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.wdc.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.wdc.com.

Accessing Online Support

Visit our product support website at http://support.wdc.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.

<table>
<thead>
<tr>
<th>North America</th>
<th>Europe (toll free)*</th>
<th>Asia Pacific</th>
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<tr>
<td></td>
<td>0021 800 83247788</td>
<td>1800 88 1908 / +800 6008 6008 (Telekom Malaysia)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>New Zealand</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0508 555 639 / +800 2275 4932</td>
</tr>
<tr>
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<td>Philippines</td>
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<tr>
<td></td>
<td></td>
<td>1 800 1441 0159</td>
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<td>001 800 441 0570</td>
</tr>
</tbody>
</table>

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

WD Service and Support .......................................................... ii
  Accessing Online Support ................................................... ii
  Contacting WD Technical Support ........................................ ii

1 About Your WD Drive .......................................................... 1
   Features ............................................................................. 1
   Kit Contents ........................................................................ 2
   Optional Accessories ........................................................ 2
   Operating System Compatibility ........................................... 3
   Disk Drive Format ............................................................... 3
   Physical Description ........................................................... 3
     Power/Activity LED ........................................................... 4
     USB 3.0 Interface ............................................................. 4
   Registering Your Drive ....................................................... 4
   Handling Precautions ......................................................... 4

2 Connecting the Drive and Getting Started .............................. 5
   Connecting the Drive .......................................................... 5
   Getting Started with the WD Software ................................... 6

3 WD SmartWare Software Functional Overview ....................... 15
   Home Tab Display .............................................................. 16
   Backup Tab Displays .......................................................... 23
   Retrieve Tab Displays .......................................................... 25
   Settings Tab Display ........................................................... 28
   Help Tab Display ............................................................... 29

4 Backing Up Files ................................................................... 31
   How the Backup Function Works .......................................... 31
   Backing Up Files .................................................................. 31

5 Retrieving Files ...................................................................... 39
   How the Retrieve Function Works ......................................... 39
   Retrieving Files .................................................................... 39

6 Locking and Unlocking the Drive ............................................. 44
   Password Protecting the Drive ............................................. 44
   Unlocking the Drive ............................................................ 45
     Unlocking the Drive with the WD Security or WD Drive Utilities Software ............................................. 46
     Unlocking the Drive with the WD SmartWare Software ................................................................. 47
     Unlocking the Drive with the WD Drive Unlock Utility ................................................................. 48
### 7 Managing and Customizing the Drive
- Using the WD Quick View Icon.................................................. 51
  - Opening the WD SmartWare Software........................................ 51
  - Checking Drive Status........................................................... 51
  - Safely Disconnecting the Drive............................................... 52
  - Monitoring Icon Alerts.......................................................... 52
- Setting the Drive Sleep Timer................................................... 53
- Registering the Drive............................................................... 53
- Checking Drive Health............................................................. 54
- Erasing the Drive........................................................................... 56
  - Using the Drive Erase Function............................................... 56
  - Using the WD Drive Unlock Utility.......................................... 57
- Restoring the WD Software and Disk Image................................. 59

### 8 Managing and Customizing the Software
- Specifying the Number of Backup Versions.................................. 60
- Specifying a Different Retrieved Content Folder............................ 60
- Checking for Software Updates................................................... 61
- Configuring a Remote Dropbox Account........................................ 61
- Uninstalling the WD Software.................................................... 63
  - Uninstalling on Windows XP.................................................... 63
  - Uninstalling on Windows Vista, Windows 7 or Windows 8............. 63

### 9 Using the Drive with a Mac
- Reformatting the Drive............................................................. 64
- Restoring the WD Software and Disk Image.................................... 64

### 10 Troubleshooting
- Installing, Partitioning, and Formatting the Drive............................ 65
- Frequently Asked Questions....................................................... 65

### A Installing the SES Driver
- Installing on Windows XP Computers........................................... 67
  - Installing the Driver Automatically........................................ 67
  - Installing the Driver Manually............................................... 69
- Installing on Windows Vista Computers......................................... 71
  - Installing the Driver Automatically........................................ 71
  - Installing the Driver Manually............................................... 72
- Installing on Windows 7 and Windows 8 Computers......................... 74
B Compliance and Warranty Information ........................................... 76

- Regulatory Compliance ............................................................... 76
- FCC Class B Information ............................................................. 76
- ICES-003/NMB-003 Statement ....................................................... 76
- Safety Compliance ........................................................................ 76
- CE Compliance For Europe ......................................................... 77
- KC Notice (Republic of Korea only) .............................................. 77

Environmental Compliance (China). ............................................. 77

Warranty Information ...................................................................... 77

- Obtaining Service .......................................................................... 77
- Limited Warranty .......................................................................... 78

GNU General Public License (“GPL”) ................................................ 78

Index .............................................................................................. 79
About Your WD Drive

Welcome to your My Passport® Ultra™ portable hard drive. This drive offers high capacity in a sleek portable device. It features ultra-fast USB 3.0 connectivity, local and cloud backup, and password protection with hardware encryption to help protect your files from unauthorized use.

This introductory chapter includes the following topics:
- Features
- Kit Contents
- Optional Accessories
- Operating System Compatibility
- Disk Drive Format
- Physical Description
- Registering Your Drive
- Handling Precautions

Features

With a compact design, high capacity, and your choice of local or cloud backup, My Passport Ultra fits perfectly into the busy life of anyone with an on-the-go digital life.

**Ultra-fast transfer rates**—When connected to a USB 3.0 port, My Passport Ultra lets you access and save files with blazing speed. Reduce transfer time by up to three times when compared to USB 2.0 transfer time.*

*Performance may vary based on your hardware and system configuration.

**Automatic, continuous backup software**—The WD SmartWare™ Pro automatic backup software works quietly in the background to help protect your data using minimal PC resources. Select automatic, continuous backup to instantly back up your files. Or select the scheduled backup option to back up your files on your schedule and take control of your backup.

**Local and cloud backup**—The WD SmartWare Pro software lets you choose where you back up your files. Back up files to your My Passport Ultra drive or back up files to the cloud using Dropbox.*

*A Dropbox account is required for cloud backup. Cloud services can be changed, terminated, or interrupted at any time and can vary by country.

**Works great with Windows® 8**—The WD Windows 8 app makes it easy to discover the digital media stored on your My Passport Ultra drive with your Windows 8 computer. Your content is automatically displayed and organized so you can easily locate and enjoy your photos, videos, and music.

**Ultra-sleek design with high capacity**—At just 12.8 mm, this ultra-sleek drive is thin and fast with plenty of capacity for your important digital content.

**USB 3.0 and USB 2.0 compatibility**—With this single drive you get compatibility with the latest USB 3.0 devices and backward compatibility with USB 2.0 devices as well.
**WD Security™ software**—Set password protection and hardware encryption for your drive to help protect your files from unauthorized use or access.

**WD Drive Utilities™ software**—Register your drive, set the drive sleep timer, run diagnostics, and more using the WD Drive Utilities software.

**Durable enclosure protects the drive inside**—We know your data is important to you. So we build the drive inside to our demanding requirements for durability, shock tolerance, and long-term reliability. Then, we protect the drive with a durable enclosure designed for beauty.

**USB-powered**—Powered directly from the USB port on your PC. No separate power supply is needed.

**Important:** For the latest WD product information and news, visit our website at [http://www.westerndigital.com](http://www.westerndigital.com). For the latest software, firmware, and product documentation and information, go to [http://support.wdc.com/downloads](http://support.wdc.com/downloads).

**Kit Contents**

As shown in Figure 1, your My Passport Ultra drive kit includes the following:

- My Passport Ultra portable hard drive, with the WD Drive Utilities, WD Security, and WD SmartWare software plus the WD Smartware Pro software upgrade
- USB 3.0 cable
- Quick Install Guide

**Optional Accessories**

For information about optional accessories for WD products, visit:

<table>
<thead>
<tr>
<th>Region</th>
<th>Link</th>
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</thead>
<tbody>
<tr>
<td>Canada</td>
<td><a href="http://www.shopwd.ca">http://www.shopwd.ca</a> or <a href="http://www.wdstore.ca">http://www.wdstore.ca</a></td>
</tr>
<tr>
<td>Europe</td>
<td><a href="http://www.shopwd.eu">http://www.shopwd.eu</a> or <a href="http://www.wdstore.eu">http://www.wdstore.eu</a></td>
</tr>
<tr>
<td>All others</td>
<td>Contact WD Technical Support in your region. For a list of Technical Support contacts, visit <a href="http://support.wdc.com">http://support.wdc.com</a> and see Knowledge Base answer ID 1048.</td>
</tr>
</tbody>
</table>

**Figure 1.** My Passport Ultra Drive Kit Components
Operating System Compatibility

Your My Passport Ultra drive and the WD Drive Utilities and WD Security software are compatible with the following operating systems:

**Windows®**
- Windows XP
- Windows Vista®
- Windows 7
- Windows 8

**Mac OS X**
- Leopard
- Snow Leopard
- Lion
- Mountain Lion

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

**Windows**
- Windows XP
- Windows Vista
- Windows 7
- Windows 8

Compatibility can vary, depending on hardware configuration and operating system.

For highest performance and reliability, always install the latest updates and service pack (SP). For Windows computers, go to the Start menu and select Windows Update. For Mac computers, go to the Apple menu and select Software Update.

Disk Drive Format

Your My Passport Ultra drive is formatted as a single NTFS partition for compatibility with all updated Windows operating systems. If you want to use the drive with a Mac computer, see “Reformatting the Drive” on page 64 and “Troubleshooting” on page 65.

