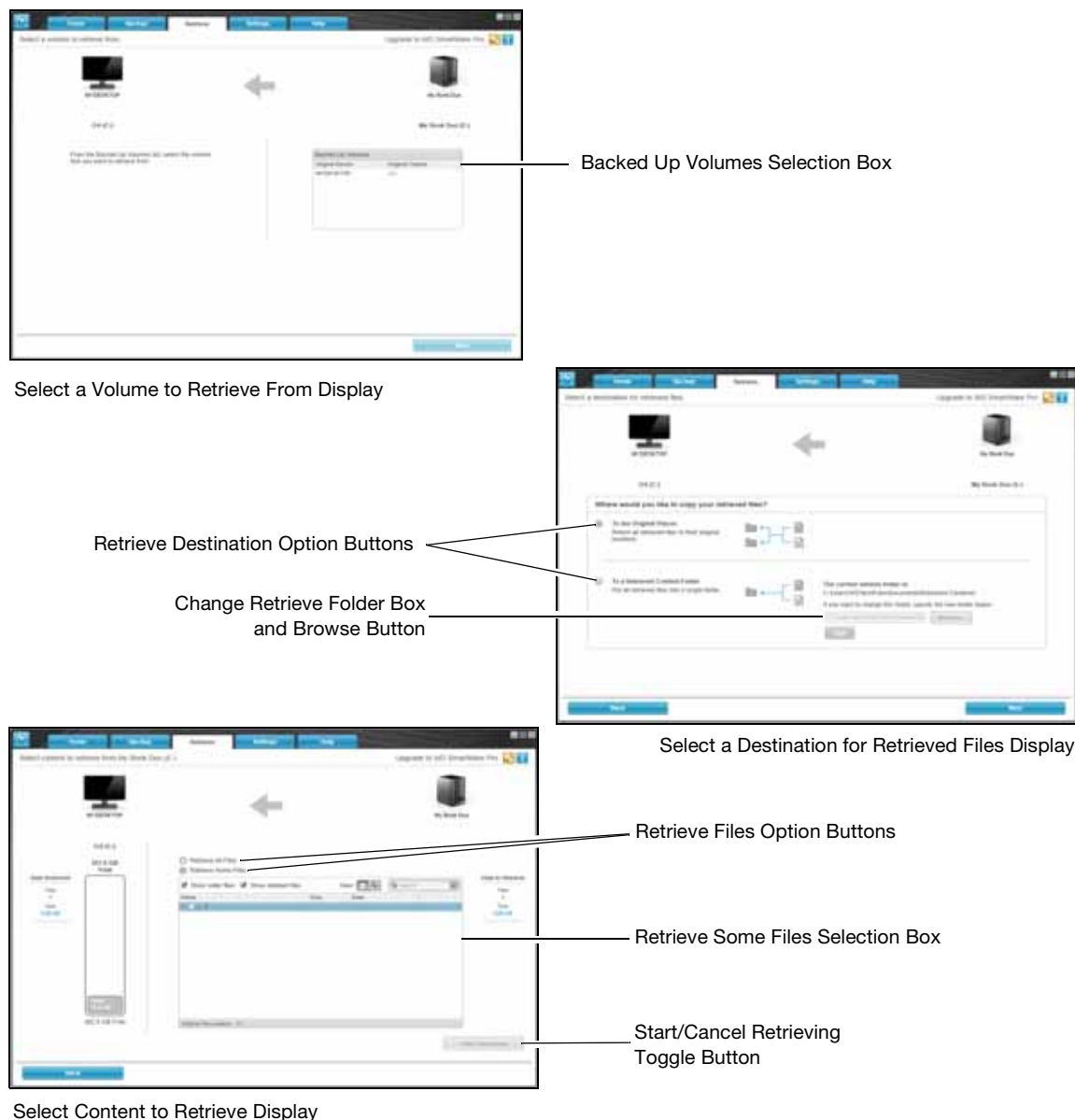


Figure 3. Retrieve Tab Displays

Table 3. Retrieve Tab Functional Description

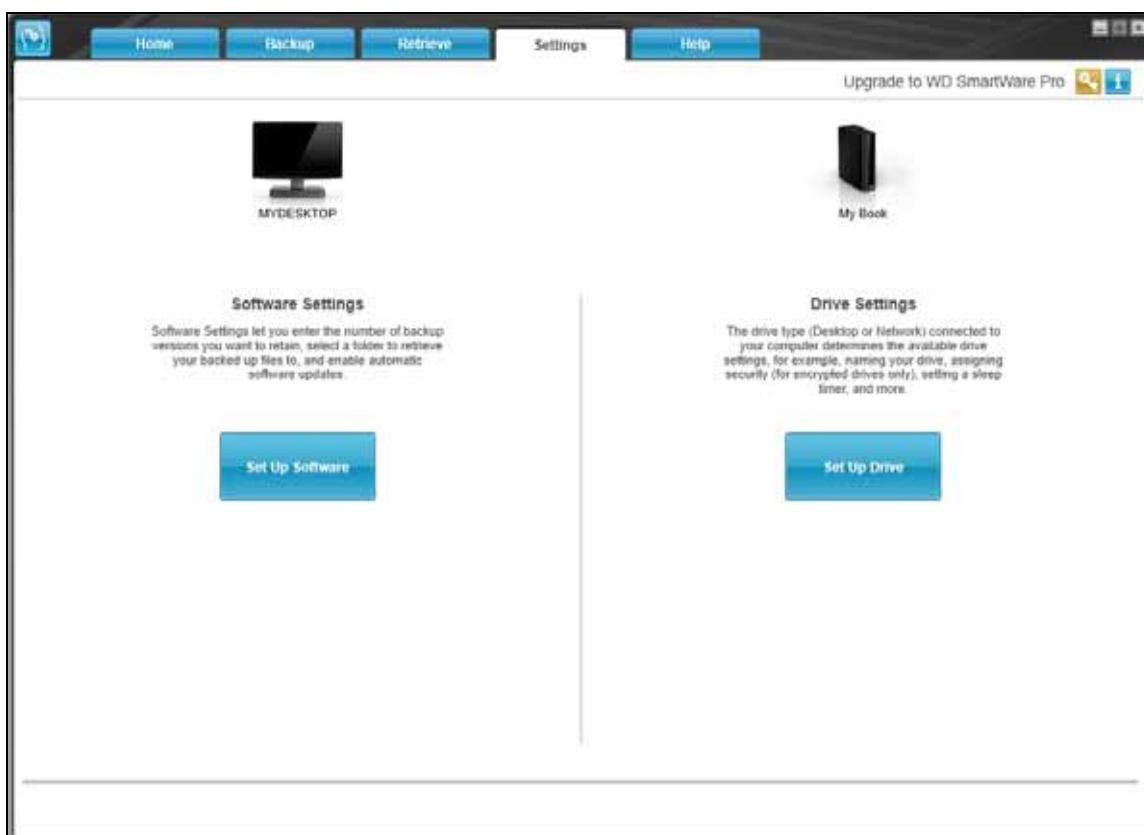
Display Component	Description
Backed Up Volumes selection box	Lists the backed up volumes that are available to retrieve files from on the selected backup target device.  You <i>must</i> select a backup volume before you can click <b>Next</b> to continue with the retrieve operation.
Change retrieve folder box and browse button	By default, the WD SmartWare software creates and uses a folder named Retrieved Contents in the My Documents folder for your user name. If you want to specify a different folder, use the Browse function and click <b>Apply</b> .
Retrieve destination option buttons	Specify where you want to copy the retrieved files. Selecting: <ul style="list-style-type: none"> <li>■ To the Original Places copies the retrieved files to the same locations they were backed up from.</li> <li>■ To a Retrieved Content Folder copies the retrieved files to the specified Retrieved Content folder.</li> </ul>
Retrieve files option buttons	By default, the <b>Retrieve Some Files</b> option is selected and the WD SmartWare software displays the Retrieve Some Files selection box that you can use to find and retrieve only selected files or folders.  Selecting the <b>Retrieve All Files</b> option closes the Retrieve Some Files selection box and the WD SmartWare software retrieves all of the files from the selected backup volume on the selected backup target device.
Retrieve Some Files selection box	Displays all of the files from the selected backed up volume in a folder structure with check boxes for selecting individual files or folders: <div data-bbox="620 1134 1198 1463" data-label="Image"> </div>
Start/Cancel Retrieving toggle button	Starts and stops the retrieve operation.
Upgrade to WD SmartWare Pro software button	Appears in the upper-right corner of each WD SmartWare tab display to remind you of the WD SmartWare Pro software upgrade: <div data-bbox="625 1642 763 1772" data-label="Image"> </div> Clicking the button displays a dialog for buying and activating the WD SmartWare Pro software upgrade or starting a free 30-day trial.

## Settings Tab Displays

The configuration of the Settings tab displays depends on the type and model of the selected backup target device:

- For most supported WD drives and network-attached devices, the Settings tab display provides buttons that link to the:
  - Software Settings screen
  - Drive Settings screen for direct-attached WD drives
  - Web user interface for network-attached WD devices
- For WD drives that support the WD Security and WD Drive Utilities software, and all non-WD drives, the Settings tab displays only the Software Settings screen.

See Figure 4 on page 18 and Table 4 on page 19 for a brief functional description of the Settings tab displays.



Settings Tab Display



Software Settings Screen



Drive Settings Screen


Figure 4. Settings Tab Displays

Table 4. Settings Tab Functional Description

Display Component	Description
Diagnostics button	Displays the Run Diagnostics dialog for launching diagnostic/self-test utilities for checking drive health.
Drive Erase button	Displays the Drive Erase dialog for erasing the drive when it is not locked.
Dropbox Account button	Displays the dialog for configuring a Dropbox account for access by the WD SmartWare Pro software.
File History button	Displays the Set File History dialog for specifying the number of backup versions that you want to keep for each file.
Label button	Not shown in Figure 4 on page 18. For My Book and My Passport drives that have a customizable label, displays the Set Label dialog for naming the drive.
Registration button	Displays the Register Drive dialog for registering supported WD drives.
Retrieve Folder button	Displays the Set Retrieve Folder dialog for specifying a different destination folder for retrieved files.
Security button	For encryption-enabled WD drives, depending on whether the drive is password protected or not, displays the: <ul style="list-style-type: none"> <li>■ Set Security dialog for creating a password</li> <li>■ Your Drive is Secure dialog for changing your password or turning off the drive lock feature</li> </ul>
Set Up Drive button	For supported direct-attached WD drives, displays the Drive Settings screen for securing and setting up the drive. For supported network-attached WD devices, uses your Web browser to display the Web interface for configuring the device.
Set Up Software button	Displays the Software Settings screen for managing and customizing the WD SmartWare software.
Sleep Timer button	Displays the Set Sleep Timer dialog for specifying the period of inactivity for turning off the drive.
Software Updates button	Displays the Software Updates dialog for enabling/disabling the option that automatically checks for software updates.
Upgrade to WD SmartWare Pro software button	Appears in the upper-right corner of each WD SmartWare tab display to remind you of the WD SmartWare Pro software upgrade: <div data-bbox="630 1514 758 1633" data-label="Image"> </div> Clicking the button displays a dialog for buying and activating the WD SmartWare Pro software upgrade or starting a free 30-day trial.

(Continued)

Table 4. Settings Tab Functional Description (Continued)

Display Component	Description
Virtual CD button	<p>Not shown in Figure 4 on page 18:</p>  <p>For My Book and My Passport drives that provided the WD SmartWare software on the virtual CD, clicking the Virtual CD button on the Drive Settings screen displays the Virtual CD Settings dialog for showing or hiding the virtual CD icon and drive listing in your computer's file management utility displays.</p>

## Help Tab Display

The Help tab display provides quick access to Learning Center topics and links to online support services.

See Figure 5 below and Table 5 on page 21 for a brief functional description of the Help tab display.

