My Book™ Duo
Desktop RAID Storage
User Manual

Accessing Online Support

Visit our product support website at support.wdc.com and choose from these topics:

- **Registration** – Register your WD product to get the latest updates and special offers at: register.wdc.com
- **Downloads** –Download software and updates for your WD product at: support.wdc.com/downloads
- **Email Support** – Get technical and other support through email at: support.wdc.com/support
- **Warranty & RMA Services** – Get warranty, product replacement (RMA), RMA status, accessories, and data recovery information at: support.wdc.com/warranty
- **Knowledge Base** – Search by keyword, phrase, or answer ID at: support.wdc.com/knowledgebase
- **WD Community** – Share your thoughts and connect with other WD users at: community.wdc.com
- **Phone Support** – Get phone numbers for contacting support by region at: support.wdc.com

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1   About Your WD Storage Device

The My Book™ Duo drive has massive capacity ideal for storing photos, videos, documents and music. It's super-fast thanks to WD Red™ drives inside and use of the USB Type-C™ port. That USB Type-C port with all cables included makes it universally compatible (supports USB 3.1 Gen 1/3.0/2.0). Two USB Type-A hub ports deliver flexibility for additional accessories.

- Features
- Retail Box Contents
- Operating System Compatibility
- File System Information
- Physical Description
- Registering Your WD Product
- Handling Precautions

Features

Massive Capacity — Free up valuable space on all your computers. Store and back up your photo, video and music collections, and important documents in one reliable place.

RAID-0 Ready Out of the Box — Ready to perform at maximum speed and capacity in default mode, RAID-0. Reconfigure the drive to RAID-1 for redundancy (data mirroring), or use it as two independent drives (JBOD) with the included WD Drive Utilities™ software.

RAID Optimized WD Red™ Drives — The My Book™ Duo drive comes with RAID-optimized WD Red™ drives inside to deliver high-speed, quality storage to rely on. RAID-optimized firmware is perfect for two-disk array systems with auto management of drive operations to help ensure read/write cycle data integrity.

USB 3.1 Gen 1-Ready, USB 3.0 Compatibility — Compatible with USB 3.1 Gen 1 and USB 3.0, the My Book™ Duo drive works to deliver high-speed connectivity no matter the interface. Includes both USB Type-C™ to Type-C and Type-C to Type-A cables.

USB 3.0 Hub Ports — The My Book™ Duo drive can serve as a quasi-docking station with 2x USB 3.0 Type-A hub ports for accessories, including additional storage, keyboard and mouse, card readers, USBs, or phone sync and charge.

256-bit AES Hardware Encryption and Password Protection — The My Book™ Duo drive comes with 256-bit AES Hardware Encryption with WD Security™ software built in to help keep private content secure. Set a personalized password to activate hardware encryption and data protection.

Retail Box Contents

Your My Book Duo retail box includes the following items:

- My Book Duo two-bay storage unit, with WD Discovery™, WD Backup™, WD Drive Utilities™, and WD Security™ software installation files.
- USB™ 3.1 Gen-1 Type-C™to Type-C™ Cable
- USB™ 3.1 Gen-1 Type-C™ to Type-A Cable

- Disk Replacement Tool
- AC to DC Power Adapter
- Quick Install Guide
- Drive Replacement Guide

Operating System Compatibility

The My Book Duo device, along with the following software: WD Discovery, WD Backup[1], WD Security, and WD Drive Utilities, are compatible with these operating systems:

Table 1.1

Windows®	macOS™ / OS X®
Windows 7	OS X Maverick – 10.9
Windows 8.x	OS X Yosemite – 10.10
Windows 10	OS X El Capitan – 10.11
	macOS Sierra – 10.12

Compatibility can vary, depending on hardware configuration and operating system. For highest performance and reliability, always install the latest updates.

File System

The My Book Duo device is pre-formatted as a single NTFS partition for compatibility with all supported Windows operating systems. This file system can be reformatted for compatibility with other operating systems. See the following references for modifying the partition and Format type:

- Drive Erase and Format
- Answer ID 3865 | How to partition and format a WD drive without the WD Drive Utilities software

Physical Description

The My Book Duo device has a single front LED that shows the various conditions for Device Power and Device Activity. It also includes a rear-facing power button and various connectors that are illustrated in Figure 1.1.

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[1] WD Backup software is not compatible with any version of macOS or OS X.
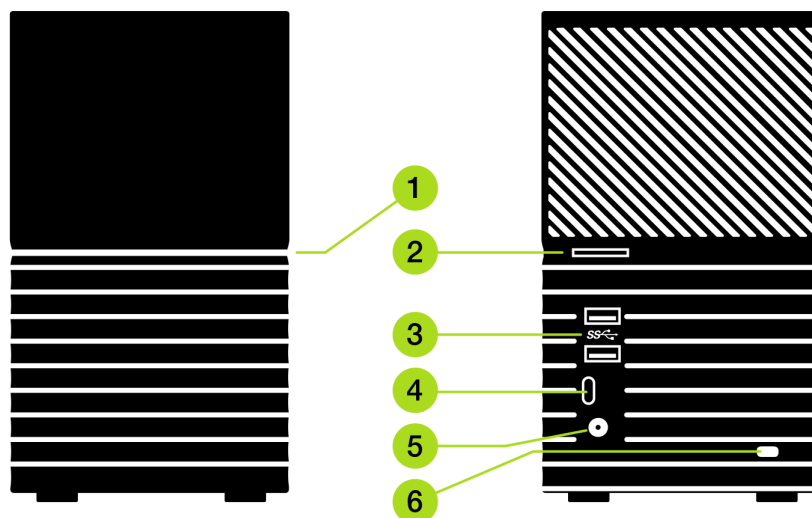
Figure 1.1

1. **Front LED Indicator** – indicating device power and device activity with a white or amber light.
2. **Power Button**
3. **Two (2) USB Type-A Ports** – using the USB 3.1 Gen-1 communications protocol
4. **One (1) USB Type-C Port** – using the USB 3.1 Gen-1 communications protocol
5. **DC In Power Connector** – 12 volts direct current
6. **Kensington® Security Slot** – anti-theft system

Front LED

1. Front LED

When active, the front LED on a My Book Duo device will illuminate as a white or amber colored light. The LED is either on, off or blinks with a certain rhythm to indicate a specific "System Condition". A "System Condition" list is outlined below in Table 1.2.

Table 1.2

LED Behavior	LED Color	System Condition
No LED light illuminated	Off	Power is Off or Disconnected
Solid Light - no blinking	White	Device is On and Ready
"Normal Breathing" rhythm	White	Transferring Data
"Slow Breathing" rhythm	White	Powering Up or Initializing
"Heartbeat" rhythm	White	RAID Rebuilding
"Fast Breathing" rhythm	Amber	**Attention Required!** - Use the WD Drive Utilities software to check the status of the device.

Power Button

The My Book Duo device has a rear-facing power button with the following power related functions:

Table 1.3

Power Button Function	Device Operation
Press Once	System will stop all services, clear cache and shut down gracefully.
Press and Hold for 4 Seconds	When the power button is pressed and held for at least four seconds, the system will force a shut down without any consideration for gracefully stopping services or clearing cache.

USB™ Connectors

The My Book Duo device has three (3) USB connectors, which are consolidated into the following two functions:

1. Two (2) **USB 3.1 Gen-1 Type-A** Connectors – These two Type-A USB connectors form a USB hub for connecting other USB devices to the My Book Duo external storage device.
2. One (1) **USB 3.1 Gen-1 Type-C** Connector – This is the main USB interface to connect the device to a host, such as a desktop computer or notebook computer.

Kensington® Security Slot

As part of an anti-theft system, the Kensington® security slot accepts a standard Kensington security cable (sold separately). For more information about the Kensington security slot, the Kensington Security System, and available Kensington products, visit www.kensington.com.

Power Connector & Power Adapter

The My Book Duo device has a standard 5.5 mm DC coaxial power connector with a 2.5 mm pin. Depending on the storage capacity of the unit, the power adapter will be rated for 36 watts or 48 watts. The two different power adapters are listed below and are packaged with the appropriate model.

