

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

Answer ID 3865

External hard drives and external solid state drives come pre-formatted and ready for use. Internal HDD and internal SSD drives do not ship pre-formatted and will need to be Partitioned and formatted before being used.

Please note the instructions do not differ when formatting different capacity sizes, this is not capacity specific.



Critical: The instructions in the article below are designed to help repartition and format a hard drive. This process is Data Destructive and cannot be undone. Once the process begins, ***ALL THE DATA ON THE DRIVE WILL BE LOST!***



Important: Please note if this is the first time connecting an external device to a macOS, there is a Reformatting Required for Mac OS Compatibility, please see [Answer ID 18558: Reformatting Required for Mac OS Compatibility](#).

Western Digital does not recommend multiple partitions due to potential corruption of the Partition table. The partition table is used to display each partition within the Operating System and if this becomes corrupted it will lead to data loss. Please contact Microsoft or Apple for more support.

Select an Operating System (OS)		
Operating System	Instructions	
Windows 10 and 8.1	Click here for Instructions	
Windows 7 and Windows Vista	Click here for Instructions	

macOS 10.14.x (Mojave)	Click here for Instructions	
macOS 10.13.x (High Sierra)	Click here for Instructions	
macOS 10.11.x (El Capitan) and macOS 10.12.x (Sierra)	Click here for Instructions	
macOS 10.9.x (Mavericks), and macOS 10.10.x (Yosemite)	Click here for Instructions	
macOS 10.7.x (Lion), and macOS 10.8.x (Mountain Lion)	Click here for Instructions	
Both Windows and macOS (exFAT & FAT32)	Click here for Instructions	

- APFS formatted volumes can be read by a macOS High Sierra (10.13), but not by a macOS Sierra (10.12) or earlier.
For more information, please refer to [Apple KBA ID HT208018 - Prepare for APFS in macOS High Sierra](#)
- If the following message occurs during the format procedure, **MediaKit reports not enough space on device for requested operation. Operation failed...**, please refer to [Answer ID 20789: macOS Disk Utility Error "MediaKit reports not enough space on device for requested operation"](#)
- For instructions to convert a drive to (APFS) Apple File System Format on macOS High Sierra (10.13), please refer to [Answer ID 20502: How to Convert a WD External Drive to Apple File System \(APFS\) Format](#)



Important: If at any time an error occurs stating that the drive can not be *dismounted* or *unmounted*, this is not caused by an issue with the hard drive. Please see [Answer ID 8575: When formatting or partitioning a drive, an error occurs stating the drive cannot be dismounted or unmounted](#) for additional information on this particular issue.

Setting up utilities using WD Security and WD

Answer ID 10408

WD Security allows password protection and hardware encryption to be set to protect the drive from unauthorized use or access. To download WD Security, select [WD Security for Windows](#) or [WD Security for Mac](#).



Important: The WD Security software uses the set password to electronically lock and unlock the drive. If you forget your password you will lose access to your data, THE DRIVE WILL NEED TO BE ERASED BEFORE IT CAN BE USED AGAIN.

WD Drive Utilities allows the user to register the drive, set drive timer, run diagnostics, and perform a Drive Erase. To download WD Drive Utilities, select [WD Drive Utilities for Windows](#) or [WD Drive Utilities for Mac](#).



Critical: Erasing the drive permanently deletes all of the data on the drive. Always make sure that you have another copy of the files on a different drive before erasing it.

Windows OS

ISSUE:

A drive letter that used to appear under **My Computer** no longer does, and the data on the drive can no longer be accessed.

CAUSE:

There could be a few reasons why the drive is not showing up under Computer. The drive itself could have failed, the partition on the drive may be damaged, the data cable may no longer be good, or the drive may no longer be getting enough power to fully spin up.

SOLUTION:

It's always best to start with the most simple possible causes when troubleshooting. Follow the steps below in order to eliminate the common simple issues:

1. If the drive is not being recognized, disconnect the power adapter from the surge protector/UPS and plug directly into the wall. Sometimes, surge protectors diminish the power being supplied as more devices are added to them.
2. If the drive is connected to a laptop docking station. The laptop docking station may not be supplying enough power to the drive. Try connecting the drive directly to the USB port on the laptop.
3. Try connecting the drive to a different computer
4. If the alternate computer can see and access the drive, the primary or other computers USB port may not provide enough power for the external drive
5. Power from USB ports can vary. The use of a Power Booster cable may be needed to provide enough power to the USB drive. A Power Booster cable is a Y-shaped cable with an extra connector that allows for connecting a USB device to two USB ports on a computer
6. For (My Book) connect the power adapter directly in to a wall socket if available



Note:

If after doing this the drive does not spin up at all, then either the drive or the power adapter has failed. The power adapter will need to be replaced to proceed with the troubleshooting. If after replacing the power adapter, the drive still doesn't spin up, then the drive needs to be replaced. Links for data recovery and warranty replacement below.

