WD SmartWare™ Software
User Manual
Version 1.6.*x*

WD Western Digital®

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 e-mail 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. E-mail 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
		China	800 820 6682/+65 62430496
Spanish	800.832.4778	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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About the WD SmartWare Software

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

- Protect your data automatically—Relax! Your data is safe. Automatic, continuous backup instantly makes a second copy whenever you add or change a file.

- See your backup as it happens—Visual backup organizes and displays your files in categories and shows the progress of your backup.

- Bring back lost files effortlessly—Retrieve your valuable data to its original location whether you have lost everything, deleted a file, or just overwritten an important file.

- Take control—Customize your backup, set drive security, run diagnostics, manage the power settings, and more from the WD SmartWare control center.

- Secure your drive—Gain peace of mind knowing that your data is protected from unauthorized access or theft with password protection and 256-bit hardware-based encryption.

Operating System Compatibility

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

- Windows XP
- Windows Vista®
- Windows 7

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

For highest performance and reliability, always install the latest updates and service pack (SP). Go to the **Start** menu and select **Windows Update**.

Hard Drive Support

The WD SmartWare software supports the following WD external devices:

- **Direct-attached My Book® Drives**
  - My Book Essential™
  - My Book Elite™
  - My Book for Mac® (reformatted for Windows operating systems)
  - My Book Studio™ (reformatted for Windows operating systems)

- **Direct-attached My Passport® Drives**
  - My Passport Essential™
  - My Passport Essential SE
  - My Passport for Mac® (reformatted for Windows operating systems)
  - My Passport SE for Mac (reformatted for Windows operating systems)
  - My Passport Elite™
  - My Passport Studio™ (reformatted for Windows operating systems)

- **Network-attached Devices**
  - My Book Live™
  - My Book Live Duo

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

The WD SmartWare software does not support other manufacturers' hard drives, or WD hard drives that were not originally configured for the WD SmartWare software.

Functional Overview

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

The . . . tab display	Provides . . .
Home	Five tabs and content gauges showing the total capacity and category structure of your computer's internal hard drive and each supported external device connected to it.
	If your computer has more than one internal hard drive or multiple hard drive partitions, or if a connected external device has multiple partitions or network shares, then the WD SmartWare software displays a selector box that you can use to specify the one you want to work with.
	See "Home Tab Display" on page 3.
Backup	One of two backup dialogs, depending on the backup mode that you select:
	• The by-category dialog provides content gauges showing the total capacity and category structure of your computer's internal hard drive, and the external device 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.
	Each backup dialog also provides a:
	• File/category backup toggle button for switching between the two backup modes
	• Start/stop backup toggle button for controlling the backup
	See "Backup Tab Displays" on page 8.

(Continued)

The . . . tab display	Provides . . .
Retrieve	Three full-screen dialogs for selecting the: • 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 See "Retrieve Tab Displays" on page 11.
Settings	One of two dialogs, depending on the type and model of your connected device. For all My Book drives and most My Passport drives, the Settings tab display provides buttons for displaying Software Settings and Drive Settings screens. For three models of My Passport drives, the Settings tab display provides only the Software Settings screen. See "Settings Tab Displays" on page 14.
Help	Instant access to: • Detailed information about backing up and retrieving files and making your software and drive setup selections • WD Customer Support and software update services See "Help Tab Display" on page 17.

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

Note: In addition to the detailed Help tab information, each WD SmartWare display provides easy access to 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 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 external device that you want to back up files to, retrieve files from, or customize when you have more than one connected to your computer

See Figure 1 on page 4 and Table 1 on page 5 for a brief functional description of the Home tab display.

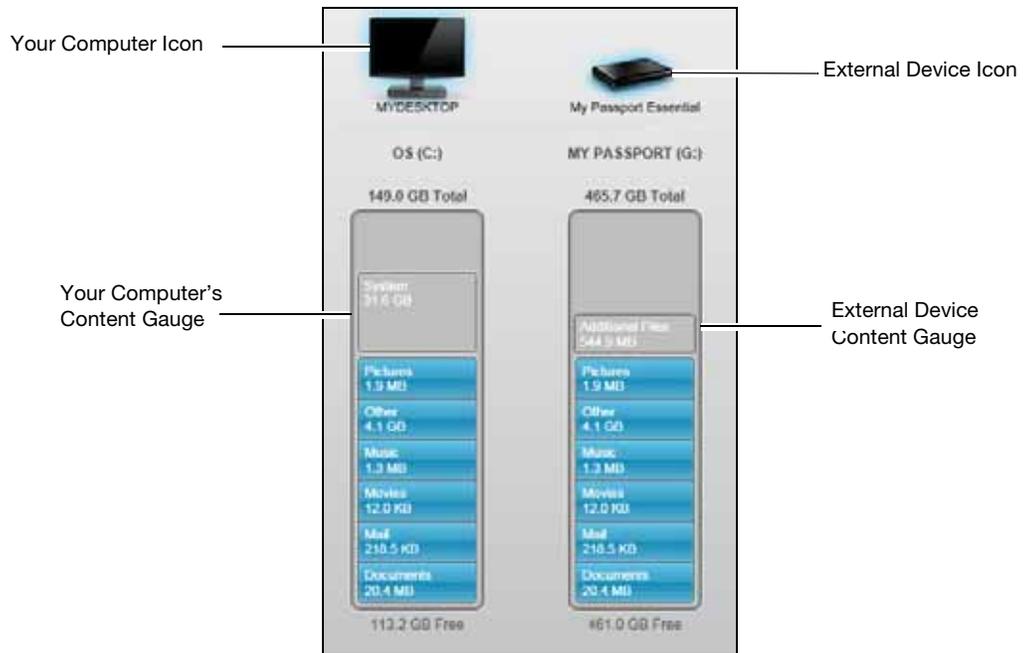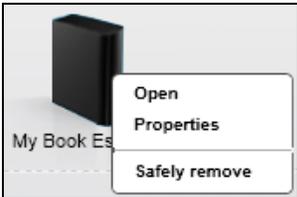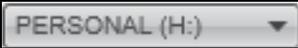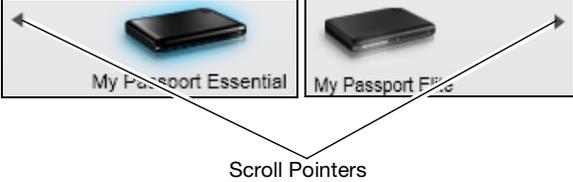Your Computer Icon

External Device Icon

Your Computer's
Content Gauge

External Device
Content Gauge

Figure 1. Home Tab Display

Table 1. Home Tab Functional Description

Display Component	Description
Your computer icon	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. Right-clicking the icon and clicking **Properties** displays the Windows System Properties dialog:
Internal drive selector box	(Not shown in Figure 1 on page 4.) 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:
External device icon	Provides a graphic representation and name of the external device connected to your computer. If you have more than one external device connected to your computer, left-click the icon for the one that you want to use for backup, retrieve, and drive settings functions. The WD SmartWare software highlights your selection with a light-blue shadow background: Selected My Book Drive Right-clicking a direct-attached device icon displays a menu with the following options: • **Open**—To display the device listing in Windows Explorer • **Properties**—To display the Windows Drive Properties dialog • **Safely remove**—To prepare your system to disconnect the device

(Continued)

Table 1. Home Tab Functional Description (Continued)

Display Component	Description
External device icon (continued)	For a network-attached device, the options are: • **Open**—To display the device listing in Windows Explorer • **Dashboard**—To display the Web interface for configuring the device • **Learning Center**—To display the device Learning Center help • **Map**—To display the Windows Map Network Drive dialog • **Create Shortcut**—To add a desktop shortcut to the device • **Alerts**—To display the WD Alerts report • **Properties**—To display the Device Details and Troubleshooting information • **Shut Down**—To ready and shut down the device
External device drive partition or network share selector box	(Not shown in Figure 1 on page 4.) If an external device has more than one drive partition or network share, the WD SmartWare software displays a selector box below the device icon for specifying the partition or share that you want to use for backup and retrieve functions: PERSONAL (H:) ▼
Device display scroll pointers	(Not shown in Figure 1 on page 4.) One installation of the WD SmartWare software supports as many external devices as you system can handle. When the number of connected devices exceeds the display capacity, the WD SmartWare software displays left/right scroll pointers for viewing all of them: My Passport Essential My Passport Plus Scroll Pointers

(Continued)

Table 1. Home Tab Functional Description (Continued)

Display Component	Description
Your computer's content gauge	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:

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

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

Note that:

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

  When you select and run a file-type backup, the name of the **System** category changes to **Excluded** and it then includes all of the files that were *not included* in your file backup.

- 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.