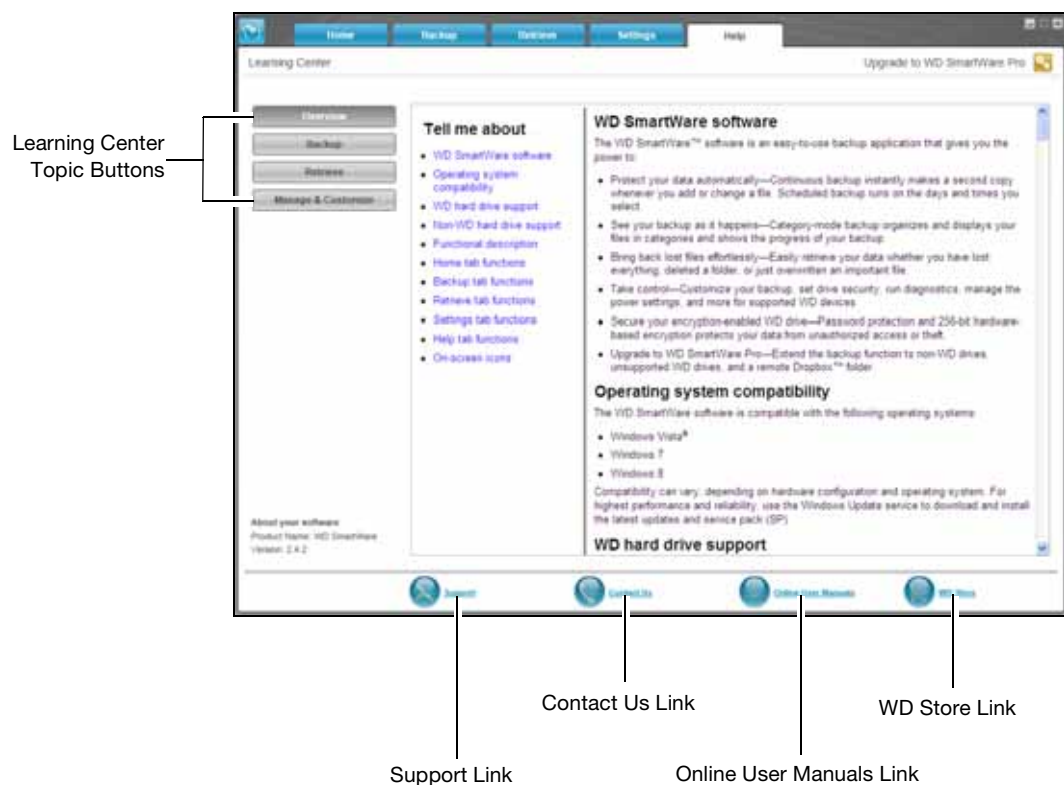



Figure 5. Help Tab Display



Table 5. Help Tab Functional Description

Display Component	Description
Contact Us link	Uses your Web browser to connect to the WD Service & Support Contact Us page at <a href="http://support.wd.com/contact">http://support.wd.com/contact</a> .
Learning Center topic buttons	Provide links to display the main Learning Center help topics: <ul style="list-style-type: none"><li>■ Overview</li><li>■ Backup</li><li>■ Retrieve</li><li>■ Manage &amp; Customize</li></ul>
Online User Manuals link	Uses your Web browser to connect to the user manual page for the WD SmartWare software at: <a href="http://www.wd.com/wdproducts/wdsmartware/um.asp">http://www.wd.com/wdproducts/wdsmartware/um.asp</a> .
Support link	Uses your Web browser to connect to the WD Service & Support Home page at <a href="http://support.wd.com">http://support.wd.com</a> .
Upgrade to WD SmartWare Pro software button	Appears in the upper-right corner of each WD SmartWare tab display to remind you of the WD SmartWare Pro software upgrade:  Clicking the button displays a dialog for buying and activating the WD SmartWare Pro software upgrade or starting a free 30-day trial.
WD Store link	Uses your Web browser to connect to the WD online store at: <a href="http://www.wdstore.com">http://www.wdstore.com</a>

## 2

## Installing the Software and Getting Started

This chapter provides instructions for installing the WD SmartWare software and getting started with your first backup and initial drive settings.

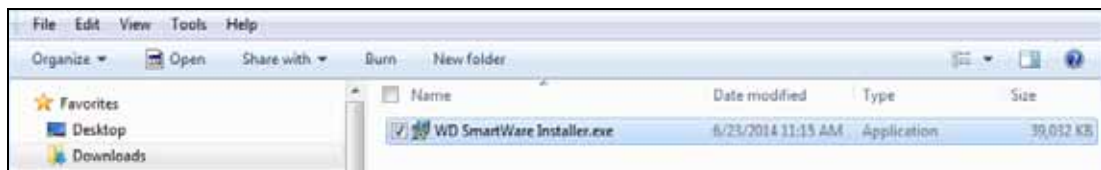
The WD SmartWare setup file can be:

- On the drive for direct-attached WD storage devices
- Either on the drive or on the setup CD for network-attached WD storage devices
- In a downloads folder on your computer

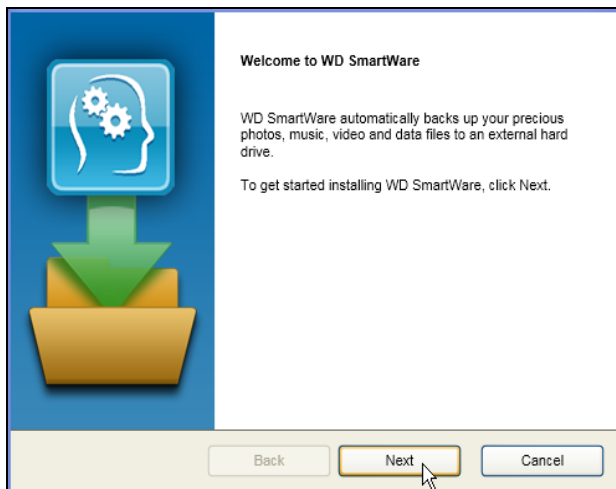
When the setup file is on the drive or the setup CD, disregard this procedure and follow the software installation procedure in the device user manual.

### Installing the WD SmartWare Software

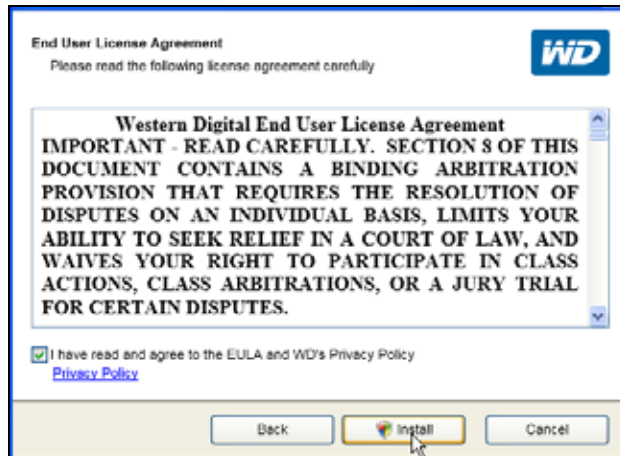
1. Use your computer's file management utility to open the downloads folder where you saved the software and double-click the WD SmartWare Installer program file:



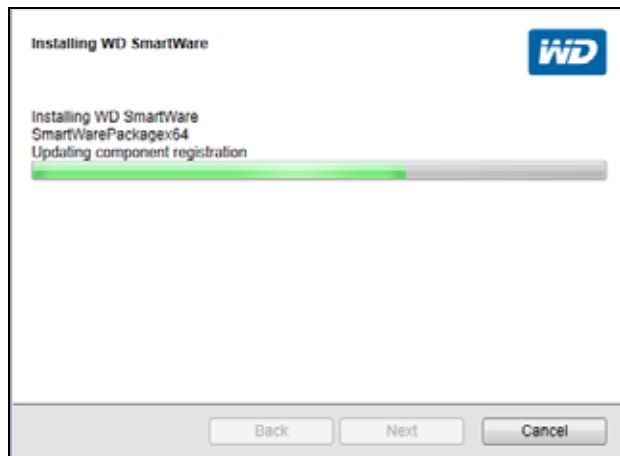
2. Click **Next** on the WD SmartWare installer/setup wizard:



3. Read the license agreement, select the **I have read and agree to...** check box, and click **Install** to continue:



4. Wait for the installation to complete:

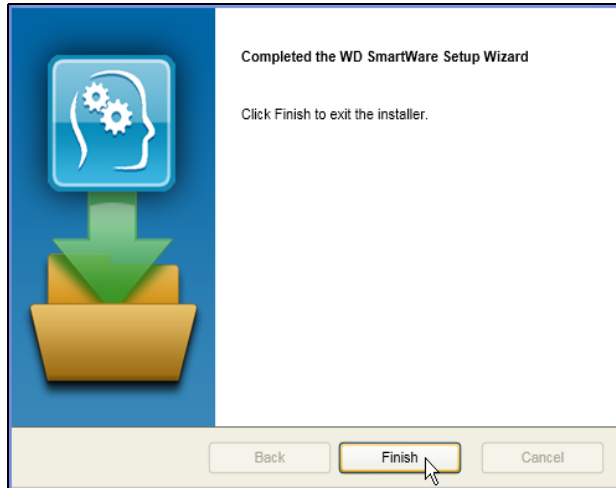


5. During the installation, the WD Quick View icon appears in the system tray portion of the Windows taskbar:



↑  
WD Quick View Icon

6. When the installation completes, click **Finish** to close the WD SmartWare installer/setup wizard:



7. To signify a successful installation, the WD SmartWare software:

- Briefly displays the WD SmartWare software logo:



- Displays the Select Backup Source and Backup Target screen to get started with your first backup:



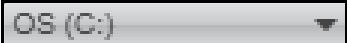
The WD SmartWare software is now installed. If you want to skip the setup procedure for your initial backup, click the **X** close window icon in the upper-right corner of the Select Backup Source and Backup Target screen. Otherwise proceed to "Getting Started—Your First Backup" in the next section.

## Getting Started—Your First Backup


The Select Backup Source and Backup Target screen shows all of the devices that are available for backup operations. Use it to select the source and target devices for your first backup:

1. In the Backup Source area of the Select Backup Devices screen, by default, the computer option is selected as the backup source device:



IF . . .	Then . . .
Your computer has: <ul style="list-style-type: none"> <li>■ More than one internal hard drive or multiple hard drive partitions</li> <li>■ Multiple direct-attached external hard drives</li> </ul>	Use the backup source device selector to specify the device that you want to back up files from: 
You want to use Dropbox cloud service as the backup source device,	You must upgrade to the WD SmartWare Pro software. Select the Dropbox option in the backup source selector and see “Upgrading to the WD SmartWare Pro Software” on page 32.

2. In the Backup Target area of the Select Backup Source and Backup Target screen, select the external device where you want to create a backed up volume and copy the backup files:

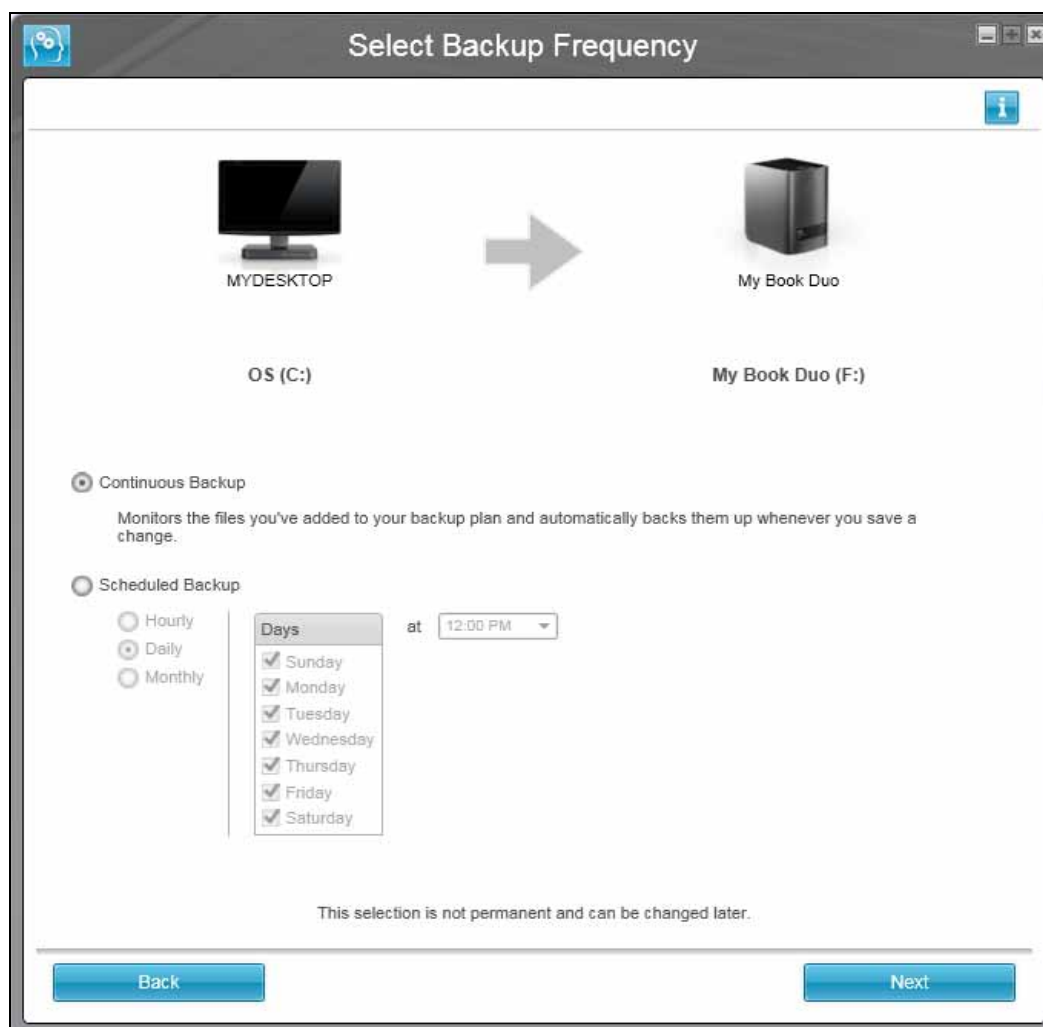
IF . . .	Then . . .
The external device that you select has multiple hard drive partitions or network shares,	Use the backup target device selector to specify the drive partition or network share that you want to back up files to: 
You select an unsupported WD drive, a non-WD drive, or Dropbox cloud service as the backup target,	You must upgrade to the WD SmartWare Pro software. See “Upgrading to the WD SmartWare Pro Software” on page 32.

3. Click **Next** to display the initial Select Backup Plan screen:



4. On the initial Select Backup Plan screen:
- Select the option for the type of backup that you want to run:
    - **Category Backup**—Finds and backs up all of the files of the selected categories on the selected backup source device.
    - **File Backup**—Backs up files or folders that you select from a folder view of the selected backup source device.

