

For Toshiba CANVIO series

# **Storage Security Software** (Version 1.00.6904)

User's Manual Version 1.00



This document explains the installation process and basic usage of the Storage Security Software designed for Toshiba CANVIO Series (CANVIO PREMIUM, CANVIO ADVANCE only). Please read this manual before using the Storage Security Software.

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# 1 Introduction

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Thank you for purchasing this product.

This document contains information for correctly using the Storage Security Software for the Toshiba CANVIO series (CANVIO PREMIUM and CANVIO ADVANCE only).

Please read this document carefully before using the software. After reading the document, keep it in an easily accessible place for future reference.

This document has been written based on the following rules:

## Meaning of symbols

### **NOTE**

Provides useful information as well as useful operation techniques.

### **CAUTION**

Provides important rules you must observe to prevent data loss, failure, and performance degradation, as well as information on the product specifications/functions you should be aware of.

## Terminology

This document uses the following terms in its descriptions.

### **The software**

Refers to the Storage Security Software.

### **System**

Refers to the operating system (OS) you are using, unless otherwise specified.

### **Application or application software**

Refers to application software other than the software.

### **Windows**

Refers to Windows 10 Home, Windows 10 Pro, Windows 8.1, Windows 8.1 Pro, Windows 7 Home (SP1) or Windows 7 Professional (SP1).

**Windows 10**

Refers to Windows 10 Home or Windows 10 Pro.

**Windows 8.1**

Refers to Windows 8.1 or Windows 8.1Pro.

**Windows 7**

Refers to Windows 7 Home (SP1) or Windows 7 Professional (SP1).

**Storage device ( the device )**

Refers to the Toshiba "CANVIO Series" external hard drives (CANVIO PREMIUM and CANVIO ADVANCE only).

**Trademarks**

- All company names, product names, and service names mentioned herein may be trademarks of their respective companies.

**Notes**

- The software is not guaranteed to operate run on all computers.
- The software is not guaranteed to operate run on homebuilt computers.
- Windows 7 SP1 requires the installation of the following update: KB3033929.
- Due to the security system processing, problems such as software locking and system restart may occur when the software is used simultaneously with another software employing a different security system.
- Remember to write down your password for the password protection function and keep it somewhere safe in case you forget it in the future.
- If you forget your password, you will no longer be able to unlock the device and will therefore lose access to any data stored on the device. Please note that you will need to format and erase all data on the device in order to use the device again.

- Remember to back up all data on the device to another computer or storage media before configuring the password protection function.
- If you enable the password protection function, all data on the device will be erased. There is a risk of data loss even if data transfer is enabled for the device. Be sure to backup all data on the device to another computer or storage media before enabling the password protection.
- The password protection function offered by the software does not guarantee complete security. Toshiba will not be liable for any security problems or damage caused as result of using the function.
- When a licensing document is displayed at the time of installation of this software, please check the contents.
- You cannot use the software unless you accept the terms of the license agreement. Acceptance of the license agreement will be required again when you re-install your computer system or re-install the software.
- The images shown in this instruction manual may differ from the actual product.
- Design, specifications, instruction manual and related information are subject to change without notice.

## 2 Overview

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The software allows you configure the password protection and data encryption functions to protect your data from unauthorized use and access.

### **Password protection function**

This software creates a Secure Area on the device that requires a password to access, thereby preventing unauthorized access to and use of your data by a third party.

### **Switching between Unsecured Area and Secure Area using a password**

This software creates two different types of storage areas on the device: "Unsecured Area" that can be accessed without a password and "Secure Area" that requires a password to access. These two storage areas function as described below.

#### **NOTE**

To access the Secure Area on a computer that does not have the software installed, you need to install it using the installer stored in the Unsecured Area of the device and enter the password configured for the device.

- **Unsecured Area**

You can access data in the Unsecured Area in the same manner as a normal external drive. If you connect the device to a computer that does not have the software installed, you can only access the Unsecured Area on the device.

- **Secure Area**

Secure Area is password-protected and can only be accessed on a computer on which the software is installed.

If the device is connected to a computer on which the software is already installed, the software will launch automatically and present you with the password input window.

You can gain access to the Secure Area simply by entering the password configured for the device.

 **CAUTION**

If the computer goes into standby, sleep or hibernate mode while the device is connected, the computer may not be able to wake up. Therefore, please use method 1) or 2) below to prevent the computer from going into standby, sleep or hibernate mode.

- 1) Configure the settings to prevent your computer from going into standby, sleep, or hibernate mode.
- 2) After using the device, remove it from your computer immediately by following the procedure described in the instruction manual.

If you are unable to wake up the computer from standby, sleep or hibernate: Remove the device from the computer, wake up the computer from standby, sleep or hibernate, and then re-connect the device.

# 3 System Requirements

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The following environment is required for the software to operate normally:

- Windows 7 SP1 (32bit & 64bit)
- Windows 8.1 (32bit & 64bit)
- Windows 10 Version 1511 / Version 1607 / Version 1703 (32bit & 64bit)  
\* Excludes Windows 10 S

 **CAUTION**

- Windows 7 SP1 requires the installation of the following update: KB3033929.
- The software is not compatible with operating systems other than the Microsoft Windows versions described above.
- Administrator privileges are required.
- A computer equipped with a USB port that is compliant with the USB Specification is required.

# 4 How to Install

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This section describes how to install the software on your computer.

Install the software correctly by following the instructions.

## 4-1 Normal Installation

### Preparation

Perform the following prior to the installation:

- Close all applications that are currently running.
- Restart or re-login to your computer using an administrator account (with administrator privileges).

### Installation

Download the installer from the Web site and install it.

**1** Download the software from our Web site.

The file "StorageSecuritySoftware\_xxxxxxx.exe" is created when the download completes ("xxxxxxx" shows the product version).

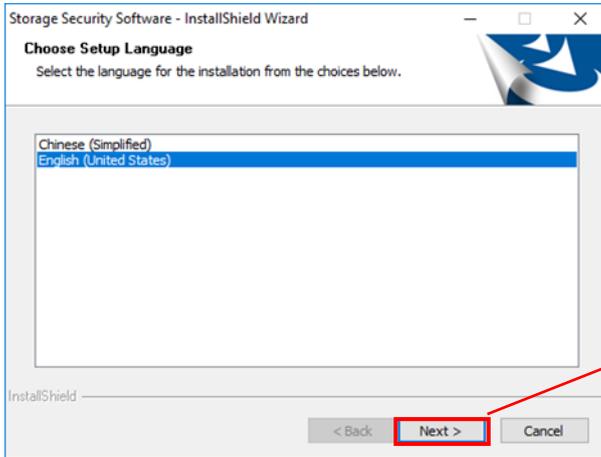
**2** Double-click the downloaded **StorageSecuritySoftware\_xxxxxxx.exe** file.

The installation process will begin.

