



For CANVIO Series

Storage Firmware Update Utility

(Version 1.20.9116)

User's Manual Version 1



Revision History

Version	Revision Date	Description
01	September 25, 2019	Initial release

DISCLAIMER

The Company assumes no liability whatsoever for any loss or damage caused by the use of the Software. The Software is provided “as is,” without any warranty of any kind. Not limited to the above, Toshiba Electronic Devices & Storage Corporation, its subsidiaries and affiliated companies (hereinafter referred to as “the Company”) make no guarantee whatsoever, whether express or implied, with respect to the Software, including guarantee of commercial ability, fitness for purpose and non-infringement of third party rights. The Company makes no guarantee that the operation of the Software will be interrupted, or be error free or safe. The Software shall be installed or used at the user’s own risk.




Product specifications in the Instruction Manual are subject to change without notice.

About Trademarks

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Safety Precautions

This section lists important precautions which users of our product(s) (and anyone else) should observe in order to avoid injury and damage to property, and to ensure safe and correct use of our products. Please be sure that you understand the meanings of the labels and graphic symbols described below before you move on to the detailed descriptions of the precautions, and comply with the precautions stated.

 DANGER	Indicate an imminently hazardous situation which, if not avoided, will result in death or serious injury.
 WARNING	Indicate a potentially hazardous situation which, if not avoided, could result in death or serious injury.
 CAUTION	Indicate a potentially hazardous situation which, if not avoided, could result in minor or moderate injury.
NOTICE	Indicates practices that may cause property damage and other problems, but not personal injury.
NOTE	Provides important information.

*Serious injury including blindness, wounds, burns (low and high temperature), electric shock, fractures, and poisoning, etc. with long-lasting effects or that require hospitalization and/or long-term hospital visits for treatment.

*Minor or moderate injury includes wounds, burns, electric shock, etc. not requiring hospitalization and/or long-term hospital visits for treatment.

*Property damage means damage to device.

NOTICE

- Firmware update by Software (both as defined herein) may cause loss of data stored in the device. Remember to backup all data on the device to another computer or storage media before updating firmware. The Company will not be responsible for any damage caused by this.
- Do not remove the device from the computer or shut down the computer while the Firmware update is in progress. It may cause damage to the Hard drive (as defined herein). The Company will not be responsible for any damage caused by this.
- Do not touch the keyboard or touch pad while updating the firmware. It may cause damage to the Hard drive. The Company will not be responsible for any damage caused by this.
- Do not terminate Software during the Firmware update. It may cause damage to the Hard drive. The Company will not be responsible for any damage caused by this.

NOTE

- Software does not necessarily run on all computers, especially including custom or home-built computers.
- When a licensing document is displayed at the time of installation of the Software, it is your responsibility to check the contents of such license and to comply as set forth in the license agreement.
- You cannot use 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 Software.
- The Firmware update cannot be executed unless the AC adapter is connected.
- Perform the Firmware update only after removing unnecessary peripheral devices removed.

NOTE

- A Firmware update of multiple devices cannot be performed simultaneously. Please connect only one device when executing the Firmware update.
- 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.

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■ Explanation of marks in this document



Information

Describes functions, restrictions, and matters for reference.



Note

Describes additional instructions and notes.

1 Introduction

This document contains information for correctly using the Storage Firmware update Utility for the CANVIO Series.

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:

Terminology

This document uses the following terms in its descriptions.

Storage device or the device

Refers to a CANVIO Series external Hard drive.

Hard drive

Refers to internal Hard drive enclosed in the CANVIO Series.

Software

Refers to Storage Firmware Update Utility.

Firmware update

Software can update firmware to bring the drive function to the latest state.

Firmware rewriting is possible only for the internal Hard drive that incorporates firmware to be rewritten.

2 Overview

Software can update the firmware of a Hard drive embedded in a CANVIO Series external Hard drive. Software can be updated to the latest version via the Internet.

2 - 1 Procedure of Firmware Update

Procedure for Firmware update is as follows:

- Confirm system requirements
 - ... [Refer "3 System Requirements"](#)
- Download software
 - ... [Refer "4-1 Download"](#)
- Install software
 - ... [Refer "4-2 Installation"](#)
- Launch software
 - ... [Refer "5 Launching Software"](#)
- Connect the device and execute Firmware update
 - ... [Refer "6 Update Drive Firmware"](#)

3 System Requirements

The latest Operating System ("OS") compatibility can be viewed online at

http://www.canvio.jp/en/support/download/hdd/ot_ehdd/fw/en.htm



Information

- Administrator privileges are required.
- A computer equipped with a USB port that is compliant with the USB Specification is required.