Physical Description

As shown in Figure 2, the My Passport Ultra drive has:
- A power/activity LED indicator
- A USB 3.0 interface port

![USB 3.0 Interface Port](image)

![Power/Activity LED](image)

Figure 2. My Passport Ultra Drive
**Power/Activity LED**

The power/activity LED shows the drive’s power state as follows:

<table>
<thead>
<tr>
<th>LED Appearance</th>
<th>Power State/Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>On steady</td>
<td>Idle</td>
</tr>
<tr>
<td>Fast flashing, approximately 3 times per second</td>
<td>Activity</td>
</tr>
<tr>
<td>Slow flashing, approximately every 2.5 seconds</td>
<td>System standby</td>
</tr>
</tbody>
</table>

**USB 3.0 Interface**

USB 3.0 supports data transfer rates up to 5 Gb/s. USB 3.0 is backward compatible with USB 2.0. Connection to a USB 2.0 port transfers data at the port speed—up to 480 Mb/s.

**Registering Your Drive**

Always register your My Passport Ultra drive to get the latest updates and special offers. You can easily register your drive using the WD Drive Utilities software, as described in “Registering the Drive” on page 53. Another way is to register online at [http://register.wdc.com](http://register.wdc.com).

**Handling Precautions**

WD products are precision instruments and must be handled with care during unpacking and installation. Rough handling, shock, or vibration can damage drives. Always observe the following precautions when unpacking and installing your external storage product:

- Do not drop or jolt the drive.
- Do not move the drive during activity.
Connecting the Drive and Getting Started

This chapter provides instructions for connecting the drive and installing the WD Drive Utilities, WD Security, and WD SmartWare software on your computer. It includes the following topics:

- Connecting the Drive
- Getting Started with the WD Software

Connecting the Drive

1. Turn on your computer.
2. Connect the drive to your computer as shown in Figure 3.
3. Verify that the drive appears in your computer’s file management utility listing.
4. If a Found New Hardware screen appears, click Cancel to close it. The WD software installs the proper driver for your drive.

Your My Passport drive is now ready to use as an external storage device. You can enhance its capabilities by installing the WD software that is on the drive:

- WD Drive Utilities
- WD Security
- WD SmartWare

Figure 3. Connecting the My Passport Drive
Getting Started with the WD Software

1. Double-click the WD Apps Setup file that appears in the listing for the drive in your computer's file management utility to display the WD Apps Setup Wizard:

2. Click Next to display the End User License Agreement.

3. Read the license agreement and select the I accept the terms... check box to accept the agreement and activate the Next button.

4. Click Next to display the Custom Setup dialog:

5. On the Custom Setup dialog:
   a. Select an application name to see a brief description of the application:
      - WD Drive Utilities
      - WD Security
      - WD SmartWare
   b. Clear the check box for any application that you do not want to install.
   c. Clear the check box for any installation option that you do not want to implement:
      - Create Desktop Shortcut
      - Launch Application
   d. Click Next to install the selected applications and options.
6. Wait for the installation to complete:

7. When the installation completes, click **Finish** to exit the WD Apps Setup Wizard:

8. Depending on your selections:
   - Installing the WD Drive Utilities software with the Launch Application option displays the WD Drive Utilities screen (see Figure 4 on page 8 and “Managing and Customizing the Drive” on page 51).
   - Installing the WD Security software with the Launch Application option displays the WD Security screen (see Figure 5 on page 8 and “Locking and Unlocking the Drive” on page 44).
   - Installing the WD SmartWare software displays the Upgrade to WD SmartWare Pro screen for activating your free software upgrade (see Figure 6 on page 9 and proceed to step 9).
Figure 4. WD Drive Utilities Screen

Figure 5. WD Security Screen
9. The WD SmartWare Pro software upgrade extends the backup function to non-WD drives, unsupported WD drives, and a remote Dropbox folder. Activating your free upgrade installs the WD SmartWare Pro software on this computer and provides email delivery of an activation code that you can use to install it on two other computers.
   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 Email Address box.
   d. Click Activate to complete the upgrade and display the Activation Result message:
e. Click **OK** to display the Select Backup Devices screen:

![Select Backup Devices screen](image)

**Note:** At this point, the WD SmartWare Pro software is installed. If you want to skip the setup procedure for your initial backup for now, click the X close window icon in the upper-right corner of the Select Backup Devices screen. Otherwise proceed to step 10.

**10.** In the Backup Source area of the Select Backup Devices 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 a remote Dropbox folder:

- 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:

![Computer icon](image)

- Selecting the Dropbox option displays the Dropbox Login Required dialog for configuring your Dropbox account for access by the WD SmartWare Pro software:

![Dropbox Login Required](image)

You must configure your Dropbox account for access by the WD SmartWare Pro software before you can use it as a backup source device. See step 4 of “Configuring a Remote Dropbox Account” on page 62.
After configuring your Dropbox account for access by the WD SmartWare Pro software, the Dropbox icon signifies that the backup source device will be your remote Dropbox folder:

b. If the selected backup source has more than one internal hard drive or drive partition, or external hard drives, use the backup source device selector to select the one that you want to back up:

11. In the Backup Target area of the Select Backup Devices 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 you select Dropbox as your backup target device, use the Dropbox Login Required dialog for configuring your Dropbox account for access by the WD SmartWare Pro software:

You must configure your Dropbox account for access by the WD SmartWare Pro software before you can use it as a backup target device. See step 4 of “Configuring a Remote Dropbox Account” on page 62.

d. 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:
12. Click **Next** on the Select Backup Devices screen to display the Select Backup Plan screen:

![Select Backup Plan Screen](image)

13. On the Select Backup Plan screen:
   a. 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 backup source device.
      - **File Backup**—Backs up files or folders that you select from a folder view of the backup source device.
   b. Click **Next** to display the initial Select Backup Frequency screen:

![Select Backup Frequency Screen](image)
14. On the initial Select Backup Frequency screen:
   a. Select the option for when you want to scan the backup source device and automatically back up any existing file that is changed or new file that is added:
      - **Continuous Backup**—Runs all the time
      - **Scheduled Backup**—Runs only on specified days at specified times
   b. 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:

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<th>Performs a backup . . .</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hourly</strong></td>
<td>Every hour, on the hour.</td>
</tr>
<tr>
<td><strong>Daily</strong></td>
<td>On the selected days of the week, at the selected time:</td>
</tr>
<tr>
<td></td>
<td>a. Select or clear the <strong>Days</strong> check boxes to specify the days of the week that you want to run your backup.</td>
</tr>
<tr>
<td></td>
<td>b. Use the <strong>at</strong> selection box to specify the time of day that you want to run your backup.</td>
</tr>
<tr>
<td><strong>Monthly</strong></td>
<td>On the selected day of the month, at the selected time:</td>
</tr>
<tr>
<td></td>
<td>a. Use the <strong>Every</strong> selection box to specify which occurrence of the day that you want to run your backup—First, Second, Third, Fourth, or Last.</td>
</tr>
<tr>
<td></td>
<td>b. Use the <strong>Day</strong> selection box to specify the day of the week that you want to run your backup.</td>
</tr>
<tr>
<td></td>
<td>c. Use the <strong>at</strong> selection box to specify time of day that you want to run your backup.</td>
</tr>
</tbody>
</table>
   c. Click **Next** to display the initial Backup screen. The initial Backup screen display depends on the type of backup you selected at step 13 on page 12. (See Figure 7 on page 14.)

15. On the initial Backup screen you can either:
   - Run your first backup—See “Backing Up Files” on page 31 before clicking **Enable Backup**.
   - Click **Skip Backup** to skip the backup.

16. Click **OK** to close the Installation and Setup is complete dialog:
Note: The initial Backup screens only appear one time—when you install the WD SmartWare software on your computer. After that, launching the software displays the Home screen so you can choose what you want to do.
WD SmartWare Software Functional Overview

This chapter provides a brief functional overview of the WD SmartWare software. It includes the following topics:

- Home Tab Display
- Backup Tab Displays
- Retrieve Tab Displays
- Settings Tab Display
- Help Tab Display

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

<table>
<thead>
<tr>
<th>The... tab display</th>
<th>Provides...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
<td>Device icons and content gauges showing the total capacity and category structure of the selected backup source device and each available backup target device. 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. See “Home Tab Display” on page 16.</td>
</tr>
<tr>
<td>Backup</td>
<td>One of two backup dialogs, depending on the backup mode that you select: • The by-category dialog provides content gauges showing the total capacity and category structure of the selected backup source and backup target devices. • 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. See “Backup Tab Displays” on page 23.</td>
</tr>
<tr>
<td>Retrieve</td>
<td>Three full-screen dialogs for selecting the: • Backed up volume that you want to retrieve files from • Destination where you want to copy the retrieved files • Files that you want to retrieve See “Retrieve Tab Displays” on page 25.</td>
</tr>
</tbody>
</table>