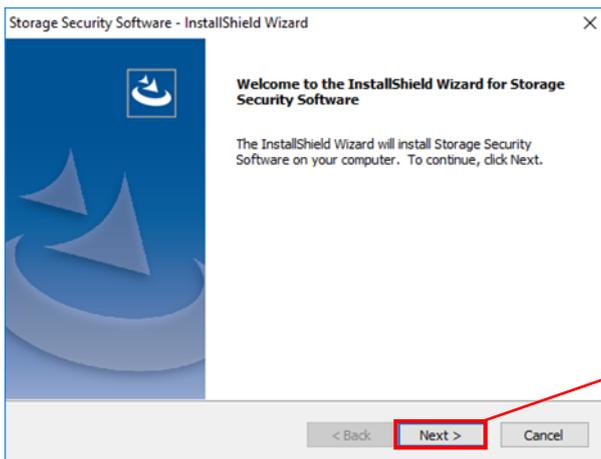
#### NOTE

- The file extension (\*.exe) may be hidden depending on your computer settings.
- If the "User Account Control" window appears, click **Yes**.

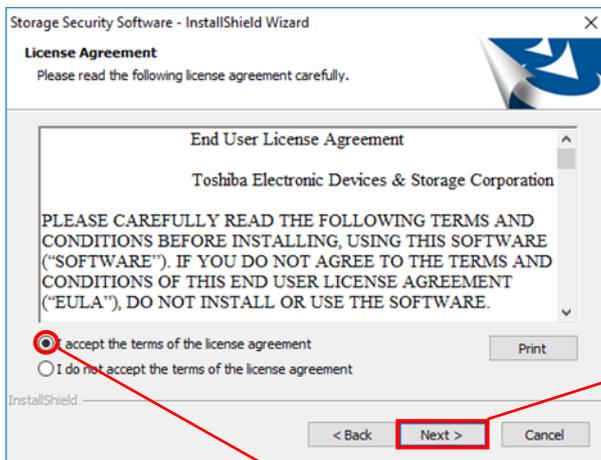
- 3 The “Choose Setup Language” window will appear. Select the desired display language and click **Next >**.



- 4 The “Welcome to the InstallShield Wizard for Storage Security Software” window will appear. Click **Next >**.



- 5 The “License Agreement” window will appear. Read the license agreement carefully, tick **I accept the terms of the license agreement** , and then click **Next >**.



**Next >**

**I accept the terms of the license agreement**

- 6 The “Choose Destination Location” window will appear. Check the destination folder and click **Next >**.

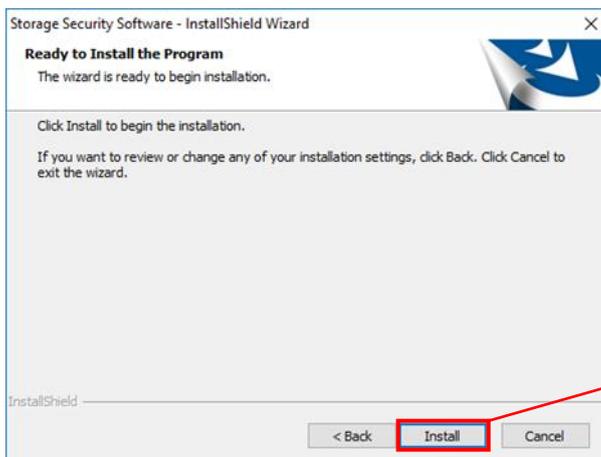
To change the installation path, click **Change...** and select the desired folder.



**CAUTION**

Do not select a folder on a removable drive as the installation path. Doing so may prevent the software from running properly.

- 7 When the “Ready to Install the Program” window appears, click **Install**.

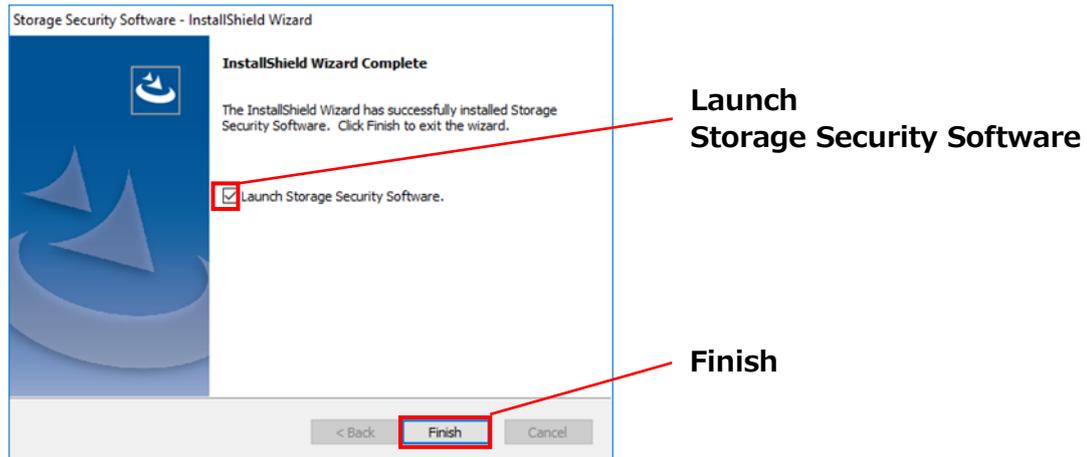


**Install**

**8** When the installation is complete, the “InstallShield Wizard Complete” window will appear. Click **Finish**.

The software has now been installed and its shortcut is added to the Start menu and the desktop.

If you tick **Launch Storage Security Software**, the software will launch automatically after the installation.



## 4-2 Installation Using the Installer on the Device

A storage device with the password protection function enabled contains the software installer in its Unsecured Area.

If you wish to connect the device to a computer that does not have the software installed and access the Secure Area on it, follow the procedure below to install the software on the computer.

Run the installer file “StorageSecuritySoftware.exe” to start installing the software.

### NOTE

You need to install the software on your computer in the following cases:

- You wish to access the password-protected area of the device using a computer on which the software is not installed.
- You have reinstalled the operating system so the software is no longer installed on your computer.

# 5 How to Use the Software

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This section describes how to launch the software and configure the password protection function.

Please configure the function by following the instructions provided.

## 5-1 Launching the Software

This section describes how to launch the software.

You can use one of the following two methods to launch the software:

- By clicking the software shortcut

Click the **Storage Security Software** shortcut  on the Desktop.

- From the Start menu

[Start] - [All Programs] - [TOSHIBA] - [CANVIO] - [Storage Security Software] - [Storage Security Software]

In Windows 10,  - (  ) - [TOSHIBA] - [Storage Security Software]

In Windows 8.1, click on the small downward arrow  at the bottom left of the Start window.

Clicking the arrow brings up the list of software installed. Select **Storage Security Software** from the list to launch the software.

### NOTE

- To check the version information, click the Information icon at the top right corner of the startup window and select "About Storage Security Software."
- If the software is already running using another user account, the message "The software is currently in use." will appear.

