

# How to check if a WD drive is damaged or defective

Please follow the instructions below to check a WD drive for damage:

1. With the drive disconnected, examine the drive for physical signs of damage such as dents or broken pins
2. Ensure that the power cable (if applicable) and data cable is securely connected on both ends
3. Verify the power cable (for Desktop and My Cloud drives) or data cable is connected to a working outlet or port
4. Verify the data cable is in working condition. Try using the cable on a working drive
5. Connect the drive to a different computer or a different port on the motherboard/controller card
6. Test the drive with a diagnostic tool



**Important: Non Windows Users:** This utility is NOT compatible with Mac OS. The drive will need to be connected to a **Windows Operating System (OS)**, in order to run this utility. Please see [Answer ID 866: How to test a drive for defects or problems on a Mac](#) for information about testing a drive on macOS or download **Data Lifeguard Diagnostics for DOS** and follow the instructions under the *More Info* tab.  
[Data Lifeguard Diagnostic for DOS](#)

## Downloads

### Software for Windows

[Data Lifeguard Diagnostic for DOS](#)

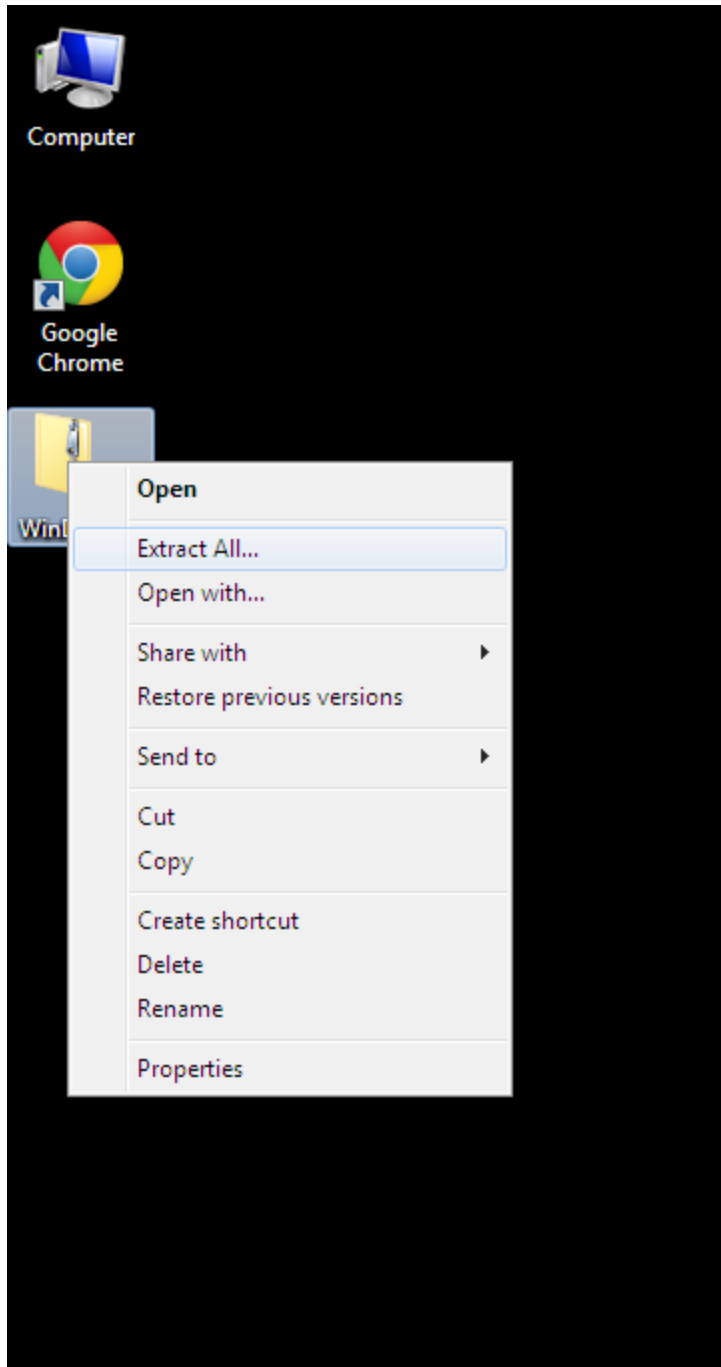
[Data Lifeguard Diagnostic for Windows](#)

[Acronis True Image WD Edition Software](#)

