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Western Digital Dashboard: Frequently Asked Questions (FAQ)

List of Frequently Asked Questions (FAQ) about the **Western Digital Dashboard**.

Download and Use

Please refer to [Answer ID 31759 Western Digital Dashboard: How to Install and Use](#)

How to use Performance Monitor

Performance Monitor is a tool that allows the user to monitor the performance of the drive in real time.

The Performance Monitor uses the **Performance Chart** to provide information to the user. The Performance Chart has the ability to show two different real-time performance metrics. The chart will scroll from right to left showing a moving 5 minutes time line on the horizontal axis. The vertical axis of the chart will show either Mega Bytes per second or I/O operation count per second. The two metrics are the following:

- **Transfer Speed MB/s** = The disk reads and writes are shown in the chart with green and blue indicators
- **Transfer IOPS** = The disk I/O reads and writes are shown in the chart with orange and purple indicators

[Skip to main content](#) write access to the disk is needed in order to see the performance data





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drives in order to see the performance chart data for the new drive.

Data backup recommendations for updating firmware using the Western Digital Dashboard

Firmware update should not affect data on a Western Digital drive. However, there is a very slight chance a firmware update may result in data loss. Because of this, WD highly recommends backing up all data before initiating the firmware update.

Internal HDD and SSD Backup

The Western Digital Dashboard does not include backup software functionality. Please refer to the following backup options:

- [Answer ID 15564: Acronis True Image for Western Digital: Backup Entire Windows Computer](#)
- [Answer ID 25298: Windows 10 & 11: File History Backup and Restore to a WD DAS](#)
- [Answer ID 13043: Alternate 3rd Party Backup and Sync Software For Windows and macOS](#)

External DAS Backup

The Western Digital Dashboard does not include backup software functionality. Please refer to the following backup options:

- [Answer ID 30022: Acronis True Image for Western Digital: File Backup & Restore to WD DAS](#)
- [Answer ID 25298: Windows 10 & 11: File History Backup and Restore to a WD DAS](#)
- [Answer ID 13043: Alternate 3rd Party Backup and Sync Software For Windows and macOS](#)

Troubleshooting a drive that is not detected by the Western Digital Dashboard

The Western Digital Dashboard only supports WD brand products.

Please ensure the Western Digital and cables are connected properly. Click on the **Rescan** button of the Dashboard to scan the system for connected Western Digital drives, or close and restart the dashboard program.

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installed on my system?

That is a great question. The answer is no. They use the same underlying code and can detect both brands. When you toggle the dropdown list at the top of the application and switch from SanDisk to WD drives and vice versa, you will notice that the UI changes to reflect which brand of drive you are looking at.

I bought a new SanDisk or WD drive and have installed it. How can I tell which firmware revision is installed on the drive on my Windows system?

Install the Western Digital Dashboard utility and launch it. After your drive(s) is detected, you will see the version of firmware currently installed on your drive. This is the preferred method. Alternately, you can launch Device Manager on your Windows system, right-click on the drive and select Properties. Click on the Details tab then select Hardware IDs from the dropdown menu. You may see a number of entries listed. The entry on the top line will have the version (the last 4 characters). The drawback for using this method is that Windows will truncate the value and not display the entire version.

Is there a version of the Western Digital Dashboard for macOS or Linux? How can I get a firmware update for my Mac or Linux machine?

Unfortunately, those platforms are not currently supported by the Western Digital Dashboard. Please check back on this FAQ from time-to-time to see if or when those platforms may be supported in a future release.

I bought a new SanDisk or WD SSD drive and have installed it. How can I tell which firmware revision is installed on the drive on my Mac?

As there is no macOS version of the Western Digital Dashboard utility at this time, you must use the macOS to provide that information. Click on the Apple icon in the upper left corner of your screen. Select 'About this Mac > More Info'. Select the 'System Report'. Under 'Contents', click on 'Hardware' to expand the list of devices installed. Click on 'Serial-ATA'. This should open up a window which displays information about your drive. The firmware version should be listed in the 'Revision' field.

The Western Digital Dashboard has an option to manually update my firmware from a file on my computer. Can you send me the file to update my firmware manually?

This is a good question. The Western Digital Dashboard is responsible for keeping the firmware up-to-date on your system. The option to install manually is for rare cases when there may be the necessity for Engineering to provide a test file for a customer to use. In those cases, Support will provide a file and provide instructions for uploading and refreshing the firmware. That button is there.

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When installed, the Western Digital Dashboard talks directly to the drive itself. It does not require the Windows OS to provide any details or metrics about the drive. Once it has identified the model number and the firmware revision of the drive, it will connect to the cloud to query the firmware resources located there to see if an update is available. If there is an updated version of the firmware for that model, it will advise you so that you can download and install it.

I bought a branded desktop/laptop from Dell, HP, etc., that has a Sandisk or WD drive installed. I saw that there is a firmware update available but my Western Digital Dashboard says my firmware is up-to-date. Can you send me the file so I can update my system?

This is a really good question. When there is a firmware update for drives installed in OEM machines such as Dell, HP, Lenovo, etc., those manufacturers will include those updates on their own distribution platform or utility such as "Dell Updates" or "HP Support Assistant" and similar. Firmware updates for OEM partners are very specific to the OEM-branded drives. Retail firmware updates and OEM updates are very different as OEM drives have different specs and characteristics than Retail drives. OEM firmware updates are provided for your specific model directly from the manufacturer.

My SSD/HDD have been EOL/Discontinued (End of Life). Can I still get firmware updates and support if the Western Digital Dashboard fails to update the drive?

When an drive has been discontinued, the Western Digital Dashboard can only apply the most recent firmware update available for that drive when it was a product that was currently shipping. In other words, when a product has been discontinued, firmware updates for that product are not removed from the Western Digital Dashboard. It is still available to apply. Once applied, however, there will be no further firmware updates for that product. If the Western Digital Dashboard is unable to update the firmware, please open a case with Customer Support (see Helpful Links below).

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