## 5-2 Setting Up the Password Protection Function and Secure Area

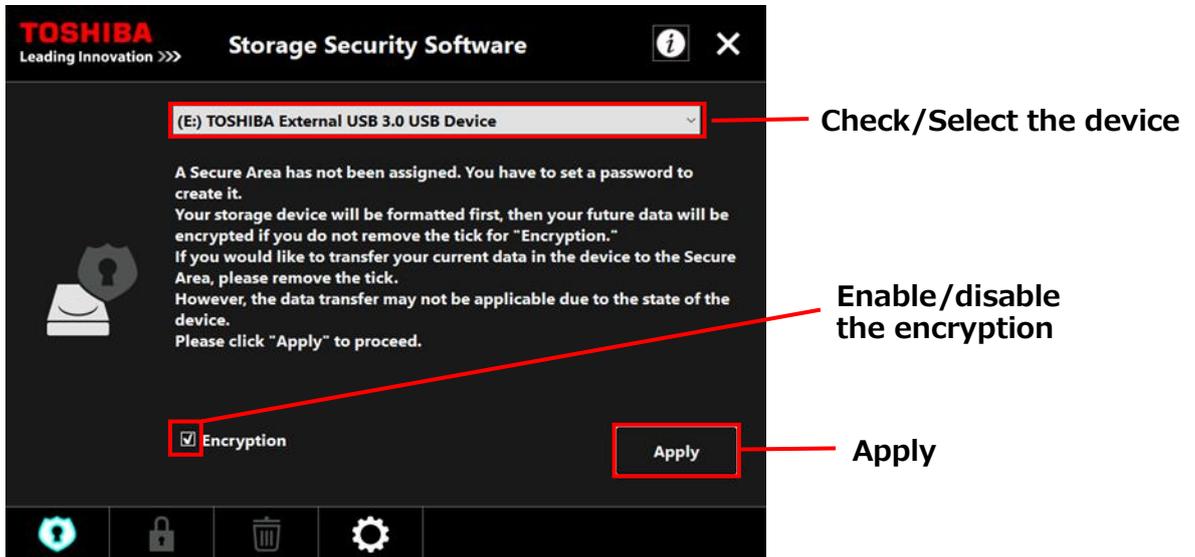
This section describes how to configure the password protection function and Secure Area. Enabling the password protection function creates a Secure Area on the device that cannot be accessed by anyone but yourself.

### CAUTION

- Be sure to write down your password in case you should forget it. If you forget the password, you will no longer be able to unlock the device and you will lose access to the data on the device. Please note that you will need to format the device in order to use the device again. Formatting the device will erase all data on the device.
- If you enable the password protection using the software, all data on the device will be erased. There is a risk of data loss even if data transfer is enabled. Remember to backup all data on the device to another computer or storage media before configuring the password protection function.

- 1** Connect the device to your computer.
- 2** Launch the software using the shortcut or from the Start menu.  
(Refer to 5-1 Launching the Software)

- 3 Select the device you wish to password-protected, select whether or not to enable **Encryption**, and then click **Apply**.



**NOTE**

Encryption is enabled by default.

**Selecting the device**

- If only one device is connected, this device will be selected automatically.
- If two or more devices are connected, you can select a device from the list box.

**Checking the data on the device before encryption**

Encryption will be enabled if you tick the “**Encryption**” checkbox.

Check if any data are stored on the device, and proceed with the encryption process after you have read the following carefully:

- To enable a new password protection  
To enable a new password protection by erasing all data on the device, tick the “**Encryption**” checkbox.
- To enable a password protection on the device that already has data stored on it  
To enable a password protection on the device without erasing the data already stored on it, do not tick the “**Encryption**” checkbox.

**NOTE**

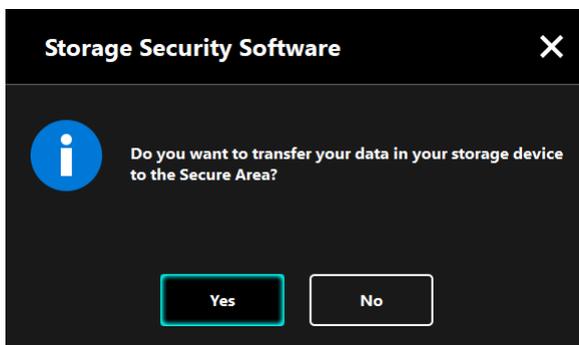
Disabling the “**Encryption**” option will allow you to transfer your data on the device to the Secure Area.

However, your data cannot be transferred if you create multiple partitions on the device, change the device format to other than NTFS, or if there is insufficient free space on the device.

**4**

If you do not tick the “**Encryption**” checkbox, a dialog box will appear asking you to confirm whether to transfer your data to the device (Secure Area) after configuring the password protection function.

Select **Yes** if you wish to transfer your data, or **No** if not.

**CAUTION**

Your data will be transferred only if you select **Yes** in the dialog box. Your data cannot be transferred if you are not presented with the confirmation dialog or if an error message is displayed.

**5**

The “Cautions on Data Transfer” window will appear. Tick **Acknowledged** after reading through the displayed information, and then click **Next**.

Different windows are displayed depending on the data transfer setting. Read the displayed information carefully before making your selection.



(Data transfer is disabled)



(Data transfer is enabled)

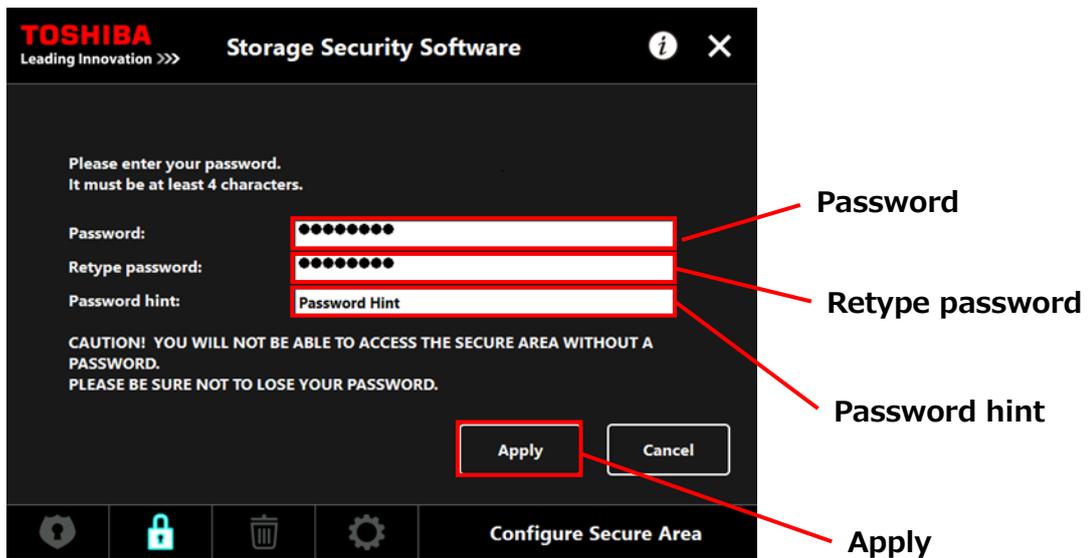
**⚠ CAUTION**

If you enable password protection using the software, you will need to erase all data stored on the device. There is a risk of data loss even if data transfer is enabled.

Remember to back up all data on the device to another computer or storage media before configuring the password protection function.

Remember to backup the manual and other files that are stored on the device by default, as they will also be deleted during the encryption process.