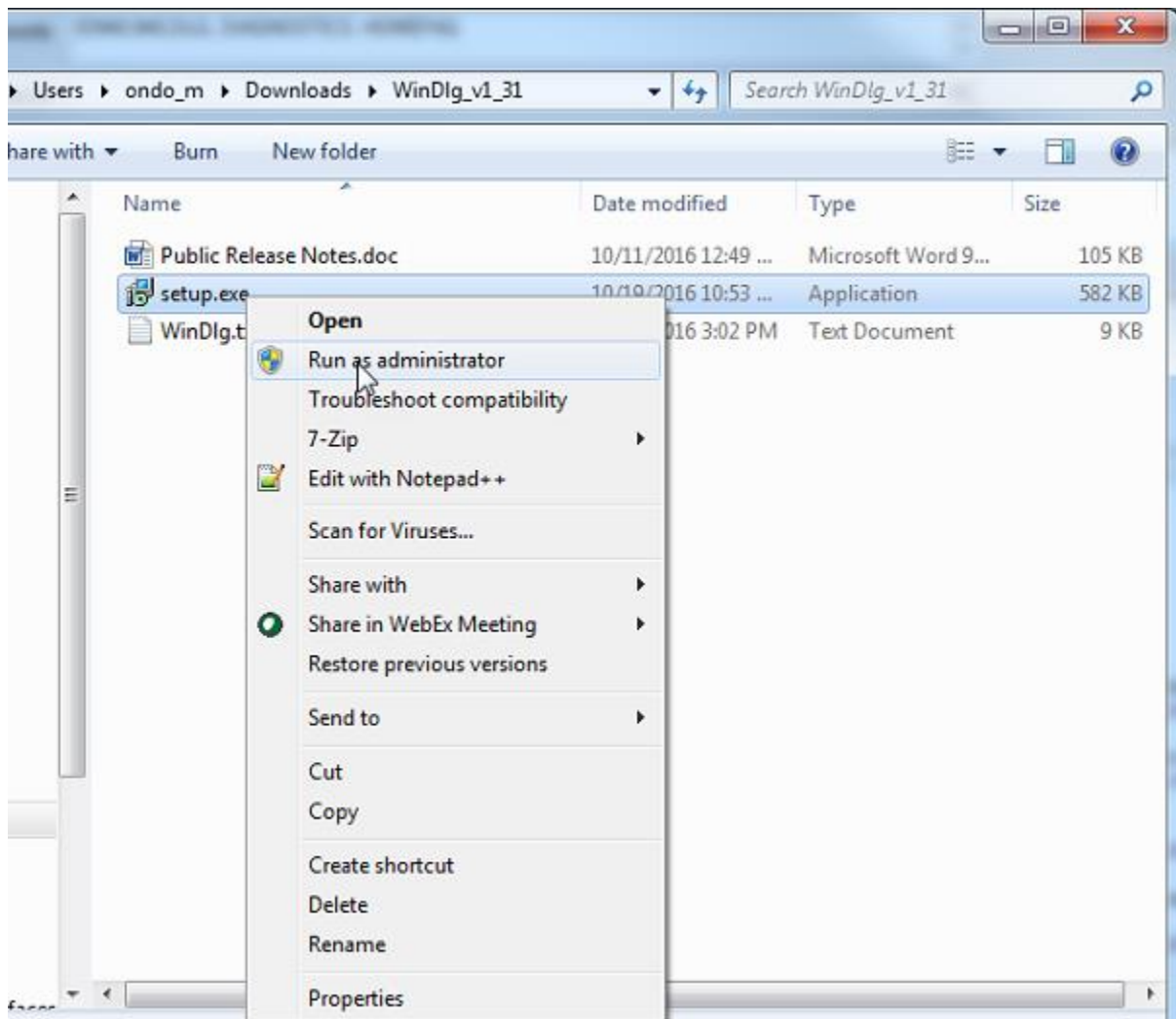
The Windows version of the Data Lifeguard Diagnostics utility can perform drive identification, diagnostics, and repairs on a Western Digital FireWire, EIDE, Serial ATA, or USB drive. In addition, it can provide the drive's serial and model numbers.