(Continued)
<table>
<thead>
<tr>
<th>The... tab display</th>
<th>Provides...</th>
</tr>
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<tbody>
<tr>
<td>Settings</td>
<td>Buttons for opening dialogs to:</td>
</tr>
<tr>
<td></td>
<td>• Specify the number of backup versions that you want to keep for each file</td>
</tr>
<tr>
<td></td>
<td>• Specify a different destination folder for retrieved files</td>
</tr>
<tr>
<td></td>
<td>• Automatically check for WD SmartWare software updates</td>
</tr>
<tr>
<td></td>
<td>• Configure a remote Dropbox folder for access by the WD SmartWare Pro software</td>
</tr>
<tr>
<td></td>
<td>See “Settings Tab Display” on page 28.</td>
</tr>
<tr>
<td>Help</td>
<td>Instant access to:</td>
</tr>
<tr>
<td></td>
<td>• Detailed information about backing up and retrieving files and making your software setup selections</td>
</tr>
<tr>
<td></td>
<td>• WD Customer Support and software update services</td>
</tr>
<tr>
<td></td>
<td>See “Help Tab Display” on page 29.</td>
</tr>
</tbody>
</table>

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

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

![Info icon](image)

To close the info/online help screen after reading the online help, click the X icon in the upper-right corner of the help 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 or retrieve files from

See Figure 8 on page 17 and Table 1 on page 18 for a brief functional description of the Home tab display.
Figure 8. Home Tab Display
Table 1. Home Tab Functional Description

<table>
<thead>
<tr>
<th>Display Component</th>
<th>Description</th>
</tr>
</thead>
</table>
| Activation code required icon | Not shown in Figure 8 on page 17:  

![Key Icon](image)

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. |
| Backup source Dropbox icon | Not shown in Figure 8 on page 17:  

![Dropbox Icon](image)

Signifies that you have selected the Dropbox option for backup operations.  
Right-clicking the icon and selecting **Select Account** displays the Dropbox login required dialog for configuring your Dropbox account for access by the WD SmartWare Pro software: |
| Backup source computer icon | Signifies that you have selected the computer option for backup operations and provides the name of the selected drive or drive partition.  
Right-clicking the icon displays a menu with the following options:  

![Computer Icon](image)

- **Open** — To displays the computer’s file management utility listing.  
- **Properties** — To displays the Windows System Properties dialog for the selected drive or drive partition. |
Backup source content gauge

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:

<table>
<thead>
<tr>
<th>This file category</th>
<th>Includes files with these extensions</th>
</tr>
</thead>
<tbody>
<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>
</tbody>
</table>

For a complete list of all included file extensions, search for answer ID 3644 in the WD Knowledge Base at [http://support.wdc.com](http://support.wdc.com).

Note that:

- The System category, shown against a dark gray background, includes all of your operating system files that are not available for a category-type backup, including: system files, program files, applications, working files like .tmp and .log files, and any files that are stored in a Temp folder.

  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 were not included in your file backup.

- 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.

- The Additional Files category on the content gauge for your backup target device shows the system files and hidden files that your operating system put there when you installed the device.

- 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.

- Hovering the pointer over a category displays the number of files in the category.

(Continued)
Table 1. Home Tab Functional Description (Continued)

<table>
<thead>
<tr>
<th>Display Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Backup source device selector</td>
<td>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.</td>
</tr>
<tr>
<td>Backup source selector</td>
<td>Provides options for selecting the type of source device you want to back up:</td>
</tr>
<tr>
<td></td>
<td>• 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.</td>
</tr>
<tr>
<td></td>
<td>• Selecting the Dropbox option displays the Dropbox icon and hides the device selector.</td>
</tr>
<tr>
<td>Backup target content gauge</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>After running a backup or copying files to the device, the backup target content gauge shows:</td>
</tr>
<tr>
<td></td>
<td>• 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 19)</td>
</tr>
<tr>
<td></td>
<td>• Any other files that you have copied or saved to the device in the Additional Files category</td>
</tr>
<tr>
<td>Backup target device icon</td>
<td>Provides the name of the backup target device connected to your computer.</td>
</tr>
<tr>
<td></td>
<td>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:</td>
</tr>
<tr>
<td></td>
<td><img src="image" alt="Selected My Passport Drive" /></td>
</tr>
</tbody>
</table>
Right-clicking a direct-attached drive icon displays a menu with the following options:

- **Open**—Displays the device listing in your computer’s file management utility
- **Properties**—Displays the Windows Drive Properties dialog
- **Safely remove**—Prepares your system to disconnect the drive

*Note:* The **Safely remove** option is not available for non-WD drives.

Right-clicking a network-attached device icon displays a menu with the following options:

- **Open**—To display the device listing in your computer’s file management utility
- **Dashboard**—To display the Web interface for configuring the device
- **Map**—To display the Windows Map Network Drive dialog
- **Create Shortcut**—To add a shortcut to the device to your desktop display
- **Alerts**—To display the WD SmartWare WD Alerts reports
- **Properties**—To display the Device Details and Troubleshooting information for the device
- **Shut Down**—To ready and shut down the device (not available for My Net N600, N750, N900, and N900 Central routers)

Right-clicking the Dropbox folder icon displays a link to the Dropbox Login Required dialog for configuring your Dropbox account for access by the WD SmartWare Pro software.

---

**Table 1. Home Tab Functional Description (Continued)**

<table>
<thead>
<tr>
<th>Display Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Backup target device icon (continued)</td>
<td>Right-clicking a direct-attached drive icon displays a menu with the following options:</td>
</tr>
</tbody>
</table>

---

(Continued)
<table>
<thead>
<tr>
<th>Display Component</th>
<th>Description</th>
</tr>
</thead>
</table>
| Backup target device selector | Not shown in Figure 8 on page 17:  

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. |
| Device display scroll pointers | Not shown in Figure 8 on page 17:  

One installation of the WD SmartWare software supports as many external devices as you 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. |
| Device locked icon | Not shown in Figure 8 on page 17:  

Signifies that the device is password protected and locked. |
| Free trial countdown icon | Not shown in Figure 8 on page 17:  

Signifies that non-WD devices, unsupported devices, and a remote Dropbox folder are being accessed by a 30-day free trial of the WD SmartWare Pro software upgrade. |
| Login required icon | Not shown in Figure 8 on page 17:  

Signifies that a valid login user name and password are required to access secured network-attached storage devices. |
| No writable partition icon | Not shown in Figure 8 on page 17:  

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. |
Backup Tab Displays

The WD SmartWare software provides one of 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 your computer’s internal hard drive

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

See Figure 9 and Table 2 on page 24 for a brief functional description of the Backup tab displays.

Figure 9. Backup Tab Displays
Table 2. Backup Tab Functional Description

<table>
<thead>
<tr>
<th>Display Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced backup area</td>
<td>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.</td>
</tr>
</tbody>
</table>

Clicking **Advanced View** displays a backup files selection box that you can use to specify the categories of files that you want to back up:

![Advanced View](image)

Clicking **Apply Changes** in the backup files selection box creates a custom backup plan and updates the content gauges.

Clicking **Switch to File Backup** displays a folder structure view that you can use to specify individual files or folders that you want to back up:

![Folder Structure](image)

**Note:** The folder structure view displaces the backup source device content gauge on the Backup tab display.

In file mode, the initial/default configuration of the WD SmartWare software is with none of the files/folders selected for backup. After selecting the files or folders that you want to back up, clicking:

- **Apply Changes** creates a custom backup plan using your recent selections
- **Revert** clears your recent selections and redisplay the prior applied configuration
Retrieve Tab Displays

Three WD SmartWare software Retrieve tab displays guide you through the tasks for finding backup files and copying them to the selected backup source device:

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

See Figure 10 and Table 3 on page 26 for a brief functional description of the Retrieve tab displays.
WD SMARTWARE SOFTWARE FUNCTIONAL OVERVIEW

Figure 10. Retrieve Tab Displays

Table 3. Retrieve Tab Functional Description

<table>
<thead>
<tr>
<th>Display Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Backed Up Volumes selection box</td>
<td>Lists the backed up volumes that are available to retrieve files from on the selected backup target device. You must select a backup volume before you can click Next to continue with the retrieval operation.</td>
</tr>
<tr>
<td>Change retrieve folder box and Browse button</td>
<td>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 Apply.</td>
</tr>
</tbody>
</table>

(Continued)
Retrieve destination option buttons

Specify where you want to copy the files retrieved from the selected backup target device:

- **To the Original Places** copies the retrieved files to the same location that they were backed up from.
- **To a Retrieved Content Folder** copies all of the retrieved files to a single folder.

Retrieve files option buttons

By default, the **Retrieve Some Files** 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 **Retrieve All Files** 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:

![Retrieve Some Files](image)

Start/Cancel Retrying toggle button

Controls retrieve operations by starting and canceling the retrieve.

---

<table>
<thead>
<tr>
<th>Display Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retrieve destination option buttons</td>
<td>Specify where you want to copy the files retrieved from the selected backup target device:</td>
</tr>
<tr>
<td></td>
<td>• <strong>To the Original Places</strong> copies the retrieved files to the same location that they were backed up from.</td>
</tr>
<tr>
<td></td>
<td>• <strong>To a Retrieved Content Folder</strong> copies all of the retrieved files to a single folder.</td>
</tr>
<tr>
<td>Retrieve files option buttons</td>
<td>By default, the <strong>Retrieve Some Files</strong> 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 <strong>Retrieve All Files</strong> 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.</td>
</tr>
<tr>
<td>Retrieve some files selection box</td>
<td>Displays all of the files from the selected backed up volume in a folder structure with check boxes for selecting individual files or folders:</td>
</tr>
<tr>
<td>Start/Cancel Retrying toggle button</td>
<td>Controls retrieve operations by starting and canceling the retrieve.</td>
</tr>
</tbody>
</table>
Settings Tab Display

See Figure 11 and Table 4 for a brief functional description of the Settings tab display.