4 Software Download and Installation

This section describes the instructions on how to correctly download and install Software on your computer.

Software is installed correctly by the following instructions.

4-1 Download

- Connect your PC to the Internet.
- Download an install file from [website](#).

The install file “StorageFwUpdateUtility_xxxxxxx.exe” is created when the download completes (“xxxxxxx” shows the Software version).

4-2 Installation

Preparation

Perform the following prior to the installation:

- Close all applications that are currently running.
- Sign in (Log in) to your computer using the administrator account (with administrator privileges).

Installation

- 1 Double-click the downloaded **StorageFwUpdateUtility_xxxxxxx.exe** file.
The installation process will begin.

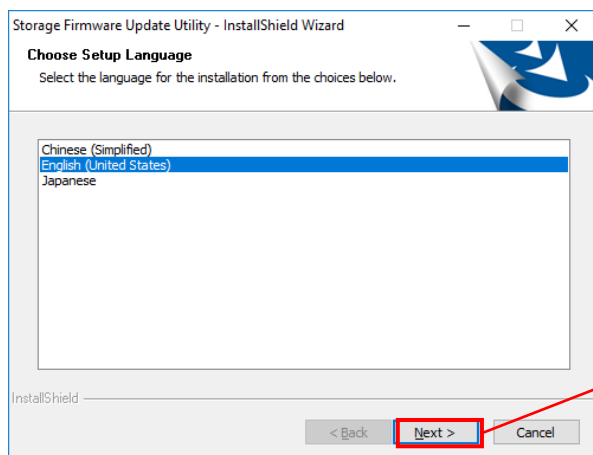


Note

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

2

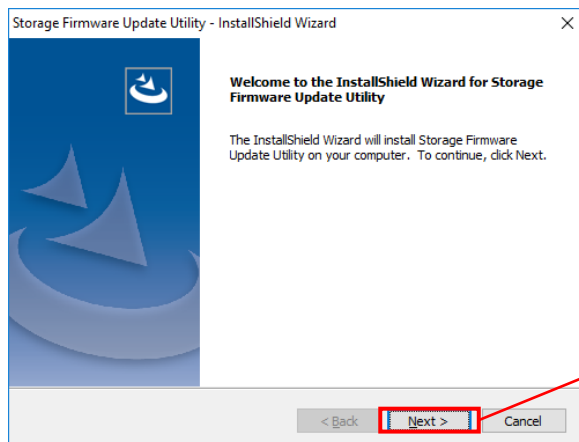
Then “Choose Setup Language” dialog windows will appear. Select the desired display language and click **Next >**.



Next >

3

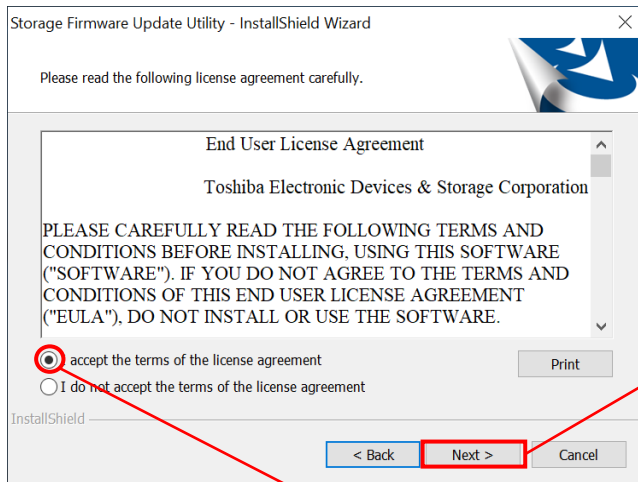
The “Welcome to the InstallShield Wizard for Storage Firmware update Utility” dialog window will appear. Click **Next >**.



Next >

4

The “License Agreement” dialog window will appear. Read the license agreement carefully. If you agree with the terms and conditions of the license agreement, check the “I accept the terms of the license agreement” box and then click **Next >**.