(Continued)

Table 1. Home Tab Functional Description (Continued)

Display Component	Description
External device content gauge	After installing the WD SmartWare software—before running your first backup or copying any files to the device—the external device content gauge shows only a small number of files in the **Additional Files** category. These are the system files and hidden files that your computer's operating system put there when you installed the device. After running a backup or copying files to the external device, the external device content gauge shows: • All of the files that have been backed up in the same categories as the content gauge for your computer's internal hard drive (see "Your computer's content gauge" on page 7) • Any other files that you have copied or saved to the external device in the **Additional Files** category

Backup Tab Displays

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

- By category—As shown in the content gauges
- By file—As shown in the folder structure of your computer's internal hard drive
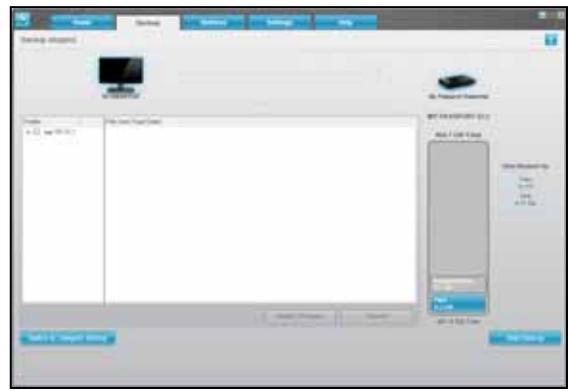
See "How the Backup Function Works" on page 28 for a description of category- and file-type backups.

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

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

Backup by Category Display

Backup by Files Display

Your Computer's
Content Gauge

External Device
Content Gauge

Category/File Backup
Toggle Button

Advanced Backup Area

Start/Stop Backup
Toggle Button

Figure 2. Backup Tab Displays

Table 2. Backup Tab Functional Description

Display Component	Description
Your computer's content gauge	Same as the content gauge for your computer's hard drive on the Home tab display. (See "Your computer's content gauge" on page 7.)
External device content gauge	Same as the content gauge for your external device on the Home tab display. (See "External device content gauge" on page 8.)

(Continued)

Table 2. Backup Tab Functional Description (Continued)

Display Component	Description
Advanced backup area	In category mode, the initial/default configuration of the WD SmartWare software is to back up all categories of your files. In this configuration, the advanced backup area is blank. 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: Clicking **Apply Changes** in the backup files selection box updates the content gauge for your computer and your external device. 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: *Note:* The folder structure displaces the content gauge for your computer on the Backup tab display. In file mode, the initial/default configuration of the WD SmartWare software is with *none* of the files/folders selected for backup. After selecting the files or folders that you want to back up, clicking: • **Apply Changes** updates the content gauge for your external device. • **Revert** clears your recent selections and redisplays the prior applied configuration.
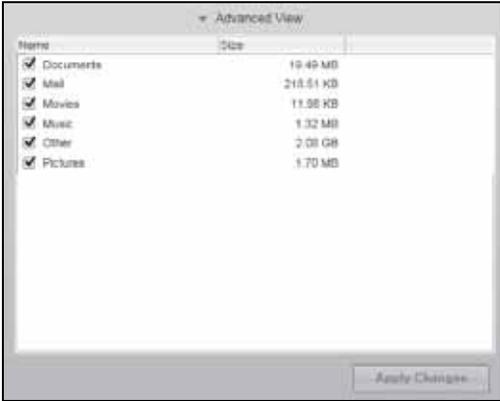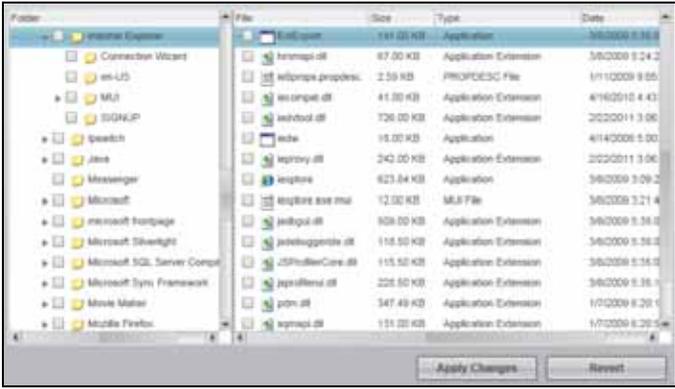
(Continued)

Table 2. Backup Tab Functional Description (Continued)

Display Component	Description
Start/stop backup toggle button	Controls backup operations by starting and stopping the backup.
Category/file backup toggle button	Switches the backup mode between categories and individual files: • Category mode—Backs up files according to their categories, as shown in the content gauges for your computer and your external device. 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 Retrieve tab displays guide you through 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 external device

See Figure 3 and Table 3 on page 12 for a brief functional description of the Retrieve tab displays.
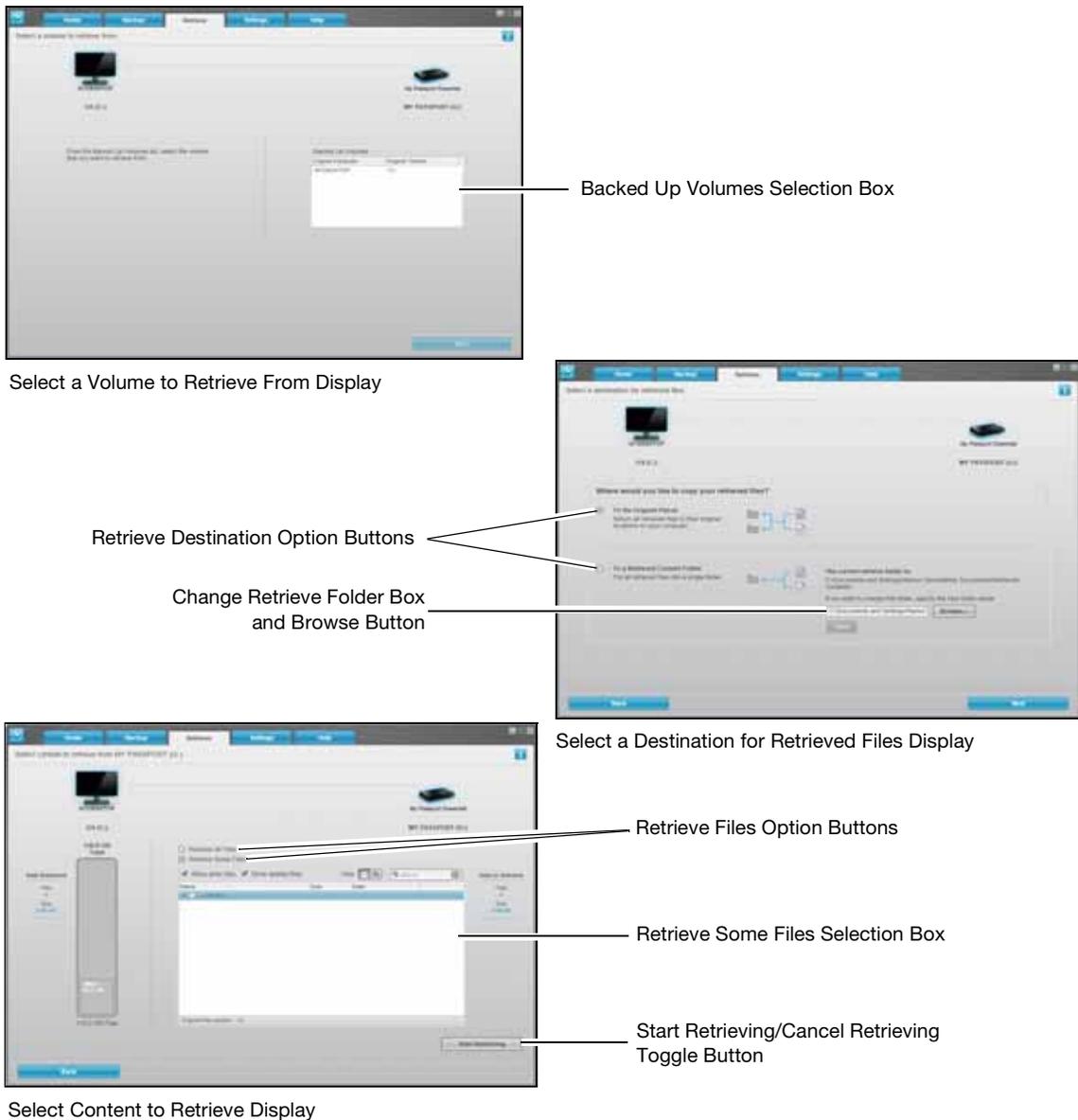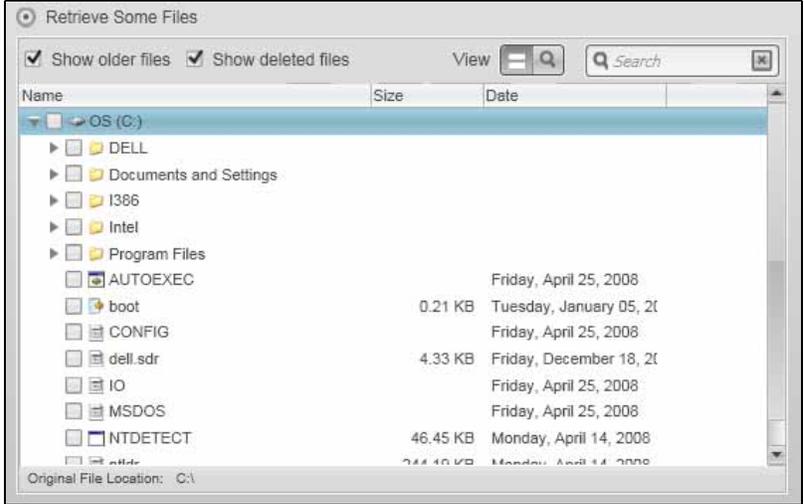
Backed Up Volumes Selection Box