- b. Click **Next** to display the initial Select Backup Frequency screen:



5. On the initial Select Backup Frequency screen:
- Select the option for when you want to scan the backup source device and automatically back up any existing file that has changed or new file that was added:
    - **Continuous Backup**
    - **Scheduled Backup**
  - If you selected the **Scheduled Backup** option, select the **Hourly**, **Daily**, or **Monthly** option and use the check boxes and selection boxes to schedule your backups:

Selecting . . .	Performs a backup . . .
<b>Hourly</b>	Every hour, on the hour.
<b>Daily</b>	On the selected days of the week, at the selected time: <ol style="list-style-type: none"> <li>Select or clear the <b>Days</b> check boxes to specify the days of the week that you want to run your backup.</li> <li>Use the <b>at</b> selection box to specify the time of day that you want to run your backup.</li> </ol>

(Continued)

Selecting . . .	Performs a backup . . .
<b>Monthly</b>	<p>On the selected day of the month, at the selected time:</p> <ol style="list-style-type: none"> <li>Use the <b>Every</b> selection box to specify which occurrence of the day that you want to run your backup—First, Second, Third, Fourth, or Last.</li> <li>Use the <b>Day</b> selection box to specify the day of the week that you want to run your backup.</li> <li>Use the <b>at</b> selection box to specify time of day that you want to run your backup.</li> </ol>

- Click **Next** to display the initial Backup Screen. The initial Backup screen display depends on the type of backup you selected at step 4 on page 26. (See Figure 6 on page 29.)
- See “Backing Up Files” on page 42 and click either **Enable Backup** or **Skip Backup** to enable or skip your first backup.
  - When you see the Backup Plan configuration complete message, click **OK** to close it:

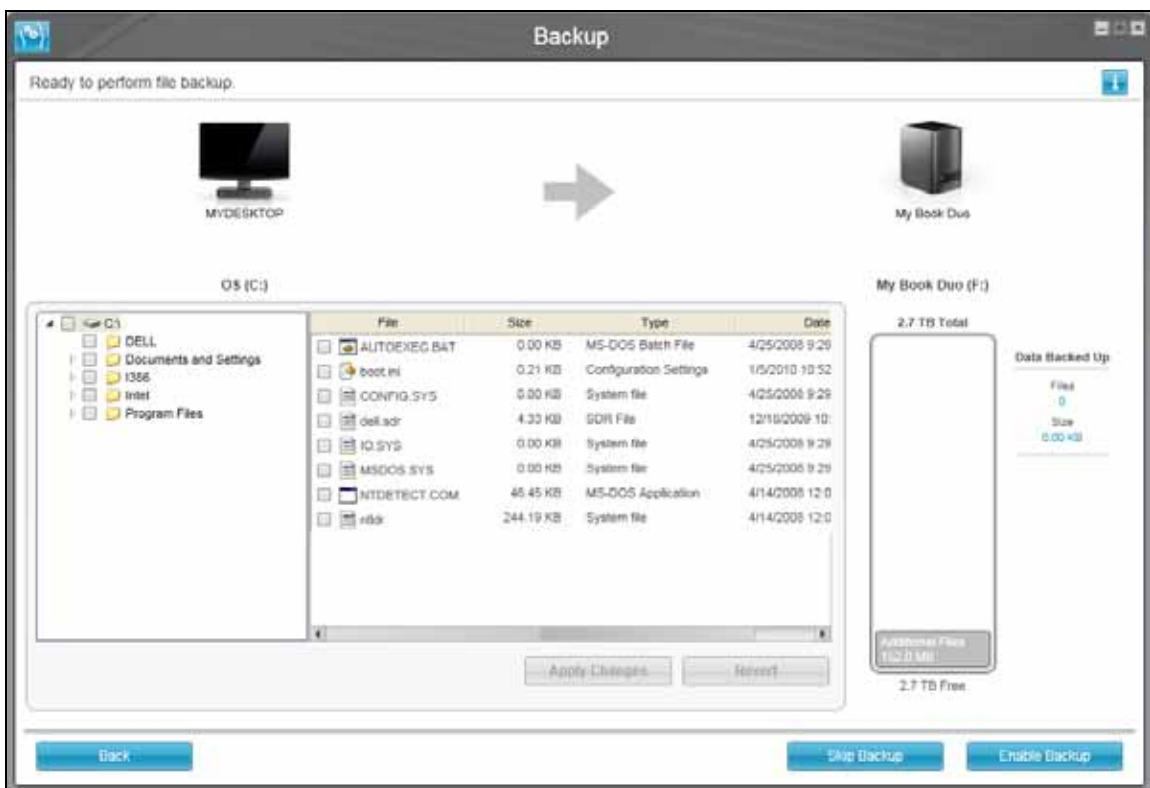


- If you see the initial Drive Settings screen, proceed to “Getting Started—Your Initial Drive Settings” on page 30.





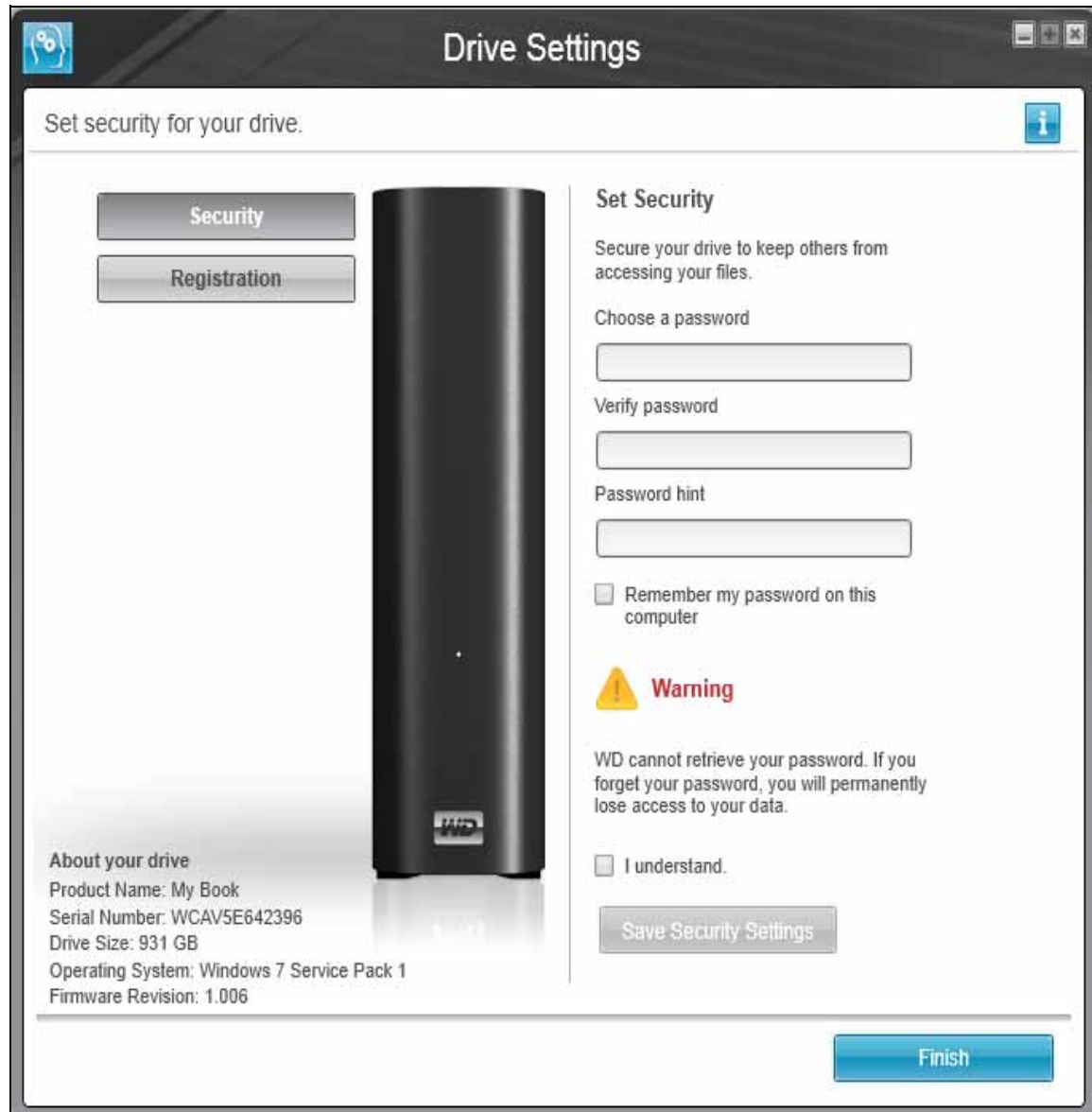
Initial Category Backup Screen



Initial File Backup Screen

Figure 6. Initial Backup Screens

## Getting Started—Your Initial Drive Settings



The drive settings buttons that are available on the initial Drive Settings screen depend on the hardware configuration of the backup target device you selected at step 2 on page 25. For example:

- The screen for unencrypted WD drives does not display a **Security** button.
- The screen for WD drives with a customizable label displays a **Label** button:
- The initial Drive Settings screen does not appear if the selected backup target device is:
  - A WD drive that supports the WD Security and WD Drive Utilities software
  - A network-attached device or a supported cloud service
  - A non-WD drive

1. On the initial Drive Settings screen, depending on the hardware configuration of your drive, click:
  - **Registration** and see “Registering the Drive” on page 59.
  - **Security** and see “Password Protecting the Drive” on page 36.
  - **Label** and see “Showing or Hiding the Virtual CD Icon” on page 61.
2. Click **Finish** to close the initial Drive Settings screen.

## 3

## Upgrading to the WD SmartWare Pro Software

This chapter includes the following topics:

- [Getting Started with the Upgrade](#)
- [Trying for Free](#)
- [Buying an Activation Code](#)
- [Activating the WD SmartWare Pro Software Upgrade](#)

After you have installed the WD SmartWare software, you can upgrade to the WD SmartWare Pro software and extend the backup function to:

- Non-WD external hard drives
- WD drives that are not otherwise supported
- Dropbox cloud service

Upgrading requires the purchase of an activation code, or you can upgrade for a free 30-day trial.

### Getting Started with the Upgrade

1. Start the upgrade to the WD SmartWare Pro software by selecting either:
  - A non-WD drive, an unsupported WD drive, or Dropbox cloud service as a backup source or backup target device on either the initial Select Backup Source and Backup Target screen or the WD SmartWare Home screen
  - The Upgrade to WD SmartWare Pro icon that appears in the upper-right corner of each WD SmartWare tab display
2. The WD SmartWare software displays the Upgrade to WD SmartWare Pro dialog:



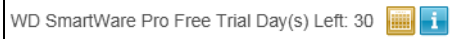
3. On the Upgrade to WD SmartWare Pro dialog:

IF you . . .	THEN click . . .
Want to try the WD SmartWare Pro software upgrade for a free 30-day trial,	<b>Try for Free</b> and proceed to “Trying for Free” on page 33.
Want to buy an activation code,	<b>Buy</b> and skip to “Buying an Activation Code” on page 34.
Have already bought an activation code and want to activate the upgrade on this computer,	<b>Activate</b> and skip to “Activating the WD SmartWare Pro Software Upgrade” on page 35.

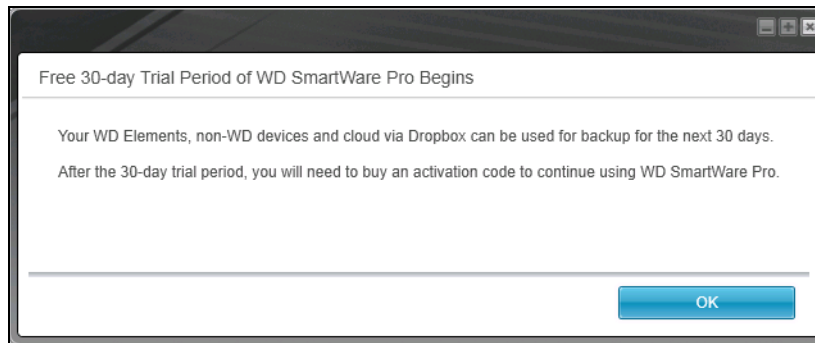
## Trying for Free

Clicking **Try for Free** on the Upgrade to WD SmartWare Pro dialog:

- Activates the WD SmartWare Pro software upgrade for a free 30-day trial
- Displays the free-trial countdown icon and time-remaining message in the upper-right corner of the WD SmartWare tab displays:



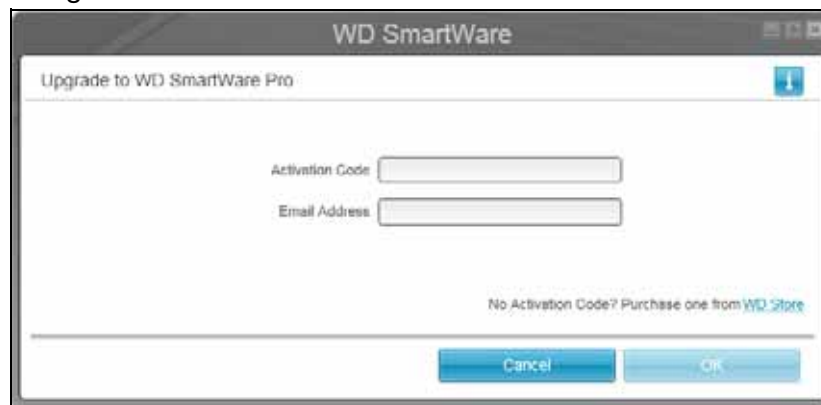
- Displays a brief explanation of the free trial:



Click **OK** to close the message display.