*To use the utility:*

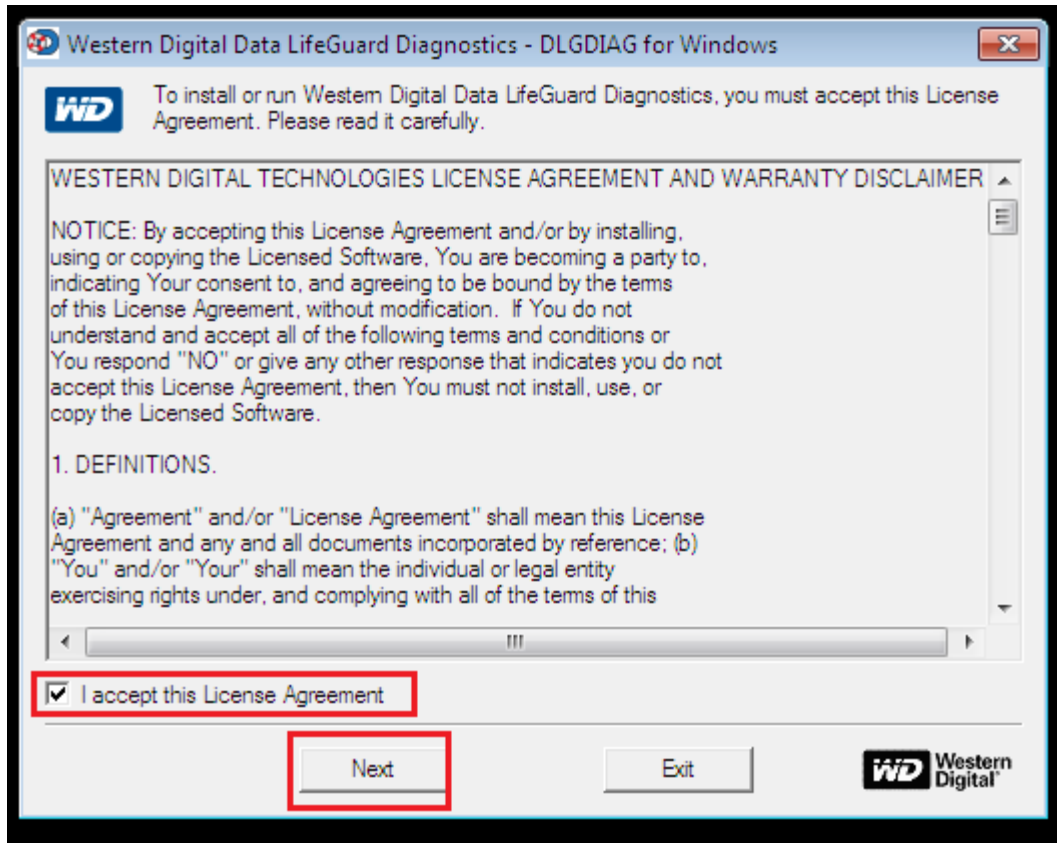
1. Download and extract [Windows Data Lifeguard Diagnostics](#).



