

My Passport®

Portable Hard Drive

User Manual



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.

North America		Asia Pacific	
English	800.ASK.4WDC (800.275.4932)	Australia	1 800 42 9861
Spanish	800.832.4778	China	800 820 6682/+65 62430496
		Hong Kong	+800 6008 6008
		India	1 800 11 9393 (MNTL)/1 800 200 5789 (Reliance) 011 26384700 (Pilot Line)
Europe (toll free)*	00800 ASK4 WDEU (00800 27549338)	Indonesia	+803 852 9439
		Japan	0120 994 120/00531 65 0442
		Korea	02 703 6550
Europe	+31 880062100	Malaysia	+800 6008 6008/1 800 88 1908/+65 62430496
Middle East	+31 880062100	Philippines	1 800 1441 0159
Africa	+31 880062100	Singapore	+800 6008 6008/+800 608 6008/+65 62430496
		Taiwan	+800 6008 6008/+65 62430496

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

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1

About Your WD Drive

Welcome to your My Passport® portable hard drive, an elegant, high-capacity storage solution for all the chapters of your digital life. Our latest edition features visual, easy-to-use, automatic, continuous backup software, and drive lock security protection.

My Passport offers high capacity in a sleek portable drive. It features ultra-fast USB 3.0 connectivity, automatic backup software, and password protection and hardware encryption to help protect your files from unauthorized use, with plenty of room to store all your files.

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

Major features of the My Passport drive include:

Ultra-fast transfer rates—When connected to a USB 3.0 port, My Passport 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.

USB 3.0 and USB 2.0 compatibility—With this single drive you get compatibility with your USB 2.0 devices today and the ultra-fast speed of USB 3.0 when you are ready to step up to the next generation.

High-capacity, small design—Offering up to 2 TB capacity in a compact drive, My Passport is the ideal companion for anyone with lots of videos, photos, music, and files that they want to protect and take on the road.

WD SmartWare™—Automatic, continuous backup software works quietly in the background to help protect your data using minimal PC resources. Whenever you add or change a file, it is instantly backed up.

WD Security™—Set password protection and hardware encryption for your drive to help protect your files from unauthorized use or access.

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

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

WD quality inside and out—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 and protection.

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

Kit Contents

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

- My Passport portable hard drive
- USB 3.0 cable
- Quick Install Guide
- WD SmartWare, WD Security, and WD Drive Utilities software (included on the drive)



USB 3.0 Cable



My Passport
Portable Hard Drive



Quick Install Guide

Figure 1. My Passport Drive Kit Components

Optional Accessories

For information about optional accessories for WD products, visit:

US	http://www.shopwd.com or http://www.wdstore.com
Canada	http://www.shopwd.ca or http://www.wdstore.ca
Europe	http://www.shopwd.eu or http://www.wdstore.eu
All others	Contact WD Technical Support in your region. For a list of Technical Support contacts, visit http://support.wdc.com and see Knowledge Base answer ID 1048.

Operating System Compatibility

Your My Passport drive and the WD Security and WD Drive Utilities 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 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 54 and “Troubleshooting” on page 55.

Physical Description

As shown in Figure 2, the My Passport drive has:

- A power/activity LED indicator
- A USB 3.0 interface port

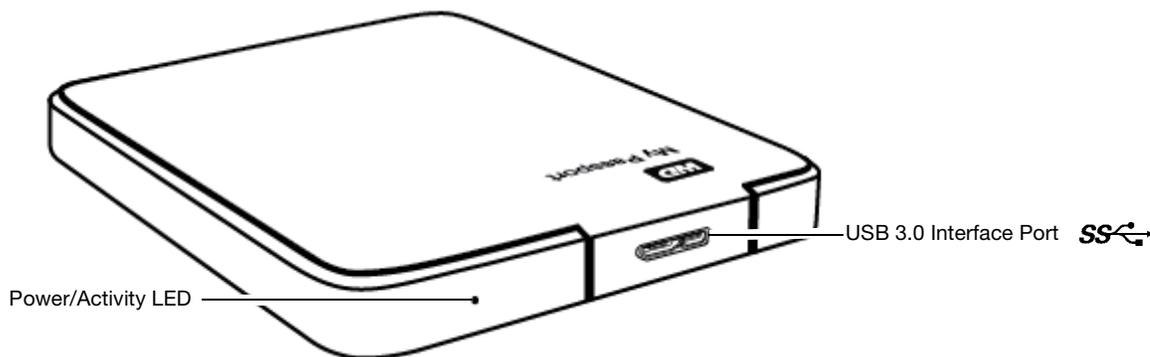


Figure 2. My Passport Drive

Power/Activity LED

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

LED Appearance	Power State/Activity
On steady	Idle
Fast flashing, approximately 3 times per second	Activity
Slow flashing, approximately every 2.5 seconds	System standby

USB 3.0 Interface

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

Registering Your Drive

Always register your My Passport 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 45. Another way is to register online at <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.

2

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 under My Computer in Windows Explorer.
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 Security
- WD Drive Utilities
- WD SmartWare

See “Getting Started with the WD Software” on page 6.

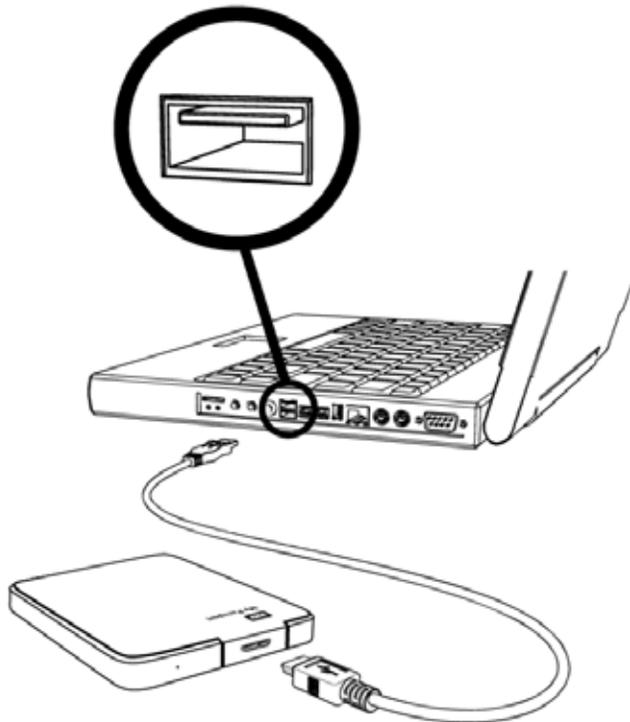


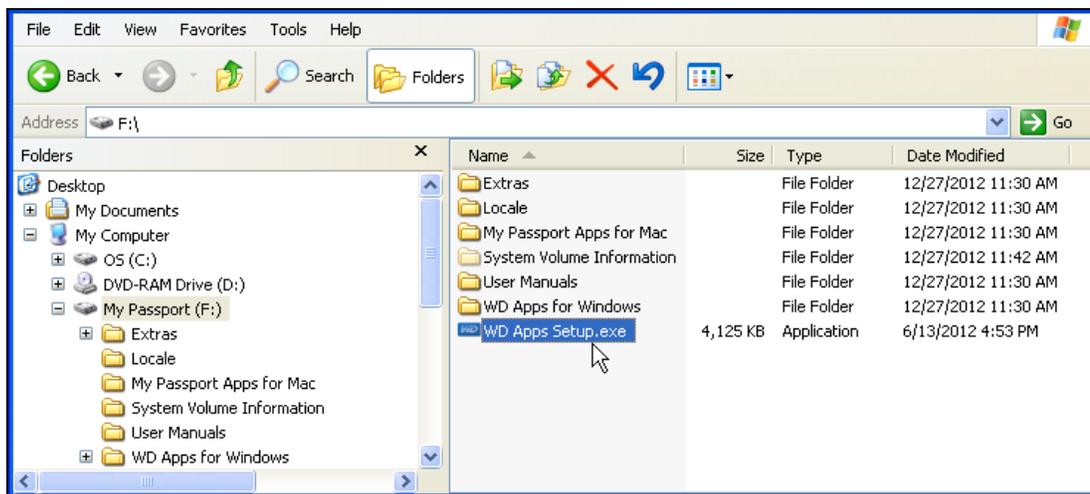
Figure 3. Connecting the My Passport Drive

Getting Started with the WD Software

After you have connected the drive to your computer, an installation wizard quickly gets you started with the WD software that is on the drive:

- WD Security
- WD Drive Utilities
- WD SmartWare

1. Use your computer's file management utility to open the My Passport drive listing and double-click the WD Apps Setup file:



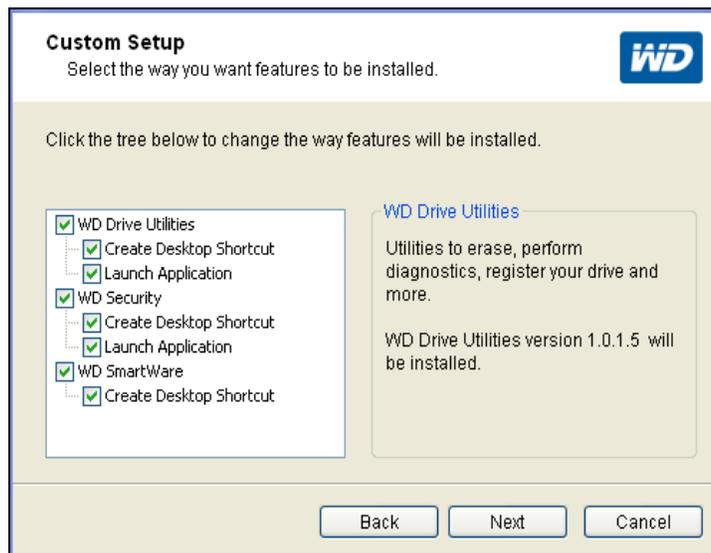
2. Click **Next** on the WD Apps Setup Wizard:



3. Read the license agreement, select the **I accept the terms of the License Agreement** check box, and click **Next** to continue:

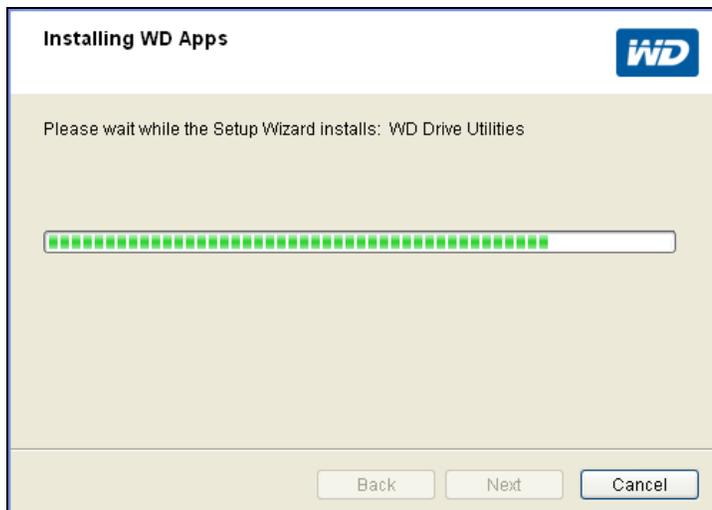


4. On the Custom Setup dialog:

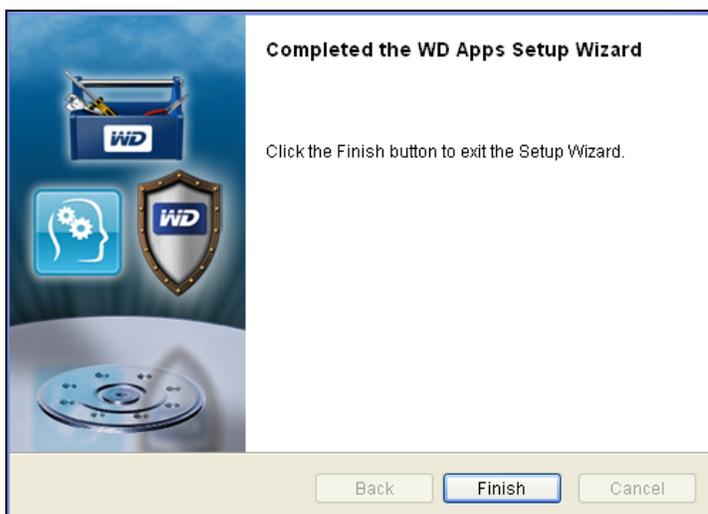


- a. Select an application name to see a brief description of the application:
 - **WD Drive Utilities**
 - **WD Security**
 - **WD SmartWare**
- b. Clear the check box for any application that you do not want to install.
- c. Clear the check box for any installation option that you do not want to implement: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

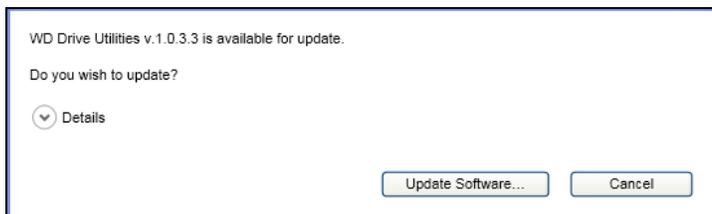
5. Wait for the installation to complete:



6. When the installation completes, click **Finish** to close the WD Apps Setup Wizard:



7. If you see a message that a software update is available, click **Update Software** and follow the on-screen instructions for downloading and installing the software update:



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 and “Managing and Customizing the Drive” on page 43).
- Installing the WD Security software with the Launch Application option displays the WD Security screen (see Figure 5 on page 10 and “Locking and Unlocking the Drive” on page 36).
- Installing the WD SmartWare software displays the Backup Plan Selection screen for selecting the type of backup that you want to perform:



9. On the Backup Plan Selection 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 your computer.
 - **File Backup**—Backs up files or folders that you select from a folder view of your computer’s internal hard drive.
- b. Click **Next** to display the initial Backup screen (Figure 6 on page 11).

