

My Cloud OS 5: How to Update From My Cloud OS 3

How to Update to My Cloud OS 5

Please follow the steps below to update the firmware to My Cloud OS 5



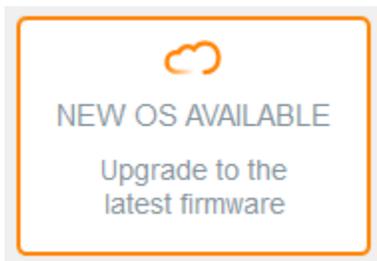
Important:

- **Devices updated to My Cloud OS 5 cannot be downgraded to My Cloud OS 3.**
- To find more information about My Cloud OS 5 firmware, please refer to the [My Cloud OS 5 Firmware Release Notes](#)
- To find more information about firmware availability and supported device, please refer to [Answer ID 29230: My Cloud OS 5: Firmware Availability and Supported Devices](#)
- Before upgrading, please review [Answer ID 29389: My Cloud OS 5: Feature Differences Between My Cloud OS 3 and My Cloud OS 5](#) for more details on feature differences and My Cloud OS 3 apps that will no longer be available.
- Twonky DLNA Server v8.2.1 installed on My Cloud OS 5 and higher no longer contain the Twonky Thumbnail Utility (TTU) tool and does not support extracting thumbnails from video content by default. For more information, please refer to [Answer ID 29845 My Cloud OS 5: Twonky Video Thumbnails Not Displayed](#)
- Please check the following article for Windows, Printers, Scanners, Media Servers and Players not detecting a My Cloud after updating to OS 5. [Answer ID 29985 My Cloud OS 5: TV, Printers, Scanners, IP Camera and Media Players Cannot Connect](#)
- [Best Practice for My Cloud OS 5 Cloud Access and Indexing](#)
- [My Cloud OS 5 HTTPS Redirects Explained](#)

1. Before updating to My Cloud OS 5, your device must be updated to Firmware 2.41.116 or higher.

- Download firmware version **2.41.116** for your My Cloud model from the [WD Support Website](#) to your local computer
- Login to your My Cloud dashboard as "admin" user
For assistance accessing the *Dashboard*, please refer to [Answer ID 27432 How to Access the Dashboard on a My Cloud Device](#)
- Click **Settings**
- Click **Firmware**

- Click **Manual Update from File**
 - Browse to the downloaded firmware file
Select the firmware image file and Click **Open** to start the firmware update process
 - Click **Install and Reboot** and wait for the update and reboot process to complete
2. Log into the My Cloud dashboard
For assistance accessing the *Dashboard*, please refer to [Answer ID 27432: How to Access the Dashboard on a My Cloud Device](#)
3. Click the Box **NEW OS 5 AVAILABLE**



4. **Introducing My Cloud OS 5**
Click **Next** to continue the update process
Click **Update Later** to cancel the OS 5 update process.

Introducing
My Cloud OS 5

Our latest security and reliability updates for your device. Upgrade today.

- ✓ Your files and folders will be preserved
- ✓ Local NAS settings will be remembered

[Learn More](#) about what's changing in My Cloud OS 5.
Or, catch up on the [Firmware Release Notes](#).

5. Things to know
One Way Migration



Important: Upgrading to My Cloud OS 5 is a one Way Migration. There will no option to revert back to OS 3.

6.
NAS App Reinstall
You will need to reinstall the Apps you have
Click **Next**

Things to know

 **One way migration**
Upgrading to My Cloud OS 5 with our latest security updates is a one way migration – you will not be able to revert back to My Cloud OS 3.

 **NAS app re-install**
You will need to reinstall and setup the apps you have. Don't worry, we'll keep track of the apps you have installed. Some existing functions such as USB Backup and DLNA media server have become optional apps, and some apps such as aMule will no longer be available.

Visit our [Knowledge Base Article](#) for a full list of the changes.