If you want to buy an activation code during the free-trial period:

1. Click the free-trial countdown icon to display the Upgrade to WD SmartWare Pro dialog:



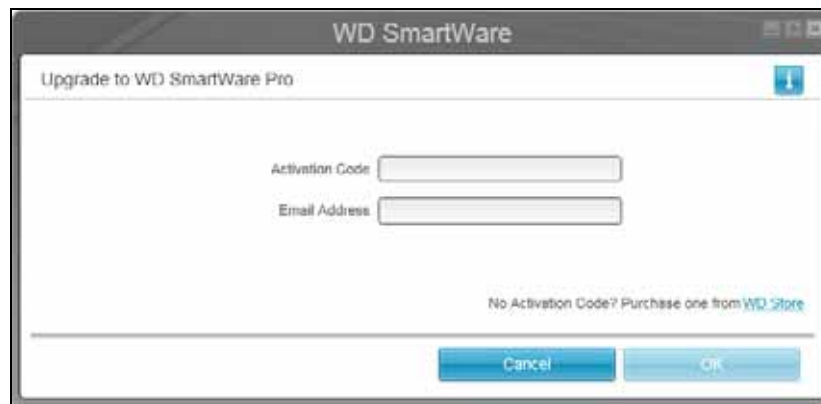
2. Click the **WD Store** link to display the Select Your Country to Begin Your Purchase dialog on the purchase page of the WD Store website and proceed to "Buying an Activation Code" on page 34.

## Buying an Activation Code

Clicking **Buy** or the WD Store link on the Upgrade to WD SmartWare Pro dialog uses your computer's Web browser to display the Select Your Country to Begin Your Purchase dialog on the purchase page of the WD Store website.

1. Select your country and click **Continue** to display the SELECT LICENSE tab.
2. On the SELECT LICENSE tab:
  - a. Select the option for the type of upgrade license you want to buy:
    - **Standard (valid for 3 computers)**
    - **Premium (valid for 10 computers)**
  - b. Click **Continue** to display the CART tab.
3. On the CART tab:
  - a. Confirm that the license in your cart is the one that you want to buy.
  - b. If you have a promotion code, type it in the **Promotion Code** box and click **Apply**.
  - c. Click **Continue** to display the BILLING tab.
4. On the BILLING tab, depending on whether you are a new or returning WD Store customer:
  - If you already have a WD Store account:
    - a. Type your email address in the **Email Address** box.
    - b. Type your password in the **Password** box.
    - c. Click **Customer Checkout** to display the BILLING tab Payment Information dialog and skip to 6 on page 35.
  - If you do not have a WD Store account, click **Continue Checkout** to display the BILLING tab Create Account dialog.
5. On the BILLING tab Create Account dialog:
  - a. Type your email address in the **Email Address** box.
  - b. Retype your email address in the **Verify Email Address** box.
  - c. Type a password in the **Create Password** box.
  - d. Retype your password in the **Verify Password** box.
  - e. Type your first name in the **First Name** box.
  - f. Type your last name in the **Last Name** box.
  - g. Type your street address in the **Address Line 1** box.
  - h. Type the name of your city in the **City** box.
  - i. Use the **State/Province** selector box to select your state.
  - j. Type your postal zip code in the **Zip/Postal Code** box.
  - k. Use the **Country** selector box to select your country.

1. Clicking **Activate** on the Upgrade to WD SmartWare Pro dialog displays the Upgrade to WD SmartWare Pro dialog for providing your activation code:



- UPGRADING TO THE WD SMARTWARE PRO SOFTWARE – 35

## 4

## Securing the Drive

This chapter includes the following topics:

- [Password Protecting the Drive](#)
- [Unlocking the Drive](#)
- [Changing Your Password](#)
- [Turning Off the Drive Lock Feature](#)

**Note:** The WD SmartWare software provides the security functions for older My Book and My Passport drives. For newer drives, these functions are provided by the WD Security software.

### Password Protecting the Drive

You should password protect your drive if you are worried that someone else will gain access to your drive and you do not want them to see your files on the drive.

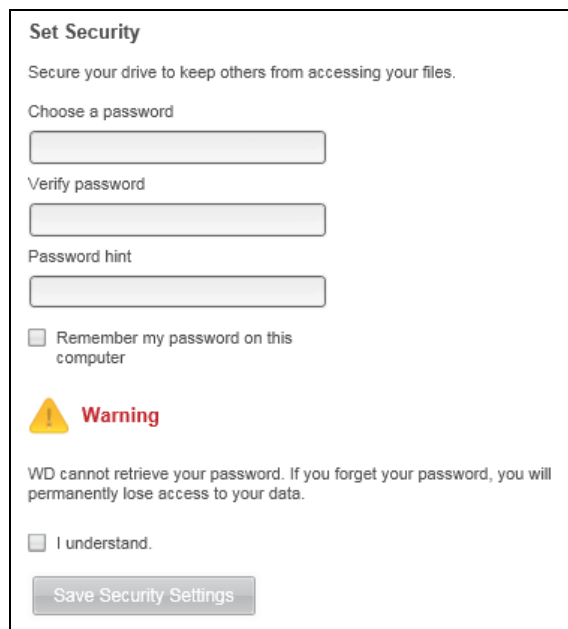
**CAUTION!** The WD SmartWare software uses your password to electronically lock and unlock your drive. If you forget your password, you will not be able to access the data that is on your drive or write new data to it. You will have to erase the drive before you can use it again.

Password protection is not available on non-WD drives and unencrypted WD drives.

1. On the Home screen, if you have more than one external drive connected to your computer, select the icon for the one that you want to create a password for.
2. Click the **Settings** tab and **Set Up Drive** to display the Drive Settings screen (see Figure 4 on page 18).

**Note:** If you see the Software Settings screen instead of the WD SmartWare Settings tab display with the **Set Up Drive** button, then you must use the WD Security software to create a password for the selected drive.

3. On the Drive Settings screen, click **Security** to display the Set Security dialog:



The image shows a 'Set Security' dialog box. At the top, it says 'Set Security' and 'Secure your drive to keep others from accessing your files.' Below this are three input fields: 'Choose a password', 'Verify password', and 'Password hint'. There is a checkbox labeled 'Remember my password on this computer'. Below the checkbox is a yellow warning triangle icon followed by the word 'Warning'. The warning text reads: 'WD cannot retrieve your password. If you forget your password, you will permanently lose access to your data.' At the bottom, there is a checkbox labeled 'I understand.' and a 'Save Security Settings' button.



4. On the Set Security dialog:
  - a. Type your password in the **Choose a password** box, using up to 25 characters.
  - b. Retype your password in the **Verify password** box.
  - c. Type a hint to help remember your password in the **Password hint** box.
  - d. Select the **Remember my password on this computer** check box if you want the WD SmartWare software to remember your password on this computer.

**Note:** This function remembers the password for your currently logged on user name. If you log on as a different user, you will have to type your password and repeat this selection.
  - e. Read the warning about the possibility of data loss if you forget your password.
  - f. Click the **I understand** check box to signify that you accept the risk.
  - g. Click **Save Security Settings**.

**CAUTION!** After creating a password, the drive remains *unlocked* for as long as you continue your current work session. Then, the WD SmartWare software:

- Locks the drive when you shut down your computer, disconnect your drive, or—depending on its configuration—your computer goes into the sleep mode
- Requires you to type your password to unlock the drive when you restart your computer or reconnect your drive, *UNLESS* you selected the **Remember my password on this computer** check box when you created your password

## Unlocking the Drive

After you have created a password to keep others from accessing the files on your drive, unless you selected the **Remember my password on this computer** check box when you created your password, you will have to type your password to unlock the drive whenever:

- You shut down and restart your computer
- You disconnect and reconnect the drive to your computer
- Depending on its configuration, your computer exits the sleep mode

You will have to do this even if you do not have the WD SmartWare software installed on your computer.

## Unlocking the Drive with the WD SmartWare Software

Whenever you shut down and restart your computer, or disconnect and reconnect a locked drive to your computer, unless you selected the **Remember my password on this computer** check box when you created your password, the WD SmartWare software adds a lock symbol to the icon and displays a **Drive is locked** message in place of the content gauge for the drive:



1. If the Unlock your drive dialog does not appear automatically, click the drive image above the Drive is locked message to display it:



2. Type your password in the **Password** box.
3. If you want to avoid this dialog in the future, select the **Remember my password on this computer** check box.
4. Click **Unlock**.

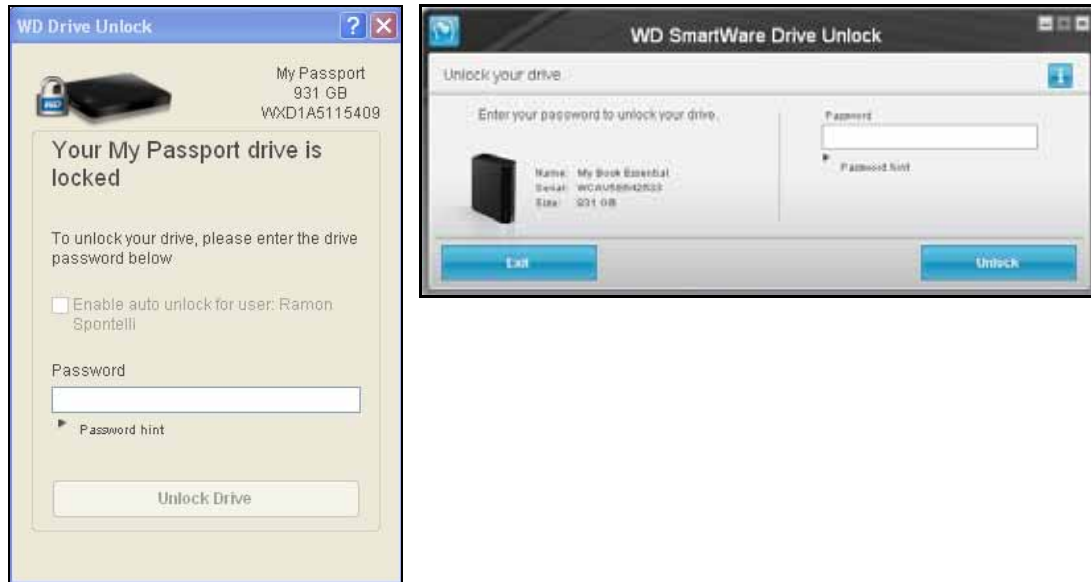
## Unlocking the Drive with the WD Drive Unlock Utility

Whenever you connect your password-protected drive to a computer that does not have the WD SmartWare software installed, you can use the WD Drive Unlock utility to unlock the drive there. The WD SmartWare software provides the WD Drive Unlock utility on a virtual CD drive that appears in your computer's file management utility displays.

1. Start the WD Drive Unlock utility by either:

- Using your computer's file management utility to open the WD Unlocker virtual CD and double-clicking the unlock application file—either **Unlock.exe** or **WD Drive Unlock.exe**, depending on the type and model of the external device
- Clicking **Start > Computer** and double-clicking the WD Unlocker virtual CD icon under **Devices with Removable Storage**

The unlock screen that displays depends on the type and model of the drive:



2. Type your password in the **Password** box and click **Unlock** or **Unlock Drive**.
3. At the **Your drive is now unlocked** prompt, click **Exit** to close the Drive Unlock utility screen.

## Changing Your Password

1. On the Home screen, if you have more than one external drive connected to your computer, select the icon for the one with the password that you want to change.
2. Click the **Settings** tab and **Set Up Drive** to display the Drive Settings screen (see Figure 4 on page 18).

**Note:** If you see the Software Settings screen instead of the WD SmartWare Settings tab display with the **Set Up Drive** button, then you must use the WD Security software to change your password for the selected drive.

3. On the Drive Settings screen, click **Security** to display the Your Drive is Secure dialog:

4. On the Your Drive is Secure dialog:
  - a. Type your current password in the **Password** box.
  - b. Select the **Change password** option.
  - c. Type your new password in the **New password** box, using up to 25 characters.
  - d. Retype your new password in the **Verify password** box.
  - e. Type a hint to help remember your new password in the **Password hint** box.
  - f. Select or clear the **Remember my password on this computer** check box to signify whether you want the WD SmartWare software to remember your new password on this computer.
 

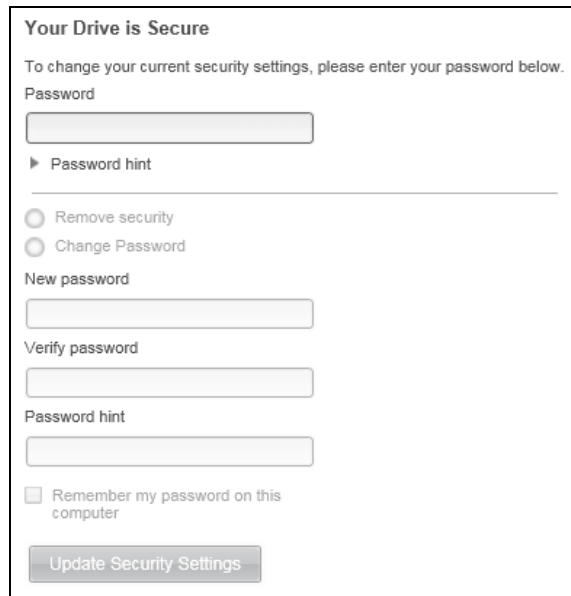
**Note:** This function remembers the password for your currently logged on user name. If you log on as a different user, you will have to type your password and repeat this selection.
  - g. Click **Update Security Settings**.

## Turning Off the Drive Lock Feature

1. On the Home screen, if you have more than one external drive connected to your computer, select the icon for the one that you want to remove password protection from.
2. Click the **Settings** tab and **Set Up Drive** to display the Drive Settings screen (see Figure 4 on page 18).

**Note:** If you see the Software Settings screen instead of the WD SmartWare Settings tab display with the **Set Up Drive** button, then you must use the WD Security software to remove password protection from the selected drive.

