

TOSHIBA

For consumer internal HDD storage devices

Internal Storage Firmware Update Utility

(Version 1.20.0410)

Instruction Manual Edition 1.00



This Instruction Manual describes the basic usage of Internal Storage Firmware Update Utility, which supports consumer internal HDD storage devices.

Read this Instruction Manual before operating Internal Storage Firmware Update Utility (the "Software").

Revision history of Internal Storage Firmware Update Utility

Version	Date	Description
1.00	November 2023	First edition

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.

Safety precautions

This Instruction Manual contains important information needed to avoid injury to users and others and damage to property, and to ensure safe and proper use of the Company’s product. Before proceeding to the main text of the Instruction Manual, be sure to thoroughly understand the following explanations about indications and symbols used in this Instruction Manual and observe the precautions.



Description

 CAUTION
Potential hazard that is likely to cause minor injury* ¹ to a user or property damage* ² if the product is not properly used.

*1: Minor injury means bodily wounds, burns, electric shocks, etc. that do not require hospitalization or long-term hospital visit for medical treatment.

* 2: Property damage means the extended damage related to breakage of devices and equipment.




Description of symbols

 PROHIBITED	 INSTRUCTIONS
Indicates a prohibited action (something you must not do). The specific action prohibited is indicated by an image or a sentence within or near the symbol.	Indicates a mandatory action (a compulsory action). The specific mandatory action is indicated by an image or a sentence within or near the symbol.

General use



CAUTION

 PROHIBITED	Do not remove the HDD storage device from the system during energization; otherwise, the HDD storage device may become damaged.
 PROHIBITED	Do not change the configuration file of the Software. It may result in a system failure.
 INSTRUCTIONS	If either your system or Internal Storage Firmware Update Utility terminates abnormally while running Internal Storage Firmware Update Utility, your system or HDD storage device may become damaged or lose data. Back up data when running Internal Storage Firmware Update Utility.

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1 Preface

This Instruction Manual contains information to ensure proper use of Internal Storage Firmware Update Utility, which supports consumer internal HDD storage devices.

Read this Instruction Manual before using the device and keep it handy for future reference.

This Instruction Manual has been written based on the following rules:

Symbols in this Instruction Manual



NOTE

Supplemental explanation of functions, reference information, restrictions and other information.



CAUTION

Additional guidance and precautions.

Terms

Terms in this Instruction Manual are defined as follows.

The Software

Internal Storage Firmware Update Utility

System

Operating system (OS) used, unless otherwise specified.

Windows

Windows 11 Home, Windows 11 Pro, Windows 10 Home, Windows 10 Pro.

Windows 11

Windows 11 Home and Windows 11 Pro.

Windows 10

Windows 10 Home and Windows 10 Pro.

HDD storage device

Consumer internal HDD storage device (N300s/X300s/S300s/P300/V300/L200 series).

Trademark

Microsoft and Windows are trademarks of the Microsoft group of companies.

Other company names, product names, and service names may be trademarks of their respective companies.

Important

- The Company does not guarantee successful operation of the Software on all PCs.
- Back up all data on your device to your PC or other storage media before commencing any firmware update; otherwise the update of the firmware may result in loss of data on the device.
- Do not conduct the following operations while updating the firmware; otherwise it may interrupt the updating process and result in damage of the HDD storage device. The Company assumes no liability whatsoever for any data loss incurred during, or resulting from, any firmware update.
 - Do not shut down your PC while updating the firmware.
 - Do not touch the keyboard or touch pad while updating the firmware.
 - Do not terminate the Software by force while updating the firmware.
- The firmware update will not start while the PC is running on battery power. Connect your PC to an AC power source via the provided AC adapter.
- Disconnect external hard drive devices and other peripherals prior to commencing any firmware update.
- You may not update the firmware for two or more HDD storage devices at the same time. When there are two or more HDD storage devices that need the firmware update, update the firmware for each HDD storage device separately.
- Connect to the network. Update of the firmware requires access to the network in order to connect with the Toshiba server.
- When the license agreement appears on the screen while installing the Software, read the agreement and accept it.

You may not use the Software unless you accept the license agreement. You need to accept the license agreement again after re-installing the Software, such as after performing re-installation on your PC.

- Depictions of screens and icons in this Instruction Manual may differ from those of the actual product.
- Product design, specifications, this Instruction Manual, services and relevant information are subject to change without notice.

2 Overview

The Software updates the firmware in a consumer internal HDD storage device to the latest version.



CAUTION

Once the firmware is updated, it cannot be returned to the previous state.

3 Required system configuration

Your PC needs the following in order to run the Software properly. Check the system configuration of your PC.

Operating system

Visit our website for the latest operating system.

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

Network connection environment

Connect to the network.



CAUTION

- The Software does not support operating systems other than the Microsoft Windows operating systems listed above.
- Administrator right is required to install the Software.
- Connect to the network. The Software needs to gain access to the network in order to connect with the Toshiba server.
- The HDD storage device needs to be connected with the SATA controller (chip embedded in the PC) to run the Software. The Software will not operate when it is connected to a SATA controller made by a third party. Furthermore, the Software will not work with eSATA (external SATA), SATA Hot Plug connection, RAID drive configuration and HDD cache setup by “Windows Ready Boost”, etc.

4 Installation

This section describes how to install the Software on your PC.

4-1 Installation

Install the Software in accordance with the following procedure.

Preparation

Make the following preparations before installing the Software.

- Terminate all other Softwares.
- Start your PC with the administrator account (administrator rights group) or restart under your user account.
- Confirm that your PC is connected to the network.

Installation

Download the installation program from the website to perform installation.