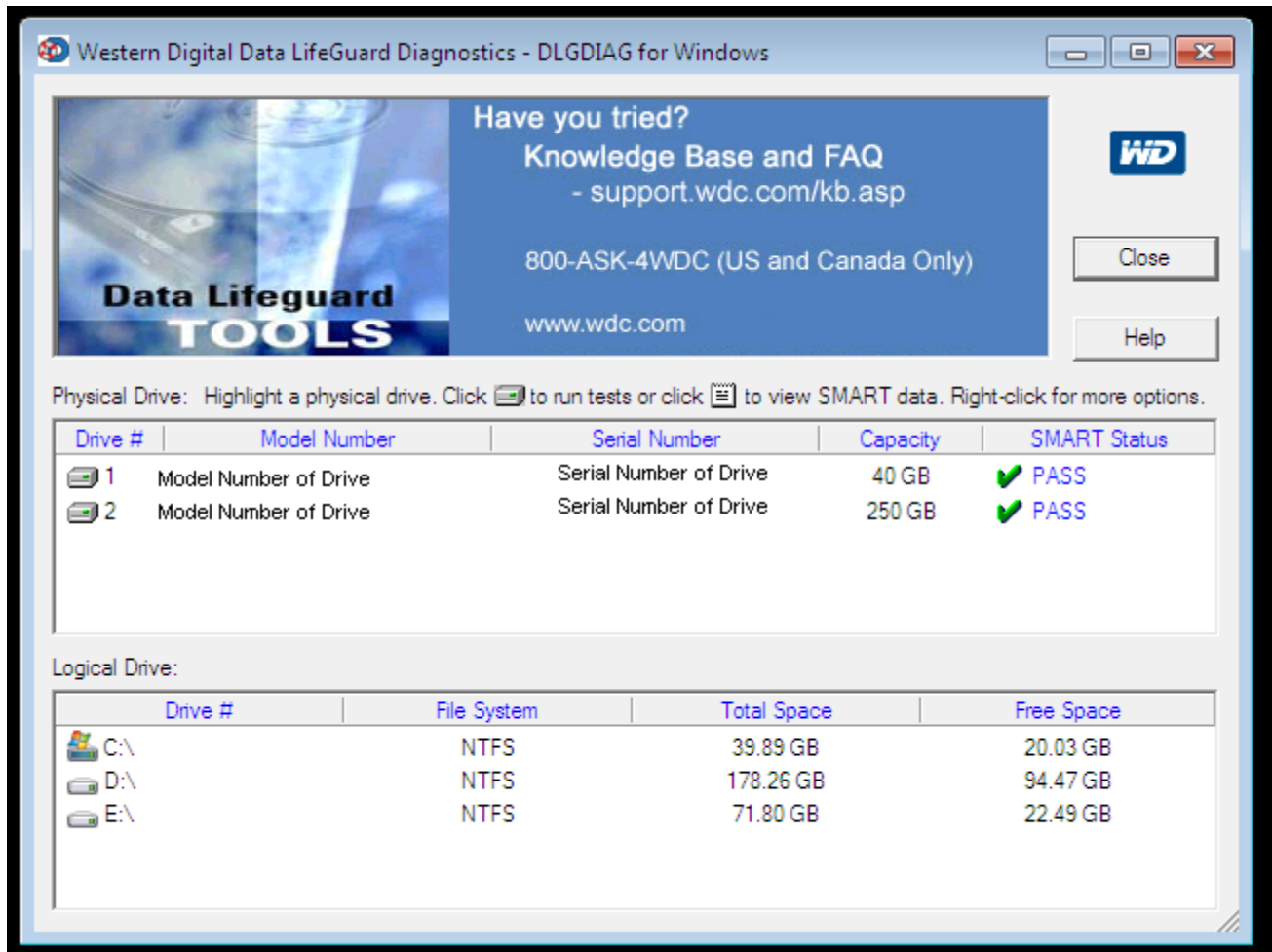
2. Run the **setup.exe** application. If the computer is running Windows 10, 8, 7, or Vista, right-click on **setup.exe** and select **Run As Administrator**. Accept the default location and complete the installation process.



3. Read and accept the license agreement to continue.



4. There are 2 panes on the main program window. The top pane lists the mounted drives that are available for testing. The **Model Number**, **Serial Number**, **Capacity**, and **SMART Status** of each drive will be displayed. The bottom pane provides the partition information for the selected drive such as **Drive Letter**, **File System**, **Total Space**, and **Free Space**.



5. Double-click the drive to be tested in the top pane to view the test options. Or click to highlight the drive, then click the *run tests* icon above this pane.

6. The **DLGDIAG - Select an Option** pop-up window appears.

7. The following options are available:

**QUICK TEST** - Performs SMART drive quick self-test to gather and verify the Data Lifeguard information contained on the drive.

**EXTENDED TEST** - Performs a Full Media Scan to detect bad sectors; and attempt to repair them, or mark the damaged sector for not to be written to. This test may take several hours to

complete depending on the size of the drive. The average test time takes about 1 hour per Terabyte.