- 6 The “Password Setup” windows will appear. Enter your password into the **Password:** and **Retype password:** fields and a hint word or phrase for your password into the **Password hint:** field, and then click **Apply**.

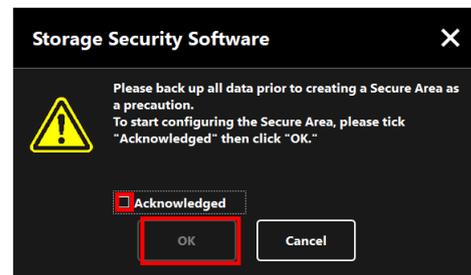


## CAUTION

- 7 The “Cautions on Secure Area Configuration” dialog will appear. Tick **Acknowledged** after reading through the displayed information, and then click **OK**. Different windows are displayed depending on the data transfer setting. Read the displayed information carefully before making your selection.

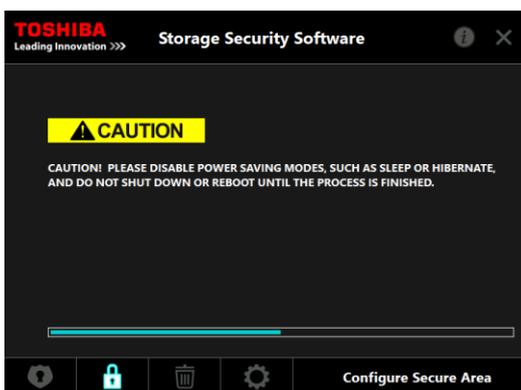


(Data transfer is disabled)



(Data transfer is enabled)

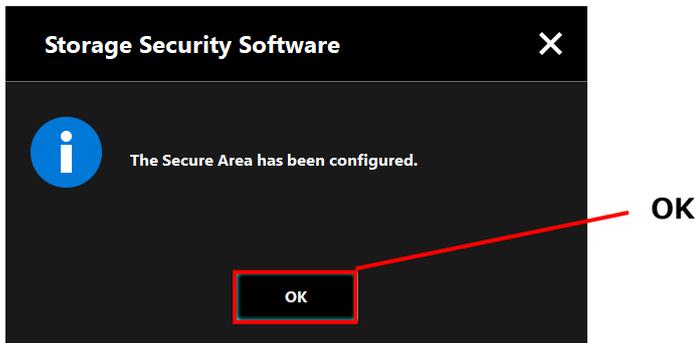
- 8 The progress of the Secure Area configuration process will be displayed. Please wait until the process is completed.



## CAUTION

- Do not remove the device while the Secure Area is being configured. Also, make sure that the computer does not go into standby, sleep, or hibernate mode during the process. It may result in damage to the device.
- Please note that you cannot abort the Secure Area configuration process after it has started.

- 9 The message “The Secure Area has been configured.” will appear. Click **OK**.



- 10 The “Password Input” window will appear once the Secure Area has been configured. Enter your password to verify that the Secure Area can be accessed without any problem. (For details, refer to 5-3 How to Access the Secure Area)  
To close the dialog, click x.



**NOTE**

When the formatting process completes, the installer file “StorageSecuritySoftware.exe” is copied to the Unsecured Area of the device.

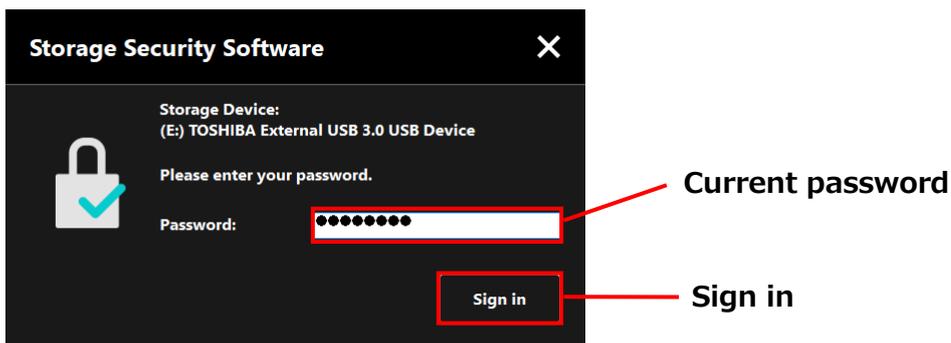
## 5-3 How to Access the Secure Area

This section describes how to sign into and sign out from the Secure Area.

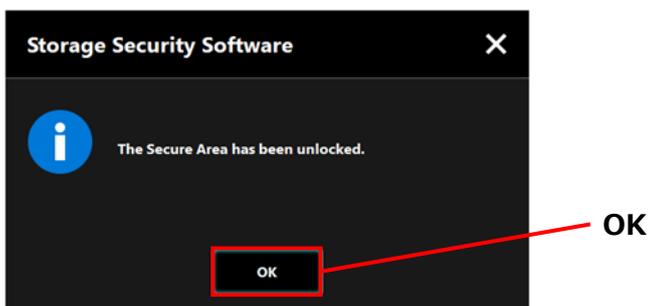
### Sign in

Enter your password to access the password-protected Secure Area.

- 1** Connect the device to the computer.  
If you connect a password-protected device to a computer on which the software is installed, the “Password Input” window will appear automatically.
- 2** Enter your password into the **Password:** field.
- 3** Click **Sign in**.



- 4** The “Secure Area has been unlocked” dialog will appear when you enter the correct password. Click **OK** to continue.



## Launching the Software and Entering Your Password

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If the “Password Input” window does not appear automatically or if you have closed the window, you can manually launch the software installed on the computer and enter your password.

**1** Launch the software using the shortcut or from the Start menu.  
(Refer to 5-1 Launching the Software)

**2** The “Password Input” window will appear. Select the device you wish to unlock.

### Device selection

- If only one device is connected, this device will be selected automatically.
- If two or more devices are connected, you can select a device from the list box.

**3** Enter your password into the **Password:** field.

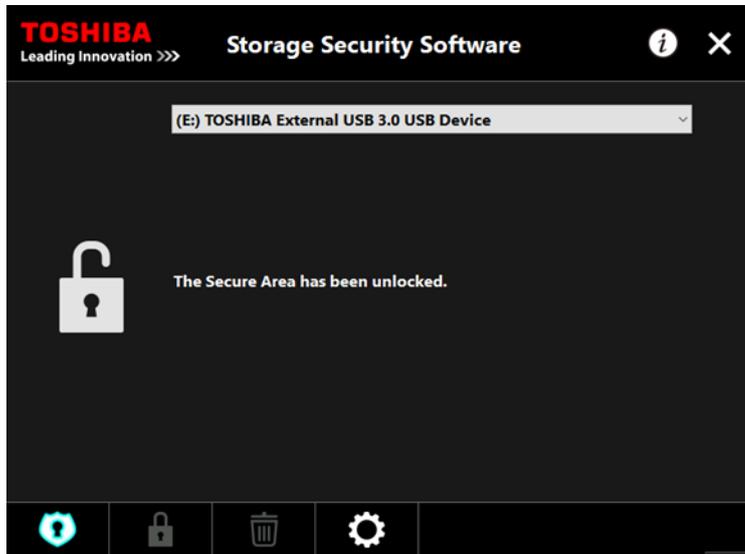
**4** Click **Sign in**.