![Settings Tab Display](image)

Figure 11. Settings Tab Display

Table 4. Settings Tab Functional Description

<table>
<thead>
<tr>
<th>Display Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dropbox Account button</td>
<td>Displays the Dropbox Account dialog for configuring a remote Dropbox folder for access by the WD SmartWare Pro software.</td>
</tr>
<tr>
<td>File History button</td>
<td>Displays the Set File History dialog for specifying the number of backup versions that you want to keep for each file.</td>
</tr>
<tr>
<td>Retrieve Folder button</td>
<td>Displays the Set Retrieve Folder dialog for specifying a different destination folder for retrieved files.</td>
</tr>
<tr>
<td>Software Updates button</td>
<td>Displays the Software Updates dialog for enabling/disabling the option that automatically checks for software updates.</td>
</tr>
</tbody>
</table>
Help Tab Display

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

See Figure 12 and Table 5 for a brief functional description of the Help tab display.

![Figure 12. Help Tab Display](image)

<table>
<thead>
<tr>
<th>Display Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Us link</td>
<td>Uses your Web browser to connect to the WD Service &amp; Support Contact Us page at <a href="http://support.wdc.com/contact">http://support.wdc.com/contact</a>.</td>
</tr>
<tr>
<td>Learning Center topic buttons</td>
<td>Provide links to display the main Learning Center help topics:</td>
</tr>
<tr>
<td></td>
<td>• Overview</td>
</tr>
<tr>
<td></td>
<td>• Backup</td>
</tr>
<tr>
<td></td>
<td>• Retrieve</td>
</tr>
<tr>
<td></td>
<td>• Manage &amp; Customize</td>
</tr>
<tr>
<td>Online User Manuals link</td>
<td>Uses your Web browser to connect to the user manual page for WD SmartWare manuals at: <a href="http://www.wdc.com/wdproducts/wdsmartware/um.asp">http://www.wdc.com/wdproducts/wdsmartware/um.asp</a>.</td>
</tr>
<tr>
<td></td>
<td>There, you can select and open the online version of the user manual for your WD device.</td>
</tr>
</tbody>
</table>
Table 5. Help Tab Functional Description (Continued)

<table>
<thead>
<tr>
<th>Display Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support link</td>
<td>Uses your Web browser to connect to the WD Service &amp; Support Home page at <a href="http://support.wdc.com">http://support.wdc.com</a>.</td>
</tr>
<tr>
<td>WD Store link</td>
<td>Uses your Web browser to connect to the WD online store at: <a href="http://store.westerndigital.com/store/wdus">http://store.westerndigital.com/store/wdus</a>.</td>
</tr>
</tbody>
</table>
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 important 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 a remote Dropbox folder:

   • 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 a remote Dropbox folder:

![Dropbox Icon]

b. If the selected backup source device has more than one internal hard drive, multiple drive partitions, or external hard drives, use the backup source device selector to select the one that you want to back up:

![Backup Source Device Selector]

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:

![Selected My Passport Drive]

   b. Verify that a light-blue background highlights 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:

![Backup Target Device Selector]

3. Click the Backup tab to display the Backup screen (see Figure 9 on page 23).

4. The initial/default configuration of the WD SmartWare software is for continuous backups. If you want to configure scheduled backups, click Set Backup Frequency to display the Set Backup Frequency dialog:

![Set Backup Frequency Dialog]

5. On the Set Backup Frequency dialog:
   a. Select the Scheduled Backup option.
b. Select the **Hourly, Daily, or Monthly** option and use the check boxes and selection boxes to schedule your backups:

<table>
<thead>
<tr>
<th>Selecting . . .</th>
<th>Performs a backup . . .</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hourly</strong></td>
<td>Every hour, on the hour.</td>
</tr>
<tr>
<td><strong>Daily</strong></td>
<td>On the selected days of the week, at the selected time:</td>
</tr>
<tr>
<td></td>
<td>a. Select or clear the <strong>Days</strong> check boxes to specify the days of the week that you want to run your backup.</td>
</tr>
<tr>
<td></td>
<td>b. Use the <strong>at</strong> selection box to specify the time of day that you want to run your backup.</td>
</tr>
<tr>
<td><strong>Monthly</strong></td>
<td>On the selected day of the month, at the selected time:</td>
</tr>
<tr>
<td></td>
<td>a. Use the <strong>Every</strong> selection box to specify which occurrence of the day that you want to run your backup—First, Second, Third, Fourth, or Last.</td>
</tr>
<tr>
<td></td>
<td>b. Use the <strong>Day</strong> selection box to specify the day of the week that you want to run your backup.</td>
</tr>
<tr>
<td></td>
<td>c. Use the <strong>at</strong> selection box to specify time of day that you want to run your backup.</td>
</tr>
</tbody>
</table>

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

6. On the Backup screen:

<table>
<thead>
<tr>
<th>IF you want to back up . . . on the selected backup source device,</th>
<th>THEN . . .</th>
</tr>
</thead>
<tbody>
<tr>
<td>All of the categories of files</td>
<td>Proceed to step 7.</td>
</tr>
<tr>
<td>Selected categories of files</td>
<td>Skip to step 8 on page 34.</td>
</tr>
<tr>
<td>All of the files and folders</td>
<td>Skip to step 9 on page 36.</td>
</tr>
<tr>
<td>Selected files and folders</td>
<td>Skip to step 10 on page 37.</td>
</tr>
</tbody>
</table>

7. To back up all of the 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, click the **Switch to Category Backup** button and **OK** at the Switching Backup Plan prompt.
b. Click **Advanced View** to open the backup by categories selection box and verify that the check boxes for all six categories are selected:

![Advanced View](image)

<table>
<thead>
<tr>
<th>Name</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documents</td>
<td>91.81 MB</td>
</tr>
<tr>
<td>Mail</td>
<td>216.51 KB</td>
</tr>
<tr>
<td>Movies</td>
<td>11.96 KB</td>
</tr>
<tr>
<td>Music</td>
<td>1.32 MB</td>
</tr>
<tr>
<td>Other</td>
<td>1.26 GB</td>
</tr>
<tr>
<td>Pictures</td>
<td>5.10 MB</td>
</tr>
</tbody>
</table>

![Apply Changes](image)

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.

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 11 on page 38.

**Note:** If you configured a scheduled backup at step 5 on page 32, the WD SmartWare software adds a backup schedule reminder button to the Backup screen:

![Reminder Button](image)

Clicking the reminder button displays the Scheduled Backup 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:

![Scheduled Backup Status](image)

Click **Backup Now** if you want to bypass the schedule and run the backup now.

8. 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 by categories selection box:

```
<table>
<thead>
<tr>
<th>Name</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documents</td>
<td>91.91 MB</td>
</tr>
<tr>
<td>Mail</td>
<td>216.51 KB</td>
</tr>
<tr>
<td>Movies</td>
<td>11.90 KB</td>
</tr>
<tr>
<td>Music</td>
<td>1.32 MB</td>
</tr>
<tr>
<td>Other</td>
<td>1.25 GB</td>
</tr>
<tr>
<td>Pictures</td>
<td>5.10 MB</td>
</tr>
</tbody>
</table>
```

Apply Changes

**Note:** If you configured a scheduled backup at step 5 on page 32, the WD SmartWare software adds a backup schedule reminder button to the Backup screen:

Click **Backup Now** if you want to bypass the schedule and run the backup now.
9. 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 by files selection box, select the check box for the backup source device:

![Backup Source Device]

Open the folder structure and verify that selecting the check box for the backup source device automatically selected the check boxes for all of the files and folders on the device:

<table>
<thead>
<tr>
<th>File</th>
<th>Size</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUTOEXEC.BAT</td>
<td>0.00 KB</td>
<td>4/25/2006 2:29:32 PM</td>
</tr>
<tr>
<td>lsass.exe</td>
<td>0.21 KB</td>
<td>1/5/2010 2:52:14 PM</td>
</tr>
<tr>
<td>CONFIG.SYS</td>
<td>0.00 KB</td>
<td>4/25/2006 2:29:32 PM</td>
</tr>
<tr>
<td>dell sdr</td>
<td>4.33 KB</td>
<td>12/18/2009 2:13:40 PM</td>
</tr>
<tr>
<td>IO.SYS</td>
<td>0.00 KB</td>
<td>4/25/2006 2:29:32 PM</td>
</tr>
<tr>
<td>MSDOS.SYS</td>
<td>0.00 KB</td>
<td>4/25/2006 2:29:32 PM</td>
</tr>
<tr>
<td>NTDETECT.COM</td>
<td>46.45 KB</td>
<td>4/14/2006 5:00:00 AM</td>
</tr>
<tr>
<td>ntdr</td>
<td>244.10 KB</td>
<td>4/14/2006 5:00:00 AM</td>
</tr>
</tbody>
</table>

c. 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.

d. 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 11 on page 38.

*Note*: If you configured a scheduled backup at step 5 on page 32, the WD SmartWare software adds a backup schedule reminder button to the Backup screen:

![Backup Reminder]

Clicking the reminder button displays the Scheduled Backup 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:

![Backup Status]

Click **Backup Now** if you want to bypass the schedule and run the backup now.
10. 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 by files selection box, open the folder structure:

   ![Folder Structure Image]

   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 11 on page 38.

   Note: If you configured a scheduled backup at step 5 on page 32, the WD SmartWare software adds a backup schedule reminder button to the Backup screen:

   ![Backup Schedule Reminder Button]

   Clicking the reminder button displays the Scheduled Backup 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:

   ![Scheduled Backup Status Dialog]

   Click **Backup Now** if you want to bypass the schedule and run the backup now.
11. 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 do other things with your computer, as the WD SmartWare software backs up your files in the background.
   - The Enable Backup toggle button changes to Disable Backup for disabling the backup.