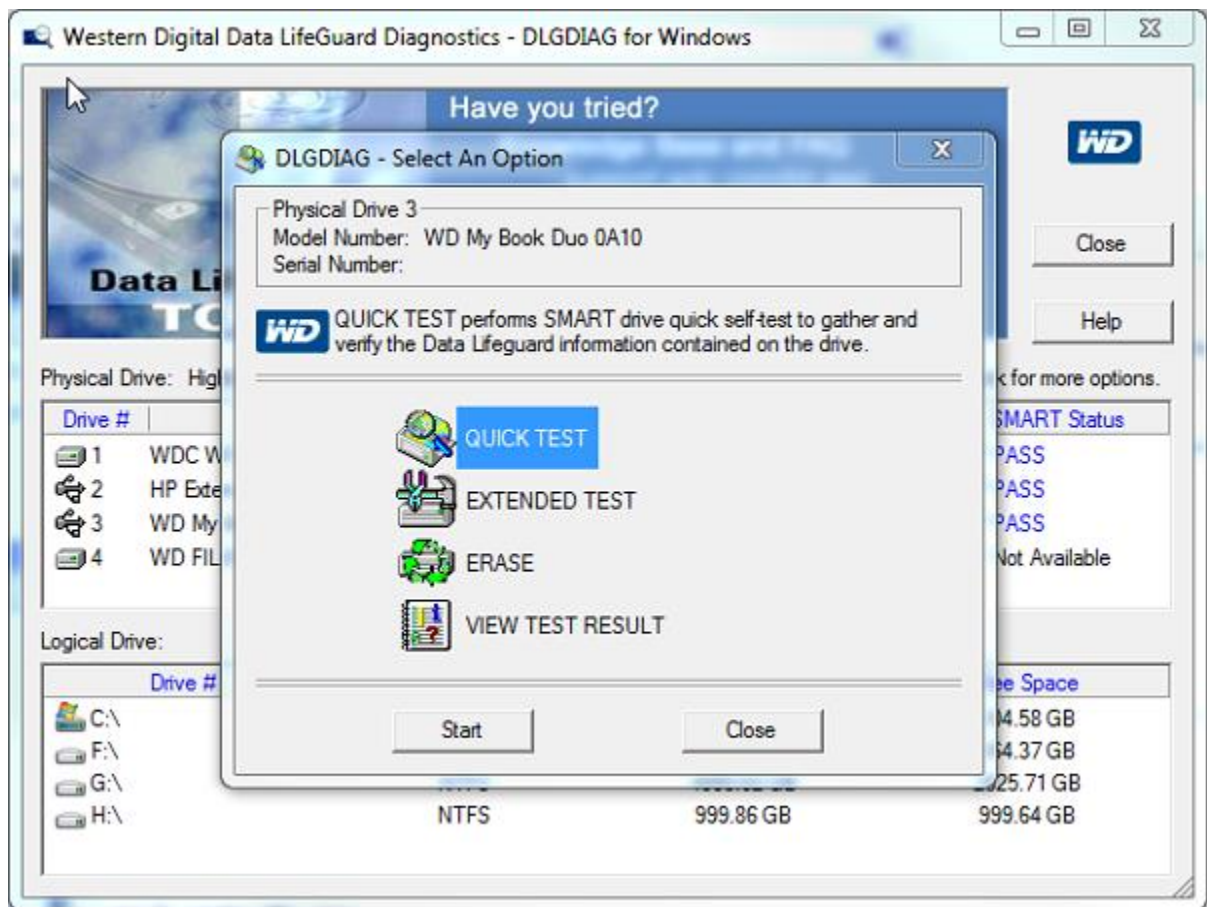
**ERASE** - Erase will low-level format the drive with options of Full Erase and Quick Erase. File system and partition table will be permanently erased.



