

Open the WD Drive Utilities dialog by clicking either:

- The WD Drive Utilities icon, located within the WD App sub-folder, inside the Western Digital folder from the start menu. The numbered steps below was from this method
- The **WD Drive Utilities** desktop shortcut icon, if one was created when the application was installed

If the WD Security icon was not chosen to be placed on the desktop, please follow the steps below, to open from the Program Files List.

Click on:

1. **Start** and select **All Programs**
2. Select the folder labeled **Western Digital**
3. Click on **WD Apps** folder
4. Open **WD Drive Utilities** application



## About WD Drive Utilities

The WD Drive Utilities™ software makes it easy for you to keep your drive performing at its best. Use the WD Drive Utilities software to:

- Register the drive
- Set the drive sleep timer
- Check drive health
- Erase the drive

## Operating System Compatibility

The WD Drive Utilities™ software is compatible with the following Mac OS X operating systems:

- Windows 10
- Windows 8.1
- Windows 8
- Windows 7

Compatibility can vary, depending on hardware configuration and operating system. For the best performance and reliability, always install the latest updates. Go to the *Apple* menu and select *Software Update*.

The WD Drive Utilities software does not support:



**Note:**

- Other manufacturers' hard drives
- WD hard drives that were not originally configured for the WD Drive Utilities software

## Settings

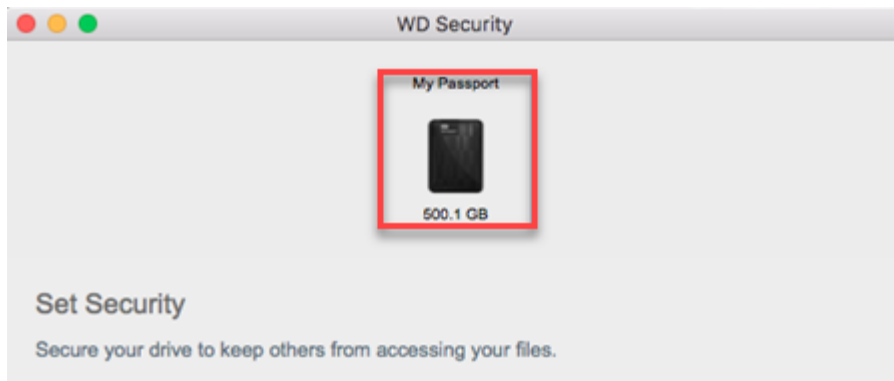
### Setting the Drive Sleep Timer

The drive sleep timer turns off power to your drive after a certain period of inactivity to conserve power and minimize long-term wear on the drive.



**Note:**

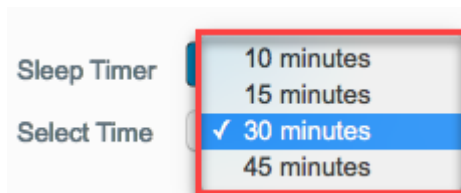
- The sleep timer function is not available for RAID-enabled WD dual-drive storage devices.
- If there are more than one supported drive connected to the computer, select the one with the password that you want to change



- Toggle the *Sleep Timer* On or Off

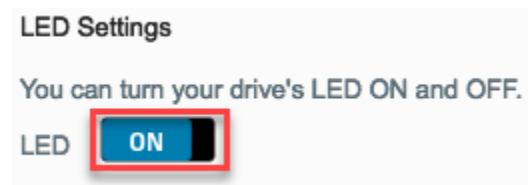


- Select idle time before drive enters *Sleep Mode*



## LED Settings

Toggle the switch to turn the drive's LED on or off.



## Checking Drive Health

The WD Drive Utilities™ software provides three diagnostic tools to help make sure that your supported 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 supported drive has a built-in diagnostic utility that tests the drive 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 drive diagnostic is the complete drive test. It checks every sector for error conditions, and inserts bad sector markers as required
  1. If there are more than one supported drive connected to the computer, select the one with the password that you want to change

2. Click **Diagnose** to display the diagnostics dialog



3. On the Diagnostics dialog, click the button for the test to run:

#### Check the status of your drive

Check for potential drive failures. It only takes a few seconds.

