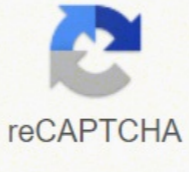




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Can't connect to wd my cloud on network

by Matthew Adams Windows & Software Expert Matthew is a freelancer who has produced a variety of articles on various topics related to technology. His main focus is the Windows OS and all the things surrounding it. He is passionate about... Read more Ranging from 1TB up to 5TB, WD Passport Ultra external hard-drives have a modern metal design and come with USB-C. If the drive is not detected by Windows 10 PC you should replace the cable, run the troubleshooter or use a partition manager. Find out more in the article. For other articles related to these kinds of drives, visit the external hard drives section. If you have any other issues with various devices, check out the Peripherals Hub. XINSTALL BY CLICKING THE DOWNLOAD FILE To fix various PC problems, we recommend Restoro PC Repair Tool: This software will repair common computer errors, protect you from file loss, malware, hardware failure and optimize your PC for maximum performance. Fix PC issues and remove viruses now in 3 easy steps: Download Restoro PC Repair Tool that comes with Patented Technologies (patent available here). Click Start Scan to find Windows issues that could be causing PC problems. Click Repair All to fix issues affecting your computer's security and performance Restoro has been downloaded by 0 readers this month. WD My Passport Ultra is an external hard drive that users can utilize with Windows 10 desktops and laptops. However, some users have stated that their connected desktops and laptops don't detect the WD My Passport Ultra drives. Consequently, the drive is not recognized and doesn't appear in Windows 10 File Explorer. These are a few potential resolutions that might fix WD My Passport Ultra when it's not detected. Why isn't WD My Passport not showing up in File Explorer? If an external hard drive isn't showing in Windows, the first thing you should check are your cables. Ensure that the device is properly connected and powered. Driver issues can also lead to your hard drive not appearing in File Explorer, so make sure that USB drivers are up to date. It's possible that you have an issue with your USB port if the external drive keeps disconnecting on Windows, so try using a different port or a different PC. What to do if Windows 10 doesn't detect WD Passport Ultra HDD How to fix WD My Passport Ultra not showing up or being detected First, try connecting My Passport Ultra to the desktop or laptop with an alternative USB cable. It might be the case that the USB cable is faulty. If so, changing the cable will probably fix the issue. In addition, connect the My Passport Ultra drive with an alternative USB slot. Some users have stated that the drive is recognized when they connect it via USB 2.0 slots, but it isn't detected when connected with USB 3.0 ports. So the issue might be due to one of the USB controllers. 2. Open the Hardware and Devices Troubleshooter The Hardware and Devices troubleshooter detects and fixes external hardware issues. So that's a troubleshooter worth noting when a device isn't recognized. This is how users can open that troubleshooter within Windows. Refreshing device drivers often fixes devices that aren't recognized. In this case, users might need to update the USB controller or the My Passport Ultra drivers. Expert Tip: Some PC issues are hard to tackle, especially when it comes to corrupted repositories or missing Windows files. If you are having troubles fixing an error, your system may be partially broken. We recommend installing Restoro, a tool that will scan your machine and identify what the fault is. Click here to download and start repairing. Driver updater software provide a quick and straightforward way to scan for antiquated or corrupted drivers that need updating. On top of that, they can accurately match your hardware with its corresponding drivers. This guarantees that you will not face any errors that may occur when you install an incompatible driver. We recommend you to try DriverFix because it is very user-friendly and lightweight and it provides all necessary features to update and fix your drivers. 