- **12 TB Capacity and Below**: 12 volts, 3 amp (36 watt) wall-wart style power adapter.
- **16 TB Capacity and Above**: 12 volts, 4 amp (48 watt) universal power adapter with a separate AC power cord. This power adapter is backwards compatible with My Book Duo units that are 12 TB or less in capacity.

Note: If the My Book Duo device model was originally 12 TB in capacity or less, and the drives are upgraded to increase the capacity beyond 12 TB, the power adapter must be updated to the specified 12 volt, 4 amp (48 watt) unit. An updated power adapter can be obtained through WD Support. Reference: Knowledge Base Answer ID 8.

Registering Your WD Product

Always register your WD product to get the latest updates and special offers. You can easily register your device using the WD Discovery software. Another way is to register online at register.wdc.com.

Handling Precautions

WD products are precision instruments and must be handled with care during unpacking and installation. A WD device may be damaged by rough handling, shock, or vibration. Always observe the following precautions when unpacking and installing your external storage device:

- Do not drop or jolt the device.
- Do not move the device during activity.
- Do not use this product as a portable device.
- To allow proper ventilation, do not block any of the enclosure's air slots.
- Always use this device with the specified power supply unit.

2 | Getting Started

Getting started with a My Book Duo device includes physically connecting the device to power and to a computer system, then installing the WD Discovery software.
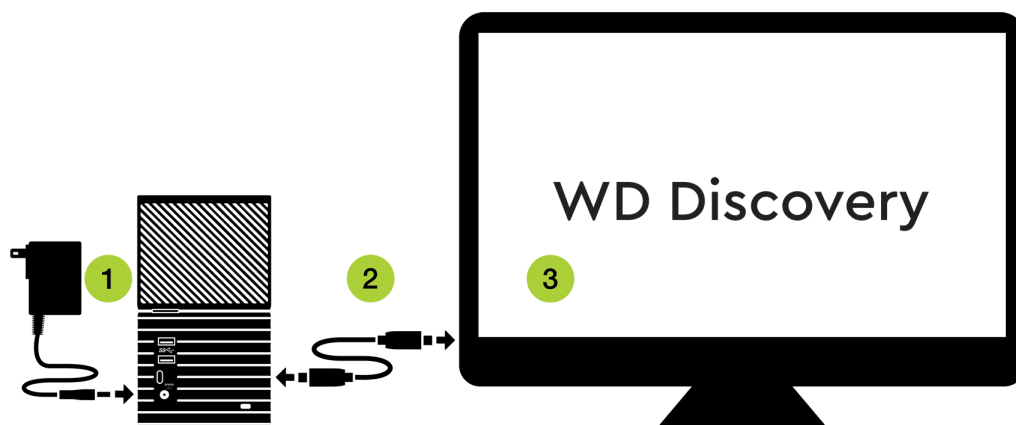
Figure 2.1

Connecting the Device

Before you begin, make sure your computer system is turned on with your operating system fully loaded and ready for hardware and software installation. Then continue with the following steps.

1. Connect the included power supply unit to your My Book Duo device and power-on the unit as is illustrated in Figure 2.1.
2. Connect the My Book Duo device to your computer system with the included USB Type-C cable or the USB Type-C to USB Type-A cable.
    a. The USB Type-C connector on the cable should be connected to the My Book Duo device. The other end of the cable (Type-A or Type-C) should be connected to the computer system.
    b. If a Found New Hardware screen appears, click **Cancel** to close it. The WD Discovery software installs the proper driver for your device.
3. Now that the device is physically connected to power, and connected to your computer system via USB, continue with the software setup portion of this process by using the WD Discovery software and the steps outlined in the next section of this user manual.

3 WD Discovery Software

- Installing the WD Discovery Software
- WD Discovery Software – App & Device Access
- WD Discovery Software – Import Data from a Cloud Service
- Checking for Software Updates
- Device Firmware Updates

The WD Discovery software is a collection of software tools that includes WD Backup™, WD Drive Utilities, and WD Security software. (WD Backup software is not available for macOS / OS X.) The WD Discovery software is a tray application – once installed a small icon appears in the Windows system tray in the lower right-hand corner of the screen. When the tray icon is selected, the WD Discovery software menu opens. For macOS / OS X use Launchpad to access the WD Discovery software after it has been installed.

Online References:

- WD Discovery Online User Guide
- WD Discovery Solutions and Troubleshooting

Figure 3.1

The top menu for the WD Discovery software is illustrated above in Figure 3.1. This menu bar is used to gain access to these functions:

- **Devices** – this lists all currently connected and available WD devices.
- **Apps** – this lists all of the apps available through the WD Discovery software. This includes WD Backup, WD Drive Utilities, WD Security software and third-party software.
- **Megaphone Icon** – this icon provides an area for you to provide feedback to WD regarding the WD Discovery software experience.
- **Three-Line Collapsed Menu Icon** – this icon represents a collapsed menu. When expanded, it gives various options such as the Preferences for updating the WD Discovery software and the option to quit the app.

Installing WD Discovery Software

The WD Discovery software can be installed from your device or you can download it from the WD support website: support.wdc.com

1. Double-click **WD Discovery.exe**.
2. Click **Install Now**.
3. The WD Discovery software installation process may prompt for a system restart. Restart the system if so directed.
4. Install applications and updates as needed.

The WD Discovery software displays a list of connected devices, available software downloads, update messages, and a link for registering your device. **If you have not yet registered your device, do this now through the WD Discovery software.**

WD Discovery Software – App & Device Access

By default for a Windows operating system, the WD Discovery software is visible in the system tray. A single Click of this system tray icon will open the WD Discovery software menu. You can also Double-Click the desktop icon to open the same menu. For macOS / OS X use Launchpad to open the WD Discovery software.

From the WD Discovery software top menu, Click **Apps** to download the following tools for your device:

- WD Backup software – allows you to setup and manage a backup plan, or restore from a backup plan. This is a separate application that can be downloaded, installed, and updated through the WD Discovery software menu. The WD Backup software is not available for macOS / OS X.
- WD Security software – allows you to password protect the content on your WD device. This is a separate application that can be downloaded, installed, and updated through the WD Discovery software menu.
- WD Drive Utilities software – monitors and manages the health of your WD device. This includes managing or changing the disk configuration and file system. The WD Drive Utilities software automatically installs when the WD Discovery software is installed on the computer system.

WD Discovery Software – Import Data from a Cloud Service

As a separate function from the WD Backup software, the WD Discovery software allows you to import data (or backup data) **from** an existing cloud service, such as Dropbox™, Google Drive™, OneDrive™, Facebook™ and Instagram™ **to** the My Book Duo device. This WD Discovery software feature is the opposite of the WD Backup software, which backs up data to a cloud service.

Note: Cloud account registration may be required. Cloud services may be changed, terminated or interrupted at any time and may vary by country.

Prerequisite: To import data with the WD Discovery software make sure you already have an active cloud service account for the service you want to import, then follow these steps:

1. Open the WD Discovery software.
2. Click **Devices** on the top menu.
3. Under "CONNECTED DEVICES" is the option "Import Data". Click the **Import** button.
4. When prompted to sign-in to cloud storage or social media, Click the **Continue** button.
5. Select the desired cloud service to import.
6. When prompted to do so, sign-in to the service.
7. The WD Discovery software will ask for permission to access the data located with your cloud service. Click **Allow** to continue.
8. Choose the storage location or target from the list of devices displayed.

9. If the storage location is locked, Click the **Unlock** button and continue with Step 9a, otherwise go to Step 10.

   a. Clicking the Unlock button will open the WD Security software dialog box so that a password can be entered to unlock the device. **Note:** This will also close the WD Discovery software, but not the import process.

   b. Enter your password in the **Password** field and Click **Unlock Drive**.

   c. Click **Close** on the WD Security software dialog box.

   d. Reopen the WD Discovery software and Select the storage device that you just unlocked.

10. On the WD Discovery software menu, the cloud service you selected will now display with the current import (backup) status, such as "Import completed".

11. The import process through the WD Discovery software has completed. This is not a scheduled backup.

Checking for Software Updates

WD Backup / WD Security / WD Drive Utilities – Updates to WD Backup, WD Security, and WD Drive Utilities software are made available through the WD Discovery software. If an update is available, it will be listed with the installed software on the WD Discovery software list of installed Apps. Follow the steps below.

