

For Toshiba CANVIO series

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

User's Manual Version 1.00



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

# Table of Contents

---

- 1 Introduction ..... 1-1**
- 2 Overview ..... 2-1**
- 3 System Requirements..... 3-1**
- 4 How to Install..... 4-1**
  - 4-1 Installation ..... 4-1
- 5 How to Use the Software ..... 5-1**
  - 5-1 Startup and Shutdown..... 5-1
  - 5-2 Backup Plan Setup ..... 5-3
  - 5-3 Delete Backup Plan ..... 5-17
  - 5-4 Backup Now..... 5-19
  - 5-5 Restore Backup Data ..... 5-22
  - 5-6 View Logs..... 5-26
  - 5-7 Change the Display Language Setting ..... 5-28
  - 5-8 Display the Software Information ..... 5-29
  - 5-9 Updating to the Latest Version..... 5-30

# 1 Introduction

---

Thank you for purchasing this product.

This document contains information for correctly using the Storage Backup 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 Backup Software.

### **System**

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

### **Application or application software**

Refers to applications 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.

## **License**

The software uses the zlib license.

Copyright (C) 1995-2017 Jean-loup Gailly and Mark Adler

This software is provided 'as-is', without any express or implied warranty. In no event will the authors be held liable for any damages arising from the use of this software.

Permission is granted to anyone to use this software for any purpose, including commercial applications, and to alter it and redistribute it freely, subject to the following restrictions:

1. The origin of this software must not be misrepresented; you must not claim that you wrote the original software. If you use this software in a product, an acknowledgment in the product documentation would be appreciated but is not required.
2. Altered source versions must be plainly marked as such, and must not be misrepresented as being the original software.
3. This notice may not be removed or altered from any source distribution.

Jean-loup Gailly

Mark Adler

jloup@gzip.org

[madler@alumni.caltech.edu](mailto:madler@alumni.caltech.edu)

## Notes

- The software is not guaranteed to operate run on all computers.
- The software is not guaranteed to operate run on homebuilt computers.
- This software does not guarantee backup of all the files on a hard disk, and restoration. Our company makes all responsibility that of a negative trap potato about damage of the data which arose by use of this software in what kind of case.
- Windows 7 SP1 requires the installation of the following update: KB3033929.
- Nine or more Internet Explorer installation is required for Windows 7 SP1.
- When a licensing document is displayed at the time of installation of this software, please check on 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

---

The software allows you to back up folders stored on your PC to the storage device according to the selected backup plan.

### Backup/Restore Functions

Using the software, you can configure one backup plan per storage device.

You can display up to five storage devices.

Each backup plan will perform a backup automatically at the specified time.

You can also restore the backup data in the specified location.

#### CAUTION

- The backup will not be performed if the storage device is connected at the time specified in the backup plan. Make sure the storage device is connected at the time of the backup.
- The backup will not be performed if the computer is switched off (or in standby, sleep or hibernate mode) at the time specified in the backup plan. In such event, click the **Backup Now** button to perform the backup as required.
- Note that deleting a backup plan will also delete the existing data backed up by the backup plan. If you need to keep the backup data, be sure to restore the data before deleting the backup plan.

# 3 System Requirements

---

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

## Computer

- 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 update (KB3033929) to be applied.
- The software is not compatible with operating systems other than the Microsoft Windows versions described above.
- Administrator privileges are required for the installation.
- A computer equipped with a USB port that is compliant with the USB Specification is required.

Storage device

Make sure to format the device in NTFS format.

Backup will not work if the storage device/partition is formatted in a format other than NTFS.

# 4 How to Install

---

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

Install the software correctly by following the instructions.

## 4 - 1 Installation

Install the software correctly by following the instructions described below.

### Preparation

Perform the following prior to the installation:

- Close all applications that are currently running.
- Restart or re-login to the PC 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 "StorageBackupSoftware\_xxxxxxx.exe" is created when the download completes ("xxxxxxx" shows the product version).

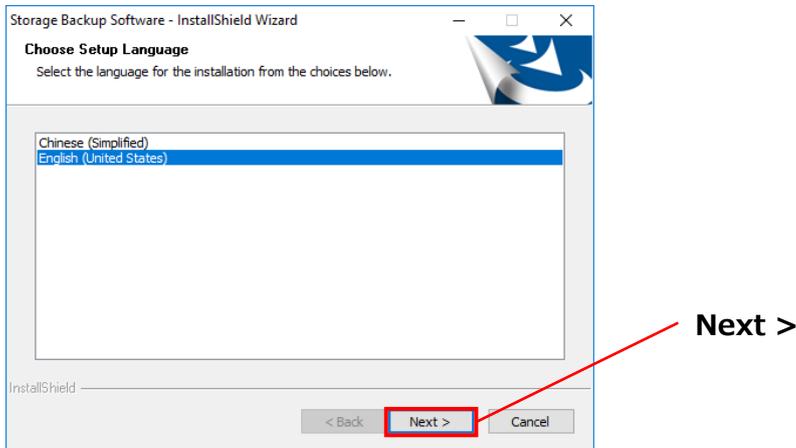
**2** Double-click the downloaded **StorageBackupSoftware\_xxxxxxx.exe** file.

The install process will begin.

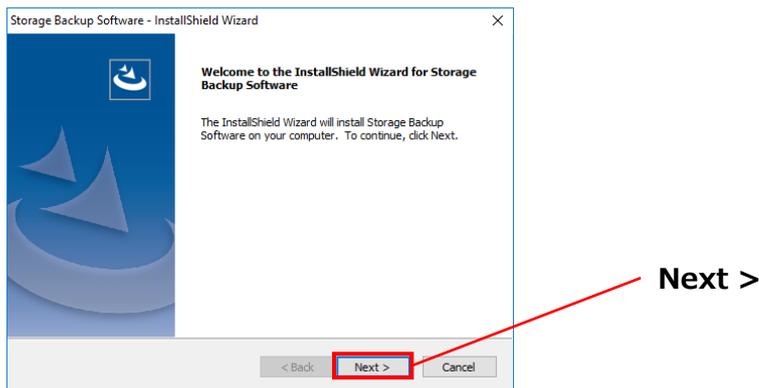
#### NOTE

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

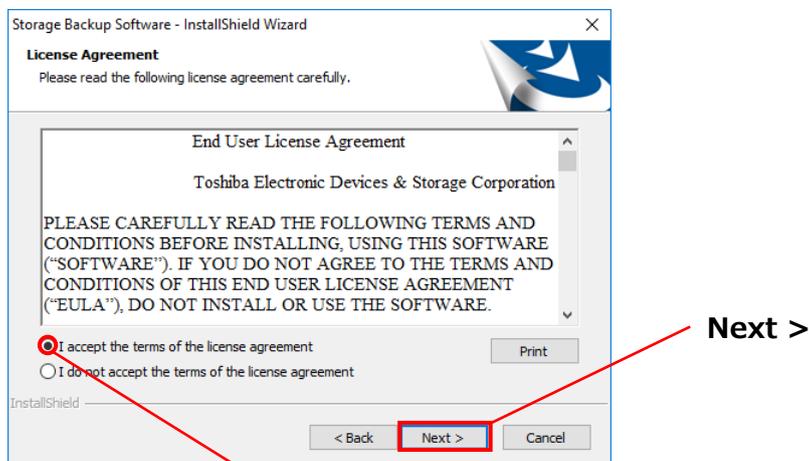
- 3 The “Choose Setup Language” window will appear. Select the desired display language and click **Next >**.



- 4 The “Welcome to the InstallShield Wizard for Storage Backup 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 >**.



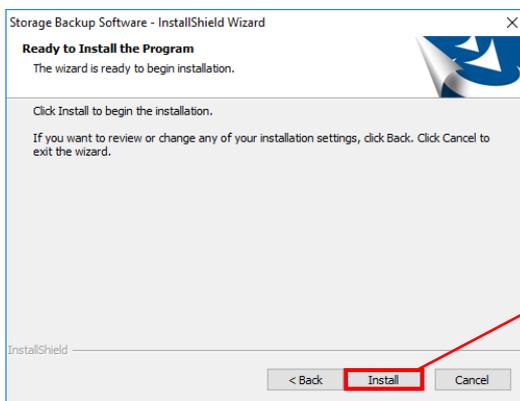
**I accept the terms of the license agreement**

- 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.

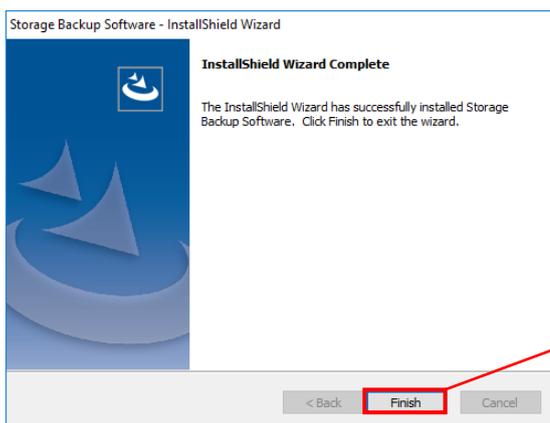
**CAUTION** Do not select a folder on a removable drive as the installation path. Doing so may prevent the software from running properly.

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



- 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.



**Finish**

# 5 How to Use the Software

---

This section describes how to launch the software and configure a backup plan. Please configure the function by following the instructions provided.

## 5 - 1 Startup and Shutdown

### How to Launch 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 Backup Software** shortcut  on the Desktop.

- From the Start menu

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

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

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

Clicking on the arrow brings up the list of software installed. Select **Storage Backup 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 Backup Software".
- If the software is already running using another user account, the message ""Storage Backup Software" can not be executed because another user is using it." will appear.  
Shut down the software in use by another user, log into your account, and then launch the software.

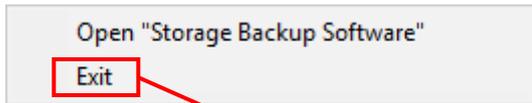
## How to Shut Down the Software

This section describes how to shut down the software.

To shut down the software, follow the procedure described below.

**1** Right-click the  icon in the task tray.

**2** In the menu that appears, click **Exit**.

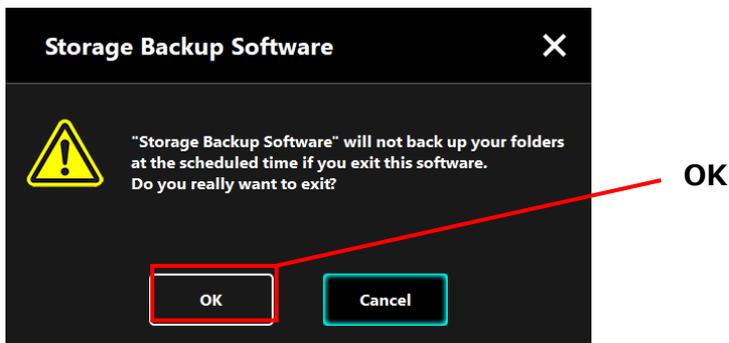


**Exit**

### NOTE

- You cannot click **Exit** while a backup/restore process is in progress.
- You cannot click **Exit** while the setup window of the software is open. Close the window and right-click the icon in the task tray to open the menu.