Select a Volume to Retrieve From Display

Retrieve Destination Option Buttons

Change Retrieve Folder Box
and Browse Button

Select a Destination for Retrieved Files Display

Retrieve Files Option Buttons

Retrieve Some Files Selection Box

Start Retrieving/Cancel Retrieving
Toggle Button

Select Content to Retrieve Display

Figure 3. Retrieve Tab Displays

Table 3. Retrieve Tab Functional Description

Display Component	Description
Backed up volumes selection box	Lists the backed up volumes that are available to retrieve files from on the selected external device. You *must* 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	Specify the location on your computer's internal hard drive where you want to copy the files retrieved from the selected external device: • **To the Original Places** copies the retrieved files to the same location that they were backed up from. • **To a Retrieved Content Folder** copies all of the retrieved files to a single folder.
Retrieve files option buttons	By default, the **Retrieve Some Files** option is selected and the WD SmartWare software displays the Retrieve Some Files selection box that you can use to find and retrieve only selected files or folders. Selecting the **Retrieve All Files** option closes the Retrieve Some Files selection box and the WD SmartWare software retrieves all of the files from the selected backup volume on the selected external device.
Retrieve some files selection box	Displays all of the files from the selected backup volume on the selected external device in a folder structure with check boxes for selecting individual files or folders:
Start/cancel retrieving toggle button	Controls retrieve operations by starting and canceling the retrieve.

Settings Tab Displays

The configuration of the Settings tab display depends on the type and model of the selected external device:

- For all My Book drives and most My Passport drives, the Settings tab display provides buttons that open the:

  - Software Settings screen

  - Drive Settings screen

- For three models of My Passport drives—the ones that support the WD Security™ and WD Drive Utilities™ software—the WD SmartWare software displays only the Software Settings screen.

  To determine the model of an external device, hover the cursor over the device icon on the Home screen to see the About your drive ToolTip display:
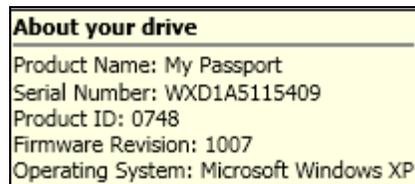
  You can also use Windows Explorer by right-clicking the device, selecting **Properties**, and clicking the **Hardware** tab:
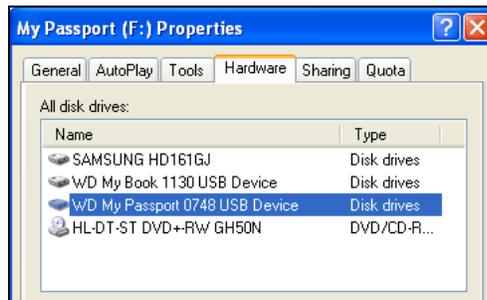
  In these examples the model of the selected device is identified by the Product ID of 0748. The three My Passport drive models that display only the Software Setting screen are:

  - 071D, My Passport Studio (reformatted for Windows operating systems)

  - 0746, My Passport for Mac (reformatted for Windows operating systems)

  - 0748, My Passport

  For these drives, you must use the WD Security and WD Drive Utilities software to access the drive settings functions.

See Figure 4 on page 15 and Table 4 on page 16 for a brief functional description of the Settings tab displays.
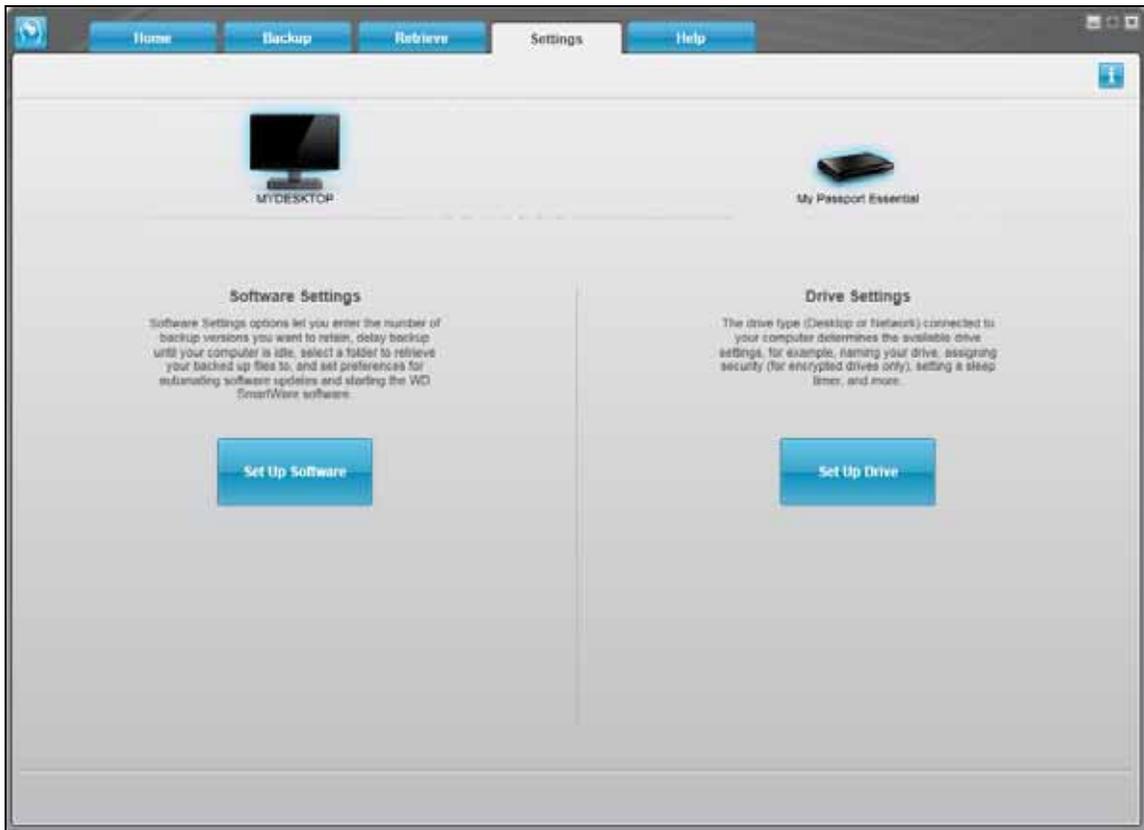
Settings Tab Display

Software Settings Screen

Drive Settings Screen

Figure 4. Settings Tab Displays

Table 4. Settings Tab Functional Description

Display Component	Description
Drive Erase button	Displays the Drive Erase dialog for erasing your external device when it is not locked.
File History button	Displays the Set File History dialog for specifying the number of backup versions that you want to keep for each file.
Label button	(Not shown in Figure 4 on page 15) For My Book and My Passport drives that have a customizable label, displays the Set Label dialog for naming the drive.
Preferences button	Displays the Set Preferences dialog for enabling/disabling the option that automatically checks for software updates.
Registration button	Displays the Register Drive dialog for registering your external device.
Retrieve Folder button	Displays the Set Retrieve Folder dialog for specifying a different destination folder for retrieved files.
Security button	Depending on whether your external device is already password protected or not, displays the: • Set Security dialog for creating a password • Your Drive is Secure dialog for changing your password or turning off the drive lock feature
Set Up Drive button	For direct-attached external devices, displays the Drive Settings dialog for securing, managing, and customizing the drive. For network-attached external devices, uses your Web browser to display the Web interface for configuring the device.
Set Up Software button	Displays the Set Up Software dialog for managing and customizing the WD SmartWare software.
Sleep Timer button	Displays the Set Sleep Timer dialog for specifying the period of inactivity for turning off the external device.

Help Tab Display

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

The Learning Center topics provide more detail than the info/online help for each screen, but not as much as the WD SmartWare Software User Manual.