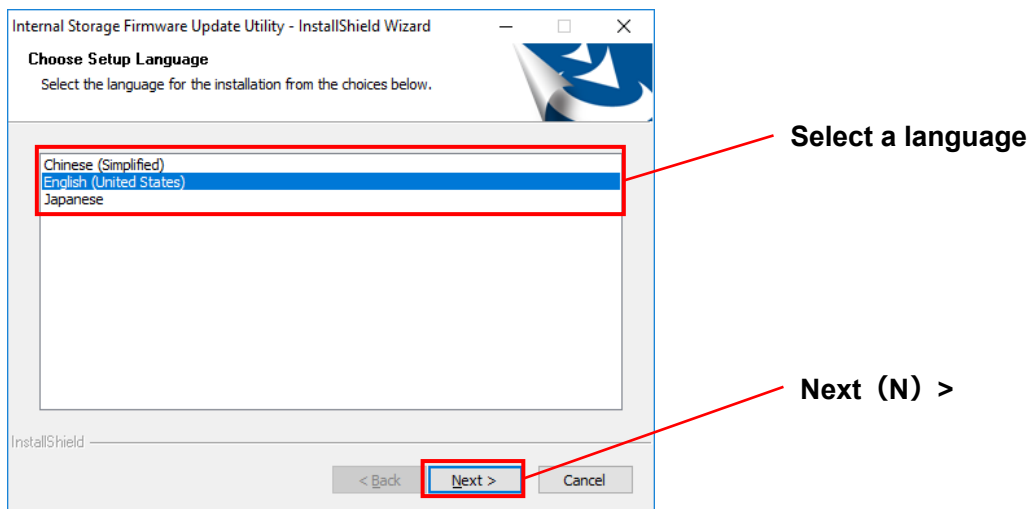
- 1** Download the Software to your PC from the Toshiba server.
“InternalStorageFwUpdateUtility_xxxxxxx.exe” is saved after downloading is completed.
(“xxxxxxx” is used here in place of the actual version of the product.)
- 2** Double-click the downloaded “**InternalStorageFwUpdateUtility_xxxxxxx.exe**” file.
The installation of the Software will start.



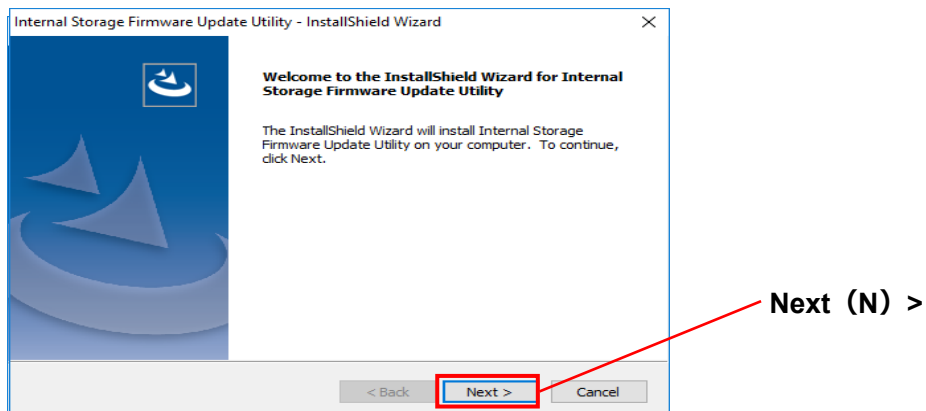
NOTE

- Some PCs do not show the extension (*.exe).
- Click **Yes (Y)** when “User account control” appears on the screen.

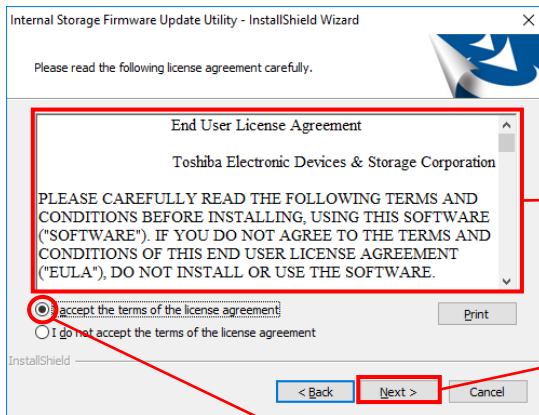
- 3 “Choose Setup Language” will appear on the screen. Select a language and click **Next (N) >**.



- 4 “Welcome to the InstallShield Wizard for Internal Storage Firmware Update Utility” will appear on the screen. Click **Next (N) >**.



- 5 “End User License Agreement” will appear on the screen. Read the agreement and, if you accept the agreement, check “**I accept the terms of the license agreement (A)**” and click **Next (N) >**.



End User License Agreement

Next (N) >

I accept the terms of the license agreement (A)

- 6 “Select installation destination” will appear on the screen. Confirm the installation folder and click **Next (N) >**.

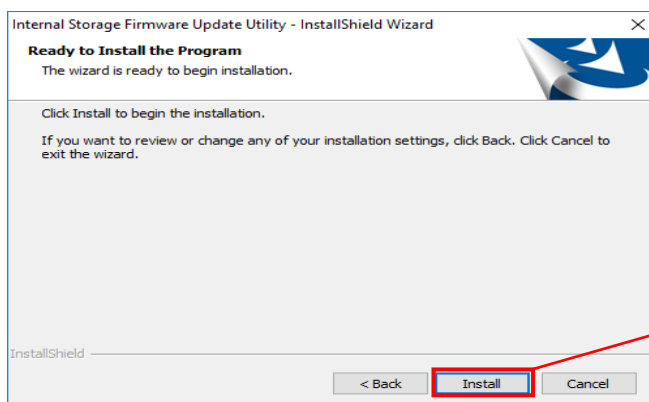
To change the destination, click **Change (C)** and select a folder.



