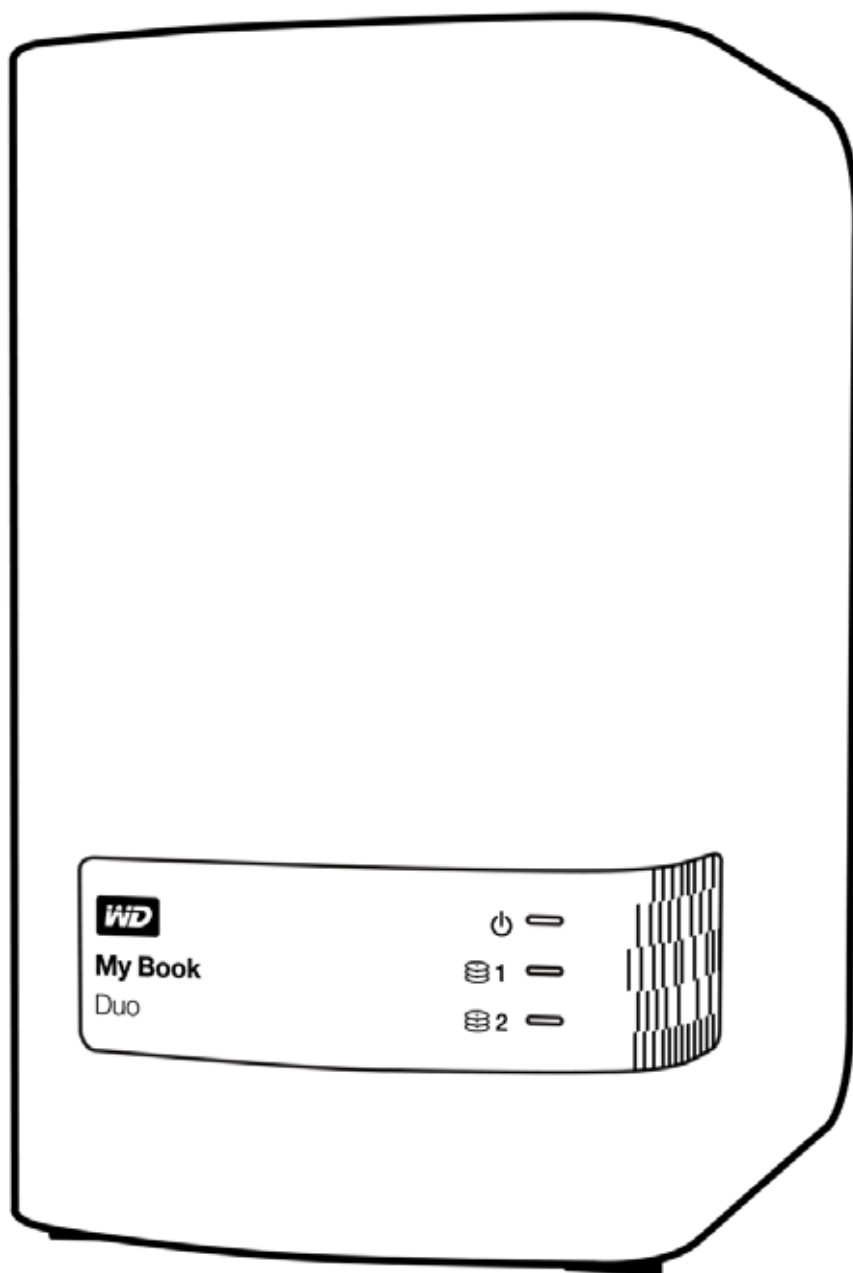


My Book[®] Duo

Premium RAID Storage

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.wd.com>. If the answer is not available or if you prefer, please contact WD® at the best telephone number shown below.

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

Accessing Online Support

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

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

Contacting WD Technical Support

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

North America		Europe (toll free)*	00800 ASK4 WDEU (00800 27549338)
English	800.ASK.4WDC (800.275.4932)	Europe	+31 880062100
Spanish	800.832.4778	Middle East	+31 880062100
		Africa	+31 880062100
Mexico	001 8002754932	Russia	8 10 8002 335 5011
South America		Asia Pacific	
Chile	1230 020 5871	Australia	1800 429 861 / 0011 800 2275 4932
Colombia	009 800 83247788	China	800 820 6682 / 400 627 6682
Venezuela	0800 100 2855	Hong Kong	3057 9031
Peru	0800 54003	India	1800 200 5789 / 1800 419 5591
Uruguay	000 413 598 3787	Indonesia	001 803 852 3993
Argentina	0800 4440839	Japan	0800 805 7293
Brazil	0800 7704932	Korea	02 2120 3415
	0021 800 83247788	Malaysia	1800 817 477
		New Zealand	0508 555 639 / 00800 2275 4932
		Philippines	1800 1855 0277
		Singapore	1800 608 6008
		Taiwan	0800 225 593
		Thailand	00 1800 852 5913
		Other countries	+86 21 2603 7560

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

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1

About Your WD Storage Device

My Book® Duo premium RAID storage provides the quickest way to transfer, save and protect your photos, videos, music and other massive files to free up valuable space on your computers. This dual-drive device features blazing-fast transfer speeds, hardware RAID, and comprehensive local and cloud backup options. My Book Duo is the ultimate storage solution offering the capacity and security you need.

This introductory chapter includes the following topics:

- [Features](#)
- [Kit Contents](#)
- [Optional Accessories](#)
- [Operating System Compatibility](#)
- [Device Drive Format](#)
- [Physical Description](#)
- [Registering Your Device](#)
- [Handling Precautions](#)

Features

My Book Duo is the ultimate dual-drive storage solution offering the capacity and security you need, with blazing-fast transfer speeds, hardware-configured RAID, and comprehensive local and cloud backup options.

Quickly save and organize your files—Free up valuable space on all your computers. Save and organize your entire media collection on your My Book Duo device with ultra-fast data transfer speeds up to 290 MB/s for HD video files on 4- to 12-TB devices. (Performance may vary based on your operating system and hardware configuration.)

Massive capacity—The My Book Duo device is your storage vault. With up to 12 TB of capacity, you can save and protect all your photos, videos, music, and important documents in one safe place.

Speed and security with hardware-configured RAID—True hardware RAID uses an independent processor to manage RAID volumes, maximize bandwidth, and sustain performance and reliability.

Multiple data management options—Use the default performance mode (RAID 0) for faster data transfers and maximum capacity. With safe mode (RAID 1) half the capacity is used to store your data and the other half is used for a duplicate copy, offering twice the data protection. You can also reconfigure to JBOD mode and use the drives individually.

Complete backup solutions to secure your data from loss—The My Book Duo device offers a comprehensive backup solution to help protect your media collection and important files.

- **Integrated backup software**—The WD SmartWare Pro software works quietly in the background to help protect your data using minimal computer resources. Select continuous backup mode to automatically back up your files as they change, or select the scheduled backup option to automatically back up your files at specified intervals.
- **Cloud backup with Dropbox™**—Easily save a second copy of your files to your Dropbox cloud account using the WD SmartWare Pro software. Then open, view,

and share the files you have backed up using Dropbox. And for more ways to protect your important content, you can also back up your Dropbox account to your My Book Duo device.

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

- **System-level backup**—Acronis True Image WD Edition software backs up your computer's hard drive at the system level for total data protection. With a system-level backup to your My Book Duo device, you can restore your computer's hard drive after a system crash or restore selected system files that have been corrupted or accidentally deleted.

For Acronis True Image (ATI) WD Edition software and user guide downloads, go to:

- ATI WD Edition software free download: <http://products.wd.com/wdacronis>
- ATI WD Edition user guide free download: <http://products.wd.com/wdacronis/um>

Flexible connectivity with two USB expansion ports—Expand your storage capacity and clear your workspace with two additional USB 3.0 ports on the back of your My Book Duo device. Connect additional drives to expand as your storage needs increase. Or use them to charge your smartphones or tablets to create the ultimate organized workspace.

Configure, manage, and diagnose your device with the WD Drive Utilities™ software—You are in complete control. With this software you can run drive diagnostics, manage RAID configurations, erase and format your device drives, register your device, and more.

Easy to set up, easy to use—Ready to use right out of the box with preformatted NTFS drive partitions for supported Windows operating systems. The device drives can also be easily reformatted for supported Mac OS X operating systems.

Ultra-reliable with WD Red™ drives—Your My Book Duo device has WD Red drives inside. These drives are designed and tested for reliability and optimal performance in small RAID environments.

User serviceable enclosure—Ready to upgrade your drives to expand storage capacity? With the simple push of a button, pop open the enclosure and insert new drives with ease. No special tools required.

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

Kit Contents

As shown in Figure 1 on page 3, your My Book Duo device kit includes the following:

- My Book Duo device, with WD SmartWare Pro and WD Drive Utilities software
- USB 3.0 cable
- AC adapter
- Quick install guide

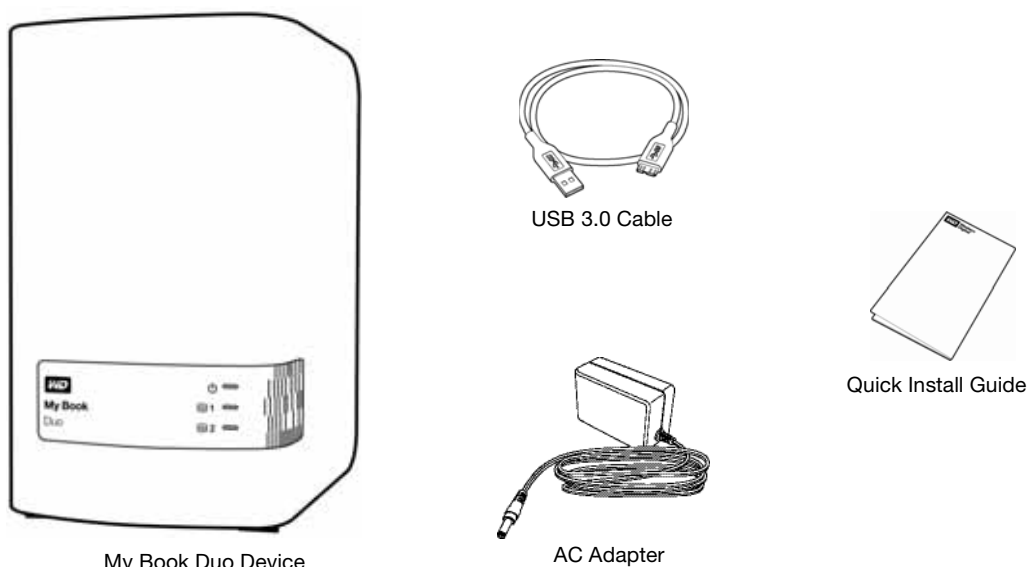


Figure 1. My Book Duo Kit Contents

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.wd.com and see Knowledge Base answer ID 1048.

Operating System Compatibility

Your My Book Duo device and the WD Drive Utilities software are compatible with the following operating systems:

Windows

- Windows Vista®
- Windows 7
- Windows 8

Mac OS X

- Snow Leopard
- Lion
- Mountain Lion
- Mavericks

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

Windows

- 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**.

Device Drive Format

Your My Book Duo device drives are preformatted as a single NTFS partition for compatibility with all supported Windows operating systems. If you want to use the device with a Mac computer, see “Reformatting the Device Drives” on page 71 and “Troubleshooting” on page 72.

Physical Description

As shown in Figure 2, the My Book Duo device has the device power/activity LED indicator and a status indicator for each drive on the front.

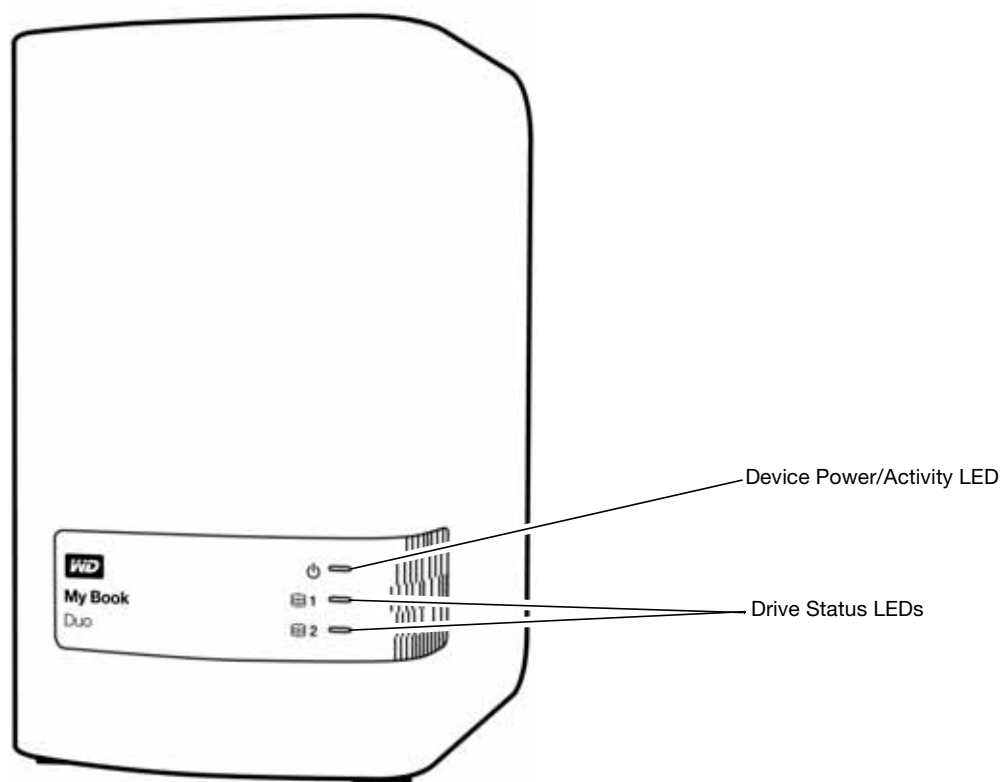


Figure 2. Front of the My Book Duo Device

As shown in Figure 3 on page 5, the My Book Duo device has the power connector, reset button, interface port, two USB 3.0 hub connectors, and a security slot on the back.

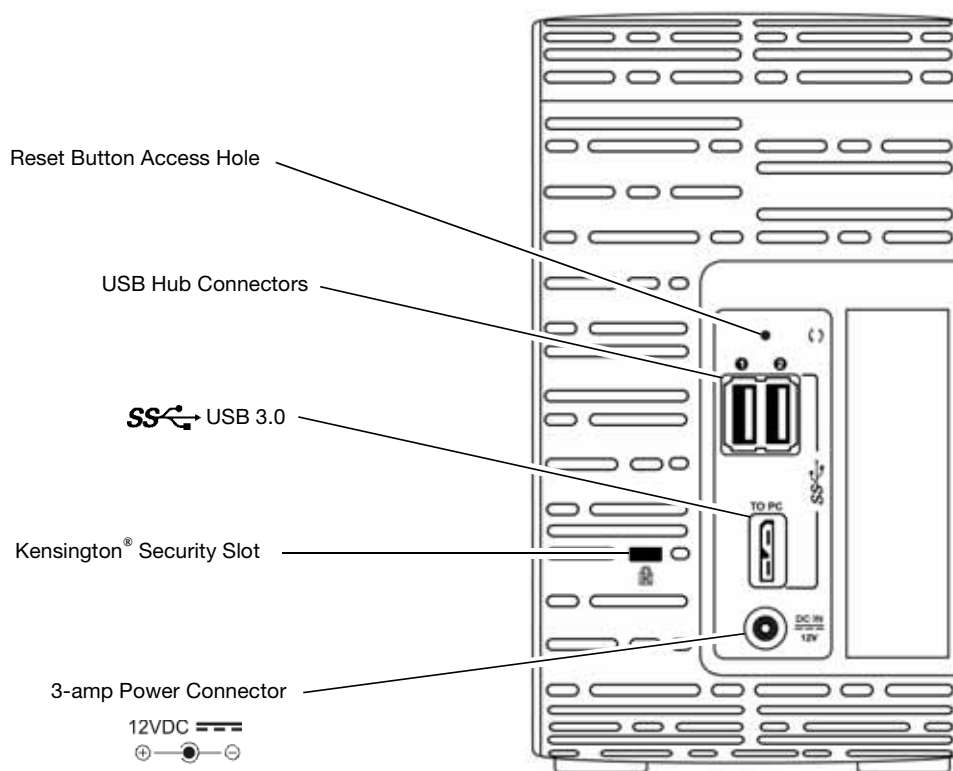


Figure 3. Back of the My Book Duo Device

Device Power/Activity LED

The device power/activity LED shows the condition of the device as follows:

LED Appearance	Device Condition
Black (off)	Powered down or not connected to a computer
White, steady	Powered up, connected, and idle
White, blinking slowly	Standby—initiated by the device sleep timer setting
White, blinking rapidly	Read or write activity or rebuilding a RAID 1 array
Red, blinking slowly	RAID fault status condition
Red, blinking rapidly	Overheated

Drive Status LEDs

The drive status LEDs show the drive status as follows:

LED Appearance	Drive Status
Black (off)	Normal, no fault
Red, steady	Drive has a RAID fault condition or is rebuilding

USB 3.0 Interface

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

USB Hub Connectors

Provide USB 3.0 ports for two additional devices.