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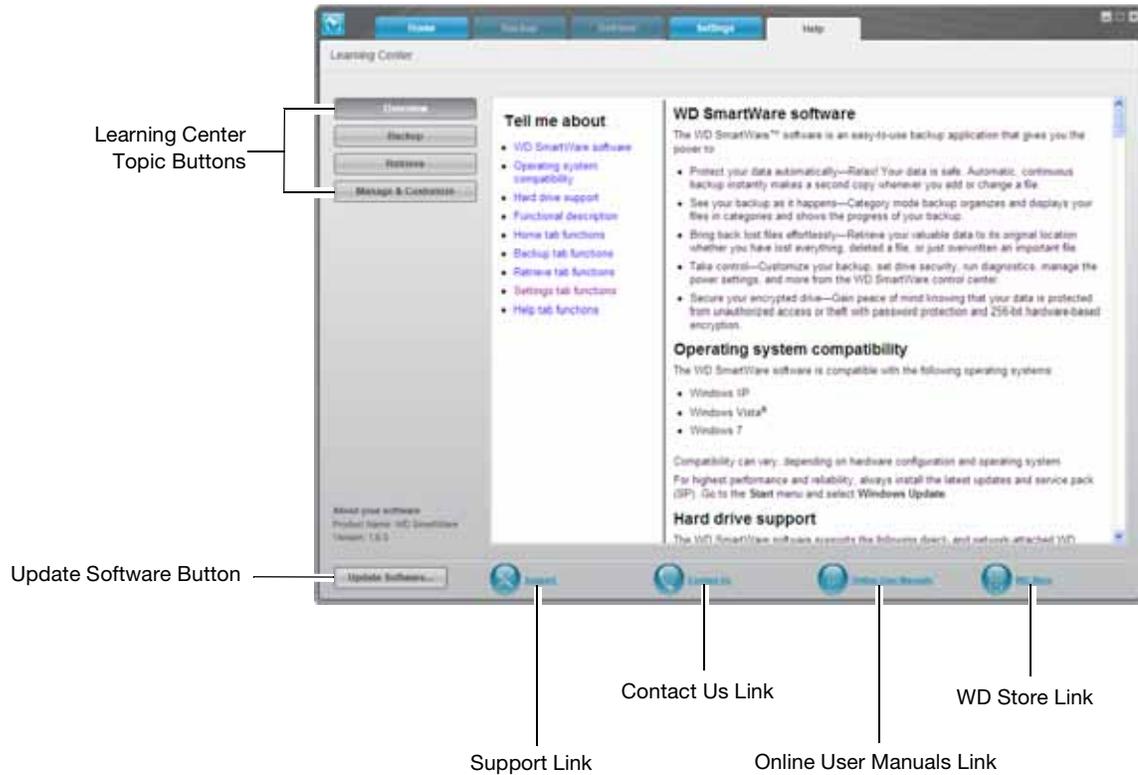
Figure 5. Help Tab Display

Table 5. Help Tab Functional Description

Display Component	Description
Contact Us link	Uses your Web browser to connect to the WD Service & Support Contact Us page at *http://support.wdc.com/contact*.
Learning Center topic buttons	Provide links to display the main Learning Center help topics: • Overview • Backup • Retrieve • Manage & Customize

(Continued)

Table 5. Help Tab Functional Description (Continued)

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

2 Installing the Software and Getting Started

This chapter provides instructions for installing and getting started with the WD SmartWare software.
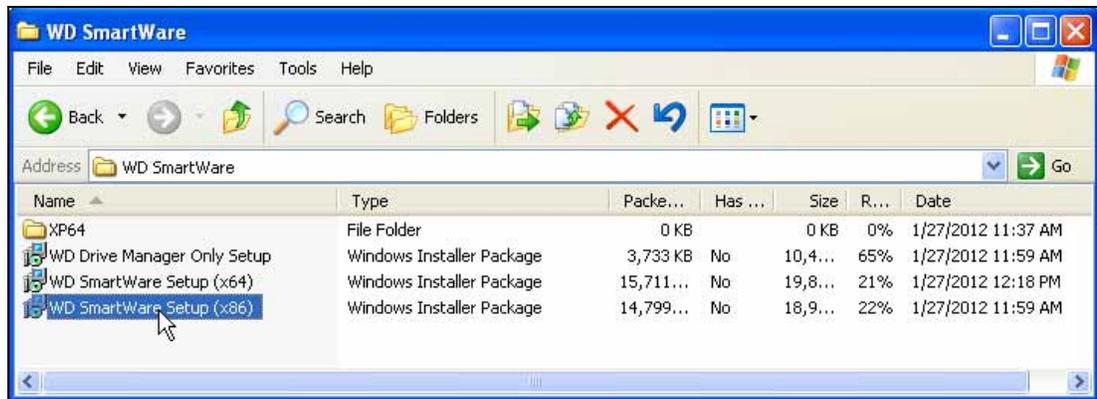
The WD SmartWare setup file can be:

- On the drive for direct-attached external devices
- Either on the drive or on the setup CD for network-attached devices
- In the My Documents\Downloads folder on your computer for updated software

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

To install the WD SmartWare software from your setup CD or download folder:

1. Use Windows Explorer to open the WD SmartWare folder and double-click the WD SmartWare Setup file:
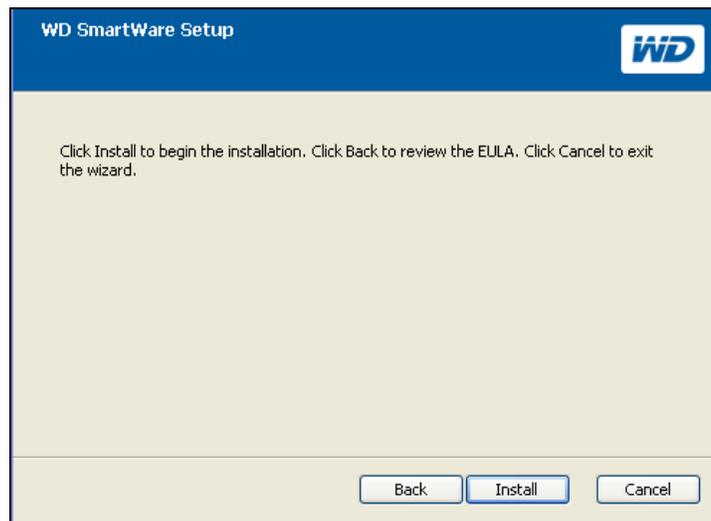

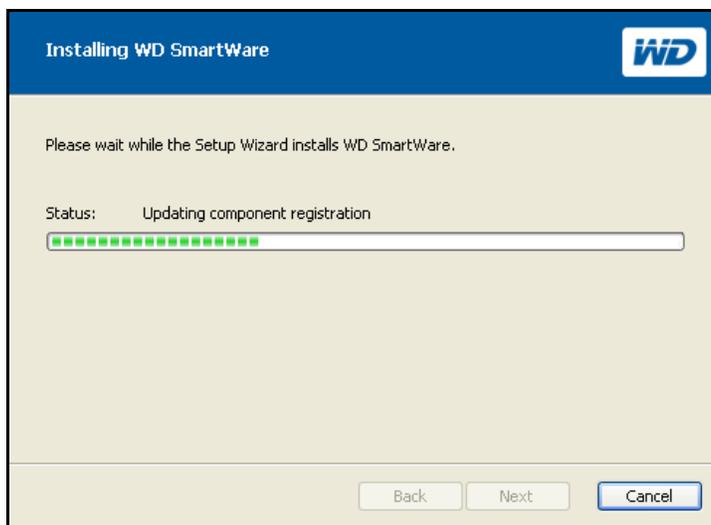2. Click **Next** on the WD SmartWare Setup Wizard:

3. Read the license agreement, select the **I accept the terms in the License Agreement** check box, and click **Next** to continue:
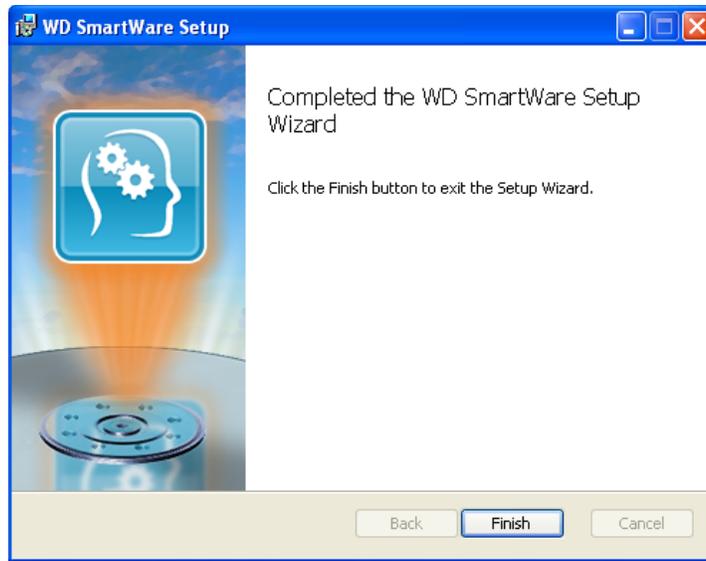
4. Click **Install** to begin the software installation:

5. Wait for the installation to complete:

6. When the installation completes, click **Finish** to exit the Setup Wizard:

7. To confirm a successful installation:

   a. Verify that the WD Quick View icon displays in the system tray portion of the Windows taskbar:

   WD Quick View Icon

   b. Click **Start** > **All Programs** > **Western Digital** > **WD SmartWare** > **WD SmartWare** to display the Home screen (see Figure 1 on page 4).

8. On the Home screen:

IF you want to . . .	THEN click the . . . tab	AND see . . .
Back up the files on your computer's internal hard drive to your external device,	**Backup**	"Backing Up Your Computer Files" on page 28.
Retrieve backed up files from your external device,	**Retrieve**	"Retrieving Backed Up Files" on page 33.
Create a password to keep others from accessing the files on your external device,	**Settings**	"Securing the Drive" on page 22.
Customize the settings of your external device,	**Settings**	"Managing and Customizing the Drive" on page 37
Customize the settings of the WD SmartWare software,	**Settings**	"Managing and Customizing the Software" on page 46.
View Learning Center help topics and links to online support services,	**Help**	"Help Tab Display" on page 17

Securing the Drive

This chapter includes the following topics:

Password Protecting the Drive

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

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

To create a password and keep others from accessing the files on your drive:

1. On the Home screen, if you have more than one external device connected to your computer, select the icon for the one that you want to create a password for.