Next >

“I accept the terms of the license agreement”

5

The “Choose Destination Location” dialog windows will then appear. Check the destination folder and click **Next >**.

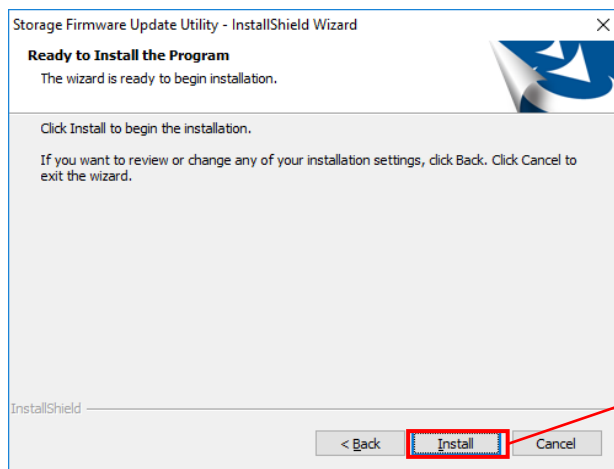
To change the installation path, click “Change...” and select the desired folder.



Note

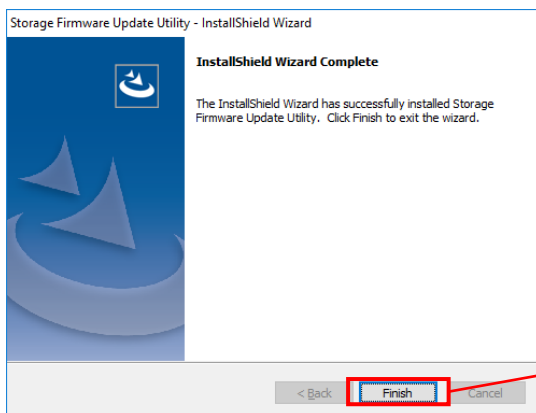
- Do not select a folder on a removable drive as the installation path, doing so may prevent Software from operating properly.

6 When the “Ready to Install the Program” dialog window appears, click **Install**.



Install

7 When the installation is completed, the “InstallShield Wizard Complete” dialog window will appear. Click **Finish**.



Finish

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

5 Launch Software

This section describes how to launch the Software.

Please configure the function by using the following instructions.

- By clicking the Software shortcut on the Desktop.


Click the **Storage Firmware update Utility** shortcut  on the Desktop.

- From the Start menu

**[Start] - [All Programs] - [TOSHIBA] - [CANVIO] -
[Storage Firmware update Utility] - [Storage Firmware update Utility]**

In Windows 10,


 - () - **[TOSHIBA] - [Storage Firmware update Utility]**

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

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



Information

- To check the version information, click the Information icon  at the top right corner of the startup dialog window and select "About Storage Firmware Update Utility". Refer "7-1 Displaying Software Information".



Note

- If Software is already running using another user account, the message "Software is currently in use by other user." will appear. Shut down Software in use by another user, sign in (Log in) to your computer using the administrator account (with administrator privileges), and then launch the Software

6 Update Drive Firmware

This section provides instructions on how to configure and update the Hard drive firmware function.

Please configure the function by the following instructions provided.

Preparation

Perform the followings prior to running Software:

- Close all applications that are currently running.
- Sign in (Log in) to your computer using the administrator account (with administrator privileges).
- Be sure to plug-in the computer using supply power by AC adapter.
- Remove unnecessary peripheral devices.



Note

- Removing the device while updating the firmware, powering off the device and terminating Software may cause fail or damage to the Hard drive. While updating the firmware, do not remove, powering off or terminate the Software.



Information

- If you update the firmware, you cannot roll-back to the previous firmware.