CAUTION

When changing the destination, do not select a folder on an external hard drive device or other removable drive devices. The Software may not be able to start.

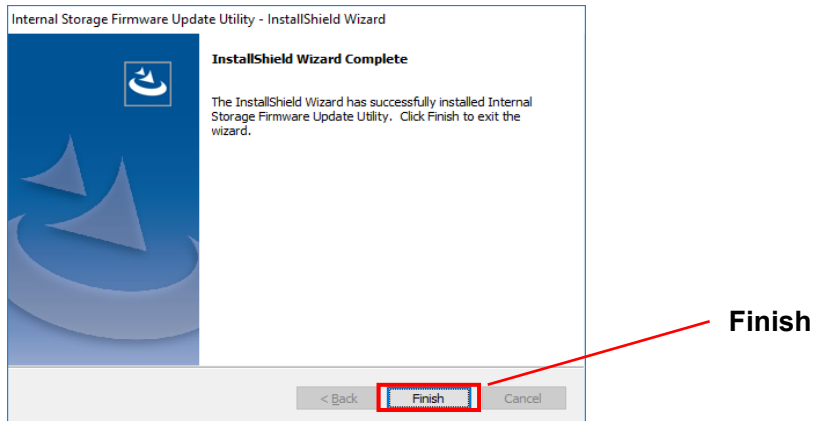
- 7 “Ready to Install the Program” will appear on the screen. Click **Install**.



Install

8

When installation is successfully completed, "InstallShield Wizard Complete" will appear on the screen. Click **Finish**.



This ends the installation process. The Software is added to the start menu and desktop.

5 Usage

This section describes how to start the Software and update HDD storage device firmware.

5 - 1 Starting the Software

This section describes how to start the Software on your PC.

There are two ways to start the Software. You can choose either of the following.

- **Start by clicking the shortcut**

Click the shortcut icon  for “Internal Storage Firmware Update Utility” on the desktop.

- **Start from the start menu**

The startup method differs according to the operating system of your PC. Check the operating system of your PC and then follow the applicable procedure below to start the Software.

- **For Windows 11**

Click  - () - [ Internal Storage Firmware Update Utility]

- **For Windows 10**

Click  - () - [TOSHIBA] - [ Internal Storage Firmware Update Utility]



NOTE

- If the Software is already being used by another user, the following message will appear on the screen and the Software cannot be started. Click OK to terminate the attempt, then make sure the Software has been closed down on the other user account before signing in to your own user account and starting the Software on your PC.



5-2 Updating HDD storage device firmware

This section describes how to update the HDD storage device firmware.

Update the HDD storage device firmware in accordance with the procedure.

Preparation

Make the following preparation before updating the firmware.

- Confirm that your PC is connected to the network.
- Connect your PC to an AC power source via the provided AC adapter.
- Back up all data on your device to your PC or other storage media.
- Terminate all other Softwares.
- Start your PC with the administrator account (administrator rights group) or restart under your user account.
- Disconnect external hard drive devices and other peripherals.



CAUTION

- Connect to the network. The Software needs to gain access to the network in order to connect with the Toshiba server.
- Do not shut down your PC or terminate the software by force while updating the firmware. It may result in failure or damage of the HDD storage device.
- The firmware update will not start while the PC is running on battery power. Be sure to connect your PC to an AC power source via the provided AC adapter.

Updating firmware

This section describes how to update the consumer internal HDD storage device N300s/X300s/S300s/P300/V300/L200 series.

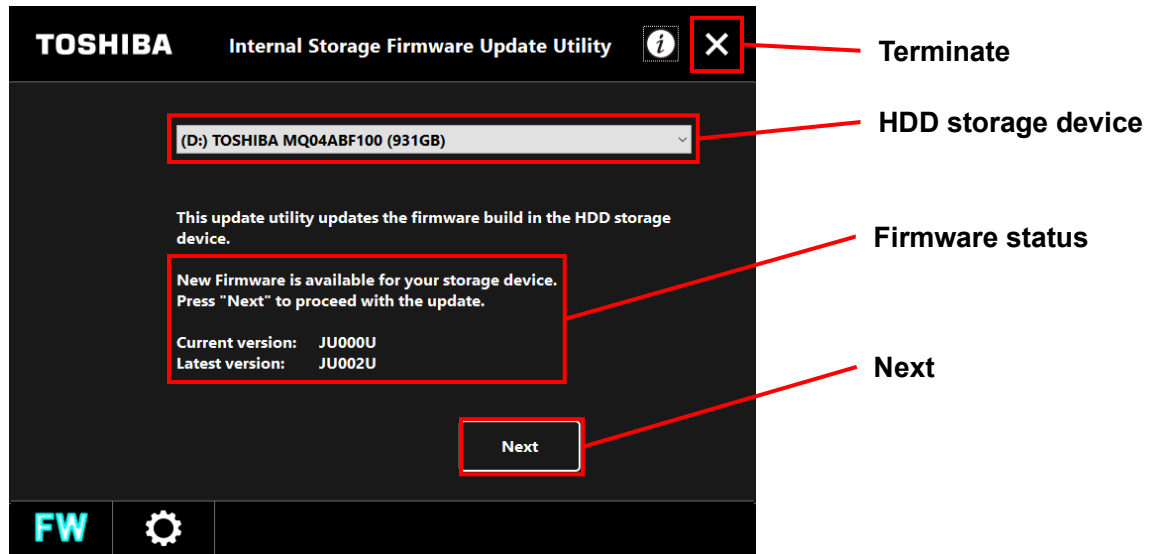
Update the firmware in accordance with the procedure.