**3** When the “automatic backup shut down confirmation” dialog appears, click **OK**. The software will shut down.



### CAUTION

- If you shut down the software, the backup will not be performed at the specified time even if the storage device is connected to the computer.
- Re-launch the software in order to have it running in the task tray again.
- The software will also run the task tray again if the computer is restarted or if you start the computer again after shutting down the software.

## 5 - 2 Backup Plan Setup

This section describes how to create/edit a backup plan.

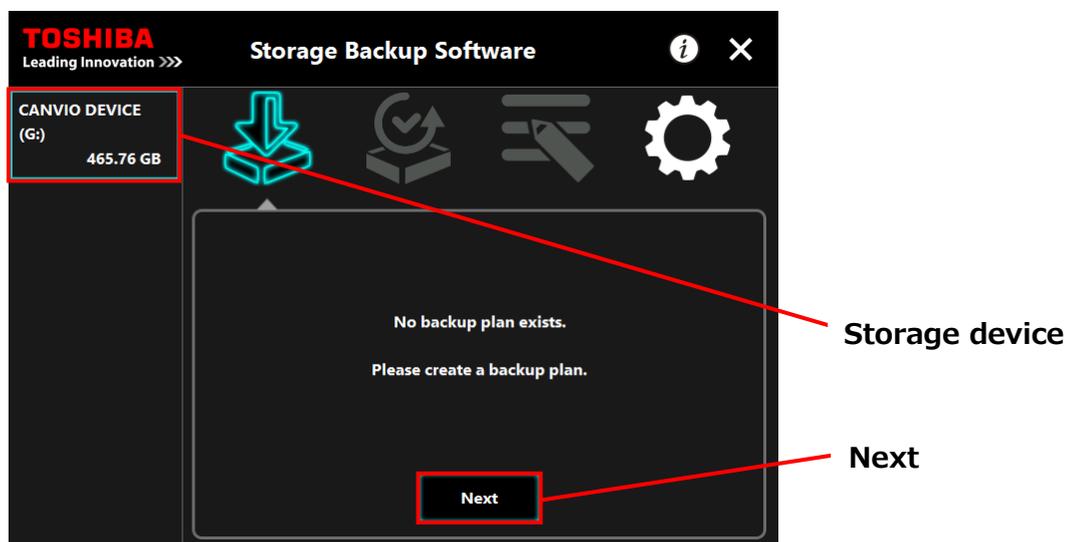
### Create Backup Plan

This section describes how to configure a backup plan.

The folders stored on your computer can be backed up to the storage device by configuring a backup schedule.

You can configure one backup plan per storage device.

- 1** Connect the storage device to the PC.
- 2** Launch the software from the Start menu or using the shortcut.  
( 5 - 1 Startup and Shutdown)
- 3** The list of connected storage devices will appear. Select the storage you wish to configure a backup plan for, and click **Next**.

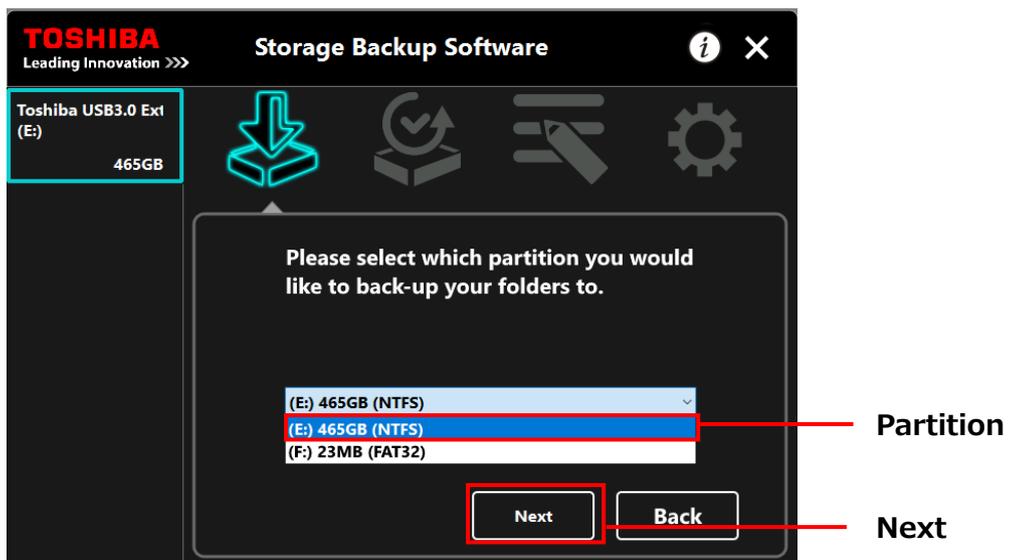


**NOTE**

Backup only supports NTFS-formatted storage devices/partitions. The following message will appear when a storage device formatted in an unrecognizable format is connected to the computer. Press the **OK** button and format the storage device in NTFS as necessary.



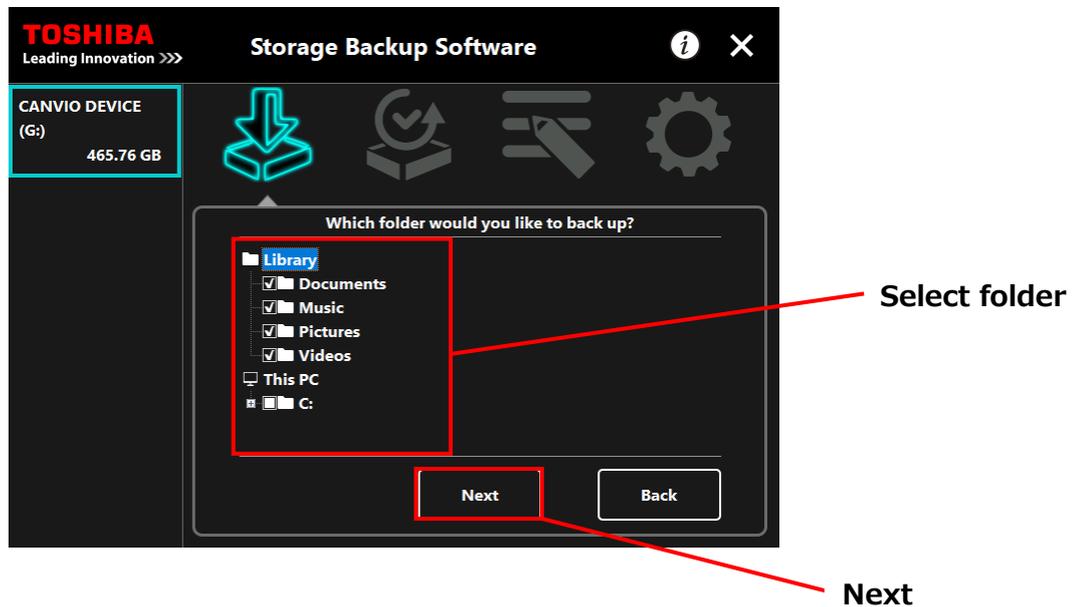
- 4 If the storage device has multiple partitions, the "partition selection" dialog will appear. Select the partition for which you wish to configure a backup plan.



**NOTE**

Backup only supports NTFS-formatted storage devices/partitions.

- 5 The “backup folder selection” dialog will appear. Select the folder you wish to back up, and then click **Next**.



**NOTE**

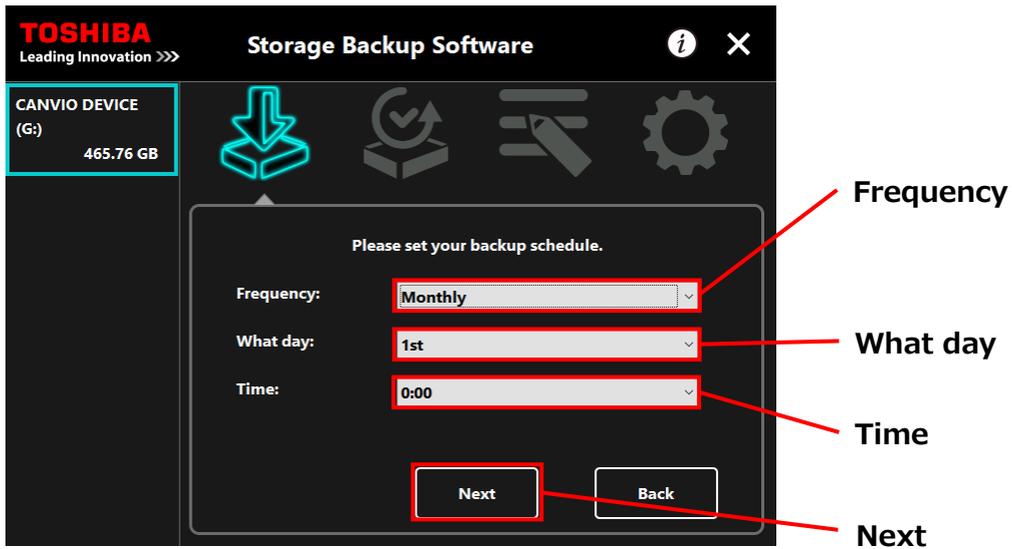
- The “Library” folders are selected by default in the “backup folder selection” dialog. Untick the check box as necessary. To select a folder on a different storage device, double-click the storage device or click  on the left side of the storage device’s check box. The list of folders on the storage device will appear. Select the folder you wish to back up.
- Hidden files are not backed up and therefore not displayed.

- 6 The “backup plan setup” dialog will appear. Select from the pull-down menu, and click **Next**.

“Frequency”: Monthly, Weekly, Daily, Hourly

“What day”: Date, Day of the week

“Time”: 24 hours (Every hour)

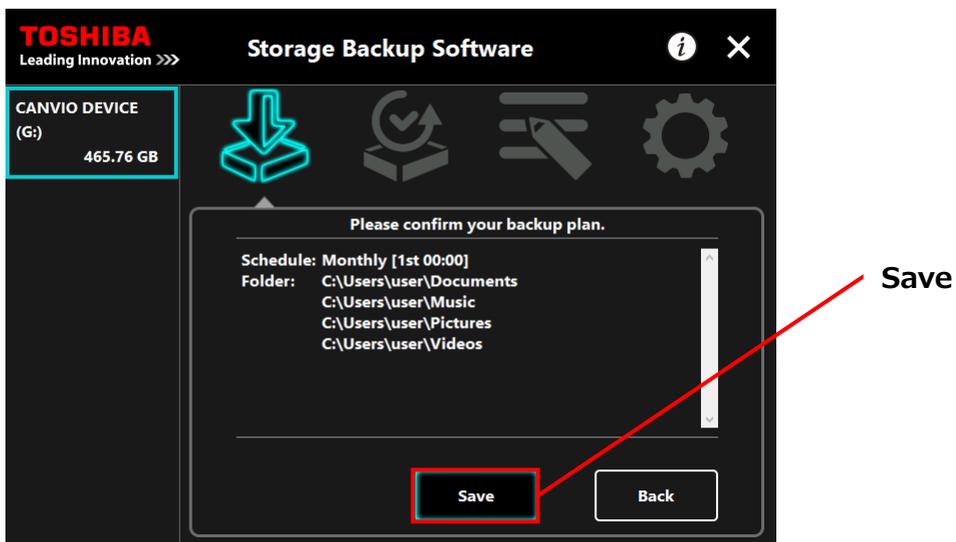


**NOTE**

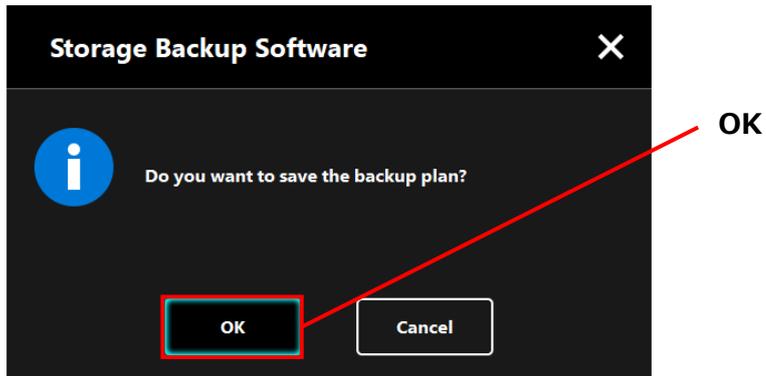
- If "Daily" is selected for "Frequency", the "What day" item will not be displayed.
- If "Hourly" is selected for "Frequency", the "What day" and "Time" items will not be displayed.