Reset Button

Use the reset button to resume the rebuild of a RAID 1 mirror array offline after disconnecting the My Book Duo device from your computer.

Kensington Security Slot

For device security, the Kensington security slot accepts a standard Kensington security cable (sold separately). For more information about the Kensington security slot and available products, visit www.kensington.com.

Registering Your Device

Always register your My Book Duo device to get the latest updates and special offers. You can easily register your device using the WD Drive Utilities software, as described in “Registering the Device” on page 53. Another way is to register online at <http://register.wd.com>.

Handling Precautions

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

- Do not drop or jolt the device.
- Do not move the device during activity.
- Do not use this product as a portable device.
- To allow proper ventilation, do not block any of the device enclosure's air slots.

2

Connecting the Device and Getting Started

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

- [Connecting the Device](#)
- [Getting Started with the WD Software](#)

Connecting the Device

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

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

- WD Drive Utilities
- WD SmartWare

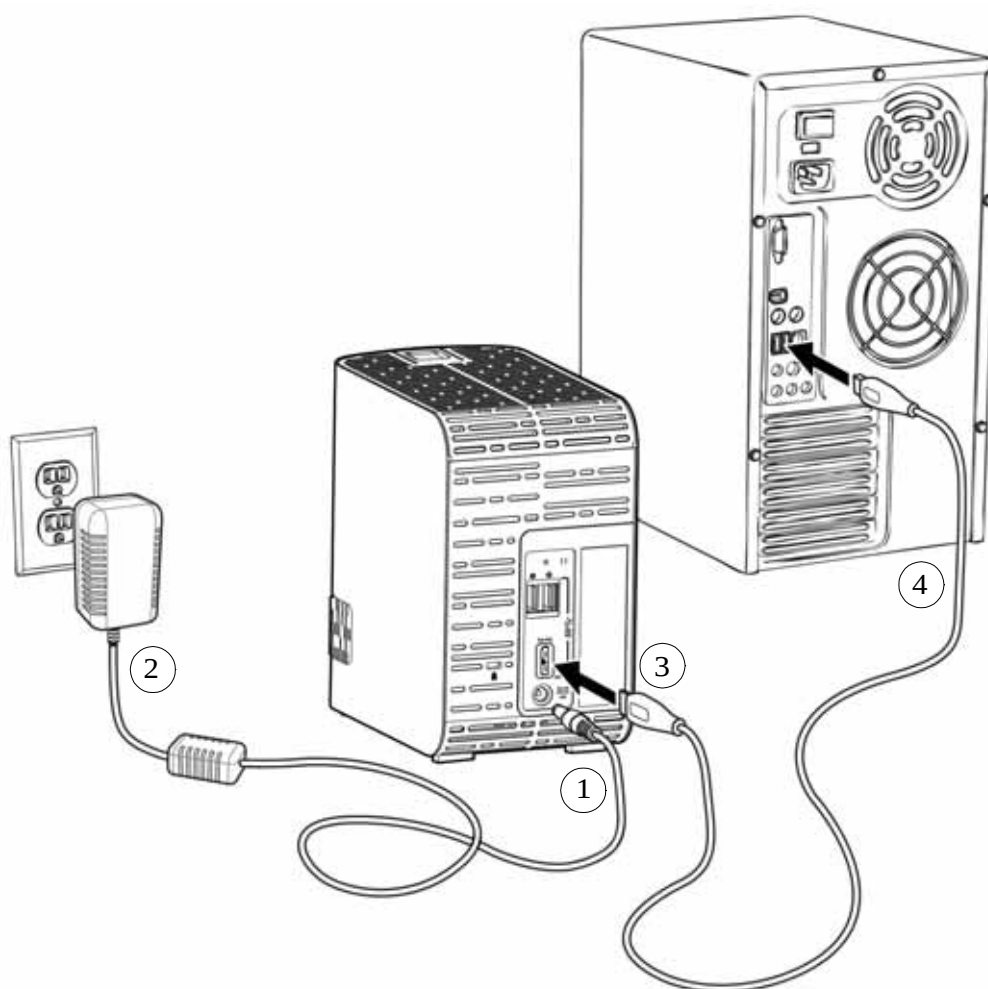
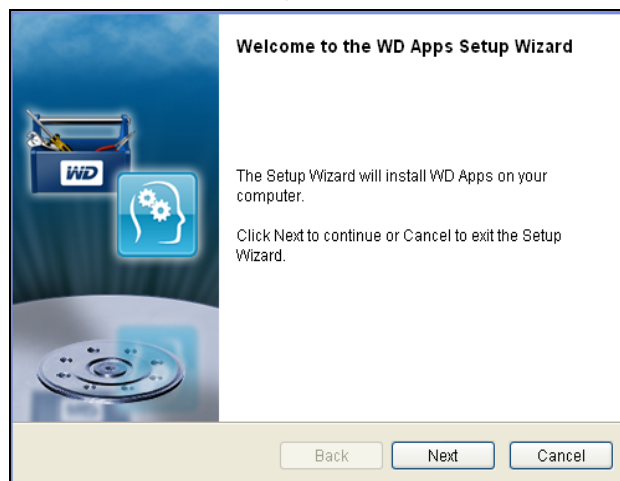


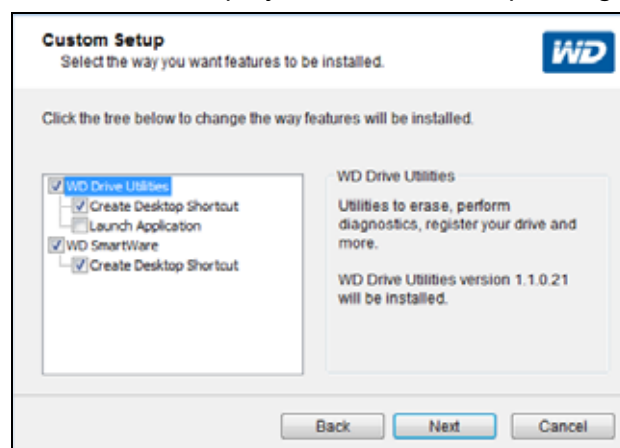
Figure 4. Connecting the My Book Duo Device

Getting Started with the WD Software

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

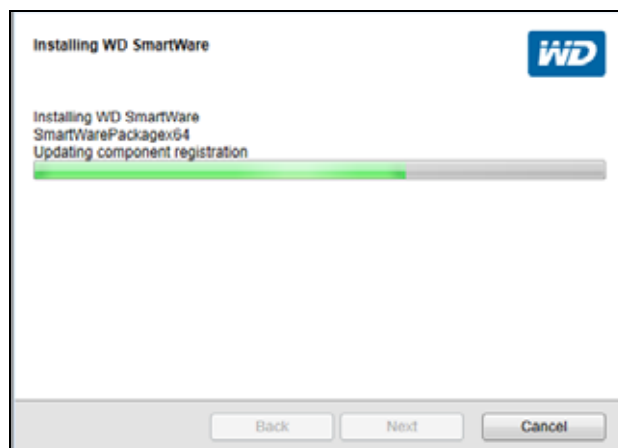


2. Click **Next** to display the End User License Agreement.
3. Read the license agreement and privacy policy and select the **I have read and agree...** check box to accept the agreement and activate the **Next** button.
4. Click **Next** to display the Custom Setup dialog:

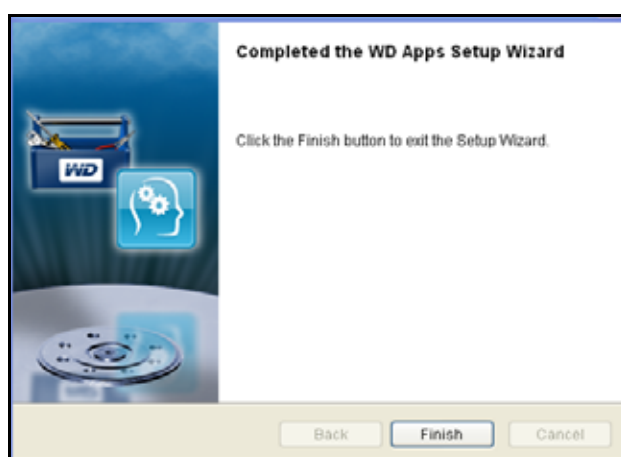


5. On the Custom Setup dialog:
 - a. Select an application name to see a brief description of the application:
 - **WD Drive Utilities**
 - **WD SmartWare**
 - b. Clear the check box for any application that you do not want to install.
 - c. Select or clear the installation option check boxes for each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

6. Wait for the installation to complete:



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



8. Depending on your selections:

- Installing the WD Drive Utilities software with the Launch Application option displays the WD Drive Utilities screen (see Figure 5 on page 10 and “Managing and Customizing the Device” on page 47).
- If your computer is connected to the Internet, installing the WD SmartWare software displays the Upgrade to WD SmartWare Pro screen for activating your free software upgrade (see Figure 6 on page 10 and proceed to step 9).



Figure 5. WD Drive Utilities Screen

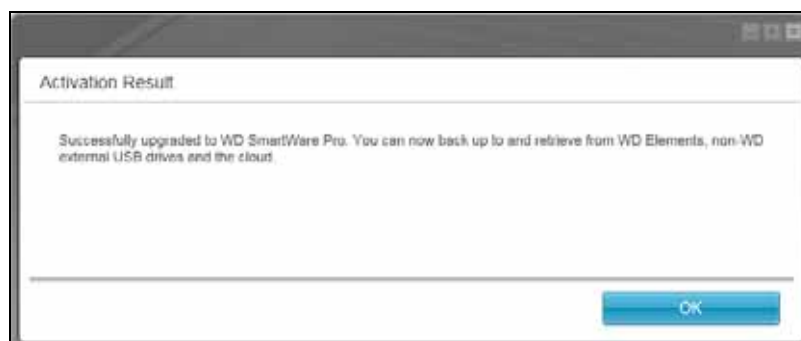


Figure 6. Upgrade to WD SmartWare Pro Screen

9. The WD SmartWare Pro software upgrade extends the backup function to non-WD drives, unsupported WD drives, and a remote Dropbox folder. Activating your free upgrade installs the WD SmartWare Pro software on this computer and provides

email delivery of an activation code that you can use to install it on nine other computers.

- a. Type your first name in the **First Name** box.
- b. Type your last name in the **Last Name** box.
- c. Type your email address in the **Email Address** box.
- d. Click **Activate** to complete the upgrade and display the Activation Result message:



- e. Click **OK** to display the Select Backup Source and Backup Target screen:



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

- 10.** In the Backup Source area of the Select Backup Source and Backup Target screen, select the device that has the files you want to back up:

- a. Use the backup source selector to specify whether you want to back up files from a local hard drive or from a remote Dropbox folder:



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



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



You must configure your Dropbox account for access by the WD SmartWare Pro software before you can use it as a backup source device. See step 4 of “Configuring a Remote Dropbox Account” on page 59.

- After configuring your Dropbox account for access by the WD SmartWare Pro software, the account icon signifies that the backup source device will be your remote Dropbox folder:



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



11. In the Backup Target area of the Select Backup Source and Backup Target screen:

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



- c. If you select Dropbox as your backup target device, use the Dropbox Login Required dialog for configuring your Dropbox account for access by the WD SmartWare Pro software:



You must configure your Dropbox account for access by the WD SmartWare Pro software before you can use it as a backup target device. See step 4 of “Configuring a Remote Dropbox Account” on page 59.

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



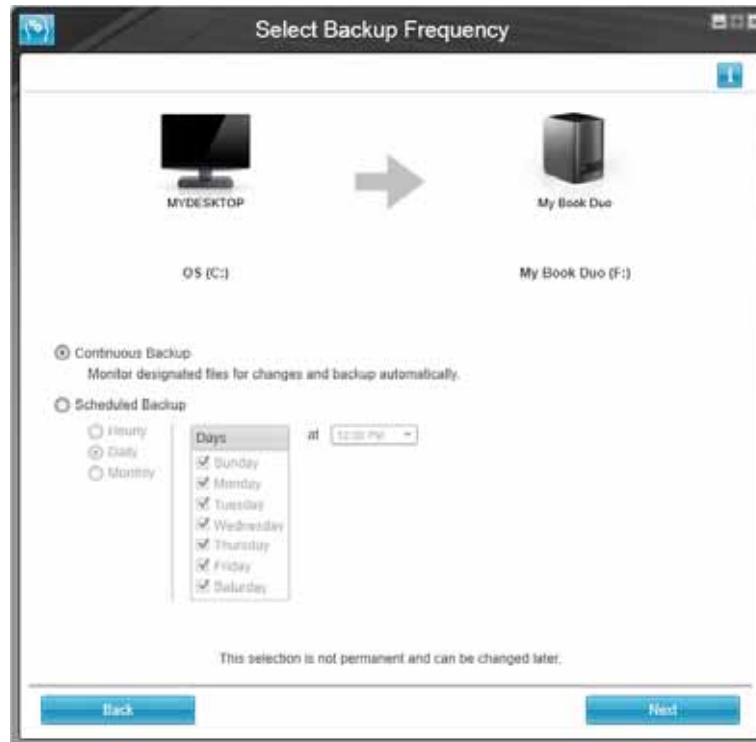
- 12.** Click **Next** on the Select Backup Source and Backup Target screen to display the Select Backup Plan screen:



- 13.** On the Select Backup Plan screen:

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

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

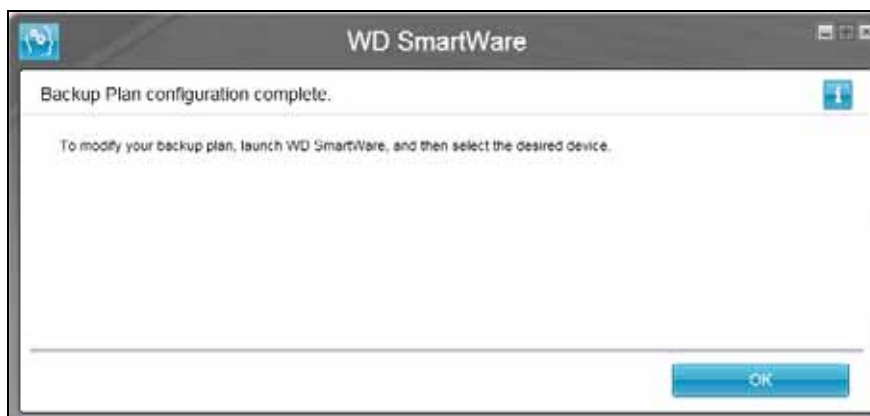


14. On the initial Select Backup Frequency screen:

- a. Select the option for when you want to scan the backup source device and automatically back up any existing file that is changed or new file that is added:
- **Continuous Backup**—Runs all the time
 - **Scheduled Backup**—Runs only on specified days at specified times
- b. If you selected the **Scheduled Backup** option, select the **Hourly**, **Daily**, or **Monthly** option and use the check boxes and selection boxes to schedule your backups:

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

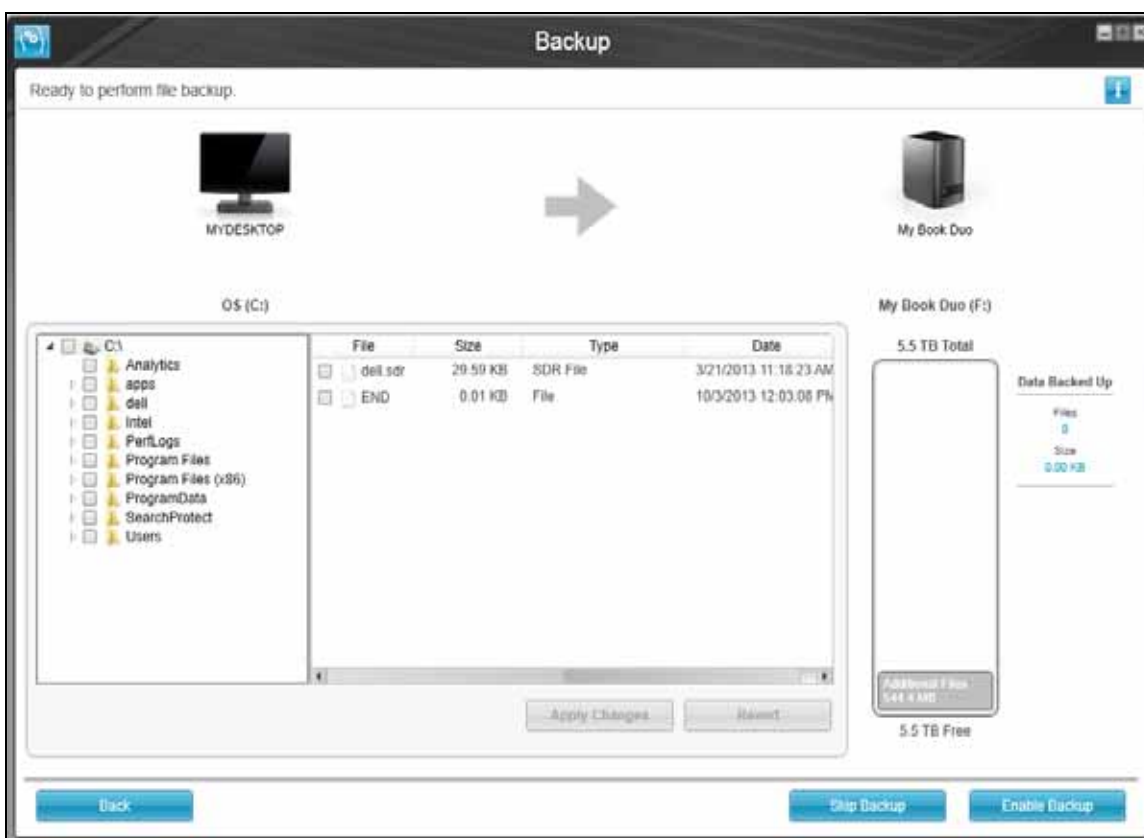
- c. Click **Next** to display the initial Backup screen. The initial Backup screen display depends on the type of backup you selected at step 13 on page 13. (See Figure 7 on page 16.)
- 15.** On the initial Backup screen you can either:
- Run your first backup—See “Backing Up Files” on page 33 before clicking **Enable Backup**.
 - Click **Skip Backup** to skip the backup.
- 16.** Click **OK** to close the Backup Plan configuration complete message:





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 7. Initial Backup 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	Device icons and content gauges showing the total capacity and category structure of the selected backup source device and each available backup target device. If the selected backup source device has more than one internal hard drive or multiple hard drive partitions, or if an available backup target device has multiple partitions or network shares, the WD SmartWare software displays a selector box that you can use to specify the one you want to work with. See “Home Tab Display” on page 18.
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 the selected backup source and backup target devices. ■ The by-file dialog provides a folder view of the selected backup source device for selecting the files and folders that you want to back up. See “Backup Tab Displays” on page 25.
Retrieve	Three full-screen dialogs for selecting the: ■ Backed up volume that you want to retrieve files from ■ Destination where you want to copy the retrieved files ■ Files that you want to retrieve See “Retrieve Tab Displays” on page 28.

(Continued)

The . . . tab display	Provides . . .
Settings	Buttons for opening dialogs to: ■ 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 ■ Configure a remote Dropbox account for access by the WD SmartWare Pro software See “Settings Tab Display” on page 30.
Help	Instant access to: ■ Detailed information about backing up and retrieving files and making your software setup selections ■ WD Customer Support and software update services See “Help Tab Display” on page 31.

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

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



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

Home Tab Display

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

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

See Figure 8 on page 19 and Table 1 on page 20 for a brief functional description of the Home tab display.

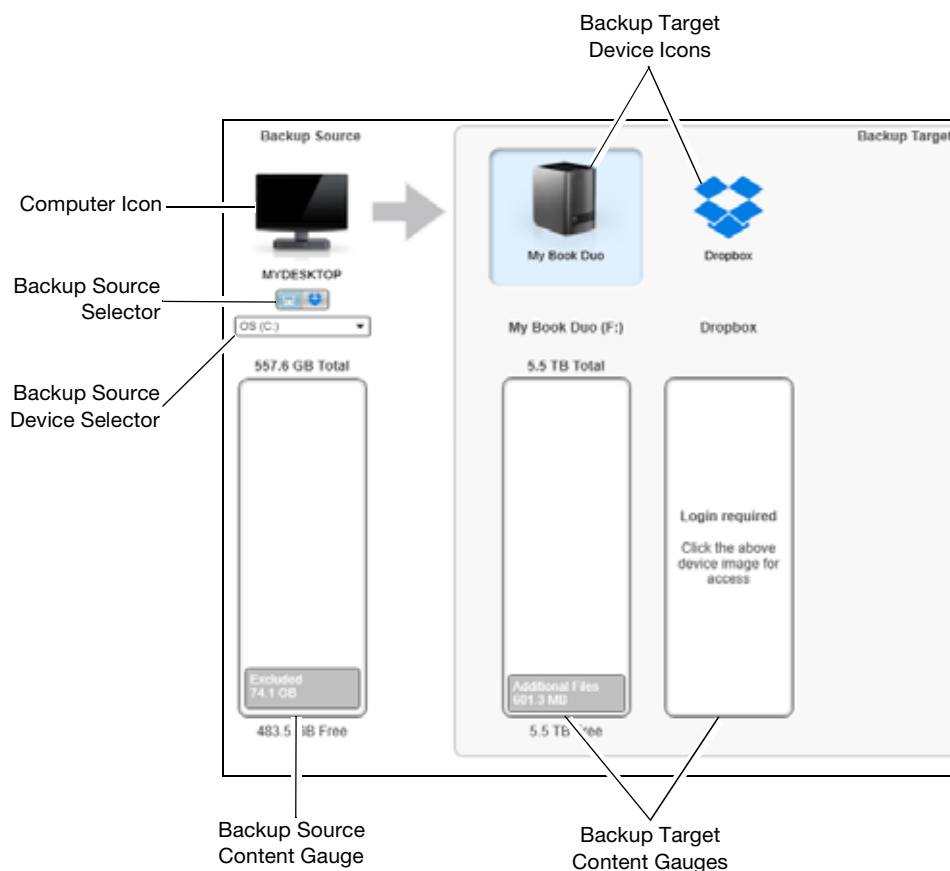
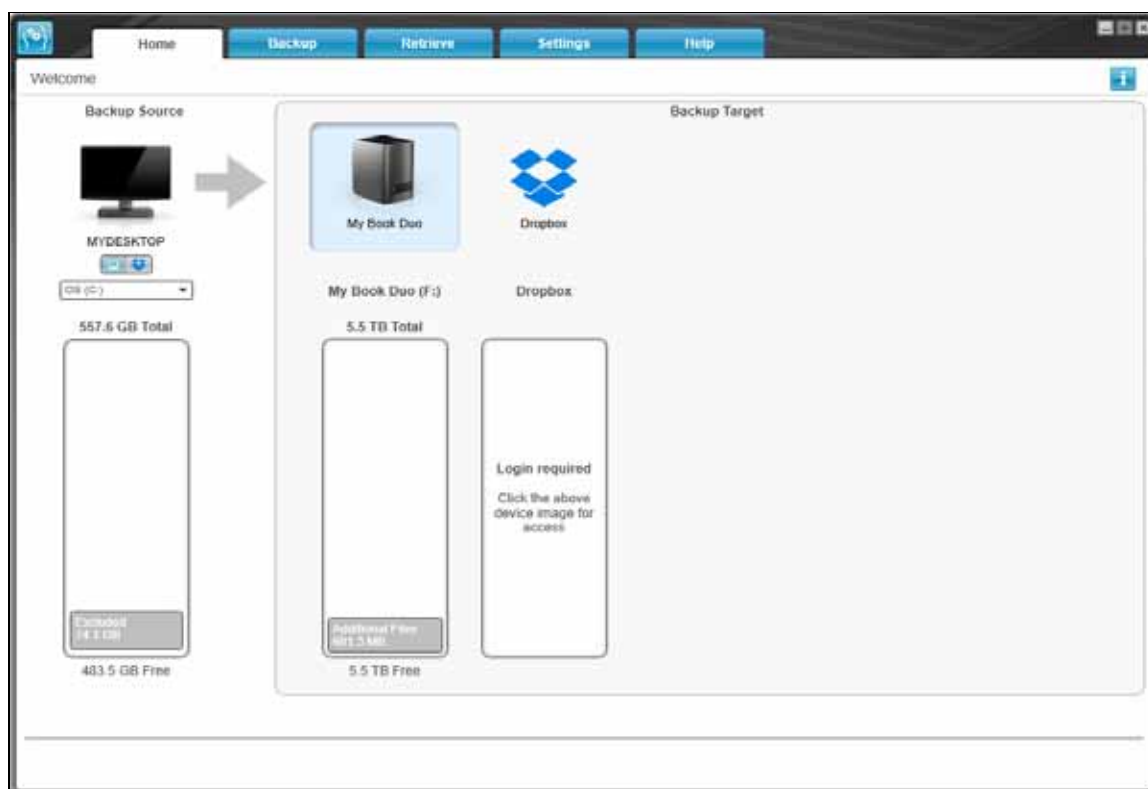


Figure 8. Home Tab Display

Table 1. Home Tab Functional Description

Display Component	Description
Activation code required icon	Not shown in Figure 8 on page 19:  Signifies that the device is either a non-WD device or an unsupported WD device that requires a valid activation code and upgrade to the WD SmartWare Pro software for access.
Backup source Dropbox icon	Not shown in Figure 8 on page 19:  Signifies that you have selected the Dropbox option for backup operations. Right-clicking the icon and selecting Select Account displays the Login Required dialog for configuring the account for access by the WD SmartWare Pro software.
Backup source computer icon	Signifies that you have selected the computer option for backup operations and provides the name of the selected drive or drive partition. Right-clicking the icon displays a menu with the following options: ■ Open—To displays the computer's file management utility listing. ■ Properties—To displays the Windows System Properties dialog for the selected drive or drive partition.

(Continued)

Table 1. Home Tab Functional Description (Continued)

Display Component	Description														
Backup source content gauge	The content gauge for the selected backup source device shows all of the files that are available for a category-type backup against a blue background in six categories where: <table> <tr> <th>This file category</th><th>Includes files with these extensions</th></tr> <tr> <td>Documents</td><td>.doc, .txt, .htm, .html, .ppt, .xls, .xml, and other document extensions</td></tr> <tr> <td>Mail</td><td>.mail, .msg, .pst., and other mail extensions</td></tr> <tr> <td>Music</td><td>.mp3, .wav, .wma, and other music extensions</td></tr> <tr> <td>Movies</td><td>.avi, .mov, .mp4, and other movie extensions</td></tr> <tr> <td>Pictures</td><td>.gif, .jpg, .png, and other picture extensions</td></tr> <tr> <td>Other</td><td>Others that do not belong in the five main categories</td></tr> </table> For a complete list of all included file extensions, search for answer ID 3644 in the WD Knowledge Base at http://support.wd.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 <i>any</i> 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 <i>not included</i> in your file backup. ■ The Retrieved category, also shown against a dark gray background, includes the files that you have retrieved from a prior backup. They, too, are not available for a category-type backup. ■ The Additional Files category on the content gauge for your backup target device shows the system files and hidden files that your operating system put there when you installed the device. ■ Because they change so frequently, Outlook .pst files are only backed up once every 24 hours for a continuous backup. This exclusion does not apply to other mail application files. For a scheduled backup, Outlook .pst files are backed up according to the schedule. ■ Hovering the pointer over a category displays the number of files in the category.	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														

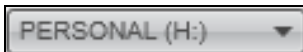
(Continued)

Table 1. Home Tab Functional Description (Continued)

Display Component	Description
Backup source device selector	When the computer option is selected, lists all of your computer's internal hard drives, hard drive partitions, and direct-attached drives that are available as a backup source device.
Backup source selector	Provides options for selecting the type of source device you want to back up: ■ Selecting the computer option displays your computer icon and lists all of your computer's internal hard drives, hard drive partitions, and direct-attached drives in the device selector. ■ Selecting the Dropbox option displays the Dropbox icon and hides the device selector.
Backup target content gauge	After installing the WD SmartWare software—before running your first backup or copying any files to the device—the backup target content gauge shows only a small number of files in the Additional Files category. These are the system files and hidden files that your computer's operating system put there when you installed the device. After running a backup or copying files to the device, the backup target content gauge shows: ■ All of the files that have been backed up in the same categories as the content gauge for the backup source device (see "Backup source content gauge" on page 21) ■ Any other files that you have copied or saved to the device in the Additional Files category
Backup target device icon	Provides the name of the backup target device connected to your computer. If you have more than one supported device connected to your computer, left-click the one that you want to use for backup and retrieve functions. The WD SmartWare software highlights your selection with a light-blue background: 

(Continued)

Table 1. Home Tab Functional Description (Continued)

Display Component	Description
Backup target device icon (continued)	Right-clicking a direct-attached drive icon displays a menu with the following options: ■ Open—Displays the device listing in your computer's file management utility ■ Properties—Displays the Windows Drive Properties dialog ■ Safely remove—Prepares your system to disconnect the drive Note: The Safely remove option is not available for non-WD drives. Right-clicking a network-attached device icon displays a menu with the following options: ■ Open—To display the device listing in your computer's file management utility ■ Dashboard—To display the Web interface for configuring the device ■ Map—To display the Windows Map Network Drive dialog ■ Create Shortcut—To add a shortcut to the device to your desktop display ■ Alerts—To display the WD SmartWare WD Alerts reports ■ Properties—To display the Device Details and Troubleshooting information for the device Right-clicking the Dropbox folder icon displays a link to the Dropbox Login Required dialog for configuring your Dropbox account for access by the WD SmartWare Pro software
Backup target device selector	Not shown in Figure 8 on page 19:  The backup target device selector appears under the icon for each supported backup target device that has more than one drive partition or network share. The drive partition or network share that you select is the target for subsequent backup operations and the source for subsequent retrieve operations.
Device display scroll pointers	Not shown in Figure 8 on page 19:  One installation of the WD SmartWare software supports as many external devices as your system can handle. When the number of connected devices exceeds the display capacity, the WD SmartWare software displays left/right device display scroll pointers so you can see them all.

(Continued)

Table 1. Home Tab Functional Description (Continued)

Display Component	Description
Free trial countdown icon	Not shown in Figure 8 on page 19:  Signifies that non-WD devices, unsupported devices, and remote Dropbox account folders are being accessed by a 30-day free trial of the WD SmartWare Pro software upgrade.
Login required icon	Not shown in Figure 8 on page 19:  Signifies that a valid login user name and password are required to access secured network-attached storage devices.
No writable partition icon	Not shown in Figure 8 on page 19:  Appears when the WD SmartWare software cannot find a valid volume or share on the device. You must configure the device before you can select it for WD SmartWare backup and retrieve functions.

Backup Tab Displays

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

- By category—As shown in the content gauges
- By file—As shown in the folder structure of your computer's internal hard drive

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

See Figure 9 below and Table 2 on page 26 for a brief functional description of the Backup tab displays.