3. On the Drive Settings screen, click **Security** to display the Your Drive is Secure dialog:



The screenshot shows a dialog box titled "Your Drive is Secure". Inside, there is a message: "To change your current security settings, please enter your password below." Below this message are several input fields and options: a "Password" field, a "Password hint" field with a right-pointing arrow icon, two radio button options: "Remove security" and "Change Password", a "New password" field, a "Verify password" field, another "Password hint" field, a checkbox labeled "Remember my password on this computer", and a button at the bottom labeled "Update Security Settings".

4. On the Your Drive is Secure dialog:
  - a. Type your password in the **Password** box.
  - b. Select the **Remove security** option.
  - c. Click **Update Security Settings**.

## 5

## Backing Up Files

This chapter includes the following topics:

[How the Backup Function Works](#)  
[Backing Up Files](#)

### How the Backup Function Works

The WD SmartWare software automatically backs up all your files to the selected backup target device—music, movies, photos, documents, email, and other files. Continuous backup instantly makes a second copy whenever you add or change a file on the selected backup source device. Scheduled backups run on the days and times you select.

After the WD SmartWare software categorizes the different types of files on the selected backup source device, clicking the **Enable Backup** button backs all of them up to the selected backup target device. Or you can select specific files, folders, or categories of files to back up.

After performing a backup, the WD SmartWare software protects your files by backing up any:

- New file that is created on or copied to the selected backup source device
- Existing file that is changed in any way

This protection is automatic—the WD SmartWare software does it for you without any action on your part—just leave the backup source and target devices connected to your computer.

**Note:** Backup protection is automatic for as long as the backup source and target devices are connected to your computer. Then, whenever you disconnect and reconnect either device, the WD SmartWare software rescans the backup source device for new or changed files and resumes automatic backup protection.

### Backing Up Files

1. In the Backup Source area of the Home screen, select the device that has the files you want to back up:
  - a. Use the backup source selector to specify whether you want to back up files from a local hard drive or from the Dropbox cloud service:



- b. By default, the computer option is selected and the computer icon signifies that the backup source device will be either an internal hard drive or drive partition, or a local direct-attached external hard drive:



Selecting the Dropbox option displays the Dropbox icon to signify that the backup source device will be the Dropbox cloud service:



- c. If you selected the computer option, use the backup source device selector to select the internal drive, drive partition, or external drive that you want to back up:



2. In the Backup Target area of the Home screen:

- a. If you have more than one backup target device connected to your computer, select the one that you want to back up files to.
- b. Verify that a light-blue highlight surrounds the selected device:



- c. If the selected backup target device has more than one drive partition or network share, use the backup target device selector under the device icon to select the one that you want to use:



3. Click the **Backup** tab to display the **Backup** screen (see Figure 2 on page 12).
4. The initial/default configuration of the WD SmartWare software is for continuous backups. If you want to configure scheduled backups:
- a. Click **Set Backup Frequency** to display the Set Backup Frequency screen:



- b. On the Set Backup Frequency screen, select the **Scheduled Backup** option.

- c. Select the **Hourly**, **Daily**, or **Monthly** option and use the check boxes and selection boxes to schedule your backups:

Selecting . . .	Performs a backup . . .
<b>Hourly</b>	Every hour, on the hour.
<b>Daily</b>	On the selected days of the week, at the selected time: <ol style="list-style-type: none"> <li>Select or clear the Days check boxes to specify the days of the week that you want to run your backup.</li> <li>Use the <b>at</b> selection box to specify the time of day that you want to run your backup.</li> </ol>
<b>Monthly</b>	On the selected day of the month, at the selected time: <ol style="list-style-type: none"> <li>Use the <b>Every</b> selection box to specify which occurrence of the day that you want to run your backup—First, Second, Third, Fourth, or Last.</li> <li>Use the <b>Day</b> selection box to specify the day of the week that you want to run your backup.</li> <li>Use the <b>at</b> selection box to specify time of day that you want to run your backup.</li> </ol>

- d. Click **OK** to save your schedule and close the Set Backup Frequency screen.

When you click **Enable Backup**, the WD SmartWare software adds a backup schedule reminder button to the Backup screen:



Clicking the button displays a status dialog that:

- Shows the date and time of your next scheduled backup, the last backup that might have been missed, and the last completed backup
- Provides a **Backup Now** button for bypassing the schedule and running the backup now

5. On the Backup screen:

IF you want to back up . . . on the selected backup source device,	THEN . . .
All of the categories of files	Proceed to step 6.
Selected categories of files	Skip to step 7.
All of the files and folders	Skip to step 8 on page 46.
Selected files and folders	Skip to step 9 on page 46.

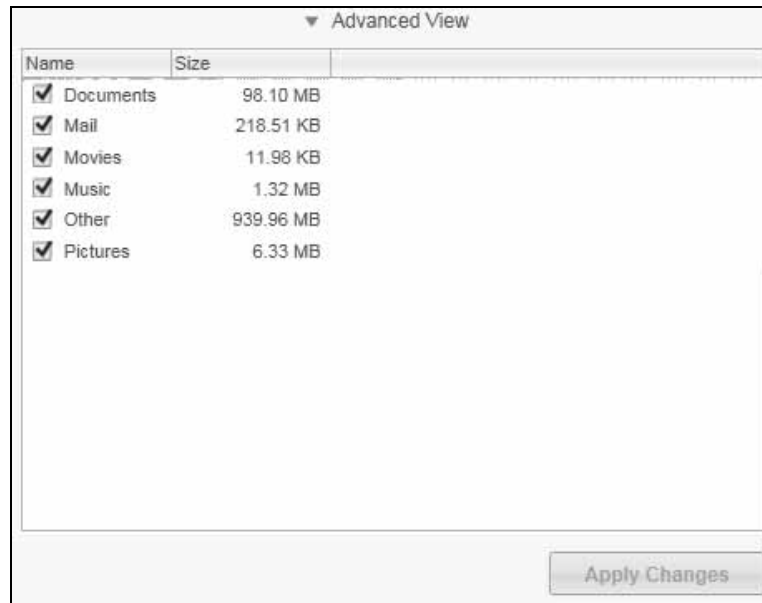
6. To back up all of the categories of files on the selected backup source device:

- Verify that the backup mode is category and that Ready to perform category backup appears at the upper-left corner of the Backup screen.

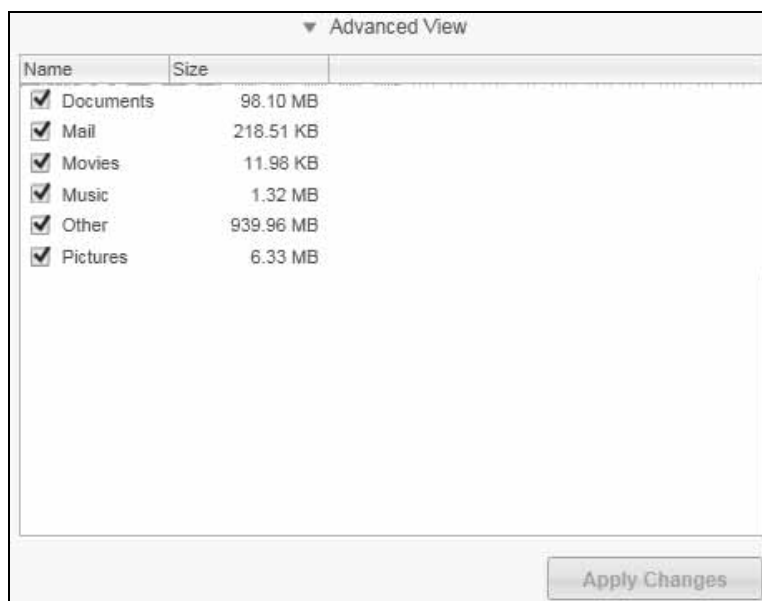
If the backup mode is file and Ready to perform file backup appears there, then click the **Switch to Category Backup** button and **OK** at the Switching Backup Plan prompt.



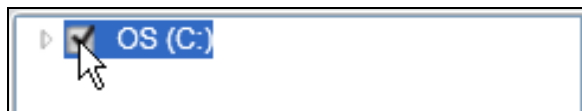
- b. Click **Advanced View** to open the backup files selection box and verify that the check boxes for all six categories of files are selected:



- c. Select any cleared check boxes and then click **Apply Changes** to create a custom backup plan and refresh the content gauges.
- d. Click **Enable Backup** to begin backing up all categories of files on the backup source device, at the specified backup frequency, and skip to step 10 on page 47.
7. To backup selected categories of files on the selected backup source device:
- a. Verify that the backup mode is category and that Ready to perform category backup appears at the upper-left corner of the Backup screen.
- If the backup mode is file and Ready to perform file backup appears there, then click the **Switch to Category Backup** button and **OK** at the Switching Backup Plan prompt.
- b. Click **Advanced View** to open the backup files selection box:

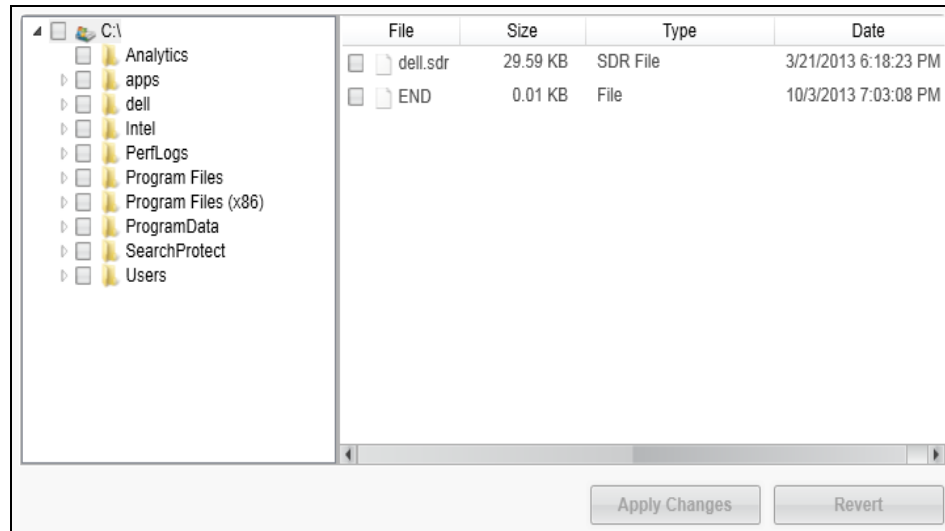


- c. In the backup files selection box:
    - Clear the check boxes for the categories of files that you want to exclude from the backup.
    - Select the check boxes for the categories of files that you want to include in the backup.
  - d. Click **Apply Changes** to create a custom backup plan and refresh the content gauges.
  - e. Click **Enable Backup** to begin backing up the selected categories of files on the selected backup source device, at the specified backup frequency, and skip to step 10 on page 47.
8. To back up all of the files and folders on the selected backup source device:
- a. Verify that the backup mode is file and that Ready to perform file backup appears at the upper-left corner of the Backup screen.  
If the backup mode is category and Ready to perform category backup appears there, then click the **Switch to File Backup** button and **OK** at the Switching Backup Plan prompt.
  - b. In the backup files selection box, select the check box for the backup source device:



- c. Open the folder structure and verify that selecting the check box for the backup source device automatically selects the check boxes for all of the files and folders on the device:
- | Folder   | File   | Size      | Type                   | Date                  |
|--|--|-----------|------------------------|-----------------------|
| <input checked="" type="checkbox"/> OS (C:)                    | <input checked="" type="checkbox"/> AUTOEXEC.BAT | 0.00 KB   | MS-DOS Batch File      | 4/25/2008 2:29:32 PM  |
| <input checked="" type="checkbox"/> DELL                       | <input checked="" type="checkbox"/> boot.ini     | 0.21 KB   | Configuration Settings | 1/5/2010 2:52:14 PM   |
| <input checked="" type="checkbox"/> Documents and Settings     | <input checked="" type="checkbox"/> CONFIG.SYS   | 0.00 KB   | System file            | 4/25/2008 2:29:32 PM  |
| <input checked="" type="checkbox"/> I386                       | <input checked="" type="checkbox"/> dell.sdr     | 4.33 KB   | SDR File               | 12/18/2009 2:13:40 PM |
| <input checked="" type="checkbox"/> Intel                      | <input checked="" type="checkbox"/> IO.SYS       | 0.00 KB   | System file            | 4/25/2008 2:29:32 PM  |
| <input checked="" type="checkbox"/> My Book Live Duo (Zermatt) | <input checked="" type="checkbox"/> MSDOS.SYS    | 0.00 KB   | System file            | 4/25/2008 2:29:32 PM  |
| <input checked="" type="checkbox"/> OldUnencryptedDiskImage    | <input checked="" type="checkbox"/> NTDETECT.COM | 46.45 KB  | MS-DOS Application     | 4/14/2008 5:00:00 AM  |
| <input checked="" type="checkbox"/> Program Files              | <input checked="" type="checkbox"/> ntldr        | 244.19 KB | System file            | 4/14/2008 5:00:00 AM  |
- d. Click **Apply Changes** to create a custom backup plan using your selections.  
**Note:** Clicking **Revert** clears your recent selections and redisplay the prior applied configuration.
  - e. Click **Enable Backup** to begin backing up all of files and folders on the selected backup source devices, at the specified backup frequency, and skip to step 10 on page 47.
9. To backup selected files or folders from selected backup source device:
- a. Verify that the backup mode is file and that Ready to perform file backup appears at the upper-left corner of the Backup screen.  
If the backup mode is category and Ready to perform category backup appears there, then click the **Switch to File Backup** button and **OK** at the Switching Backup Plan prompt.