7

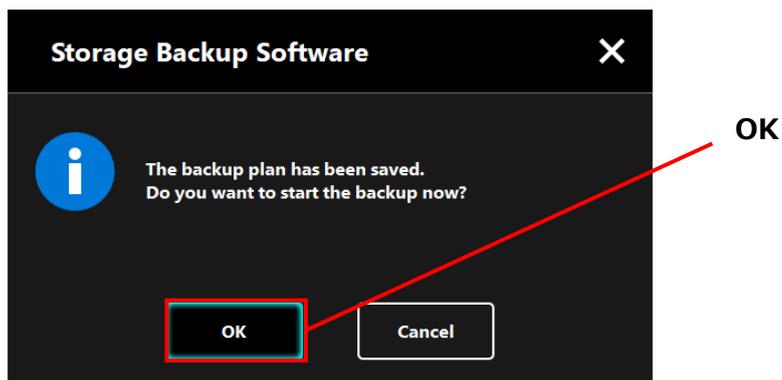
When the "backup plan confirmation" dialog appears, check the plan details and click **Save**.



- 8 When the “backup plan save confirmation” dialog appears, click **OK**.



- 9 The backup plan is saved and the “backup execution confirmation” dialog will appear. Click **OK**. If you do not wish to perform a backup immediately, click **Cancel**.



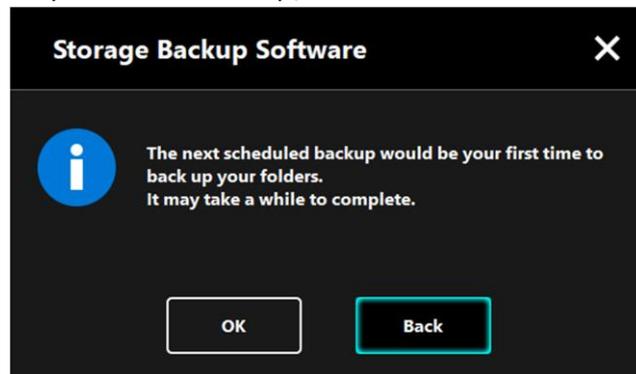
**NOTE**

**If a backup not performed immediately (Canceled)**

If you do not perform a backup immediately, the next backup will be the first backup, which will take more time than normal. You are therefore recommended to perform a backup immediately.

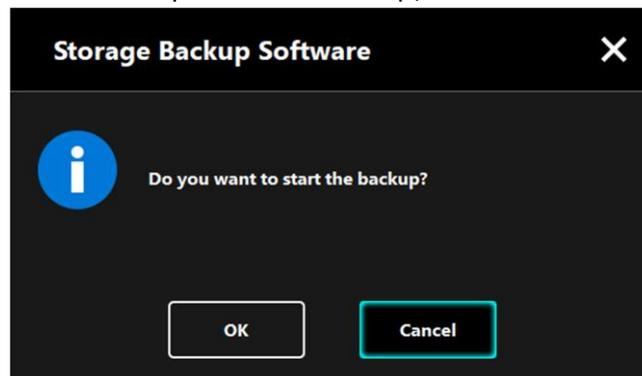
1. When the confirmation dialog appears, check the displayed information and click **OK** if you do not wish to perform a backup immediately.

To perform a backup, click **Back**.



2. If you click **Back**, the message "Do you want to start the backup?" will re-appear.

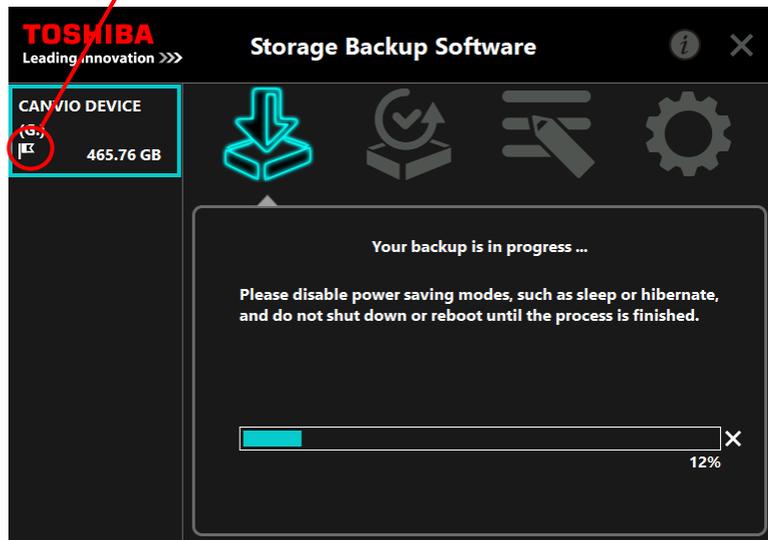
Click **OK** to perform a backup, or **Cancel** to cancel it.



Once a backup plan is created, the backup plan icon  will appear in the list of storage devices.

The backup will begin when you click **OK** in the “backup execution confirmation” dialog and a progress bar will appear.

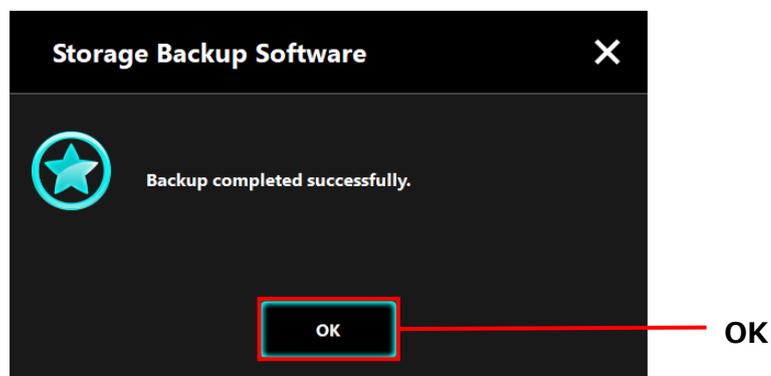
### Backup Plan Icon



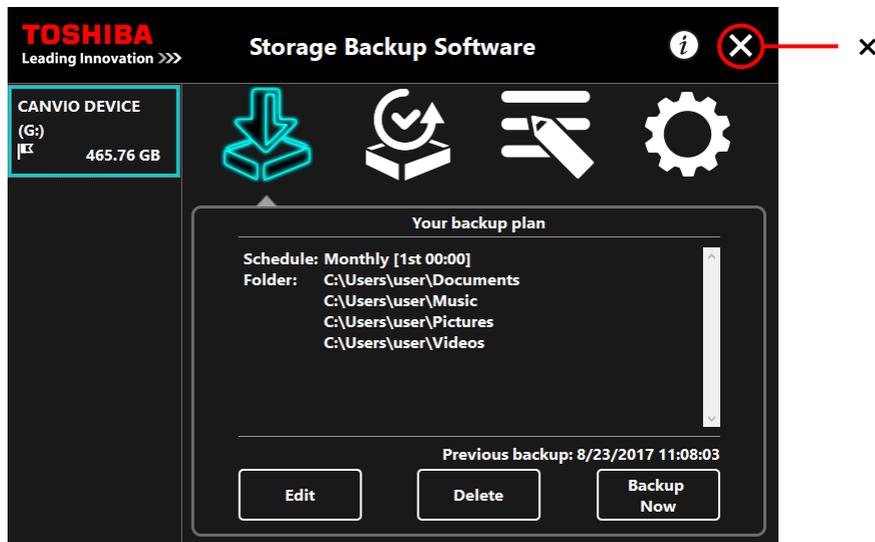
### CAUTION

- Do not disconnect the storage device while a backup process is in progress.
- Make sure that the computer does not go into standby, sleep, or hibernate mode during the backup process. These may result in damage to the storage device.
- To abort the backup process, click the **x** icon on the right of the progress bar. When the backup process is aborted, all incomplete backup data will be discarded.

**10** When the message “Backup completed successfully.” appears, click **OK**.



- 11** When “Your backup plan” and “Previous backup” appear in the dialog, check the displayed information and click **x**.



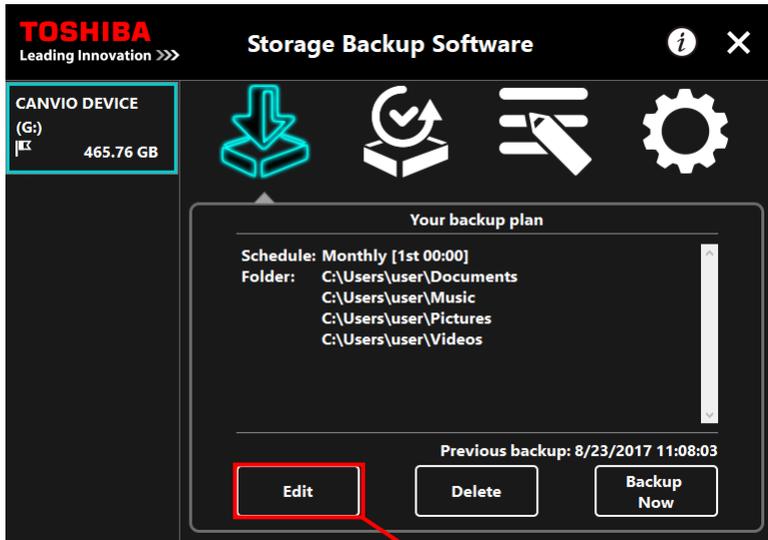
## Edit Backup Plan

This section describes how to edit a backup plan.

To edit a backup plan, follow the procedure described below.