Backup by Category Display



Backup by Files Display

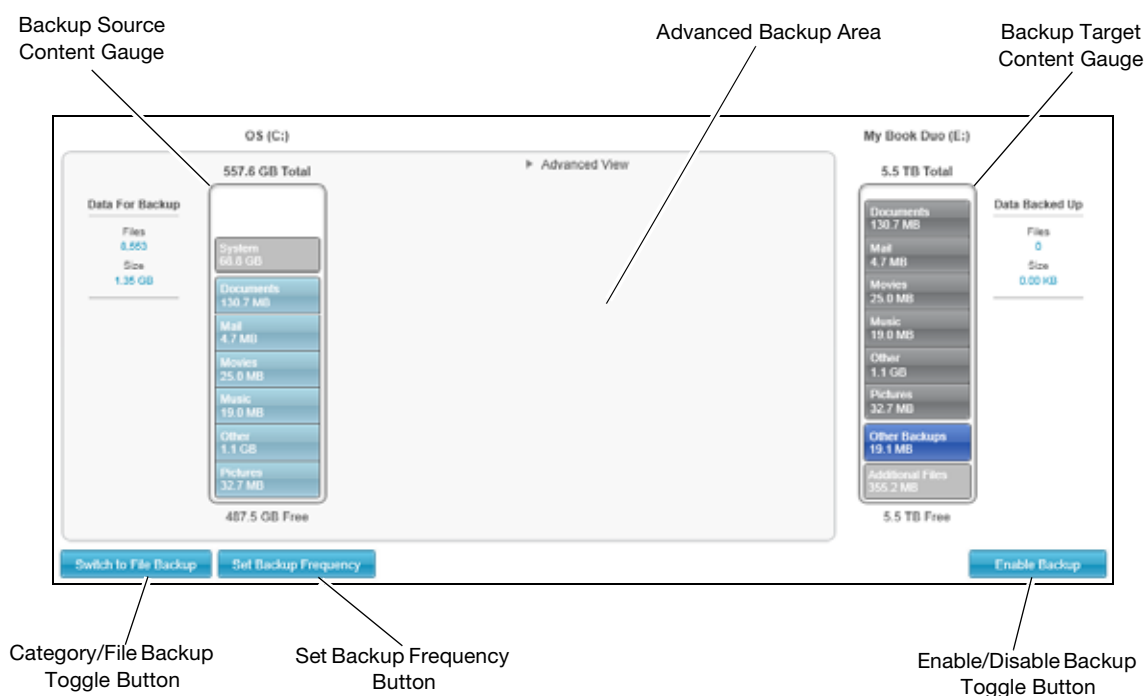
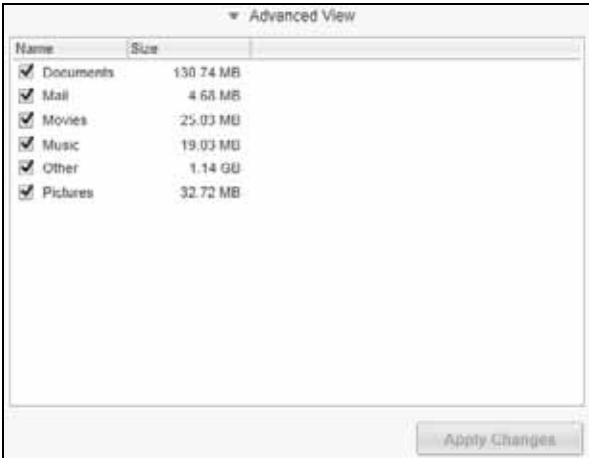
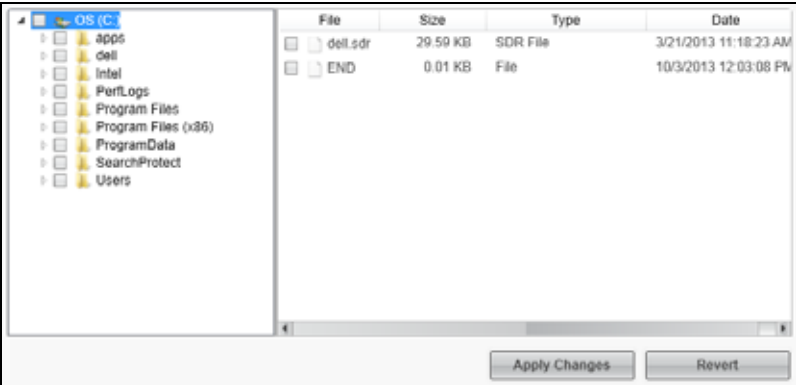


Figure 9. Backup Tab Displays

Table 2. Backup Tab Functional Description

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 creates a custom backup plan and updates the content gauges. Clicking Switch to File Backup displays a folder structure view that you can use to specify individual files or folders that you want to back up:  Note: The folder structure view displaces the backup source device content gauge on the Backup tab display.

(Continued)

Table 2. Backup Tab Functional Description (Continued)

Display Component	Description
Advanced backup area (continued)	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: ■ Apply Changes creates a custom backup plan using your recent selections ■ Revert clears your recent selections and redisplay the prior applied configuration
Backup schedule reminder button	Not shown in Figure 9 on page 25:  For scheduled backups, clicking the button displays a status dialog that: ■ Shows the date and time of your next scheduled backup, the last backup that might have been missed, and the last completed backup ■ Provides a Backup Now button for bypassing the schedule and running the backup now
Backup source content gauge	Same as the content gauge for the backup source device on the Home tab display. (See “Backup source content gauge” on page 21.)
Backup target content gauge	Same as the content gauge for the backup target device on the Home tab display. (See “Backup target content gauge” on page 22.)
Category/File Backup toggle button	Switches the backup mode between categories and files: ■ Category mode—Backs up files according to their categories, as shown in the content gauges. 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 the selected backup source drive. The button name is Switch to Category Backup when the backup mode is file.
Enable/Disable Backup toggle button	Starts and stops the backup.
Set Backup Frequency button	Opens the Set Backup Frequency dialog for selecting either continuous or scheduled backups. A continuous backup runs all the time. A scheduled backup runs only on specified days at specified times.

Retrieve Tab Displays

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

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

See Figure 10 below and Table 3 on page 29 for a brief functional description of the Retrieve tab displays.

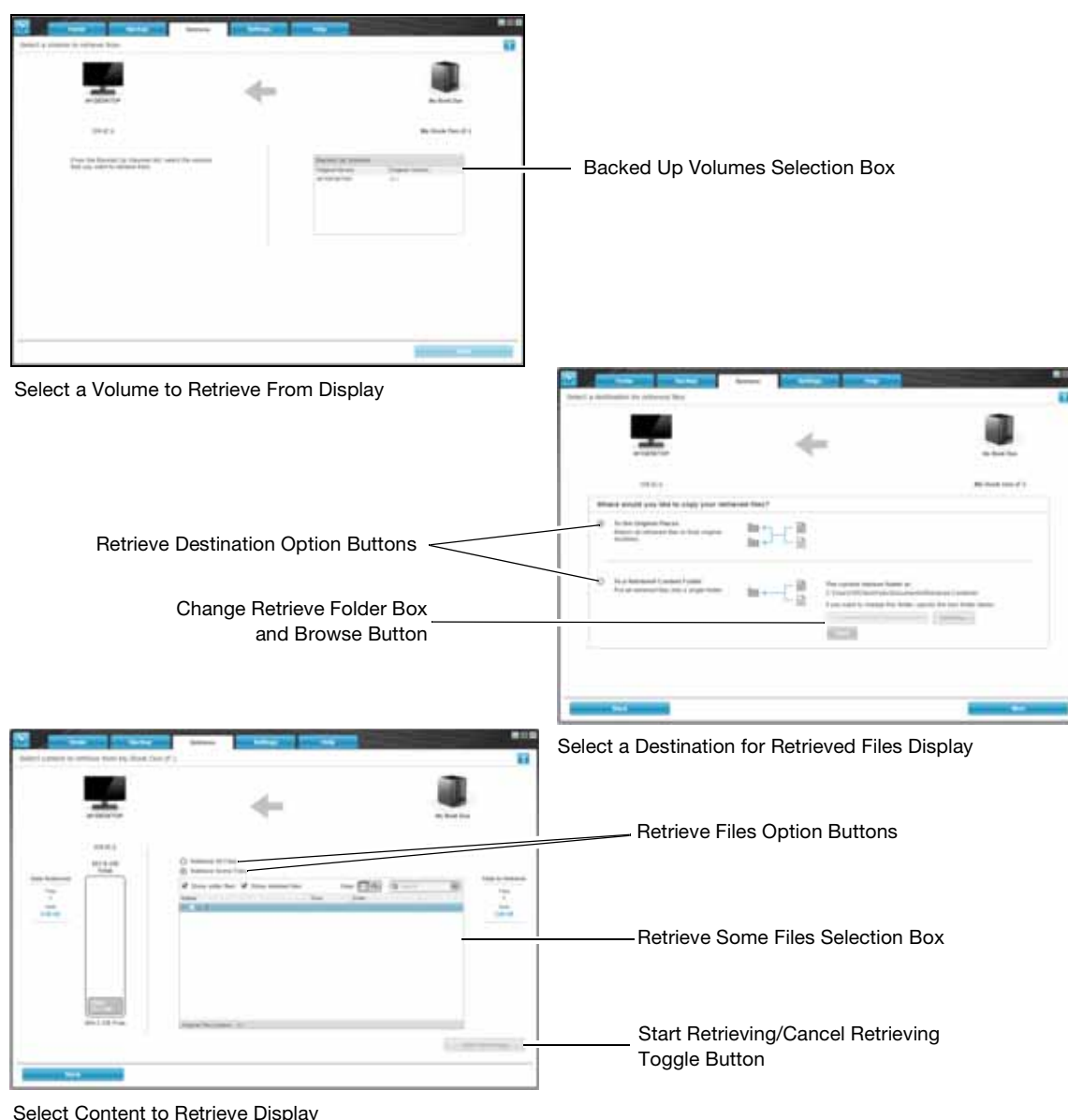
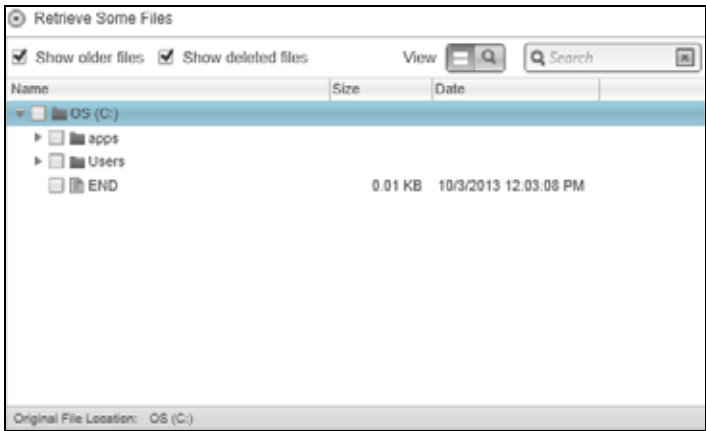


Figure 10. Retrieve Tab Displays

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 backup target device. 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 .
Retrieve destination option buttons	Specify where you want to copy the files retrieved from the selected backup target device: ■ To the Original Places copies the retrieved files to the same location that they were backed up from. ■ To a Retrieved Content Folder copies all of the retrieved files to a single folder.
Retrieve files option buttons	By default, the Retrieve Some Files option is selected and the WD SmartWare software displays the Retrieve Some Files selection box that you can use to find and retrieve only selected files or folders. Selecting the Retrieve All Files option closes the Retrieve Some Files selection box and the WD SmartWare software retrieves all of the files from the selected backup volume on the selected backup target device.
Retrieve some files selection box	Displays all of the files from the selected backed up volume in a folder structure with check boxes for selecting individual files or folders: 
Start/Cancel Retrieving toggle button	Controls retrieve operations by starting and canceling the retrieve.

Settings Tab Display

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

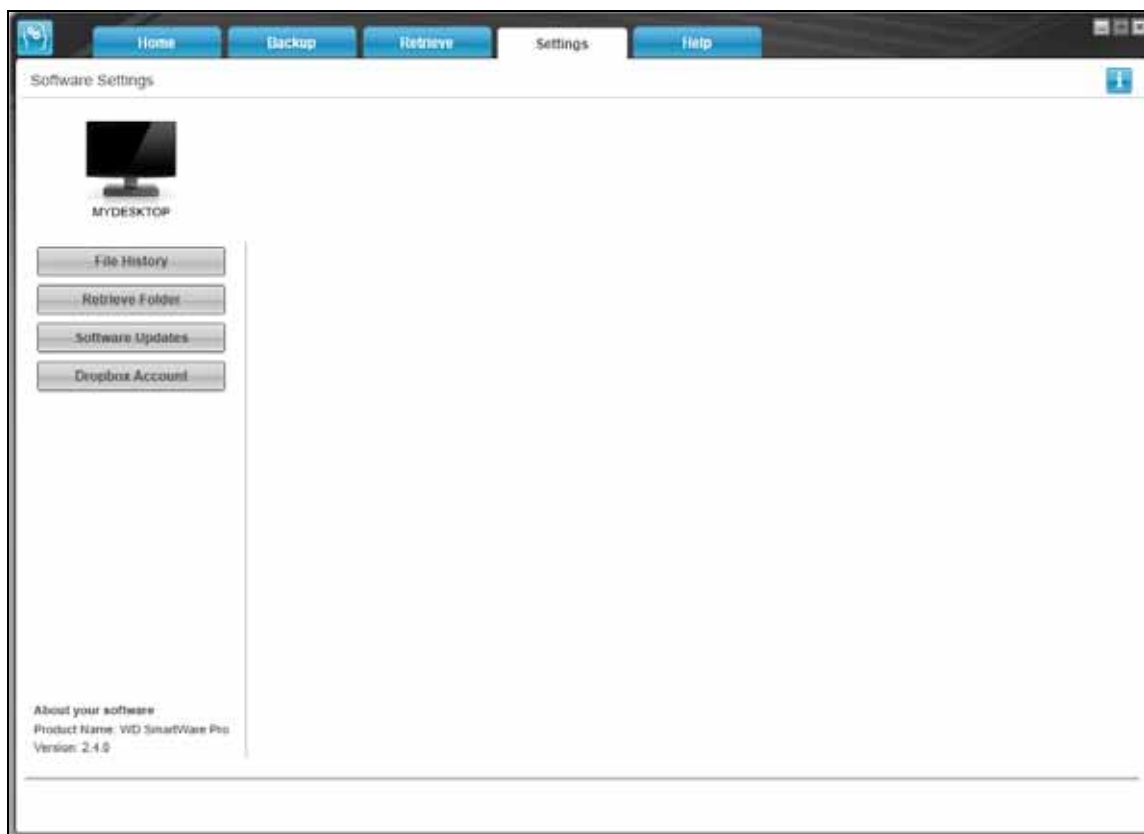


Figure 11. Settings Tab Display

Table 4. Settings Tab Functional Description

Display Component	Description
Dropbox Account button	Displays the Dropbox Account dialog for configuring a remote Dropbox folder for access by the WD SmartWare Pro software.
File History button	Displays the Set File History dialog for specifying the number of backup versions that you want to keep for each file.
Retrieve Folder button	Displays the Set Retrieve Folder dialog for specifying a different destination folder for retrieved files.
Software Updates button	Displays the Software Updates 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.

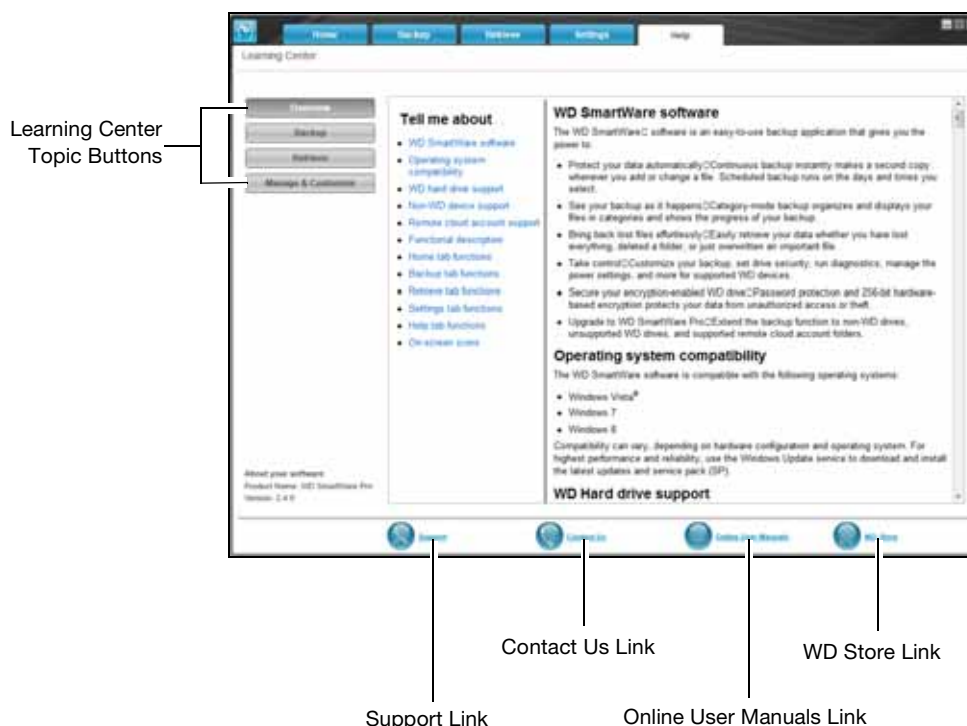


Figure 12. Help Tab Display

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.wd.com/contact .
Learning Center topic buttons	Provide links to display the main Learning Center help topics: ■ 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.wd.com/wdproducts/wdsmartware/um.asp. There, you can select and open the online version of the user manual for your WD device.

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

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

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

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

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

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

Backing Up Files

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



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



- Selecting the Dropbox option displays the Dropbox icon to signify that the backup source device will be a remote Dropbox folder:



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



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

- a. If you have more than one backup target device connected to your computer, click the icon of the one that you want to back up files to:



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



- 3. Click the **Backup** tab to display the Backup screen (see Figure 10 on page 25).**
- 4. The initial/default configuration of the WD SmartWare software is for continuous backups. If you want to configure scheduled backups, click **Set Backup Frequency** to display the Set Backup Frequency dialog:**



- 5. On the Set Backup Frequency dialog:**
 - a. Select the **Scheduled Backup** option.