2. Click the **Settings** tab and **Set Up Drive** to display the Drive Settings screen (see Figure 4 on page 15).

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

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

4. On the Set Security dialog:

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

    b. Retype your password in the **Verify password** box.

   c. Type a hint to help remember your password in the **Password hint** box.

   d. Select the **Remember my password on this computer** check box if you want the WD SmartWare software to remember your password on this computer.

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

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

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

   g. Click **Save Security Settings**.

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

- **Locks the drive when you shut down your computer, disconnect your drive, or— depending on its configuration—your computer goes into the sleep mode**

- **Requires you to type your password to unlock the drive when you restart your computer or reconnect your drive,** *UNLESS* **you selected the** Remember my password on this computer **check box when you created your password**

Unlocking the Drive

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

- You shut down and restart your computer

- You disconnect and reconnect the drive to your computer

- Depending on its configuration, your computer exits the sleep mode

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

Unlocking the Drive with the WD SmartWare Software

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

To unlock the drive with WD SmartWare software:

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

2. Type your password in the **Password** box.

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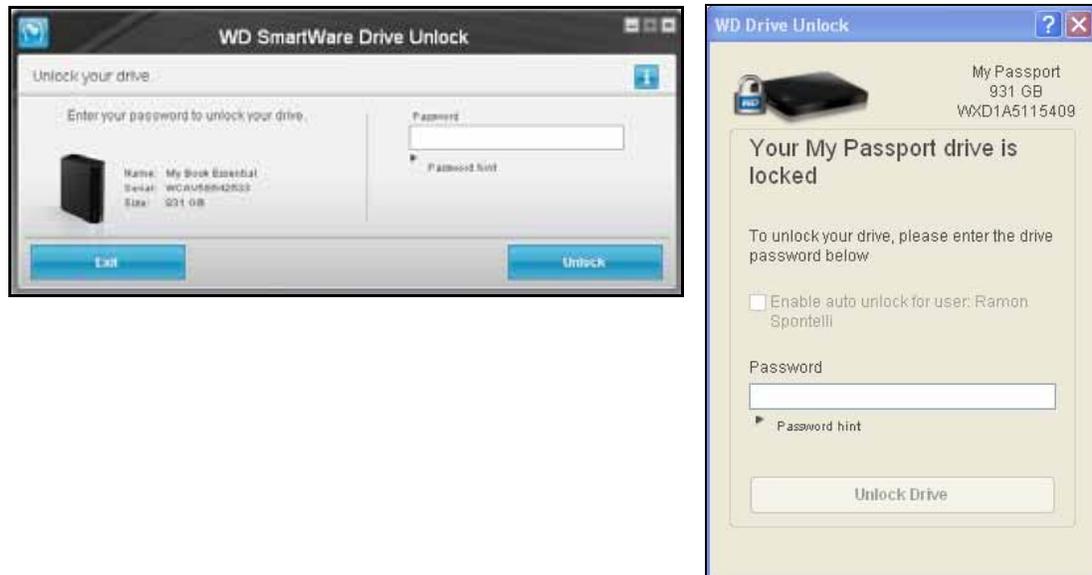
4. Click **Unlock**.

Unlocking the Drive Without the WD SmartWare Software

Whenever you connect your password-protected drive to a computer that does not have the WD SmartWare software installed, you can use the Drive Unlock utility to unlock the drive there. The WD SmartWare software provides the Drive Unlock utility on a *virtual* CD drive that appears under My Computer in the Windows Explorer display.

To unlock the drive without the WD SmartWare software installed:

1. Start the Drive Unlock utility by either:

   • Using your computer's file management utility to open the WD Unlocker virtual CD and double-clicking the unlock application file—either Unlock.exe or WD Drive Unlock.exe, depending on the type and model of the external device

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

   The unlock dialog that displays depends on the type and model of the external device:

2. Type your password in the **Password** box and click **Unlock** or **Unlock Drive**.

3. At the **Your drive is now unlocked** prompt, click **Exit** to close the Drive Unlock utility.

Changing Your Password

To change your password:

1. On the Home screen, if you have more than one external device connected to your computer, select the icon for the one with the password that you want to change.

2. Click the **Settings** tab and **Set Up Drive** to display the Drive Settings screen (see Figure 4 on page 15).

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

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

4. On the Your Drive is Secure dialog:

   a. Type your current password in the **Password** box.

   b. Select the **Change password** option.

   c. Type your new password in the **New password** box, using up to 25 characters.

   d. Retype your new password in the **Verify password** box.

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

   f. Select or clear the **Remember my password on this computer** check box to signify whether you want the WD SmartWare software to remember your new password on this computer.

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

   g. Click **Update Security Settings**.

Turning Off the Drive Lock Feature

To remove password protection from your drive:

1. On the Home screen, if you have more than one external device connected to your computer, select the icon for the one that you want to remove password protection from.

2. Click the **Settings** tab and **Set Up Drive** to display the Drive Settings screen (see Figure 4 on page 15).

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

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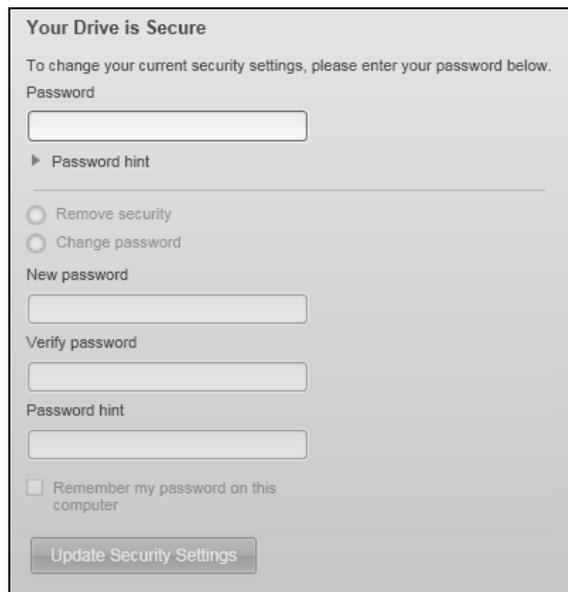
4. On the Your Drive is Secure dialog:

   a. Type your password in the **Password** box.

   b. Select the **Remove security** option.

   c. Click **Update Security Settings**.

<div style="float:left">4</div>

Backing Up Your Computer Files

This chapter includes the following topics:

How the Backup Function Works

The WD SmartWare software automatically and continuously backs up all of your important data files to the external device—music, movies, photos, documents, e-mail, 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 external device connected to your computer.

> *Note:* Automatic backup protection is continuous for as long as your external device is connected to your computer. Then, whenever you disconnect and reconnect the device 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

To back up your 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's icon to select the one that you want to back up first:
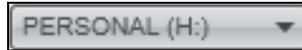

   b. If you have more than one external device connected to your computer, select the one that you want to back up files to:

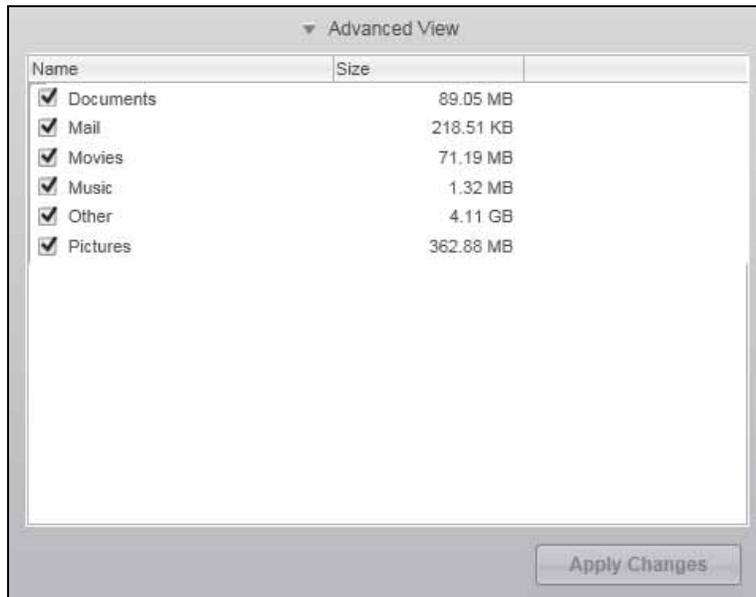   c. Verify that a light-blue background shadow appears around the selected device.

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

PERSONAL (H:)   ▼

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

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 30.
Selected files or folders	Skip to step 7 on page 31.

4. To back up all of the categories of files and 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** at the **Switching Backup Plan** prompt.