10. On the initial Backup screen you can either:

- Run your first backup—See “Backing Up Files” on page 27 before clicking **Start Backup**.
After the backup completes, click **Continue** to display the WD SmartWare Home screen (Figure 7 on page 12).
- Skip the backup by clicking **Skip Backup** to display the WD SmartWare Home screen (Figure 7 on page 12).

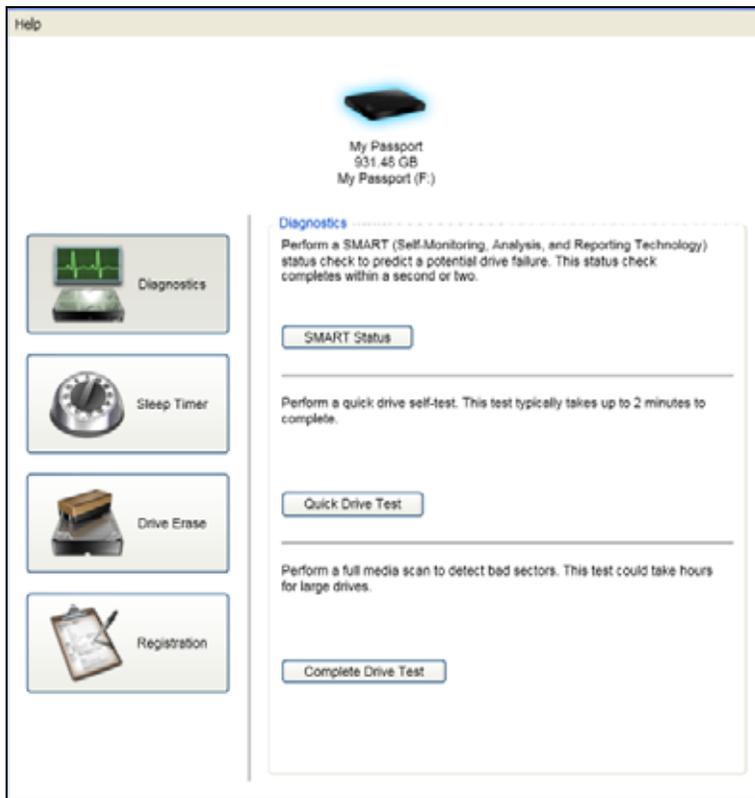


Figure 4. WD Drive Utilities Screen

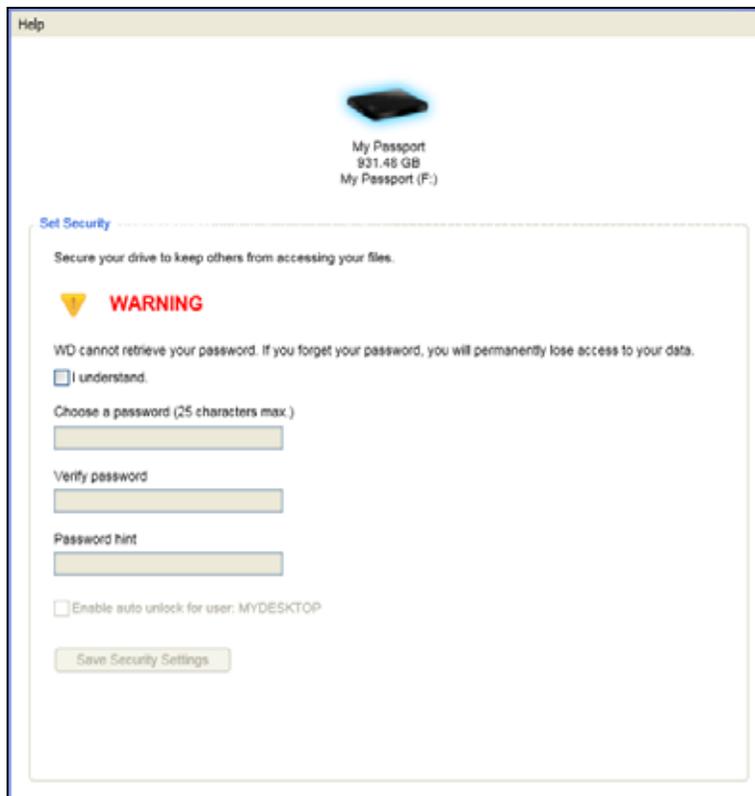
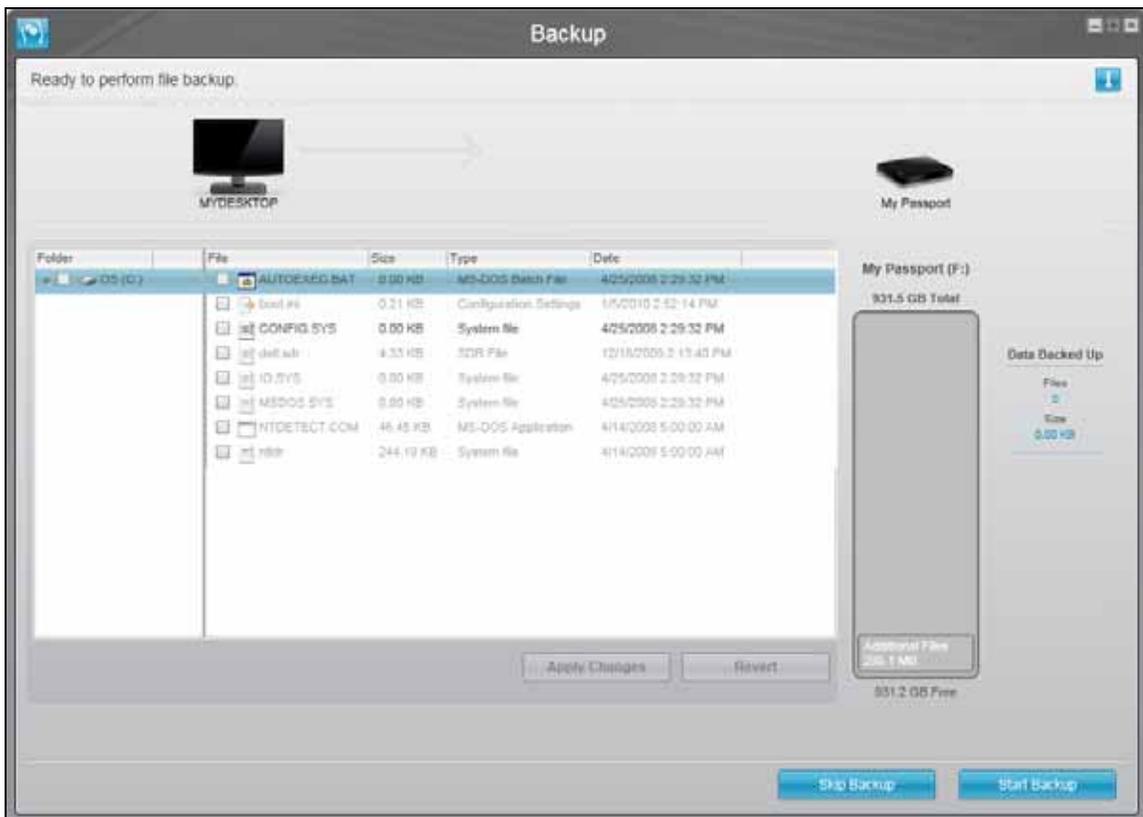


Figure 5. WD Security Screen



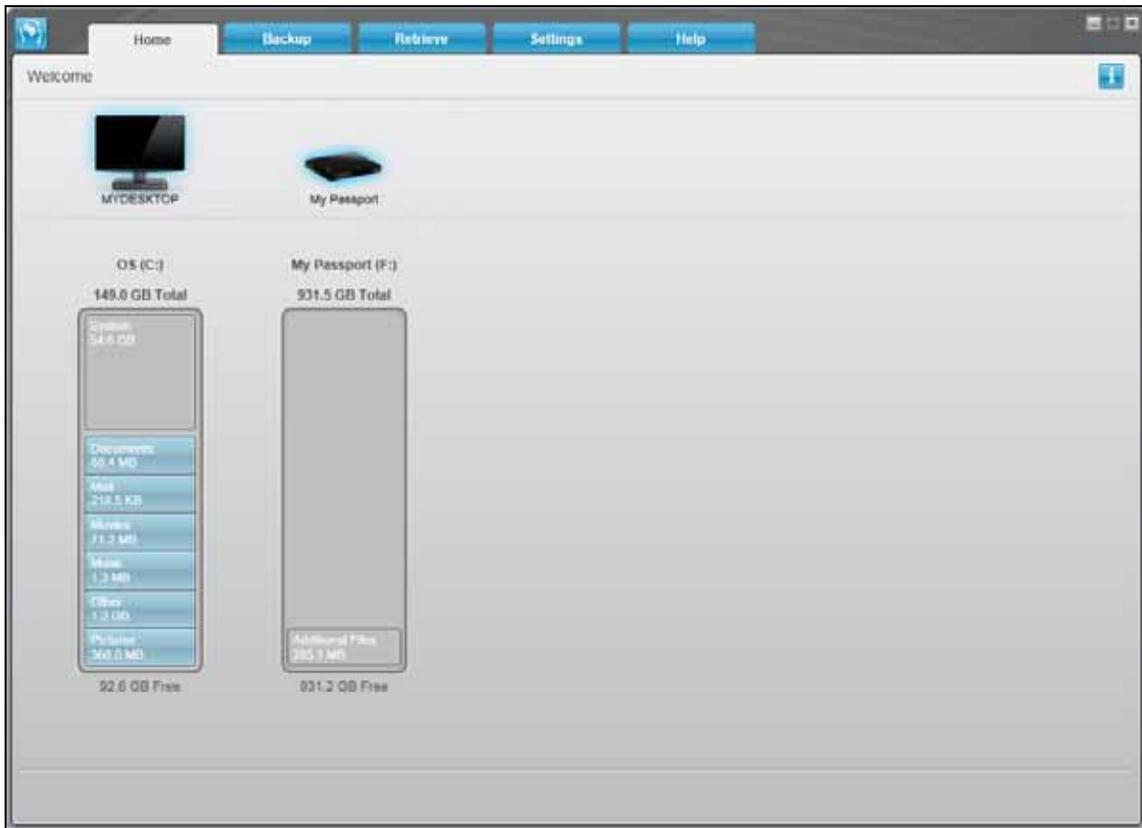
Initial Category Backup Screen

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.