- b. In the backup files selection box, open the folder structure:



- c. Select the check boxes for the individual files or folders that you want to back up.  
Note that selecting a folder check box automatically selects all of the subfolders and files in the folder.
- d. Click **Apply Changes** to create a custom backup plan using your selections.  
**Note:** Clicking **Revert** clears your recent selections and redisplay the prior applied configuration.
- e. Click **Enable Backup** to begin backing up the selected files or folders on the selected backup source device, at the specified backup frequency, and proceed to step 10.

#### 10. During the backup:

- A progress bar and message indicate the amount of data that has been backed up.
- For a category backup:
  - The blue background for categories of files in the content gauge for the backup source device changes to yellow/amber for all of the files that have not yet been backed up.
  - The gray background for categories of files in the content gauge for the backup target device changes to blue as the backup completes.
- You can continue to set up your drive or do other things because the WD SmartWare software backs up your files in the background.
- The **Enable Backup** toggle button changes to **Disable Backup** for disabling the backup.

#### 11. Appearance of a backup successfully finished message means that the backup completed normally.

If any files could not be backed up, the WD SmartWare software displays a:

- Caution message indicating the number of files involved
- View link that you can click to see a list of the files and the reasons they were not backed up

Some applications and running processes can keep files from being backed up. If you cannot determine why some of your files were not backed up, try:

- Saving and closing all of your open files
- Closing all running applications—including your email program and Web browser

<b>Important:</b>	Appearance of a Caution message indicating that the backup target device is full means that there is not enough free space on the device to complete the backup. The best long-term solution would be to relegate the device to long-term archive storage and: <ul style="list-style-type: none"><li>a. Click the <b>Help</b> tab.</li><li>b. Click the <b>WD Store</b> link to view the Western Digital Online Store website.</li><li>c. Click <b>External Hard Drives</b> and select the best drive to suit your future requirements.</li></ul>
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If you clicked **Disable Backup** at step 10, the **disable backup** confirmation prompt reminds you that the WD SmartWare software runs your backup job in the background so you can continue using your computer for other things during the backup.

To continue, click either:

- **No** to disregard your request and do not disable the backup
- **Yes** to follow through with your request and disable the backup

12. If you backed up files by category and your computer has more than one internal hard drive, repeat the backup procedure for each one.

## 6

## Retrieving Files

This chapter includes the following topics:

[How the Retrieve Function Works](#)  
[Retrieving Files](#)

### How the Retrieve Function Works

The WD SmartWare software makes it easy for you to retrieve backed up files from your backup target device and copy them to either:

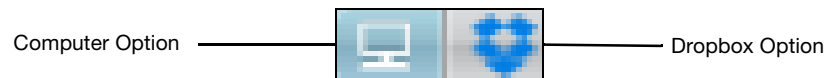
- Their original locations on the backup source device
- A special retrieve content folder

Retrieve is generally a five-step process:

1. On the Home screen, select:
  - The retrieve destination device—the backup source device that you want to copy retrieved files to
  - The retrieve source device—the backup target device that has the files you want to retrieve
2. Select the backup volume on the retrieve source device that you want to retrieve files from.
3. Specify the destination where you want to copy the retrieved files—either their original locations on the backup source device or a special retrieve content folder.
4. Specify what you want to retrieve—either individual files and folders, or everything.
5. Retrieve the files.

### Retrieving Files

1. In the Backup Source area of the Home screen, select the retrieve destination device that you want to copy retrieved files to:
  - a. Use the backup source selector to specify whether you want to copy retrieved files to a local hard drive or to the Dropbox cloud service:



- b. By default, the computer option is selected and the display of your computer's icon signifies that the retrieve destination will be either an internal hard drive or drive partition, or a local direct-attached external hard drive:



- c. Selecting the Dropbox option displays the Dropbox icon to signify that the retrieve destination will be the Dropbox cloud service:



- d. If you selected the computer option, use the backup source device selector to specify the internal drive, drive partition, or external drive that you want to copy retrieved files to:



2. In the Backup Target area of the Home screen:

- a. If you have more than one backup target device connected to your computer, select the one that you want to retrieve files from.
- b. Verify that a light-blue highlight surrounds the selected device:



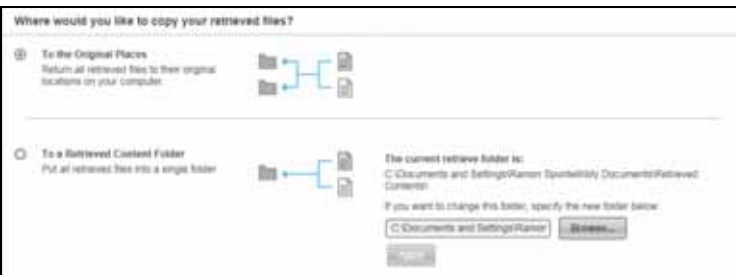
- c. If the selected device has more than one drive partition or network share, use the backup target device selector under the device icon to specify the one that you want to use:



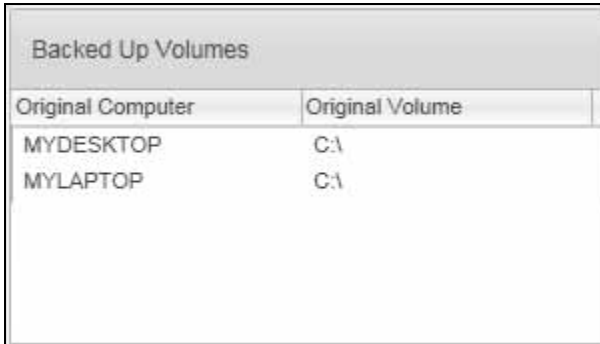
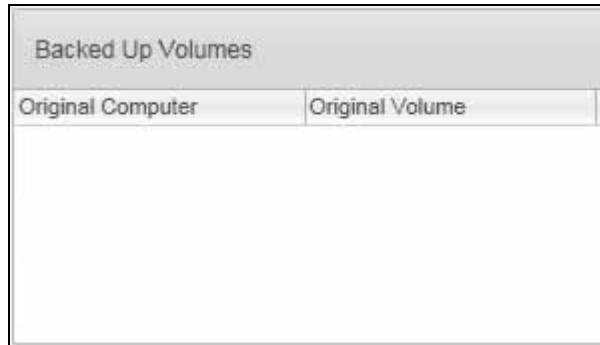
3. Click the **Retrieve** tab to display either the:

- Select a destination for retrieved files dialog
- Select a volume to retrieve from dialog

(See Figure 3 on page 15.)

IF you have . . .	THEN the WD SmartWare software displays the . . .
Created a single backup on the selected retrieve source device from the selected retrieve destination device,	<p>Select a destination for retrieved files dialog:</p>  <p>Proceed to step 4 on page 51.</p>

(Continued)

IF you have . . .	THEN the WD SmartWare software displays the . . .
<p>Created multiple backup volumes on the selected retrieve source device from either:</p> <ul style="list-style-type: none"> <li>■ Different internal hard drives or hard drive portions on the backup source device</li> <li>■ Different backup source devices</li> </ul>	<p>Select a volume to retrieve from dialog with the available volumes listed in the <b>Backed Up Volumes</b> selection box:</p>  <p>In this case:</p> <ol style="list-style-type: none"> <li>In the <b>Backed Up Volumes</b> selection box, select the volume that you want to retrieve files from.</li> <li>Click <b>Next</b> to display the Select a destination for retrieved files dialog.</li> <li>Proceed to step 4.</li> </ol>
<p>Not run a backup on the selected retrieve source device,</p>	<p>The Select a volume to retrieve from dialog with nothing listed in the <b>Backed Up Volumes</b> selection box:</p>  <p>You cannot retrieve files from a device that does not have a backed up volume. Click the <b>Home</b> tab and return to step 2 on page 49 to select the device that has the files you want to retrieve.</p>

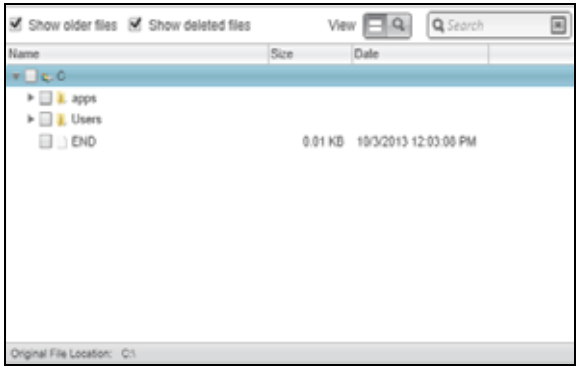
4. On the Select a destination for retrieved files dialog:

IF you want to copy your retrieved files to . . .	THEN select the . . . option.
<p>Their original locations on the selected retrieve destination device,</p>	<p><b>To the Original Places</b></p> <p><b>Note:</b> The <b>To the Original Places</b> option is not available if you selected:</p> <ul style="list-style-type: none"> <li>■ The Dropbox cloud service as the retrieve destination device at step 1 on page 49.</li> <li>■ A backup volume from a different backup source device at step 3 on page 50.</li> </ul>

(Continued)

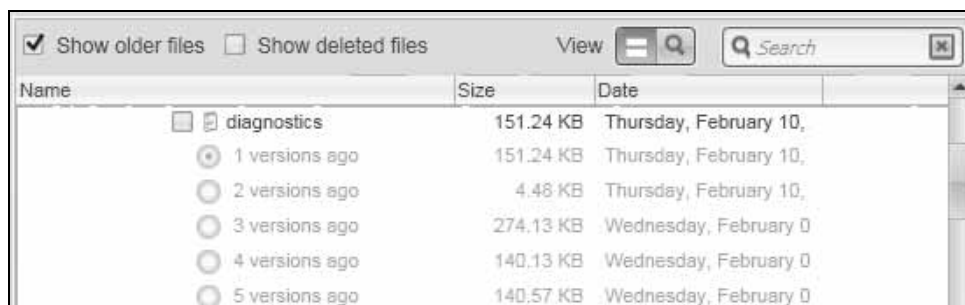
IF you want to copy your retrieved files to . . .	THEN select the . . . option.
A retrieved content folder,	<b>To a Retrieved Content Folder</b> The default folder is Retrieved Contents in the My Documents folder for your user name. If you want to specify a different folder: <ol style="list-style-type: none"> <li>Click <b>Browse</b> and use the browse function to identify the new folder.</li> <li>Click <b>Apply</b>.</li> </ol>

5. Click **Next** to display the Select content to retrieve from... dialog.

IF you want to retrieve . . . from the selected backup volume	THEN select the . . .
All of the files	<b>Retrieve All Files</b> option and skip to step 7 on page 53.
Selected files or folders	<b>Retrieve Some Files</b> option to open the Retrieve Some Files selection box and proceed to step 6. 

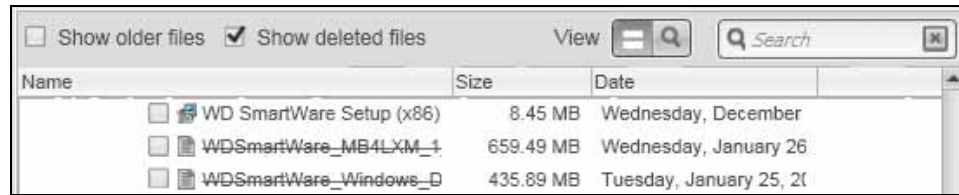
6. In the Retrieve Some Files selection box, navigate through the folder structure to find the files you want. You can also use the search box by typing the name (or partial name) of the file or folder:

- Select the **Show older files** check box to display the different backed up versions of your files:





- Select the **Show deleted files** check box to display backed up files that have been deleted:



- Select the **View** icon to list individual files.
  - To find a file, type all or part of the file name in the search box and press the **Enter** key to initiate the search.  
To eliminate the search filter, delete all of the text in the search box and press **Enter**.
  - Select the check boxes for the files or folders that you want to retrieve.
7. Click **Start Retrieving**.
  8. During the retrieve:
    - The Retrieve screen displays a progress bar and a message indicating the amount of data that has been copied to the specified retrieve location.
    - A **Cancel Retrieving** button is available for stopping the retrieve.
  9. A Retrieval accomplished message signifies completion of the retrieve.  
A Partial retrieve accomplished message means that all of the files you selected for the retrieve were not copied to the specified retrieve location. In this case, either a:
    - Files Not Retrieved message provides the number of files that were not retrieved and a link to a failed-to-retrieve information screen. Click the **View files** link to see the list of files and the reasons they were not retrieved.
    - Destination is full message means that the retrieve destination device does not have sufficient disk space to complete the retrieve.

## 7

## Managing and Customizing the Drive

This chapter includes the following topics:

- Checking Drive Health
- Naming the Drive
- Registering the Drive
- Restoring the WD SmartWare Software and Disk Image
- Setting the Drive Sleep Timer
- Showing or Hiding the Virtual CD Icon
- Using the WD Quick View Icon
  - Checking Drive Status
  - Monitoring Icon Alerts
  - Opening the WD SmartWare Software
  - Safely Disconnecting the Drive

**Note:** The WD SmartWare software provides the drive settings functions described in this chapter for older My Book and My Passport drives. For newer drives, these functions are provided by the WD Drive Utilities software.

### Checking Drive Health

The WD SmartWare software has several built-in diagnostic tools to help make sure that your supported WD drive is performing well. Run the following tests if you are concerned that your drive is not operating properly:

- **Quick SMART Status**

SMART is a failure-prediction function that continuously monitors key internal performance attributes of the drive. A detected increase in drive temperature, noise, or read/write errors, for example, can provide an indication that the drive is approaching a serious failure condition. With advanced warning, you could take precautionary measures, like moving your data to another drive, before a failure occurs.

