

USER GUIDE

Welcome to WD Discovery



Important:

An active Internet connection with ports 80 and 443 available are required for software and firmware update notifications to occur

Western Digital does not provide instructions on how to modify the *DNS* settings for third party routers. Please consult the router's user manual or contact the router's manufacturer for support

If the router was supplied by an *Internet Service Provider (ISP)*, please contact them for support

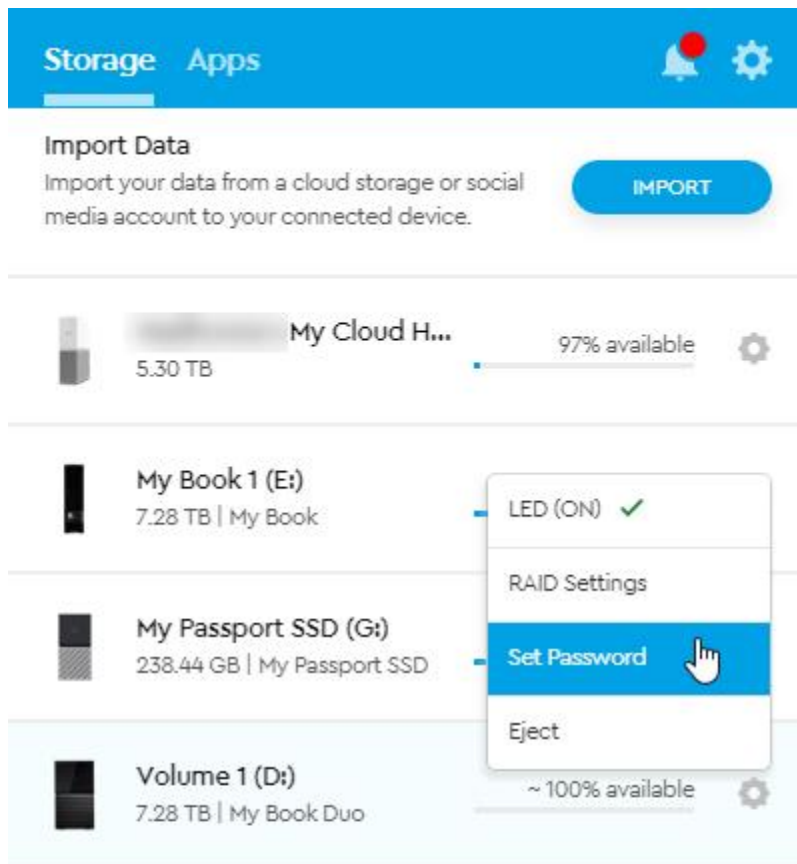
Welcome to WD Discovery

WD Discovery is a new application from WD that enables you to:

- Manage your connected WD devices like My Passport, My Book, and My Cloud Home drives
- Make complex things easy, like securing a drive with a password or managing drive settings
- Download, install and stay up-to-date with software offered by WD and WD partners
- Register your devices and receive important software updates
- Manage your My Cloud Home device



Features:

- It allows connected WD devices like WD My Passport and other supported drives to be managed under one application
- It simplifies complex tasks like securing the drive with a password or managing drive settings
- It allows for device registration in order to receive important software updates and notifications
- It displays device status such as capacity, free space available, drive security and so on
- Notifications about devices not yet registered with a link to a registration form within WD Discovery itself
- Notifications about software updates



- It allows for importation of data from a cloud storage (Dropbox, Google Drive, and OneDrive) or social media accounts (Facebook and Instagram) to a supported drive


Storage Apps





Import Data


Import your data from a cloud storage or social media account to your connected device.