- 1** Connect the storage device to the computer.
- 2** Launch the software from the Start menu or using the shortcut.  
( 5 - 1 Startup and Shutdown)

3 Click **Edit**.



Edit

4 The "backup folder selection" dialog will appear.

The folders selected in the current backup plan are already ticked. Select any additional folder(s) you wish to backup, and then click **Next**.



Select folder

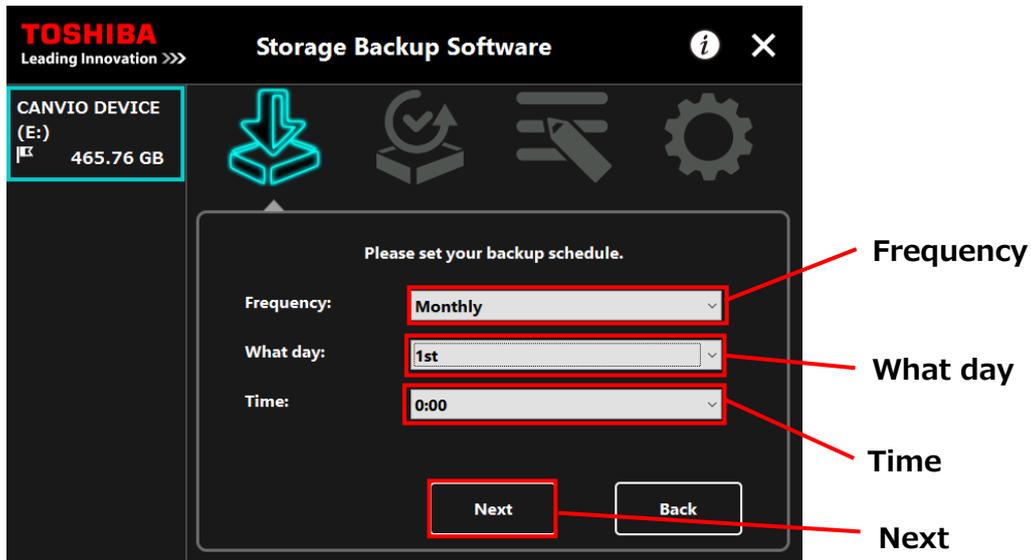
Next

5 The “backup plan setup” dialog will appear. Select from the pull-down menu, and click **Next**.

“Frequency”: Monthly, Weekly, Daily, Hourly

“What day”: Date, Day of the week

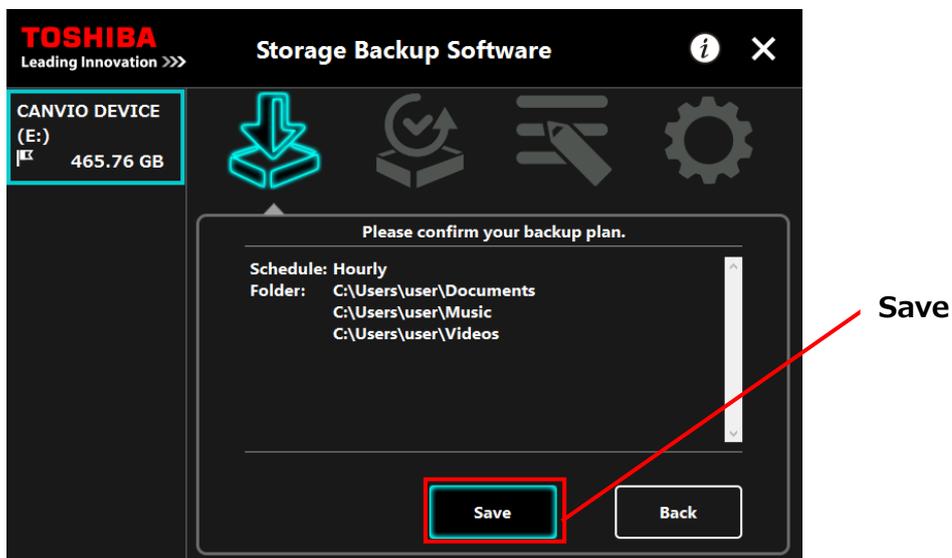
“Time”: 24 hours (Every hour)



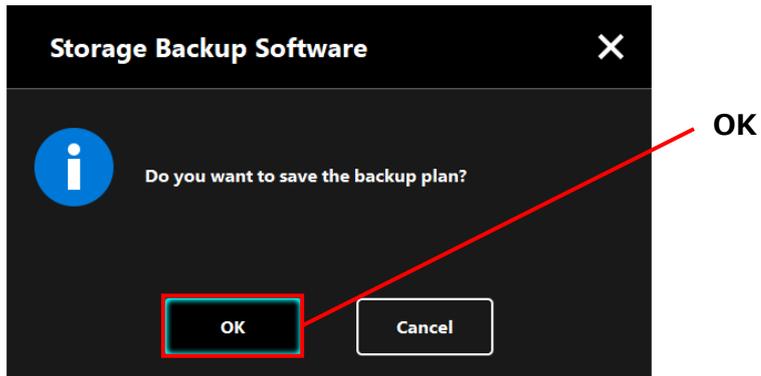
**NOTE**

- If “Daily” is selected for “Frequency”, the “What day” item will not be displayed.
- If “Hourly” is selected for “Frequency”, the “What day” and “Time” items will not be displayed.

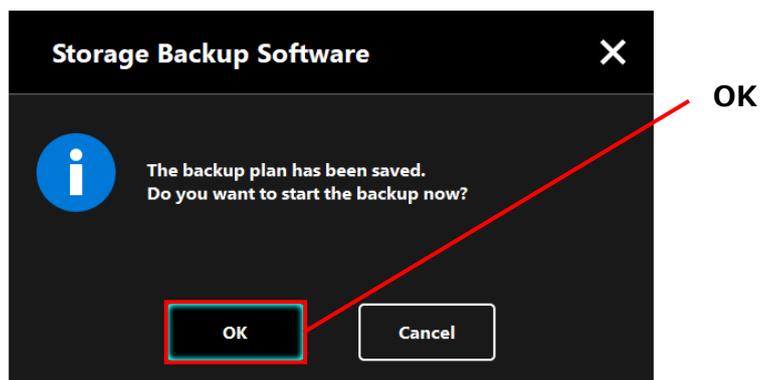
6 When the “backup plan confirmation” dialog appears for the edited backup plan, check then details and click **Save**.



- 7 When the “backup plan save confirmation” dialog appears, click **OK**.



- 8 The backup plan is saved and the “backup execution confirmation” dialog will appear. Click **OK**. If you do not wish to perform a backup immediately, click **Cancel**.

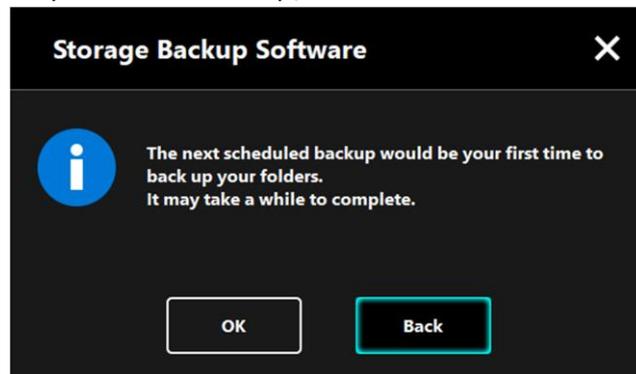


**NOTE****If a backup not performed immediately (Canceled)**

If you do not perform a backup immediately, the next backup will be the first backup, which will take more time than normal. You are therefore recommended to perform a backup immediately.

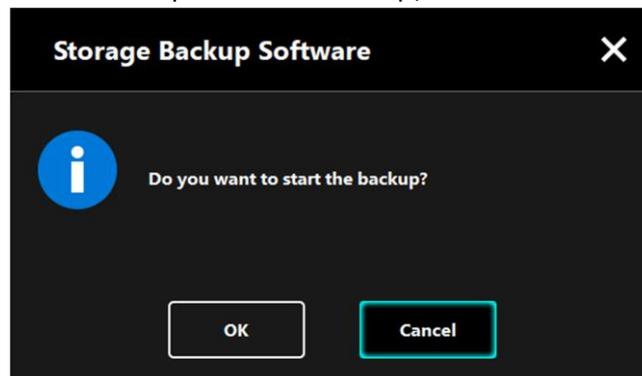
1. When the confirmation dialog appears, check the displayed information and click **OK** if you do not wish to perform a backup immediately.

To perform a backup, click **Back**.

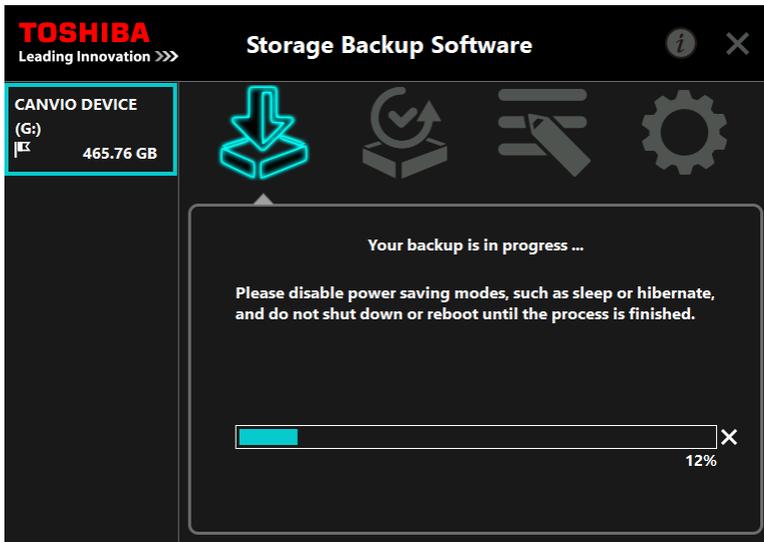


2. If you click **Back**, the message "Do you want to start the backup?" will re-appear.

Click **OK** to perform a backup, or **Cancel** to cancel it.



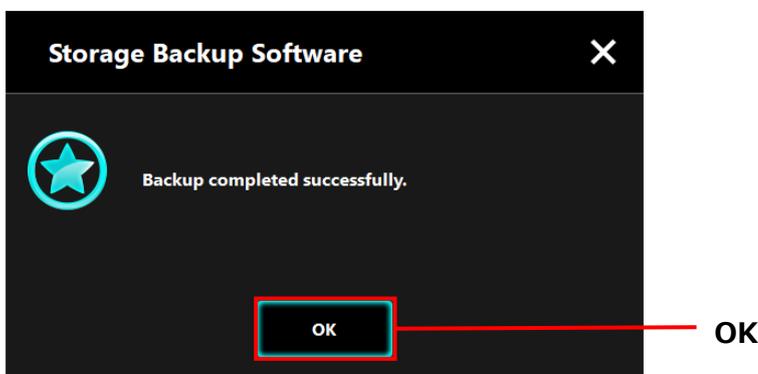
A backup will begin when you click **OK** in the “backup execution confirmation” dialog and a progress bar will appear.