7. If the drive is spinning but not recognized in My Computer, then change out the data cable with one that is a known good cable. Cables get old and the wires inside can break, or pull loose from the connectors.
8. If that doesn't work, connect the external drive to another USB port. The USB port could be malfunctioning.
9. If the drive still isn't being recognized, turn the PC off, disconnect the data cable, restart the computer, and once the operating system is fully up and running, reconnect the data cable. Give it a minute or two to recognize then access **Disk Management** to see if the drive shows up there. If it does show up in Disk Management then, check if it is seen with partition and format information or RAW. If there is partition and format information, but no drive letter assigned, it may be possible to manually assign a drive letter. If there is no partition information or listed as RAW, there may be a corrupted or damaged partition and will require re-partition and reformat the drive for it to be recognized on the PC. See Links and note below.
 - For help with reformatting the drive in Windows, see [Answer ID 3865: How to Partition and Format a WD Drive on Windows and macOS](#).
 - For help with accessing Disk Management, see [Answer ID 1284: How to access Disk Management in Windows](#)

- Perform a low-level format with **Data Lifeguard Diagnostics for Windows** from the **Erase** test option; particularly if the drive was initially used with a RAID controller to clean all previous partitioning information from the drive. Please see [Answer ID 940: Testing a drive for problems using Data Lifeguard Diagnostics for Windows](#) for more information



Critical: If there is data on the drive that is needed, do not reformat the drive. Data recovery will need to be performed on the drive, before reformatting the drive. With a damaged partition, there is data recovery software that may restore the data. Various programs can be found by searching online.

10. If the drive doesn't show up in Disk Management, then the last option is to connect the drive to another PC. If it works, then there's an issue with either the hardware or drivers on the primary PC. Troubleshooting will need to be performed on that computer and operating system. For help with the operating system, please contact [Microsoft Support](#). For help with the computer hardware, please contact the computer manufacturer.
11. If the external drive does not show up on another PC, then the drive has failed. Data recovery will be needed in order to recover the data stored on the drive. If the drive is under warranty, it can be replaced through us. Follow the links below.
 - For Data Recovery please see our [Data Recovery Partner Companies](#).
 - For Warranty Replacement: [Answer ID 8: How to Get an RMA to Replace a Defective Product, Obtain a Power Supply, or USB Cable for a WD Product](#).



Note:

If the computer does detect the drive, test the drive to make sure that there won't be any ongoing issues by using our [Windows Data Lifeguard Diagnostics](#). For more information on how to use the software to test the drive, please see [Answer ID 940: Testing a drive for problems using Data Lifeguard Diagnostics for Windows](#).

If the software reports any errors for the drive, please see [Data Lifeguard Tools 11 Error Codes](#) for a list of error codes and what they mean.



Critical: To avoid corrupting or losing the data on your external hard drive, always shut down the drive correctly before disconnecting the data cable from the drive or computer, or the power connection from the drive or the wall outlet.

For more information on how to disconnect a WD external hard drive from your computer correctly, please see:

- [Answer ID 5316: How to physically connect, disconnect, and install a WD external / easystore drive on a Windows PC or Mac](#)

macOS

ISSUE:

I was using my external hard drive for some time and now a drive **icon** does not appear on my **Mac Desktop** or in **Finder**. As a result, the data on the drive can no longer be accessed.

CAUSE:

There could be a few reasons why the drive is not showing up in Finder, or the **Mac Desktop**. The drive itself could have failed, the partition on the drive may be damaged, the data cable may no longer be good, or the drive may no longer be getting enough power to fully spin up.

SOLUTION:

It's always best to start with the most simple possible causes when troubleshooting. Follow the steps below in order to eliminate the common simple issues:

1. If the drive is not being recognized, disconnect the power adapter from the surge protector/UPS and plug directly into the wall. Sometimes, surge protectors diminish the power being supplied as more devices are added to them.