Initial File Backup Screen

Figure 6. Initial Backup Screens



Before first backup



After first backup

Figure 7. WD SmartWare Home Screens

3

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:

The . . . tab display	Provides . . .
Home	<p>Five tabs and content gauges showing the total capacity and category structure of your computer’s internal hard drive, and each supported external drive connected to it.</p> <p>If your computer has more than one:</p> <ul style="list-style-type: none"> • Internal hard drive or multiple hard drive partitions, then the WD SmartWare software displays a selector box that you can use to specify the one you want to work with • Supported external drive, then the WD SmartWare software highlights the one you select to work with <p>See “Home Tab Display” on page 14.</p>
Backup	<p>One of two backup dialogs, depending on the backup mode that you select:</p> <ul style="list-style-type: none"> • The by-category dialog provides content gauges showing the total capacity and category structure of your computer’s internal hard drive, and the external drive that you are working with. • The by-file dialog provides a folder view of your computer’s internal hard drive for selecting the files and folders that you want to back up. <p>Each backup dialog also provides a:</p> <ul style="list-style-type: none"> • File/category backup toggle button for switching between the two backup dialogs • Start/stop backup toggle button for controlling the backup <p>See “Backup Tab Displays” on page 18.</p>
Retrieve	<p>Three full-screen dialogs for selecting the:</p> <ul style="list-style-type: none"> • Backup volume that you want to retrieve files from • Destination on your computer where you want to copy the retrieved files • Files that you want to retrieve <p>See “Retrieve Tab Displays” on page 21.</p>

(Continued)

The . . . tab display	Provides . . .
Settings	<p>Buttons for opening dialogs to:</p> <ul style="list-style-type: none"> • Specify the number of backup versions that you want to keep for each file • Specify a different destination folder for retrieved files • Automatically check for WD SmartWare software updates <p>See “Settings Tab Display” on page 24.</p>
Help	<p>Instant access to:</p> <ul style="list-style-type: none"> • Detailed information about backing up and retrieving files and making your software setup selections • WD Customer Support and software update services <p>See “Help Tab Display” on page 25.</p>

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

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:



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 WD SmartWare Home tab display to view hard drive content gauges and select:

- The internal hard drive or hard drive partition that you want to back up files from or copy retrieved files to when your computer has more than one
- The My Passport drive that you want to back up files to or retrieve files from when you have more than one connected to your computer

See Figure 8 on page 15 and Table 1 on page 16 for a brief functional description of the Home tab display.

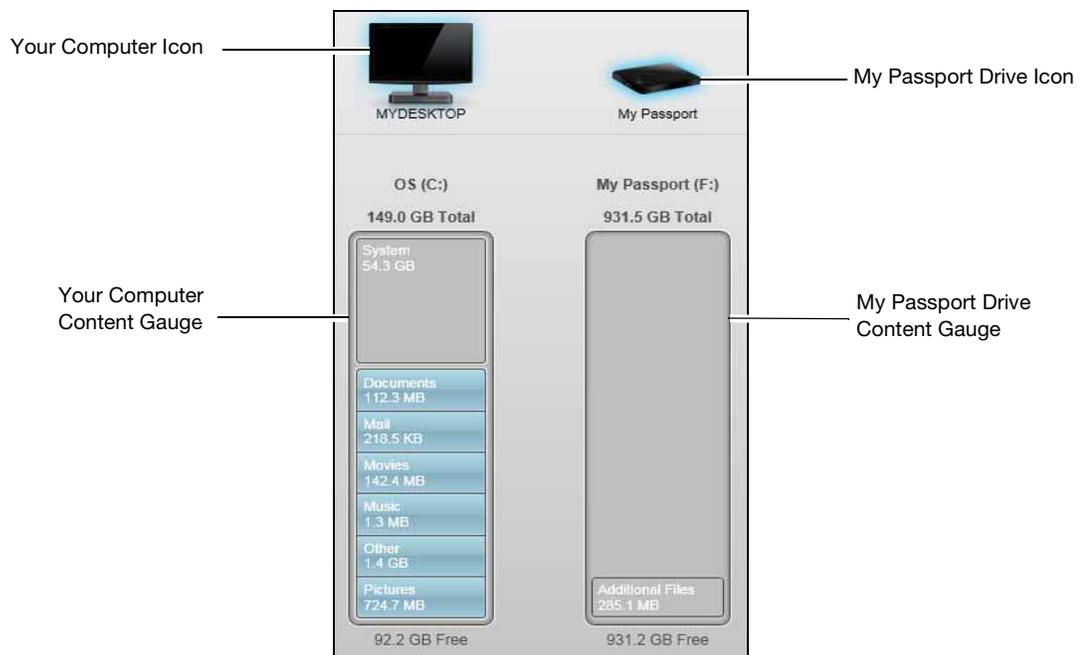
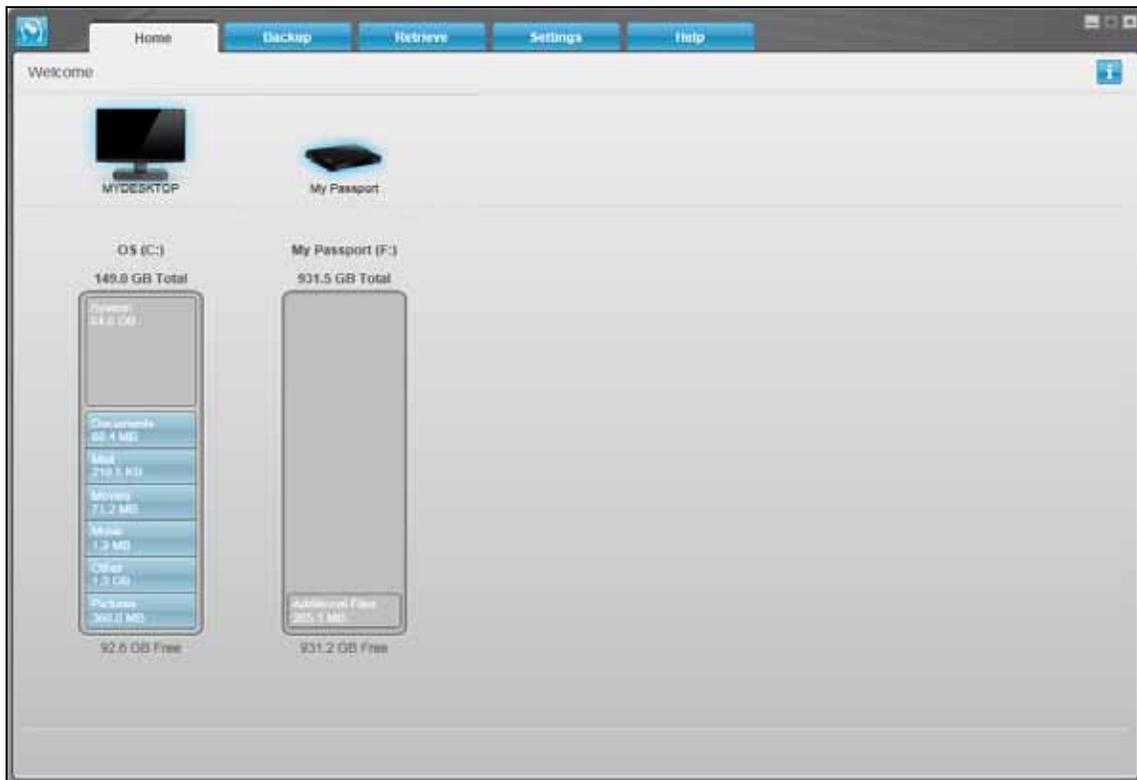
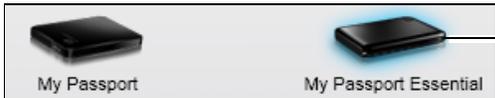


Figure 8. Home Tab Display

Table 1. Home Tab Functional Description

Display Component	Description
<p>Your computer icon</p>	<p>Provides a graphic representation and name of the internal hard drive or drive partition on your computer that the WD SmartWare software will access for backup and retrieve functions.</p> <p>Right-clicking the icon and clicking Properties displays the Windows System Properties dialog:</p> 
<p>Internal drive selector box</p>	<p>(Not shown in Figure 8 on page 15.)</p> <p>If your computer has more than one internal hard drive or drive partition, the WD SmartWare software displays a selector box below your computer icon for specifying the drive or partition that you want to use for backup and retrieve functions:</p> 
<p>My Passport drive icon</p>	<p>Provides a graphic representation and name of the My Passport drive connected to your computer.</p> <p>If you have more than one My Passport drive connected to your computer, left-click the drive icon for the one that you want to use for backup and retrieve functions. The WD SmartWare software highlights your selection with a light-blue shadow background:</p>  <p>Right-clicking the drive icon displays a menu with options for:</p> <ul style="list-style-type: none"> • Open—To display the drive listing in Windows Explorer • Properties—To display the Windows Drive Properties dialog • Safely remove—To prepare your system to disconnect the drive 

(Continued)

Table 1. Home Tab Functional Description (Continued)

Display Component	Description														
<p>Drive display scroll pointers</p>	<p>(Not shown in Figure 8 on page 15.)</p> <p>One installation of the WD SmartWare software supports as many My Passport drives as you system can handle. When the number of connected drives exceeds the display capacity, the WD SmartWare software displays left/right drive display scroll pointers for viewing all of them:</p> <div data-bbox="630 493 1203 682" style="text-align: center;"> <p>The diagram shows two external hard drives side-by-side. The left one is labeled 'My Passport Essential' and the right one is labeled 'My Passport Fit'. Two arrows originate from the space between the drives, one pointing left and one pointing right, indicating scroll pointers for navigation.</p> </div>														
<p>Your computer content gauge</p>	<p>The content gauge for your computer's internal hard drive shows all of your files that are available for a category-type backup against a blue background in six categories where:</p> <table border="1" data-bbox="630 829 1421 1354"> <thead> <tr> <th data-bbox="630 829 885 861">This file category</th> <th data-bbox="917 829 1421 861">Includes files with these extensions</th> </tr> </thead> <tbody> <tr> <td data-bbox="630 871 885 934">Documents</td> <td data-bbox="917 871 1421 934">.doc, .txt, .htm, .html, .ppt, .xls, .xml, and other document extensions</td> </tr> <tr> <td data-bbox="630 955 885 1018">Mail</td> <td data-bbox="917 955 1421 1018">.mail, .msg, .pst., and other mail extensions</td> </tr> <tr> <td data-bbox="630 1039 885 1102">Music</td> <td data-bbox="917 1039 1421 1102">.mp3, .wav, .wma, and other music extensions</td> </tr> <tr> <td data-bbox="630 1123 885 1186">Movies</td> <td data-bbox="917 1123 1421 1186">.avi, .mov, .mp4, and other movie extensions</td> </tr> <tr> <td data-bbox="630 1207 885 1270">Pictures</td> <td data-bbox="917 1207 1421 1270">.gif, .jpg, .png, and other picture extensions</td> </tr> <tr> <td data-bbox="630 1291 885 1354">Other</td> <td data-bbox="917 1291 1421 1354">Others that do not belong in the five main categories</td> </tr> </tbody> </table> <p>For a complete list of all included file extensions, search for answer ID 3644 in the WD Knowledge Base at http://support.wdc.com.</p>	This file category	Includes files with these extensions	Documents	.doc, .txt, .htm, .html, .ppt, .xls, .xml, and other document extensions	Mail	.mail, .msg, .pst., and other mail extensions	Music	.mp3, .wav, .wma, and other music extensions	Movies	.avi, .mov, .mp4, and other movie extensions	Pictures	.gif, .jpg, .png, and other picture extensions	Other	Others that do not belong in the five main categories
This file category	Includes files with these extensions														
Documents	.doc, .txt, .htm, .html, .ppt, .xls, .xml, and other document extensions														
Mail	.mail, .msg, .pst., and other mail extensions														
Music	.mp3, .wav, .wma, and other music extensions														
Movies	.avi, .mov, .mp4, and other movie extensions														
Pictures	.gif, .jpg, .png, and other picture extensions														
Other	Others that do not belong in the five main categories														

(Continued)

Table 1. Home Tab Functional Description (Continued)

Display Component	Description
Your computer content gauge (continued)	<p>Note that:</p> <ul style="list-style-type: none"> 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 <i>any</i> files that are stored in a Temp folder. <p>When you select and run a file-type backup, the name of the System category changes to Excluded and it then includes all of the files that were <i>not included</i> in your file backup.</p> <ul style="list-style-type: none"> Because they change so frequently, Outlook .pst files are only backed up once every 24 hours. This exclusion does not apply to other mail application files. 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. Hovering the pointer over a category displays the number of files in the category.
My Passport drive content gauge	<p>After installing the WD SmartWare software—before running your first backup or copying any files to the drive, the content gauge for your My Passport drive 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 drive.</p> <p>After running a backup or copying files to the drive, this content gauge shows all of the files in the same categories as the content gauge for your computer’s internal hard drive (see “Your computer content gauge” on page 17).</p>

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 19 for a brief functional description of the Backup tab displays.