[Upgrade later](#)

7. **New cloud account needed after the upgrade**
Click **Next**

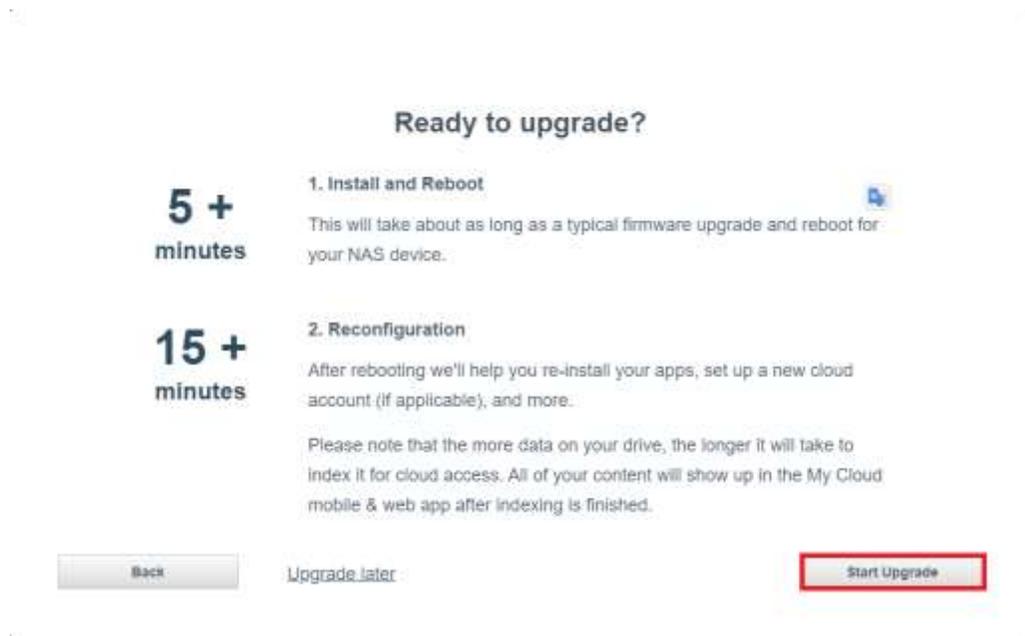
New cloud account needed after the upgrade

-  New web and mobile apps
-  Improved auto backup features (mobile only)
-  Updated Search using metadata such as location, date & auto grouping
-  RAW & HEIC photo view and better video playback support.



[Upgrade later](#)

8. Ready To Upgrade?
Installation is 5 minutes
Reconfigure is 15 minutes
Click **Start Upgrade**



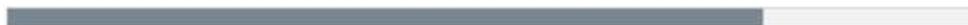
9. Upgrading to OS 5... Firmware will download



Important: Do not unplug your device during upgrade installation.

Upgrading to My Cloud OS5....

Downloading...(78%)



Do not unplug your device during upgrade installation. After completing the update, your network drive will reboot automatically.

10. Upgrading to OS 5... Firmware will Upgrade

Upgrading to My Cloud OS5....

Upgrading...(100%)



Do not unplug your device during upgrade installation. After completing the update, your network drive will reboot automatically.

11. Upgrade Complete. Device will reboot

Update complete. Device is rebooting.



Do not unplug the device during the rebooting process.

12. Type OS 3 password
Click **Next**

Welcome to the new
My Cloud™ OS5

Username

Password

[Can't remember your login info?](#)

By clicking NEXT, I agree to the [WD Privacy Statement](#).

NEXT

13. End User License Agreement

Review the End User License Agreement Click **I Agree**

End User License Agreement

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I AGREE

14. Create a New Password for My Cloud OS 5
Click **Next**

Welcome

Create an administrator password to protect against unauthorized access and configuration to your My Cloud system.

User Name	<input type="text" value="admin"/>
Password	<input type="password"/>
Confirm Password	<input type="password"/>

Back

Next

15. Update password for local NAS users

Create a new password for local NAS users.

Click **Skip this user** if the password should be set later.