The result of a quick SMART status check is a pass-or-fail evaluation of the drive's condition.

The SMART status check completes within a second or two.

- **Quick Drive Test**

Your backup target device has a built-in Data Lifeguard™ diagnostic utility that tests the drive for error conditions. The quick drive test checks the drive for major performance problems.

The result of a quick drive test is a pass-or-fail evaluation of the drive's condition.

The quick drive test can take several minutes to complete.

- **Complete Drive Test**

The most comprehensive drive diagnostic is the complete drive test. It tests every sector for error conditions and inserts bad-sector markers as required.

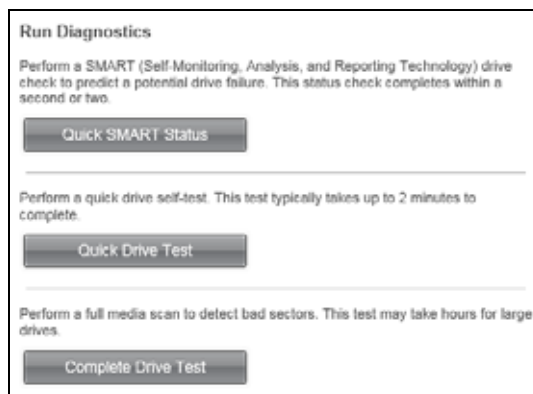
The complete drive test can take several hours to complete, depending on the size and data configuration of your drive.

The best time to run the drive diagnostics and status checks is on a regular basis, before you encounter any problems with your drive. And, because they are so fast, running the quick SMART status check and the quick drive test provides a high level of assurance with minimal inconvenience. Then, run all three whenever you encounter disk error conditions when backing up or retrieving files.

1. On the Home screen, if you have more than one backup target device connected to your computer, select the icon for the one that you want to check.
2. Click the **Settings** tab and **Set Up Drive** to display the Drive Settings screen (see Figure 4 on page 18).

**Note:** If you see the Software Settings screen instead of the WD SmartWare Settings tab display with the **Set Up Drive** button, then you must use the WD Drive Utilities software to run drive diagnostics and status checks for the selected device.

3. On the Drive Settings screen, click **Diagnostics** to display the Run Diagnostics dialog:



4. On the Run Diagnostics dialog, click the button for the test that you want to run:
  - **Quick SMART Status**
  - **Quick Drive Test**
  - **Complete Drive Test**

## Erasing the Drive

**CAUTION!** Erasing your drive permanently deletes all of the data on the drive. Always make sure that you no longer need any of the data on your drive before erasing the drive.

**Note:** Erasing your drive also deletes the WD SmartWare software and all of the support files, utilities, online help and user manual files. You can download these to restore your drive to its original configuration after erasing the drive.

The WD SmartWare software provides two ways to erase your supported WD drive, depending on whether it is locked or not:

IF your drive is . . .	AND you . . .	THEN see . . .
Not locked,	Want to erase the drive,	“Using the Drive Settings Drive Erase Function” on page 56.
Locked,	Have forgotten or lost your password and <i>must</i> erase the drive,	“Using Five Invalid Passwords” on page 57.

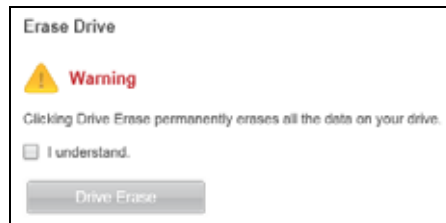
## Using the Drive Settings Drive Erase Function

To erase your supported WD drive when it is not locked:

1. On the Home screen, if you have more than one backup target device connected to your computer, select the icon for the one that you want to erase.
2. Click the **Settings** tab and **Set Up Drive** to display the Drive Settings screen (see Figure 4 on page 18).

**Note:** If you see the Software Settings screen instead of the WD SmartWare Settings tab display with the **Set Up Drive** button, then you must use the WD Drive Utilities software to erase the selected device.

3. On the Drive Settings screen, click **Drive Erase** to display the **Erase Drive** dialog:



4. On the Erase Drive dialog:
  - a. Read the warning about the loss of data if you erase your drive.
  - b. Click the **I understand** check box to signify that you accept the risk.
  - c. Click **Drive Erase**.

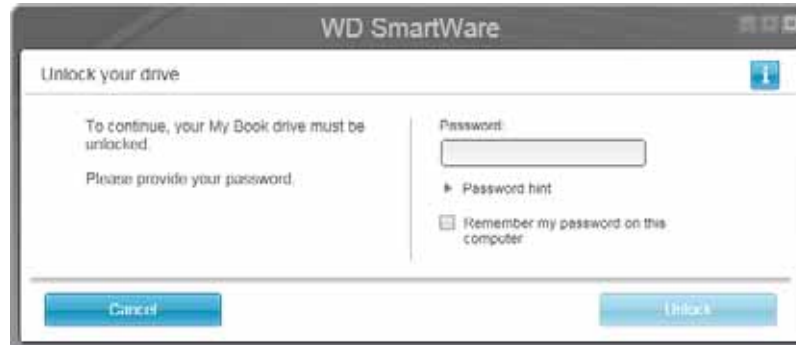
After the drive erase operation completes, go to <http://support.wd.com> and see Knowledge Base answer ID 7 for information about downloading and restoring the WD SmartWare software and disk image on the drive.

**Note:** Erasing your drive also removes your password. If you still want to use a password to protect your drive, you will need to re-create it after restoring the WD SmartWare software and disk image. (See “Password Protecting the Drive” on page 36.)

## Using Five Invalid Passwords

To erase your supported WD drive when it is locked and you have forgotten or lost your password:

1. If you do not see a prompt to provide your password, then either:
  - Click the drive image above the Drive is locked message on the Home screen to display the Unlock your drive dialog:



- Start the Drive Unlock utility by either:
  - Using your computer's file management utility to open the WD Unlocker virtual CD and double-clicking the unlock application file—either Unlock.exe or WD Drive Unlock.exe, depending on the type and model of the external drive
  - Clicking **Start > Computer** and double-clicking the WD Unlocker virtual CD icon under Devices with Removable Storage

The unlock screen that displays depends on the type and model of the drive:



2. Make five attempts to unlock the drive by:
  - a. Typing a password in the **Password** box.
  - b. Clicking **Unlock** or **Unlock Drive**.

3. The fifth invalid password attempt displays a too many password attempts dialog:



4. If you see the dialog with a warning about the loss of data if you erase your drive, read it and select the **I understand** check box to signify that you accept the risk.
5. Click either **Drive Erase** or **Erase Drive**.

After the drive erase operation completes, go to <http://support.wd.com> and see Knowledge Base answer ID 7 for information about downloading and restoring the WD SmartWare software and disk image on the drive.

**Note:** Erasing your drive also removes your password. If you still want to use a password to protect your drive, you will need to re-create it after restoring the WD SmartWare software and disk image. (See “Password Protecting the Drive” on page 36.)

## Naming the Drive

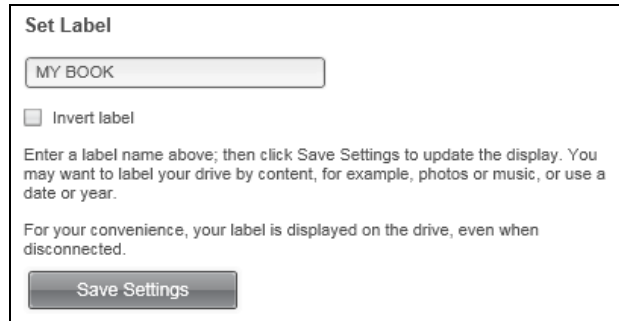
Some configurations of the following drives have a customizable label that you can use to name your drive:

- My Book Elite
- My Book Studio
- My Passport Studio

The name that you specify remains on the drive even when it is turned off or disconnected from your computer.

1. On the Home screen, if you have more than one backup target device connected to your computer, select the icon for the one that you want to name.
2. Click the **Settings** tab and **Set Up Drive** to display the Drive Settings screen (see Figure 4 on page 18).

3. On the Drive Settings screen, click **Label** to display the Set Label dialog:



**Set Label**

MY BOOK

☐ Invert label

Enter a label name above; then click Save Settings to update the display. You may want to label your drive by content, for example, photos or music, or use a date or year.

For your convenience, your label is displayed on the drive, even when disconnected.

Save Settings

4. On the Set Label dialog:
  - a. Type a name for the drive in the label box.
  - b. Select or clear the **Invert label** check box to establish the label presentation that you want—dark text against a light background, or vice versa.
  - c. Click **Save Settings**.

## Registering the Drive

The WD SmartWare software uses your computer's Internet connection to register your supported WD drive. Always register your drive to receive free technical support during the warranty period and be kept up-to-date on the latest WD products.

1. Make sure that your computer is connected to the Internet.
2. On the Home screen, if you have more than one backup target device connected to your computer, select the icon for the one that you want to register.
3. Click the **Settings** tab and **Set Up Drive** to display the Drive Settings screen (see Figure 4 on page 18).

**Note:** If you see the Software Settings screen instead of the WD SmartWare Settings tab display with the **Set Up Drive** button, then you must use the WD Drive Utilities software to register the selected device.

4. On the Drive Settings screen, click **Registration** to display the **Register Drive** dialog:



**Register Drive**

WD lets you register your drive to receive software update notifications and customer support.

First name\*

Last name\*

E-mail address\*

\*Required Field

Preferred language  
English (United States)

☒ Yes, I want to receive communication from WD, including software updates for registered products, product improvement opportunities, and member discounts on WD products.

[WD privacy policy](#)

Register Drive

5. On the Register Drive dialog:
  - a. Type your first name in the **First name** box.
  - b. Type your last name in the **Last name** box.
  - c. Type your email address in the **E-mail address** box.
  - d. Select your language in the **Preferred language** box.
  - e. Select or clear the **Yes, I want to receive communication...** check box to specify whether or not you want to receive notifications about software updates, product enhancements, and price discount opportunities.
  - f. Click **Register Drive**.

## Restoring the WD SmartWare Software and Disk Image

In addition to deleting all of the data, erasing or reformatting the drive also removes the WD SmartWare software and all of the support files, utilities, online help and user manual files.

If you ever need to remove and reinstall the WD SmartWare software on your computer, or move the drive to another computer and install the software there, you will need to restore the WD SmartWare software and disk image on the drive. To do this, after you have erased or reformatted the drive, go to <http://support.wd.com> and see Knowledge Base answer ID 7.

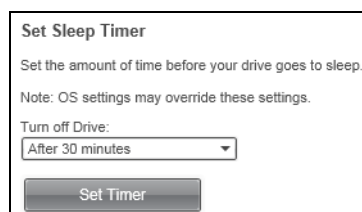
## Setting the Drive Sleep Timer

The drive sleep timer turns off the power to your supported WD drive after a certain period of inactivity to conserve power and minimize long-term wear on the drive.

1. On the Home screen, if you have more than one backup target device connected to your computer, select the icon for the one that you want to set.
2. Click the **Settings** tab and **Set Up Drive** to display the Drive Settings screen (see Figure 4 on page 18).

**Note:** If you see the Software Settings screen instead of the WD SmartWare Settings tab display with the **Set Up Drive** button, then you must use the WD Drive Utilities software to set the sleep timer for the selected device.

3. On the Drive Settings screen, click **Sleep Timer** to display the **Set Sleep Timer** dialog:



The image shows a dialog box titled "Set Sleep Timer". Inside the dialog, there is a line of text: "Set the amount of time before your drive goes to sleep." Below this is a note: "Note: OS settings may override these settings." Under the note, there is a label "Turn off Drive:" followed by a dropdown menu. The dropdown menu currently shows "After 30 minutes". At the bottom of the dialog is a button labeled "Set Timer".

4. On the Set Sleep Timer dialog:
  - a. In the **Turn off Drive** box, select the inactivity time interval at which you want to turn off the drive.
  - b. Click **Set Timer**.

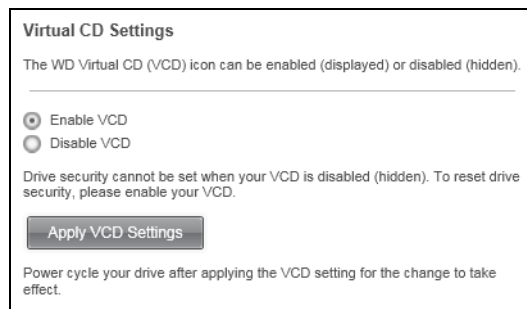


## Showing or Hiding the Virtual CD Icon

The hardware configuration of some My Book and My Passport drives provided the WD SmartWare software on the virtual CD. Each of these drives adds its own virtual CD icon to your computer's file management utility listings. Use the Virtual CD Settings dialog to enable (show) or disable (hide) the virtual CD icon for these drives.

**Note:** Hiding the virtual CD icon also disables password protection for the drive. If you disable (hide) the VCD icon, you will not be able to create a password to protect the drive. Or, if you have already created a password, you will not be able to disable (hide) the VCD icon until you remove password protection (see "Turning Off the Drive Lock Feature" on page 40).