Backup by Category Display



Backup by Files Display

Your Computer
Content Gauge

My Passport Drive
Content Gauge



Category/File Backup
Toggle Button

Advanced Backup Area

Start/Stop Backup
Toggle Button

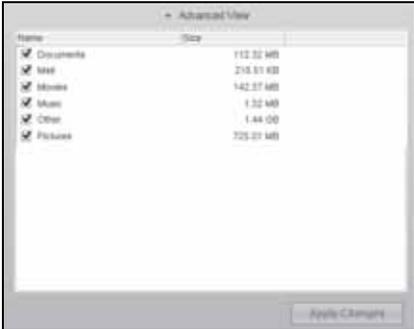
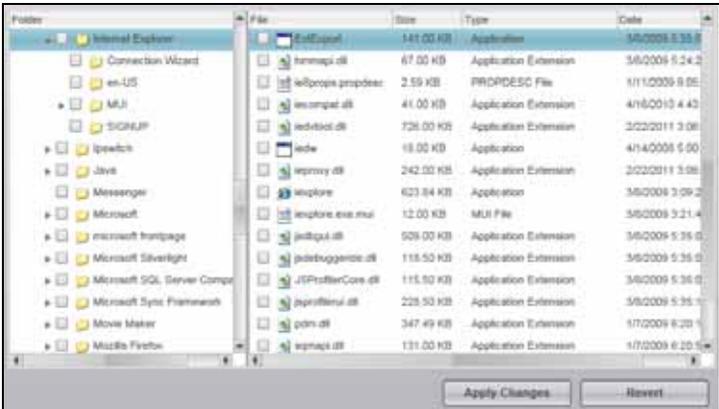
Figure 9. Backup Tab Displays

Table 2. Backup Tab Functional Description

Display Component	Description
Your computer content gauge	Same as the content gauge for your computer's hard drive on the Home tab display. (See "Your computer content gauge" on page 17.)
My Passport drive content gauges	Same as the content gauge for your My Passport drive on the Home tab display. (See "My Passport drive content gauge" on page 18.)

(Continued)

Table 2. Backup Tab Functional Description (Continued)

Display Component	Description
Advanced backup area	<p>In category mode, the initial/default configuration of the WD SmartWare software is to back up all of your files. In this configuration, the advanced backup area is blank.</p> <p>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:</p>  <p>Clicking Apply Changes in the backup files selection box updates the content gauge for your computer and your My Passport drive.</p> <p>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:</p>  <p>Note: The folder structure displaces the content gauge for your computer on the Backup tab display.</p> <p>In file mode, the initial/default configuration of the WD SmartWare software is with <i>none</i> of the files/folders selected for backup. After selecting the files or folders that you want to back up, clicking:</p> <ul style="list-style-type: none"> • Apply Changes updates the content gauge for your My Passport drive. • Revert clears your recent selections and redispays the prior applied configuration.

(Continued)

Table 2. Backup Tab Functional Description (Continued)

Display Component	Description
Start/Stop Backup toggle button	Controls backup operations by starting and stopping the backup.
Switch to Category/File Backup toggle button	<p>Switches the backup mode between categories and individual files:</p> <ul style="list-style-type: none"> • Category mode—Backs up files according to their categories, as shown in the content gauges for your computer and your My Passport drive. The button name is Switch to File Backup when the backup mode is category. • File mode—Backs up files according to their folder structure on your computer. The button name is Switch to Category Backup when the backup mode is file.

Retrieve Tab Displays

Three WD SmartWare software Retrieve tab displays guide you through the tasks for finding backup files and copying them to your computer's internal hard drive:

- Selecting the backup volume to retrieve from
- Selecting the destination for retrieved files
- Selecting the files to retrieve from your My Passport drive

See Figure 10 and Table 3 on page 22 for a brief functional description of the Retrieve tab displays.

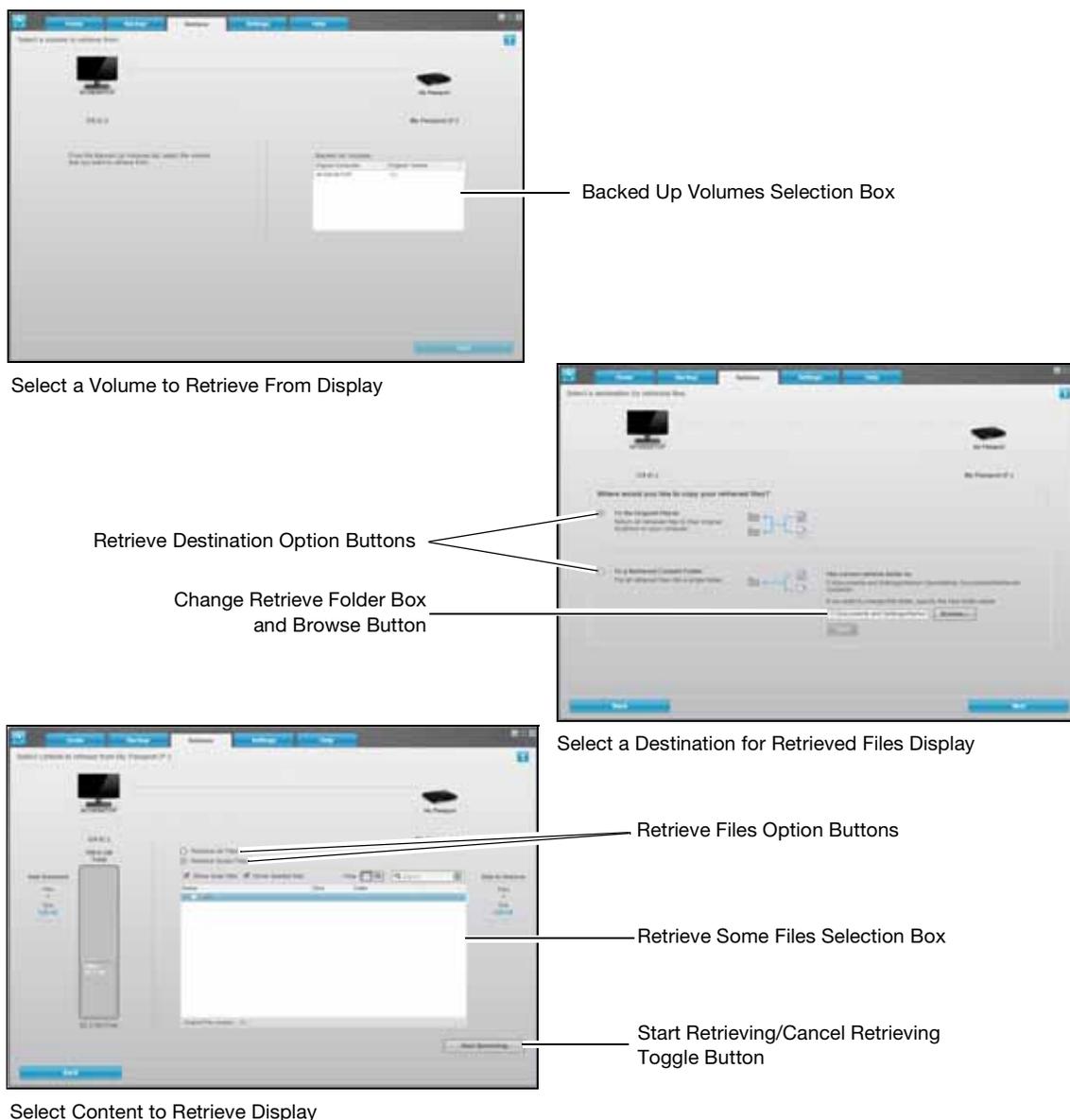


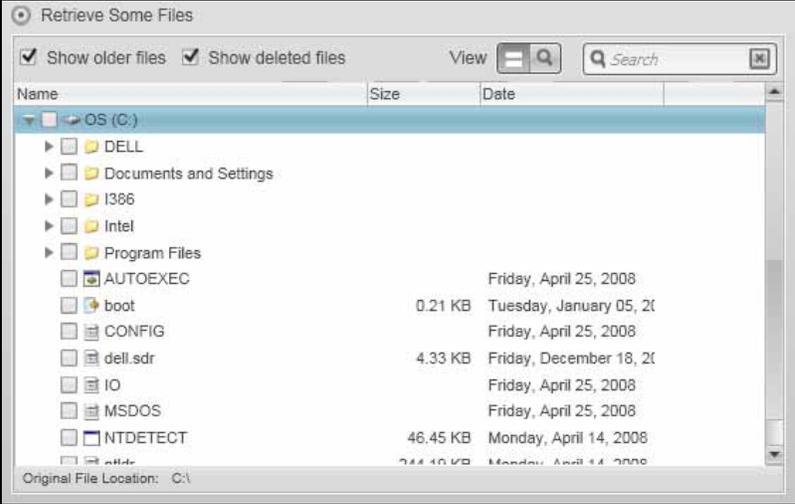
Figure 10. Retrieve Tab Displays

Table 3. Retrieve Tab Functional Description

Display Component	Description
Backed Up Volumes selection box	Lists the backed up volumes that are available to retrieve files from on the selected My Passport drive. You <i>must</i> select a backup volume before you can click Next to continue with the retrieve operation.
Change retrieve folder box and Browse button	By default, the WD SmartWare software creates and uses a folder named Retrieved Contents in the My Documents folder for your user name. If you want to specify a different folder, use the Browse function and click Apply .

(Continued)

Table 3. Retrieve Tab Functional Description (Continued)

Display Component	Description
Retrieve destination option buttons	<p>Specify the location on your computer's internal hard drive where you want to copy the files retrieved from the selected My Passport drive:</p> <ul style="list-style-type: none"> • 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	<p>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.</p> <p>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 My Passport drive.</p>
Retrieve some files selection box	<p>Displays all of the files from the selected backup volume on the selected My Passport drive in a folder structure with check boxes for selecting individual files or folders:</p> 
Start/Cancel Retrieving toggle button	<p>Controls retrieve operations by starting and canceling the retrieve.</p>

Settings Tab Display

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

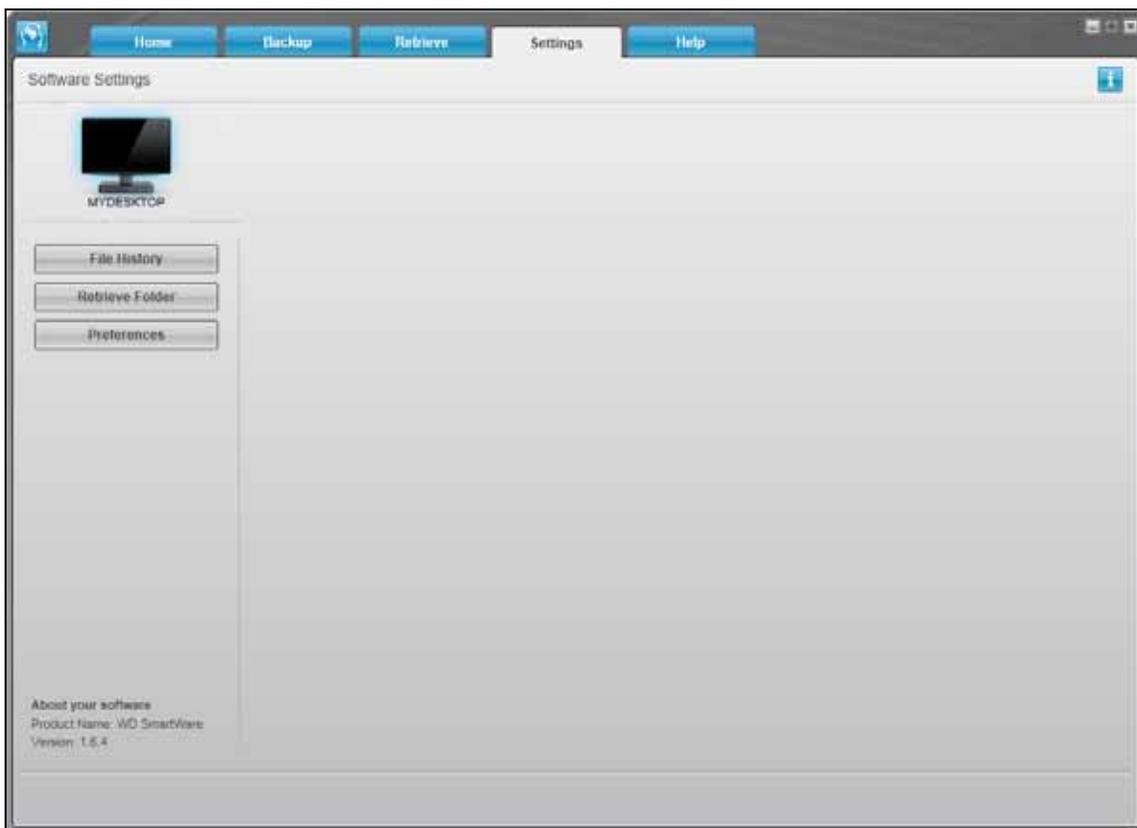


Figure 11. Settings Tab Display

Table 4. Settings Tab Functional Description

Display Component	Description
File History button	Displays the Set File History dialog for specifying the number of backup versions that you want to keep for each file.
Retrieve Folder button	Displays the Set Retrieve Folder dialog for specifying a different destination folder for retrieved files.
Preferences button	Displays the Set Preferences dialog for enabling/disabling the option that automatically checks for software updates.