### **NOTE**

- The hint for your password is displayed when you enter a wrong password.
- If a wrong password is entered 5 times in a row, a window briefly explaining your available options will appear.

- 5 When you enter the correct password, the message “The Secure Area has been unlocked” will appear and access to the Secure Area will be enabled.



- 6 Click **x** to close the window.

## Sign out

To stop access to the Secure Area, remove the device from the computer.

- 1 Click the “Safely Remove Hardware” icon in the task tray and remove the device from the computer.

Access to the Secure Area is stopped as soon as the device is removed.

To access the Secure Area again, re-connect the device and sign in to a computer on which the software is installed.

## 5-4 Deleting the Password Protection and Secure Area (Formatting)

This section describes how to delete the password protection and Secure Area.

To delete the password protection and Secure Area, you need to format the device.

**CAUTION** Formatting the device will erase all data in both Unsecured Area and Secure Area.

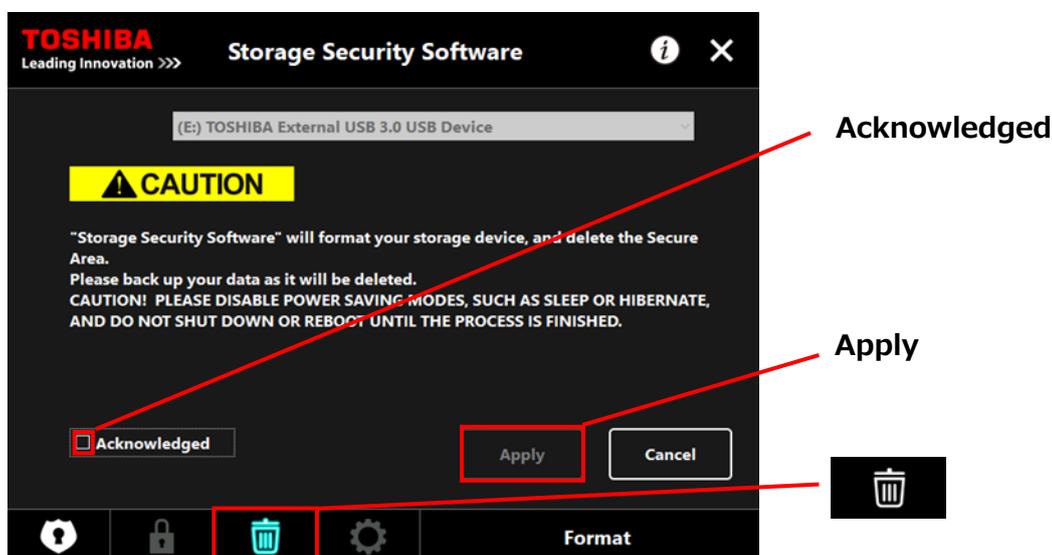
Before formatting the device, remember to backup all data on the device to another computer or storage media.

**NOTE**

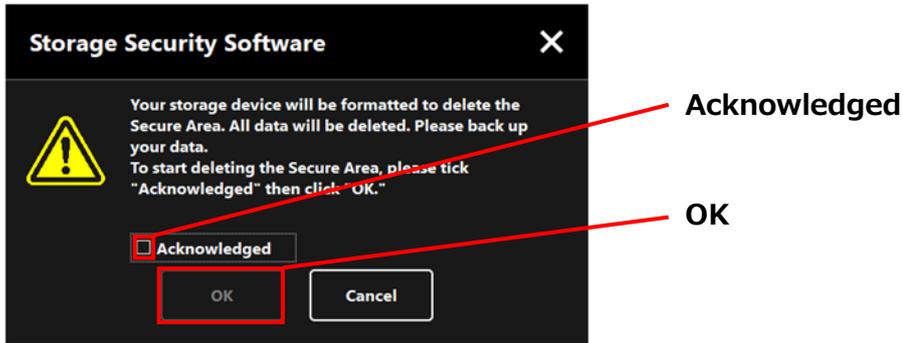
If multiple devices are connected to the computer, you should remove all devices other than the one you are going to format. This will prevent the risk of formatting a wrong device.

- 1 Launch the software using the shortcut or from the Start menu.  
(Refer to 5-1 Launching the Software)
- 2 When the window appears, click  in the bottom center.
- 3 The "Cautions on Formatting" dialog appears. Tick **Acknowledged** and then click **Apply**.

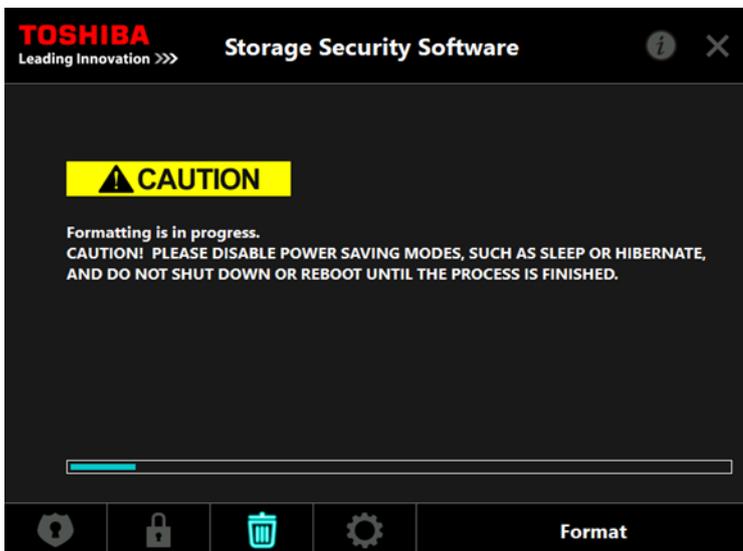
**CAUTION** All data on the device will be erased regardless of the encryption state. Please note that you cannot cancel the formatting process after it has started.



- 4 The "Formatting Confirmation" will appear. Tick **Acknowledged** and then click **OK**.

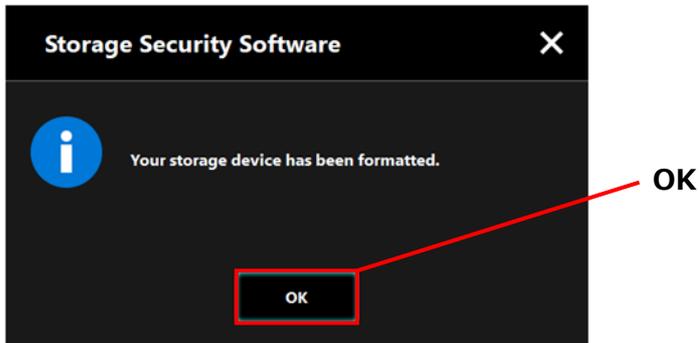


- 5 The formatting will begin and you can check the progress in the progress bar shown at the bottom.



- CAUTION**
- Do not remove the device while the Secure Area is being deleted. Also, make sure that the computer does not go into standby, sleep, or hibernate mode during the process. It may result in damage to the device.
  - Please note that you cannot abort the formatting process after it has started.

- 6 When the “Formatting Complete” window appears, click **OK**.