Note: If after doing this the drive does not spin up at all, then either the drive or the power adapter has failed. The power adapter will need to be replaced, in order to proceed with the troubleshooting. If after replacing the power adapter, the drive still doesn't spin up, then the drive will need to be replaced. Links for data recovery and warranty replacement can be found below.

2. If the drive is spinning but not recognized, please change out the data cable with one that is known to be good. Cables get old and the wires inside can break, or pull loose from the connectors.
3. If that doesn't work, connect the external drive to another USB or Firewire port. The USB/Firewire port could be malfunctioning.

4. If the drive still isn't being recognized, turn off the Mac, disconnect the data cable, restart the computer, and once the operating system is fully up and running, reconnect the data cable. Give it a minute or two to recognize then please access **Disk Utility** to see if the drive shows up there. If it does show up in **Disk Utility**, then it may be a corrupted or damaged partition and will need to re-partition and reformat the drive for it to be recognized on the Mac. See the link and note below.
 - For help with accessing Disk Utility, or reformatting your drive in Mac OSX, see [Answer ID 3865: How to Partition and Format a WD Drive on Windows and macOS](#).



Critical: If there is data on the drive that is needed, do not reformat the drive. Data recovery will need to be performed on the drive, before proceeding with reformatting the drive. With a damaged partition, there is data recovery software that may restore the data. Various kinds of programs can be found on the internet.

5. If the drive doesn't show up in Disk Utility, then the last option is to connect the drive to another Mac. If it works, then there's an issue with either the hardware or drivers on the primary Mac. Troubleshooting will need to be performed on that computer and operating system. Both of these are handled by [Apple](#).
6. If the external drive does not show up on another Mac, then the drive has failed. Data recovery will need to be performed to extract the needed data. If the drive is under warranty, it can be replaced through WD. Follow the links below.
 - For Data Recovery please see our [Data Recovery Partner Companies](#).
 - For Warranty Replacement: [Answer ID 8: How to Get an RMA to Replace a Defective Product, Obtain a Power Supply, or USB Cable for a WD Product](#).

Critical:



To avoid corrupting or losing the data on the external hard drive, don't forget to always shut down the drive correctly before disconnecting the data cable from the drive or computer, or the power connection from the drive or the wall outlet.

If the computer does detect the drive, please test the drive by running First Aid. For assistance testing the drive please see [Answer ID 866: How to test a drive for defects or problems on a Mac](#).

Windows 10, Windows 8, Windows 7, Windows Vista, and Windows XP

Important information for all Operating Systems:

- Windows, Vista, 7, 8 and 10 have all the necessary drivers for installing most Western Digital / easystore external hard drives. Consequently, Western Digital does not have, nor provides, drivers for the majority of external hard drives. If the OS reports that it cannot find a driver for the drive please see: [Answer ID 1708: How to update Windows and macOS drivers.](#)
-
- Newer WD external hard drives ship with either Windows NTFS or Mac HFS+ filesystems. Upon connecting to the computer, the external hard drive should be recognized and ready for use. If the drive is not immediately recognized (or appears to be read only on a Mac), it is likely formatted for Windows PC. If this is the case it's best to reformat the drive. See [Answer ID 3865: How to Partition and Format a WD Drive on Windows and macOS](#) for assistance in reformatting your drive.
-
- Some drives ship formatted in ExFAT in order to be compatible on both Windows and Mac computers. In most cases, simply connect the external hard drive to an available data port on the computer for it to be recognized.
-
- Network drives, will **not** show up in Disk Management (under Windows) or Disk Utility (under Mac OSX); nor can a network drive be re-formatted from the computer's OS. These drives are formatted in a Linux filesystem, and can be reformat only through the built-in Network Storage Manager (with the exception of the older My Book World (Blue Rings) and NetCenter drives which could not be reformat at all).
-

Important Windows information to know before getting started: My Book and My Passport drives that are sold as “Mac” drives, or are setup for a Mac file system, will not be recognized by any version of Windows OS. In order to make a drive compatible with a PC which is formatted for Mac, it's best to re-partition and re-format to a Windows filesystem in order for the drive to work on the Windows system. See [Answer ID 3865: How to Partition and Format a WD Drive on](#)

[Windows and macOS](#) for assistance in reformatting the drive.