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.

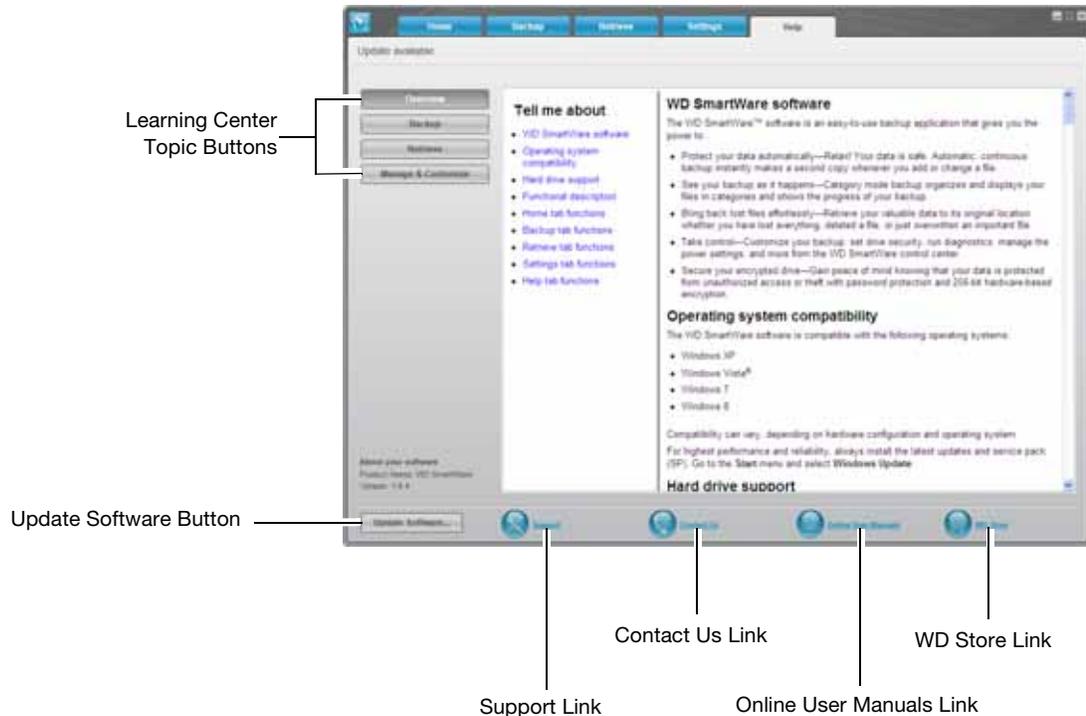


Figure 12. Help Tab Display

Table 5. Help Tab Functional Description

Display Component	Description
Contact Us link	Uses your Web browser to connect to the WD Service & Support Contact Us page at http://support.wdc.com/contact .
Learning Center topic buttons	Provide links to display the main Learning Center help topics: <ul style="list-style-type: none"> • Overview • Backup • Retrieve • Manage & Customize
Online User Manuals link	Uses your Web browser to connect to the user manual page for WD SmartWare manuals at: http://www.wdc.com/wdproducts/wdsmartware/um.asp . There, you can select and open the online version of the user manual for your My Passport drive.

(Continued)

Table 5. Help Tab Functional Description (Continued)

Display Component	Description
Support link	Uses your Web browser to connect to the WD Service & Support Home page at http://support.wdc.com .
Update Software button	<p>Uses your Web browser to compare the versions of your WD SmartWare software and the firmware of the selected My Passport drive with the most-recent available versions.</p> <p>If updated software or firmware is available, the WD SmartWare software prompts you do download and install it.</p>
WD Store link	Uses your Web browser to connect to the WD online store at: http://store.westerndigital.com/store/wdus .

4

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 and continuously backs up all of your important data files to your My Passport drive—music, movies, photos, documents, email, and other files.

After the WD SmartWare software categorizes the different types of files on your computer's internal hard drive, clicking the **Start Backup** button backs all of them up. 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 your internal hard drive
- 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 make sure to leave your My Passport drive connected to your computer.

Note: Automatic backup protection is continuous for as long as your My Passport drive is connected to your computer. Then, whenever you disconnect and reconnect the drive to your computer, the WD SmartWare software rescans your computer for new or changed files and resumes automatic, continuous backup as before.

Backing Up Files

1. On the Home screen:
 - a. If you are going to back up files by category AND your computer has more than one internal hard drive or drive partition, use the internal drive selector box under your computer icon to select the one that you want to back up first:



- b. If you have more than one My Passport drive connected to your computer, select the one that you want to back up files to:



2. Click the **Backup** tab to display the Backup screen (see Figure 9 on page 19).

3. On the Backup screen:

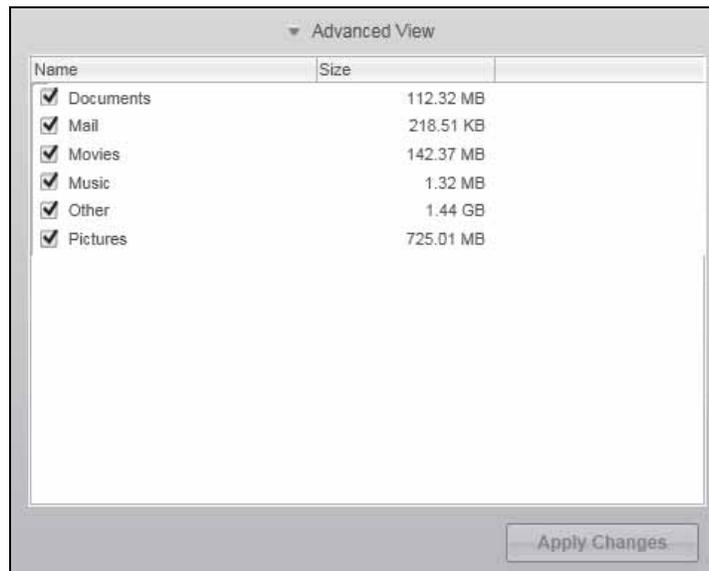
IF you want to back up . . . on the internal hard drive,	THEN . . .
All of the categories of files	Proceed to step 4.
Selected categories of files	Skip to step 5.
All of the files and folders	Skip to step 6 on page 29.
Selected files or folders	Skip to step 7 on page 30.

4. To back up all of the categories of files on the internal hard drive:

- 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** on the **Switching Backup Plan** dialog.

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



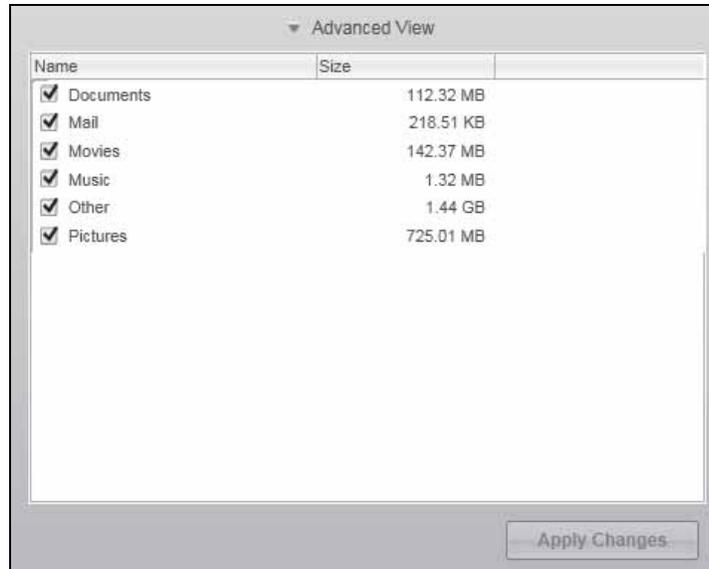
- c. As required, select any cleared check boxes and then click **Apply Changes** to create a custom backup plan and refresh the content gauge for your My Passport drive.
- d. Click **Start Backup** to begin backing up all categories of files on the internal hard drive and skip to step 8 on page 30.

5. To backup selected categories of files:

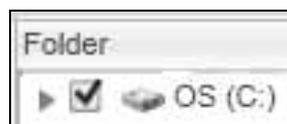
- a. Verify that the backup mode is category and that **Ready to perform category backup** appears at the upper-left corner of the Backup screen.

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

- b. Click **Advanced View** to open the backup by categories selection box:



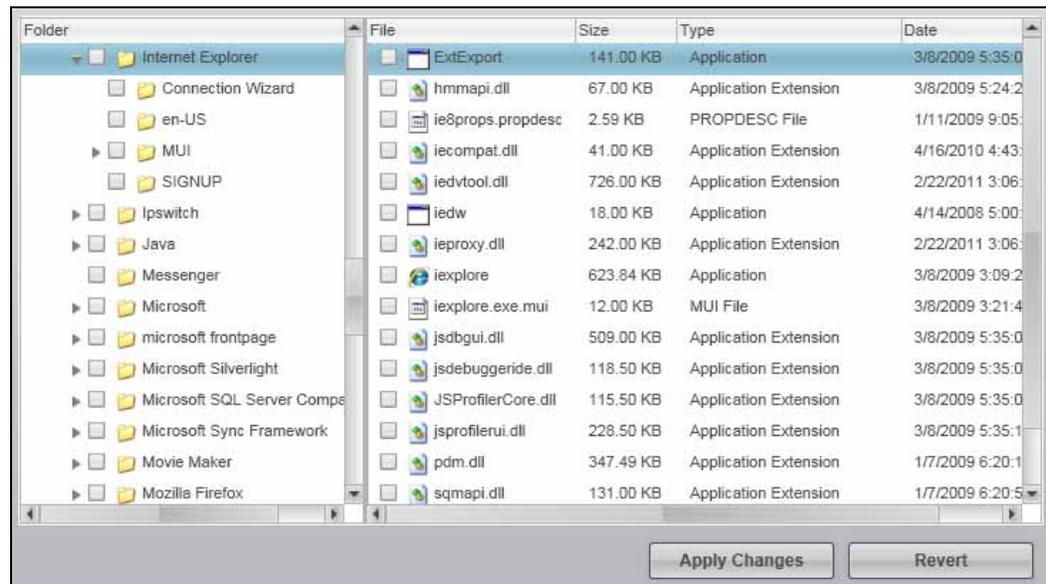
- c. In the backup by categories selection box:
- Clear the check boxes for the categories of files that you want to exclude from the backup.
 - As required, select the check boxes for the categories of files that you want to include in the backup.
- d. Click **Apply Changes** to create a custom backup plan and refresh the content gauge for your My Passport drive.
- e. Click **Start Backup** to begin backing up the selected categories of files and skip to step 8 on page 30.
6. To back up all of the files and folders on the internal hard drive:
- 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** on the **Switching Backup Plan** dialog.
- b. In the backup by files selection box, select the check box for your computer's internal hard drive:



If your computer has more than one internal hard drive, select the check box for each one.