**NOTE**

All data on the device have now been erased.

- 7 The status of the device will appear. No Secure Area has yet been assigned, so the “Secure Area Configuration” window will appear.

To close the window, click **x**.



## 5-5 How to Change the Password

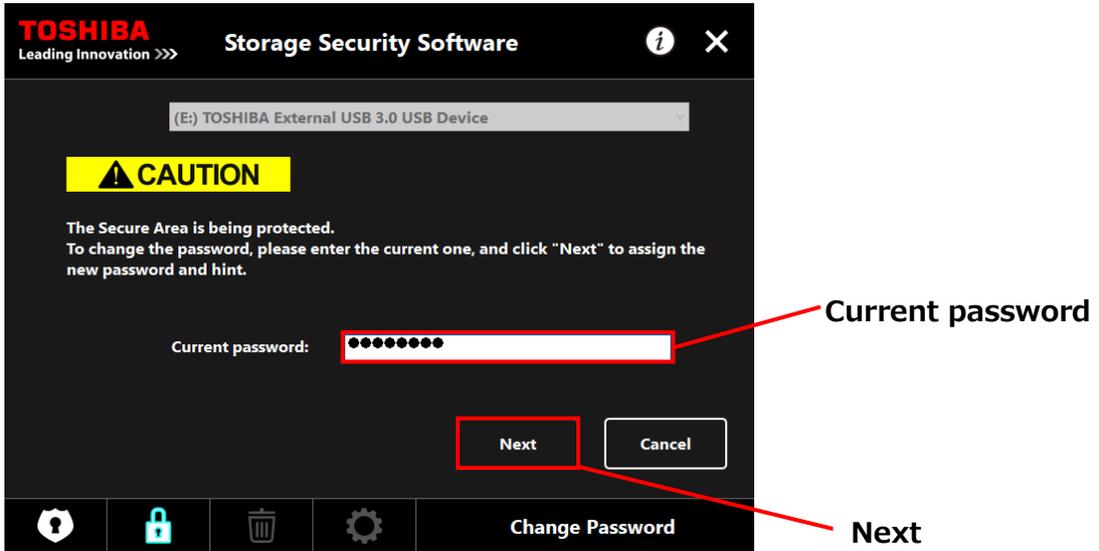
This section describes how to change the password.

### CAUTION

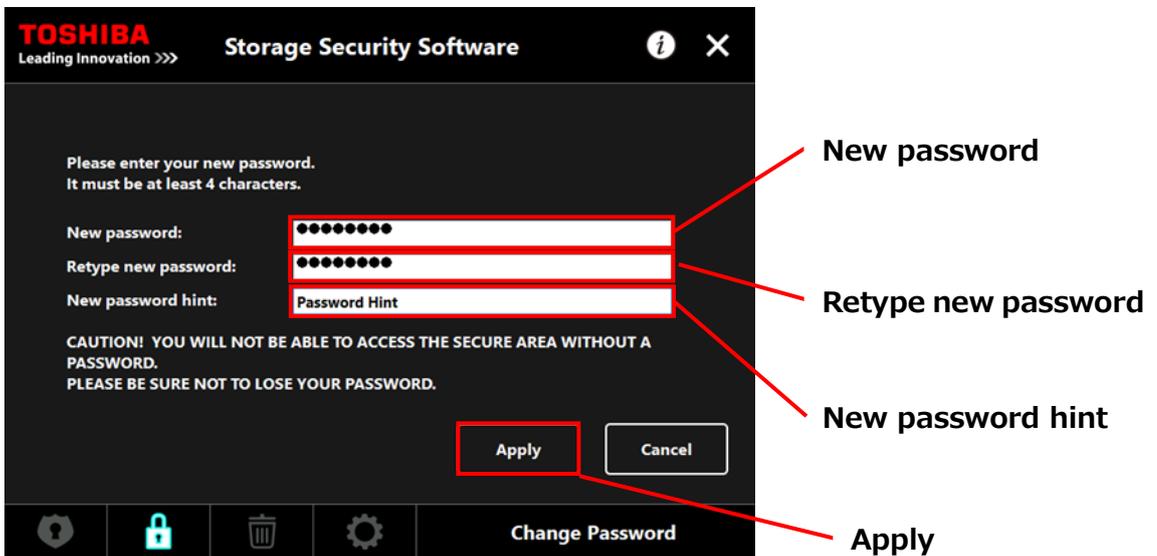
Be sure to write down your password in case you should forget it. If you forget the password, you will no longer be able to unlock the device and you will lose access to the data in the Secure Area. Please note that you will need to format and erase all data on the device in order to use the device again.

- 1 Connect the device to the computer.
- 2 The “Password Input” window will appear. Close the window without entering the password by clicking **x**.  
  
You cannot change the password while you are signed in. Therefore, do not enter your password after connecting the device.
- 3 Launch the software using the shortcut or from the Start menu. (Refer to 5-1 Launching the Software)
- 4 When the “Password Input” window appears, click  .
- 5 Enter your current password into the **Current password:** field.

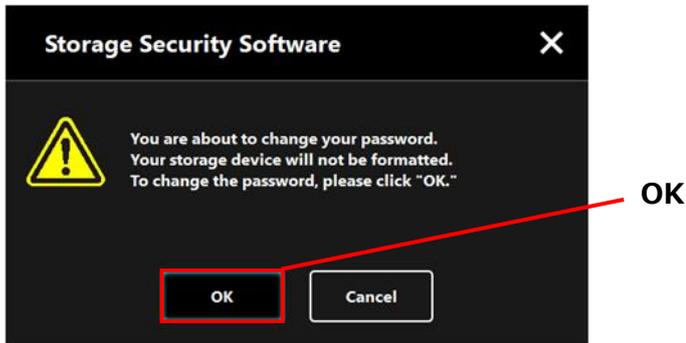
6 Click **Next**.



7 The "Password Setup" windows will appear. Enter your new password into the **New Password:** and **Retype new password:** fields, enter a hint word or phrase for your new password into the **New Password hint:** field, and then click **Apply**.



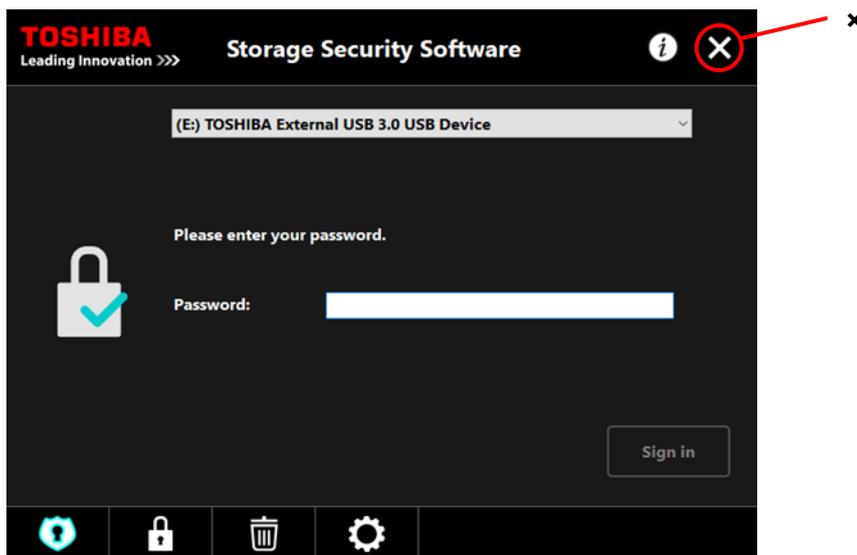
- 8 The “Cautions on Password Change” window will appear. Click **OK** to confirm.