Note:

if the drive has been reformatted, it's possible to download the software which the drive originally shipped with by following this link: [Downloads Library](#).

USB 3.0, USB 2.0, and FireWire Drives with WD SmartWare



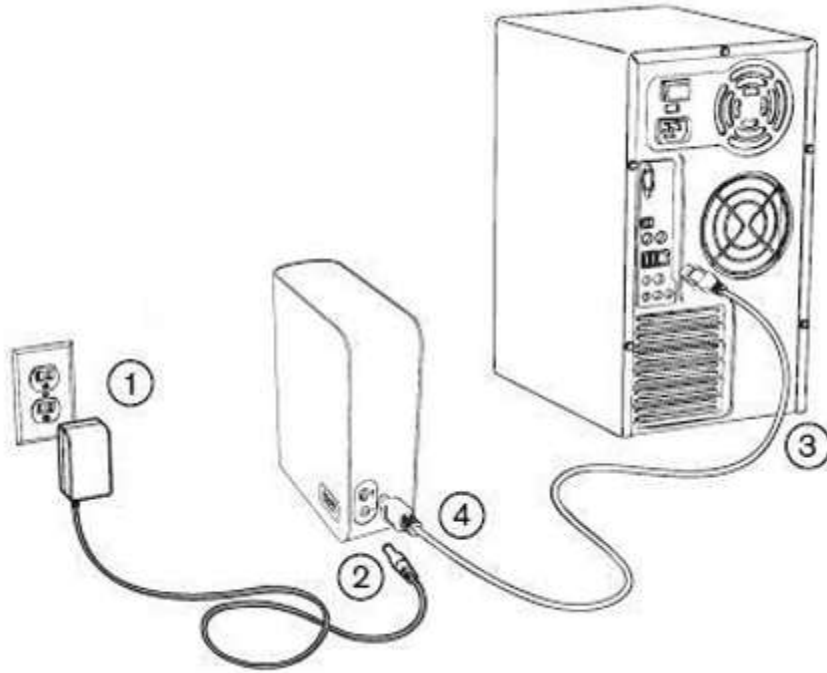
How to connect and install the drive: Please follow the steps below on how to physically connect your drive to your computer:




Note:

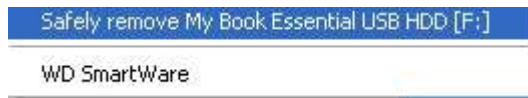
All USB, FireWire, and Thunderbolt external drives can be connected to the corresponding port on the computer using the steps below. The user's computer may not look like the one pictured but they follow the same steps. **If this is a Passport drive, there is no power adapter, please skip to steps 1 and 2.**

1. Plug the power adapter into a wall outlet. You can try a power strip or UPS but if you have problems with the drive, try connecting it to a wall outlet.
2. Connect the power plug into the back of the drive. It's okay if the drive powers on, then off, or if you see some lights come on for a brief second.
3. Connect the USB or FireWire cable directly into your computer (do not use a USB or FireWire hub). If your drive has more than one port, only use one. Do not connect both the USB and FireWire together to the computer.
4. Connect the other end of the USB or FireWire cable into the external drive. The drive should then power on (you shouldn't need to use the power switch), if your computer is on, Windows should detect and install the native Windows drivers for your drive. If the drive is formatted for your computer system, it should show up in My Computer with a drive letter.



How to disconnect the drive: Please follow the directions below to disconnect the external hard drive from a computer using **USB 3.0**, **USB 2.0** or **FireWire**.

1. Please ensure that any files residing on the external hard drive are closed and no programs are accessing the hard drive.
2. Right-click on the **WD SmartWare Icon**  on the taskbar to view a list of available hard drives to eject. SmartWare does not support Thunderbolt drives.
3. Locate and highlight the external hard drive in the list of available devices.



4. Click on the **Stop** button to safely remove the drive from the Operating System.
5. The hard drive will spin down and turn off on it's own. When prompted, it's safe to unplug the data cable and/or power cable.



If problems with disconnecting the drive occur, please see [Answer ID 274: Unable to safely remove \(unmount\) a WD external drive in Windows](#) for more information.