- c. Click **Apply Changes** to create a custom backup plan and refresh the content gauge for your My Passport drive.
- d. Click **Start Backup** to begin backing up all of files and folders on the internal hard drive and skip to step 8 on page 30.

7. To backup selected files or folders:
 - 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** on the **Switching Backup Plan** dialog.
 - b. In the backup by files selection box, click the pointers to open the folder structure:



- c. Select the check boxes for the individual files or folders that you want to back up. Note that selecting a folder check box automatically selects all of the subfolders and files in the folder.
 - d. Click **Apply Changes** to create a custom backup plan and update the content gauge for your My Passport drive
Note: Clicking **Revert** clears your recent selections and redisplay the prior applied configuration.
 - e. Click **Start Backup** to begin backing up the selected files or folders and proceed to step 8.
8. 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 in the content gauge for your computer's internal hard drive changes to yellow/amber for all of the files that have not yet been backed up.
 - The gray background for categories or files in the content gauge for your My Passport drive changes to blue as the backup completes.
 - You can continue to set up your drive or perform any other functions because the WD SmartWare software backs up your files in the background.
 - The **Start Backup** toggle button changes to **Stop Backup** for stopping the backup (see step 10 on page 31).

9. 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 your drive is full means that there is not enough free space on the drive to complete the backup.

The best long-term solution would be to relegate the drive 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.

10. If you clicked **Stop Backup** at step 8, the **Stop backup?** confirmation message 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:

- **Continue Backup** to disregard your request and resume the backup
- **Stop Backup** to follow through with your request and stop the backup

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

5

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 My Passport drive and copy them to either:

- Their original locations on your computer
- A special retrieve folder

Retrieve is generally a five-step process:

1. Select the My Passport drive to retrieve files from on the Home screen.
2. Select the backup volume that you want to retrieve files from.
3. Specify the destination where you want to copy the retrieved files—either a special retrieve folder or their original locations.
4. Specify what you want to retrieve—either individual files, folders, or everything.
5. Retrieve the files.

Retrieving Files

1. On the Home screen:
 - a. If your computer has more than one internal hard drive or drive partition, use the internal drive selector box under your computer icon to select the one that you want to copy retrieved files to:

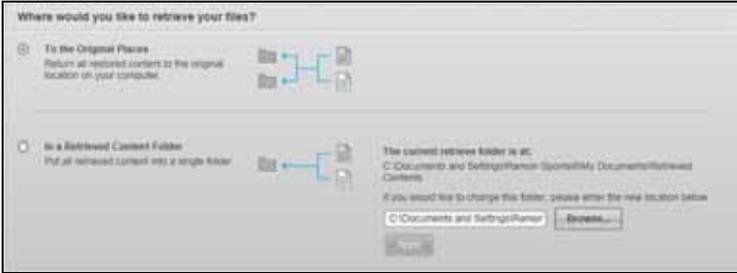
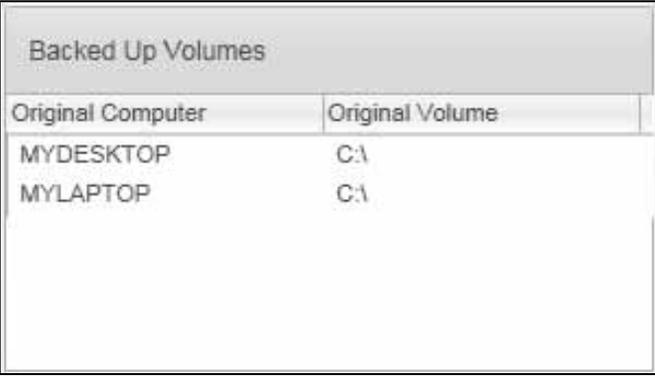


- b. If you have more than one My Passport drive connected to your computer, select the one that has the files you want to retrieve:



2. Click the **Retrieve** tab to display either the:
 - Select a destination for retrieved files dialog
 - Select a volume to retrieve from dialog

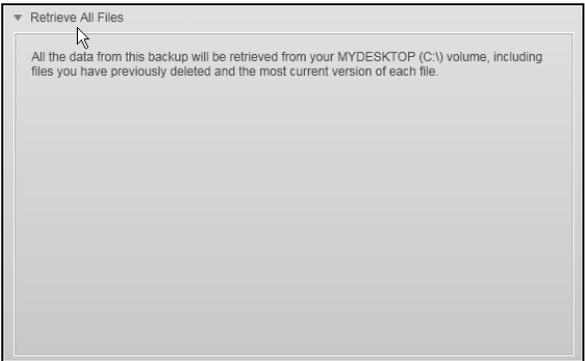
(See Figure 10 on page 22.)

IF you have . . .	THEN the WD SmartWare software displays the . . .
<p>Created a single backup on the selected My Passport drive from your computer,</p>	<p>Select a destination for retrieved files dialog:</p>  <p>Proceed to step 3 on page 34.</p>
<p>Created multiple backup volumes on the selected My Passport drive from either:</p> <ul style="list-style-type: none"> • Different internal hard drives or hard drive portions on your computer • Different computers 	<p>Select a volume to retrieve from dialog with the available volumes listed in the Backed Up Volumes selection box:</p>  <p>In this case:</p> <ol style="list-style-type: none"> 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 3 on page 34.
<p>Not run a backup on the selected My Passport drive,</p>	<p>The Select a volume to retrieve from dialog with nothing listed in the Backed Up Volumes selection box:</p>  <p>You cannot retrieve files from a drive that does not have a backup volume. Click the Home tab and return to step 1-b on page 32 to select the My Passport drive that has the files you want to retrieve.</p>

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

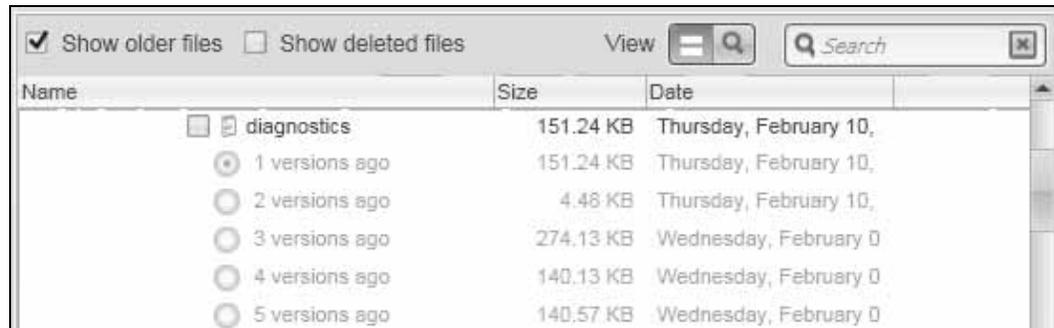
<p>IF you want to copy your retrieved files to . . .</p>	<p>THEN select the . . . option.</p>
<p>Their original locations on your computer's internal hard drive,</p>	<p>To the Original Places</p> <p><i>Note:</i> The To the Original Places option is not available if you selected a backup volume from another computer at step 2 on page 32.</p>
<p>A retrieved content folder,</p>	<p>In a Retrieved Content Folder</p> <p>The default folder is Retrieved Contents in the My Documents folder for your user name.</p> <p>If you want to specify a different folder:</p> <ol style="list-style-type: none"> Click Browse and use the browse function to identify the new folder. Click Apply to save and implement the new folder specification.

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

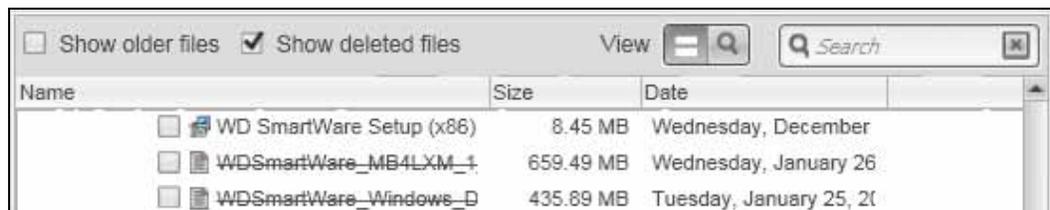
<p>IF you want to retrieve . . . from the selected backup volume</p>	<p>THEN select the . . .</p>
<p>All of the files</p>	<p>Retrieve All Files option and skip to step 6 on page 35.</p> 
<p>Selected files or folders</p>	<p>Retrieve Some Files option to open the Retrieve Some Files selection box and proceed to step 5 on page 35.</p> 

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

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



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



- Select the **View** icon to list individual files.
- To find a file, type all or part of the file name in the search box and press the **Enter** key to initiate the search.

To eliminate the search filter, delete all of the text in the search box and press **Enter**.

- Select the check boxes for the files or folders that you want to retrieve.

- Click **Start Retrieving**.

- 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.

- 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 your computer does not have sufficient disk space to complete the retrieve.

6

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.

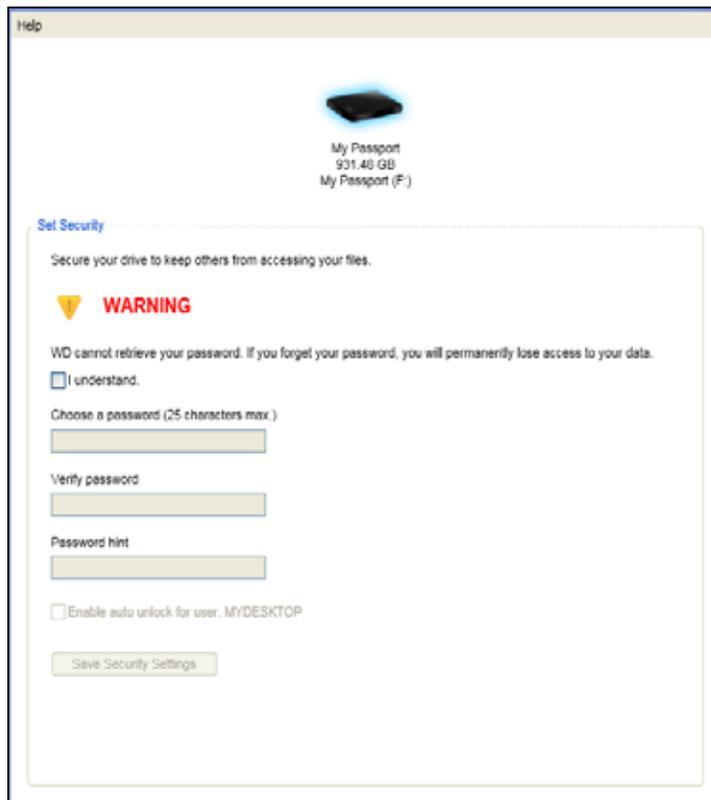
CAUTION! The WD Security software uses your password to electronically lock and unlock your drive. If you forget your password, you will not be able to access the data that is on your drive or write new data to it. You will have to erase the drive before you can use it again.

Use the WD Security software to:

- Create a password
- Change a password
- Eliminate the need for a password

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**



Help

My Passport
931.40 GB
My Passport (F:)

Set Security

Secure your drive to keep others from accessing your files.

WARNING

WD cannot retrieve your password. If you forget your password, you will permanently lose access to your data.

I understand.

Choose a password (25 characters max.)