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

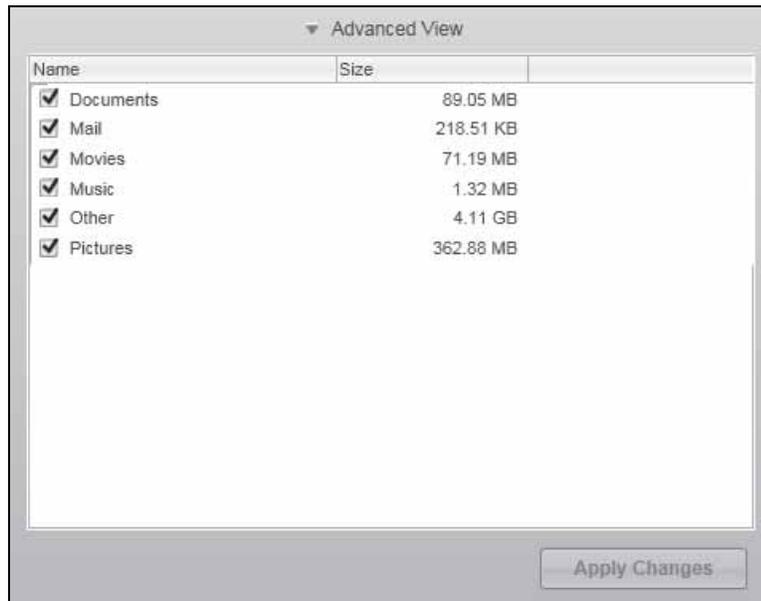| ▼ Advanced View		
Name	Size	
✔ Documents	89.05 MB	
✔ Mail	218.51 KB	
✔ Movies	71.19 MB	
✔ Music	1.32 MB	
✔ Other	4.11 GB	
✔ Pictures	362.88 MB	
		Apply Changes

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 external device.

c. Click **Start Backup** to begin backing up all categories of files on the internal hard drive and skip to step 8 on page 31.

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** at the **Switching Backup Plan** prompt.

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

▼ Advanced View		
Name	Size	
☑ Documents	89.05 MB	
☑ Mail	218.51 KB	
☑ Movies	71.19 MB	
☑ Music	1.32 MB	
☑ Other	4.11 GB	
☑ Pictures	362.88 MB	
		Apply Changes

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 external device.

e. Click **Start Backup** to begin backing up the selected categories of files and skip to step 8 on page 31.

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** at the **Switching Backup Plan** prompt.

b. In the backup by files selection box, select the check box for your computer's internal hard drive:
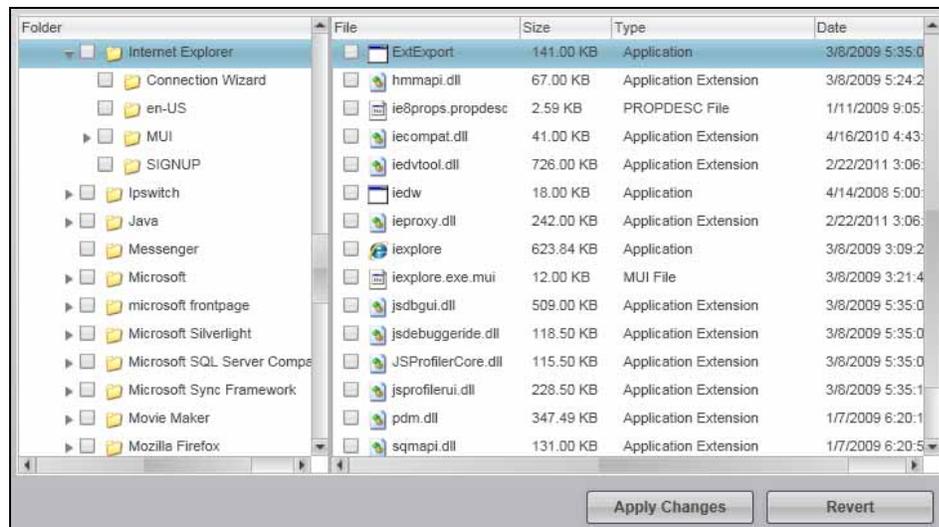
Folder
▶ ☑ 🖴 OS (C:)

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

c. Click **Apply Changes** to create a custom backup plan and refresh the content gauge for your external device.

    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 31.

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** at the **Switching Backup Plan** prompt.

    b. In the backup by files selection box, click the pointers to open the folder structure:

Folder	File	Size	Type	Date
▼ ☐ 📁 Internet Explorer	☐ ☐ ExtExport	141.00 KB	Application	3/8/2009 5:35:0
☐ 📁 Connection Wizard	☐ 📄 hmmapi.dll	67.00 KB	Application Extension	3/8/2009 5:24:2
☐ 📁 en-US	☐ 📄 ie8props.propdesc	2.59 KB	PROPDESC File	1/11/2009 9:05:
▶ ☐ 📁 MUI	☐ 📄 iecompat.dll	41.00 KB	Application Extension	4/16/2010 4:43:
☐ 📁 SIGNUP	☐ 📄 iedvtool.dll	726.00 KB	Application Extension	2/22/2011 3:06:
▶ ☐ 📁 Ipswitch	☐ ☐ iedw	18.00 KB	Application	4/14/2008 5:00:
▶ ☐ 📁 Java	☐ 📄 ieproxy.dll	242.00 KB	Application Extension	2/22/2011 3:06:
☐ 📁 Messenger	☐ 🌐 iexplore	623.84 KB	Application	3/8/2009 3:09:2
▶ ☐ 📁 Microsoft	☐ 📄 iexplore.exe.mui	12.00 KB	MUI File	3/8/2009 3:21:4
▶ ☐ 📁 microsoft frontpage	☐ 📄 jsdbgui.dll	509.00 KB	Application Extension	3/8/2009 5:35:0
▶ ☐ 📁 Microsoft Silverlight	☐ 📄 jsdebuggeride.dll	118.50 KB	Application Extension	3/8/2009 5:35:0
▶ ☐ 📁 Microsoft SQL Server Compa	☐ 📄 JSProfilerCore.dll	115.50 KB	Application Extension	3/8/2009 5:35:0
▶ ☐ 📁 Microsoft Sync Framework	☐ 📄 jsprofilerui.dll	228.50 KB	Application Extension	3/8/2009 5:35:1
▶ ☐ 📁 Movie Maker	☐ 📄 pdm.dll	347.49 KB	Application Extension	1/7/2009 6:20:1
▶ ☐ 📁 Mozilla Firefox	☐ 📄 sqmapi.dll	131.00 KB	Application Extension	1/7/2009 6:20:5

Apply Changes   Revert

    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 external device.

       Note: Clicking **Revert** clears your recent selections and redisplays 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 external device 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 32).

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 e-mail 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 prompt reminds you that the WD SmartWare software runs your backup job in the background so you can continue using your computer for other things during the backup.

    To continue, click either:

    • **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, repeat the backup procedure for each one.

5 ## Retrieving Backed Up Files

This chapter includes the following topics:

How the Retrieve Function Works

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

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

Retrieve is generally a five-step process:

1. On the Home screen, select the external device to retrieve files from.

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

To retrieve 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's icon to select the one that you want to copy retrieved files to:

   b. If you have more than one external device 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 3 on page 12.)

IF you have . . .	THEN the WD SmartWare software displays the . . .
Created a single backup on the selected external device from your computer,	Select a destination for retrieved files dialog: Proceed to step 3 on page 35.
Created multiple backup volumes on the selected external device from either: • Different internal hard drives or hard drive portions on your computer • Different computers	Select a volume to retrieve from dialog with the available volumes listed in the **Backed Up Volumes** selection box: In this case: a. In the **Backed Up Volumes** selection box, select the volume that you want to retrieve files from. b. Click **Next** to display the Select a destination for retrieved files dialog. c. Proceed to step 3 on page 35.
Not run a backup on the selected external device,	The Select a volume to retrieve from dialog with nothing listed in the **Backed Up Volumes** selection box: 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 33 to select the external device that has the files you want to retrieve.
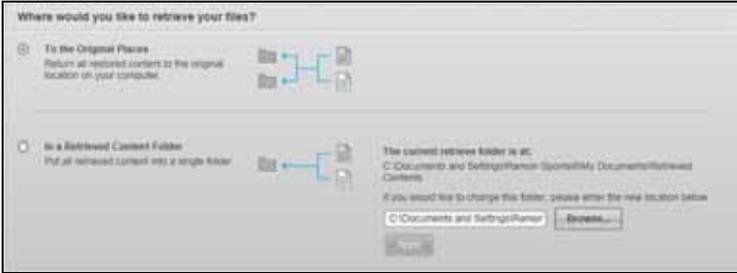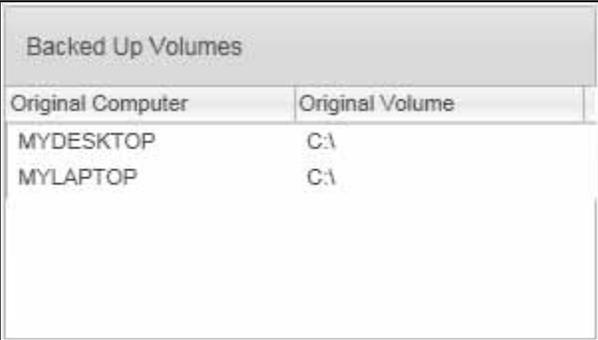
3. On the Select a destination for retrieved files dialog:

IF you want to copy your retrieved files to . . .	THEN select the . . . option.
Their original locations on your computer's internal hard drive,	**To the Original Places** *Note:* The **To the Original Places** option is not available if you selected a backup volume from another computer at step 2 on page 33.
A retrieved content folder,	**To a Retrieved Content Folder** The default folder is Retrieved Contents in the My Documents folder for your user name. If you want to specify a different folder: a. Click **Browse** and use the browse function to identify the new folder. b. Click **Apply**.