Click **Next**

Update passwords for local NAS users

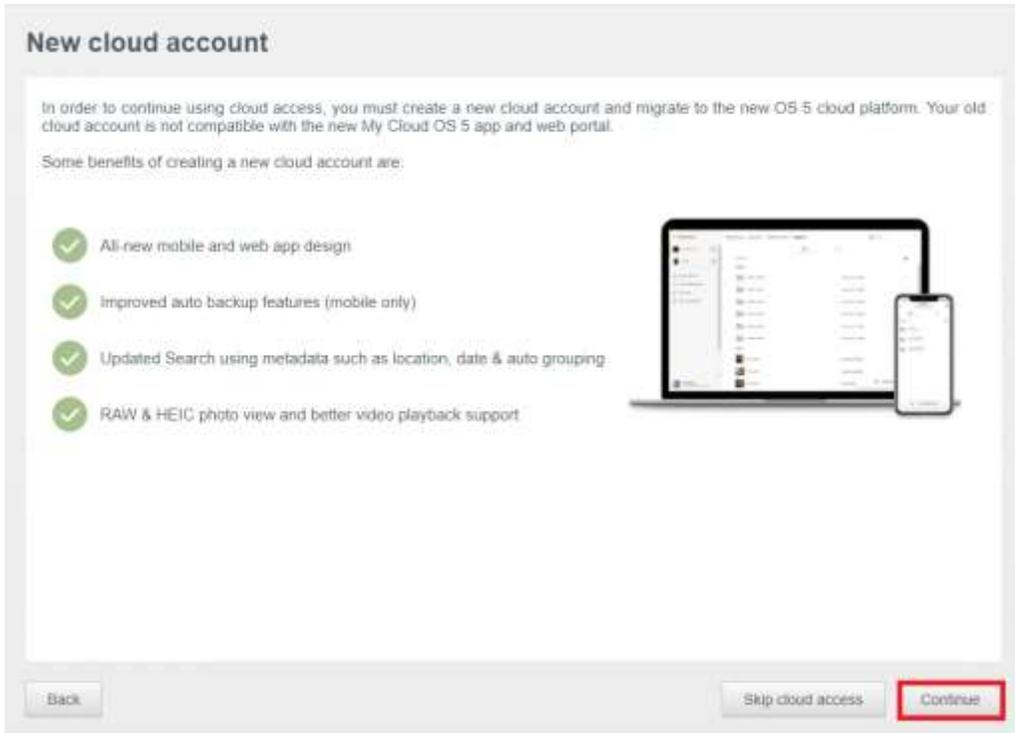
Update password for the local NAS user account(s) of your device to get the latest password encryption security (you can enter the same password). You can also skip and update later if you don't have the original password at this time. Remember to let the users know about the new password if you change it.

User Name	hamed
Password	<input type="password"/>
Confirm Password	<input type="password"/>
	<input type="button" value="Skip this user"/>
User Name	user1
Password	<input type="password"/>
Confirm Password	<input type="password"/>
	<input type="button" value="Skip this user"/>

16. Access from anywhere

To skip the Cloud Access Configuration, Click **Skip Cloud Access**

To configure the remote access, Click **Continue**



17. Create cloud account

Fill out the form and add an email address to use it for cloud account.

If the account is already created for any other device (including WD My Cloud OS5, My Cloud Home or Sandisk ibi), click **Sign in with existing My Cloud OS 5 cloud account** and Sign in to the created account.

Create cloud account

First Name

Last Name

Email Address

Password 

Confirm Password

[Sign in with existing My Cloud OS 5 cloud account](#)

18. Enable Cloud access for your network shares

By selecting the share folder, the web/mobile access will be enabled for that specific folder. This selection will enable the indexing process on the your My Cloud OS 5. for more information about indexing process, please refer to [Answer ID 30021: My Cloud OS 5 Cloud Access Content Indexing FAQ](#)

Click **Next**

Enable cloud access for your network share(s)

Select the network share(s) that you would like to enable for the My Cloud OS 5 mobile and web app to access. Please note that your system will need to index your data in the selected network share(s), and the more data you have, the longer this process can take. You can also re-configure this later in the Network Share settings.