Verify password

Password hint

Enable auto unlock for user: MYDESKTOP

Save Security Settings

2. On the Set Security dialog:
 - a. 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.
 - b. Type your password in the **Choose a password** box, using up to 25 characters.
 - c. Retype your password in the **Verify password** box.
 - d. Type a hint to help remember your password in the **Password hint** box.
 - e. 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.
 - f. Read the warning about the possibility of data loss if you forget your password.
 - g. Click the **I understand** check box to signify that you accept the risk.
 - h. Click **Save Security Settings** to save your password and enable hardware encryption for your drive.
3. 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

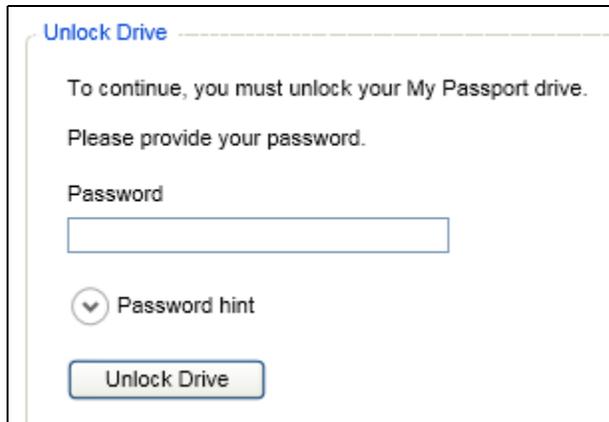
You will have to do this even if you do not have the WD Security software installed on your computer.

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:



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

To unlock the drive:

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:



To unlock the drive with WD SmartWare software:

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 SmartWare, WD Security, or WD Drive Utilities software installed, you can use the WD Drive Unlock utility to unlock the drive there. The Drive Unlock utility is on a *virtual* CD drive that appears under My Computer in the Windows Explorer display.

To unlock the drive:

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



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 WD Drive Unlock 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

To change 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**



2. On the Change Security dialog:
 - a. 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.
 - b. Type your current password in the **Password** box.
 - c. Select the **Change password** option.
 - d. Type your new password in the **Choose a password** box, using up to 25 characters.
 - e. Retype your new password in the **Verify password** box.
 - f. Type a hint to help remember your new password in the **Password hint** box.
 - g. 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.
 - h. Click **Update Security Settings**.
3. Click **OK** to close the Security has been enabled message.

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

Turning Off the Drive Lock Feature

To remove password protection from your drive:

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**



2. On the Change Security dialog:
 - a. 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.
 - b. Type your password in the **Password** box.
 - c. Select the **Remove security** option.
 - d. Click **Update Security Settings**.

7

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:

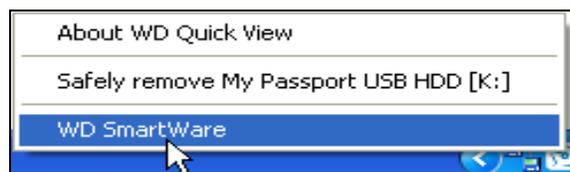
- Open the WD SmartWare software
- Check the drive status
- Safely disconnect the drive
- Monitor icon alerts

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

Opening the WD SmartWare Software

If the WD SmartWare software does not start automatically, you can start it by:

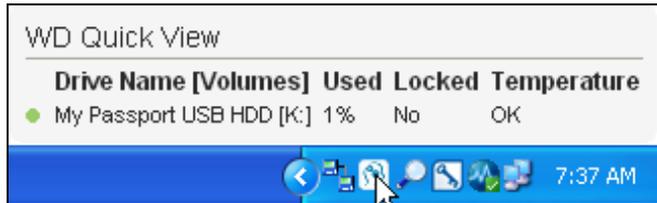
- Left- or right-clicking the WD Quick View icon in the taskbar and selecting **WD SmartWare**:



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

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:

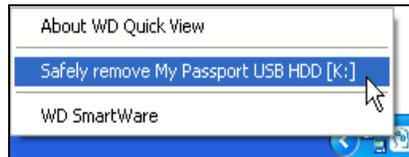


Safely Disconnecting the Drive

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:

- Left- or 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:

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

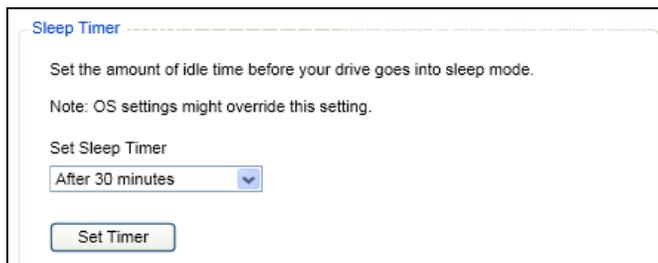
Setting the Drive Sleep Timer

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 application 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 10.

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:



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

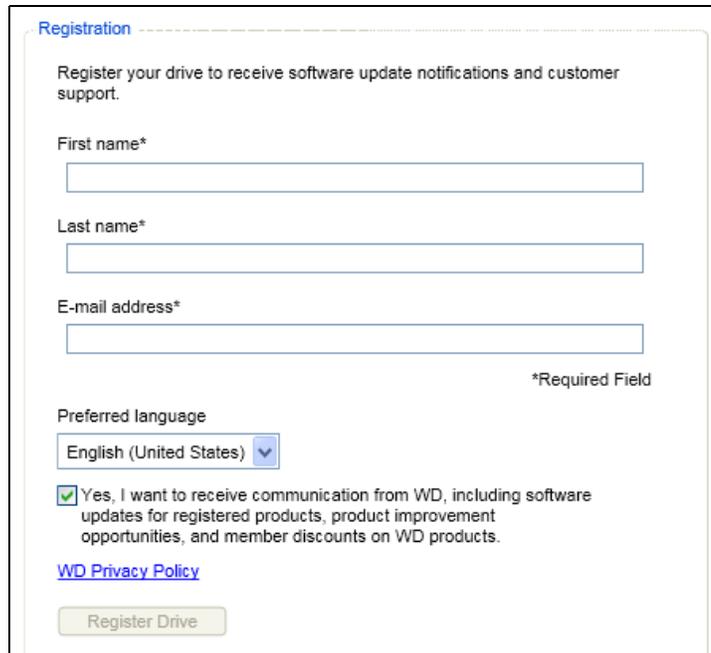
WD Drive Utilities uses your computer's Internet connection to register your drive. Registering the drive provides free technical support during the warranty period and keeps you up-to-date on the latest WD products.

1. Make sure that your computer is connected to the Internet.
2. Open the WD Drive Utilities application 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 10.

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:



The Registration dialog box is titled "Registration" and contains the following elements:

- Text: "Register your drive to receive software update notifications and customer support."
- Form fields: "First name*", "Last name*", and "E-mail address*", each with a corresponding text input box.
- Text: "*Required Field" positioned to the right of the input boxes.
- Form element: "Preferred language" with a dropdown menu showing "English (United States)".
- Text: "Yes, I want to receive communication from WD, including software updates for registered products, product improvement opportunities, and member discounts on WD products." with a checked checkbox.
- Text: "[WD Privacy Policy](#)" (a blue hyperlink).
- Button: "Register Drive" (a light green button).

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 e-mail 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 quick SMART status check and the quick drive test provides a high level of assurance with minimal inconvenience. Then, run all three whenever you encounter disk error conditions when writing or accessing files.

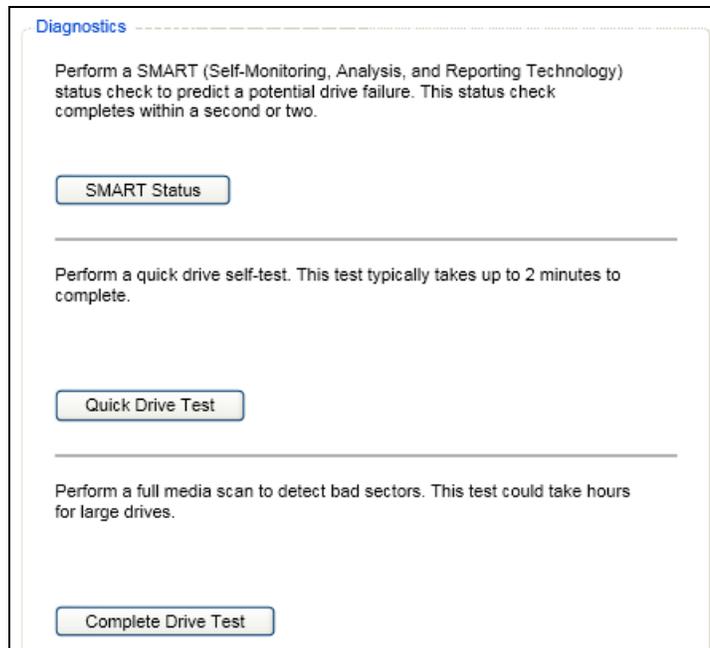
1. Open the WD Drive Utilities application by clicking either:

- 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 10.

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:



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 the 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:

IF your drive is . . .	AND you . . .	THEN see . . .
Not locked,	Want to erase the drive,	“Using the Drive Erase Function” in the next section.
Locked,	Have forgotten or lost your password and must erase the drive,	“Using the WD Drive Unlock Utility” on page 49.

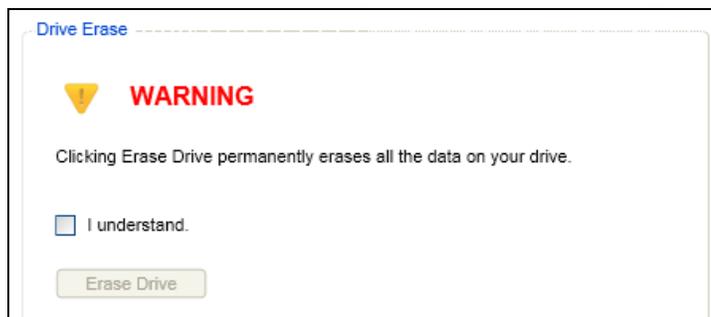
Using the Drive Erase Function

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

1. Open the WD Drive Utilities application 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 10.

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:



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, see “Restoring the WD Software and Disk Image” on page 51.

Note: Erasing the 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 36.)

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**, opening the WD Unlocker virtual CD listing under Devices with Removable Storage, and double-clicking the Unlock.exe file



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, see "Restoring the WD Software and Disk Image" on page 51.

Note: Erasing the 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 36.)

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:

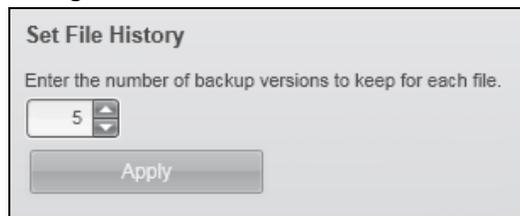
- [Specifying the Number of Backup Versions](#)
- [Specifying a Different Retrieve Folder](#)
- [Checking for Software Updates](#)
- [Uninstalling the WD Software](#)

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 24).
 2. On the Software Settings screen, click **File History** to display the 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 Retrieve Folder

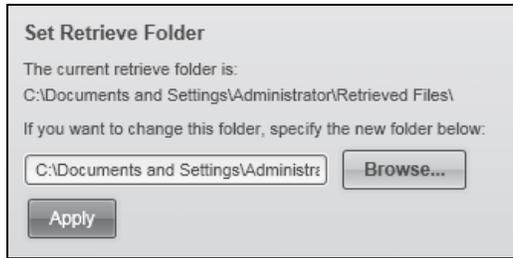
When you start a retrieve, you can choose whether you want to store the retrieved files in either:

- 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 24).

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

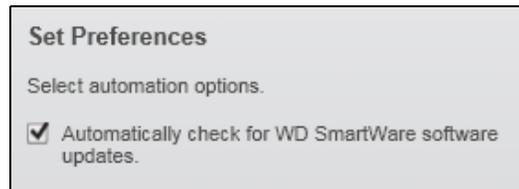


4. On the Set Retrieve Folder dialog:
 - a. Click **Browse** and use the browse function to identify the new retrieve folder.
 - b. Click **Apply**.

Checking for Software Updates

When enabled, the Preferences option checks for software updates each time you reconnect your My Passport drive to your computer. This ensures that you are always using the most-recent software version.

1. Click the **Settings** tab to display the Software Settings screen (see Figure 11 on page 24).
2. On the Software Settings screen, click **Preferences** to display the Set Preferences dialog:



3. On the Set Preferences dialog, select or clear the **Automatically check for WD SmartWare software updates** check box to enable or disable the Preferences option.

Uninstalling the WD Software

To uninstall the . . . software,	Click Start > (All) Programs > Western Digital > . . .
WD SmartWare	WD SmartWare > Uninstall WD SmartWare
WD Drive Utilities	WD Apps > Uninstall WD Drive Utilities
WD Security	WD Apps > Uninstall WD Security

You can also use your computer operating system's Add or Remove Programs function to uninstall the WD software.