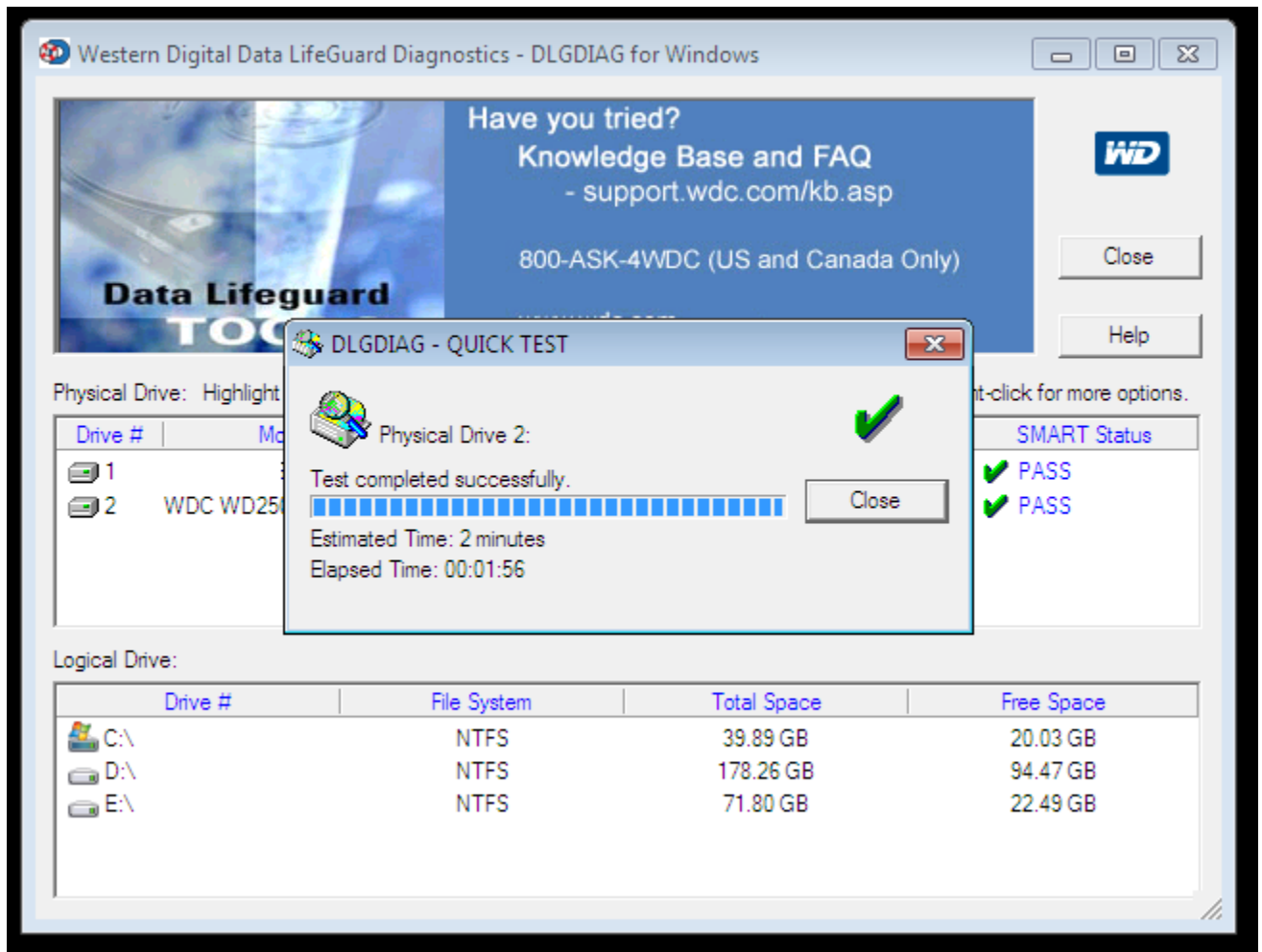
**Important:** This test is data destructive. Be sure data stored on the drive has been backed up, or is not needed before running this test. The drive will need to be reformatted in order to prepare it for use again. Please see [Answer ID 3865: How to partition and format a WD drive on Windows and macOS](#) for help formatting a drive.