1. Open the WD Discovery software.
2. On the top menu, Click **Apps**.
3. If an update is available, it will be listed with the installed software noted on the WD Discovery software list of installed Apps. Click the **Update** selection under the Open button.
4. Follow the on-screen prompts and allow the update process to complete.

WD Discovery – The update process for WD Discovery software is different. If an update is available, a notification will briefly display, then dock itself under the section "NOTIFICATIONS". To update the WD Discovery software, follow these steps:

1. Open the WD Discovery software.
2. On the top menu, Click the **three-line collapsed menu icon** in the upper right-hand corner. This three-line collapsed menu is illustrated at the beginning of this chapter.
3. Click **Preferences**.
4. Under the the section "CURRENT VERSION" Click the **Update** button.

   - If the **Update** button does not appear, then there is no update available for your installation of WD Discovery.
   - Additionally, the version number of the WD Discovery software is displayed in this section and it will look similar to this: "WD Discovery 1.3.247". The series of numbers for your version will be different.

5. This will install the WD Discovery software update.

Firmware Update

Firmware updates for the My Book Duo device are done through the WD Discovery software. Install the WD Discovery software, if this has not yet been done - Installing the WD Discovery Software.

Firmware updates are pushed to your device through the WD Discovery software, thus they cannot be done manually. When a new firmware is available, this will become available under the "NOTIFICATIONS" section of the WD Discovery software menu. To continue with this process, follow these steps:

1. Open the WD Discovery software.
2. Click **Devices** on the top menu bar.
3. Under the section "NOTIFICATIONS" will be a message that a firmware update is available.

   - You may have to Click the down arrow (v) that is to the right of the heading "NOTIFICATIONS" and then scroll down on the the WD Discovery software menu to see the notification.
4. Click the word **here** highlighted in the firmware update message.
5. This will launch the FirmewareUpdater.exe file. The operating system may request a confirmation to execute this file. Select **Yes** if you agree.

   Note: If multiple Direct Attached Storage (DAS, e.g. My Book Duo, My Passport) devices are connected to the computer system and powered-on, the Firmware Update will not inform you which product(s) require the firmware update.

6. Carefully follow the on-screen instructions provided during the firmware update process. This will include disconnecting each DAS device connected to the computer system, then plugging in one at a time and have the FirmwareUpdater scan the device to verify if it is the recipient for the firmware update. The scan process is executed each time the **Rescan** button is selected.
7. Accept the License Agreement
8. Follow the on-screen instructions.
9. Click **Exit** when the process has completed.

4 WD Backup™ Software

The WD Backup software is a scheduled backup application that automatically backs up the files that you select on the schedule that you specify. The WD Backup software includes these functions:

- How the Backup Function Works
    - Backing Up to a WD Device
    - Backing Up to a Cloud Service
- How the Restore Function Works
    - Restoring Files

Note: The WD Backup software is designed for compatible Windows operating systems and is not compatible with macOS or OS X.

How the Backup Function Works

When you create a backup plan, you specify the backup:

- Target – this is the external storage location where you will copy your files for backup protection. The backup target can be any supported:
    - External storage device
    - Cloud service account
- Source – these are the computer files and folders that you want to copy to the backup target for backup protection. The backup source can be any:
    - Internal hard drive or hard drive partition
    - External storage drive
    - Supported cloud service account
- Schedule – the time of day, which day(s) of week, and which week(s) of the month that you want to run the backup.

When you click Start Backup after creating a backup plan, the WD Backup software copies all of the specified backup source files and folders to the specified backup target. Then, on the schedule you specified, the WD Backup software automatically backs up any:

- New file that was created in or copied to a backup-protected device or folder
- Existing backup-protected file that was changed

This protection is automatic – the WD Backup software does it for you without any action on your part. Just leave the backup source and target devices connected to your computer.

Note: Whenever you disconnect and reconnect a backup target or source device, the WD Backup software rescans the backup source device for new or changed files and resumes automatic backup protection according to the schedule.

Excluded Files – The WD Backup software will not back up its own backup plan or files that have specific:

- Attributes: reparsePoint, temporary

- Names: \AppData\Roaming\Microsoft\Windows, [CommonApplicationData]
  \Western Digital\, [CommonApplicationData]\Microsoft\Windows\Caches\,
  config.msi, MSOCache, ntuser.dat, ntuser.ini, [RecycleBin], $recycle.bin, recycler,
  [Root]\Drivers\, [Root]\Temp\, System Volume Information, .WD Hidden Items,
  [Windows]
- Extensions: .ds_store, .temp, .tmp, .wdsync
- Start value: ~
- End values: desktop.ini, .dropbox, .dropbox.attr, hiberfil.sys, -journal,
  pagefile.sys, thumbs.db

Backing Up to a WD Device

Follow these steps to configure a backup plan through the WD Backup software:

1. Open the WD Backup software.
2. Click the **Backup** icon on the top menu.
3. Then Click the **Add Backup Plan** button on the bottom menu.
4. The "Select your WD storage device or cloud service" dialog box shows all of
   the hardware devices and cloud service accounts that you can use for a backup
   target device.
5. **Select the device** that you want to use as your backup target or destination.
   a. If you have more than three available devices, use the left- and right-scroll
      buttons to see them all.
   b. To backup to Dropbox or a Cloud Service account, go to the Section:
      Backing Up to a Cloud Service, otherwise continue with the next Step.
6. Click **Next** to display the "Setup Complete" dialog box.

   > **Note:** If you receive the message: "No writable partition found" follow these four sub-steps
   > before continuing with Step 7:
   >
   > 1. Click **Unlock...**
   > 2. Click **Yes** to allow WD Drive Unlock.exe to execute.
   > 3. Enter the password to unlock the device and Click **Unlock Drive**.
   > 4. The message "Your drive is now unlocked" will appear. Click **Exit** and continue with Step 7.

7. Click **Edit Schedule**. This will open a box providing options for the backup to run
   Hourly, Daily, or Monthly. Select the desired option.
   a. **Hourly**: This schedule type has no options and will back up hourly.
   b. **Daily**: This provides options to select the day(s) of the week to perform this
      back up plan and at what time this should start.
   c. **Monthly**: This provides options for selecting which week(s) of the month and
      what day(s) of the week a back up plan should execute, plus at what time it
      should start.
8. Click **Edit Files** to choose which files to back up. By default, only the users
   Documents are part of the back up plan. This can be modfied under the
   categories: Libraries or My Computer. Select the desired option.
   a. **Libraries**: This option allows you to select which Libraries to back up, such
      as CameraRoll, Documents, Music, Pictures, SavedPictures, and Videos.
   b. **My Computer**: This option allows you to select all applicable files or to be
      more selective.
9. Click **Start Backup** to initiate the backup plan and to exit WD Backup.

Backing Up to a Cloud Service

Follow these steps to have the WD Backup software use a cloud service as a back up destination.

Prerequisite: Setup and configure the cloud service you want to use as your backup destination, such as Dropbox®, before continuing with this process.

1. Open the WD Backup software.
2. Click the **Backup** icon on the top menu.
3. Click the **Add Backup Plan** button on the bottom menu.
4. The "Select your WD storage device or cloud service" dialog box shows all of the hardware devices and cloud service accounts that you can use for a backup target device.
5. Click the **Dropbox** option and then Click **Next**.

   Note: If you receive the message: "No writable partition found" follow these four sub-steps before continuing with Step 6:

   1. Click **Unlock...**
   2. Click **Yes** to allow WD Drive Unlock.exe to execute.
   3. Enter the password to unlock the device and Click **Unlock Drive**.
   4. The message "Your drive is now unlocked" will appear. Click **Exit** and continue with Step 6.