IMPORT


Sign In


Dropbox>

Google Drive>

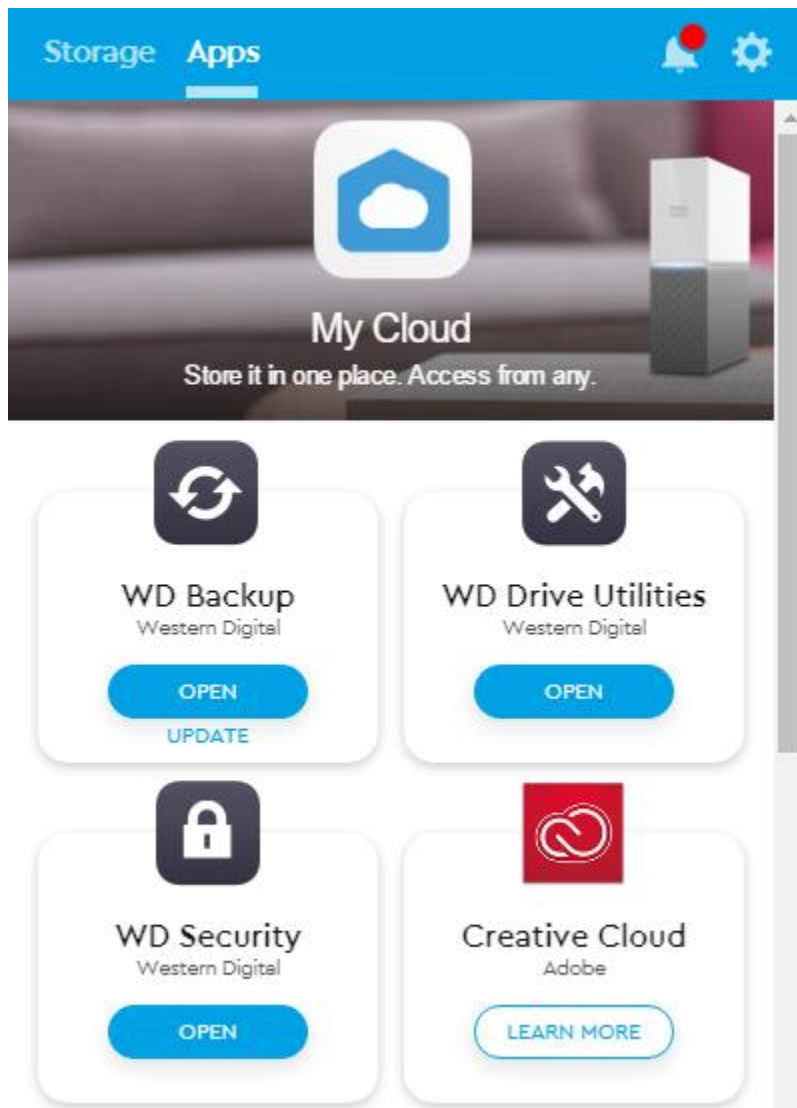
OneDrive>

Amazon Drive>

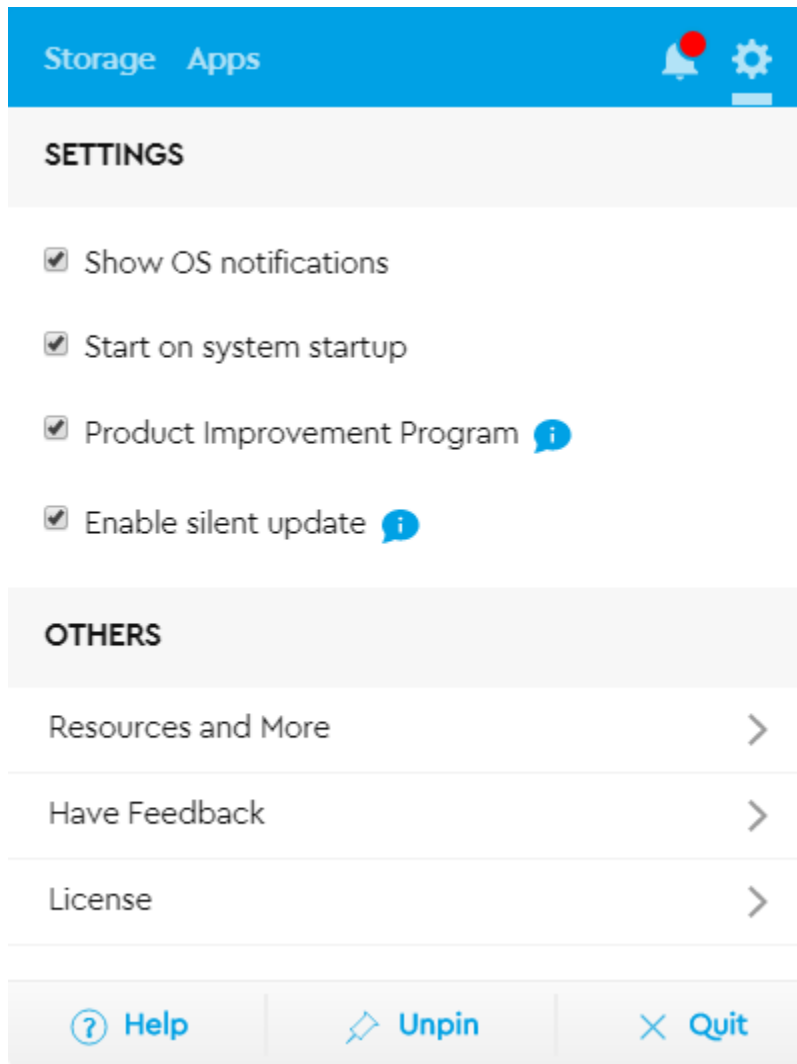
Facebook>

Instagram>

- A list of installed applications from WD that can be launched and updated from WD Discovery
- A list of additional applications available from WD and WD partners



- Preferences such as having WD Discovery automatically start on system startup
- Links to WD websites such as product documentation



- A setting to keep WD Discovery pinned to the system menu or have it as a floating window
- Support for 18 languages

×

More

VERSIONS

Česky

Dansk

Deutsch

Ελληνικά

English

Español

Suomi

Français

Magyar

Italiano

日本語

한국어

Norsk

Nederlands

Polski

Português

Русский

Slovensky

Svenska

Türkçe

简体中文

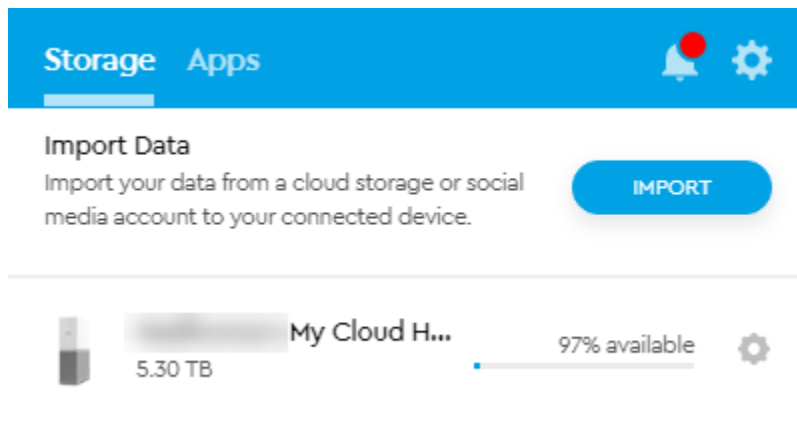
繁體中文

English ▼

APPLY

Discovery will restart for language changes to take effect.

- Comes with the My Cloud Home Desktop App preinstalled



How to Install and Launch on a Mac

WD Discovery is a light weight desktop application for Mac and Windows that provides a cloud based method of delivering software, updates and notifications for external USB drives. WD Discovery can be manually installed on computers that do not have an internet connection like any other software application



Important:

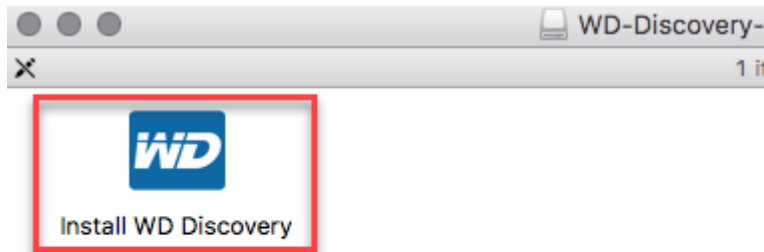
- ☐ An active internet connection with ports 80 and 443 available are required for software and firmware update notifications to occur
- ☐ WD Discovery will install or Update existing versions of WD Drive Utilities to the version included with WD Discovery
- ☐ Existing installations of WD Software supported by WD Discovery will prompt the user that a new version is available through the WD Discovery environment