12. 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

**Important:** 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:
   a. Click the Help tab.
   b. Click the WD Store link to view the Western Digital Online Store website.
   c. Click External Hard Drives and select the best drive to suit your future requirements.

13. If you clicked Disable Backup at step 11, 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

14. If you backed up files by category and the backup source device has more than one internal hard drive or multiple drive partitions, repeat the backup procedure for each one.
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 backed up 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 (backup source) 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 a remote Dropbox folder:

   - By default, the computer option is selected and the computer icon signifies that the retrieve destination 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 retrieve destination will be a remote Dropbox folder:

b. If the selected retrieve destination device has more than one internal hard drive or drive partition, or multiple external hard drives, use the backup source device selector to specify the one 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 background highlights 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 10 on page 26.)

<table>
<thead>
<tr>
<th>IF you have . . .</th>
<th>THEN the WD SmartWare software displays the . . .</th>
</tr>
</thead>
<tbody>
<tr>
<td>Created a single backup on the selected retrieve source (backup target) device from the selected retrieve destination (backup source) device,</td>
<td>Select a destination for retrieved files dialog:</td>
</tr>
<tr>
<td></td>
<td>Proceed to step 4 on page 41.</td>
</tr>
<tr>
<td>IF you have . . .</td>
<td>THEN the WD SmartWare software displays the . . .</td>
</tr>
<tr>
<td>------------------</td>
<td>--------------------------------------------------</td>
</tr>
</tbody>
</table>
| Created multiple backup volumes on the selected retrieve source (backup target) device from either:  
  - Different internal hard drives or hard drive partitions on the backup source device  
  - Different backup source devices | Select a volume to retrieve from dialog with the available volumes listed in the Backed Up Volumes selection box: |

![Backed Up Volumes](image)

In this case:

a. In the Backed Up Volumes selection box, select the volume that you want to retrieve files from.

b. Click Next to display the Select a destination for retrieved files dialog.

c. Proceed to step 4.

<table>
<thead>
<tr>
<th>Not run a backup on the selected retrieve source (backup target) device,</th>
<th>The Select a volume to retrieve from dialog with nothing listed in the Backed Up Volumes selection box:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><img src="image" alt="Backed Up Volumes" /></td>
</tr>
</tbody>
</table>

You cannot retrieve files from a device that does not have a backup volume. Click the Home tab and return to step 2 on page 39 to select the device that has the files you want to retrieve.

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

<table>
<thead>
<tr>
<th>IF you want to copy your retrieved files to . . .</th>
<th>THEN select the . . . option.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Their original locations on the selected retrieve destination (backup source) device,</td>
<td>To the Original Places</td>
</tr>
</tbody>
</table>

Note: The To the Original Places option is not available if you selected a backup volume from a different backup source device or a remote Dropbox folder at step 3 on page 40.
### Retrieving Files

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

<table>
<thead>
<tr>
<th>IF you want to copy your retrieved files to . . .</th>
<th>THEN select the . . . option.</th>
</tr>
</thead>
<tbody>
<tr>
<td>A retrieved content folder,</td>
<td>To a Retrieved Content Folder</td>
</tr>
<tr>
<td></td>
<td>The default folder is Retrieved Contents in the My Documents folder for your user name.</td>
</tr>
<tr>
<td></td>
<td>If you want to specify a different folder:</td>
</tr>
<tr>
<td></td>
<td>a. Click <strong>Browse</strong> and use the browse function to identify the new folder.</td>
</tr>
<tr>
<td></td>
<td>b. Click <strong>Apply</strong>.</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>IF you want to retrieve . . . from the selected backed up volume</th>
<th>THEN select the . . .</th>
</tr>
</thead>
<tbody>
<tr>
<td>All of the files</td>
<td><strong>Retrieve All Files</strong> option and skip to step 7 on page 43.</td>
</tr>
<tr>
<td>Selected files or folders</td>
<td><strong>Retrieve Some Files</strong> option to open the Retrieve Some Files selection box and proceed to step 6.</td>
</tr>
</tbody>
</table>

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:

```
<table>
<thead>
<tr>
<th>Name</th>
<th>Size</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>diagnostics</td>
<td>151.24 KB</td>
<td>Thursday, February 10,</td>
</tr>
<tr>
<td>1 versions ago</td>
<td>151.24 KB</td>
<td>Thursday, February 10,</td>
</tr>
<tr>
<td>2 versions ago</td>
<td>4.48 KB</td>
<td>Thursday, February 10,</td>
</tr>
<tr>
<td>3 versions ago</td>
<td>274.13 KB</td>
<td>Wednesday, February 0</td>
</tr>
<tr>
<td>4 versions ago</td>
<td>140.13 KB</td>
<td>Wednesday, February 0</td>
</tr>
</tbody>
</table>
```
• Select the **Show deleted files** check box to display backed up files that have been deleted:

![Show older files check box](image)

• 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 selected retrieve destination (backup source) device does not have sufficient disk space to complete the retrieve.
Locking and Unlocking the Drive

This chapter includes the following topics:

- Password Protecting the Drive
- Unlocking the Drive
- Changing Your Password
- Turning Off the Drive Lock Feature

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 Security 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.

1. Open the Set Security dialog by clicking either:
   - The WD Security icon on your desktop if you created one when you installed the application
   - Start > (All) Programs > Western Digital > WD Apps > WD Security

2. If you have more than one supported My Passport drive connected to your computer, select the one that you want to create a password for.

3. Type your password in the Choose a password box, using up to 25 characters.

4. Retype your password in the Verify password box.

5. Type a hint to help remember your password in the Password hint box.
6. Select the **Enable auto unlock for user**: check box if you want the WD Security software to remember your password for the selected drive on this computer.

7. Read the warning about the possibility of data loss if you forget your password.

8. Click the **I understand** check box to signify that you accept the risk.

9. Click **Save Security Settings** to save your password and enable hardware encryption for your drive.

10. Click **OK** to close the Security has been enabled message.

---

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

- Locks the drive when you shut down your computer, disconnect your drive, or 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 **Enable auto unlock for user**: 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 **Enable auto unlock for user**: check box, 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
- Your computer exits the sleep mode

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

Depending on the software configuration of your computer, there are three ways to unlock the drive, using either the:

- WD Security or WD Drive Utilities software
- WD SmartWare software
- WD Drive Unlock utility
Unlocking the Drive with the WD Security or WD Drive Utilities Software

Whenever you shut down and restart your computer or disconnect and reconnect the drive to your computer, starting either the WD Security or WD Drive Utilities software displays the Unlock Drive dialog:

![Unlock Drive dialog]

This happens either:

- Automatically if you only have only one locked My Passport drive connected to your computer
- When you select the locked drive on either the WD Security or WD Drive Utilities screen if you have more than one supported My Passport drive connected to your computer

1. If you do not see the Unlock Drive dialog, click either:
   - The WD Security desktop shortcut icon if you created one when you installed the application or Start > All Programs > Western Digital > WD Apps > WD Security
   - The WD Drive Utilities icon on your desktop if you created one when you installed the application or Start > All Programs > Western Digital > WD Apps > WD Drive Utilities

2. If you have more than one supported My Passport drive connected to your computer, select the one that is locked to display the Unlock Drive dialog.

3. On the Unlock Drive dialog:
   a. Type your password in the Password box.
   b. Click Unlock Drive.
Unlocking the Drive with the WD SmartWare Software

Whenever you shut down and restart your computer, or disconnect and reconnect the drive to your computer, unless you selected the **Enable auto unlock for user:** check box when you created your password, the WD SmartWare software displays a Drive is locked message in place of the content gauge for your My Passport drive:

1. If the WD SmartWare 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. 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 Drive Utilities, WD Security, or WD SmartWare software installed, you can use the WD Drive Unlock utility to unlock the drive there. The WD Drive Unlock utility is on a virtual CD drive that appears in your computer's file management utility display.

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 WD Drive Unlock.exe file
   - Clicking Start > My Computer and double-clicking the WD Unlocker virtual CD icon under Devices with Removable Storage:

   ![Unlocker virtual CD](image)

2. On the WD Drive Unlock utility screen:
   a. Type your password in the Password box.
   b. Select the Enable auto unlock for user: check box if you want the WD Drive Unlock utility to remember your password on this computer.
   c. Click Unlock Drive.
   d. At the Your drive is now unlocked message, click Exit to close the WD Drive Unlock utility screen.
Changing Your Password

1. Open the Change Security dialog by clicking either:
   - The WD Security desktop shortcut icon if you created one when you installed the application
   - Start > (All) Programs > Western Digital > WD Apps > WD Security

   ![Change Security Dialog]

2. If you have more than one supported My Passport drive connected to your computer, select the one with the password that you want to change.

3. Type your current password in the Password box.

4. Select the Change password option.

5. Type your new password in the Choose a password box, using up to 25 characters.

6. Retype your new password in the Verify password box.

7. Type a hint to help remember your new password in the Password hint box.

8. Select or clear the Enable auto unlock for user: check box to signify whether you want the WD Security software to remember your new password for the selected drive on this computer.

9. Click Update Security Settings.

10. Click OK to close the Security has been enabled message.
Turning Off the Drive Lock Feature

1. Open the Change Security dialog by clicking either:
   - The WD Security desktop shortcut icon if you created one when you installed the application
   - Start > (All) Programs > Western Digital > WD Apps > WD Security

![Change Security dialog]

2. If you have more than one supported My Passport drive connected to your computer, select the one that you want to remove password protection from.
3. Type your password in the Password box.
4. Select the Remove security option.
5. Click Update Security Settings.