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

IF you want to retrieve . . . from the selected backup volume	THEN select the . . .
All of the files	**Retrieve All Files** option and skip to step 6 on page 36.
Selected files or folders	**Retrieve Some Files** option to open the Retrieve Some Files selection box and proceed to step 5.
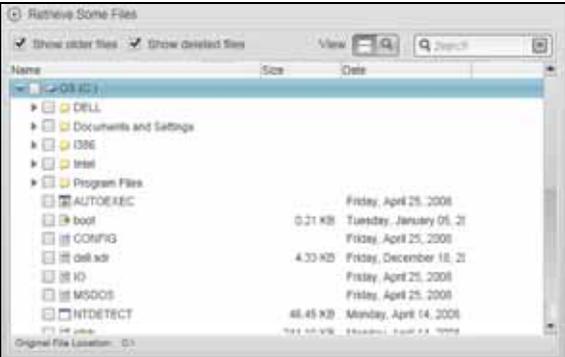
5. In the Retrieve Some Files selection box, navigate through the folder structure to find the files you want. You can also use the search box by typing the name (or partial name) of the file or folder:

- Select the **Show older files** check box to display the different backed up versions of your files:
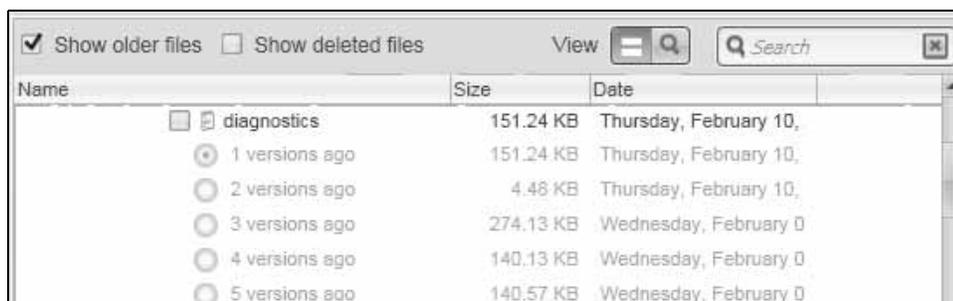
- Select the **Show deleted files** check box to display backed up files that have been deleted:
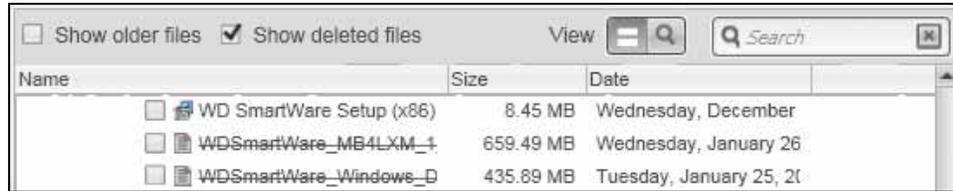
- Select the **View** icon to list individual files.

- 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.

6. Click **Start Retrieving**.

7. 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.

8. 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 Managing and Customizing the Drive

This chapter includes the following topics:

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:

WD Quick View Icon

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**:
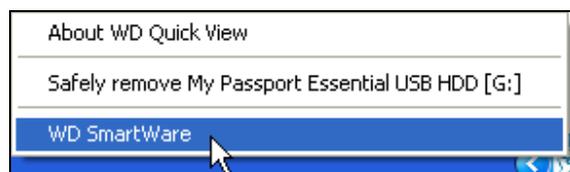
- Clicking:

    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:

WD Quick View			
Drive Name [Volumes]	**Used**	**Locked**	**Temperature**
● My Passport Essential USB HDD [G:]	1%	No	OK
● My Book Essential USB HDD [H:]	3%	No	OK
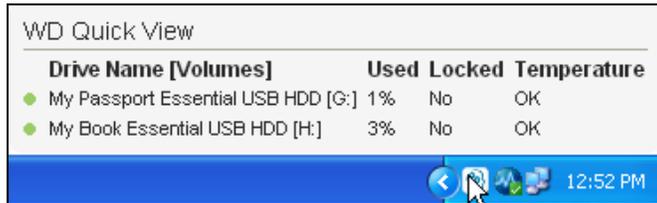
Safely Disconnecting the Drive

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

You can safely disconnect the drive by either:

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

About WD Quick View
Safely remove My Passport Essential USB HDD [G:]
Safely remove My Book Essential USB HDD [H:]
WD SmartWare
Exit WD SmartWare

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

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

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 device status:

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

Naming the Drive

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

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

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

To specify a name for your drive:

1. On the Home screen, if you have more than one external device connected to your computer, select the icon for the one that you want to name.

2. Click the **Settings** tab and **Set Up Drive** to display the Drive Settings screen (see Figure 4 on page 15).

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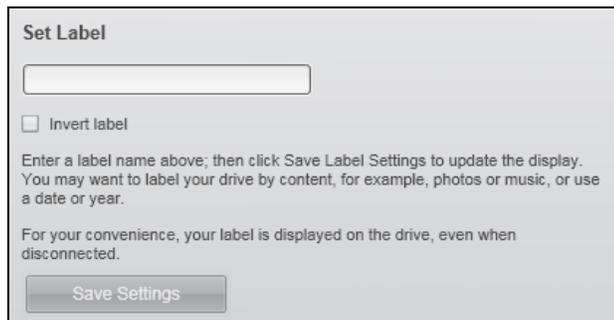
4. On the Set Label dialog:

   a. Type a name for your drive in the label box.

   b. Select or clear the **Invert label** check box to establish the label presentation that you want—dark text against a light background, or vice versa.

   c. Click **Save Settings**.

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.

To specify the inactivity period for the sleep timer:

1. On the Home screen, if you have more than one external device connected to your computer, select the icon for the one that you want to set.

2. Click the **Settings** tab and **Set Up Drive** to display the Drive Settings screen (see Figure 4 on page 15).

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

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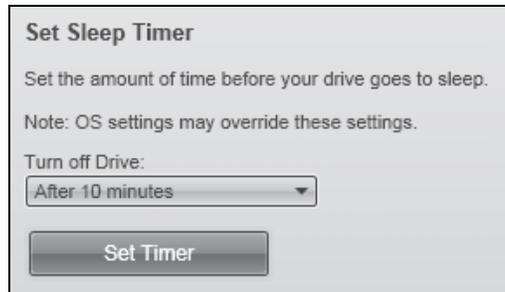
Set Sleep Timer

Set the amount of time before your drive goes to sleep.

Note: OS settings may override these settings.

Turn off Drive:

After 10 minutes ▼

Set Timer

4. On the Set Sleep Timer dialog:

   a. In the **Turn off Drive** box, select the inactivity time interval at which you want to turn off the drive.

   b. Click **Set Timer**.

Registering the Drive

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

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

2. On the Home screen, if you have more than one external device connected to your computer, select the icon for the one that you want to register.

3. Click the **Settings** tab and **Set Up Drive** to display the Drive Settings screen (see Figure 4 on page 15).

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

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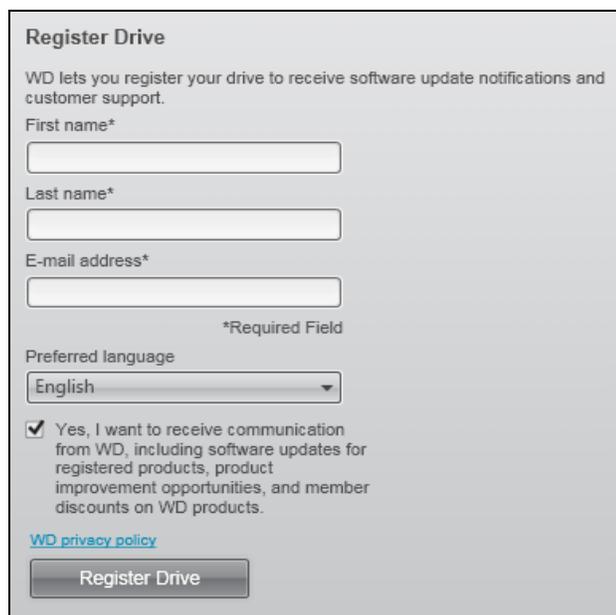
Register Drive

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

First name*

Last name*

E-mail address*

*Required Field

Preferred language

English ▼

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

WD privacy policy

Register Drive

5. On the Register Drive dialog:

    a. Type your first name in the **First name** box.

    b. Type your last name in the **Last name** box.

    c. Type your e-mail address in the **E-mail address** box.

    d. Select your language in the **Preferred language** box.

    e. Select or clear the **Yes, I want to receive communication...** check box to specify whether or not you want to receive e-mail notifications about software updates, product enhancements, and price discount opportunities.

    f. Click **Register Drive**.