1

Start the Software from the shortcut or start menu.


(See: 5-1 Starting the Software)

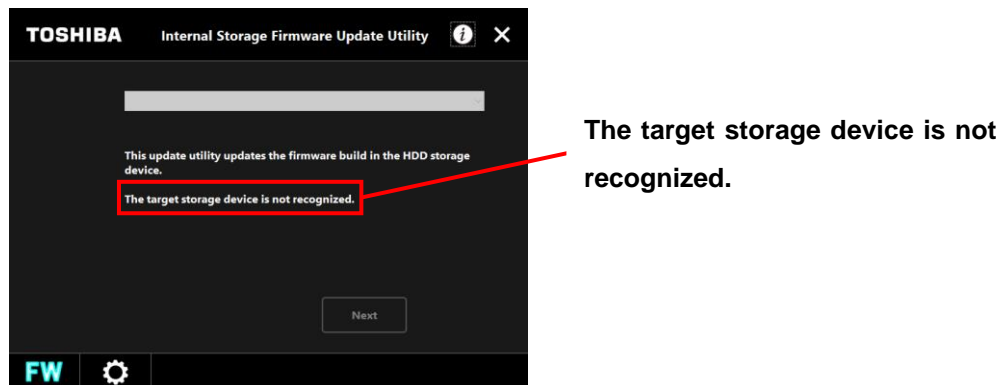
The firmware status appears on the screen when the Software is started.



HDD storage device


Any device detected that requires firmware update will be selected automatically and included on the device list.

If no target device for the Software is detected, the message "The target storage device is not recognized" will appear on the screen. Click  to terminate.



Firmware status

A message regarding the version and update of the firmware will appear on the screen.

If the firmware version is already the latest version, the message "Your firmware version is the latest, there is no need to update." will appear. Click  to terminate.

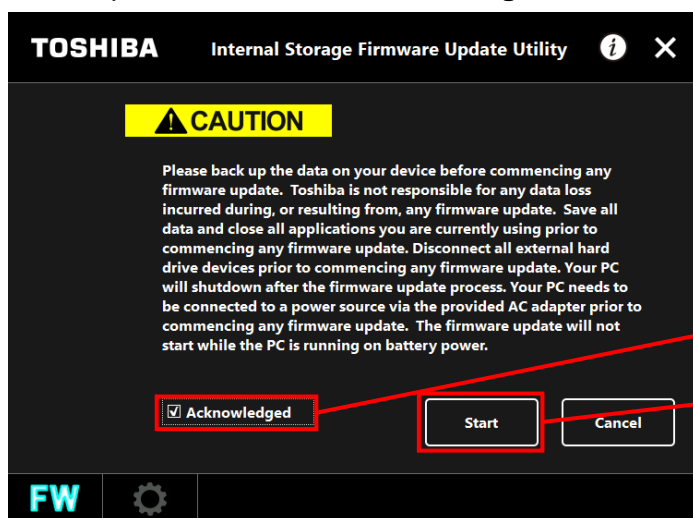
2 Confirm the firmware status and click **Next**.



CAUTION

- You may not update the firmware for two or more HDD storage devices at the same time.
When there are two or more HDD storage devices that need the firmware update, update the firmware for each HDD storage device separately.

3 Precautions for the use of the Software will appear on the screen. Read the precautions, check **Acknowledged** and click **Start**.

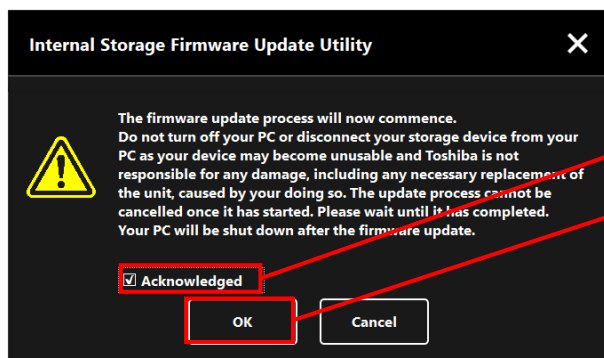


Acknowledged

Start

4 “Confirm firmware update” will appear on the screen. Check **Acknowledged** and click **OK**. (Either of the following screens may appear, depending on how the firmware is updated.)

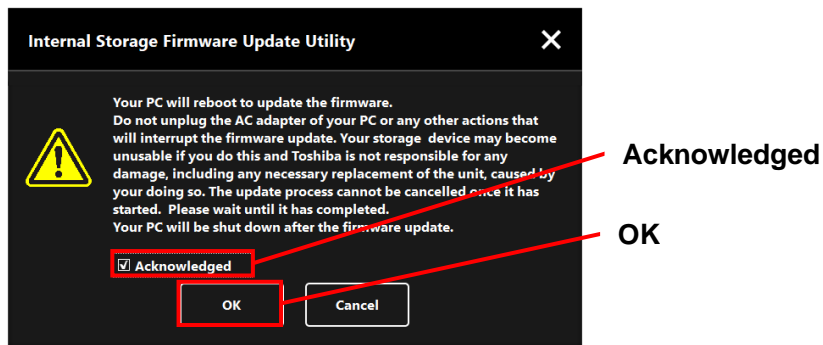
For N300s/X300s/S300s/L200 (HDWL110/120) series



Acknowledged

OK

For P300/V300/L200 (HDWJ105/110, HDWK105) series



CAUTION

- Do not shut down your PC or terminate the software by force while updating the firmware. It may result in failure or damage of the HDD storage device.
 - Note that the update process cannot be canceled once it has started.
 - Your PC will be shut down automatically after the firmware update is completed.
- Save data you are currently using or editing and terminate all applications before updating the firmware.