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

- Locks the drive when you shut down your computer, disconnect your drive, or 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 Enable auto unlock for user: check box when you changed your password
Managing and Customizing the Drive

This chapter includes the following topics:

- Using the WD Quick View Icon
- Opening the WD SmartWare Software
- Checking Drive Status
- Safely Disconnecting the Drive
- Monitoring Icon Alerts
- Setting the Drive Sleep Timer
- Registering the Drive
- Checking Drive Health
- Erasing the Drive
- Restoring the WD Software and Disk Image

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:

- Open the WD SmartWare software
- Check the drive status
- Safely disconnect the drive
- Monitor icon alerts

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

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**:

  ![WD Quick View Icon](image)

- Clicking:
  
  **Start > (All) Programs > Western Digital > WD SmartWare > WD SmartWare**

- Clicking the WD SmartWare desktop shortcut icon if you created one when you installed the software:

  ![WD SmartWare Shortcut](image)
Checking Drive Status

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:

<table>
<thead>
<tr>
<th>Drive Name [Volumes]</th>
<th>Used</th>
<th>Locked</th>
<th>Temperature</th>
</tr>
</thead>
<tbody>
<tr>
<td>My Passport Ultra USB HDD [G:]</td>
<td>1%</td>
<td>No</td>
<td>OK</td>
</tr>
</tbody>
</table>

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 the drive by either:

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

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

You might hear the drive power down.

Wait for the power/activity LED to turn off before disconnecting the drive from the computer.

Monitoring Icon Alerts

The WD Quick View icon in the taskbar flashes to indicate drive status:

<table>
<thead>
<tr>
<th>IF the WD Quick View icon flashes...</th>
<th>THEN the drive might be...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green and white,</td>
<td>Locked or in a format that the WD SmartWare software does not understand (non-Windows format in a Windows environment).</td>
</tr>
<tr>
<td>Red and white,</td>
<td>Overheated.</td>
</tr>
<tr>
<td></td>
<td>Power down the drive and let it cool for 60 minutes. Power it back on, and if the problem persists, contact WD Support.</td>
</tr>
</tbody>
</table>
Setting the Drive Sleep Timer
The drive sleep timer turns off the power to your drive after a certain period of inactivity to conserve power and minimize long-term wear on the drive.

1. Open the WD Drive Utilities software by clicking either:
   - The WD Drive Utilities desktop shortcut icon if you created one when you installed the application
   - Start > All Programs > Western Digital > WD Apps > WD Drive Utilities
   See Figure 4 on page 8.

2. If you have more than one supported My Passport drive connected to your computer, select the one that you want to set.

3. Click Sleep Timer to display the Sleep Timer dialog:

   ![Sleep Timer Dialog]

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

Registering the Drive
WD Drive Utilities uses your computer's Internet connection to register your drive. Registering the drive provides free technical support during the warranty period and keeps you up-to-date on the latest WD products.

1. Make sure that your computer is connected to the Internet.

2. Open the WD Drive Utilities software by clicking either:
   - The WD Drive Utilities desktop shortcut icon if you created one when you installed the application
   - Start > All Programs > Western Digital > WD Apps > WD Drive Utilities
   See Figure 4 on page 8.

3. If you have more than one supported My Passport drive connected to your computer, select the one that you want to register.
4. Click **Registration** to display the Registration dialog:

   ![Registration Dialog]

   - **First name**
   - **Last name**
   - **E-mail address**

   *Required Field

   - **Preferred language**
   - **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 Registration 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 you want to receive notifications about software updates, product enhancements, and price discount opportunities.
   f. Click **Register Drive**.

**Checking Drive Health**

WD Drive Utilities provides three diagnostic tools to help make sure that your drive is performing well. Run the following tests if you are concerned that your drive is not operating properly:

- **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 SMART status check is a pass or fail evaluation of the drive's condition.
• Quick Drive Test

Your My Passport drive 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.

• 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 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 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 writing or accessing files.

1. Open the WD Drive Utilities software by clicking either:
   • The WD Drive Utilities desktop shortcut icon if you created one when you installed the application
   • Start > All Programs > Western Digital > WD Apps > WD Drive Utilities

   See Figure 4 on page 8.

2. If you have more than one supported My Passport drive connected to your computer, select the one that you want to check.

3. Click Diagnostics to display the Diagnostics dialog:

   ![Diagnostics Dialog]

   Perform a SMART (Self-Monitoring, Analysis, and Reporting Technology) status check to predict a potential drive failure. This status check completes within a second or two.

   ![SMART Status Button]

   Perform a quick drive self-test. This test typically takes up to 2 minutes to complete.

   ![Quick Drive Test Button]

   Perform a full media scan to detect bad sectors. This test could take hours for large drives.

   ![Complete Drive Test Button]

4. On the Diagnostics dialog, click the button for the test that you want to run:
   • 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 it.

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

WD Drive Utilities provides two ways to erase your drive, depending on whether your My Passport drive is locked or not:

<table>
<thead>
<tr>
<th>IF your drive is . . .</th>
<th>AND you . . .</th>
<th>THEN see . . .</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not locked,</td>
<td>Want to erase the drive,</td>
<td>“Using the Drive Erase Function” in the next section.</td>
</tr>
<tr>
<td>Locked</td>
<td>Have forgotten or lost your password and must erase the drive,</td>
<td>“Using the WD Drive Unlock Utility” on page 57</td>
</tr>
</tbody>
</table>

Using the Drive Erase Function

To erase your My Passport when the drive is not locked:

1. Open the WD Drive Utilities software by clicking either:
   - The WD Drive Utilities desktop shortcut icon if you created one when you installed the application
   - Start > All Programs > Western Digital > WD Apps > WD Drive Utilities
   See Figure 4 on page 8.
2. If you have more than one supported My Passport drive connected to your computer, select the one that you want to erase.
3. Click Drive Erase to display the Drive Erase dialog:

   ![Drive Erase dialog]

   ▼ WARNING

   Clicking Erase Drive permanently erases all the data on your drive.

   - [I understand:]
   
   - Erase Drive

4. On the Drive Erase 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 Erase Drive.
After the drive erase operation completes, go to http://support.wdc.com and see Knowledge Base answer ID 7 for information about downloading and restoring the WD software and disk image on your My Passport drive.

Note: Erasing your drive also removes your password. If you used a password to protect your drive, you will need to re-create it after restoring the WD software and disk image. (See “Password Protecting the Drive” on page 44.)

Using the WD Drive Unlock Utility
To erase your My Passport when the drive is locked and you have forgotten or lost your password:

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.exe application
   • Clicking Start > My Computer, and double-clicking the WD Unlocker virtual CD listed under Devices with Removable Storage

2. Make five attempts to unlock the drive by:
   a. Typing a password in the Password box.
   b. Clicking Unlock Drive.
3. The fifth invalid password attempt displays the too many password attempts dialog:

4. Click **Erase Drive** to display a warning about erasing all of the data on the drive:

5. Read the warning and select the **I understand** check box to signify that you accept the risk.

6. Click **Erase**.

After the drive erase operation completes, go to [http://support.wdc.com](http://support.wdc.com) and see Knowledge Base answer ID 7 for information about downloading and restoring the WD software and disk image on your My Passport 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 software and disk image. (See “Password Protecting the Drive” on page 44.)
Restoring the WD Software and Disk Image

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

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

This chapter includes the following topics:

- Specifying the Number of Backup Versions
- Specifying a Different Retrieved Content Folder
- Checking for Software Updates
- Configuring a Remote Dropbox Account
- Uninstalling the WD Software

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 to display the Software Settings screen (see Figure 11 on page 28).

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

   Set File History
   Enter the number of backup versions to keep for each file.
   
   ![Set File History dialog]

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.

Specifying a Different Retrieved Content Folder

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

- Their original locations on your computer
- A Retrieved Content folder

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

1. Either create a new folder or determine which existing folder you want to use.

2. Click the Settings tab to display the Software Settings screen (see Figure 11 on page 28).
3. On the Software Settings screen, click **Retrieve Folder** to display the Set Retrieve Folder dialog:

![Set Retrieve Folder dialog](image)

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

### Checking for Software Updates

When enabled, the Software Updates option automatically checks for WD SmartWare software updates. This ensures that you are always using the most-recent software version. To enable or disable the Software Updates option:

1. Click the Settings tab and **Set Up Software** to display the Software Settings screen (see Figure 11 on page 28).
2. On the Software Settings screen, click **Software Updates** to display the Software Updates dialog:

![Software Updates dialog](image)

3. On the Software Updates dialog:
   a. Select or clear the **Automatically check for WD SmartWare software updates** check box.
   b. Click **Check Now** if you want to check for software updates now.

### Configuring a Remote Dropbox Account

Before you can use a remote Dropbox folder as a backup source or target device, you must configure your Dropbox account for access by the WD SmartWare Pro software.

1. Click the Settings tab and **Set Up Software** to display the Software Settings screen (see Figure 11 on page 28).
2. On the Software Settings screen, click **Dropbox Account** to display the Dropbox Account dialog:

![Dropbox Account dialog](image)
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 initiates a Dropbox connection request on your behalf and uses your Web browser to access the Dropbox website at https://www.dropbox.com/.
   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 remote Dropbox folder.
   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 remote Dropbox folder. In that case, the WD SmartWare Pro software displays the 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:
Uninstalling the WD Software

Important: Uninstalling the WD SmartWare software deletes all existing backup job configurations. Your backup files will still be there, but you will have to manually re-enable each backup after reinstalling the WD SmartWare software. (See “Backing Up Files” on page 31.)