Installing WD Discovery on a Mac

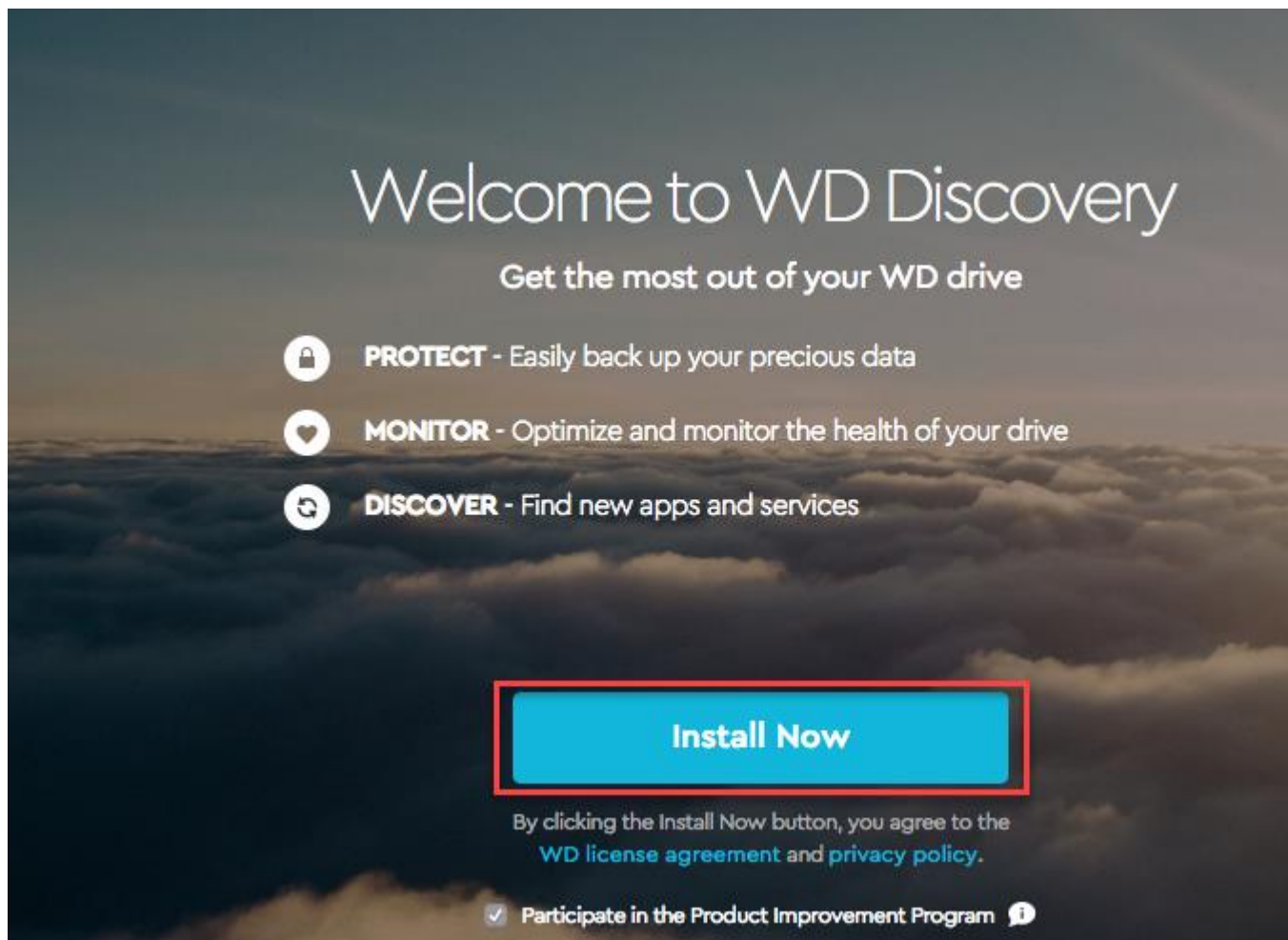
1. Go to the [WD Discovery Download Site](#) and download the software