Firmware update

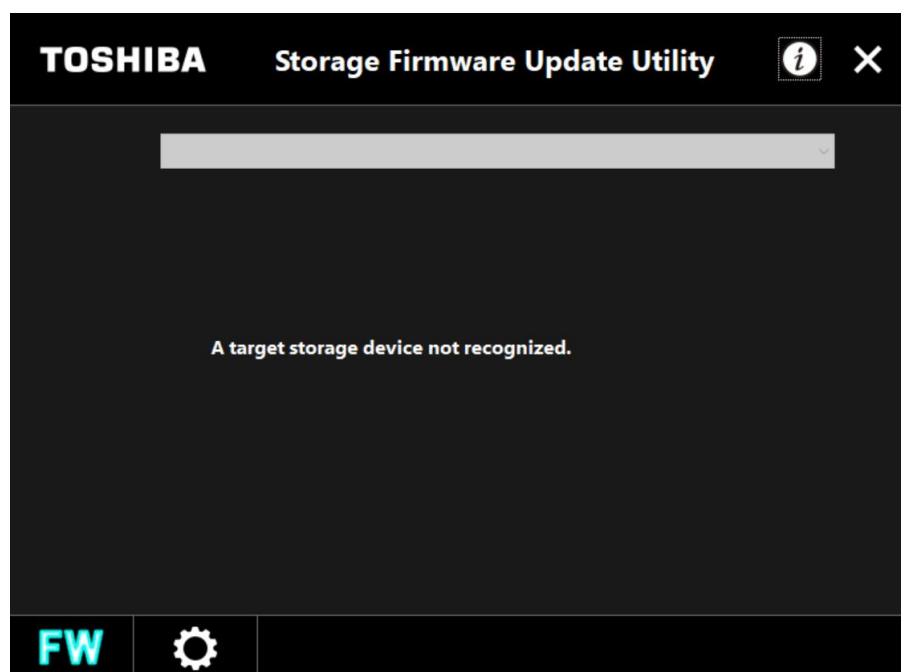
- 1 Launch Software using the shortcut or from the Start menu.
(Refer to 5 Launching Software)



Note

- If the "User Account Control" dialog window appears, click **Yes**.

- 2 If the device (CANVIO Series external Hard drive) is not connected, "A target storage device not recognized" dialogue window is displayed.



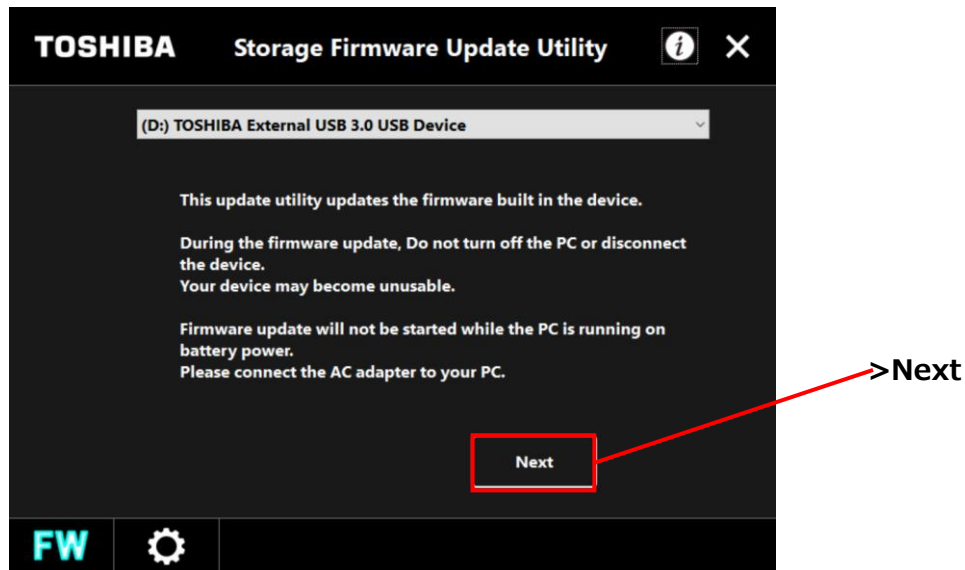
- 3 Connect the device to your computer.



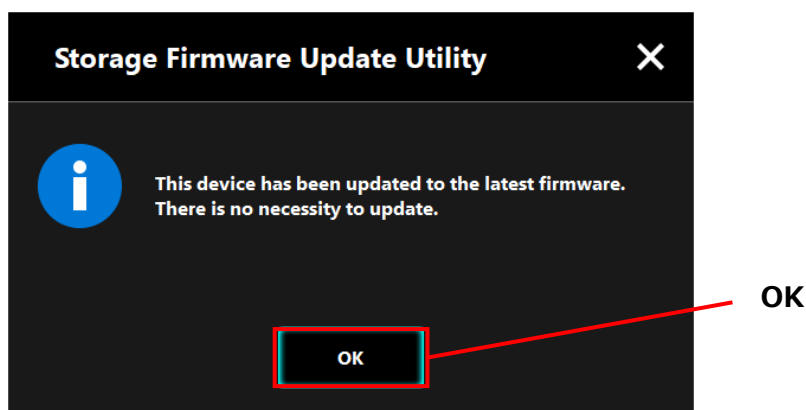
Note

- Firmware update of multiple devices cannot be performed at the same time. Connect only one device when executing a firmware update.