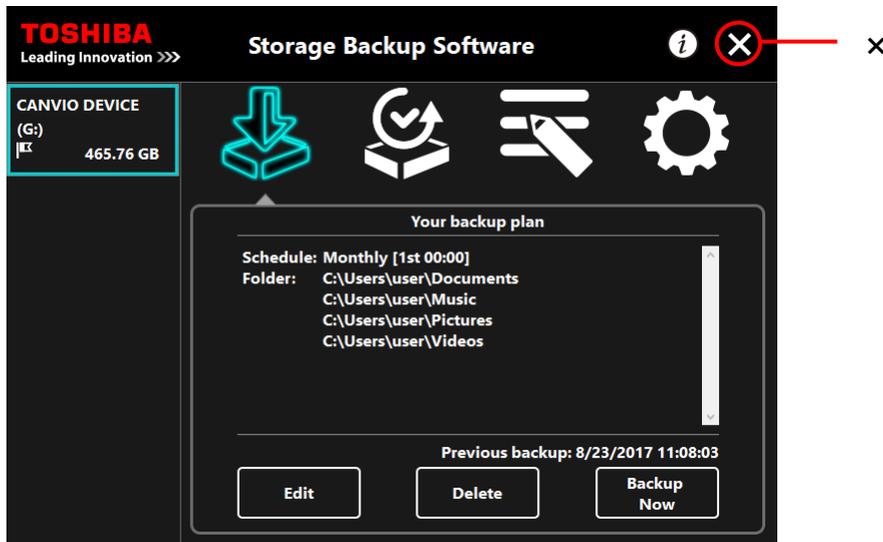
**⚠ CAUTION**

- Do not disconnect the storage device while a backup process is in progress.
- Make sure that the computer does not go into standby, sleep, or hibernate mode during the backup process. These may result in damage to the storage device.
- To abort the backup process, click the **x** icon on the right of the progress bar. When the backup process is aborted, all incomplete backup data will be discarded.

9 When the message “Backup completed successfully.” appears, click **OK**.



**10** The new “Your backup plan” and “Previous backup” will appear in the dialog. Check the displayed information and click **x**.



## 5 - 3 Delete Backup Plan

This section describes how to delete a backup plan.

To delete a backup plan, follow the procedure described below.

### CAUTION

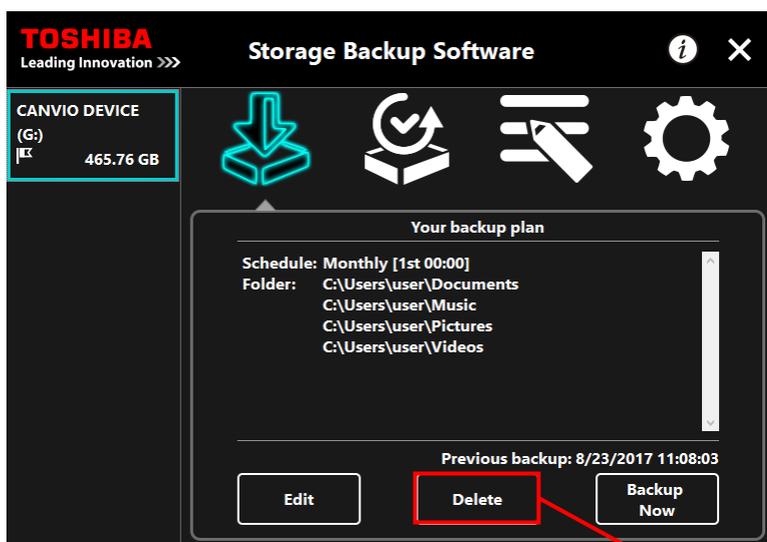
Deleting a backup plan will also delete the backup data. Therefore, be sure to restore the required data before deleting the backup plan.

Refer to "5 - 5 Restore Backup Data" for information on how to restore the backup data.

### NOTE

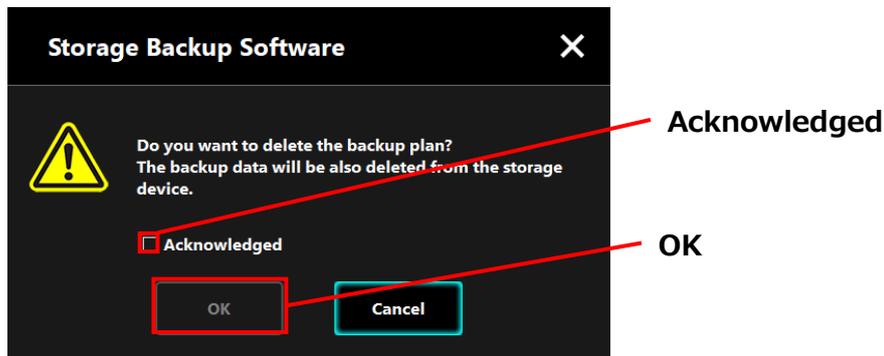
If multiple storage devices are connected to the computer, you should remove all storage devices other than the one you are going to delete the backup data from. This will prevent the risk of deleting the backup data from a wrong storage device.

- 1 Connect the storage device to the computer.
- 2 Launch the software from the Start menu or using the shortcut.  
(5 - 1 Startup and Shutdown)
- 3 Click **Delete**.

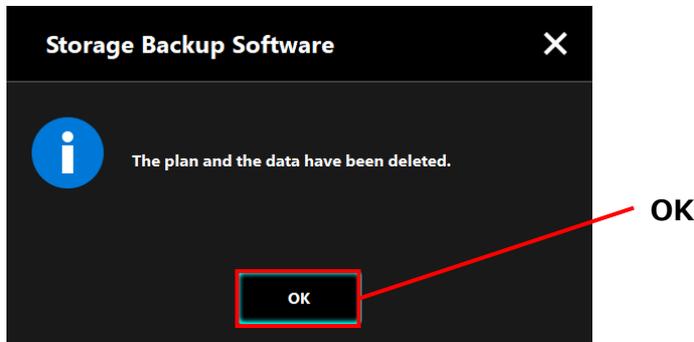


Delete

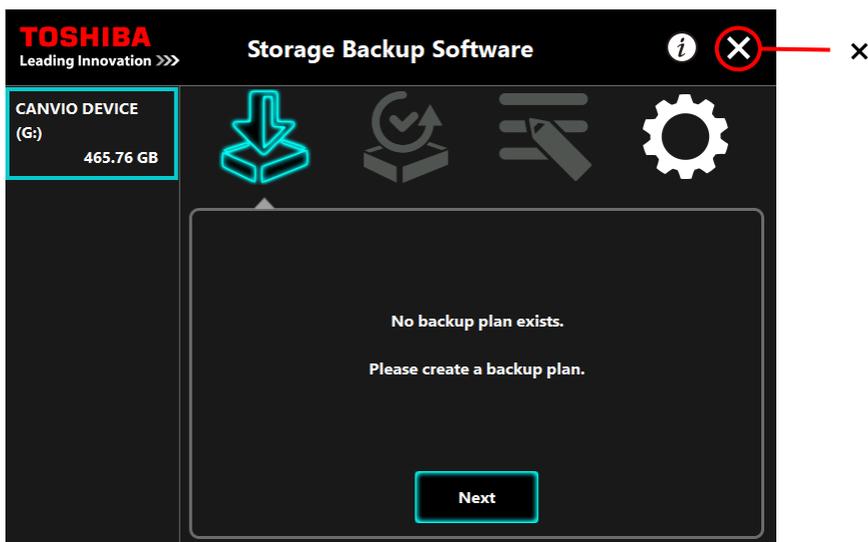
- 4 The "backup plan delete confirmation" dialog will appear. Tick **Acknowledged** and then click **OK**.



- 5 When the "backup plan delete completion" dialog appears, click **OK**.



- 6 Once the backup plan is deleted, the  symbol will disappear from the storage device list and the message "No backup plan exists." will appear. Check the displayed information and click **x**.

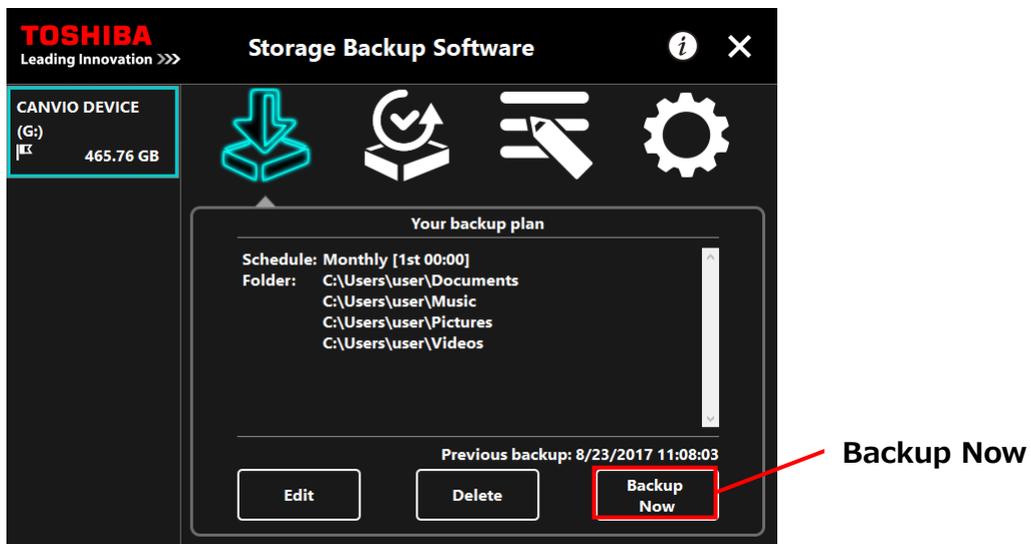


Refer to "Create Backup Plan" in this chapter for information on how to create a backup plan.

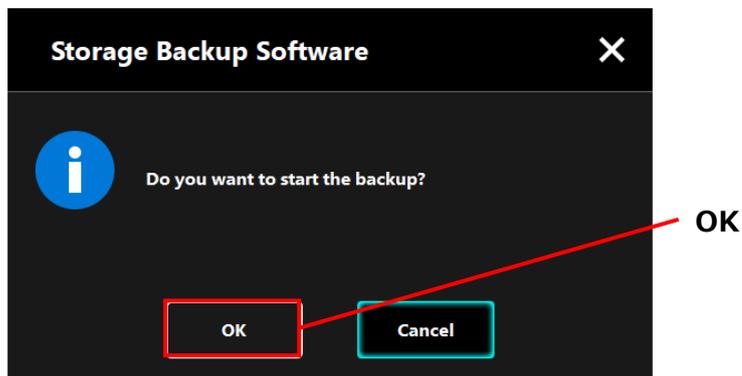
## 5-4 Backup Now

This section describes how to perform a backup immediately.