4. Plug the My Passport Ultra HDD into the laptop or desktop Open the Cortana app by pressing the Type here to search button on the taskbar. Enter the keyword 'troubleshoot' in the search box. Click Troubleshoot to open a list of troubleshooters listed within Settings. Then select Hardware and Devices and press the Run the troubleshooter button. The troubleshooter will open and might provide a fix for the My Passport Ultra HDD. Press the Apply this fix button to apply suggested resolutions. Windows might detect My Passport Ultra when users change its drive letter and path. To do that, Open the Run dialog by pressing the Windows key + R hotkey. Enter 'diskmgmt.msc' in Run, and click the OK button. Next, right-click the WD My Passport Ultra drive on the Disk Management window and select the Change Drive Letter and Paths option. To assign a drive letter, click Add and select the Assign the following drive letter option. Then select a drive letter from the drop-down menu. Alternatively, users can click the Change button to select an alternative drive letter. Then press the OK button to apply the new drive letter. Restart Windows 10 after modifying the drive letter. The file system on the My Passport Ultra drive might be corrupted. Users can check for and fix corrupted system files with the EaseUS Partition Master software. Click Free Download on the software's webpage to add the freeware EaseUS partition software to Windows. After installing the software, plug the My Passport Ultra HDD into the desktop or laptop. Open EaseUS Partition Master and right-click the My Passport Ultra drive to select Check File System. A Check File System window will then open. Click the Start button to check the file system. If none of the above resolutions fix WD My Passport Ultra when it's not detected, the drive might need repairing. My Passport Ultra comes with a three-year warranty. As such, users can return the external hard drive to Western Digital for potential repairs within that warranty period. All of the solutions from above can be applied to similar issues that some users have: WD my passport problems - Most problems are related to the drive not being detected in Windows and not showing in File Explorer. Follow the article to fix this. WD passport not recognized - This issue is another way of saying that the connected drive is not detected so the same solutions apply here as well. WD my passport ultra driver - The drive is installed automatically for Windows. In case of errors, a Driver Manager might be able to find a better one for your device. Frequently Asked Questions This article covers:Topics: external hard drivehard driveWestern Digitalwindows 10 fix Was this page helpful? There are 2 comments © 1996-2014, Amazon.com, Inc. or its affiliates Support Support for your My Cloud and WD Cloud device is changing Western Digital strives to provide reliable and trustworthy storage solutions for businesses and consumers alike. We continuously evaluate and improve our hardware, software, and services as security standards evolve. As a result, we've determined that it's necessary to end support for prior generations of My Cloud OS, including My Cloud OS 3 and WD Cloud OS 2. Customers with affected devices should act as soon as possible to help protect their content. As of January 15, 2022, devices that are compatible with My Cloud OS 5 no longer support prior generations of My Cloud OS, including My Cloud OS 3. If your device is compatible, you must upgrade to My Cloud OS 5 to access it remotely. My Cloud OS 5 contains critical security updates, and support for it is guaranteed through 2026. If you don't upgrade your device, you can only access it locally. As of January 15, 2022, remote access, security updates, and technical support are no longer provided. On April 15, 2022, support ended for prior generations of My Cloud OS, including My Cloud OS 3. There are critical security updates that are only available for My Cloud OS 5-compatible devices. If your device isn't compatible with My Cloud OS 5, you can only access it locally. As of April 15, 2022, your device no longer receives remote access, security updates, or technical support. To help protect your content, we recommend that you immediately back up your device, disable remote access, disconnect it from the internet, and then protect it with a strong, unique password. To help make this easier on you, we've sent a 20% discount coupon1 to customers who own devices that aren't compatible with My Cloud OS 5. We sent the coupon through email on January 15, 2022. You don't need to return your current device to take advantage of the offer, and the code will be good for 90 days. The following is a list of devices that your discount is eligible for. The offer will be based on which device you already own: My Cloud (P/N: WDBCTLxxxxxx-00) My Cloud Home (8TB) My Book (12TB) My Cloud Mirror My Cloud EX2 My Cloud EX4 My Cloud EX2 Ultra (16TB,24TB,28TB) My Book 12TB My Cloud PR2100 My Cloud PR4100 My Cloud EX2 Ultra My Cloud EX4100 My Cloud EX2100 My Cloud DL2100 My Cloud DL4100 My Cloud