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

Selecting . . .	Performs a backup . . .
Hourly	Every hour, on the hour.
Daily	On the selected days of the week, at the selected time: - Select or clear the Days check boxes to specify the days of the week that you want to run your backup. - Use the at selection box to specify the time of day that you want to run your backup.
Monthly	On the selected day of the month, at the selected time: - Use the Every selection box to specify which occurrence of the day that you want to run your backup—First, Second, Third, Fourth, or Last. - Use the Day selection box to specify the day of the week that you want to run your backup. - Use the at selection box to specify time of day that you want to run your backup.

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

6. On the Backup screen:

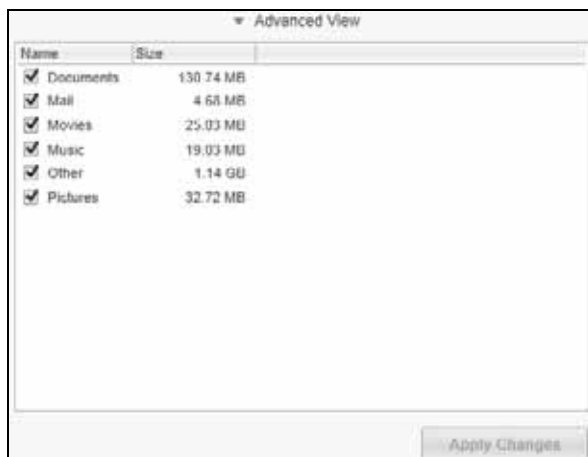
IF you want to back up . . . on the selected backup source device,	THEN . . .
All of the categories of files	Proceed to step 7.
Selected categories of files	Skip to step 8 on page 37.
All of the files and folders	Skip to step 9 on page 38.
Selected files and folders	Skip to step 10 on page 39.

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

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

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

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



- c. Select any cleared check boxes and then click **Apply Changes** to create a custom backup plan and refresh the content gauges.
- d. Click **Enable Backup** to begin backing up all categories of files on the backup source device, at the specified backup frequency, and skip to step 11 on page 40.

Note: If you configured a scheduled backup at step 5 on page 34, the WD SmartWare software adds a backup schedule reminder button to the Backup screen:



Clicking the reminder button displays the Scheduled Backup Status dialog that shows the date and time of your next scheduled backup, the last backup that might have been missed, and the last completed backup:

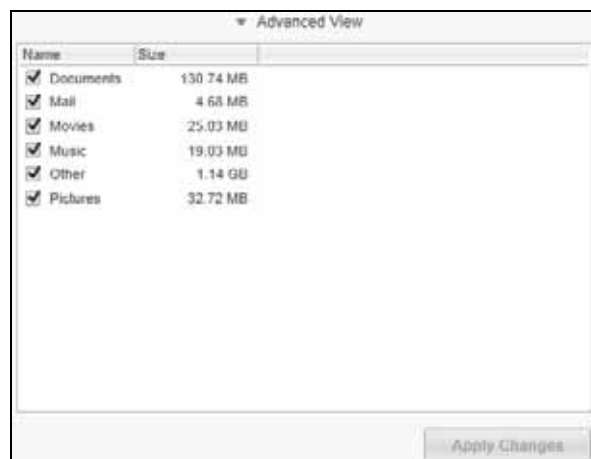


Click **Back Up Now** if you want to bypass the schedule and run the backup now.

8. To backup selected categories of files on the selected backup source device:
- 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.

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



- In the backup by categories selection box:
 - Clear the check boxes for the categories of files that you want to exclude from the backup.
 - Select the check boxes for the categories of files that you want to include in the backup.
- Click **Apply Changes** to create a custom backup plan and refresh the content gauges.
- Click **Enable Backup** to begin backing up the selected categories of files on the selected backup source device, at the specified backup frequency, and skip to step 11 on page 40.

Note: If you configured a scheduled backup at step 5 on page 34, the WD SmartWare software adds a backup schedule reminder button to the Backup screen:



Clicking the reminder button displays the Scheduled Backup Status dialog that shows the date and time of your next scheduled backup, the last backup that might have been missed, and the last completed backup:



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

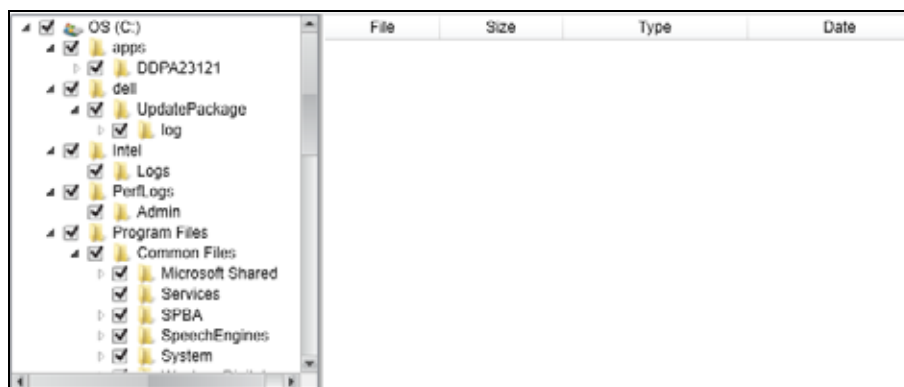
9. To back up all of the files and folders on the selected backup source device:
- a. Verify that the backup mode is file and that Ready to perform file backup appears at the upper-left corner of the Backup screen.

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

- b. In the backup by files selection box, select the check box for the backup source device:



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



- d. Click **Apply Changes** to create a custom backup plan using your selections.

Note: Clicking **Revert** clears your recent selections and redisplay the prior applied configuration.

- e. Click **Enable Backup** to begin backing up all of files and folders on the selected backup source devices, at the specified backup frequency, and skip to step 11 on page 40.

Note: If you configured a scheduled backup at step 5 on page 34, the WD SmartWare software adds a backup schedule reminder button to the Backup screen:



Clicking the reminder button displays the Scheduled Backup Status dialog that shows the date and time of your next scheduled backup, the last backup that might have been missed, and the last completed backup:



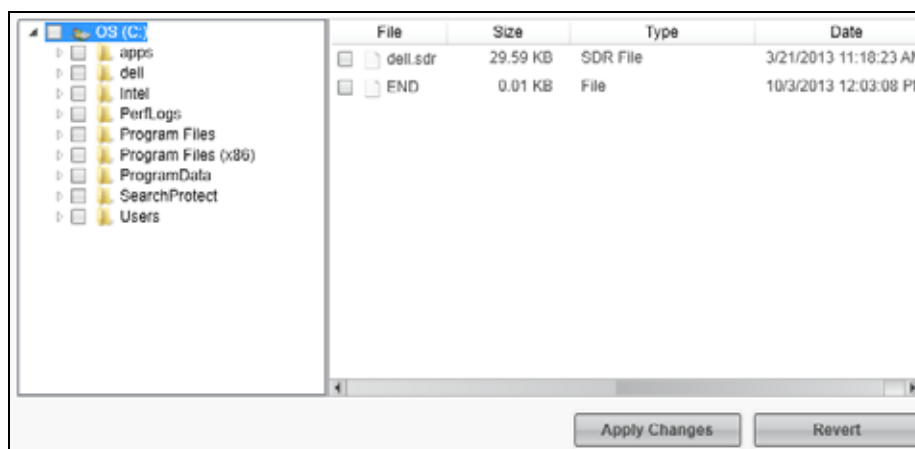
Click **Back Up Now** if you want to bypass the schedule and run the backup now.

10. To backup selected files or folders from selected backup source device:

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

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

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



- c. Select the check boxes for the individual files or folders that you want to back up. Note that selecting a folder check box automatically selects all of the subfolders and files in the folder.
- d. Click **Apply Changes** to create a custom backup plan using your selections.

Note: Clicking **Revert** clears your recent selections and redispays the prior applied configuration.

- e. Click **Enable Backup** to begin backing up the selected files or folders on the selected backup source device, at the specified backup frequency, and proceed to step 11 on page 40.

Note: If you configured a scheduled backup at step 5 on page 34, the WD SmartWare software adds a backup schedule reminder button to the Backup screen:



Clicking the reminder button displays the Scheduled Backup Status dialog that shows the date and time of your next scheduled backup, the last backup that might have been missed, and the last completed backup:



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

11. During the backup:

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

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

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

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

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

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

Important: Appearance of a Caution message indicating that the backup target device is full means that there is not enough free space on the device to complete the backup. The best long-term solution would be to relegate the device to long-term archive storage and:

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

13. If you clicked **Disable Backup** at step 11, the disable backup confirmation prompt reminds you that the WD SmartWare software runs your backup job in the background so you can continue using your computer for other things during the backup.

To continue, click either:

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

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

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 backup target device and copy them to either:

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

Retrieve is generally a five-step process:

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

Retrieving Files

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



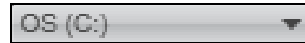
- By default, the computer option is selected and the computer icon signifies that the retrieve destination will be either an internal hard drive or drive partition, or a local direct-attached external hard drive:



- Selecting the Dropbox option displays the Dropbox icon to signify that the retrieve destination will be a remote Dropbox folder:



- If the selected retrieve destination device has more than one internal hard drive or drive partition, or multiple external hard drives, use the backup source device selector to specify the one that you want to copy retrieved files to:



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

- If you have more than one backup target device connected to your computer, click the icon of the one that you want to retrieve files from:



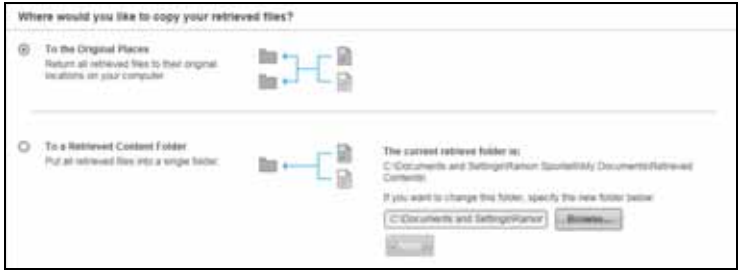
- Verify that a light-blue background highlights the selected device.
- If the selected device has more than one drive partition or network share, use the backup target device selector under the device icon to specify the one that you want to use:

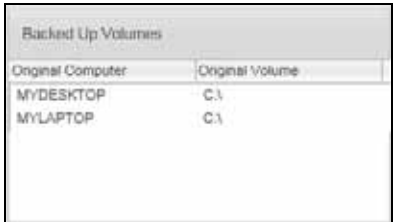
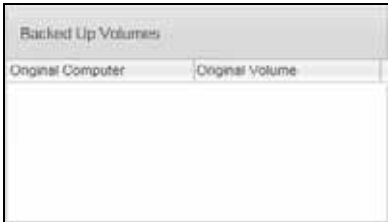


3. Click the **Retrieve tab to display either the:**

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

(See Figure 10 on page 28.)

IF you have . . .	THEN the WD SmartWare software displays the . . .
Created a single backup on the selected retrieve source (backup target) device from the selected retrieve destination (backup source) device,	Select a destination for retrieved files dialog:  Proceed to step 4 on page 44.

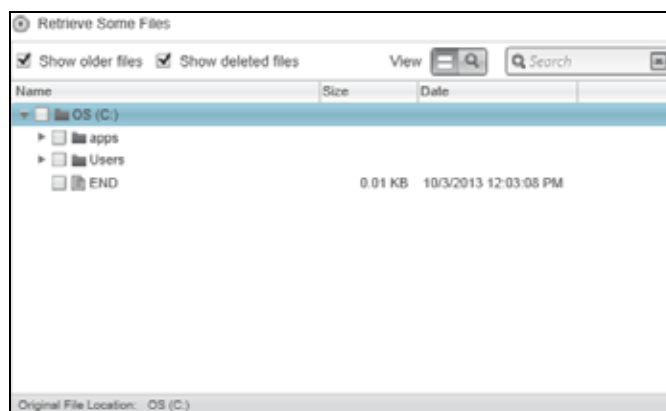
IF you have . . .	THEN the WD SmartWare software displays the . . .
Created multiple backup volumes on the selected retrieve source (backup target) device from either: ■ Different internal hard drives or hard drive partitions on the backup source device ■ Different backup source devices	Select a volume to retrieve from dialog with the available volumes listed in the Backed Up Volumes selection box:  In this case: - In the Backed Up Volumes selection box, select the volume that you want to retrieve files from. - Click Next to display the Select a destination for retrieved files dialog. - Proceed to step 4.
Not run a backup on the selected retrieve source (backup target) 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 device that does not have a backup volume. Click the Home tab and return to step 2 on page 42 to select the device that has the files you want to retrieve.

4. 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 the selected retrieve destination (backup source) device,	To the Original Places Note: The To the Original Places option is not available if you selected a backup volume from a different backup source device or a remote Dropbox folder at step 3 on page 43.
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: - Click Browse and use the browse function to identify the new folder. - Click Apply.

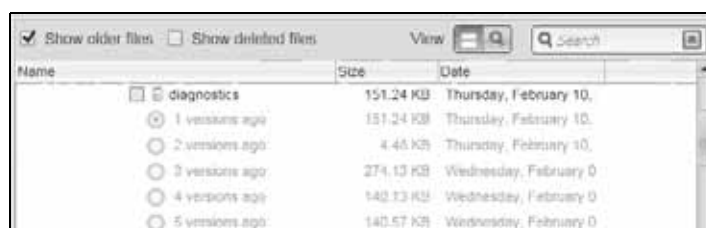
5. Click **Next** to display the Select content to retrieve... dialog.

IF you want to retrieve . . . from the selected backed up volume	THEN select the . . .
All of the files	Retrieve All Files option and skip to step 7 on page 45.
Selected files or folders	Retrieve Some Files option to open the Retrieve Some Files selection box and proceed to step 6.



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

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



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



- Select the **View** icon to list individual files.
- To find a file, type all or part of the file name in the search box and press the **Enter** key to initiate the search.
To eliminate the search filter, delete all of the text in the search box and press **Enter**.
- Select the check boxes for the files or folders that you want to retrieve.

7. Click **Start Retrieving**.

8. During the retrieve:

- The Retrieve screen displays a progress bar and a message indicating the amount of data that has been copied to the specified retrieve location.
- A **Cancel Retrieving** button is available for stopping the retrieve.

9. A Retrieval accomplished message signifies completion of the retrieve.

A Partial retrieve accomplished message means that all of the files you selected for the retrieve were not copied to the specified retrieve location. In this case, either a:

- Files Not Retrieved message provides the number of files that were not retrieved and a link to a failed-to-retrieve information screen. Click the **View files** link to see the list of files and the reasons they were not retrieved.
- Destination is full message means that the selected retrieve destination (backup source) device does not have sufficient disk space to complete the retrieve.

6

Managing and Customizing the Device

This chapter includes the following topics:

- Checking Device Health
- Erasing the Device Drives
- Managing the Device Configuration
- Registering the Device
- Restoring the WD Software and Disk Image
- Setting the Device Sleep Timer
- Upgrading the Device Capacity
- Using the WD Quick View Icon
 - Checking Device Status
 - Monitoring Icon Alerts
 - Opening the WD SmartWare Software
 - Safely Disconnecting the Device

Checking Device Health

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

- SMART Status Check

SMART is a failure-prediction function that continuously monitors key internal performance attributes of the device drives. 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 device, before a failure occurs.

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

- Quick Drive Test

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

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

- Complete Drive Test

The most comprehensive device diagnostic is the complete drive test. It checks every sector of each device drive 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 device. And, because they are so fast, running the SMART status check and the quick drive test provides a high level of assurance with minimal inconvenience. Then, run all three whenever you encounter disk error conditions when writing or accessing files.

1. Open the WD Drive Utilities software by clicking either:
 - The WD Drive Utilities desktop shortcut icon if you created one when you installed the application
 - **Start > All Programs > Western Digital > WD Apps > WD Drive Utilities**See Figure 5 on page 10.
2. If you have more than one supported device connected to your computer, click the icon of 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**

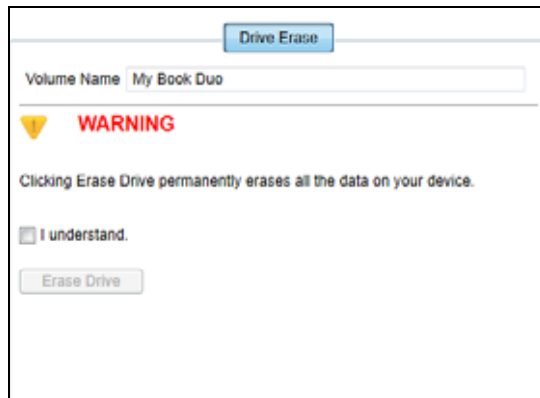
Erasing the Device Drives

CAUTION! Erasing the device drives permanently deletes all of the data on *both* drives in RAID array configurations, and on the selected drive in JBOD configurations. Always back up the data on the device drives before erasing them.