Older/Legacy USB 2.0 and FireWire Drives and WD Elements drives



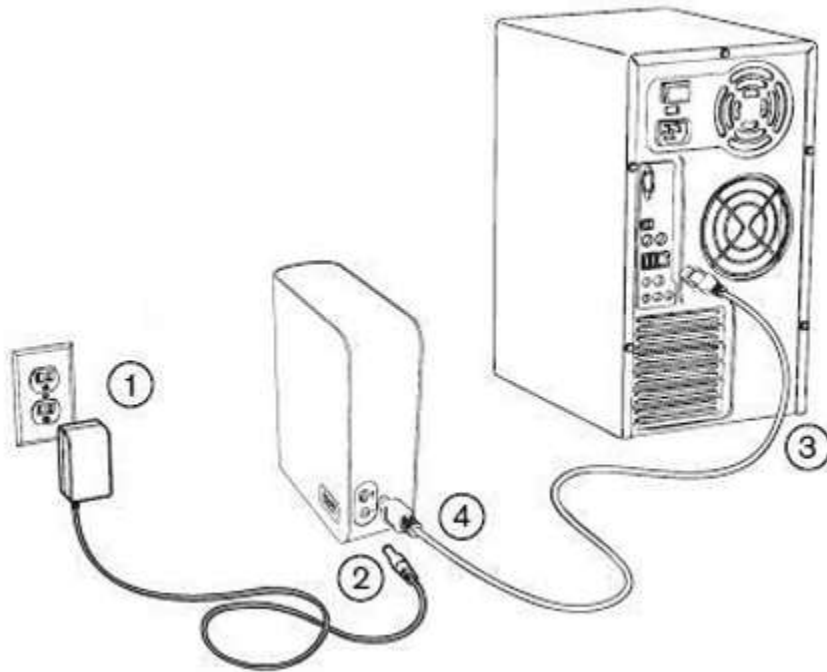
How to connect the drive: Please follow the steps below on how to physically connect the drive to a computer:



Note:

All USB external drives can be connected to the corresponding port on the computer using the steps below. The user's computer may not look like the one pictured but they follow the same steps. If this is a Passport drive, there is no power adapter, please skip to steps 1 and 2.

1. Plug the power adapter into a wall outlet. You can try a power strip or UPS but if you have problems with the drive, try connecting it to a wall outlet.
2. Connect the power plug into the back of the drive. It's okay if the drive powers on, then off, or if you see some lights come on for a brief second.
3. Connect the USB or FireWire cable directly into your computer (do not use a USB or FireWire hub). If your drive has more than one port, only use one. Do not connect both the USB and FireWire together to the computer.
4. Connect the other end of the USB 2.0 or FireWire cable into the external drive. The drive should then power on (you shouldn't need to use the power switch), if your computer is on, Windows should detect and install the native Windows drivers for your drive. If the drive is formatted for your computer system, it should show up in My Computer with a drive letter.



Note:

After the drive is installed, the user may receive a popup similar to the pictures below. This is the Application Installer and will help you install software for your drive **if there is software included**. Please note that your Application Installer may look different depending on the drive purchased.



If Windows has an error installing the drive then you may need to try it on another computer to make sure that the drive is working properly. You can also check the following Knowledge Base article: [Answer ID 1708: How to update Windows and macOS drivers.](#)



Note:

If the drive does not work on other computers, it's probable that the drive has been damaged, or has failed, and should be returned to the place of purchase. If you are unable to do so, and your drive is still under warranty you can replace it by following instructions in the following article: [Answer ID 8: How to Get an RMA to Replace a Defective Product, Obtain a Power Supply, or USB Cable for a WD Product.](#)

If the drive installs properly and you don't get an error, but the drive is not showing up in My Computer or Windows Explorer, then you may need to format the drive for Windows. Please see the Knowledge Base articles at the beginning for help formatting the drive. If you still have problems with the drive then you should [Contact Us](#)

How to disconnect the drive: Please follow the directions below to disconnect the external hard drive from a computer using **USB 3.0, USB 2.0, FireWire, or Thunderbolt** interface.

1. Please ensure that any files residing on the external hard drive are closed and no programs are accessing the hard drive.

2. For Windows Operating Systems double-click on the Safely Remove Hardware Icon on the taskbar to view a list of available USB or FireWire hard drives to eject.
3. Locate and highlight the external hard drive in the list of available devices.
4. Click on the **Stop** button to safely remove the drive from the Operating System.
5. The hard drive will spin down and turn off on it's own. You can unplug the USB or FireWire cable and/or power cable at this time.