- 4 An important message is displayed when the device is detected correctly.
Confirm the message, then click **Next** >



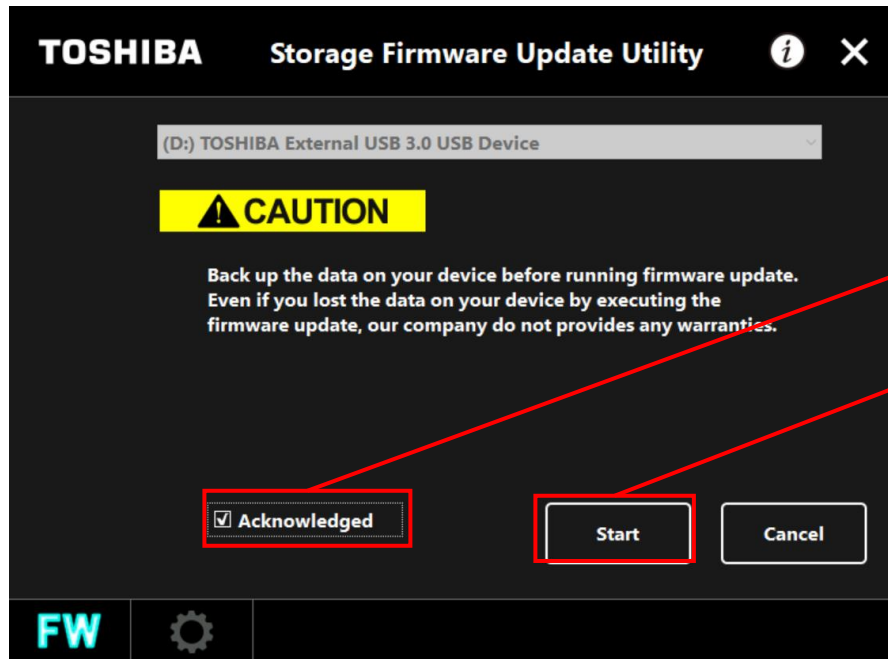
- 5 Software checks whether it is the target device of the Firmware update.
- If the connected device is not the target device, "There is no necessity to update." dialogue window will be displayed. Click **OK** to return to the previous screen and click **X** to exit Software.
 - If the device already has the latest firmware, "This device has been updated the latest firmware." and "There is no necessity to update" dialogue window will be displayed. Click **OK** to exit the Software.



6

If the connected device must be updated, the following message will be displayed and confirm the message.

If you want to continue the Firmware update, check the “**Acknowledged**” box and then click **Start**.



Acknowledged

Start

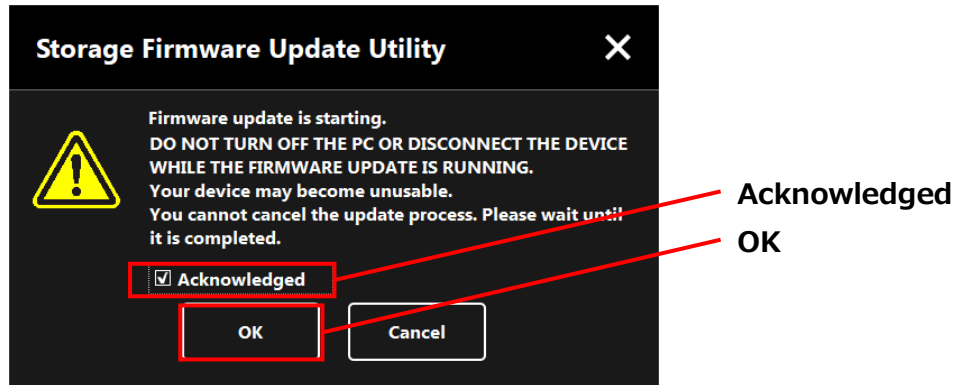


Note

- Back up the data on your device before running the Firmware update.
- Do not turn off the PC or disconnect the device while the Firmware update is running.
- 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 Firmware update process after it has started.