**NOTE**

The password change process will not format the device regardless of the encryption state.

- 9 When the password change is complete, the “Password Input” window will appear. Close the window by clicking **x**.



## 5-6 If You Forget Your Password

To prevent leakage of sensitive information, you will no longer be able to unlock the device if you forget your password; and you will lose access to the data in the Secure Area.

To be able to use the device again, you will need to format and erase all data on the device.

For more information on how to format the device, refer to “5-4 Deleting the Password Protection and Secure Area (Formatting)”.

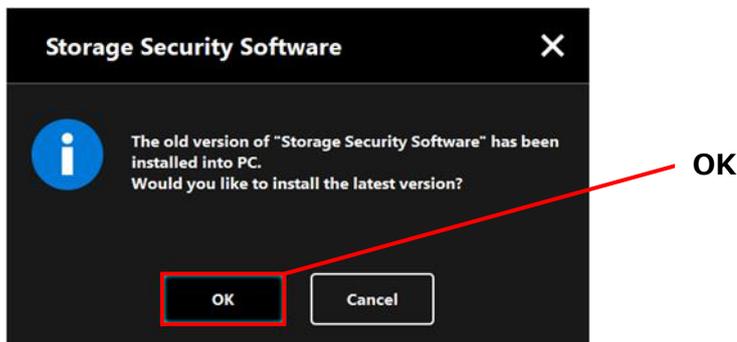
## 5-7 Software Update

This section describes how to update the software.

### Update the software

When you connect the device to a computer on which the software is installed, the launcher will display the version information and present you with an option to update the software.

- 1** Launch the software using the shortcut or from the Start menu.  
(Refer to 5-1 Launching the Software)
- 2** The software version is checked automatically and, if a newer version is available, “Software Update Confirmation” window will appear. Click **OK** to install the update.  
The installer will launch and the update process will begin. (Refer to 4 How to Install)  
If you click **Cancel**, the software will launch normally.



## Update the installer on the device

When you launch the software, the version of the installer stored on the device is also checked automatically. If the installer version is obsolete, you will be prompted to update the installer.



### CAUTION

- Do not remove the device while the installer update is in progress. Also, make sure that the computer does not go into standby, sleep, or hibernate mode during the update process. It may result in damage to the device.
- Please note that you cannot abort the installer update process after it has started.

1

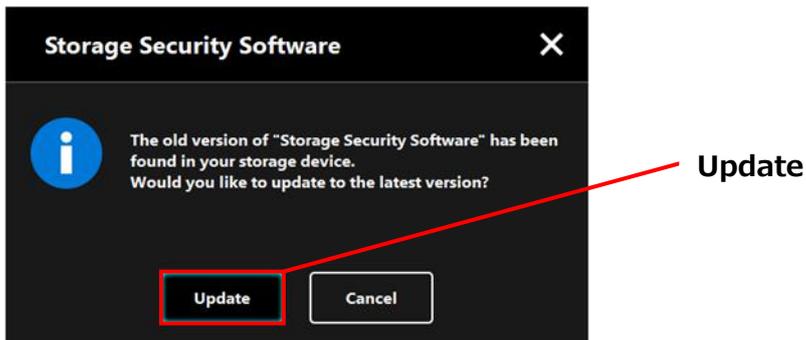
Launch the software using the shortcut or from the Start menu. (Refer to 5-1 Launching the Software)

2

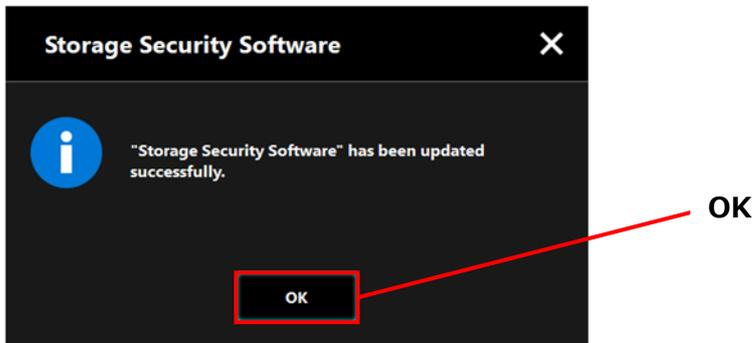
The version of the software on the device is checked automatically and, if a newer version is available, "Installer Update Confirmation" window will appear. Click **Update**.

The installer update process will begin.

If you click **Cancel**, the software will launch normally.



- 3 The message ""Storage Security Software" has been updated successfully." is displayed. Click **OK**.

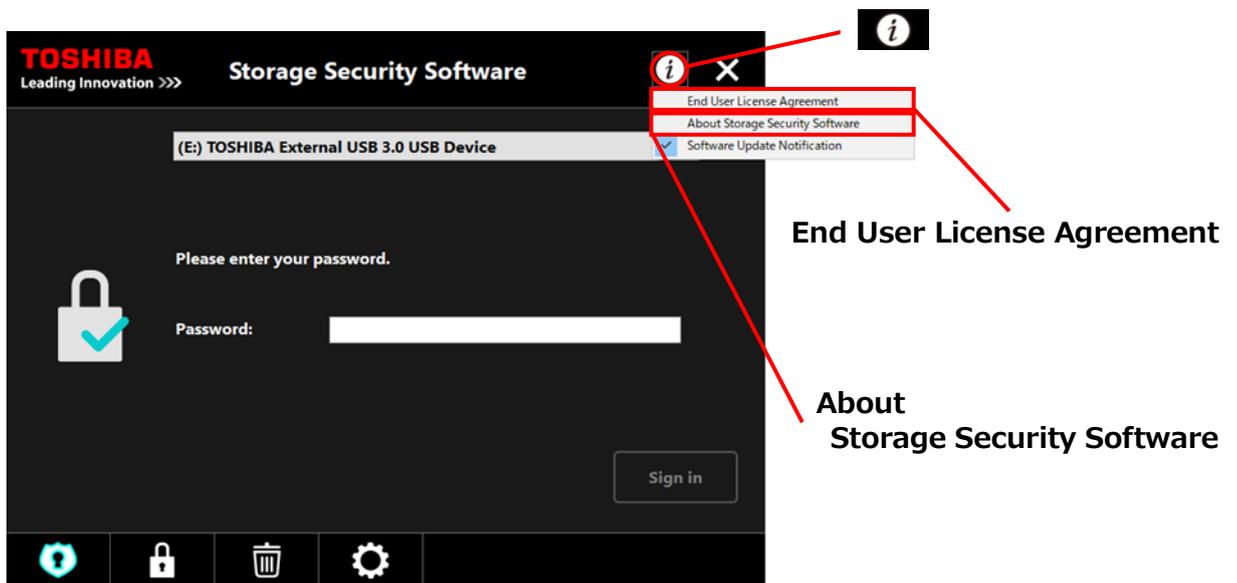


- 4 The software will launch.