- Select all
- Public
- SmartWare
- TimeMachineBackup
- adrew
- withFTP
- withoutFTP

Next

19. Sign-in Successful

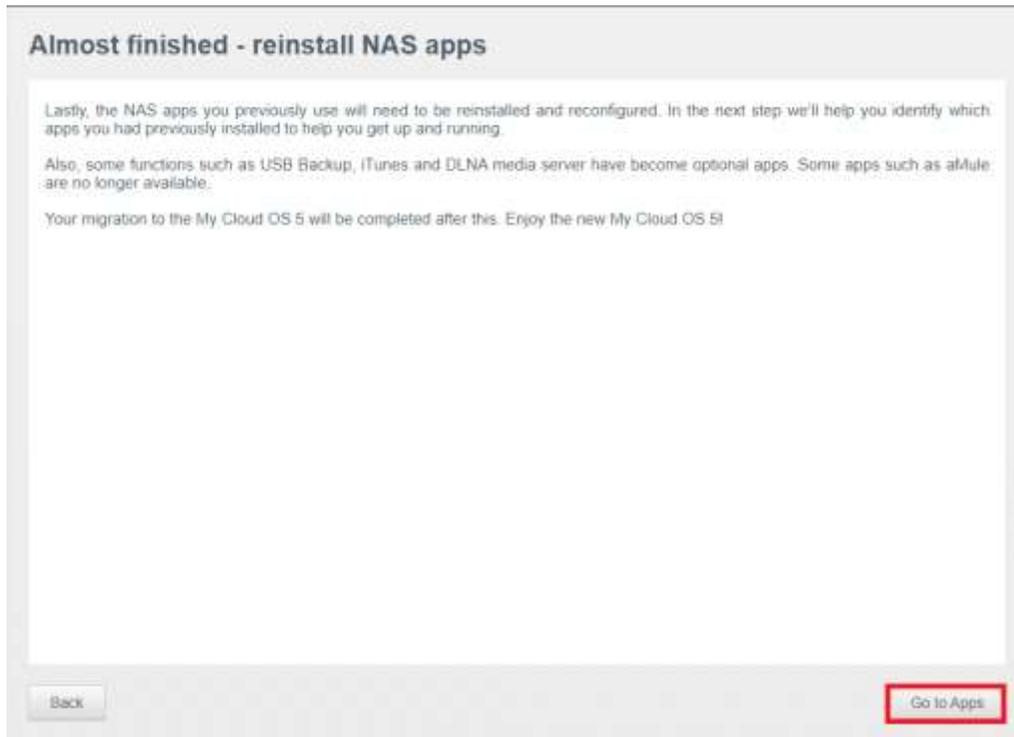
Click **Next**

Sign-in successful

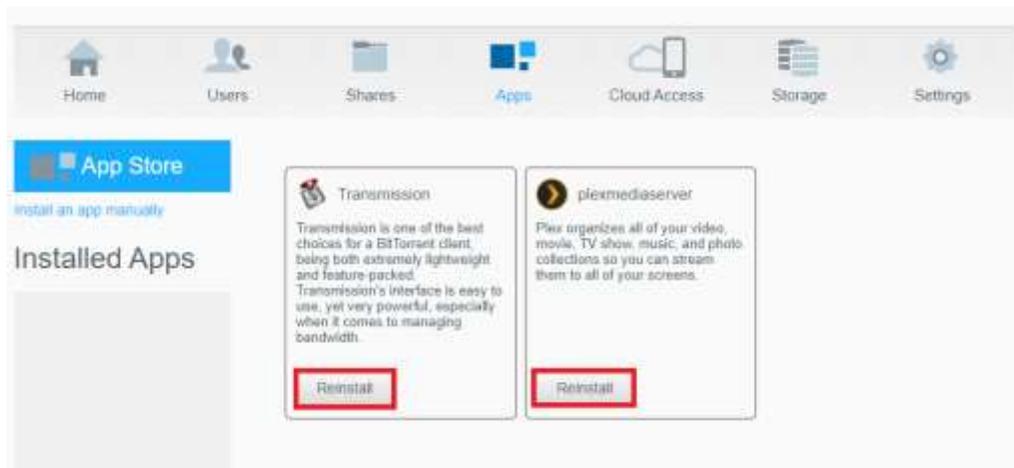
You've successfully signed into your My Cloud OS 5 cloud account with this device. Please note that we're currently indexing your data for cloud access. The more data you have, the longer this process can take.