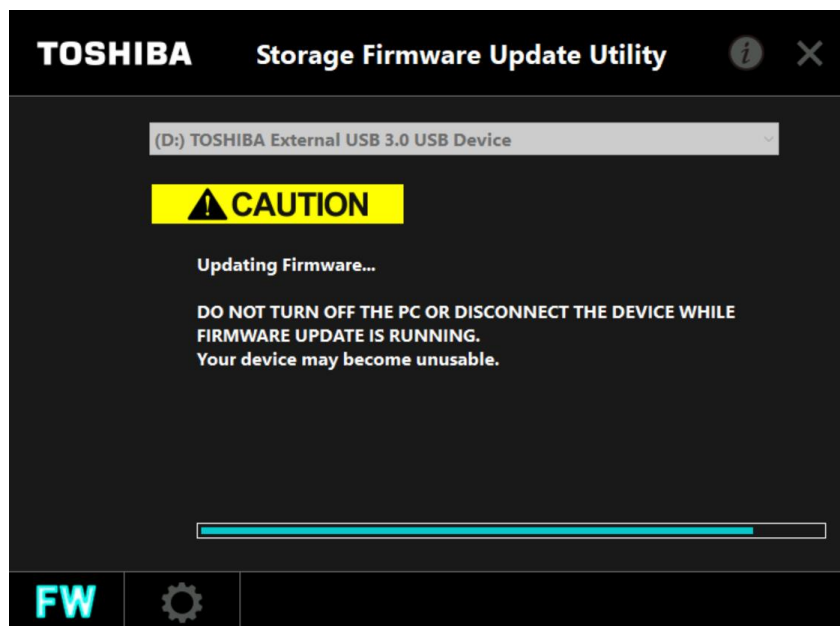
7

The following message dialog window will be displayed and confirm the message. If you want to continue the Firmware update, check the “**Acknowledged**” box and the click **OK**.



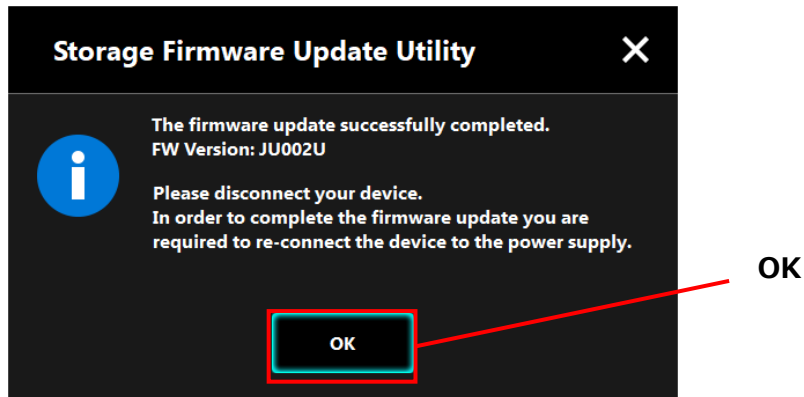
8

The Firmware update will start, and the progress bar will be displayed. Please wait until the process is completed.



9

After the Firmware is completed, the following message will be displayed with the updated firmware version. Click **OK** to exit Software.



10

Remove the device after the Software is finished.