Run Drive Status Check

#### Scan your drive

**Quick Drive Test:** Check for major performance problems. It usually takes two minutes or less.

Run Quick Drive Test

**Complete Drive Test:** Run a full media scan to detect bad sectors. This scan may take several hours for high-capacity drives.

Run Complete Drive Test

#### 4. *Drive Status Check*

✔ SMART status passed.

Run Drive Status Check

#### 5. *Quick Drive Test*

#### Scan your drive

**Quick Drive Test:** Check for major performance problems. It usually takes two minutes or less.

Run Quick Drive Test

## 6. *Complete Drive Test*

**Complete Drive Test:** Run a full media scan to detect bad sectors. This scan may take several hours for high-capacity drives.

Run Complete Drive Test



**Note:**

It is not necessary to wait for the drive test to complete. If you want to run drive diagnostics and status checks on another drive, just select the drive and the test you want to run.

## **Managing the RAID Configuration**

The initial/default configuration of RAID-enabled WD dual-drive storage devices is as a striped RAID 0 disk array for high-speed/maximum-storage performance. You can use the WD Drive Utilities™ software to check the device status and reconfigure the device as either:

- A mirrored RAID 1 disk array for maximum-protection/reduced-storage performance
- JBOD (individual drives) that can be formatted differently for enhanced flexibility

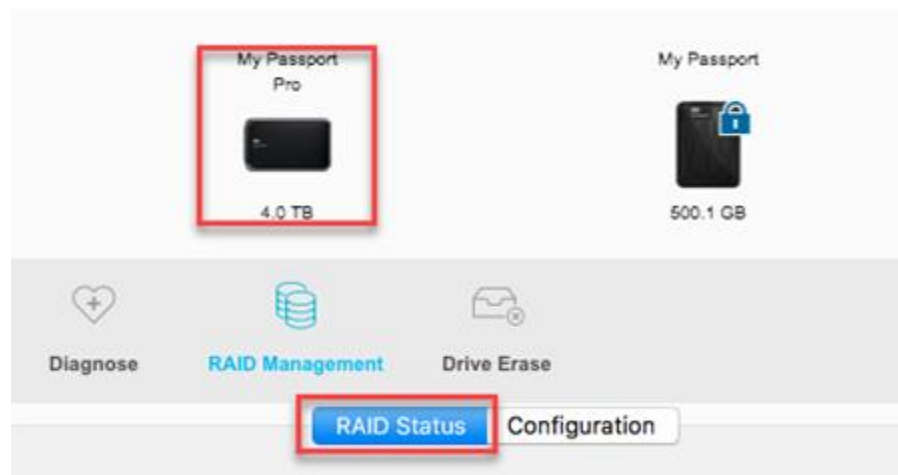
## **Checking the device status**

The WD Drive Utilities software provides a status indication of the device configuration.

- If there are more than one supported drive connected to the computer, select the one with the password that you want to change



- Click **RAID Management**, then **RAID Status**



Depending on the model of the selected device, the Status display shows current configuration as either:

- **Stripe** or **RAID 0 (Striped)**
- **Mirror** or **RAID 1 (Mirrored)**
- **Individual Drives** or **JBOD (Individual Drives)**

Raid Status as either:

- Healthy
- Degraded
- Failed
- Cannot Access Data

- Data Loss Detected
- Not Configured
- Offline
- Online
- Reguild Failed
- Rebuilding (x%)
- Unknown

Drive Status as either:

- **Failed** - The drive has failed
- **Online** - Drive is online and available
- **Rebuilding** - The drive is being rebuilt
- **Removed** - The drive has been removed
- **Standby** - The drive is part of the RAID array but needs to be rebuilt
- **Unknown** - The drive has some other undetermined status

Drive 1 Status and Driv 2 Status as either:

- **Drive Not Supported** - The drive model is not supported
- **Empty** - There is no drive installed, but none was expected
- **Failed** - The drive has failed
- **ID Mismatch** - Thedrive metadata information does not match its serial number
- **Insufficient Capacity** - The drive installed has insufficient capacity to be part of the mirrored RAID array
- **Missing** - The expected drive is not installed
- **New Drive** - The installed drive has not been configured
- **Online** - The drive is healthy and part of the RAID disk array
- **Rebuilding** - The drive is the target disk of the rebuild operation and that operation is still in progress



**Note:**

In the Status displays for RAID-enabled My Book devices, Drive A Status and Drive 1 Status refer to the drive installed in the left slot of the device enclosure, viewed from the front, and Drive B Status and Drive 2 Status refer to the drive installed in the right slot, regardless of the actual label on the drive.

## Changing the Device Configuration



**Important:** Changing the device configuration reformats both drives, which erases all of the data on them. If you have been using the device in one mode and then

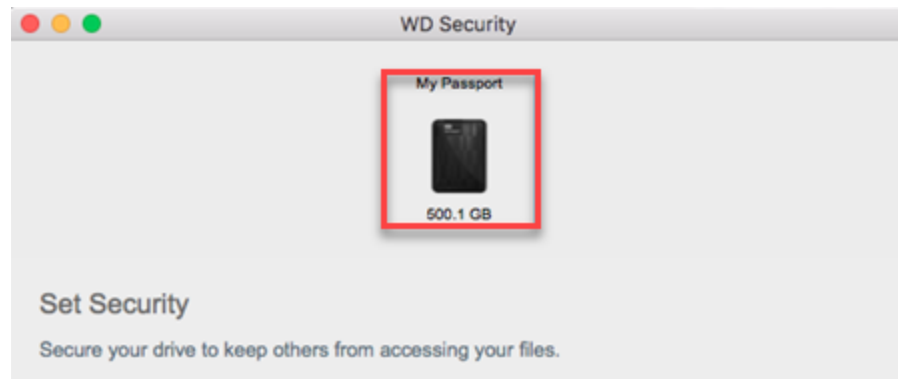
want to switch to a different mode, back up your files to another storage device before changing the configuration.



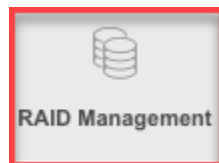
**Note:**

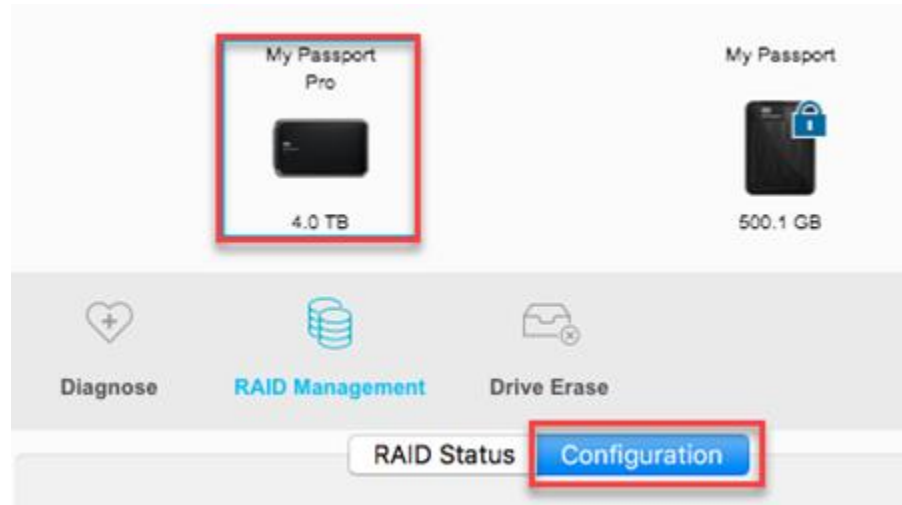
Changing the device configuration also deletes the WD software and all of the support files, utilities, and user manual files. You can download these to restore the device to its original configuration after the change. See the *Restoring the WD Software and Disk Image* section.