## 5-8 Displaying the Software Information

This section describes how to display the version and End User License Agreement information of the software.

- 1 Launch the software using the shortcut or from the Start menu. (Refer to 5-1 Launching the Software)
- 2 Click  at the top right of the window to open the menu.



- 3 Select **About Storage Security Software** to display the version of the software.



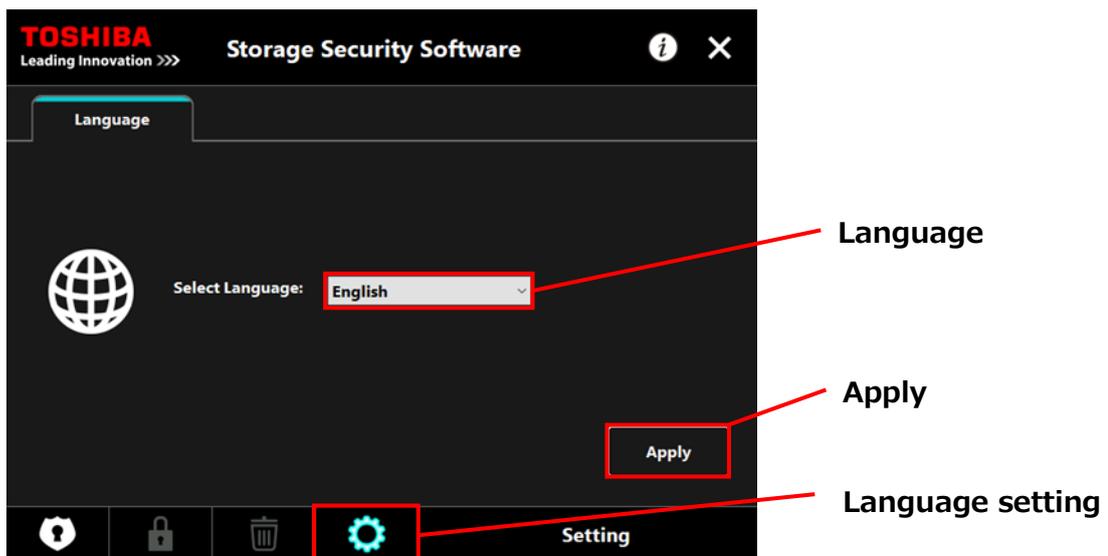
- 4 Select **End User License Agreement** to display the "End User License Agreement" information.

This information is the same as the "End User License Agreement" displayed during the software installation.

## 5-9 Changing the Display Language Setting

This section describes how to change the display language.

- 1** Launch the software using the shortcut or from the Start menu.  
(Refer to 5-1 Launching the Software)
- 2** Click the rightmost  icon at the bottom of the screen.
- 3** Select the desired language from the “**Select Language:**” list in the center of the window.
- 4** Click **Apply**.  
The display language will change accordingly.



### NOTE

If you have opened the language settings window by mistake, you can return to the previous screen by clicking  in the bottom left corner of the window.

## 5-10 Updating to the Latest Version

You can receive the update information for the software from the Toshiba server.

The update information is notified using the following methods:

- By showing the update notification at software launch
- By displaying the update information

### Update notification at software launch

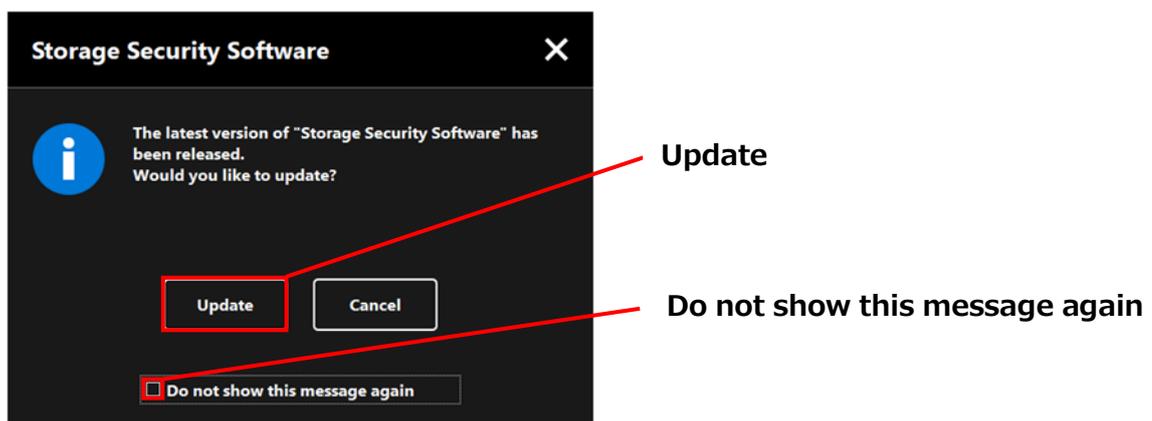
- 1** Launch the software using the shortcut or from the Start menu.  
(Refer to 5-1 Launching the Software)

The software automatically connects to the Toshiba server and checks for updates. You will be notified if a newer version of the software is available.

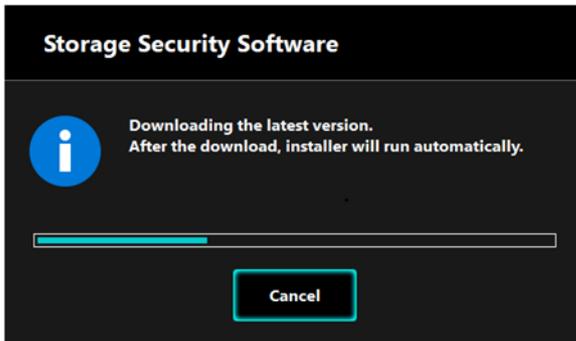
The notification will no longer be displayed if you tick "**Do not show this message again**".

- 2** The "Installer Update Confirmation" window will appear. Click **Update** to install the update.

If you click **Cancel**, the software will launch normally.



- 3 The software download will start if you select to install the update; and the installer will launch as soon as the download completes. (Refer to 4 How to Install)



## Update notification display setting

To enable/disable the update notification, click  at the top right of the window to open the menu.

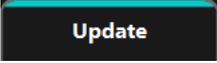
Click the "Software Update Notification" to enable the update notification. A "✓" mark is displayed to indicate that the notification is enabled.



**Software Update Notification:  
Enabled**

## Check and apply the update information

When the software receives a new update from the Toshiba server, the  icon at the bottom right of the window changes to  indicating that a new update is available.

- 1 Launch the software using the shortcut or from the Start menu.  
(Refer to 5-1 Launching the Software)
- 2 Click the rightmost  button at the bottom of the screen. Select the  tab.
- 3 The update information of the software is displayed.
- 4 If you click **Detail**, the Web browser opens the Web address (URL) specified in "Update."
- 5 The software download will start if you click **Update**.  
The installer will launch as soon as the download completes.



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