5

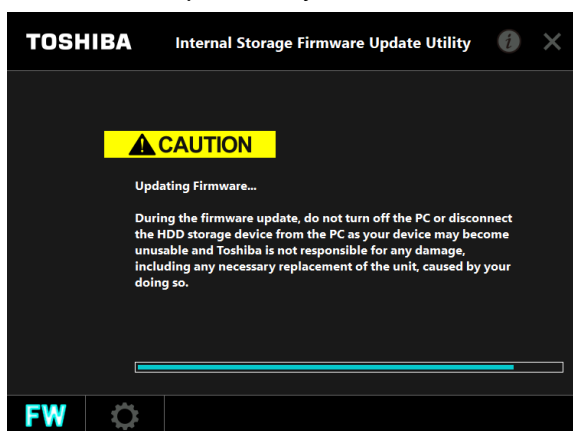
For N300s/X300s/S300s/L200 (HDWL110/120) series

The firmware update of the HDD storage device starts and the progress appears on the screen.

The firmware update may take a few minutes.

For P300/V300/L200 (HDWJ105/110, HDWK105) series

Your PC will reboot to update the firmware. The progress appears on the screen in English. The firmware update may take a few minutes.





CAUTION

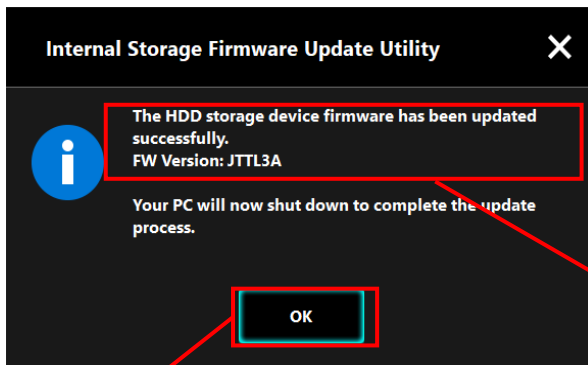
- Do not operate the keyboard, mouse or touch panel until the firmware is updated.

6

For N300s/X300s/S300s/L200 (HDWL110/120) series

When the firmware update is completed, the message “The HDD storage device firmware has been updated successfully” will appear together with the latest firmware version. Verify the content and click OK.

Your PC will shut down.



- Message
- Firmware version

OK

For P300/V300/L200 (HDWJ105/110, HDWK105) series

Your PC will be shut down automatically after the firmware is updated successfully.

7 Start your PC.

The message “The HDD storage device firmware is updated successfully” will appear together with the latest firmware version.



- Message
- Firmware version

For N300s/X300s/S300s/L200 (HDWL110/120) series



CAUTION

- If the firmware update fails, the message “The HDD storage device firmware update has failed” will appear on the screen. Click OK to terminate the Software and confirm the error code.

(See: 5-3 Handling errors)

For P300/V300/L200 (HDWJ105/110, HDWK105) series



CAUTION

- If the firmware update fails, the login screen will appear. When you log in, the Software will show the message “The HDD storage device firmware update has failed” on the screen. Click OK to terminate the Software and confirm the error code.

(See: 5-3 Handling errors)

5-3 Handling errors

This section describes how to handle errors.

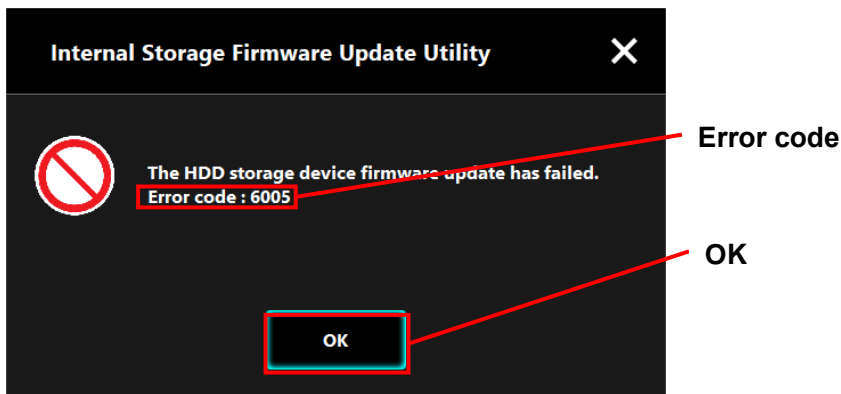
Firmware update error

Handle firmware update errors in accordance with the following procedure.

1

When an error occurs during the firmware update, an error code will be displayed on the following error screen. Click OK, confirm connection to the network and restart the firmware update.

Close all Softwares and restart the firmware update.



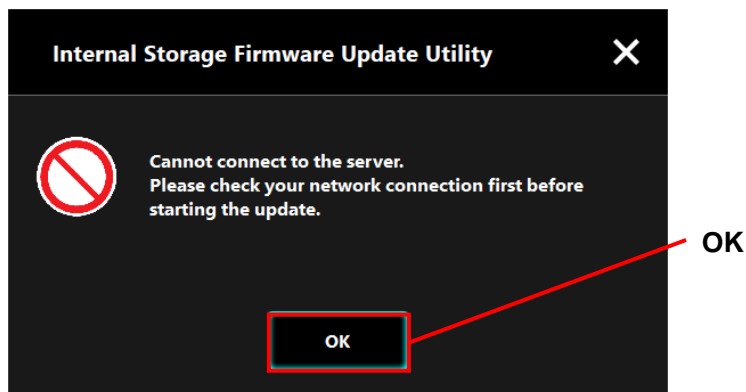
Error codes indicate the following statuses.

- 6005 : Firmware download failed
- 6003, 6006 : Firmware update cannot be started
- 6009, 6010, 6011 : Error during firmware update

Network connection error

Handle network connection errors in accordance with the following procedure.