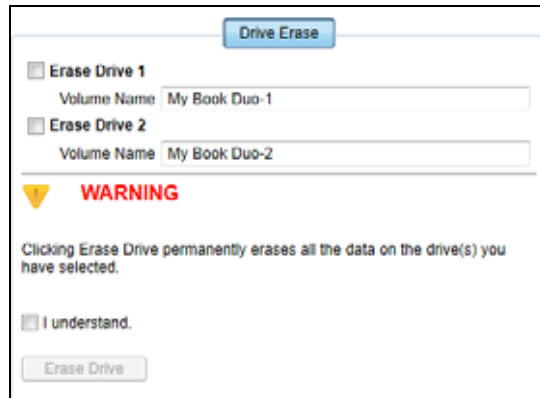
Note: Erasing your device drives also deletes the WD software and all of the support files, utilities, and user manual files. You can download these to restore your device to its original configuration after erasing the drives. (See Knowledge Base answer ID 7 at <http://support.wd.com> for information about downloading and restoring the WD software and disk image.)

1. Open the WD Drive Utilities software by clicking either:
 - The WD Drive Utilities desktop shortcut icon if you created one when you installed the application
 - **Start > All Programs > Western Digital > WD Apps > WD Drive Utilities**See Figure 4 on page 9.

2. If you have more than one supported device connected to your computer, click the icon of the one that you want to erase.
3. Click **Drive Erase** to display the Drive Erase dialog:



For RAID Array Configurations



For Individual Drives

4. On the Drive Erase dialog:
 - a. For individual drives, select the check box for each drive that you want to erase:
 - **Erase Drive 1**
 - **Erase Drive 2**
 - b. If you want to change the name of a volume, type over the name in the **Volume Name** box.
 - c. Read the warning about the loss of data if you erase your device or a drive.

Important: If you want to save any of the data that is on the device drives, back it up to another device before continuing with the drive erase.
 - d. Select the **I understand** check box to signify that you accept the risk and activate the **Erase Drive** button.
 - e. Click **Erase Drive**.

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

Managing the Device Configuration

The initial/default configuration of your My Book Duo device is as a striped RAID 0 disk array for high-speed/maximum-storage performance. You can reconfigure the device as either:

- A mirrored RAID 1 disk array for maximum-protection/reduced-storage performance
- JBOD individual drives that can be formatted differently for enhanced flexibility

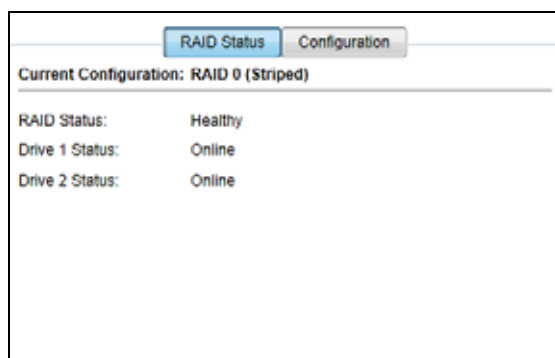
Checking the Device Status

The WD Drive Utilities software provides a status indication of the device configuration and each device drive.

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

See Figure 5 on page 10.

2. If you have more than one supported device connected to your computer, click the icon of the one that you want to check.
3. Click **RAID Management > RAID Status**:



4. The status display shows:
 - Current Configuration as either:
 - RAID 0 (Striped)
 - RAID 1 (Mirrored)
 - JBOD (Individual Drives)
 - RAID Status where:

This status indication . . .	Signifies that. . .
Cannot Access Data	The RAID disk array has errors and your data is not accessible.
Data Lost Detected	The RAID disk array contains errors and the drives have corrupted data.
Degraded	The RAID disk array is degraded but your data is still accessible. Install a supported WD drive and rebuild the RAID disk array.
Healthy	The RAID disk array is healthy. Your data is accessible.
Not Configured	No RAID disk array has been created. Either one or both drives are new.
Rebuild Failed	The RAID disk array could not be rebuilt but your data is still accessible. Try rebuilding the array again.
Rebuilding (x%)	The RAID disk array is rebuilding but your data is still accessible.

(Continued)

This status indication . . .	Signifies that . . .
Unknown	The RAID configuration is unknown. Click Configure to create a new RAID disk array or reinstall the original drives.

- Drive 1 and Drive 2 Status where:

This status indication . . .	Signifies that . . .
Drive Not Supported	The drive model is not supported. Replace the drive with a supported WD drive.
Empty	There is no drive installed, but none was expected.
Failed	The drive has failed. Replace this drive immediately.
ID Mismatch	The drive metadata information does not match its serial number.
Insufficient Capacity	The drive you installed has insufficient capacity to be part of the mirrored RAID disk array. You could use it to create a new RAID disk array of smaller capacity by performing a new RAID configuration, but that would erase all of your data.
Missing	The expected drive is not installed.
New Drive	The installed drive has not been configured. Click Configuration and reconfigure the RAID disk array.
Online	The drive is healthy and part of the RAID disk array.
Rebuilding	The drive is the target disk of the rebuild operation and that rebuild operation is still in progress.

Changing the Device Configuration

CAUTION! Changing the device configuration reformats both drives, which erases all of the data on them. If you have been using the device in one mode and want to switch to a different mode, back up your files to another storage device before changing the configuration.

Note: Changing the device configuration also deletes the WD software and all of the support files, utilities, and user manual files. You can download these to restore the device to its original configuration after the change. (See Knowledge Base answer ID 7 at <http://support.wd.com> for information about downloading and restoring the WD software and disk image.)

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

See Figure 5 on page 10.

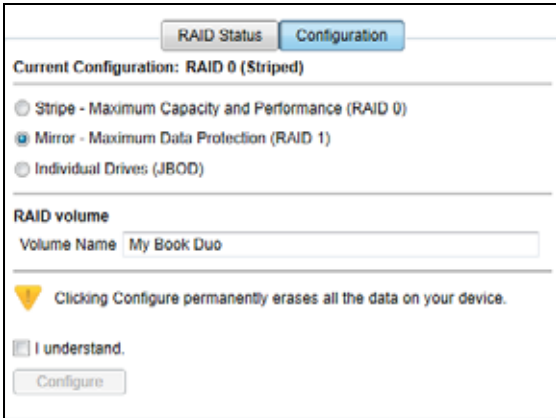
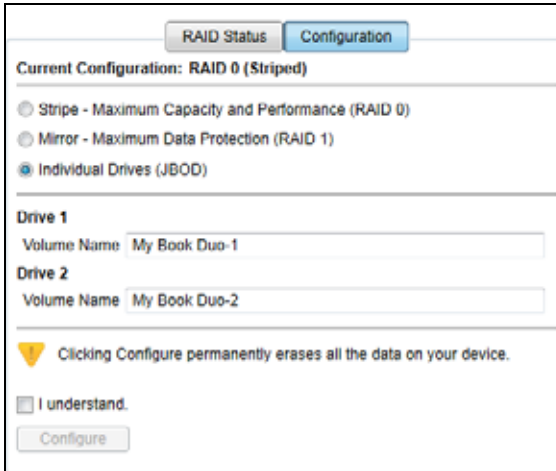
- If you have more than one supported device connected to your computer, click the icon of the one that you want to configure.

3. Click **RAID Management > Configuration** to display the Configuration dialog:

The screenshot shows the 'RAID Configuration' dialog. At the top, there are two tabs: 'RAID Status' and 'Configuration'. The 'Configuration' tab is active. Below the tabs, it says 'Current Configuration: RAID 0 (Striped)'. There are three radio button options: 'Stripe - Maximum Capacity and Performance (RAID 0)' (which is selected), 'Mirror - Maximum Data Protection (RAID 1)', and 'Individual Drives (JBOD)'. Below these options is a section labeled 'RAID volume' with a text input field 'Volume Name' containing the text 'My Book Duo'. A yellow warning triangle icon is followed by the text 'Clicking Configure permanently erases all the data on your device.' Below this is a checkbox labeled 'I understand.' and a 'Configure' button.

4. Select the option for the mode that you want to change to:

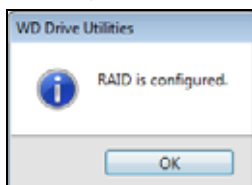
- **Stripe - Maximum Capacity and Performance (RAID 0)**
- **Mirror - Maximum Data Protection (RAID 1)**
- **Individual Drives (JBOD)**

Selecting the . . . option	Displays a volume dialog for specifying the . . .
Stripe or Mirror	Volume name for the new RAID array: 
Individual Drives	Volume name for each drive: 

5. On the volume dialog:
 - a. If you want to change the name of a volume, type over the name in the **Volume Name** box.
 - b. Read the warning about the loss of data when you change the device configuration and select the **I understand** check box to signify that you accept the risk and activate the **Configure** button.

Important: If you want to save any of the data that is on the device drives, back it up to another device before continuing with the configuration.

- c. Click **Configure** to begin the configuration change.
6. After the configuration change completes, click **OK** to close the configuration message display:



7. Go to <http://support.wd.com> and see Knowledge Base answer ID 7 for information about downloading and restoring the WD software and disk image.

Registering the Device

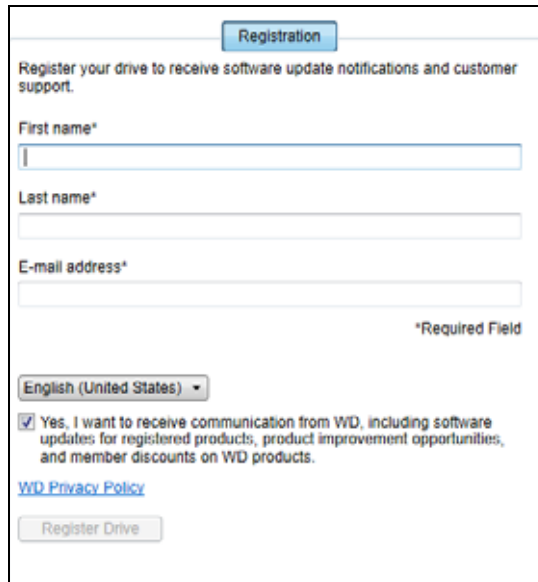
The WD Drive Utilities software uses your computer's Internet connection to register your device. Registering the device provides free technical support during the warranty period and keeps you up-to-date on the latest WD products.

1. Make sure that your computer is connected to the Internet.
2. Open the WD Drive Utilities software by clicking either:
 - The WD Drive Utilities desktop shortcut icon if you created one when you installed the application
 - **Start > All Programs > Western Digital > WD Apps > WD Drive Utilities**

See Figure 5 on page 10.

3. If you have more than one supported device connected to your computer, click the icon of the one that you want to register.

4. Click **Registration** to display the Registration dialog:

The image shows a 'Registration' dialog box. At the top, there is a blue button labeled 'Registration'. Below it, the text reads: 'Register your drive to receive software update notifications and customer support.' The form contains three text input fields: 'First name*', 'Last name*', and 'E-mail address*'. To the right of the 'E-mail address*' field is the text '*Required Field'. Below the input fields is a language dropdown menu currently set to 'English (United States)'. Underneath the dropdown is a checked checkbox with the text: 'Yes, I want to receive communication from WD, including software updates for registered products, product improvement opportunities, and member discounts on WD products.' Below this checkbox is a blue hyperlink for 'WD Privacy Policy'. At the bottom of the dialog is a button labeled 'Register Drive'.

5. On the Registration dialog:

- a. Type your first name in the **First name** box.
- b. Type your last name in the **Last name** box.
- c. Type your email address in the **E-mail address** box.
- d. Select your language in the language box.
- e. Select or clear the **Yes, I want to receive communication...** check box to specify whether you want to receive email notifications about software updates, product enhancements, and price discount opportunities.
- f. Click **Register Drive**.

Restoring the WD Software and Disk Image

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

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

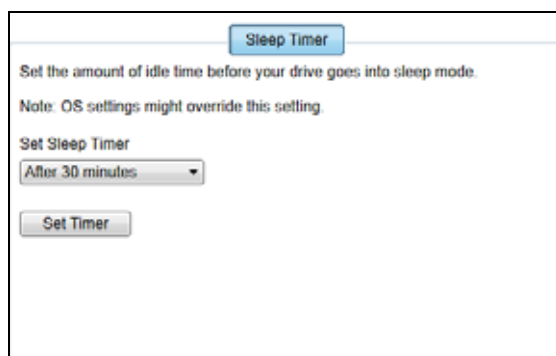
Setting the Device Sleep Timer

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

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

See Figure 5 on page 10.

2. If you have more than one supported device connected to your computer, click the icon of 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 device.
 - b. Click **Set Timer**.

Upgrading the Device Capacity

Increasing the capacity of your My Book Duo device by installing higher capacity drives is as easy as one-two-three:

1. Use steps 1 through 9 of “Removing and Replacing the Drive” on page 63 to remove *both* drives.
2. Use steps 10 through 16 to install the new drives.
3. Use the WD Drive Utilities software to confirm the New Drive status indication and reconfigure the device. (See “Changing the Device Configuration” on page 51.)

Important: Only use WD Red™ or WD Green™ hard drives to upgrade the capacity of your My Book Duo device. Also, both drives must be new, and have the same capacity for RAID configurations. Using any other hard drive or mixed drive capacities voids the warranty for your My Book Duo device.

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:

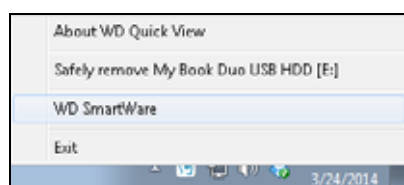
- Open the WD SmartWare software
- Check the device status
- Safely disconnect the device
- Monitor icon alerts

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

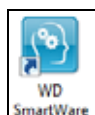
Opening the WD SmartWare Software

You can start the WD SmartWare software by:

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

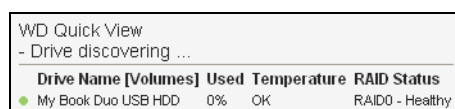


- Clicking:
 - Start > All Programs > Western Digital > WD SmartWare > WD SmartWare**
- Clicking the WD SmartWare desktop shortcut icon if you created one when you installed the software:



Checking Device Status

You can see the device capacity used and temperature and RAID status by hovering the pointer over the WD Quick View icon in the taskbar:



Monitoring Icon Alerts

The WD Quick View icon in the taskbar flashes to indicate 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).
White,	Degraded.
Red,	Either: - Overheated. Power down the device and let it cool for 60 minutes. Power it back on, and if the problem persists, contact WD Support. - In some other RAID error condition.

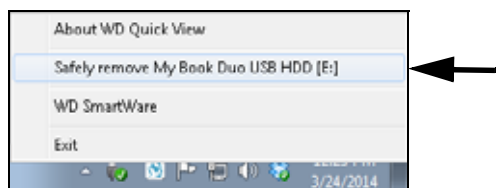
Hover the pointer over the WD Quick View icon to find out which device is causing the icon alert (see “Checking Device Status”).

Safely Disconnecting the Device

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

You can safely disconnect the device by either:

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



- Right-clicking the device icon on the WD SmartWare Home screen and selecting the **Safely remove** option.
- Right-clicking the device icon on the WD Drive Utilities screen and selecting the **Eject Disk** option

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

7

Managing and Customizing the Software

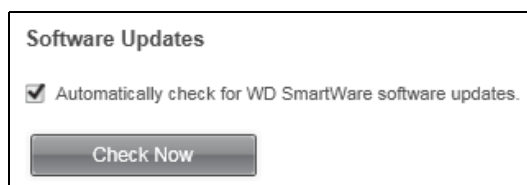
This chapter includes the following topics:

[Checking for Software Updates](#)
[Configuring a Remote Dropbox Account](#)
[Specifying a Different Retrieved Content Folder](#)
[Specifying the Number of Backup Versions](#)
[Uninstalling the WD Software](#)

Checking for Software Updates

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

1. Click the **Settings** tab to display the Software Settings screen (see Figure 12 on page 30).
2. On the Software Settings screen, click **Software Updates** to display the Software Updates dialog:

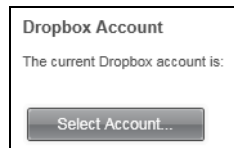


3. On the Software Updates dialog:
 - a. Select or clear the **Automatically check for WD SmartWare software updates** check box.
 - b. Click **Check Now** if you want to check for software updates now.

