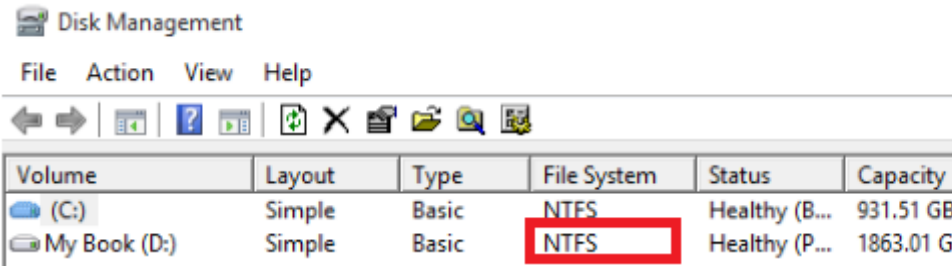


Operating System Compatibility

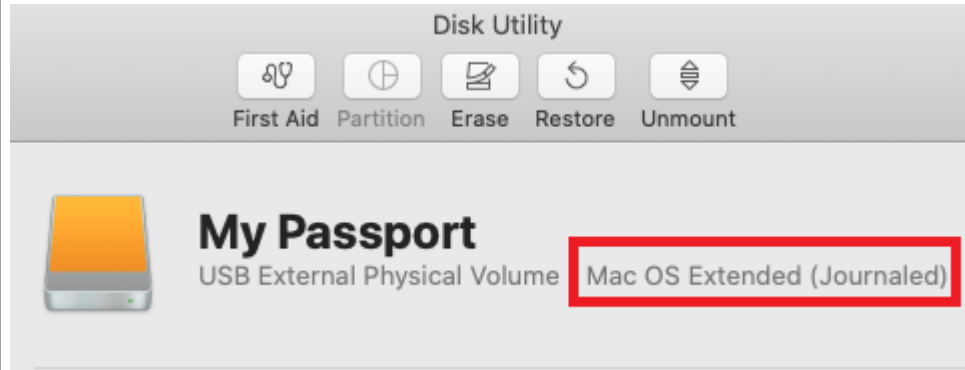
External drives may ship with Windows NTFS, macOS HFS+, or exFAT file systems. Upon connecting to the computer, the external hard drive should be recognized and ready for use. If the drive is not immediately recognized (or appears to be read only), it is likely formatted for a different OS. If this is the case it's best to reformat the drive. Please refer to the below table for the best file system you should reformat your drive.

- - The following article provides details for the drive out of box & OS Compatibility, [Answer ID 25242: How To Format an External Drive or Memory Card to Out of Box and OS Compatibility](#)
 - If the drive has been reformatted, it's possible to download the software which the drive originally shipped, please refer to [Answer ID 10346: Download Software, Firmware and Drivers for WD Products](#).

OS Compatibility	File System	About																		
Windows	NTFS	<p>NTFS formatted drives have OS Compatibility with Windows OS.</p>  <p>The screenshot shows the Windows Disk Management console. It lists two volumes: (C:) and My Book (D:). Both are formatted with NTFS. The NTFS file system for My Book (D:) is highlighted with a red box.</p> <table border="1" data-bbox="479 1344 1424 1459"> <thead> <tr> <th>Volume</th> <th>Layout</th> <th>Type</th> <th>File System</th> <th>Status</th> <th>Capacity</th> </tr> </thead> <tbody> <tr> <td>(C:)</td> <td>Simple</td> <td>Basic</td> <td>NTFS</td> <td>Healthy (B...</td> <td>931.51 GB</td> </tr> <tr> <td>My Book (D:)</td> <td>Simple</td> <td>Basic</td> <td>NTFS</td> <td>Healthy (P...</td> <td>1863.01 G</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • NTFS formatted drive. • WD external drives that are sold as “macOS” drives, or are setup for a macOS 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 macOS, it's best to re-partition and re-format to a Windows filesystem in order for the drive to work on the Windows system. 	Volume	Layout	Type	File System	Status	Capacity	(C:)	Simple	Basic	NTFS	Healthy (B...	931.51 GB	My Book (D:)	Simple	Basic	NTFS	Healthy (P...	1863.01 G
Volume	Layout	Type	File System	Status	Capacity															
(C:)	Simple	Basic	NTFS	Healthy (B...	931.51 GB															
My Book (D:)	Simple	Basic	NTFS	Healthy (P...	1863.01 G															

Please select the appropriate Windows OS from the table above and follow the steps to format the drive to **NTFS**.

HFS+ formatted drives have OS Compatibility with macOS.



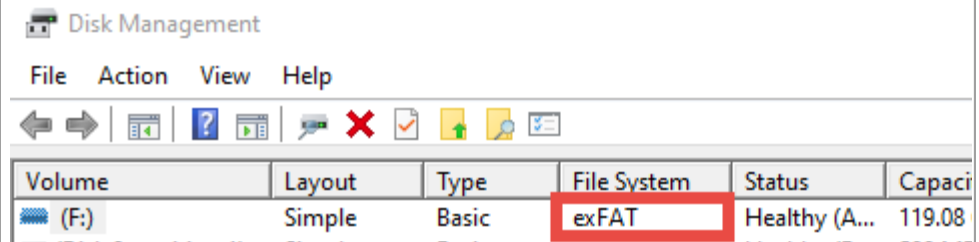
macOS

HFS+
+

- HFS+ shows up as Mac OS Extended (Journaled).
- Time Machine backups require the device to be HFS+ formatted.
- macOS computers mount NTFS formatted USB drives as "Read Only".
- "Read Only" mounted drives cannot be written to with macOS computers.
- macOS can read but not write to NTFS formatted drives.
- In order to make a drive compatible with macOS which is formatted for Windows, it's best to re-partition and re-format to a macOS filesystem in order for the drive to work on macOS.

Please select the appropriate macOS from the table above and follow the steps to format the drive to **HFS+**.

exFAT formatted drives have OS Compatibility with both macOS and Windows OS.



Windows & macOS

exFAT

- exFAT formatted drive.

		<ul style="list-style-type: none">• In most cases, simply connect the external hard drive to an available data port on the computer for it to be recognized.• NTFS or HFS+ drives are normally reformatted with exFAT to be used on macOS and Windows. <p>Please refer to Answer ID 20821: How to Format a Drive for Use on Both Windows and macOS Using exFat or FAT32.</p>
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Details

Answer ID 8200

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