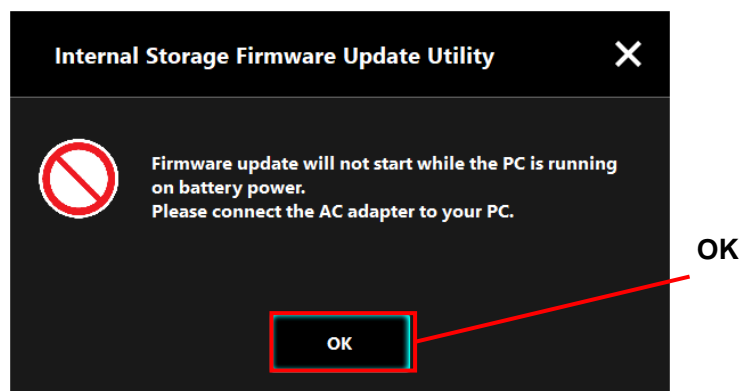
- 1 If a network connection error occurs while starting the Software, the following error screen will appear. Click OK, confirm connection to the network and restart the Software.



Power source connection error

Handle power connection errors in accordance with the following procedure.


- 2 If the AC adapter of your PC is not connected to the AC power source, the following error screen will appear at the start of the firmware update. Connect your PC to the power source, click OK and restart the firmware update.

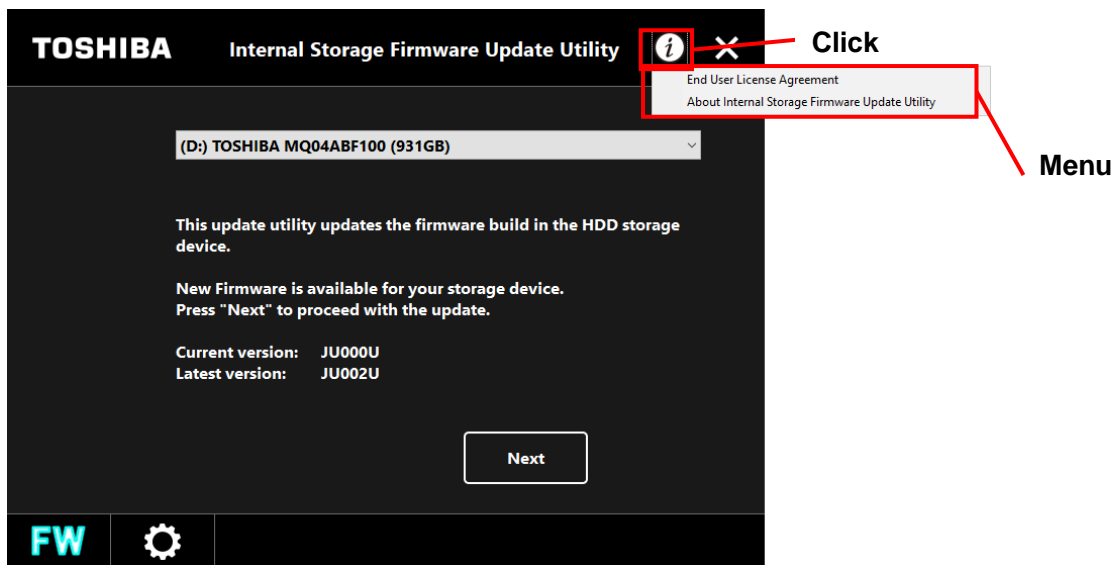


5-4 Displaying software information

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

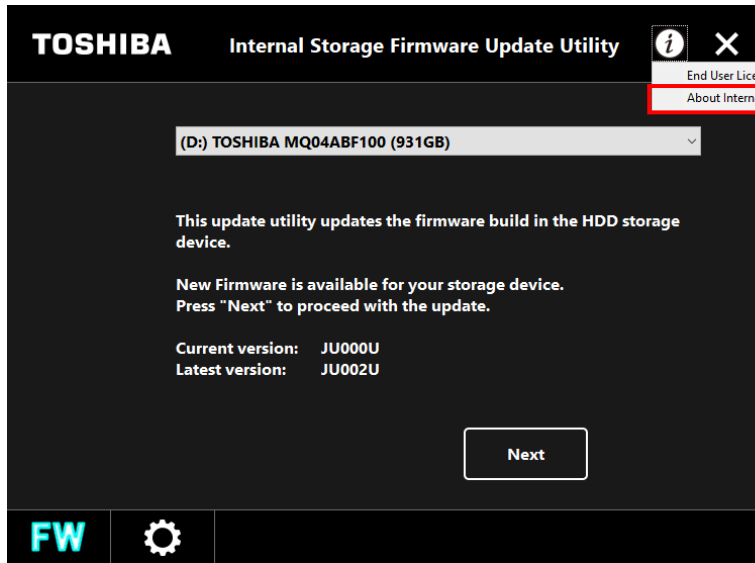
Display the software information in accordance with the following procedure.

- 1 Start the Software from the shortcut or start menu.
(See: 5-1 Starting the Software)
- 2 Click  on the upper right hand side of the screen to view the menu.



Displaying version information

- 1 Select [**About Internal Storage Firmware Update Utility**].