6. On the **Connect to Dropbox** dialog box Click **Sign** In. The WD Backup software initiates a connection request on your behalf and uses your Web browser to access the Dropbox website.
   a. On the Dropbox website, if you have not configured your account to remember your login credentials, type your email address and password and click **Sign In** to see the connection request from the WD Backup software.
   b. Click **Allow** to accept the connection request.
   c. You will be presented with a lengthy alpha-numeric code. Click and copy this code.
   d. Close or minimize the browser window that opened for this task.
   e. Paste the code into the **Authorization Code** field on the **Connect to Dropbox** dialog box.
   f. Click **Finish**.
7. This will open a new dialog box, which allows you to schedule the back up and select the files to back up.
8. Click **Edit Schedule**. This will open a box providing options for the backup to run Hourly, Daily, or Monthly. Select the desired option.
   a. **Hourly**: This schedule type has no options and will back up hourly.
   b. **Daily**: This provides options to select the day(s) of the week to perform this back up plan and at what time this should start.
   c. **Monthly**: This provides options for selecting which week(s) of the month and what day(s) of the week a back up plan should execute, plus at what time it should start.
9. Click **Edit Files** to choose which files to back up. By default, only the users Documents are part of the back up plan. This can be modfied under the categories: Libraries or My Computer. Select the desired option.
   a. **Libraries**: This option allows you to select which Libraries to back up, such as CameraRoll, Documents, Music, Pictures, SavedPictures, and Videos.

   b.   **My Computer**: This option allows you to select all applicable files or to be more selective.

10. After the Edit Schedule and Edit Files process, Click **Start Backup**. The back up plan will execute.

11. Click **Close** to exit the WD Backup software.

How the Restore Function Works

The WD Backup software makes it easy for you to restore backed up files from your backup target device to either:

- Their original locations on the backup source device
- Any other location you select

Restore is generally a four-step process:

1. Select the backup target device and the scheduled backup that has the files you want to restore.
2. Select the location where you want to restore the files.
3. Specify what you want to restore – either individual files and folders, or everything.
4. Restore the files.

Restoring Files

To restore files using the WD Backup software, follow these steps:

1. Open the WD Backup software.
2. Click the **Restore** icon on the top menu. This will open the "Restore a backup" dialog box.
3. If you have more than one backup target device connected to your computer, Click to select the one that has the backup files you want to restore.
   a.   Any Cloud Service used as a back up location through the WD Backup software will be included in this list.
4. When asked, "Where do you want to restore your files?" select one of the options listed: Original Location or Select Location.
   a.   **Original Location**: This will restore the files to the original location. If this option is selected, continue with Step 5.
   b.   **Select Location**: Use this option if you choose to restore the backup to a location other than the original location.

       - If **Select Location** is chosen, then Click **Browse…**.
       - Use the folder structure view of your computer to navigate to the new restore location.
       - Once the new restore location is selected, Click **Select Folder**.
       - This will take you back to the "Restore a backup" dialog box. Next, Click the **Select Files to Restore…** button.

5. By default, all the files that are backed up will be selected for a restore. If you choose this option, continue with Step 7.
6. Alternatively, specific files and folders can be selected for the restore process. Use the folder structure to make the desired selection.
7. Click **Restore**.

8. The "Restore in Progress" idicator will display. When the restore process has successfully completed, Click **Close**.
9. To end this process, Click **Close** on the "Restore Files" dialog box.
10. Click **Close** to exit the WD Backup software.

View & Edit a Backup Plan

An existing Backup Plan can be viewed, modified, or deleted by following these steps:

1. Open the WD Backup software.
2. Click the **Backup** icon on the top menu bar.
3. This will display the "Current backup plan" list. Click the Backup Plan that you want to modify.

   Note: Any Backup Plan that is listed as "Offline" means that the connected device used during the Add Backup Plan process is not detected. This may happen if you erase a drive or disconnect a device. To eliminate the Offline status, you may need to reconnect the device or use the "Delete Backup Plan" function.

4. After selecting the Backup Plan you want to modify, use the **Edit Schedule** and **Edit Files** buttons to make your modifications.

   ▪ If you do not want to make modifications to the selected Backup Plan but want to delete the selected Backup Plan instead, Click the **Delete Backup Plan** button.

5. If you do not want to make modifications to a Backup Plan, Delete a Backup Plan, or you want to close the WD Backup software, Click the **Close** button.

5 | WD Security Software

Use this section to enable or disable password protection for your device through the following processes.

- Password Protecting the Device
- Unlocking the Device
- Changing Your Password
- Disable the Device Lock Feature
- Five Invalid Password Attempts

Password Protecting the Device

A password can be used to lock and unlock your device. Depending on your location[4], using a password may encrypt your data.

Warning! The software uses your password to electronically lock and unlock your drive. If you forget your password, you will not be able to access the data that is on your drive or write new data to it. You will have to erase the drive before you can use it again.

To enable password protection, follow these steps:

1. Open the WD Security software.
2. If you have more than one supported drive connected to your computer, select the one that you want to create a password for.
3. Read the warning about the possibility of data loss if you forget your password.
4. Type your password in the **Password** box, using up to 25 characters.
5. Retype your password in the **Verify Password** box.
6. Type a hint to help remember your password in the **Password Hint** box.
7. Select the **Enable auto unlock for this computer...** check box if you want the WD Security software to remember your password for the selected device on this computer.
8. Click **Set Password** to save your password.
9. After successfully enabling password protection, the message "Security is enabled on this drive." will appear. Click **Close**.

   Note: After creating a password, the device remains unlocked for as long as you continue your current work session. Then the software:

   - Locks the device when you shut down your computer or disconnect your device. Sleep mode locks the device if power to the USB port is off.
   - Requires you to type your password to unlock the device when you restart your computer or reconnect your device, UNLESS you selected the Enable auto unlock for this computer... check box when you created your password

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10. Once a password is set, the WD Security software screen becomes the "EDIT SECURITY SETTINGS" screen. Use the next section of this user manual to edit the security settings or to unlock the device.

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[2] Not all of Western Digital's products contain active data encryption. For some markets, like Russia, the encryption is disabled and cannot be enabled by the end user.

Unlocking the Device

After you have created a password to keep others from accessing the files on your device, unless you selected the "Enable auto unlock for this computer..." check box, you will have to type your password to unlock the device whenever:

- You shut down and restart your computer
- You disconnect and reconnect the drive to your computer
- Your computer exits the sleep mode

You will have to do this even if you do not have the software installed on your computer.

With WD Security Software

To unlock the device with the WD Security software, follow these steps:

1. Open the WD Security software.
2. If the device is locked with a password, the WD Security software will open with the "UNLOCK DRIVE" dialog box.
    a. If the WD Security software opens with the "EDIT SECURITY SETTINGS" dialog box instead of the "UNLOCK DRIVE" dialog box, your device is currently not locked (or has not been locked with the WD Security software) and you do not need to continue with these steps.
3. Enter your password and Click **Unlock Drive**.
4. If the password authentication is successful, the WD Security software will display the "EDIT SECURITY SETTINGS" screen.

Changing Your Password

1. Open the WD Security software.
2. Unlock the WD device.
    a. If the device is locked with a password, the WD Security software will open with the "UNLOCK DRIVE" dialog box. Enter the appropriate password to unlock the device.
    b. If the WD Security software opens with the "EDIT SECURITY SETTINGS" dialog box instead of the "UNLOCK DRIVE" dialog box, your device is currently not locked; continue with Step 3.
3. Click the **Change password** radio button and then Click **Update Security Settings**.
4. If you have more than one supported device connected to your computer, select the one with the password that you want to change to display the Edit security settings dialog.
5. On the "EDIT SECURITY SETTINGS" dialog box, select the **Change password** option to display the change password dialog.
6. On the change password dialog box:
    a. Type your current password in the **Current Password** box.
    b. Type your new password in the **New Password** box, using up to 25 characters.
    c. Retype your new password in the **Verify Password** box.
    d. Type a hint to help remember your new password in the **Password Hint** box.

e. Select or clear the **Enable auto unlock for this computer...** check box to signify whether you want the software to remember your new password for the selected drive on this computer.

f. Click **Update Security Settings**.

Note: After changing a password, the drive remains unlocked for as long as you continue your current work session. Then the WD Security software:

- Locks the drive when you shut down your computer, disconnect your device, or your computer goes into the sleep mode.
- Requires you to type your password to unlock the drive when you restart your computer or reconnect your device, UNLESS you selected the Enable auto unlock for this computer... check box when you changed your password.

Disable the Device Lock Feature

1. Open the WD Security software.
2. If you have more than one supported drive connected to your computer, select the one with the password that you want to remove to display the "EDIT SECURITY SETTINGS" dialog box.
3. On the "EDIT SECURITY SETTINGS" dialog box, the **Remove password** option is selected by default.
4. Type your password in the **Password** box.
5. Click **Update Security Settings**.
6. A message will open confirming that the password has been removed.