**VIEW TEST RESULT** - displays the latest test results.

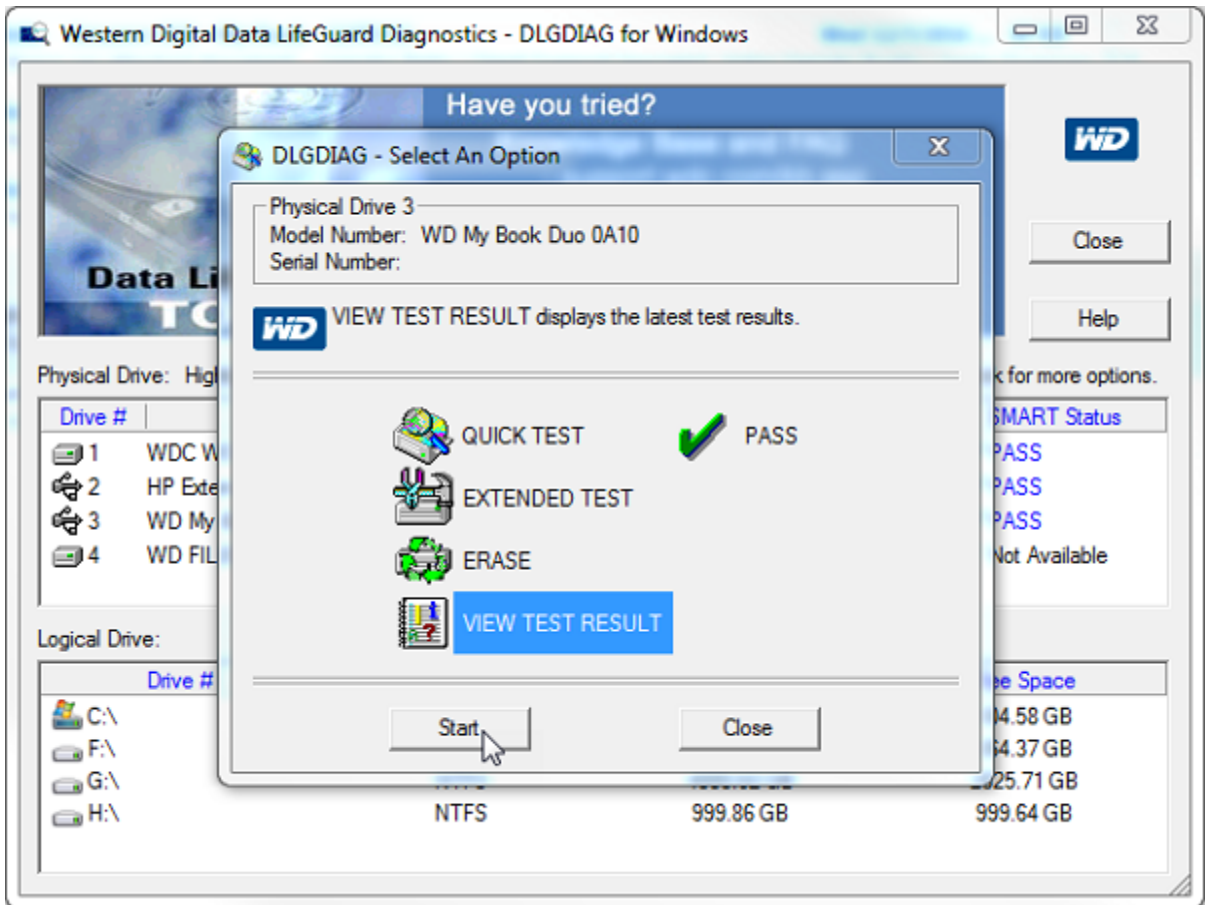
8. Select the test that will be performed and click the **Start** button.