Use your operating system’s Add or Remove Programs function to uninstall the WD software from your computer.

Uninstalling on Windows XP
1. Click Start > Control Panel.
2. Double-click Add or Remove Programs.
3. Select the WD software that you want to uninstall:
   • WD SmartWare
   • WD Security
   • WD Drive Utilities
4. Click Remove.
5. Click Yes at the Are you sure... prompt.

Uninstalling on Windows Vista, Windows 7 or Windows 8
1. Click Start > Control Panel.
2. Double-click Programs and Features.
3. Click the listing or the icon for the WD software that you want to uninstall:
   • WD SmartWare
   • WD Security
   • WD Drive Utilities
4. Click Uninstall/Change at the top of the screen.
5. Click Yes at the Do you wish to proceed... prompt.
Using the Drive with a Mac

The My Passport drive is formatted as a single NTFS partition for compatibility with updated Windows operating systems. To use the drive on Mac OS X operating systems, and to use Time Machine, if you want, you must reformat the drive to a single HFS+J partition.

This chapter includes the following topics:

- Reformatting the Drive
- Restoring the WD Software and Disk Image

Reformatting the Drive

**CAUTION!** Reformatting the drive erases all its contents. If you have already saved files on the drive, be sure to back them up before reformatting it.

Go to [http://support.wdc.com](http://support.wdc.com) and refer to Knowledge Base answer ID 3865 for information about reformatting the drive.

See “Troubleshooting” on page 65 for more information about reformatting a drive.

Restoring the WD Software and Disk Image

After you have reformatted your My Passport drive for use on Mac computers, go to [http://support.wdc.com](http://support.wdc.com) and see Knowledge Base answer ID 7 for information about downloading and restoring the Mac versions of the WD Drive Utilities and WD Security software and disk image on your My Passport drive.

The WD SmartWare software is not available for Mac computers with this model My Passport drive.
Troubleshooting
This chapter includes the following topics:

Installing, Partitioning, and Formatting the Drive
Frequently Asked Questions

If you have problems installing or using this product, refer to this troubleshooting section or visit our support website at http://support.wdc.com and search our knowledge base for more help.

Installing, Partitioning, and Formatting the Drive

How to  Answer ID

- Partition, and format a WD drive on Windows (8, 7, Vista, XP) and Mac OS X 3865
- Convert a Mac OS X GPT partition to an NTFS partition in Windows XP 3645
- Convert a Mac OS X GPT partition to an NTFS partition in Windows 7 or Vista 3647
- Download software, utilities, firmware updates, and drivers for WD products (from the Downloads Library) 1425
- Format a WD external hard drive in FAT32* (to use Windows or Mac OS X) 291

*The FAT32 file system has a maximum individual file size of 4 GB and cannot create partitions larger than 32 GB in Windows. To create partitions larger than 32 GB in FAT32 when reformating the drive, download the External USB/FireWire FAT32 Formatting Utility from http://support.wdc.com/product/download.

Windows users can avoid these size limitation by formatting the drive to NTFS using either the Windows Disk Management utility or similar third-party software. For further details, see:

- Answer ID 291 at http://support.wdc.com
- Article IDs 314463 and #184006 at support.microsoft.com
- The appropriate third-party software documentation or support organization

Frequently Asked Questions

Q: Why is the drive not recognized under My Computer or on the computer desktop?
A: If your system has a USB 3.0 or USB 2.0 PCI adapter card, be sure that its drivers are installed before connecting your WD USB 3.0 external storage product. The drive is not recognized correctly unless USB 3.0 or USB 2.0 root hub and host controller drivers are installed. Contact the adapter card manufacturer for installation procedures.

Q: Why won't my computer boot when I connect my USB drive to the computer before booting?
A: Depending on your system configuration, your computer might try to boot from your WD portable USB drive. Refer to your system’s motherboard BIOS setting documentation to disable this feature or visit http://support.wdc.com and see Knowledge Base answer ID 1201. For more information about booting from external drives, refer to your system documentation or contact your system manufacturer.
Q: *Why is the data transfer rate slow?*
A: Your system may be operating at USB 1.1 speeds due to an incorrect driver installation of the USB 3.0 or USB 2.0 adapter card or a system that does not support USB 3.0 or USB 2.0.

Q: *How do I determine whether or not my system supports USB 3.0 or USB 2.0?*
A: Refer to your USB card documentation or contact your USB card manufacturer.

Note: If your USB 3.0 or USB 2.0 controller is built in to the system motherboard, be sure to install the appropriate chipset support for your motherboard. Refer to your motherboard or system manual for more information.

Q: *What happens when a USB 3.0 or USB 2.0 device is plugged into a USB 1.1 port or hub?*
A: USB 3.0 and USB 2.0 are backward-compatible with USB 1.1. When connected to a USB 1.1 port or hub, a USB 3.0 or USB 2.0 device operates at the USB 1.1 full speed of up to 12 Mbps.

If your system includes a PCI Express slot, you can achieve USB transfer rates by installing a PCI Express adapter card. Contact the card manufacturer for installation procedures and more information.
Installing the SES Driver

If you do not install the WD software, you should install the SCSI Enclosure Services (SES) driver on Windows computers to keep the hardware popup wizard from displaying every time you connect your My Passport drive to your computer.

*Note:* The SES Driver is installed automatically when you install the WD software.

This appendix includes the following topics:
- Installing on Windows XP Computers
- Installing on Windows Vista Computers
- Installing on Windows 7 and Windows 8 Computers

Installing on Windows XP Computers

After connecting the drive as shown in Figure 3 on page 5, the Found New Hardware Wizard screen displays.

*Note:* If Autoplay is enabled, two additional screens might appear at the same time as the Found New Hardware Wizard screen. If they appear, close them.

You can use the Found New Hardware Wizard to install the SES driver either:
- Automatically, if your computer is connected to the Internet
- Manually, whether your computer is connected to the Internet or not

Installing the Driver Automatically

To install the SES driver automatically, your computer must be connected to the Internet:

1. Verify that your computer is connected to the Internet.
2. On the Found New Hardware Wizard screen, select **Yes this time only** to allow Windows XP to connect to Windows Update:

3. Click **Next** to continue.
4. Select **Install the software automatically** and click **Next**: 

![Software Installation Wizard](image1.png)

5. When the installation completes, click **Finish**: 

![Completion Message](image2.png)
Installing the Driver Manually

If your computer is not connected to the Internet, install the driver manually:

1. On the Found New Hardware Wizard screen, select **No, not this time** to inhibit a connection attempt to Windows Update:

![Found New Hardware Wizard](image)

2. Click **Next** to continue.

3. Select **Install from a list or specific location** and click **Next**:

![Found New Hardware Wizard](image)

4. Browse to **My Computer** and:
   a. Double-click the My Passport drive.
   b. Double-click the Extras folder.
   c. Select **WD SES Device Driver**.
d. Click **Next:**

![Image of the Software Installation Wizard](image)

5. When the installation completes, click **Finish:**

![Image of the Completing the Found New Hardware Wizard](image)
Installing on Windows Vista Computers

After connecting the drive as shown in Figure 3 on page 5, the Found New Hardware screen displays.

Note: If Autoplay is enabled, two additional screens might appear at the same time as the Found New Hardware screen. If they appear, close them.

You can use the Found New Hardware screen to install the SES driver either:

- Automatically, if your computer is connected to the Internet
- Manually, whether your computer is connected to the Internet or not

Installing the Driver Automatically

To install the SES driver automatically, your computer must be connected to the Internet:

1. Verify that your computer is connected to the Internet.
2. On the Found New Hardware wizard screen, click Locate and install driver software:
3. On the Found New Hardware - WD SES Device wizard screen, click Yes, search online this time only to allow Windows Vista to connect to Windows Update:

Windows Vista automatically:

- Connects to Windows Update
- Finds, downloads, and installs the SES driver
Installing the Driver Manually

If your computer is not connected to the Internet, install the driver manually:

1. On the Found New Hardware wizard screen, click **Locate and install driver software**:

2. On the Found New Hardware - WD SES Device wizard screen, click **Don’t search online**:

3. At the **Install the disc that came with your WD SES Device** prompt, click **I don’t have the disc. Show me other options**:

4. Browse to **Computer** and:
a. Double-click the My Passport drive.
b. Double-click the Extras folder.
c. Select **WD SES Device Driver**.
d. Click *Next*:

![WD SES Device Driver installation dialog box](image)

5. When the installation completes, click **Close**:

![Successful driver installation dialog box](image)
Installing on Windows 7 and Windows 8 Computers

After connecting the drive as shown in Figure 3 on page 5 or, use the Windows Computer Management utility to install the SES driver:

1. Open All Programs and click Computer > Manage:

2. Under Computer Management (Local), click Device Manager > Unknown Device and right-click Update driver software:
3. Click **Browse my computer for driver software**.

4. Browse to **Computer**, double-click the My Passport drive, double-click the Extras folder, and select **WD SES Device Driver**:

5. Click **Next**.

6. When the installation completes, click **Close**:
Compliance and Warranty Information

This appendix includes the following topics:

- Regulatory Compliance
- Environmental Compliance (China)
- Warranty Information

Regulatory Compliance

FCC Class B Information

Operation of this device is subject to the following conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

Any changes or modifications not expressly approved by WD could void your authority to operate this device.

