

HP SimpleSave Hard Drive (USB 2.0 and USB 3.0) FAQ



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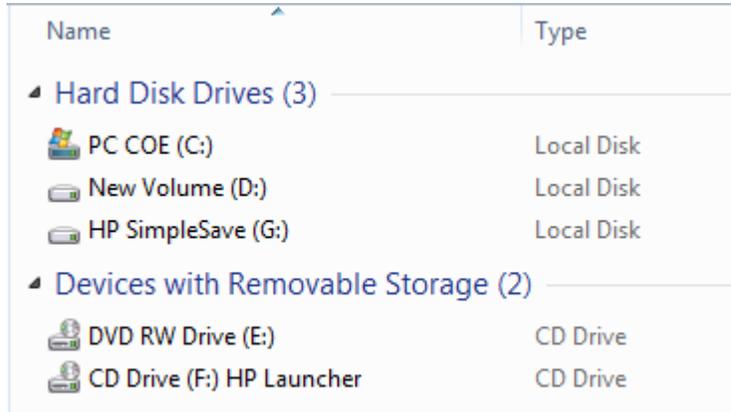
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Q: What should I do if nothing happens when I plug in my device?

A: In some environments, the auto-play feature for devices may be disabled. There are two possible options, depending on whether the External HDD is a USB 2.0 drive or a USB 3.0 drive. Both options are covered below:

1: Select "My Computer" or "Computer" from the Windows menu.

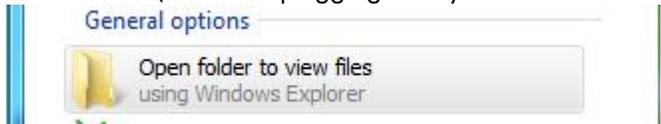
2: For a USB 2.0 drive - locate the drive called "HP Launcher" and double-click on the HPLauncher.exe application.



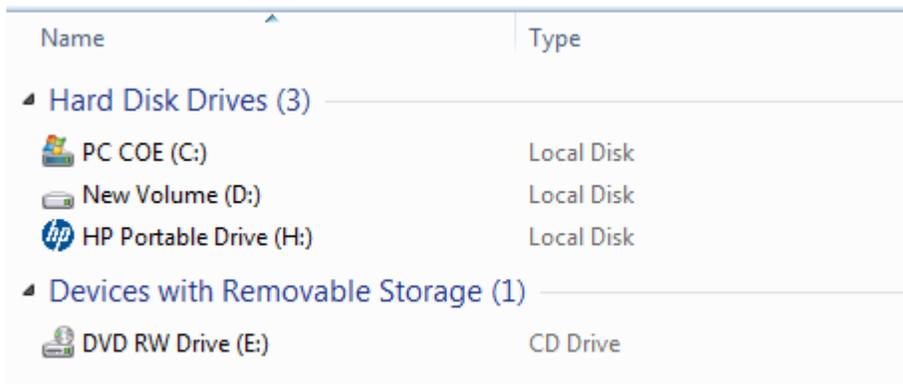
Name	Type
Hard Disk Drives (3)	
PC COE (C:)	Local Disk
New Volume (D:)	Local Disk
HP SimpleSave (G:)	Local Disk
Devices with Removable Storage (2)	
DVD RW Drive (E:)	CD Drive
CD Drive (F:) HP Launcher	CD Drive

Example) Windows 7 Screenshot of "Computer" using a HP SimpleSave USB 2.0 External Hard Drive.

Note: The HP Launcher CD Partition is not present on HP USB 3.0 External Hard Drives and if auto-play is enabled, the computer will simply bring up the auto-play window with an option to browse the drive folders (much like plugging in any external USB Storage Device):



Example) If auto-play is enabled on a USB 3.0 drive, "Open folder to view files" should be displayed.



Name	Type
Hard Disk Drives (3)	
PC COE (C:)	Local Disk
New Volume (D:)	Local Disk
HP Portable Drive (H:)	Local Disk
Devices with Removable Storage (1)	
DVD RW Drive (E:)	CD Drive

Example) Windows 7 Screenshot of "Computer" using a HP USB 3.0 Portable Hard Drive.