Five Invalid Password Attempts

After five invalid attempts to unlock your WD device through the WD Security software, you have two options:

- Disconnect the device from the computer system, then reconnect the device to the computer system and attempt to unlock the unit with an acceptable password.
- Erase the drive – this process will erase all data from the device, including the password and it will unlock the device. If you choose this option, go to the WD Drive Utilities Software - Drive Erase section.

6   WD Drive Utilities Software

The WD Drive Utilities software makes it easy to manage and customize a WD external device or an internal WD hard drive for the best possible performance. This utility includes these categories:

- Diagnose – Run diagnostics and status checks to make sure your device is working properly.
- RAID Management – Check RAID status for diagnostic purposes and to modify the current RAID configuration.
- Settings – This section includes a Sleep Timer which reduces power to your device during extended periods of inactivity to conserve power and extend the life of the unit. It also includes a LED Settings that allows the front-facing LED to be disabled or enabled.
- Drive Erase – Erase all of the data on the device and re-format the device with either the exFAT, NTFS, or HFS+J file system.

Diagnose – Checking Drive Health

The WD Drive Utilities software provides three diagnostic tools to help make sure that your drive is performing well. Run the following tests if you are concerned that your drive is not operating properly:

- **Drive Status Check** – The drive status check is a failure-prediction function that continuously monitors key internal performance attributes of the drive. A detected increase in drive temperature, noise, or read/write errors, for example, can provide an indication that the drive is approaching a serious failure condition. With advanced warning, you could take precautionary measures, like moving your data to another drive, before a failure occurs. The result of a Drive Status Check is a pass or fail evaluation of the drive's condition.
- **Quick Drive Test** – Your device has a built-in Data Lifeguard™ diagnostic utility that tests for error conditions. The Quick Drive Test checks the drive for major performance problems. The result of a Quick Drive Test is a pass or fail evaluation of the drive's condition.
- **Complete Drive Test** – The most comprehensive diagnostic test is the Complete Drive Test. It tests every sector for error conditions and compensates for these errors as required.

To run any of these tests, follow these steps:

1. Open the WD Drive Utilities software.
2. If you have more than one supported WD device connected to your computer, select the one that you want to check.
3. Click **Diagnose** on the top menu bar, then select one of the following tests:
    - Run Drive Status Check
    - Run Quick Drive Test
    - Run Complete Drive Test

RAID Management

Under RAID Management, the following tools are available:

- RAID Status

- Disk Status
- RAID Configuration

The My Book Duo device supports the following disk configurations:

Table 6.1

Supported Storage Mode	1 Disk	2 Disks
Stripe (RAID 0)	No	Yes (Default Setup)
Mirror (RAID 1)	No	Yes
Individual Drives (JBOD)	Yes	Yes

RAID Status

Follow these steps to get the current status for the RAID configuration:

1. Open the WD Drive Utilities software.
2. If you have more than one supported device connected to your computer, select the one that you want to set.
3. Click **RAID Management** on the top menu.
4. If not already highlighted, Click the **RAID Status** option. This will display "RAID Status".

RAID Status – use the following table to understand the different values for RAID Status:

Table 6.2

RAID Status	Description	Solution
Cannot Access Data	The RAID disk array has errors and your data is not accessible.	Check Disk Status for errors. If a drive has errors, replace the drive. Online Support
Data Loss Detected	The RAID disk array contains errors and the drives have corrupted data.	Check Disk Status for errors. If a drive has errors, replace the drive. Online Support
Degraded	The RAID disk array is degraded but your data is still accessible.	Install a supported WD drive and rebuild the RAID disk array.
Healthy	The RAID disk array is healthy. Your data is accessible.	No action is currently required.
Not Configured	No RAID disk array has been created. Either one or both drives are new.	Either rebuild the array or build a new RAID array.
Rebuild Failed	The RAID disk array could not be rebuilt but your data is still accessible.	Try rebuilding the array again. Also, check Disk Status for a faulty drive.
Rebuilding (n%)	The RAID disk array is rebuilding but your data is still accessible.	Allow the RAID array rebuild process to complete.
Unknown	The RAID configuration is unknown.	Click the **Configuration** option to create a new RAID disk array or reinstall the original drives.

Disk Status

Follow these steps to get the current status for Disk 1 and Disk 2:

1. Open the WD Drive Utilities software.
2. If you have more than one supported device connected to your computer, select the one that you want to view.
3. Click **RAID Management** on the top menu.
4. If not already highlighted, Click the **RAID Status** option. This will display "Disk 1 Status" and "Disk 2 Status".

Drive 1 Status and **Drive 2 Status** – use the following table to understand the different values for drive status:

Table 6.3

Drive Status	Description	Solution
Drive Not Supported	The drive model is not supported.	Replace the drive with a supported product. Online Support
Empty	There is no drive installed, but none was expected.	You can add a drive to expand the device storage capacity.
Failed	The drive has failed.	Replace this drive immediately. Online Support
ID Mismatch	The drive metadata information does not match its serial number; most likely corrupted metadata.	Create a new RAID disk array.
Insufficient Capacity	The drive you installed has insufficient capacity to be part of the mirrored RAID disk array.	Insert a drive with sufficient capacity. You could also use the smaller capacity drive to create a new RAID disk array of smaller capacity, but that would erase all of your data.
Missing	The expected drive is not installed.	Insert the drive that was part of the original RAID configuration. Alternatively, you can rebuild the previous RAID array, or create a new RAID array (which will erase your data).
New Drive	The installed drive has not been configured.	Click the **Configuration** option and reconfigure the RAID disk array.
Online	The drive is healthy and part of the RAID disk array.	No action is currently required.
Rebuilding	The drive is the target disk of the rebuild operation and that rebuild operation is still in progress.	Allow the rebuild process to complete.

RAID Configuration

Caution! Modifying the RAID configuration will erase all data on the device! Do not continue with this process if you do not want the data on your WD device erased. Changing the device configuration also removes your password. If you use a password to protect your device, you will

need to re-create it after changing the device configuration. See "Password Protecting the Device" for these instructions.

The RAID configuration for your WD device can be modified to satisfy different storage criteria that include these RAID Levels: RAID 0, RAID 1, and JBOD. Use the following steps to modify the RAID configuration:

1. Open the WD Drive Utilities software.
2. If you have more than one supported device connected to your computer, select the one that you want to set.
3. Click **RAID Management** on the top menu.
4. Click **Configuration** on the RAID Management menu.
5. The first item listed is the "Current Configuration". Below this are the configuration options: Stripe (RAID 0), Mirror (RAID 1), and Individual Drives (JBOD). Click the radio button next to the option you want to use.
6. Next, enter a new Volume Name in the **Volume Name** field or use the name currently populated in this field.
   a. If you select the Stripe (RAID 0) or Mirror (RAID 1) option, there will only be one Volume Name field.
   b. If you select the Individual Drives (JBOD) option, you will have two (2) Volume Name fields, one for Drive 1 and one for Drive 2. You may enter a new Volume Name for each field or use the name provided.
7. Select the "Format" for each Volume made available to you, this could be one or two.
   a. For Windows the Format options are: NTFS and exFAT.
   b. For macOS / OS X the Format options are: HFS+J and exFAT
8. After selecting the disk configuration, entering a new volume name(s), and selecting the Format type(s), Click the check box confirming you understand that this process permanently erases all the data on the drive.
9. If you choose to cancel this process, Click **Close**. Otherwise continue with the next step.
10. Click the **Configure** button.
11. During this process, the operating system may prompt you to execute the WD Quick Formatter.exe file. Click **Yes** to continue.
12. This process will take several minutes since the RAID configuration is changing and the drives are being re-formatted.
13. When the process has completed, the RAID Management menu will reappear with the new "Current Configuration". A confirmation message dialog box may appear information that the process has completed. If this box appears, Click **Close** button on the box.
14. Click **Close** to close the WD Drive Utilities software.

Settings

Sleep Timer

Under the section Settings is the Sleep Timer. The Sleep Timer turns off the power to your device after a certain period of inactivity to conserve power and minimize long-term wear on the device. To enable or disable this feature, follow these steps:

1. Open the WD Drive Utilities software.

2. If you have more than one supported device connected to your computer, select the one that you want to set.
3. Click **Settings** on the top menu.
4. On the Sleep Timer portion of the Settings dialog box, Click the ON/OFF toggle button to enable or disable this feature.
    a. If enabling this feature, Select the time limit for sleep activity to begin from the **Select Time** drop-down menu.
5. Click **Close** to close the WD Drive Utilities software.