**About Internal Storage
Firmware Update Utility**

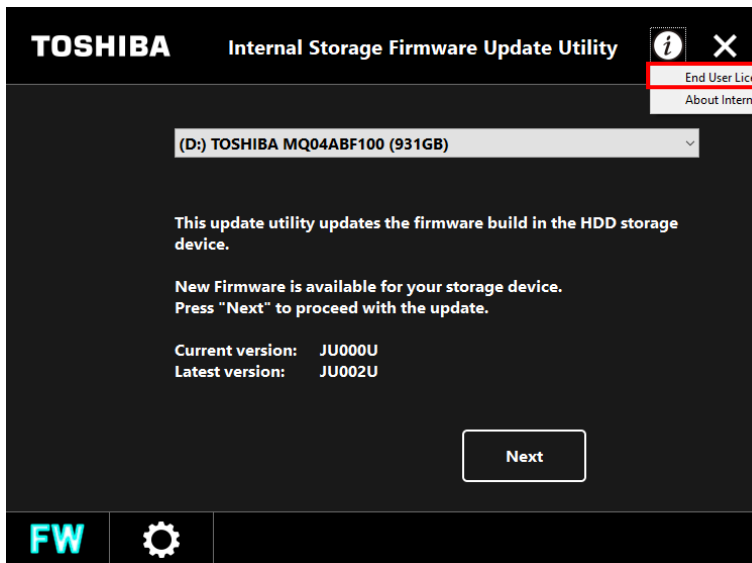
- 2 Software version information (“software” and “HDD storage device firmware update information”) will appear on the screen.



Version information

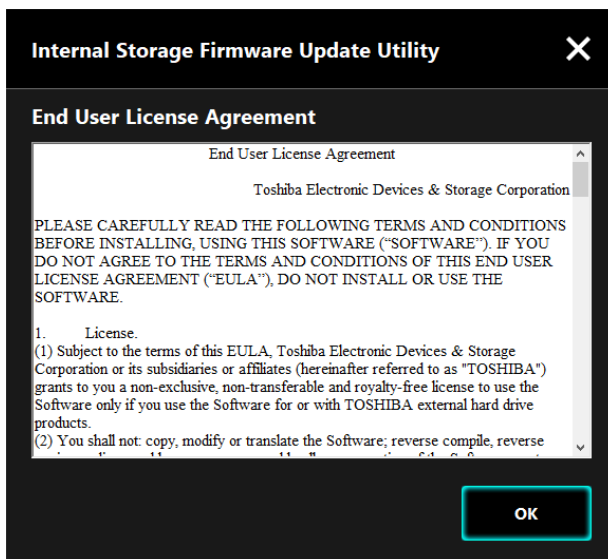
Displaying End User License Agreement

- 1 Select End User License Agreement.




End User License Agreement

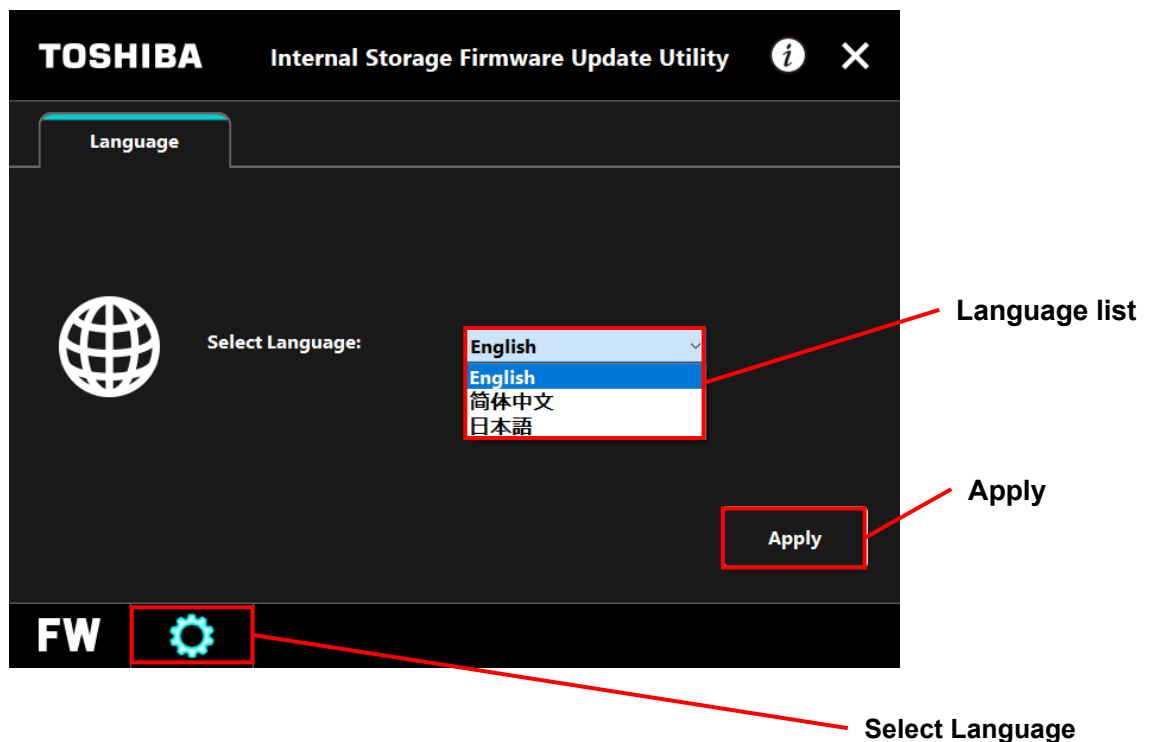
- 2 The End User License Agreement of the Software will appear on the screen. It is the same as that displayed when the Software is installed on your PC.



5-5 Changing the language setting

This section describes how to change the language setting.
Change the language in accordance with the following procedure.

- 1 Start the Software from the shortcut or start menu.
(See: 5-1 Starting the Software)
- 2 Click  at the bottom of the screen.
The language-setting screen will appear as below.



- 3 Select a language from the **Select Language** drop-down list.
- 4 Click **Apply**.
The setting is applied and the language displayed is changed accordingly.