3: If the software still has not launched correctly, select the "HP SimpleSave" drive (USB 2.0), the "HP Portable Drive" (USB 3.0) or "HP Desktop Drive" (USB 3.0) to browse the contents.

Name	Date modified	Type
Backup Files	11/2/2010 1:07 PM	File folder
Extra_Backup	5/13/2010 11:27 AM	File folder
HP SimpleSave	6/8/2011 11:41 AM	File folder
HP SimpleSave Application	6/8/2011 11:44 AM	File folder
HPSimpleSave.exe	5/26/2011 2:14 PM	Application
README_TO_RECOVER_SIMPLESAVE_AP...	6/8/2011 11:41 AM	Text Document

Example) Directory Structure of HP SimpleSave External Hard Drives.

4: Double-click the "HPSimpleSave.exe" file within the folder.

Q: What should I do if the backup icon is no longer in my computer's system tray?

A: First, click on the arrow at the left of the system tray to ensure that the  icon is not visible. If it can be seen (as below) then you can use it to run the SimpleSave application. Simply right click on the icon, and then select "Launch HP SimpleSave".



Example) Windows 7 System tray with SimpleSave Icon

If the icon cannot be seen, please follow these steps:

- 1: Ensure the drive is powered.
- 2: Unplug the USB cable from the PC, re-insert it and wait for the drive to re-initialize.
- 3: By default, the SS monitor should be available after running the SimpleSave application, so if steps 1 and 2 do not work, please run the application and perform a backup or simply exit from the main backup screen.

Q: What can I do if SimpleSave encounters a file error?

A: If SimpleSave encounters any problems during the file backup, a backup report log will be created which will identify any files that were not backed up. If there were files that did not get backed up, exit all applications that are in use, and rerun the SimpleSave backup application.

Q: What should I do if I have to reformat my SimpleSave USB 2.0 or USB 3.0 External HDD?

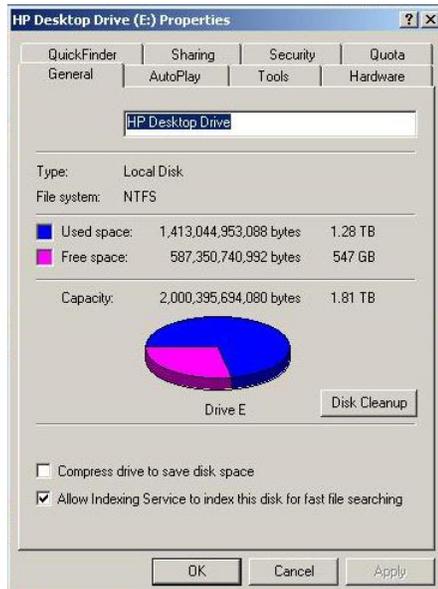
A: Windows will only allow reformat of the NTFS file system on external Hard Drives. A 3rd party utility will be needed if the user wishes to reformat as FAT32. These steps are valid regardless of the format chosen:

- 1: Formatting the hard drive will destroy all data that is present, so it is recommended that all data be backed up before attempting a reformat of the external HDD. The user can choose to save all data by copying current files to a temporary location and then moving them back after format.

2: In the event that the SimpleSave software needs to be downloaded and re-installed, please follow the instructions on <http://hpsupport.wdc.com/> under "Install Guides, Manuals, and Downloads". Select your drive model and then go to the "software downloads" section for complete instructions.

3: IMPORTANT: Once the drive is reformatted, the properties must be set to "Full Control" for HP SimpleSave to work correctly. To do this:

Right Click the Drive in my computer and select "properties":



Example) XP Drive Properties Screenshot

Select the "Security" tab and set all permissions to "Full Control":



Example) XP Security Tab with "Full Control" Selected

Q: Where can I get additional help with my SimpleSave hard drive?

A: Please visit our product support page by visiting <http://www.hp.com/support> or at <http://hpsupport.wdc.com/> more information.