LED Settings

Under the section Settings is the LED Settings feature. This allows you to disable or enable the LED indicator on the front of the WD device. If the LED is disabled and the device encounters an error, it will automatically enable the LED so that it can indicate that there is an issue with the unit. To enable or disable this feature, follow these steps:

1. Open the WD Drive Utilities software.
2. If you have more than one supported device connected to your computer, select the one that you want to set.
3. Click **Settings** on the top menu.
4. On the LED Settings portion of the Settings dialog box, Click the ON/OFF toggle button to enable or disable this feature.
5. After Clicking the ON/OFF toggle button, a confirmation message dialog box will open. Click **Close** on this confirmation message dialog box.
    a. The ON/OFF toggle button will not be in the new position to indicate the new setting until after you close the confirmation message dialog box.
6. Click **Close** to close the WD Drive Utilities software.

Drive Erase

Caution! Erasing your device deletes all data! This includes the WD software and all of the support files and utilities that were included with the unit. However, this will not uninstall any of the WD tools you are currently using. You can download these to restore your device to its original configuration after erasing it through the WD Software and Downloads Page.

The Drive Erase function is twofold, it will erase the drive and reformat the drive. The format process can be changed with this utility between NTFS, exFAT and HFS +J. It is best to use the NTFS Format when a drive or device is connected to a computer system running a Windows operating system and HFS+J when connected to a computer system running a macOS / OS X operating system.

1. Open the WD Drive Utilities software.
2. If you have more than one supported device connected to your computer, select the one that you want to erase.

    ▪ If the device is locked, you will be prompted to enter the password to unlock it.

Note: If five password attempts to unlock the device have failed, you will see the message **5 Incorrect Attempts**. The option to enter a password will not be presented. Continue with Step 3.

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3. Click the **Drive Erase** option on the top menu.
4. Enter a new volume name in the **Volume Name** field.

5. Select either the NTFS, exFAT or HFS+J (on a Mac system only) Format type.
6. **Caution!** This process will erase all data on the selected device. If you choose to continue, Click the checkbox next to the "I understand" disclaimer.
7. Click **Erase Drive**.
8. Your operating system may prompt you to run the WD Quick Formatter.exe file. If you want to erase your drive, approve this request.
9. The WD Drive Utilities software will display a status for the drive erase process. When it has completed, it will inform you that the "Drive is erased."

Refer to our Knowledge Base Articles for help with partitioning and formatting the device without the WD Drive Utilities software.

7 Acronis® True Image™ WD Edition

Western Digital makes available Acronis True Image WD Edition – a special version of Acronis True Image for WD customers.

Acronis True Image WD Edition can clone drives, backup the operating system, applications, settings and all of your data, while also securely wiping any confidential data you no longer need. Acronis True Image WD Edition provides you with all the essential tools you need to recover your computer system should a disaster occur, such as losing data, accidentally deleting critical files or folders, or a complete hard disk crash.

Note: Acronis True Image WD Edition Software is only made available through the WD Support Downloads and Software page. The version of Acronis True Image available through the WD Discovery software is **not** the WD Edition and is a pay-only item sold by Acronis. As a WD customer you have a choice to use the free Acronis True Image WD Edition or to purchase the Acronis True Image software from Acronis.

Download and Install

Download the Acronis True Image WD Edition Software from the WD Software Downloads page: https://support.wdc.com/downloads.aspx

How to install Acronis True Image WD Edition on a Windows PC

• Answer ID 10444 | How to install Acronis True Image WD Edition on a Windows PC

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Performing a Backup

This article answers how Acronis True Image WD Edition can be used to backup data from a computer system to a My Book Duo device.

Performing a backup using Acronis True Image WD Edition Software

• Answer ID 3689 | Performing a backup using Acronis True Image WD Edition Software

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Performing Recovery

This article answers how Acronis True Image WD Edition can be used to recover data to a computer system from a Image Backup on a My Book Duo device.

Restoring an image backup from Acronis True Image WD Edition Software

• [Answer ID 18196](#) | How to restore an image backup from Acronis True Image WD Edition Software

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8 | Troubleshooting

If you have problems installing or using this product, refer to this troubleshooting section or visit our support website at http://support.wdc.com and search our knowledge base for more help.

Replacing a Drive

The My Book Duo device is user serviceable. You have the option to upgrade and replace the drives in the device. If the entire device is faulty, it can be returned to WD as a complete unit.

Warning! The hardware for a My Book Duo device does **not support the hot-swap** function when removing or adding a drive. Power down the unit before removing or adding a drive. Failure to follow this instruction may damage your drive or device, and may void your warranty.

Note: If the My Book Duo device model was originally 12 TB in capacity or less, and the drives are upgraded to increase the capacity beyond 12 TB, the power adapter must be updated to the specified 12 volt, 4 amp (48 watt) unit. An updated power adapter can be obtained through WD Support. Reference: Knowledge Base Answer ID 8.

Removing

If your My Book Duo device still contains the drive you want to replace, you must first remove it before you can insert the new one.
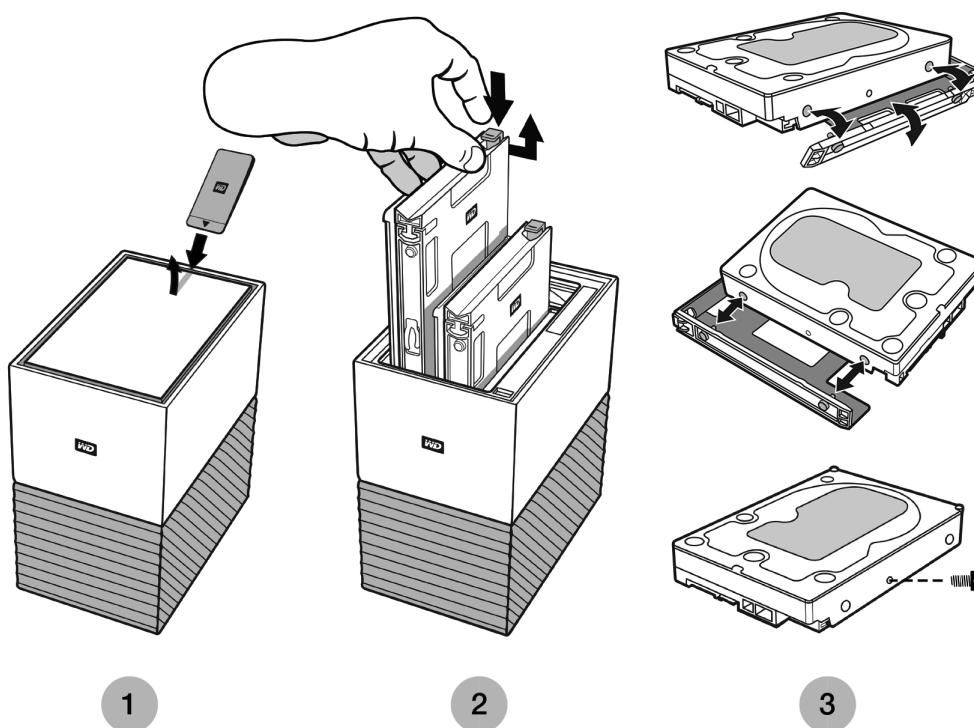
Figure 8.1

1. As is illustrated above in Figure 8.1, reveal the hard drives by opening the top lid from the rear edge with the included Disk Replacement Tool.
2. Each hard drive is held in place by an attached tray and the tray has a plastic latch on one end.

   - Gently press down on the plastic latch with your index finger so that it unlatches from the metal frame of the device.
   - While gently pressing down on the plastic latch, grab the plastic tray with your fingertips and gently pull. The tray and hard drive should easily lift up or slide out.

3. Once the hard drive and tray combination are completely removed from the unit, remove the plastic tray from the hard drive.