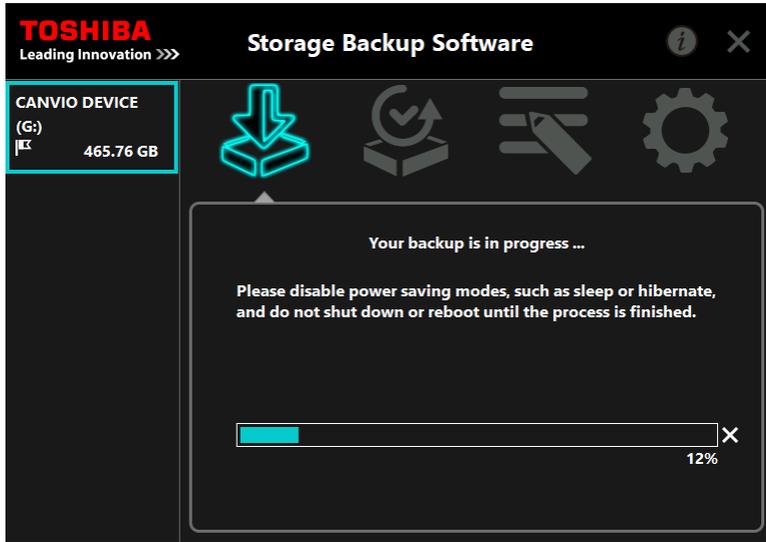
- 1 Connect the storage device to the computer.
- 2 Launch the software from the Start menu or using the shortcut.  
( 5 - 1 Startup and Shutdown)
- 3 Click **Backup Now**.



- 4 When the "Do you want to start the backup?" dialog appears, click **OK**.



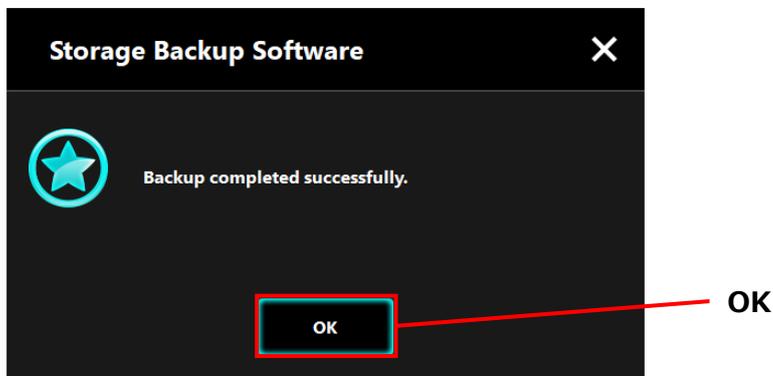
5 The backup process will begin and a progress bar will appear.



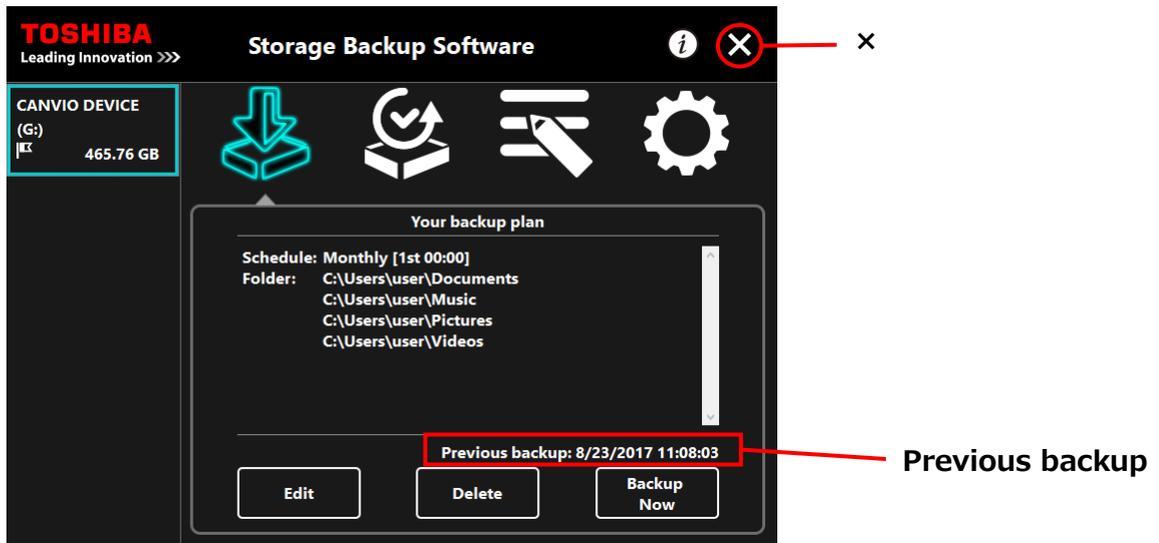
**CAUTION**

- Do not disconnect the storage device while a backup process is in progress.
- Make sure that the computer does not go into standby, sleep, or hibernate mode during the backup process. These may result in damage to the storage device.
- To abort the backup process, click the **x** icon on the right of the progress bar. When the backup process is aborted, all incomplete backup data will be discarded.

6 When the message "Backup completed successfully." appears, click **OK**.



- 7 When “Previous backup” appears, check the displayed information and click **x**.



## About Auto-backup

### CAUTION

- Auto-backup will not be performed while the setup screen of the software is open.
- If the software is running under another user's account, automatic backup will not be performed for your account. Shut down the software from the other user account, and then sign into your own account.

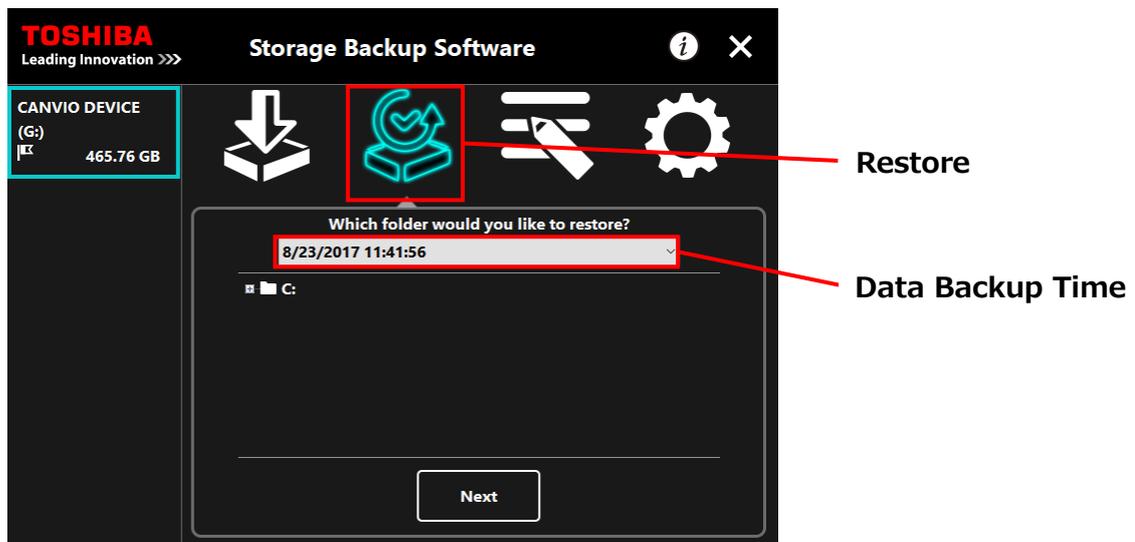
## 5 - 5 Restore Backup Data

This section describes how to restore the backup data.

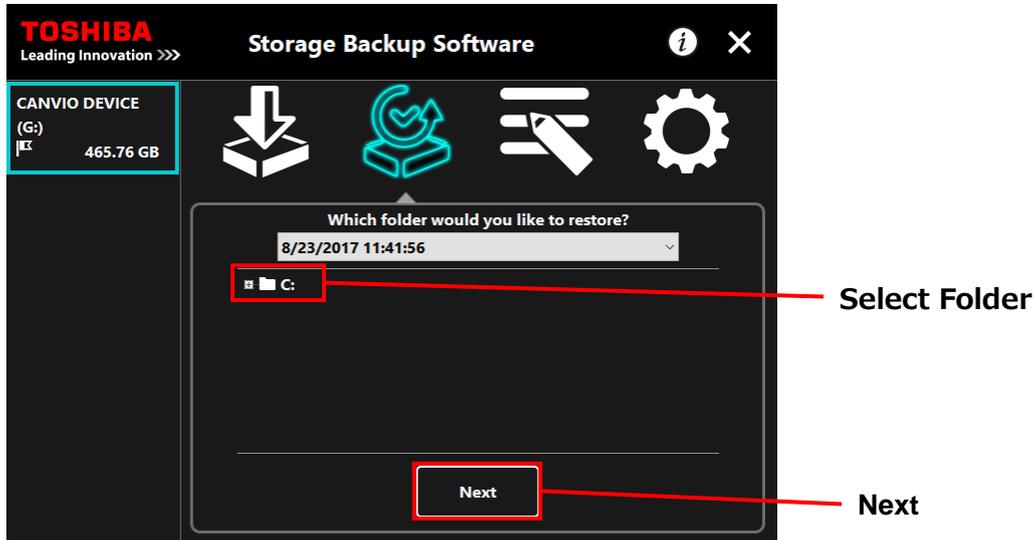
To restore the backup data, follow the procedure described below.

### Restore

- 1 Connect the storage device to the computer.
- 2 Launch the software from the Start menu or using the shortcut.  
( 5 - 1 Startup and Shutdown)
- 3 Click  .
- 4 Select the date of the desired backup data from the pull-down menu.



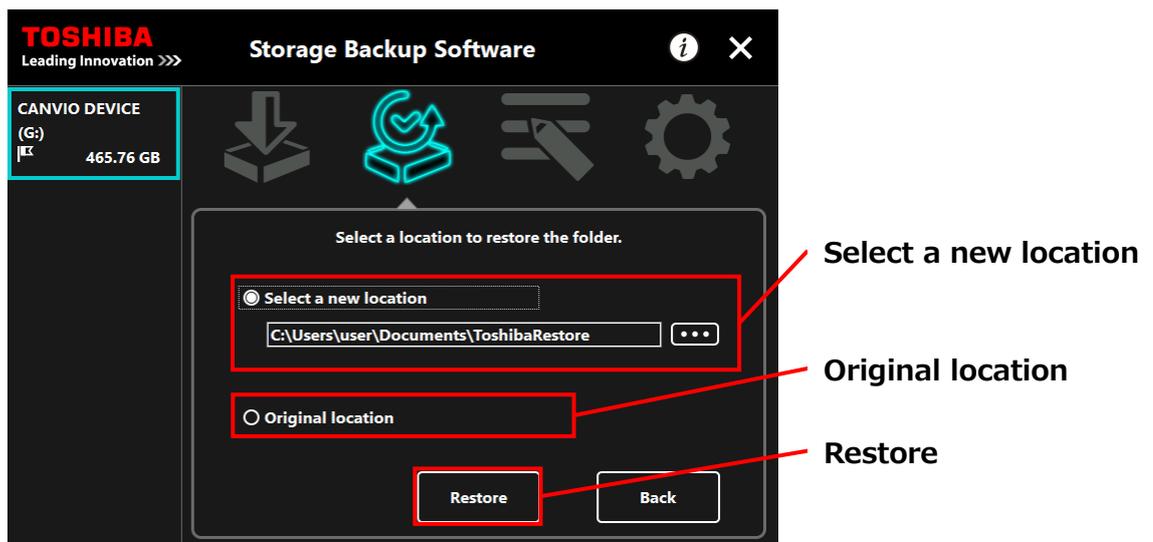
- 5 The folders selected in the backup plan are already ticked. Select the folder(s) you wish to restore (and untick the folders that do not need to be restored), and then click **Next**.