Important: Uninstalling the WD SmartWare software deletes all existing backup job configurations. You must restart the backup job manually after reinstalling the software. (See "Backing Up Files" on page 27.)

Using the Drive with a Mac

The My Passport drive is formatted as a single NTFS partition for compatibility with all 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](#)
- [Installing the Drive on Mac Computers](#)

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> and refer to Knowledge Base answer ID 3865 for information about reformatting the drive.

See “Troubleshooting” on page 55 for more information about reformatting a drive.

Restoring the WD Software and Disk Image

In addition to deleting all of the data on your My Passport drive, reformatting the drive also removes the WD software and all of the support files, utilities, online help, and user manual files. If you want to duplicate the drive management and drive lock features on your Mac computer, you can download and install the Mac versions of the WD Security and WD Drive Utilities software.

The WD SmartWare software is not available for use with Mac computers for this model of My Passport drive.

After you have reformatted the drive for Mac computers, go to <http://support.wdc.com> and see Knowledge Base answer ID 7.

Installing the Drive on Mac Computers

After you have reformatted the drive for use on Mac computers:

1. Turn on your computer.
2. Connect the drive to your computer using the USB 3.0 cable as shown in Figure 3 on page 5.
3. After connecting the drive, verify that the My Passport icon displays on your desktop.
4. If you have downloaded and are going to install the WD Security and WD Drive Utilities software, see “Connecting the Drive and Getting Started” in the *My Passport for Mac User Manual* that is on the 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 (7, Vista, XP, 2000) and Mac OS X	3865
■ Reformat from Mac GPT to Windows XP NTFS	3645
■ Reformat the drive from Mac GPT to Windows 7 or Vista NTFS format	3647
■ Obtain and reinstall the original software included with this product	1425
■ Format a WD hard drive in FAT32* (for use in both Windows and 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 reformatting 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.

A

Installing an SES Driver

If you do not install the WD software, you need an SES driver installed on Windows computers to keep the hardware pop up 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 you physically connect 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**:



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



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:



2. Click **Next** to continue.
3. Select **Install from a list or specific location** and click **Next**:



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**:



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



Installing on Windows Vista Computers

After you physically connect 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**:



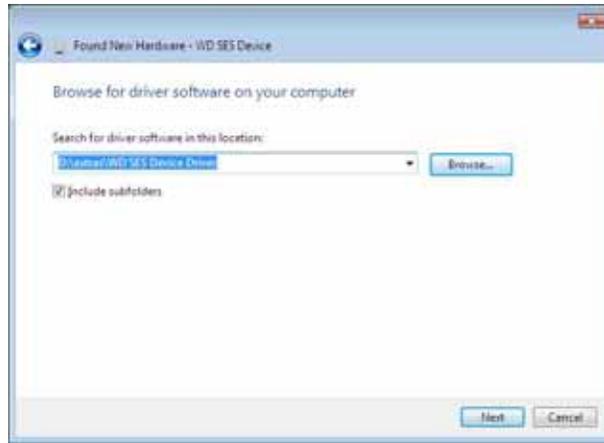
2. On the Found New Hardware - WD SES Device wizard screen, click **Don't search online**:



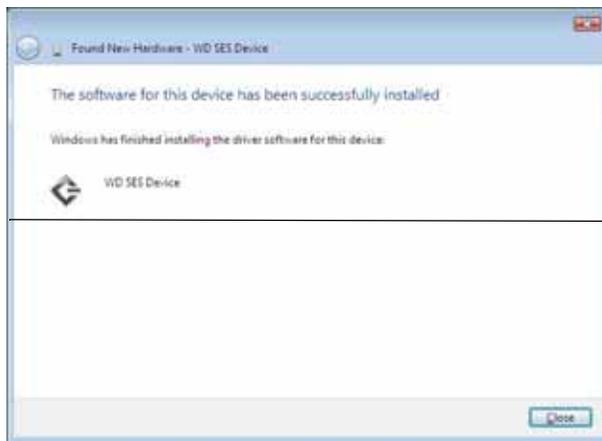
3. At the **Install the disc that came with your WD SES Device** prompt, click **I don't have the disc. Show me other options**:



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**:



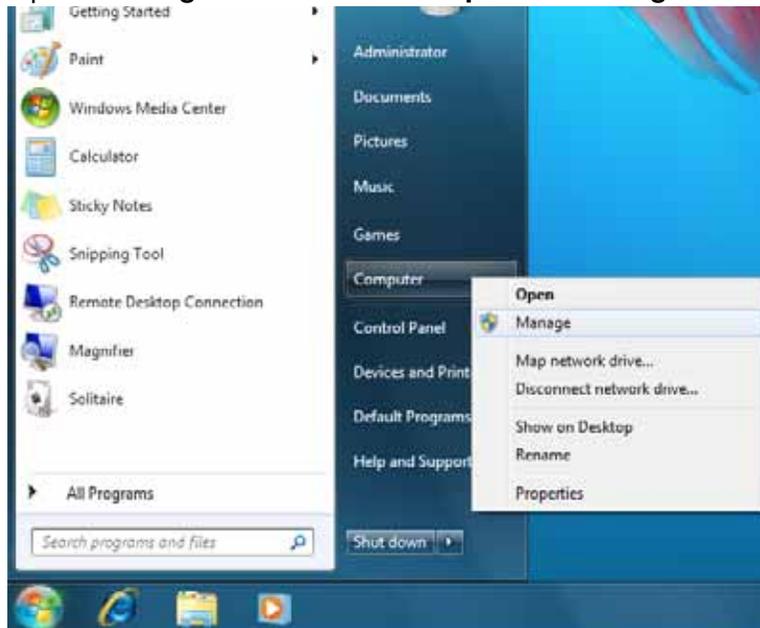
5. When the installation completes, click **Close**:



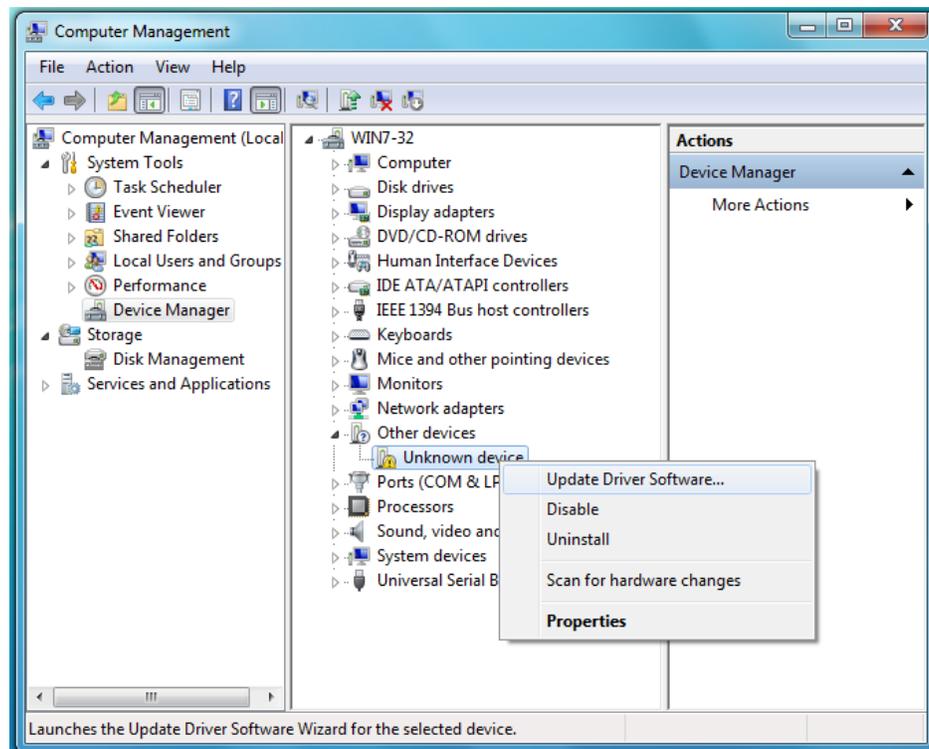
Installing on Windows 7 and Windows 8 Computers

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

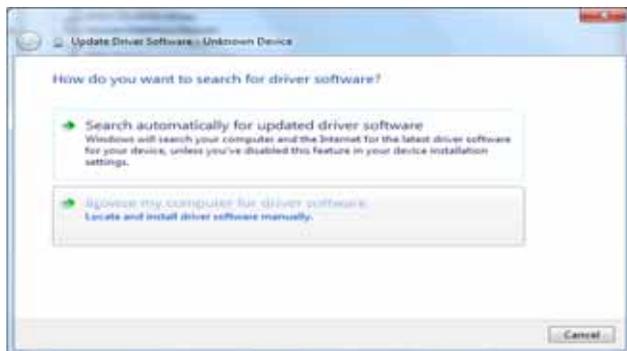
1. Open **All Programs** and click **Computer > Manage**:



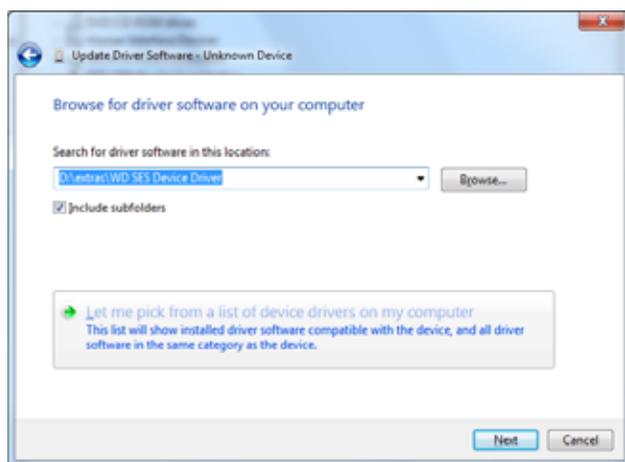
2. Under **Computer Management (Local)**, click **Device Manager > Unknown Device** and right-click **Update driver software**:



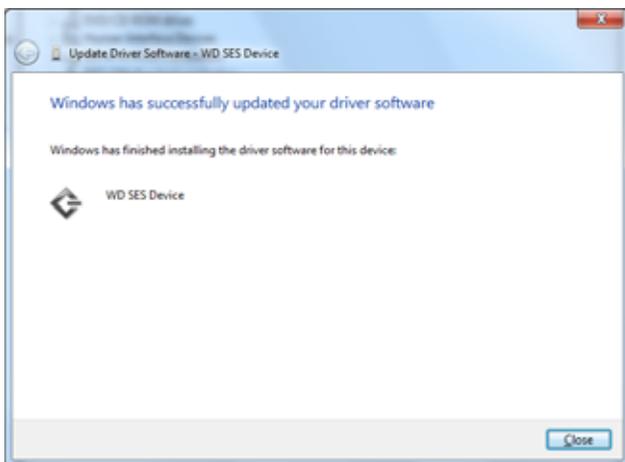
3. Click **Browse my computer for driver software**.



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**:



B

Compliance and Warranty Information

This appendix includes the following topics:

- [Regulatory Compliance](#)
- [Environmental Compliance \(China\)](#)
- [Warranty Information](#)
- [GNU General Public License \("GPL"\)](#)

Regulatory Compliance

FCC Class B Information

This device has been tested and found to comply with the limits of 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 unit 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 the user's authority to operate this equipment.

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. 60950-1-07, 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)

(가 B)	가 가 (B) ,

Environmental Compliance (China)

部件名称	有毒有害物质或元素					
	产品中有毒有害物质或元素的名称及含量					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价 铬 (Cr (VI))	多溴化联 (二) 苯 (PBB)	多溴化 二苯醚 (PBDE)
减震架(4)	○	○	○	○	○	○
减震器(4 pcs)	○	○	○	○	○	○
脚垫(4 pcs)	○	○	○	○	○	○
带镜头的上盖	○	○	○	○	○	○
底盖	○	○	○	○	○	○
PCBA	○	○	○	○	○	○
硬盘驱动器	X	○	○	○	○	○
微型 USB 电缆	○	○	○	○	○	○
EMI 底盖	○	○	○	○	○	○
聚酯薄膜	○	○	○	○	○	○

O: 表示有毒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: 表示该有毒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/warranty/policy.asp> 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/warranty/policy.asp>. 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/warranty/policy.asp>, 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.

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