   - The tray is attached to the hard drive with four pins.
   - As is illustrated above in Figure 8.1, gently flex the tray so that the pins come out of the sides of the hard drive. Remove and save the tray. **Do not** return a hard drive to WD with the tray. The tray will not be returned to you.
   - After the tray is removed, remove the one screw from the side of the HDD as is illustrated in Figure 8.1. Save this screw for the HDD that is put back into the unit. This screw will not be included with a replacement HDD.

Adding

Before adding a hard drive to your My Book Duo device, make sure there is no hard drive in the slot where it will be installed and that power to the unit is turned off. If you need to first remove a hard drive, follow the instructions above.
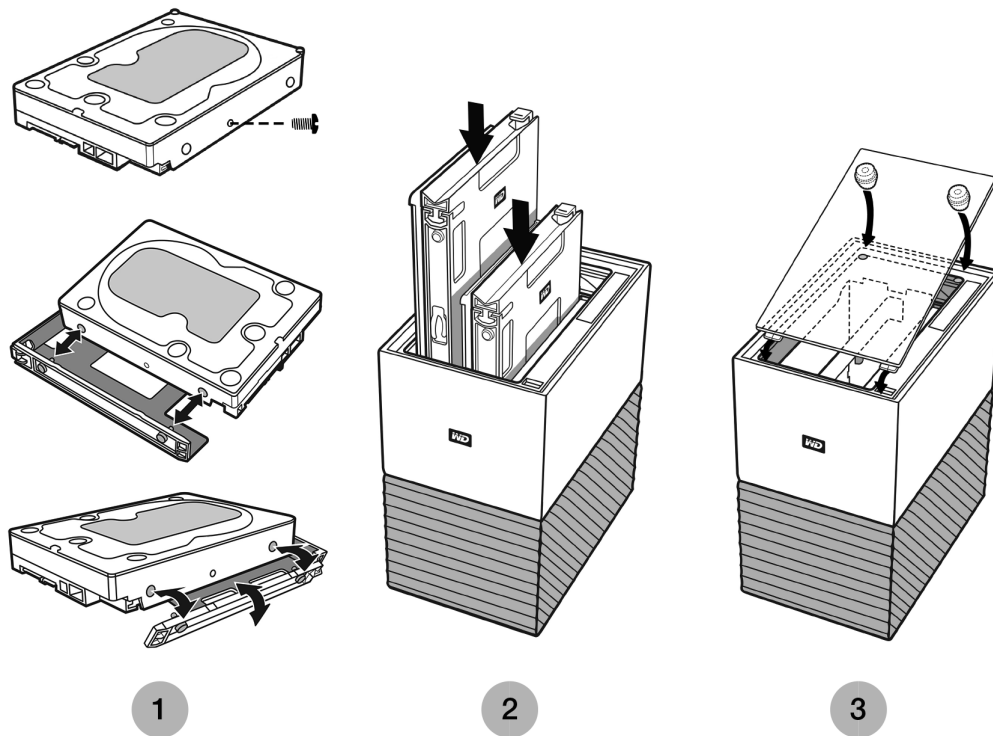
Figure 8.2

1. Attach the screw that you saved from the HDD you removed, then attach the plastic tray that was included and designed for the My Book Duo device.

   - Attach the screw as is illustrated in Figure 8.2 before attaching the plastic tray.
   - Next, attach the plastic hard drive tray, which fits on the underside or circuit board side of the hard drive.
   - The end of the tray that is closed and has the latch, must be on the side of the hard drive with the narrow serial number barcode label.
   - As is illustrated in Figure 8.2, insert the drive into the non-flexible part of the tray first so that the pins fit snugly.
   - Next, gently flex the opposite end of the plastic tray so that the tiny pins on the insides of the tray go into the holes on the side of the hard drive. Make sure the pins remain firmly connected to the tray – the pins may become dislodged.

2. Once the tray is attached, slide the drive into the My Book Duo device. The drive-tray combination should slide in easily. Do not force it. If the drive does not slide in easily, verify that the drive tray is properly attached to the drive.

   - **Orientation Note**: The side of the hard drive with the SATA connector and power connector, must point down into the unit. The side of the hard drive with the small serial number barcode label must face up. The latch must be on the side of the tray that is closest to the rear panel of the unit.
   - The drive is completely inserted once the plastic latch connects or latches into the metal chassis of the unit.

3. Re-attach the top cover of the My Book Duo device.

   - Note that one end has curved hinges that go in first, then press down on the other side of the lid until it is flush with the top of the My Book Duo unit.

SES Driver - What is it?

ISSUE: Windows attempts to install a driver called the *SES Driver* every time I connect my external device to a computer. What is this driver, why is it required and how can I get rid of the repeated prompts to install the driver?

CAUSE: Western Digital My Book devices require a special communications channel (SCSI) when connected to a personal computer to enable certain features such as password protection, LED control, and access to pertinent device information.

At install, the Windows operating system detects this SCSI communications channel and attempts to install a SCSI Enclosure Services (SES) driver. This driver is only used by the external WD device and is installed by default when the device is first attached to the computer.

If the driver was not installed or you chose not to install the WD Discovery software, Windows will continue to prompt you to install the driver each time the device is connected. This will continue to occur unless the SES driver is installed.

SOLUTION: We recommend that you install the WD Discovery software to resolve this issue. However, you can also install the SES driver independently by selecting the "Install the software automatically" option on the Windows popup screen. Windows will automatically find the Windows SES driver online, install it, and the prompting will disappear.

9 Knowledge Base and FAQ

The following sections include helpful tips and knowledge base articles from WD and other sources for your WD product.

Frequently Asked Questions

Uninstalling the WD Software – Windows

Use the Windows Add or Remove Programs function to uninstall the WD software from your computer.

1. Go to the Control Panel.
2. Select Programs and Features category; in some versions of Windows, this is called simply "Programs".
3. Choose the program you want to remove, then click **Uninstall**.
   a. When the WD Discovery software is uninstalled, the WD Drive Utilities software is automatically uninstalled.
4. When prompted with an "Are you sure..." question, click **Yes**.

Uninstalling the WD Software – macOS

Use Finder to uninstall the WD software from your computer.

1. Open Finder and go to Applications.
2. Select the WD Software you want to uninstall and drag the icon to the trash bin.
   a. When the WD Discovery software is uninstalled, the WD Drive Utilities software is automatically uninstalled.
3. When prompted with an Uninstall dialog box, click **Uninstall**.

WD Knowledge Base Articles

All WD Knowledge Base references listed below can be viewed at: support.wdc.com/knowledgebase. Enter the below listed Answer ID in the search field. You can also Click on the Answer ID listed below for a direct link.

WD Discovery Software Online User Guide

• Answer ID 17312 | WD Discovery Online User Guide

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WD Discovery Software Solutions and Troubleshooting

• Answer ID 19506 | WD Discovery Software Solutions and Troubleshooting

....

How to Partition and Format a WD Drive on Windows and macOS

• Answer ID 3865 | How to partition and format a WD drive on Windows and macOS

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How to Physically Connect or Disconnect a WD External Drive

• | Answer ID 5316 | How to physically connect, disconnect, and install a WD external drive on a Windows PC or Mac.

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Problems Booting a PC with an External USB Drive Connected

• Answer ID 1201 | Problems booting a PC with an external USB drive connected

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Windows or macOS Cannot Find My Drive

• Answer ID 14925 | Windows or macOS cannot find my drive

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Explanation of exFAT

• Answer ID 3849 | Explanation of exFAT

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Where to Download Software

• Answer ID 7 | Where to download software, utilities, firmware updates, and drivers for WD products

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How To Get an RMA To Replace a Defective Product, or Obtain a Power Supply or USB Cable for a WD product

• Answer ID 8 | This answer explains how to create an RMA (Return Merchandise Authorization) to replace a defective product with Western Digital, or obtain a power supply or interface cable for a WD product.

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Other Knowledge Base Articles

Apple® Time Machine® Backup

Time Machine is the built-in backup feature of your Mac. Use the following instructions from Apple for using this tool:

• HT 201250 | Use Time Machine to backup or restore your Mac

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Microsoft® Windows® Backup

The step-by-step instructions for the Windows back up and restore process varies based on the version of the Windows operating system you have installed. Use the following Microsoft Article to access these instructions:

• Article ID: 17127 | Back up and restore your PC

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10 Compliance and Warranty Information

This appendix includes the following topics:

Regulatory Compliance

FCC Class B Information

Operation of this device is subject to the following conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

Any changes or modifications not expressly approved by WD could void your authority to operate this device.