- 6 The "restore destination selection" dialog will appear. Select your desired restore destination of the backup data, and then click **Restore**.

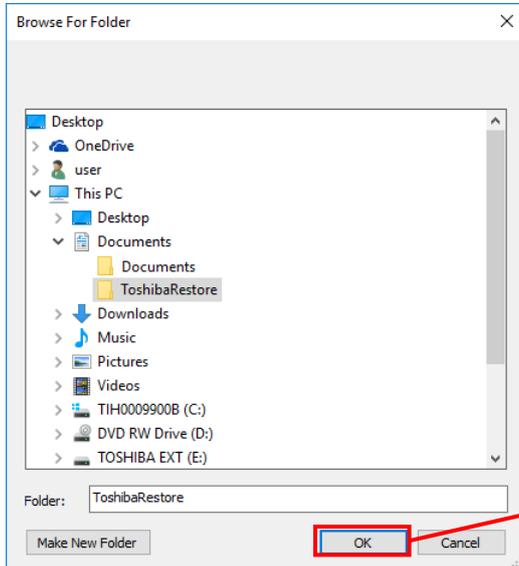
You can select the restore destination from the following two options: "Select a new location" or "Original location".

Select from one of the following two methods:



- **“Select a new location”**

The folder selection dialog will appear when you click "...". Select your desired restore destination, and then click **OK**.

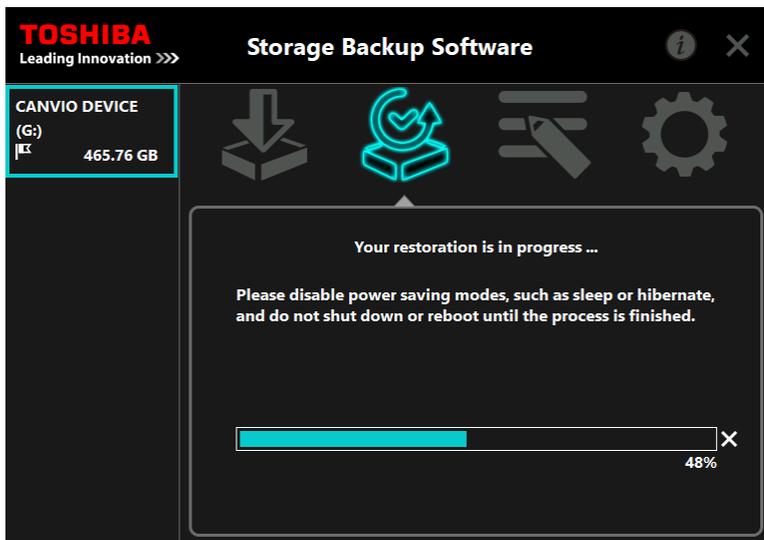


- **“Original location”**

You can restore the backup data to the folder where the data was originally stored.



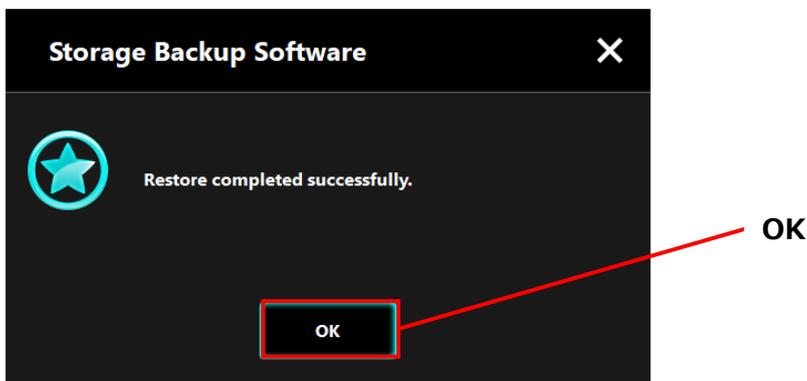
The restore process will begin and a progress bar will appear.



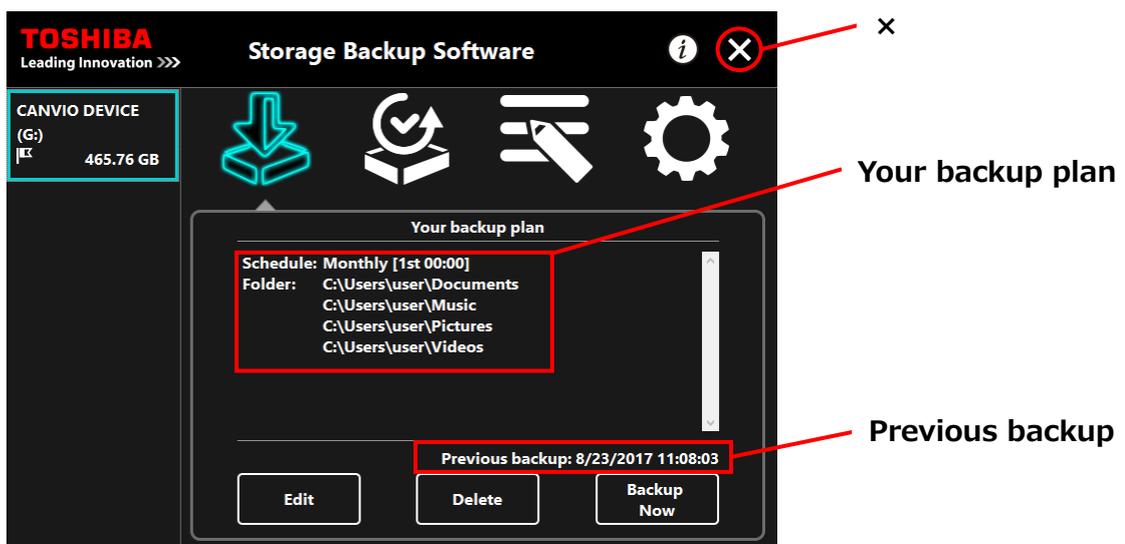
**⚠ CAUTION**

- Do not disconnect the storage device while a restore process is in progress.
- Make sure that the computer does not go into standby, sleep, or hibernate mode during the restore process. These may result in damage to the storage device.
- To abort the restore process, click the **x** icon on the right of the progress bar. In this case, the restore process is incomplete and the restored data may not be displayed correctly.

**7** When the “Restore completed successfully.” dialog appears, click **OK**.



**8** When the “current backup plan” and the “previous backup time” appear, check the displayed information and click **x**.



## 5 - 6 View Logs

This section describes how to view logs.

### View Logs

- 1** Launch the software from the Start menu or using the shortcut.  
( 5 - 1 Startup and Shutdown)

- 2** Click  to open the log window.

“Backup”, “Restore”, “Detail”, and “File View” button will appear. Click on a button to view the corresponding log.

#### “Backup/“Restore”

You can check the process start/end times, user name, no. of backup and restore folders, and backup and restore success/fail results.

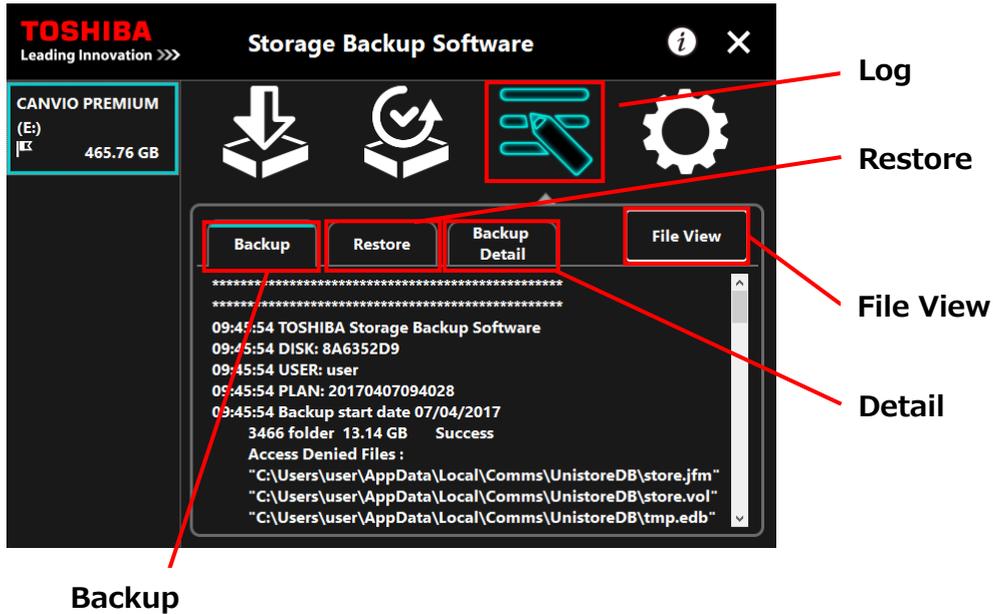
#### “Detail”

The latest log is displayed.

The “Backup Detail” log or “Restore” log will appear immediately after performing a backup or restore process, respectively.

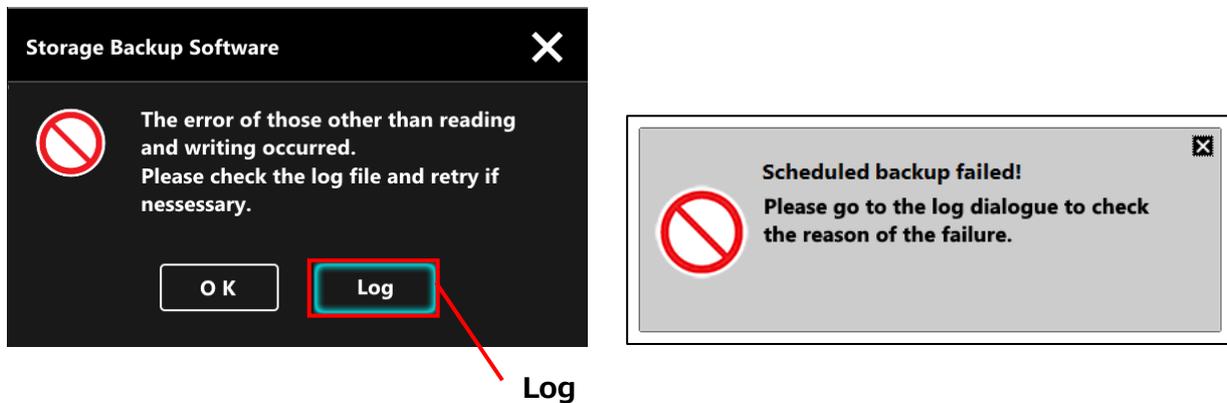
#### “File View”

The selected log is displayed in text format.



## Error Codes

The error window shown below will appear when an error occurs in the software. Click **Log** to display the error details with corresponding error code.