Checking Drive Health

The WD SmartWare software has several built-in 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:

- **Quick SMART Status**

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

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

  The SMART status check completes within a second or two.

- **Quick Drive Test**

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

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

  The quick drive test can take several minutes to complete.

- **Complete Drive Test**

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

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

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

To run drive diagnostics and status checks:

1. On the Home screen, if you have more than one external device connected to your computer, select the icon for the one that you want to check.

2. Click the **Settings** tab and **Set Up Drive** to display the Drive Settings screen (see Figure 4 on page 15).

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

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

   Run Diagnostics

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

   Quick SMART Status

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

   Quick Drive Test

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

   Complete Drive Test

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

   • **Quick SMART Status**

   • **Quick Drive Test**

   • **Complete Drive Test**

Erasing the Drive

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

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

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

IF your drive is . . .	AND you . . .	THEN see . . .
Not locked,	*Want* to erase the drive,	"Using the Drive Settings Drive Erase Function" on page 43.
Locked,	Have forgotten or lost your password and *must* erase the drive,	"Using the Drive Unlock Utility" on page 44.

Using the Drive Settings Drive Erase Function

To erase your external device when it is not locked:

1. On the Home screen, if you have more than one external device connected to your computer, select the icon for the one that you want to erase.

2. Click the **Settings** tab and **Set Up Drive** to display the Drive Settings screen (see Figure 4 on page 15).

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

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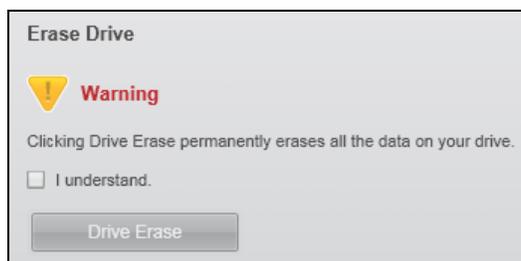
4. On the Erase Drive dialog:

   a. Read the warning about the loss of data if you erase your drive.

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

   c. Click **Drive Erase**.

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

> *Note:* Erasing your drive also removes your password. If you still want to use a
> password to protect your drive, you will need to re-create it after restoring
> the WD SmartWare software and disk image. (See "Password Protecting
> the Drive" on page 22.)

Using the Drive Unlock Utility

To erase your external device when it is locked and you have forgotten or lost your
password:

1. If you do not see a prompt to provide your password, then either:

- Click the drive image above the Drive is locked message on the Home screen to
  display the Unlock your drive dialog:

- Start the Drive Unlock utility by either:

  - Using your computer's file management utility to open the WD Unlocker virtual
    CD and double-clicking the unlock application file—either Unlock.exe or WD
    Drive Unlock.exe, depending on the type and model of the external drive

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

  The unlock dialog that displays depends on the type and model of the external
  device:

2. Make five attempts to unlock the drive by:

   a. Typing a password in the **Password** box.

   b. Clicking **Unlock** or **Unlock Drive**.

3. The fifth invalid password attempt displays a too many password attempts dialog:
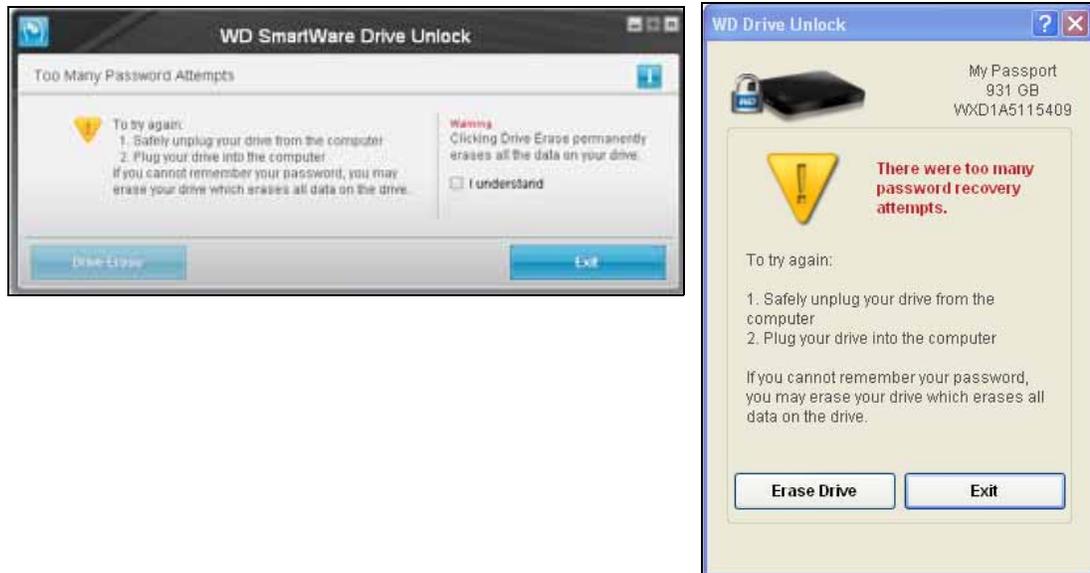
4. If you see the dialog with a warning about the loss of data if you erase your drive, read it and select the **I understand** check box to signify that you accept the risk.

5. Click either **Drive Erase** or **Erase Drive**.

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

> *Note:* Erasing your drive also removes your password. If you still want to use a password to protect your drive, you will need to re-create it after restoring the WD SmartWare software and disk image. (See "Password Protecting the Drive" on page 22.)

Restoring the WD SmartWare Software and Disk Image

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

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

7 | Managing and Customizing the Software

This chapter includes the following topics:

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

To specify the number of backup versions that you want to keep for each file:

1. Click the **Settings** tab and if you see the Settings Tab display, click **Set Up Software** to display the Software Settings screen (see Figure 4 on page 15).

    Note: If the external device selected on the Home screen supports the WD Security and WD Drive Utilities software, then clicking the **Settings** tab displays the Software Settings screen.

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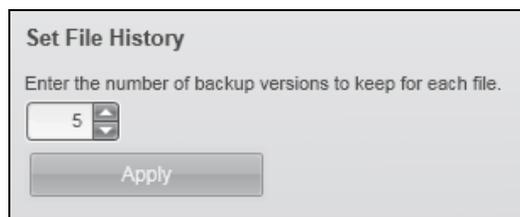
Set File History

Enter the number of backup versions to keep for each file.

[5]

Apply

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 and if you see the Settings Tab display, click **Set Up Software** to display the Software Settings screen (see Figure 4 on page 15).

    Note: If the external device selected on the Home screen supports the WD Security and WD Drive Utilities software, then clicking the **Settings** tab displays the Software Settings screen.

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

    Set Retrieve Folder

    The current retrieve folder is:
    C:\Documents and Settings\Administrator\Retrieved Files\

    If you want to change this folder, specify the new folder below:

    [C:\Documents and Settings\Administra] [Browse...]
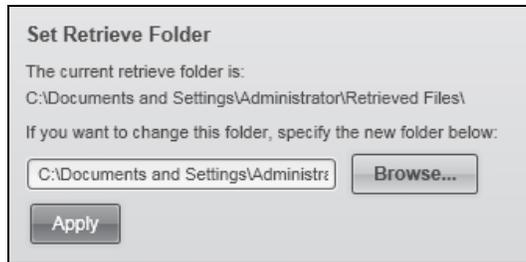
    [Apply]

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 external device to your computer. This ensures that you are always using the most-recent software version.

To enable or disable the Preferences option:

1. Click the **Settings** tab and if you see the Settings Tab display, click **Set Up Software** to display the Software Settings screen (see Figure 4 on page 15).

    Note: If the external device selected on the Home screen supports the WD Security and WD Drive Utilities software, then clicking the **Settings** tab displays the Software Settings screen.

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

    Set Preferences

    Select automation options.

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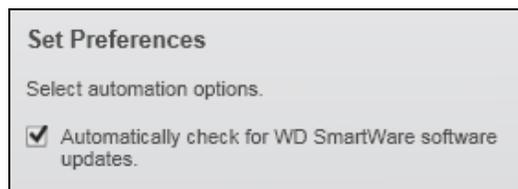
3. On the Set Preferences dialog, select or clear the **Automatically check for WD SmartWare software updates** check box to enable or disable the Preferences option.

Uninstalling the WD SmartWare Software

> **Important:** Uninstalling the WD SmartWare software deletes all existing backup job configurations. You must restart the backup job manually after reinstalling the software. (See "Backing Up Your Computer Files" on page 28.)

Use the operating system's Add or Remove Programs function to uninstall the WD SmartWare software.

On Windows XP computers:

1. Click **Start** > **Control Panel**.

2. Double-click **Add or Remove Programs**.

3. Select **WD SmartWare** and click **Remove**.

4. Click **Yes** at the **Are you sure...** prompt.

On Windows Vista or Windows 7 computers:

1. Click **Start** > **Control Panel**.

2. Double-click **Programs and Features**.

3. Click **WD SmartWare** or the WD SmartWare icon and click **Uninstall/Change** at the top of the screen.

4. Click **Yes** at the **Do you wish to proceed...** prompt.

A | # Warranty Information

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