- If there are more than one supported device connected on the computer, select the RIAD-enabled WD dual-drive storage device to change



- Click *RAID Management*, then *Configuration* to display the configuration dialog





On the configuration dialog, select the option for the mode that you want to change to:

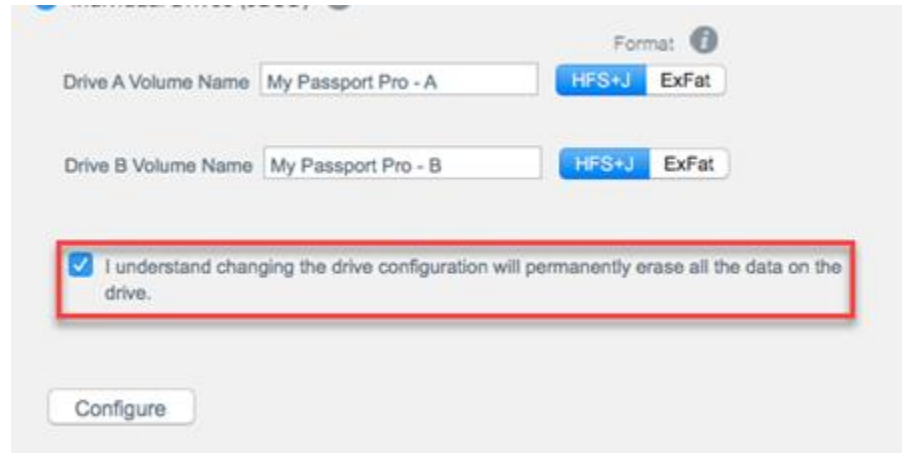
42. **Stripe** - Maximum capacity and performance (RAID 0), not fault tolerance
43. **Mirror** - Maximum data protection (RAID 1), but half the capacity
44. **Individual Drives (JBOD)**
45. Change the name of the volume, type over the name in the *Volume Name* box
46. Select the volume file format either *HFS* or *ExFAT*



**Note:**

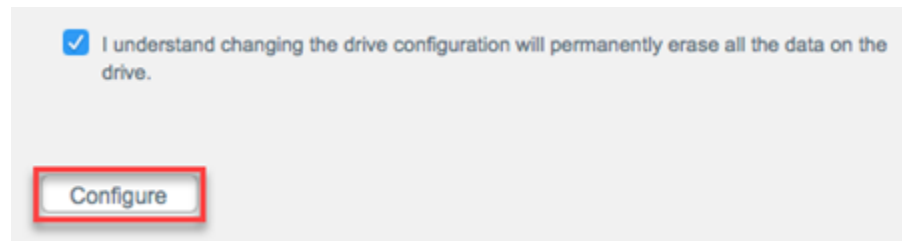
For RAID-enabled My Book devices, Drive A and Drive 1 refer to the drive installed in the left slot of the device enclosure, viewed from the front, and Drive B and Drive 2 refer to the drive installed in the right slot, regardless of the actual label on the drive.

47. Read the warning about permanently erasing all of the data when you change the device configuration and select the *I understand...* check box to signify that you accept the risk



**Important:** If you want to save any of the data that is on the device drives, back up to another storage device before continuing with the configuration change.

48. Click **Configure** to begin the configuration change



49. When prompted, type the computer logon password and click **OK** to continue

During the configuration change, the **WD Drive Utilities** software displays a status bar to show the progress of the conversion, clears and redisplay the Finder list and desktop icon display to support the new device mode.

The device power/activity indicator blinks rapidly to show:

- Read/write activity for RAID 0 stripe or JBOD individual drives configurations

- Reguild activity for a RAID 1 mirror configuration

After the configuration change completes, see *Restoring the WD Software and Disk Image* in the next section

### **Restoring the WD Software and Disk Image**

In addition to deleting all of the data on a RAID-enabled WD dual-drive storage device, changing the device configuration also deletes the WD software and all of the support files, utilities, and user manual files. If it's necessary to remove and reinstall the WD software on the computer, or move the device to another computer and install the software there, the user will need to restore the WD software and disk image on the device. Please see [Answer ID 7: Where to download WD software, utilities, firmware updates, and drivers for Western Digital products](#) for more information.