Next

20. Almost finished - reinstall NAS apps
Click **Go to Apps**



21. Click **Reinstall** to install the app that was installed on the OS 3.



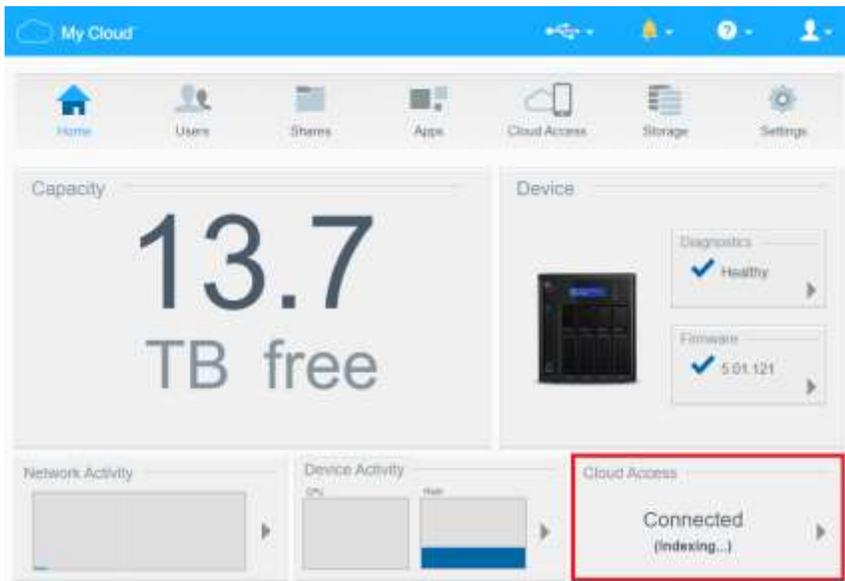
22. **Dashboard View**

The device will start indexing the content when Cloud accounts are created for remote

access of content in the web and mobile apps.

For more information regarding indexing, please refer to:

- [Answer ID:29836 My Cloud OS 5 Indexing in Progress Message](#)
- [Answer ID:29223 My Cloud OS 5 User Share Indexing](#)



How To Map a WD Network Drive on Windows 10

Answer ID 25436

Mapping a network share on a Windows 10 computer allows the ease of use and access to network storage content.



Important:

- My Cloud, My Cloud Home, or My Passport Wireless products are not detected under Windows 10 Network

- For My Passport Wireless products, please refer to [Answer ID 24800: My Passport Wireless Samba SMBv2 Connection Message](#)
- The "Network Browse" function has been disabled on Windows 10 v1709 and higher
- Guest access in SMB2 has been disabled by default in Windows 10 Fall Creators Update version 1709 and higher
- Connect, Access and Map a My Cloud *password protected* Private Share **before** accessing the Public share

My Cloud OS 5: Web App or Mobile App Connection Status

Answer ID 29489

My Cloud OS 5 Connection Types

My Cloud OS 5 supports *Port Forward*, *Proxy Relay* and *Local Area Network* connection types.

The network router should have *UPnP* enabled to allow UPnP port forwarding to occur. For more detailed information, please refer to [Answer ID 29488 My Cloud OS 5: Connection Status](#)



Important:

Manual Port Forwarding Remote Cloud Access configuration is not supported in the My Cloud OS 5 AdminUI dashboard. [Best Practice for My Cloud OS 5 Cloud Access and Indexing](#)

Connection Type	Connection Type
Direct ⓘ	Port Forward
Relay ⓘ	Proxy Relay
Local ⓘ	Local Area Network

Connection Type Web & Mobile App

Use the steps below to check the network connection type using the My Cloud OS 5 Web & Mobile app.

1. Open the My Cloud OS 5 web app or mobile app
2. Tap the "Gear Icon" to see the Connection Status



- If the "Connection Type" is **Direct**, the My Cloud OS 5 is using a **Port Forward** connection.

Connection Type Direct ⓘ

- If the "Connection Type" is **Relay**, the My Cloud OS 5 is using a **Proxy Relay** connection.

Connection Type Relay ⓘ

- If the "Connection Type" is **Local**, the My Cloud OS 5 is using a **Local Area Network** connection.

Connection Type Local ⓘ