If problems with disconnecting the drive occur, please see [Answer ID 274: Unable to safely remove \(unmount\) a WD external drive in Windows](#) for more information.

eSata Drives



eSATA



Important: When using the eSATA connector, this device does not support hot swapping (connecting and disconnecting while the computer system is running). Please shut down the computer system before plugging in or disconnecting the external hard drive.

The eSATA interface does not support interaction with the WD Drive Manager utility used with the My Book Studio Edition II and My Book Pro II drives. You will need to connect the drive via USB or FireWire in order to change the RAID type of the drive.

How to connect and install the drive: Please follow the directions below to connect your external eSATA hard drive to a PC computer system using eSATA.

1. Please ensure that the computer system is turned off.
2. Plug the AC adaptor into an electrical outlet (if applicable).
3. Connect the other end of the adaptor into the DC power supply socket located on the back of the hard drive.

4. Connect one end of the eSATA cable to the hard drive and the other end of the eSATA cable into the computer system's eSATA port.
5. Power on the computer system. During the boot process, the hard drive will power on automatically.



Note:

It may necessary to access the computer BIOS and ensure that the computer is booting to the original internal hard drive. The computer will most likely have the ability to boot to this hard drive if it's connected through eSATA.

- 6.
7. Once the computer system is booted to Windows, the external hard drive will be shown in My Computer and Windows Explorer.

How to disconnect the drive: Please follow the directions below to disconnect your external hard drive to a PC computer system using eSATA.

1. Please ensure that any files residing on the external hard drive are closed and no programs are accessing the hard drive.
2. Shut the computer system down by clicking on **Start** and then **Shut Down**.
3. Once the computer has been shut down, the external hard drive can be disconnected from the eSATA and power cables.

Important Mac OSX information to know before you get started My Book / My Passport and eSATA drives that are sold as "PC" drives, or are setup for a PC file system, will either not be recognized by macOS or will appear as a write-protected drive. In order to make a drive compatible with a Mac that is formatted for Windows, you will need to re-partition and re-format to a Mac OS X format before the drive will work on the Mac system. See [Answer ID 3865: How to Partition and Format a WD Drive on Windows and macOS](#) for assistance in reformatting the drive.



Note:

If you have reformatted the drive, you can download the software that came on the drive from our [Downloads Library](#) under your specific drive's page. However, you may need to register the drive in order to download any restricted software.

USB 2.0, and FireWire Drives with WD SmartWare

WD SmartWare is supported on macOS 10.5.x Leopard through 10.9.x Mavericks only. With macOS 10.10.x Yosemite through 10.12.x Sierra, it's best to use *Time Machine* as a backup solution.



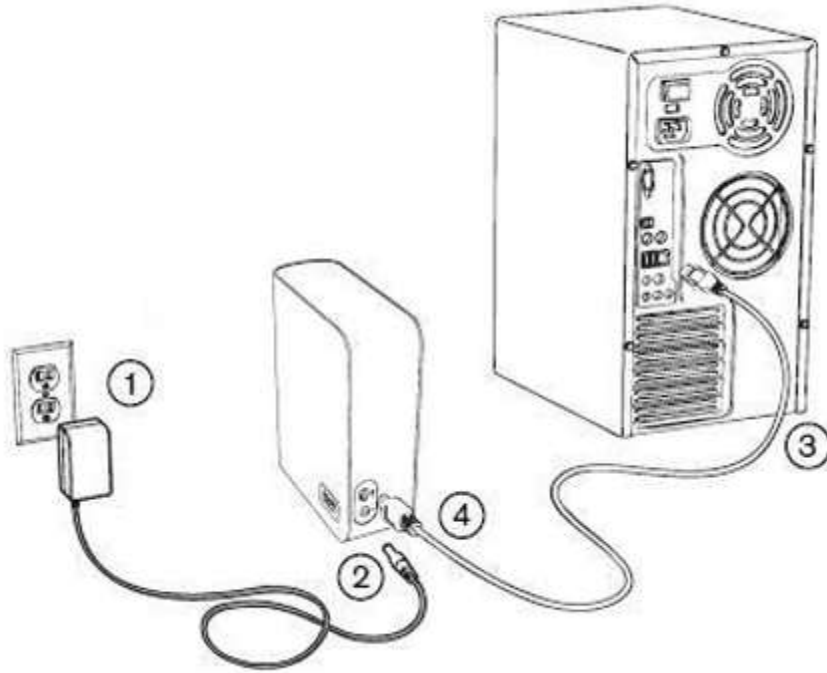
How to connect and install the drive: Please follow the steps below on how to physically connect your drive to your computer:



Note:

All USB, FireWire, and Thunderbolt external drives can be connected to the corresponding port on the computer using the steps below. The user's computer may not look like the one pictured but they follow the same steps. **If this is a Passport drive, there is no power adapter, please skip to steps 1 and 2.**

- 1.
2. For troubleshooting purposes, please try connecting the power adapter directly to a wall outlet, if possible.
3. Connect the power plug into the back of the drive. It's okay if the drive powers on, then off, or if the lights come on for a brief moment.
4. Connect the data cable directly into the computer (do not use a data cable hub, or connect the drive to the USB port on a keyboard). If the drive has more than one port, only use one. Do not connect both the USB and FireWire, or Thunderbolt together to the computer.
5. Connect the other end of the data cable into the external drive. The drive should then power on (depending on the model it may or may not have a power switch), if the computer is on, macOS should detect and install the native drivers for the hard drive. If the drive is formatted for the computer system, it should show up on the desktop and in finder.



After the drive is installed, the user may be presented with the software installation screen (As seen below). If this occurs follow the instructions in [Answer ID 3740: How do I install](#)

Note: [SmartWare from the WD external drive VCD?](#) starting with step #2.



How to disconnect the drive:

Please follow the directions below to **disconnect** the external hard drive on a Mac computer system using **USB 2.0** , **FireWire**, or **Thunderbolt**.

1. Please ensure that any files residing on the external hard drive are closed and no programs are accessing the hard drive.
2. Drag the icon for the hard drive to the trash can to safely eject the drive. The hard drive will spin down and turn off on it's own.
3. The drive can then be safely disconnected from the USB 2.0 or FireWire, and power cables.

Older USB 2.0 and FireWire drives



To connect your WD (powered) external hard drive to your Mac computer:

1. Turn on the computer and allow the system to boot completely to the desktop.
2. Plug in the power to the external hard drive and let it spin up.
3. Connect the data cable to the drive first and then to the computer.
4. The hard drive should mount as an Icon on the desktop.

To disconnect your external hard drive from your Mac computer:

1. Simply drag the drive icon to the trash can to safely dismount the hard drive.
2. You may also press the power button on the drive, or unplug the power cable from the wall, if you wish to turn off the external hard drive.

If you have issues with the drive showing up on your desktop, please see [Answer ID 505: WD external hard drive is not powering on or is not recognized on a Mac system](#) for more information.

If problems with disconnecting the drive occur, please see [Answer ID 274: Unable to safely remove \(unmount\) a WD external drive in Windows](#) for more information.



If your Mac fails to install the drive or you get an error, you may need to try it on another computer to make sure that the drive is working properly. If the drive does not work on other computers and it's new, it's probable that the drive has been damaged, or has failed and should be returned to the place of purchase.

Note: If the drive installs properly and you don't get an error, but the drive is not showing up on your Mac Desktop, then you may need to format the drive. Please see the Knowledge Base article [Answer ID 3865: How to Partition and Format a WD Drive on Windows and macOS](#) for help formatting the drive. If you still have problems with the drive then you should [Contact Us](#).

eSata Drives



eSATA



Important:

When using the eSATA connector, this device does not support hot swapping (connecting and disconnecting while the computer system is running). Please shut down the computer system before plugging in or disconnecting the external hard drive.

The eSATA interface does not support interaction with the WD Drive Manager utility used with the My Book Studio Edition II and My Book Pro II drives. You will need to connect the drive via USB 2.0 or FireWire in order to change the RAID type of the drive.

How to connect and install the drive: Please follow the directions below to **disconnect** your external hard drive on a Mac computer system using **eSata**.

1. Turn on your computer and wait until the Operating System is fully loaded.
2. If you want to install the backup software now, double-click the **WD Anywhere Backup** icon on the installation screen and follow the instructions.
3. Turn off your computer.
4. Connect the power adaptor to the drive and to a wall socket.
5. Connect one end of the eSATA cable into an available port on your computer.
6. Plug the other end of the eSATA cable into the WD external hard drive.
7. Turn on the hard drive by pressing the power button located on the back panel of the drive.
8. Turn on your computer.
9. The WD external hard drive will power up automatically and mount to your system (Desktop). Your hard drive is now installed and ready to use.