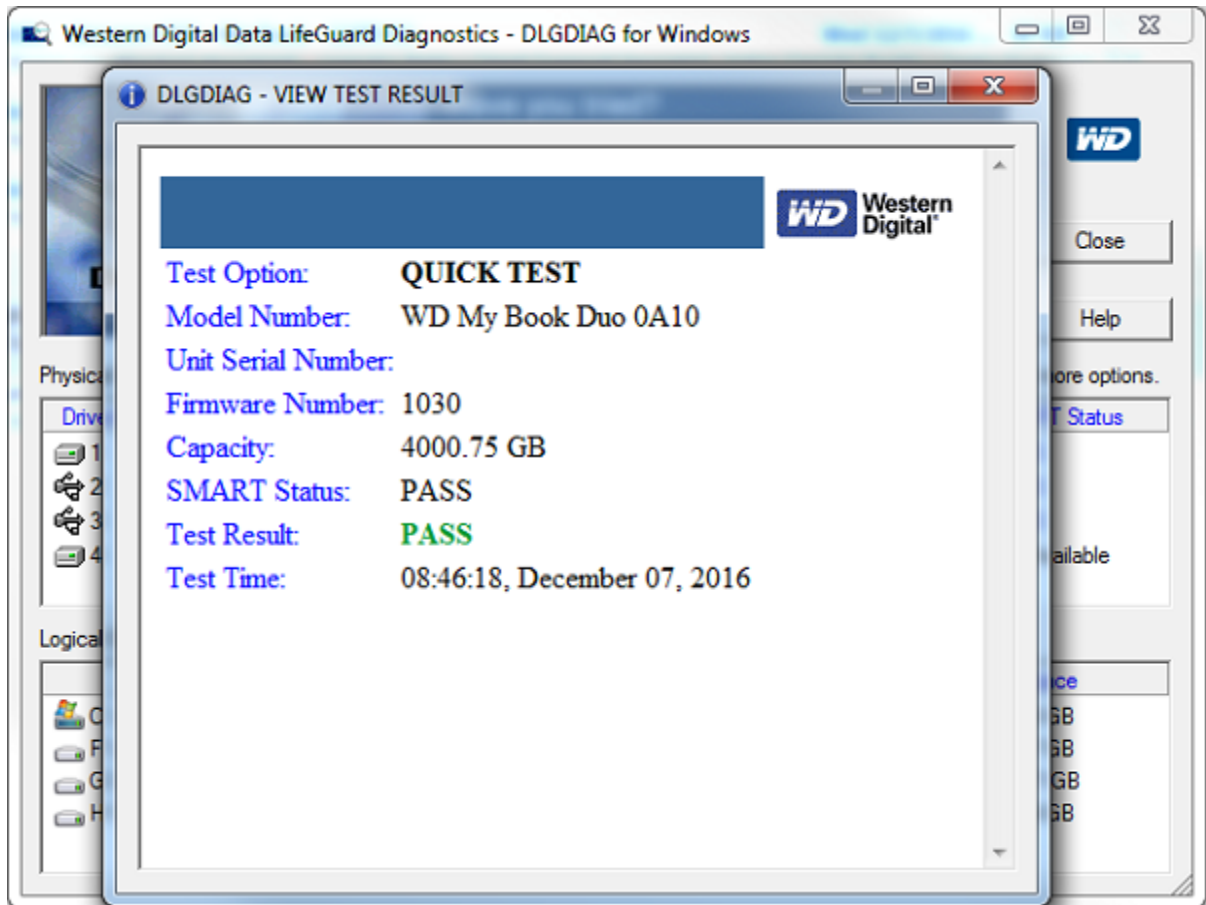


9. When the test completes, you will be notified. Click the **Close** button.



10. The pop-up window will display the test results for the drive.





**Important:**

- The diagnostics will not read SMART data from the drives. Windows Data Lifeguard Diagnostics will test internal hard drives contained within a WD My Book Premium II and WD My Book Pro Edition II storage system. The RAID Array on these units does not need to be broken in order to test the internal drives. The only feature that will not be available with the diagnostics is the SMART data. Please see: [Answer ID 11711: Data Lifeguard Diagnostics Error Code List](#) for a list of error codes this utility provides.
- If any of the tests fail, including the Quick Test, replacement of the drive may be necessary. Please see [Answer ID 8: How can I replace a product under warranty?](#) for help creating a **Return Merchandise Authorization (RMA)**.

**Drive is not recognized by Data Lifeguard Diagnostics for Windows:**

If the drive is not recognized by Data Lifeguard Diagnostics, follow the instructions below to troubleshooting this issue:

1. Make sure that the drive is properly connected to the PC. If it is an internal drive make sure the SATA or PATA (EIDE) cable is securely attached to both the drive, and the controller card. If it is an external try replacing the USB, FireWire, or eSata cable and rebooting the system.
2. Make sure the drive is getting power. For internal drives, make sure that the power cable is properly connected to the drive, and that both a MOLEX (4-pin) and SATA-type power cables are not connected to your drive simultaneously. For external Desktop drives, try plugging the power directly into a wall outlet (instead of a Universal Power Supply or power-strip). For portable external drives, try using a **Power Booster Cable** to supply extra power to the drive.
3. Right-click on the program and select **Run as Administrator**.
4. Try reinstalling the Data Lifeguard Diagnostics for Windows utility. It is possible that the installation has become corrupted.
5. If the drive is internal, make sure that the jumper settings are correct based on the diagram on the drives label.
6. Test the drive on another system. If the drive is not recognized on another system, something is likely wrong with either the power supply, data cable, or the drive.
7. If the drive is recognized on another system, it's likely a problem with the data port (or BUS), drivers, or a malware software concern on the affected system. It's best to consult a computer technician or vendor for further system testing.
8. If the drive still is not recognized, than it is most likely damaged and needs to be replaced. Please see [Answer ID 8: How can I replace a product under warranty?](#) for assistance with this process

- Internal Drives - Mac Users: Use the built-in tools within the Operating System. Please see [How to test a drive for defects or problems on a Mac](#) for assistance testing your drive.
- External Drives - Please use **WD Drive Utilities**, or **Data Lifeguard diagnostics** to test your drive. Please see knowledge base articles [How to set up and use WD Security & WD Drive Utilities](#) and [How to test a drive for problems using Data Lifeguard Diagnostics for Windows](#).
- My Cloud Drives - Run a **System Diagnostic Test** (Full Test) using the Dashboard. Please see [How to run a System Diagnostics test on a My Cloud](#) for assistance running this test.

7. If the drive is defective or damaged, please do the following:

- a. If data recovery is required, please visit one of our [data recovery partners](#).  
WD does not provide data recovery services.
  
- b. [Check the drive's warranty](#).  
If the drive is in warranty, [create an RMA](#)