Mirror Gen2 My Cloud (P/N: WDBCTLxxxxxx-10) WD Cloud My Cloud Mirror My Cloud EX2 My Cloud EX4 My Cloud (P/N: WDBCTLxxxxxx-00) The following are some questions we frequently encountered while preparing for this change: Q: What are the feature differences between My Cloud OS 3 and My Cloud OS 5? A: My Cloud OS 5 features the latest security updates to help keep your content safe. The new software also features an improved mobile and web app, cloud access, and much more. For more details, visit My Cloud OS 5: Feature Differences Between My Cloud OS 3 and My Cloud OS 5. Q: How do I disable remote access features for My Cloud OS 3? A: Remote Access can be disabled by removing the email address of the user and disabling Remote Access in the "Cloud Access" section of the Admin Dashboard. For instructions, visit How to Disable and Turn Off Remote Access on a My Cloud device. Q: How do I know if my device is compatible with the new My Cloud OS 5 upgrade? A: To determine whether you have a device that's compatible with My Cloud OS 5, visit Firmware Availability and Supported Devices. Q: What actions do I need to take once the services are shut down? A: If you have a device that's eligible for My Cloud OS 5, update it to My Cloud OS 5. If your device isn't compatible with My Cloud OS 5, consider upgrading to a device that is. Q: Will my device stop working if I can't upgrade to My Cloud OS 5? Will I lose access to my data? A: After the services are shut down, you can only access the device on a local network. Access through the My Cloud OS 3 mobile app or web app won't work. Email notifications won't be delivered. Devices that had auto-update enabled received a final firmware update that disabled remote access and outbound traffic to cloud services. Now, support has ended and you have to use your local network to access your device. Q: I can't upgrade to My Cloud OS 5, are there compatibility fixes planned for future desktop or mobile OS? A: My Passport Wireless users are still able to use the My Cloud OS 3 mobile app. Otherwise, the My Cloud OS 3 app isn't able to access any My Cloud or My Book Live devices. Q: Can I downgrade to My Cloud OS 3 if My Cloud OS 5 does not include the features and functionalities of My Cloud OS 3? A: Upgrading to My Cloud OS 5 is a one-way process. Downgrading to My Cloud OS 3 isn't possible. Q: How long will My Cloud OS 5 devices be supported? A: The My Cloud OS 5 software will be supported at least until the end of 2026. At that point, if support isn't extended, the device will enter the "End of Support" phase in Western Digital's product lifecycle support policy, and updates and cloud services will be discontinued. Q: Why would a My Cloud OS 5-compatible device, running My Cloud OS 3, no longer have remote access? A: The My Cloud OS 3 firmware is no longer supported. In an effort to protect our customers, we provided an update to My Cloud OS 5 that adds the latest security protections. To maintain remote access, you must upgrade your device to My Cloud OS 5. Q: Does this apply to My Cloud Home products? A: No. This end of service announcement doesn't apply to My Cloud Home products. They're unaffected by this transition. To understand which product you have, read up on Supported devices. Q: Will you be continuing security updates for My Cloud OS 3? A: No. We won't release any new updates for prior generations of My Cloud OS. Q: What are you doing for customers that cannot upgrade to My Cloud OS 5? A: In January 2022, we sent a 20% discount coupon1 to customers who own devices that aren't compatible with My Cloud OS 5. Q: What if my products are still under warranty? A: We will honor all valid warranty claims submitted by customers within the applicable warranty period. For more information about the warranty for your product, review your warranty information. Q: What is WD's policy for supporting devices and services? A: Read up on Western Digital's product lifecycle support policy to learn how we plan to support devices and services over their lifecycle. 1. Offer valid only for the purchase of one of the following qualifying products: My Cloud Home (8TB), My Cloud EX2 Ultra (16TB, 24TB, 28TB) or My Book (12 TB). Sales quantities are limited to a maximum of 1 per customer. Offer is only valid while supplies last. This offer may not be combined, used in conjunction with or used in addition to any other promotion or offer. This offer may not be available in all regions of the world. Western Digital reserves the right to change or discontinue this offer at any time without notice. This offer expires April 15, 2022.

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