Configuring a Remote Dropbox Account

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

1. Click the **Settings** tab to display the Software Settings screen (see Figure 12 on page 30).
2. On the Software Settings screen, click **Dropbox Account** to display the Dropbox Account dialog:



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



4. On the login required dialog:

- a. Click **Sign In**.

The WD SmartWare Pro software initiates a Dropbox connection request on your behalf and uses your Web browser to access the Dropbox website at <https://www.dropbox.com/>.

- b. On the Dropbox website, if you have not configured your account to remember your login credentials, type your email address and password and click **Sign in** to see the connection request from the WD SmartWare Pro software.
- c. Click **Allow** to accept the connection request.
- d. The **Success!** indication signifies that the WD SmartWare Pro software has been granted access to your remote Dropbox folder.
- e. Click **Finish** to finalize the connection, close the Dropbox Login Required dialog, and update the Current dropbox account display.

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



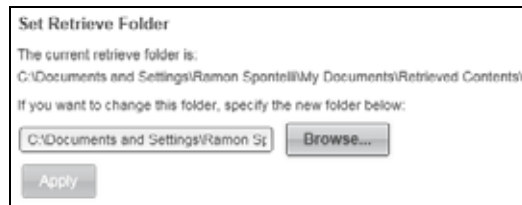
Specifying a Different Retrieved Content Folder

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

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

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

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 12 on page 30).
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**.

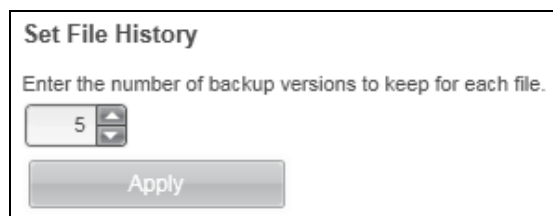
Specifying the Number of Backup Versions

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 12 on page 30).
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**.

Uninstalling the WD Software

Important: Uninstalling the WD SmartWare software deletes all existing backup job configurations. Your backup files will still be there, but you will have to manually re-enable each backup after reinstalling the WD SmartWare software. (See “Backing Up Files” on page 33.)

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

Uninstalling on Windows Vista or Windows 7

1. Click **Start > Control Panel**.
2. Double-click **Programs and Features**.
3. Click **Uninstall a program** and select the application or the icon for the WD software that you want to uninstall:
 - **WD SmartWare**
 - **WD Drive Utilities**
4. Click **Uninstall/Change** and **Yes** at the **Do you wish to proceed...** prompt.

Uninstalling on Windows 8

1. Right-click the tile for the WD Software that you want to uninstall on the Start screen:
 - **WD SmartWare**
 - **WD Drive Utilities**
2. Select **Uninstall** in the Windows taskbar.
3. Click **Yes** at the **Are you sure...** prompt.

8

Replacing a Drive

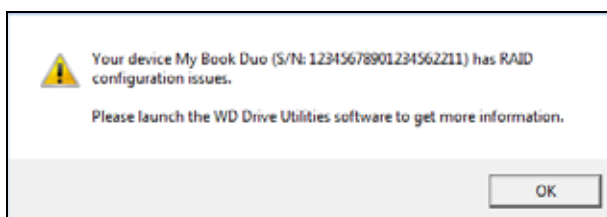
This chapter includes the following topics:

This chapter includes the following topics:

- [Determining Which Drive Failed](#)
- [Obtaining a Replacement Drive](#)
- [Removing and Replacing the Drive](#)

Determining Which Drive Failed

Whether the application is running or not, the WD Drive Utilities software continuously monitors the operational condition of your My Book Duo drives. When a drive fails, the utility displays a warning message:



Click **OK** to close the warning message and:

1. Check the drive status indicators on the front of the device. If one of the indicators is on steady red, then that one is the failed drive.
2. Open the WD Drive Utilities software by clicking either:
 - The WD Drive Utilities desktop shortcut icon if you created one when you installed the application
 - **Start > All Programs > Western Digital > WD Apps > WD Drive Utilities**
 See Figure 5 on page 10.
3. If you have more than one supported device connected to your computer, click the icon of the one that has configuration issues.
4. Click **RAID Management > RAID Status** and check the status indications:
 - If the status of one of the drives is not Online then that drive is the failed drive.
 - If the RAID Status is Unknown and the status of both drives is Online, then remove and replace either drive because the two are not compatible.
 Returning the drives to their original configuration should clear the Unknown RAID Status.

Obtaining a Replacement Drive

After you have determined which drive has failed, go to <http://support.wd.com> and see Knowledge Base answer ID 8644 for information about obtaining a replacement drive. When contacting Technical Support, have the following information ready:

- The serial number of your My Book Duo device
- Date of purchase
- The serial number of each internal hard drive you need to replace

See steps 1 through 8 of the following procedure for removing the drive to get the serial number.

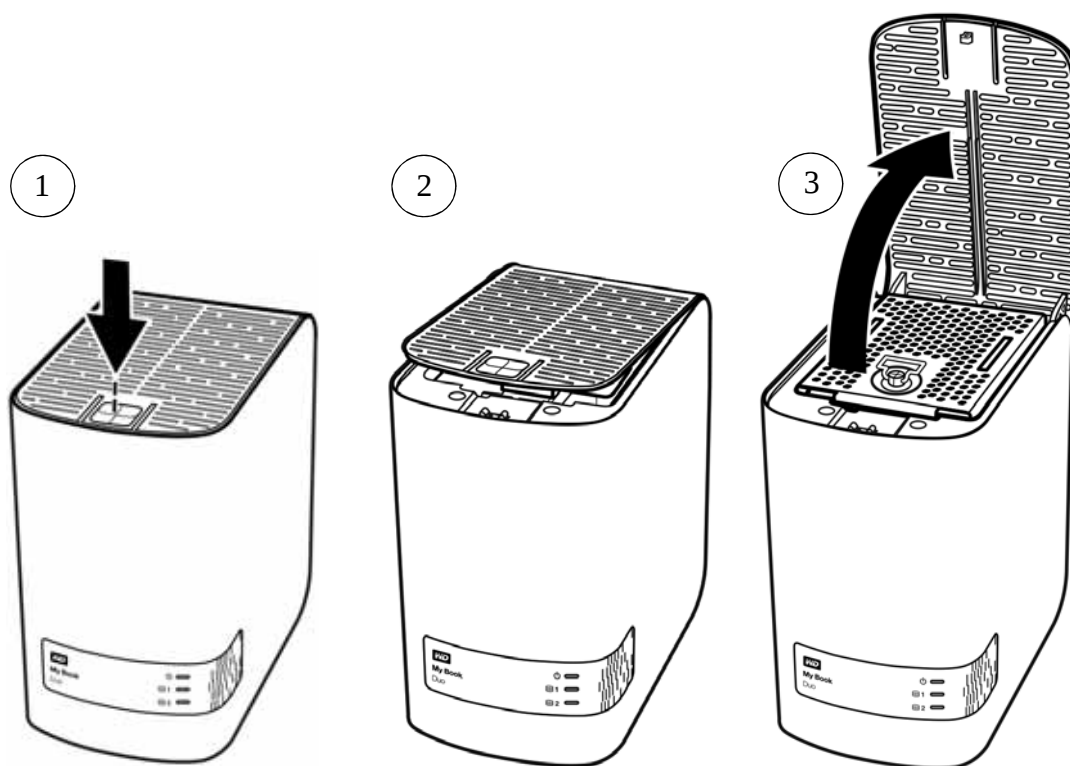
Important: Only use WD Red™ or WD Green™ hard drives to replace the drives in your My Book Duo device enclosure. Also, replacement drives must be new, and the same capacity as the drive that failed. The RAID configurations require both drives to be the same capacity. Using any other hard drive or capacity voids the warranty for your My Book Duo device.

Removing and Replacing the Drive

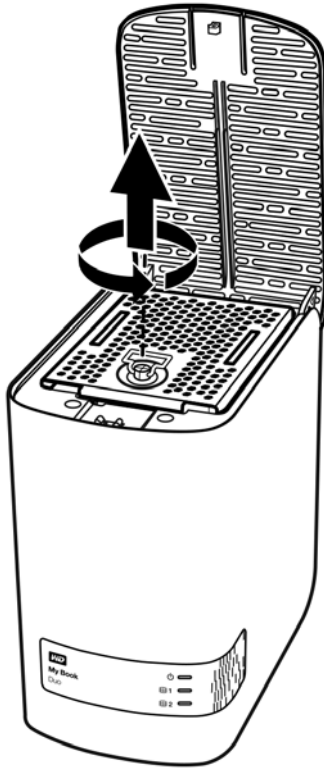
Your My Book Duo dual-drive storage device is a limited user-serviceable device. You can easily replace the hard drives inside the enclosure.

After receiving the replacement drive, replace the failed drive as follows:

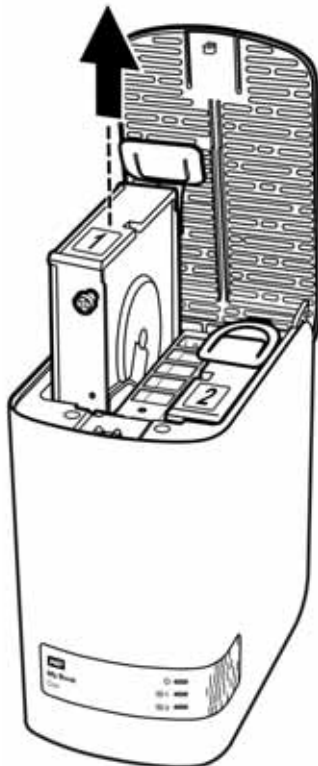
1. Safely dismount the device from your computer.
2. **Important:** To avoid electrostatic discharge (ESD) damage, ground yourself by touching a grounded metal object before handling the device.
3. Disconnect the USB cables from the USB ports on the back of the device enclosure.
4. Disconnect the AC adapter cable from the power connector.
5. Place the device on a clean and stable surface.
6. Firmly push down on the top cover button to release the latch and open the top cover:



7. Lift and loosen the thumbscrew that secures the drive hold-down plate and remove the plate:



8. Using the pull tab, carefully lift the faulty drive out of the enclosure:



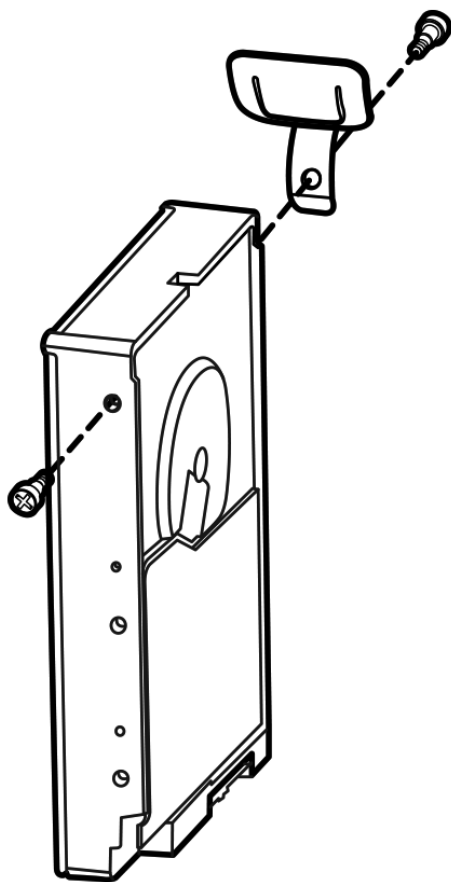
Note: Though the drives are labeled 1 and 2, it is their enclosure locations that determine the drive designations used by the WD Drive Utilities software. As you view them from the front of the enclosure:

The drive in the . . . enclosure slot	Is drive . . .
Left	1
Right	2

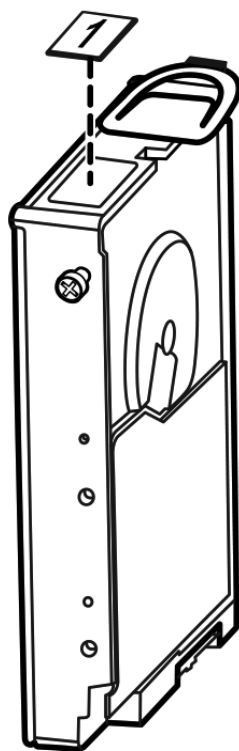
Switching the drives from one enclosure slot to the other would have no impact on the operation of your My Book Duo device or the WD Drive Utilities software. If you do that, just remember that regardless of the label on the drive, the status and configuration of:

- “Drive 1” refers to the drive in the left enclosure slot
- “Drive 2” refers to the drive in the right enclosure slot

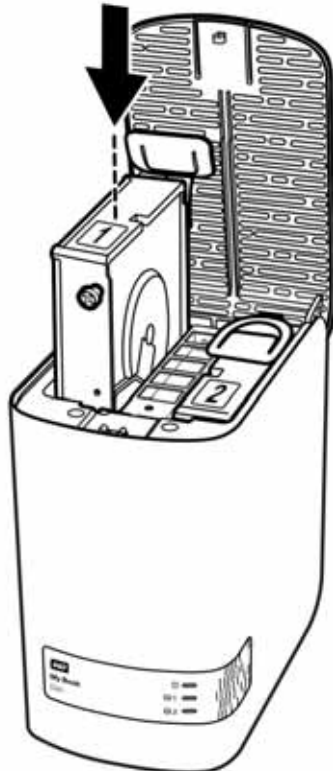
9. Using a Phillips screwdriver, loosen and remove the two guide screws and the pull tab from the drive you removed and install them on the new drive:



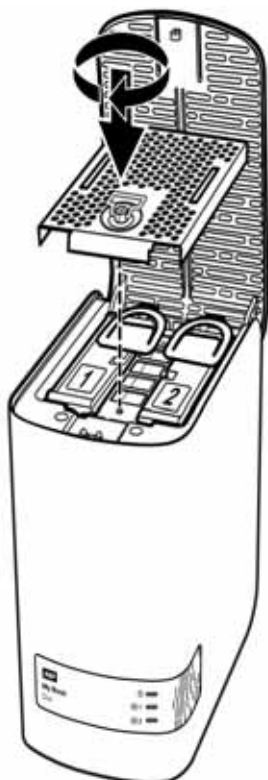
10. Apply a new drive label to the replacement drive:



- 11.** Gently slide the replacement drive assembly into the enclosure until it is fully inserted:

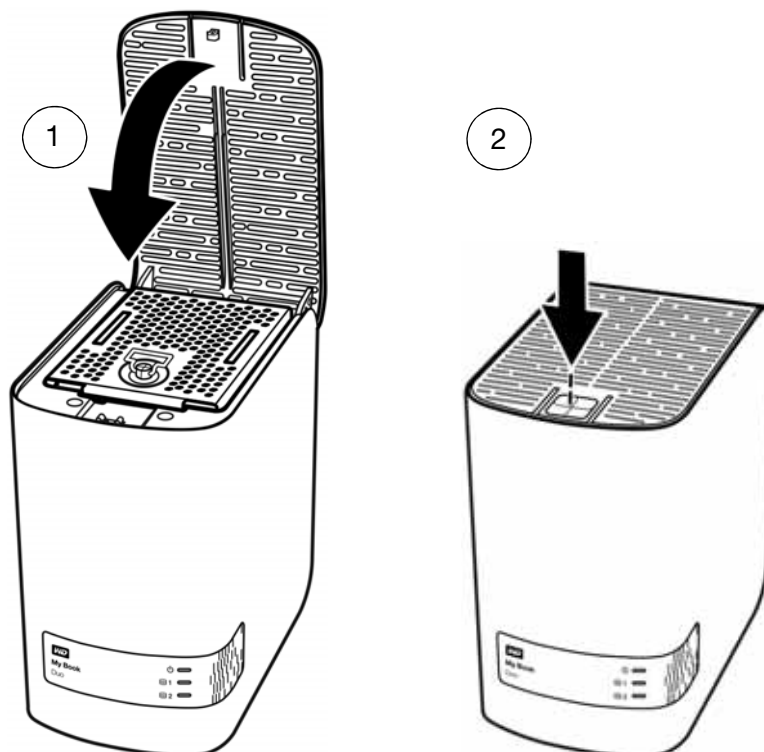


- 12.** Engage the alignment tab on the back of the drive hold-down plate with the alignment slot on the enclosure chassis, lower the cover into place and secure it with the thumbscrew:



Note: Do not overtighten the thumbscrew.

- 13.** Close the top cover and firmly push down on the top cover button until it snaps into place:



- 14.** If the WD Drive Utilities software is not already running, start it 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 5 on page 10.

- 15.** Reconnect the AC adapter cable to the power connector on the back of the device enclosure.

- 16.** Reconnect the USB cables.