How to disconnect the drive: Please follow the directions below to disconnect your external hard drive to a Mac computer system using eSATA.

1. Please ensure that any files residing on the external hard drive are closed and no programs are accessing the hard drive.
2. Click on the **Apple** icon and then click on **Shut Down**.
3. Once the computer has been shut down, the external hard drive can be disconnected from the eSATA and power cables.

mobile app

Answer ID 13201



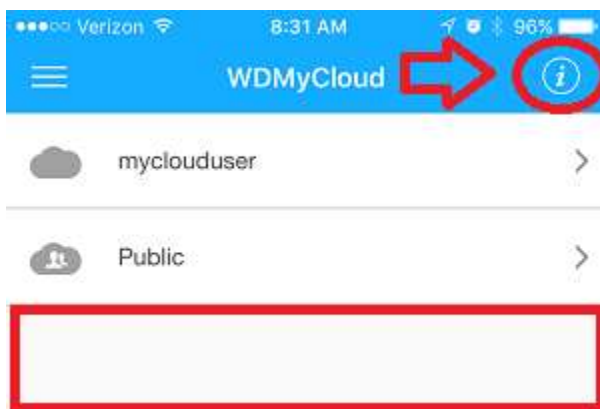
Important:

Please ensure that your My Cloud product firmware is up to date.

For assistance with updating My Cloud firmware, please refer to [Answer ID 10440: How to Auto Update Firmware on a My Cloud](#)

ISSUE:

The **TimeMachineBackup** and **SmartWare** shares of a My Cloud device are not accessible through the My Cloud mobile app.



CAUSE:

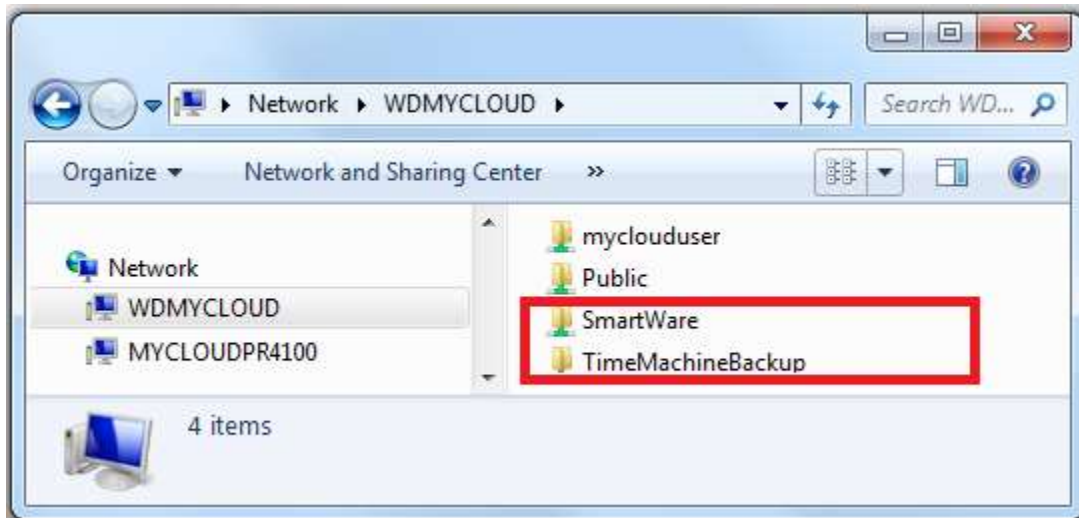
We have taken steps to secure the backup data with changes that removed access to the **SmartWare** and **TimeMachineBackup** shares via the My Cloud mobile app and MyCloud.com's web files, in order to preserve the integrity of the backed up data. **Content in the "Backup Shares" are not indexed and there are no thumbnails generated for remote access viewing.**



Important: Always remember that *backup* means having data stored in at least two (2) locations at the same time. A backed up file should not be altered, or deleted. Modifying a file within a backup will result in a new version of that file, and will corrupt the validity of the originating computer's backup.

SOLUTION:

The **TimeMachineBackup** and **SmartWare** shares can be accessed locally using File Explorer in Windows and Finder on Mac OSX.



Best practice is storing working files outside the TimeMachineBackup or SmartWare shares