7 Other Software Functions

7 - 1 Displaying Software Information


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

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

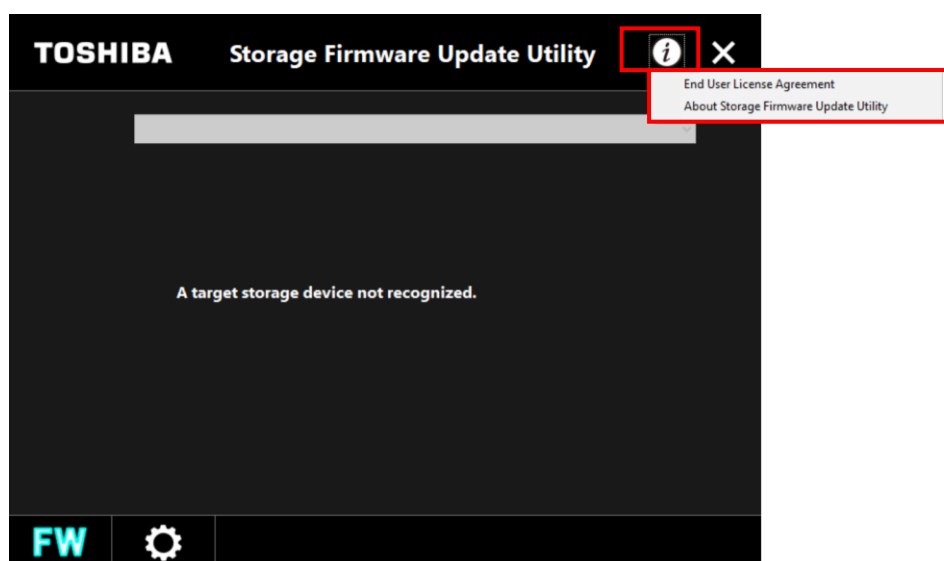


Note

- If the “User Account Control” dialog window appears, click **Yes**.

- 2 Click  at the top right of the dialog window to open the menu.
 - When **About Storage Firmware update Utility** is selected, the version of the Software is displayed.

When **End User License Agreement** is selected, the “End User License Agreement” information is displayed.



7 - 2 Changing the Display Language Setting


This section describes how to change the display language.

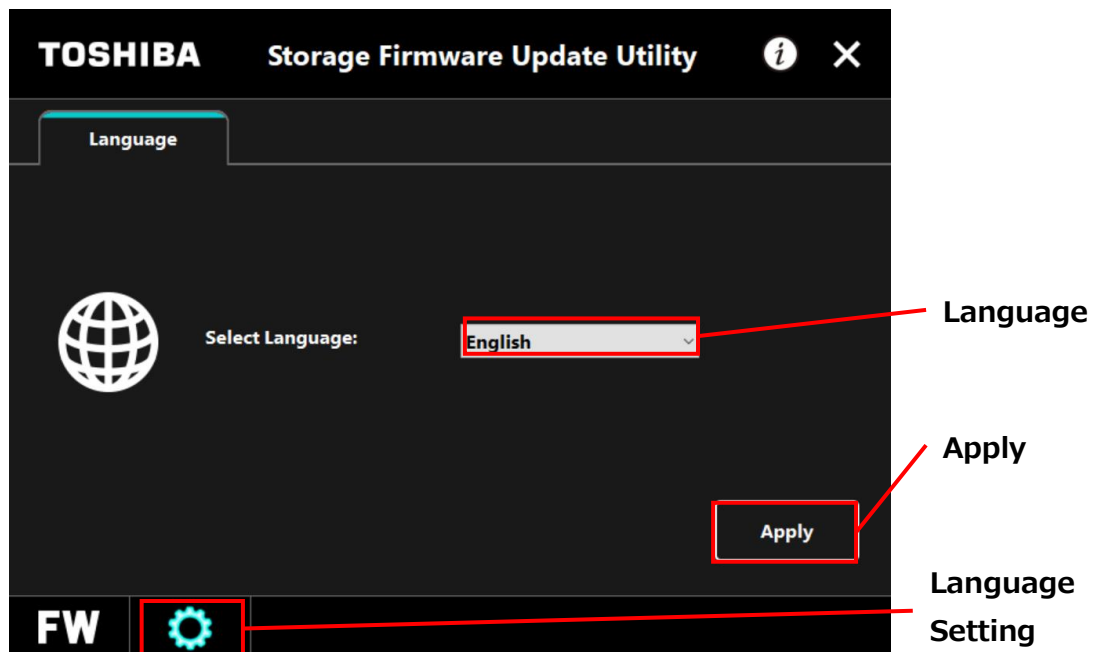
- 1 Launch the Software using the shortcut or from the Start menu.
(Refer to 5 Launching Software)



Note

- If the “User Account Control” dialog window appears, click **Yes**.

- 2 Click the rightmost  icon at the bottom right of the screen.
- 3 Select the desired language from the “**Select Language:**” list in the center of the dialog window.
- 4 Click **Apply**, and the display language will change accordingly.





Note

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

7 - 3 Software Update




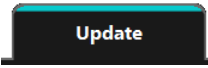
You can update Software following to below procedure, when newer version Software is released.