NOTE

If you choose a wrong language, click  at the bottom of the screen and reselect the language.

5-6 Updating to the latest version

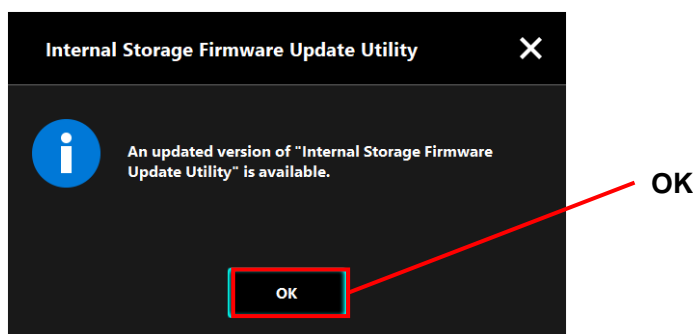
You can receive Software update information from the Toshiba server.

The update information is provided as follows.



Confirm the update information and update the firmware to the latest version in accordance with the following procedure.

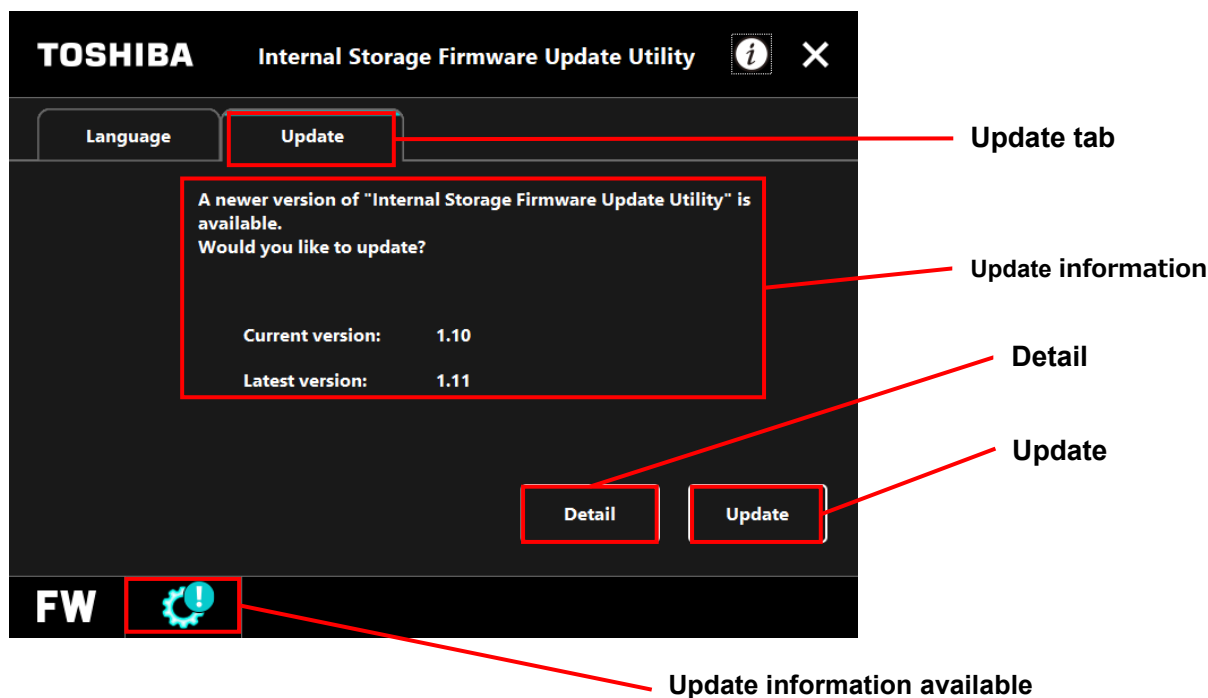
- 1 Start the Software from the shortcut or start menu.
(See: 5-1 Starting the Software)

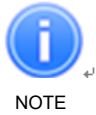
If an updated version is available when the Software is connected automatically to the Toshiba server, the “Confirm installation program update” message will appear. Click **OK**.



- 2 The Software will start and display the update information.

The icon  at the bottom of the screen turns to  when update information is available.





NOTE

- Click **Detail** for the browser to access the web address (URL) designated in the update information.

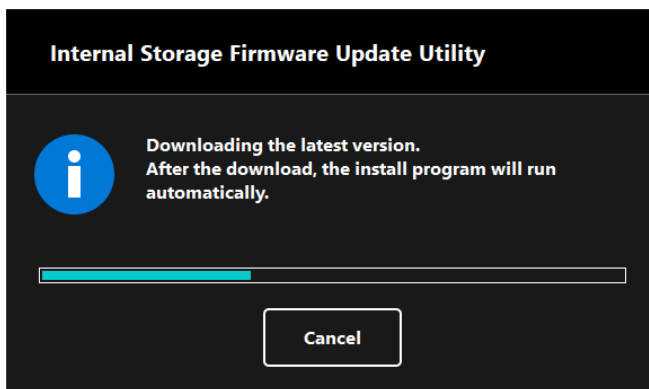


CAUTION

- Be sure to update the Software whenever update information is available. The firmware cannot be updated without updating the Software.

3 Click **Update**.

The Toshiba server will start downloading the Software and the installation program will start after the download.



4 Installation of the updated Software will start.

(See: 4 **Installation**)

6 Contact

Contact our customer support center if you are unable to resolve a problem by following this Instruction Manual or if you have questions about the Software.

Please visit the following URL and choose Consumer Storage Solutions website in your region.
http://www.canvio.jp/en/support/download/hdd/ot_ihdd/fw/en.htm