1. On the Home screen, if you have more than one backup target device connected to your computer, select the icon for the one with the VCD icon that you want to show or hide.
2. Click the **Settings** tab and **Set Up Drive** to display the Drive Settings screen (see Figure 4 on page 18).
3. On the Drive Settings screen, click **Virtual CD** to display the Virtual CD Settings dialog:

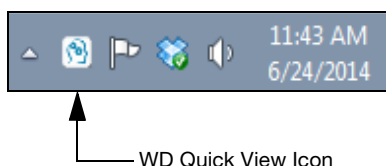


4. Select the option that you want:
  - **Enable VCD** to show the virtual CD icon
  - **Disable VCD** to hide the virtual CD icon
5. Click **Apply VCD Settings** to implement your selection.
6. For your change to take effect, you must power cycle the drive:
  - For a My Passport drive:
    - a. Disconnect the USB cable from the drive.
    - b. Wait ten seconds.
    - c. Reconnect the USB cable to the drive.
  - For a My Book drive:
    - a. Disconnect the USB cable from the drive.
    - b. Either disconnect the AC power adapter cable or press the drive power button to off.
    - c. Wait ten seconds.

- d. Either reconnect the AC power adapter cable or press the drive power button to on.
  - e. Reconnect the USB cable to the drive.
7. Check your computer's file management utility listings to confirm the change.

## Using the WD Quick View Icon

After you have installed the WD SmartWare software, the WD Quick View icon displays in the system tray portion of the Windows taskbar:



You can use the icon to:

- Check the status of supported WD drives
- Monitor icon alerts
- Open the WD SmartWare software
- Safely disconnect supported WD drives

The following sections describe how to use the icon and other ways to do these things.

## Checking Drive Status

For supported WD drives, you can see the drive capacity used and drive temperature status, and find out if the drive is locked by hovering the pointer over the WD Quick View icon in the taskbar:



## Monitoring Icon Alerts

The WD Quick View icon in the taskbar flashes to indicate the status of supported WD devices:

IF the WD Quick View icon flashes . . .	THEN the device might be . . .
Green and white,	Locked or in a format that the WD SmartWare software does not understand (non-Windows format in a Windows environment).
Red and white,	Overheated.  Power down the device and let it cool for 60 minutes. Power it back up, and if the problem persists, contact WD Support.

(Continued)

IF the WD Quick View icon flashes . . .	THEN the device might be . . .
White,	A RAID-enabled dual-drive device with a degraded RAID configuration.
Red,	A RAID-enabled dual-drive device that is either: <ul style="list-style-type: none"> <li>Overheated. Power down the device and let it cool for 60 minutes. Power it back on, and if the problem persists, contact WD Support.</li> <li>In some other RAID error condition.</li> </ul>

## Opening the WD SmartWare Software

You can start the WD SmartWare software by:

- Left- or right-clicking the WD Quick View icon in the taskbar and selecting **WD SmartWare**:



- Clicking:

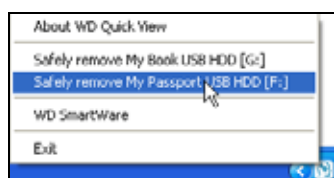
**Start > All Programs > Western Digital > WD SmartWare > WD SmartWare**

## Safely Disconnecting the Drive

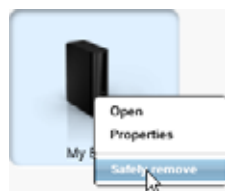
**CAUTION!** To prevent data loss, close all active windows and applications before shutting down or disconnecting the drive.

You can safely disconnect supported WD drives by either:

- Right-clicking the WD Quick View icon in the taskbar, and then clicking the **Safely remove** option for the drive:



- Right-clicking the drive icon on the Home screen and then clicking the **Safely remove** option:



- Pressing the power button on the back of your My Book drive

Wait for the power/activity LED stop flashing before disconnecting the drive from the computer.

## 8

## Managing and Customizing the Software

This chapter includes the following topics:

- [Checking for Software Updates](#)
- [Configuring Your Dropbox Account](#)
- [Specifying a Different Retrieve Folder](#)
- [Uninstalling the WD SmartWare Software](#)

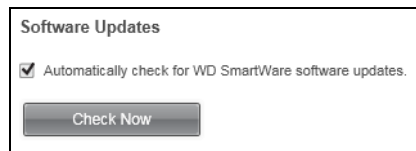
### Checking for Software Updates

When enabled, the Software Updates option automatically checks for software updates. This ensures that you are always using the most-recent software version.

1. Click the **Settings** tab and **Set Up Software** to display the Software Settings screen (see Figure 4 on page 18).

**Note:** If the backup target device selected on the Home screen is a non-WD device, or a WD drive that supports the WD Security and WD Drive Utilities software, clicking the **Settings** tab displays the Software Settings screen.

2. On the Software Settings screen, click **Software Updates** to display the Software Updates dialog:

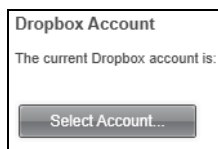


3. On the Software Updates dialog, select or clear the **Automatically check for WD SmartWare software updates** check box to enable or disable the Software Updates option.
4. Click **Check Now** if you want to check for software updates now.

### Configuring Your Dropbox Account

Before you can use Dropbox as a backup source or target device, you must upgrade to the WD SmartWare Pro software and configure your Dropbox account for access by the software. (See “Upgrading to the WD SmartWare Pro Software” on page 32.) Then use the account dialog to change or reconfigure the account.

1. Click the Settings tab and **Set Up Software** to display the Software Settings screen (see Figure 4 on page 18).
2. On the Software Settings screen, click **Dropbox Account** to display the Dropbox Account dialog:



3. Click **Select Account** to display the Dropbox Login Required dialog:



4. On the Dropbox Login Required dialog:
  - a. Click **Sign In**.  
The WD SmartWare Pro software uses your Web browser to access the Dropbox website and initiates a connection request on your behalf.
  - b. On the Dropbox website, if you have not configured your account to remember your login credentials, type your email address and password and click **Sign in** to see the connection request from the WD SmartWare Pro software.
  - c. Click **Allow** to accept the connection request.  
The **Success!** indication signifies that the WD SmartWare Pro software has been granted access to your Dropbox account.
  - d. Click **Finish** to finalize the connection, close the Dropbox Login Required dialog, and update the current Dropbox account display.

**Note:** The procedure is the same if you later want to change to a different Dropbox account. In that case, the WD SmartWare Pro software displays a Switch to a Different Dropbox Account dialog advising you that changing your Dropbox account invalidates any backups you have configured using the current account as a backup source or target device.

## Specifying a Different Retrieve Folder

When you start a retrieve, you can choose whether you want to store the retrieved files in either:

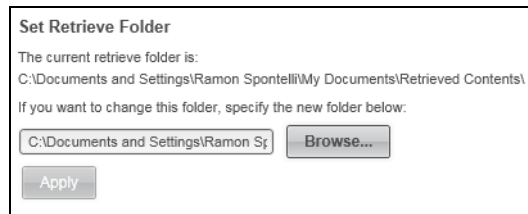
- Their original locations on the backup source device
- A **Retrieved Content** folder

By default, the WD SmartWare software creates and uses a **Retrieved Contents** subfolder in your **My Documents** folder.

1. Either create a new folder or determine which existing folder you want to use.
2. Click the **Settings** tab and **Set Up Software** to display the Software Settings screen (see Figure 4 on page 18).

**Note:** If the backup target device selected on the Home screen is a non-WD device, or a WD drive that supports the WD Security and WD Drive Utilities software, clicking the **Settings** tab displays the Software Settings screen.

3. On the Software Settings screen, click **Retrieve Folder** to display the Set Retrieve Folder dialog:

The dialog box is titled "Set Retrieve Folder". It contains the text "The current retrieve folder is:" followed by the path "C:\Documents and Settings\Ramon Spontelli\My Documents\Retrieved Contents\". Below this, it says "If you want to change this folder, specify the new folder below:". There is a text input field containing "C:\Documents and Settings\Ramon Sp" and a "Browse..." button to its right. At the bottom left is an "Apply" button.

4. On the Set Retrieve Folder dialog:
  - a. Click **Browse** and use the browse function to identify the new retrieve folder.
  - b. Click **Apply**.

## Specifying the Number of Backup Versions

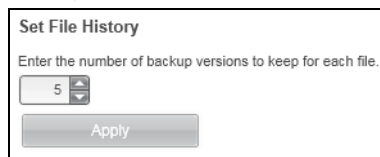
The WD SmartWare software can keep up to 25 older versions of each file. If you overwrite or delete a file by mistake, or want to see the file a couple of versions ago, the WD SmartWare software has a copy for you. You always have the most-recent specified number of versions of each file available for retrieves, and you can choose to keep from 1 to 25 versions.

Keeping more versions:

- Improves your ability to retrieve files from a longer back-in-time period
  - Consumes more disk space
1. Click the **Settings** tab and **Set Up Software** to display the Software Settings screen (see Figure 4 on page 18).

**Note:** If the backup target device selected on the Home screen is a non-WD device, or a WD drive that supports the WD Security and WD Drive Utilities software, clicking the **Settings** tab displays the Software Settings screen.

2. On the Software Settings screen, click **File History** to display the Set File History dialog:

The dialog box is titled "Set File History". It contains the text "Enter the number of backup versions to keep for each file.". Below this is a spin box with the number "5" selected. At the bottom is an "Apply" button.

3. On the Set File History dialog:
  - a. Use the selection box to specify the number of backup versions that you want to keep for each file, from 1 to 25.
  - b. Click **Apply**.

## Uninstalling the WD SmartWare Software

**Important:** Uninstalling the WD SmartWare software deletes all existing backup job configurations. You must restart the backup job manually after reinstalling the software. (See “Backing Up Files” on page 42.)

If you installed the WD SmartWare software using a setup file that was on the device or the setup CD, disregard this procedure and follow the software uninstallation procedure in the device user manual.

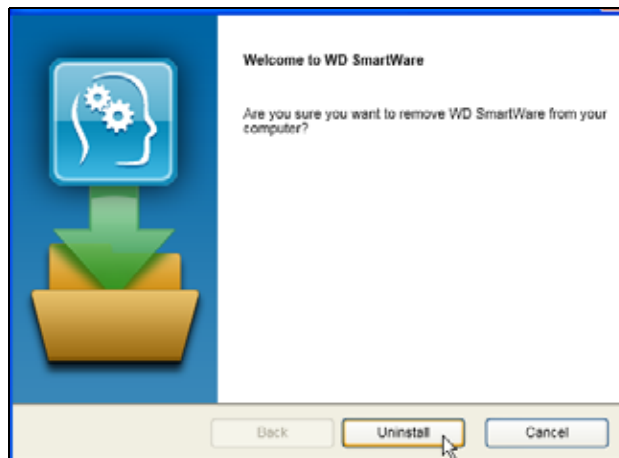
Use your operating system’s Add or Remove Programs function and the WD Smartware setup/installer wizard to uninstall the WD SmartWare software.

### On Windows Vista or Windows 7 Computers:

1. Click **Start > Control Panel**.
2. Double-click **Programs and Features**.
3. Click **WD SmartWare Installer** or the WD SmartWare Installer icon and click **Uninstall/Change** at the top of the screen.

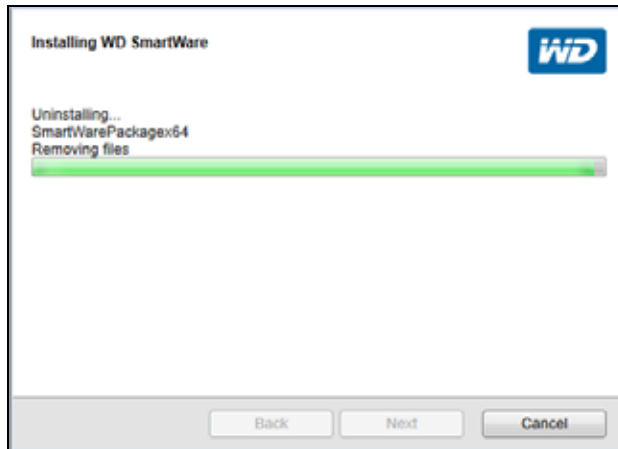
**Note:** DO NOT select **WD SmartWare** on the Windows Programs and Features dialog. You must use the WD SmartWare installer/setup wizard to uninstall the software if you used to install the software.

4. Click **Uninstall** on the WD SmartWare installer/setup wizard:

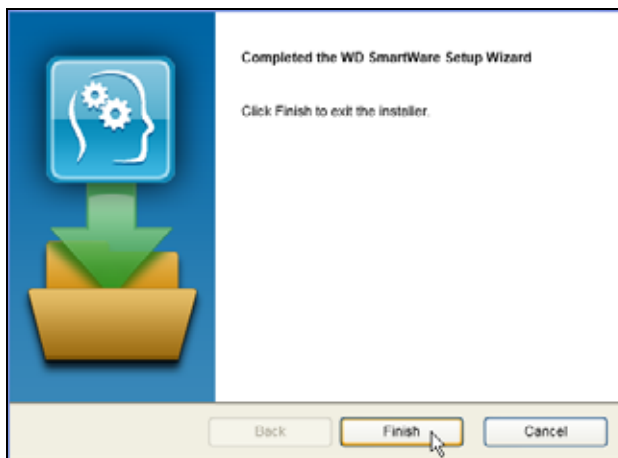




5. Wait for the uninstallation to complete:



6. Click **Finish** to close WD SmartWare installer/setup wizard:



### On Windows 8 Computers:

1. Right-click **the WD SmartWare Installer tile** on the Metro Start screen.  
*Note:* DO NOT select **WD SmartWare** on the Metro Start screen. You must use the WD SmartWare installer/setup wizard to uninstall the software if you used to install the software.
2. **Select Uninstall in the Windows taskbar.**
3. Repeat steps 4 through 6 of "On Windows Vista or Windows 7 Computers:" on page 68

## A

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