ICES-003/NMB-003 Statement

Cet appareil numérique de la classe B est conforme à la norme ICES-003 du Canada. This device complies with Canadian ICES-003 Class B.

Safety Compliance

Approved for US and Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Safety of Information Technology Equipment.

Approuvé pour les Etats-Unis et le Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Sûreté d’équipement de technologie de l’information.
CE Compliance For Europe

Marking by the CE symbol indicates compliance of this system to the applicable Council Directives of the European Union, including the EMC Directive (2004/108/EC) and the Low Voltage Directive (2006/95/EC). A “Declaration of Conformity” in accordance with the applicable directives has been made and is on file at Western Digital Europe.

KC Notice (Republic of Korea only)

Environmental Compliance (China)

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<th>部件名称</th>
<th>产品中所有有害物质或元素的名称及含量</th>
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O：表示该有害物质在该部件的所有均质材料中的含量均低于 SJ/T11363-2006 标准规定的限量要求以下。
X：表示该有害物质至少在该部件的某一均质材料中的含量超出 SJ/T11363-2006 标准规定的限量要求。
（在此表中，企业可能需要根据实际情况对标记“X”的项目进行进一步的技术性解释。）

Warranty Information

Obtaining Service

WD values your business and always attempts to provide you the very best of service. If this Product requires maintenance, either contact the dealer from whom you originally purchased the Product or visit our product support website at http://support.wdc.com for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided on your return paperwork. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via http://support.wdc.com. WD shall have no liability for lost data regardless of the cause, recovery of lost data, or data contained in any Product placed in its possession.
Limited Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specification therefor. The term of your limited warranty depends on the country in which your Product was purchased. The term of your limited warranty is for 3 years in the North, South and Central America region, 3 years in the Europe, the Middle East and Africa region, and 3 years in the Asia Pacific region, unless otherwise required by law. The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at http://support.wdc.com), accident or mishandling while in the possession of someone other than WD. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WD’s option, the repair or replacement of the Product.

The foregoing limited warranty is WD’s sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied or statutory, including but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and b) any and all obligations and liabilities of WD for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, lost profits or expenses, or lost data arising out of or in connection with the purchase, use, or performance of the Product, even if WD has been advised of the possibility of such damages. In the United States, some states do not allow exclusion or limitations of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

GNU General Public License ("GPL")

Firmware incorporated into this product may include third party copyrighted software licensed under the GPL or Lesser General Public License ("LGPL") (collectively, “GPL Software”) and not Western Digital’s End User License Agreement. In accordance with the GPL, if applicable: 1) the source code for the GPL Software may be downloaded at no charge from http://support.wdc.com/download/gpl or obtained on CD for a nominal charge from http://support.wdc.com/download/gpl or by calling Customer Support within three years of the date of purchase; 2) you may re-use, re-distribute, and modify the GPL Software; 3) with respect solely to the GPL Software, no warranty is provided, to the extent permitted by applicable law; and 4) a copy of the GPL is included herewith, may be obtained at http://www.gnu.org, and may also be found at http://support.wdc.com/download/gpl.

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Index

**A**
Accessories, optional 3
Activation code required icon 18
Advanced backup area, Backup tab displays 23, 24
Alerts, flashing icon 52

**B**
Backed Up Volumes selection box 26
Backup
  about backing up files 31
  files content box 34, 35, 37
  procedure 31
  schedule reminder button 25
  screens 23
  initial 14
Backup source
  computer icon 17, 18
  content gauge
    Backup tab displays 23, 25
    Home tab display 17, 19
  device selector 17, 20
  Dropbox icon 18
  selector 17, 20
Backup tab displays
  advanced backup area 23, 24
  backup source content gauge 25
  backup target content gauge 25
  description 16, 23
  Enable/Disable Backup toggle button 23, 25
  functional overview 15
Set Backup Frequency button 23
Set Backup Frequency buttons 25
Switch to Category/File Backup toggle button 23, 25
Backup target
  content gauge
    Backup tab displays 23, 25
    Home tab display 17, 20
  device icons, Home tab display 17, 20, 21
  device selector 22
Box contents 2
Browse button, Retrieve tab displays 26

**C**
CAUTION about
  erasing the drive 56
  lost passwords 44
  preventing data loss when disconnecting 52
  your unlocked drive 45, 49
Change retrieve folder box, Retrieve tab displays 26
China RoHS, environmental compliance 77
Compatibility with operating systems 3
Compliance, regulatory 76
Contact Us link 29
Content gauge
  backup source device
    Backup tab displays 23, 25
    Home tab display 17, 19
  backup target device
    Backup tab displays 23, 25
    Home tab display 17, 20
Converting drive format 65
Creating a password 44

**D**
Device display scroll pointers 22
Device locked icon 22
Diagnostics dialog 55
Disconnecting the drive 52
Disk image, downloading and restoring 59, 64
Drive
  capacity used, WD Quick View icon 52
  diagnostics and status checks 54, 55
  disconnecting 52
  formats, converting 3
  handling precautions 4
  sleep timer 53
  status check, WD Quick View icon 52
Drive Erase dialog 56
Drive Utilities
  Diagnostics dialog 55
  Drive Erase dialog 56
  Registration dialog 54
  Sleep Timer dialog 53
Dropbox Account button 28, 61
Dropbox Login Required dialog 62

**E**
Enable/Disable Backup toggle button 23, 25
Environmental compliance, China RoHS 77
Erase Drive dialog 56
Erasing the drive 56
FCC Class B information 76
File History button 28
Flashing icon alerts 52
Free trial countdown icon 22
Full media scan 55

GNU general public license 78
GPL software 78

Handling precautions 4
Hardware 2
Help tab display
Contact Us link 29
description 29
functional overview 16
Learning Center topic buttons 29
Online User Manuals link 29
Support link 30
WD Store link 30

Home tab display
backup source computer icon 18
backup source content gauge 19
backup target content gauge 20
backup target device icon 20, 21
description 16
functional overview 15

ICES-003/NMB-003 compliance 76
Icons
activation code required 18
alerts, flashing 52
backup target device 17
computer 17, 18
device locked 22
Dropbox 18
free trial countdown 22
login credentials required 22
no writable partition 22
WD Quick View 51

Indicator light 4
Initial Backup screens 14

Kit contents 2
Launching WD SmartWare software 51
Learning Center topic buttons 29
LED indicator 4
Limited warranty 78

Login required icon 22

No writable partition icon 22

Online User Manuals link 29
Opening WD SmartWare software 51
Operating systems 3
Optional accessories 3

Password protecting your drive 44
CAUTION about lost passwords 44
Physical description 3
Precautions for handling 4
Product features 1

Quick drive test 55

Reformatting the drive 64, 65
Register Drive dialog 54
Registering your drive 53
Regulatory compliance 76
Remote Dropbox account, configuring 61
Restoring the software disk image 59, 64
Retrieve about retrieving files 39
destination option buttons 27
files option button 27
folder, specifying 60
procedure 39

Retrieve Folder button 28
Retrieve some files selection box 27

Retrieve tab displays
Backed Up Volumes selection box 26
Browse button 26
Change retrieve folder box 26
description 25
functional overview 15
Retrieve destination option buttons 27
Retrieve files option buttons 27
Retrieve some files selection box 27
Start/Cancel Retrieving toggle button 27

Safety compliance 76
Schedule backups, Select Backup Frequency screen 12
Security
Change Security dialog 49, 50
Set Security dialog 8, 44
Select
  Backup Frequency screen 12, 32
  Backup Plan screen 12
Select Backup Device screen 10
Service 77
Set
  Backup Frequency button 23, 25, 32
  File History dialog 60
  Retrieve Folder dialog 61
  Sleep Timer dialog 53
Settings tab display
  description 28
  Dropbox Account button 28
  File History button 28
  functional overview 16
  Retrieve Folder button 28
  Software Updates button 28
SMART status check 54
Software Settings
  Dropbox Account 61
  File History 60
  Retrieve Folder 60
  Software Updates 61
Software Updates
  button 28
  option, setting 61
Software, GPL 78
Start/Cancel Retrieving toggle button 27
Starting WD SmartWare software 51
Status check 52
Support, link 30
Switch to Category/File Backup toggle button 23, 25
System compatibility 3
System file category, defined 19

W
Warranty information 77
WD
  service, obtaining 77
  Store, link 30
WD Apps Setup Wizard 6
WD Drive Utilities software
  Diagnostics dialog 55
  Drive Erase dialog 56
  Registration dialog 54
  screen 8
  Sleep Timer dialog 53
WD Quick View icon 51
WD Security software
  Change Security dialog 49, 50
  screen 8
  Set Security dialog 8, 44
WD SmartWare Pro upgrade screen 9
WD SmartWare software
  Backup tab displays 15, 23
    See also Backup tab displays
  functional overview 15
  Help tab display 16, 29
    See also Help tab display
  Home tab display 15, 16
    See also Home tab display
  operating system compatibility 3
  Retrieve tab displays 15, 25
    See also Retrieve tab displays
  Settings tab display 16, 28
    See also Settings tab display
Windows
  uninstalling WD SmartWare software from 63
  uninstalling WD software 63

T
Temperature status, WD Quick View icon 52

U
Uninstalling WD SmartWare
  from Windows 63
Uninstalling WD software 63
Unlocking the drive 45
  from the virtual CD 47, 52
  with the WD Security software 46
  without the WD Security software 48
Upgrade to WD SmartWare Pro screen 9
USB interface 4