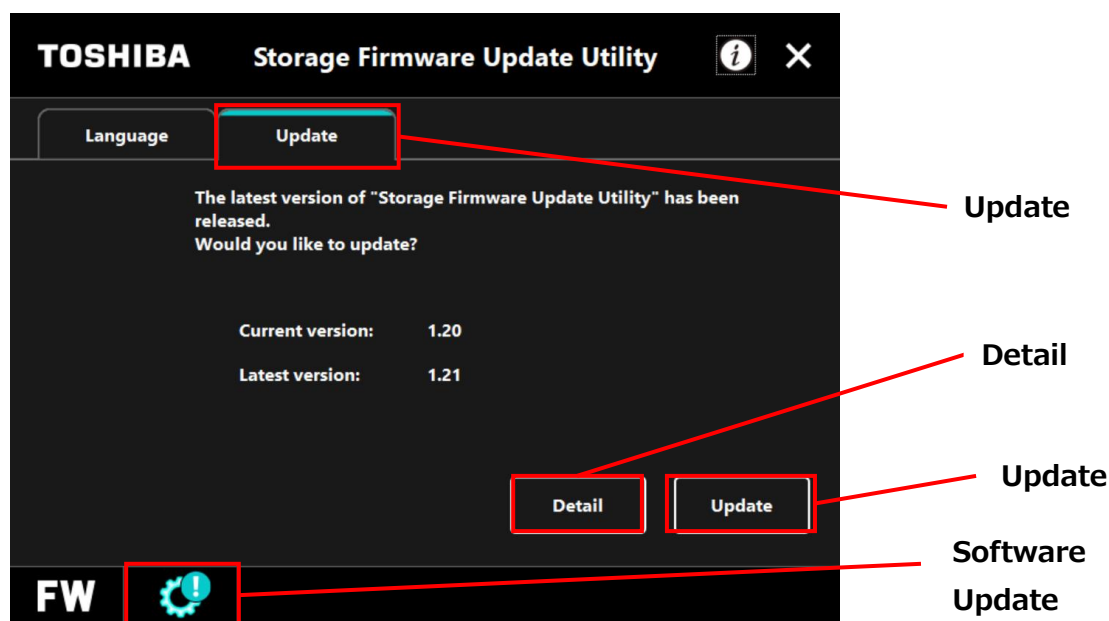
- 1 Launch Software using the shortcut or from the Start menu.
(Refer to 5 Launching Software)



Note

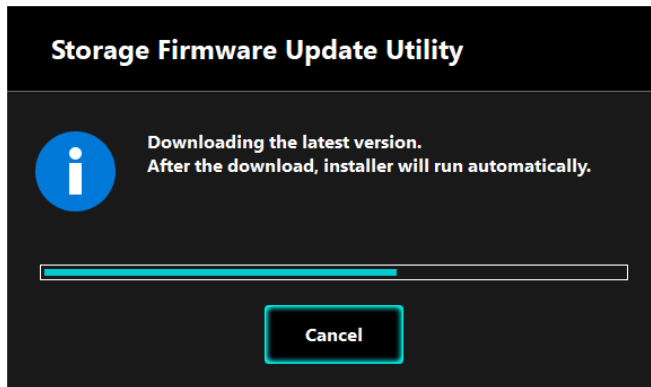
- If the "User Account Control" dialog window appears, click **Yes**.

- 2 When your PC is connected to the Internet and the Software receives the update information, the  icon at the bottom right of the dialog window changes to  indicating that a newer version of the Software is available.
- 3 Click the  icon at the bottom of the screen. Select the  tab.
- 4 The update information of the Software is displayed.



5 If you click **Detail**, the Web browser opens and you can confirm more detail information.

6 Click **Update**, and then the Software download will start.



7 The installer will launch as soon as the download completes.

8 Install the Software following the displayed information.
(Refer to 4-2 Installation)

8 Need Help?

Please visit Support Web site:

USA, Canada, Mexico, Brazil, Chile, Columbia, Peru
storage.toshiba.com/consumer-hdd/support

Europe, Saudi Arabia, Kuwait, Qatar, UAE
www.toshiba-storage.com/support/

Australia, New Zealand
<http://anz.dynabook.com/>

Singapore, Indonesia, Malaysia, Vietnam, Philippines, India, Thailand
<https://www.toshiba-storage.asia/>

Korea
www.toshiba.kr/

Taiwan
www.sdd.toshiba.com.tw/

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