- 17.** If the WD Drive Utilities software is not already running, start it by clicking either:

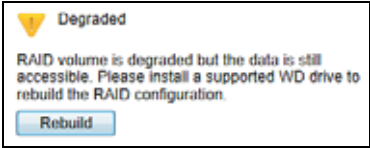
- The WD Drive Utilities desktop shortcut icon if you created one when you installed the application
- **Start > All Programs > Western Digital > WD Apps > WD Drive Utilities**

See Figure 5 on page 10.

18. Depending on the configuration of your device:

If your device is configured as . . .	THEN . . .
A striped RAID 0 disk array	The My Book Duo device <i>does not</i> reappear in your computer's file management utility listing. In this case: - If you have more than one supported device connected to your computer, click the icon of the one with the drive you replaced on the WD Drive Utilities screen and click RAID Management > RAID Status to display the device status. - Verify that the status display shows: - Current Configuration: RAID 0 (Striped) - RAID Status: Offline - Drive 1 Status and Drive 2 Status: Unknown for the drive that you replaced and Online for the other drive This indication means that you must reconfigure your striped RAID 0 disk array. - Click Configuration to display the volume dialog for reconfiguring the RAID array. - Use the device configuration procedure in "Changing the Device Configuration," starting at step 5 on page 63 to reconfigure the striped RAID 0 disk array. - When the reconfiguration completes, the file management utility listing for your My Book Duo device reappears. - Click RAID Status and verify that the status display shows: - Current Configuration: RAID 0 (Striped) - RAID Status: Healthy - Drive 1 Status: Online - Drive 2 Status: Online Your device is ready to use.

(Continued)

If your device is configured as . . .	THEN . . .
A mirrored RAID 1 disk array	a. Verify that the My Book Duo device reappears in your computer's file management utility listing. b. If you have more than one supported device connected to your computer, click the icon of the one with the drive you replaced on the WD Drive Utilities screen and click RAID Management > RAID Status. c. Verify that the RAID Status display shows: ■ Current Configuration: RAID 1 (Mirrored) ■ RAID Status: Degraded ■ Drive 1 Status and Drive 2 Status - Online ■ A Rebuild button for launching the RAID array rebuild:  d. Click Rebuild and note that: ■ The RAID Status changes to Rebuilding (x%). ■ Drive Status for the drive you replaced changes to Rebuilding. You do not need to wait for the rebuild operation to complete, which could take several hours. As indicated, your data is available on the other drive and you can still access the device. e. Optionally, if you want to disconnect the device from your computer and continue rebuilding the array offline, safely remove the device, disconnect the USB interface cable, and watch the device power/activity indicator. f. If the power/activity indicator: ■ Continues blinking rapidly—The RAID 1 rebuild will automatically continue offline. ■ Stops blinking and goes off— Restart the rebuild offline by using a stiff wire or straightened paper clip to momentarily press the device reset button through the rear access hole (see Figure 3 on page 5). Note: Do not press and hold the reset button. If you press and hold it for four seconds or more, you will power down the device.

(Continued)

If your device is configured as . . .	THEN . . .
A mirrored RAID 1 disk array (continued)	g. When the rebuild operation completes, the device status display shows: ■ Current Configuration: RAID 1 (Mirrored) ■ RAID Status: Healthy ■ Drive 1 Status: Online ■ Drive 2 Status: Online Your device is ready to use.
JBOD individual drives	a. Verify that the My Book Duo drive that you <i>did not</i> replace reappears in your computer's file management utility listing. b. The listing for the new/replacement drive does not appear because you have to format it using WD Drive Utilities RAID Management Configuration function (see "Changing the Device Configuration" on page 61 c. When the erase/reformat operation completes, verify that the file management utility listing for replacement drive reappears. Your replacement drive is ready to use.

19. Go to <http://support.wd.com> and see Knowledge Base answer ID:

- 7 for information about downloading and restoring the WD software and disk image
- 8644 for information about returning the defective drive.

9

Using the Device with a Mac

The My Book device drives are formatted as single NTFS partitions for compatibility with updated Windows operating systems. To use the device on Mac OS X operating systems, and to use Time Machine, if you want, you must reformat the device drives to single HFS+J partitions.

This chapter includes the following topics:

- [Reformatting the Device Drives](#)
- [Restoring the WD Software and Disk Image](#)

Reformatting the Device Drives

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

Go to <http://support.wd.com> and refer to Knowledge Base answer ID 3865 for information about reformatting the device drives.

See “Troubleshooting” on page 72 for more information about reformatting the device drives.

Restoring the WD Software and Disk Image

After you have reformatted your device drives for use on Mac computers, go to <http://support.wd.com> and see Knowledge Base answer ID 7 for information about downloading and restoring the Mac versions of the WD Drive Utilities software and disk image.

The WD SmartWare software is not available for Mac computers with this device.

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.wd.com> and search our knowledge base for more help.

Installing, Partitioning, and Formatting the Drive

How to	Answer ID
■ Recover from a “Password Mismatch” error condition after replacing a drive	11439
■ Recover from “Insufficient Capacity” or “Not Supported” error conditions after installing a used drive as a replacement	11440
■ Recover from an “Unknown” configuration error after installing mismatched drives	11441
■ Partition, and format a WD drive on Windows (8, 7, Vista) and Mac OS X	3865
■ Convert a Mac OS X GPT partition to an NTFS partition in Windows 7 or Vista	3647
■ Download software, utilities, firmware updates, and drivers for WD products (from the Downloads Library)	1425
■ Format a WD external hard drive in FAT32* (to use Windows or Mac OS X)	291

**The FAT32 file system has a maximum individual file size of 4 GB and cannot create partitions larger than 32 GB in Windows. To create partitions larger than 32 GB in FAT32 when reformatting the drive, download the External USB/FireWire FAT32 Formatting Utility from <http://support.wd.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.wd.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 external USB drive. Refer to your system's motherboard BIOS setting documentation to disable this feature or visit <http://support.wd.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 the SES Driver

If you do not install the WD software, you should install the SCSI Enclosure Services (SES) driver on Windows computers to keep the hardware popup wizard from displaying every time you connect the device 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 Vista Computers](#)

[Installing on Windows 7 and Windows 8 Computers](#)

Installing on Windows Vista Computers

After connecting the device as shown in Figure 4 on page 7, 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**:



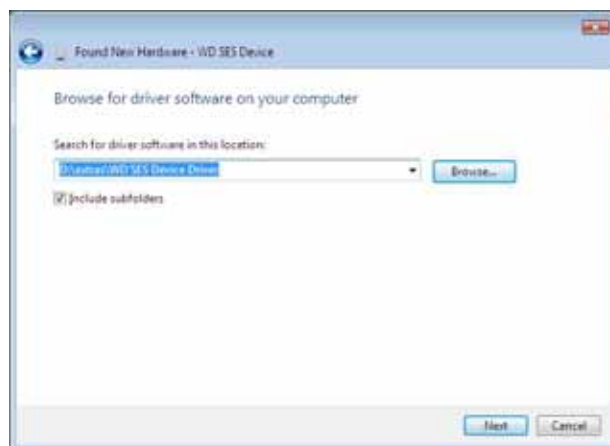
2. On the Found New Hardware - WD SES Device wizard screen, click **Don't search online**:



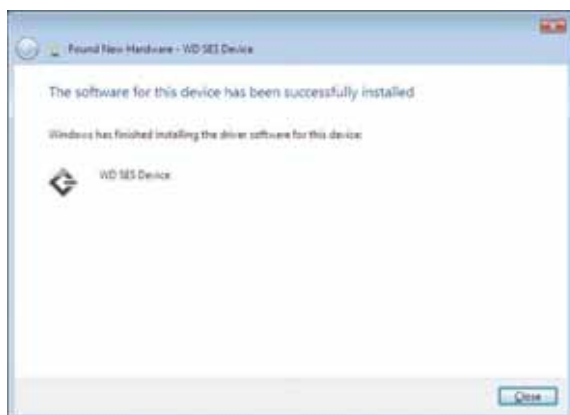
3. At the **Install the disc that came with your WD SES Device** prompt, click **I don't have the disc. Show me other options**:



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



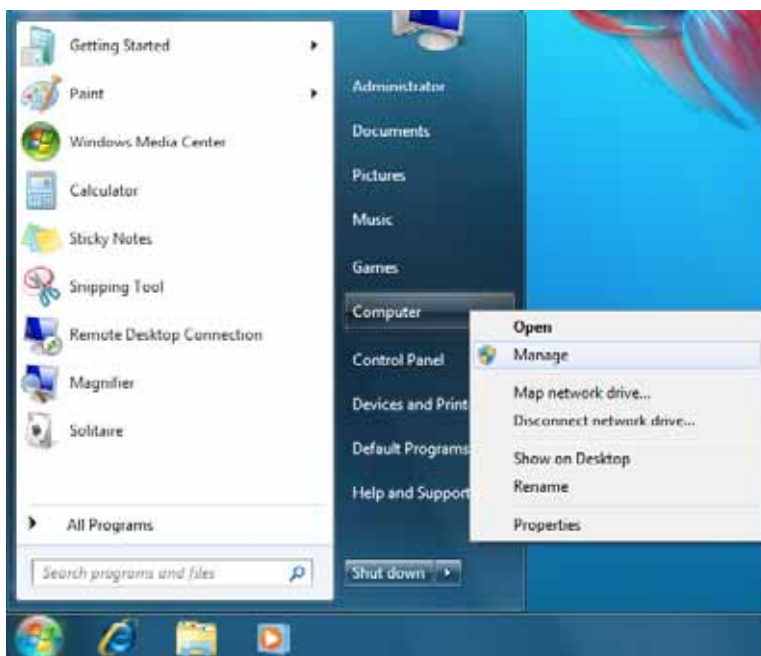
5. When the installation completes, click **Close**:



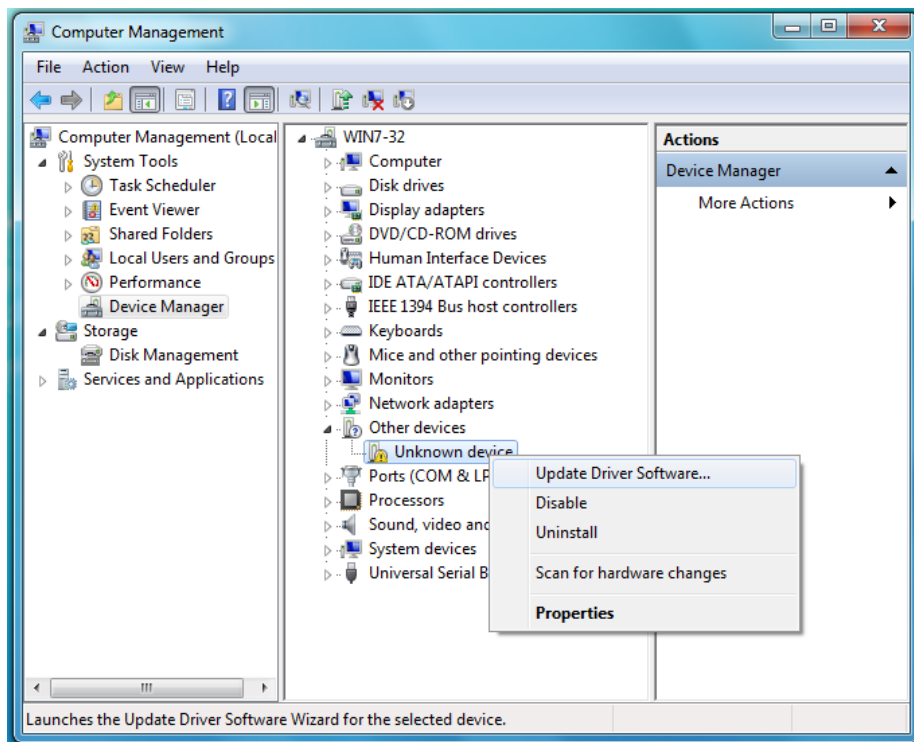
Installing on Windows 7 and Windows 8 Computers

After connecting the device as shown in Figure 4 on page 7, use the Windows Computer Management utility to install the SES driver:

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



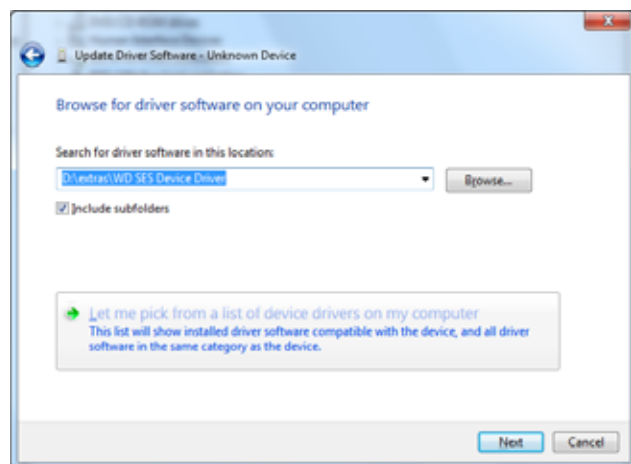
2. Under **Computer Management (Local)**, click **Device Manager > Unknown Device** and right-click **Update driver software**:



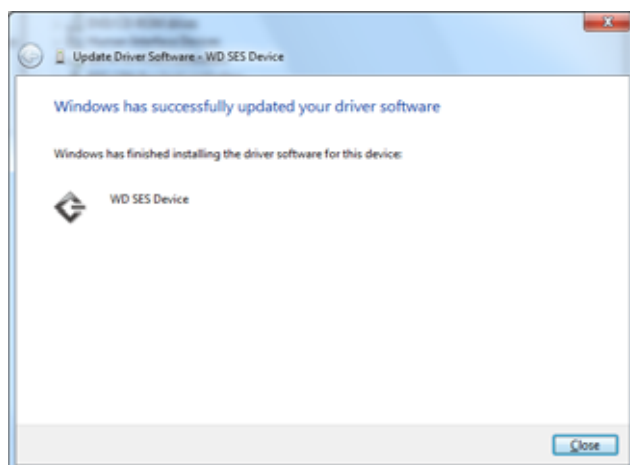
3. Click **Browse my computer for driver software**.



4. Browse to **Computer**, double-click the **My Book Duo** device, 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 \(All Regions Except Australia/New Zealand\)](#)
- [Warranty Information \(Australia/New Zealand\)](#)

Regulatory Compliance

FCC Class B Information

Operation of this device is subject to the following conditions:

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

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

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

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

ICES-003/NMB-003 Statement

Cet appareil numérique de la classe B est conforme à la norme ICES-003 du Canada.

This device complies with Canadian ICES-003 Class B.

Safety Compliance

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

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

CE Compliance For Europe

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

Сведения для Таможенного Союза (только для России)

Координаты для связи по вопросам Таможенного Союза:

ООО «Дофин»
Россия, 140573, Московская область, Озерский район, село Бояркино
Голубова Л.Н.
+7 495 223 6008
local.declarant@gmail.com

Дата изготовления указана на маркировке оборудования.

(Manufacturing date marked on the equipment.)

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 (All Regions Except Australia/ New Zealand)

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.wd.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.wd.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.wd.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.

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

Warranty Information (Australia/New Zealand)

Nothing in this warranty modifies or excludes your legal rights under the Australian Competition and Consumer Act or the New Zealand Consumer Guarantees Act. This warranty identifies WD's preferred approach to resolving warranty claims which is likely to be quick and simple for all parties.

No other warranties either express or implied by law, including but not limited to those contained in the Sale of Goods Act, are made with respect to the Product. If you purchased your Product in New Zealand for the purposes of a business, you acknowledge and agree that the New Zealand Consumer Guarantees Act does not apply. In Australia, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure. What constitutes a major failure is set out in the Australian Consumer Law.

Obtaining Service

WD values your business and always attempts to provide you the very best of service. Should you encounter any problem, please give us an opportunity to address it before returning this Product. Most technical support questions can be answered through our knowledge base or email support service at <http://support.wd.com>. If the answer is not available or, if you prefer, please contact WD at the applicable telephone number shown in the front of this document.

If you wish to make a claim, you should initially contact the dealer from whom you originally purchased the Product. If you are unable to contact the dealer from whom you originally purchased the Product, please visit our product support Web site at <http://support.wd.com> for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided with your RMA number. If following receipt of a qualifying claim under this warranty, WD or the dealer from whom you originally purchased the Product determines that your claim is valid, WD or such dealer shall, at its discretion, either repair or replace the Product with an equivalent or better Product or refund the cost of the Product to you. You are responsible for any expenses associated with a claim under this warranty. The benefits provided to you under this warranty are in addition to other rights and remedies available to you under the Australian Competition and Consumer Act or the New Zealand Consumer Guarantees Act.

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.wd.com>.

Western Digital Technologies, Inc.
3355 Michelson Drive, Suite 100
Irvine, California 92612
Email: support@wd.com

Warranty

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