ICES-003/NMB-003 Statement

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This device complies with Canadian ICES-003 Class B.

Safety Compliance

Approved for US and Canada. CAN/CSA-C22.2 No. 60950–1, UL 60950–1: Safety of Information Technology Equipment.

Approuvé pour les Etats-Unis et le Canada. CAN/CSA-C22.2 No. 60950–1, UL 60950–1: Sûreté d'équipement de technologie de l'information.

CE Compliance For Europe

Marking by the CE symbol indicates compliance of this system to the applicable Council Directives of the European Union, including the EMC Directive (2014/30/EU), the Low Voltage Directive (2014/35/EU), ErP Directive (2009/125/EC), and RoHS Directive (2011/65/Eu). A "Declaration of Conformity" in accordance with the applicable directives has been made and is on file at Western Digital Europe.

Environmental Compliance (China)

产品中有害物质的名称及含量

部件名称	有害物质					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr (VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
机箱外皮壳与镜片	O	O	O	O	O	O
塑料其它部件	O	O	O	O	O	O
橡皮脚垫, 4 片	O	O	O	O	O	O
金属部件	X	O	O	O	O	O
硬碟/电路板组合	X	O	O	O	O	O
电缆线/电源	X	O	O	O	O	O

本表格依据SJ/T 11364-2014的规定编制。
O：表示该有害物质在该部件所有均质材料中的含量均在GB/T 26572规定的限量要求以下。
X：表示该有害物质至少在该部件的某一均质材料中的含量超出GB/T 26572规定的限量要求。
（在此表中，企业可能需要根据实际情况对标记"X"的项目进行进丨步的技术性解释。）

Warranty Information

Obtaining Service

WD values your business and always attempts to provide you the very best of service. Should you encounter any problem, please give us an opportunity to address it before returning this Product. Most technical support questions can be answered through our knowledge base or e-mail support service at http://support.wdc.com. If the answer is not available or, if you prefer, please contact WD at the applicable telephone number shown in the front of this document. If you wish to make a claim, you should initially contact the dealer from whom you originally purchased the Product. If you are unable to contact the dealer from whom you originally purchased the Product, please visit our product support Web site at http://support.wdc.com for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided with your RMA number. If following receipt of a qualifying claim under this warranty, WD or the dealer from whom you originally purchased the Product determines that

your claim is valid, WD or such dealer shall, at its discretion, either repair or replace the Product with an equivalent or better Product or refund the cost of the Product to you. You are responsible for any expenses associated with a claim under this warranty. The benefits provided to you under this warranty are in addition to other rights and remedies available to you under the Australian Competition and Consumer Act or the New Zealand Consumer Guarantees Act. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via http://support.wdc.com.

Limited Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specification therefor. The term of your limited warranty depends on the country in which your Product was purchased. The term of your limited warranty is for 3 years in the North, South and Central America region, 3 years in the Europe, the Middle East and Africa region, and 3 years in the Asia Pacific region, unless otherwise required by law. The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt. WD may at its discretion make extended warranties available for purchase. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, including the mounting frame, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at http://support.wd.com), accident or mishandling while in the possession of someone other than WD. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WD's option, the repair or replacement of the Product with an equivalent or better Product. The foregoing warranty of WD shall extend to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety (90) days from the date of shipment of a repaired or replaced Product, whichever is longer.

The foregoing limited warranty is WD's sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied or statutory, including but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and b) any and all obligations and liabilities of WD for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, lost profits or expenses, or lost data arising out of or in connection with the purchase, use, or performance of the Product, even if WD has been advised of the possibility of such damages. In the United States, some states do not allow exclusion or limitations of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Warranty Information (Australia/New Zealand)

Nothing in this warranty modifies or excludes your legal rights under the Australian Competition and Consumer Act or the New Zealand Consumer Guarantees Act.

This warranty identifies WD's preferred approach to resolving warranty claims which is likely to be quick and simple for all parties.

No other warranties either express or implied by law, including but not limited to those contained in the Sale of Goods Act, are made with respect to the Product. If you purchased your Product in New Zealand for the purposes of a business, you acknowledge and agree that the New Zealand Consumer Guarantees Act does not apply. In Australia, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure. What constitutes a major failure is set out in the Australian Consumer Law.

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WD values your business and always attempts to provide you the very best of service. Should you encounter any problem, please give us an opportunity to address it before returning this Product. Most technical support questions can be answered through our knowledge base or e-mail support service at http://support.wdc.com. If the answer is not available or, if you prefer, please contact WD at the applicable telephone number shown in the front of this document. If you wish to make a claim, you should initially contact the dealer from whom you originally purchased the Product. If you are unable to contact the dealer from whom you originally purchased the Product, please visit our product support Web site at http://support.wdc.com for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided with your RMA number. If following receipt of a qualifying claim under this warranty, WD or the dealer from whom you originally purchased the Product determines that your claim is valid, WD or such dealer shall, at its discretion, either repair or replace the Product with an equivalent or better Product or refund the cost of the Product to you. You are responsible for any expenses associated with a claim under this warranty. The benefits provided to you under this warranty are in addition to other rights and remedies available to you under the Australian Competition and Consumer Act or the New Zealand Consumer Guarantees Act. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via http://support.wdc.com.

Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specifications. The term of your warranty is 3 years in Australia and New Zealand, unless otherwise required by law. The term of your warranty period shall commence on the purchase date appearing on your purchase receipt from an authorized distributor or authorized reseller. Proof of purchase shall be required to be eligible for this warranty and to establish the commencement date of this warranty. Warranty service will not be provided unless the Product is returned to an authorized distributor, authorized reseller or regional WD return center where the Product was first shipped by WD. WD may at its discretion make extended

warranties available for purchase. WD shall have no liability for any Product returned if WD determines that the Product was (i) not purchased from an authorized distributor or authorized reseller, (ii) not used in accordance with WD specifications and instructions, (iii) not used for its intended function, or (iv) stolen from WD, or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, including the mounting frame, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at http://support.wdc.com), accident or mishandling while in the possession of someone other than WD.

PRODUCTS ARE COMPLEX AND FRAGILE ITEMS THAT MAY OCCASSIONALY FAIL DUE TO (A) EXTERNAL CAUSES, INCLUDING WITHOUT LIMITATION, MISHANDLING, EXPOSURE TO HEAT, COLD, AND HUMIDITY, AND POWER FAILURES, OR (B) INTERNAL FAULTS . SUCH FAILURES CAN RESULT IN THE LOSS, CORRUPTION, DELETION ALTERATION OF DATA. NOTE THAT YOU SHALL BE RESPONSIBLE FOR THE LOSS, CORRUPTION, DELETION OR ALTERATION OF DATA HOWSOEVER CAUSED, AND FOR BACKING UPAND PROTECTING DATA AGAINST LOSS, CORRUPTION, DELETION OR ALTERATION. YOU AGREE TO CONTINUALLY BACK UP ALL DATA ON THE PRODUCT, AND TO COMPLETE A BACKUP PRIOR TO SEEKING ANY GENERAL SERVICE AND TECHNICAL SUPPORT FROM WD.

In Australia, if the Product is not of a kind ordinarily acquired for personal, domestic or household use or consumption, provided it is fair and reasonable to do so, WD limits its liability to replacement of the Product or supply of equivalent or better Product.

This warranty shall extend to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety (90) days from the date of shipment of a repaired or replaced Product, whichever is longer. This warranty is WD's sole manufacturer's warranty and is applicable only to Products sold as new.

GNU General Public License ("GPL")

Firmware incorporated into this product may include third party copyrighted software licensed under the GPL or Lesser General Public License ("LGPL") (collectively, "GPL Software") and not Western Digital's End User License Agreement. In accordance with the GPL, if applicable: 1) the source code for the GPL Software may be downloaded at no charge from http://support.wdc.com or obtained on CD for a nominal charge from http://support.wdc.com or by calling Customer Support within three years of the date of purchase; 2) you may re-use, re-distribute, and modify the GPL Software; 3) with respect solely to the GPL Software, no warranty is provided, to the extent permitted by applicable law; and 4) a copy of the GPL is included herewith, may be obtained at http://www.gnu.org, and may also be found at http://support.wdc.com.

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