Each error code indicates the following status:

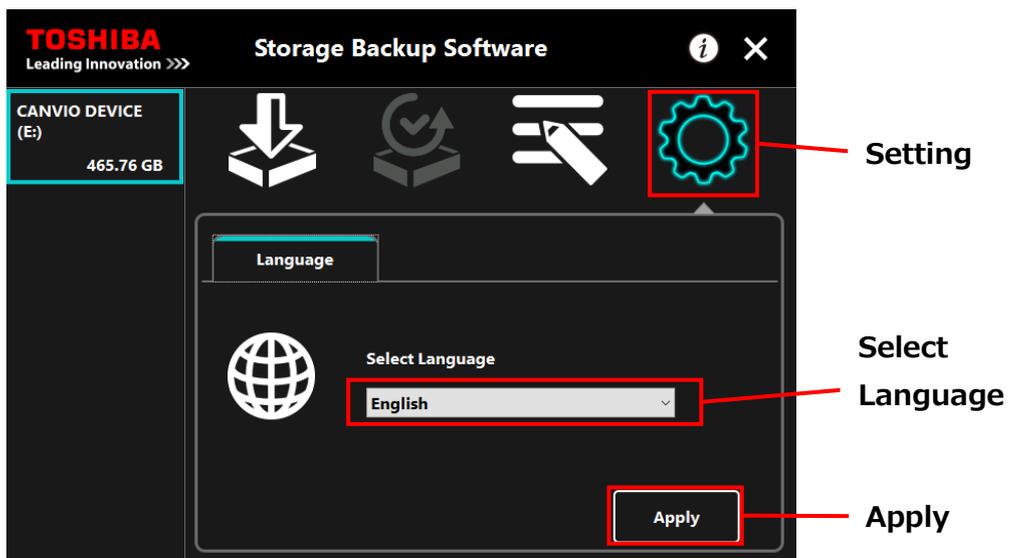
- 03: Insufficient free disk space.
- 04: Fail to allocate memory.
- 05: Fail to read disk.
- 05: Fail to write to disk.

## 5-7 Change 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.  
( 5 - 1 Startup)

- 2 Click  to access the language setting.



- 3 Select the desired language from the **"Select Language"** pull-down menu.
- 4 Click **Apply**.  
The display language will change accordingly.

## 5 - 8 Display 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.  
( 5 - 1 Startup)
- 2 Click  and select "About Storage Backup Software" or "End User License Agreement".

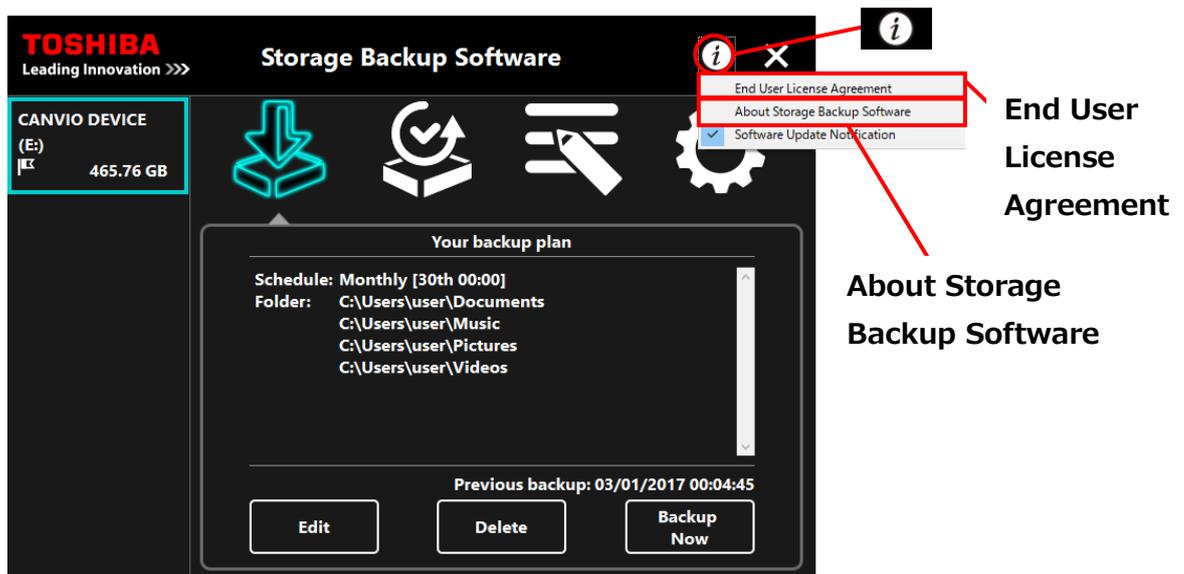
"End User License Agreement"

The content of the "End User License Agreement" is displayed.

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

About Storage Backup Software

The version information of the software is displayed.



## 5-9 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

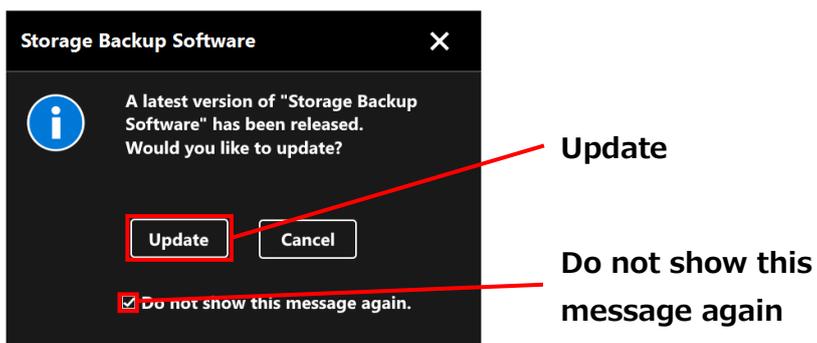
- 1** Launch the software using the shortcut or from the Start menu.  
(Refer to 5-1 Startup)

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.

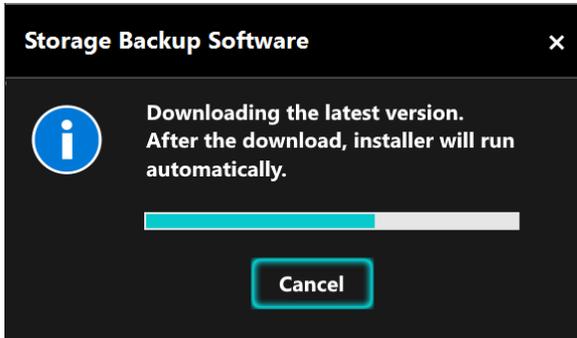
The notification will no longer be displayed if you tick **“Do not show this message again”**.

- 2** The “Installer Update Confirmation” window will appear. Click **Update** to install the newer version of the software.

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



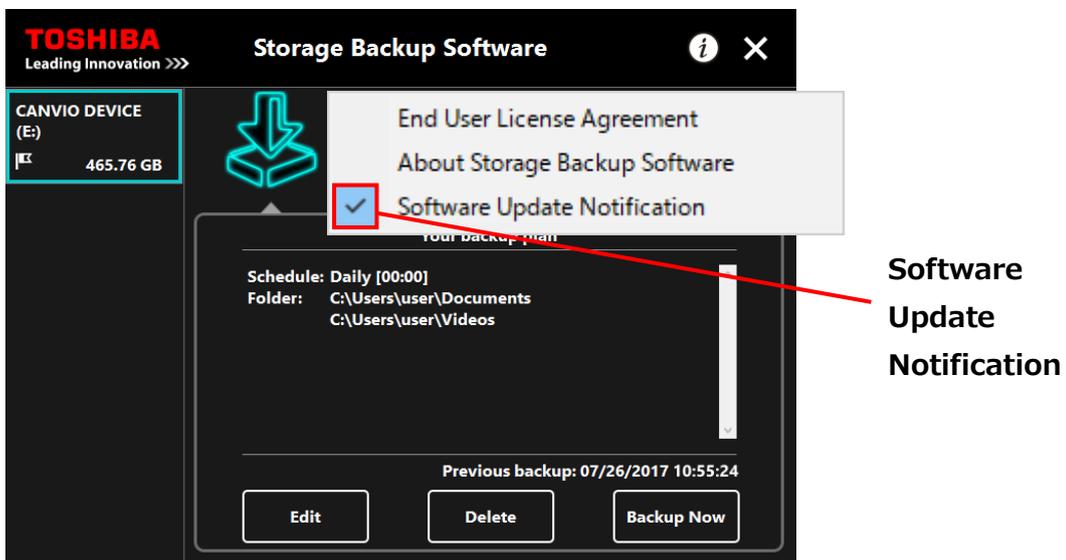
- 3 The software download will start if you select to install the update; and the installer will launch as soon as the download completes. (Refer to 4 How to Install)



## 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.



## Check and apply the update information

- 1 Launch the software using the shortcut or from the Start menu.  
( 5 - 1 Startup)

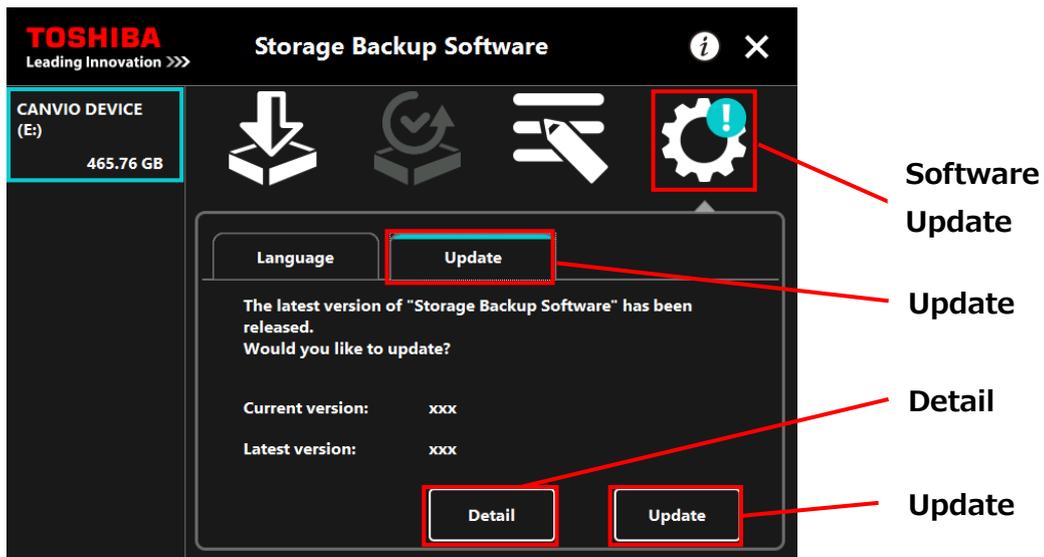
When the software receives the update information from the Toshiba server,



icon changes to



indicating that the update is available.



- 2 Click  and select  tab.

The update information of the software is displayed.

If you click **Detail**, the Web browser opens the Web address (URL) specified in **“Update.”**

- 3 Click **Update**.

The software download will start; and the installer will launch as soon as the download completes.

Issued on 9 / 14 / 2017

Copyright © 2017 TOSHIBA ELECTRONIC DEVICES & STORAGE CORPORATION, All Rights Reserved.