Name	Date Modified
▶ Extras	Jan 31, 2017, 3:04 PM
Readme.txt	Jan 31, 2017, 3:05 PM
User Manual.url	Jan 31, 2017, 2:17 PM
▶ WD Discovery	Jan 26, 2017, 10:21 AM
WD Discovery for Mac.dmg	Jan 26, 2017, 10:24 AM
WD Discovery.exe	Jan 26, 2017, 10:21 AM

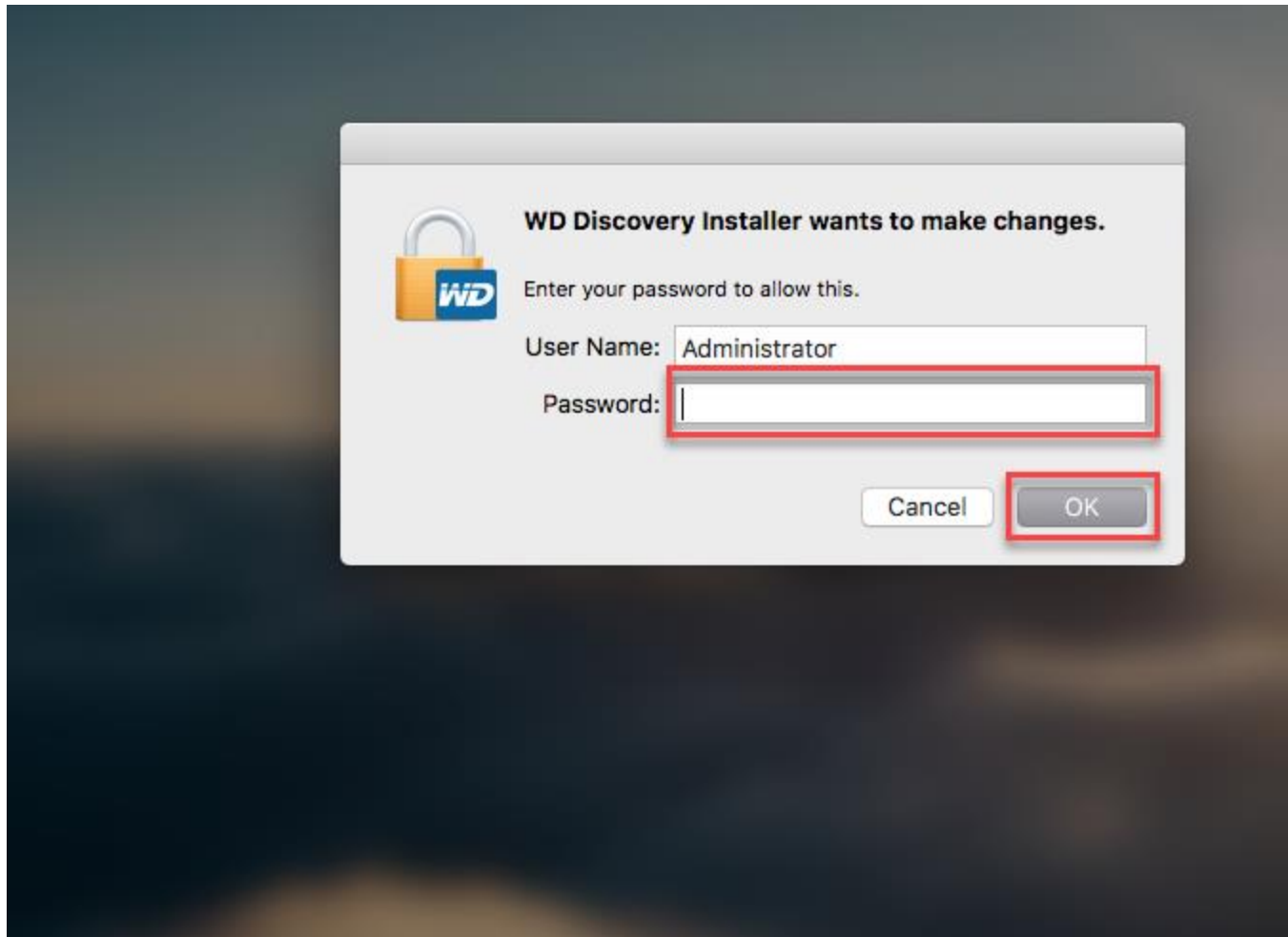
2. Once finished, run the software



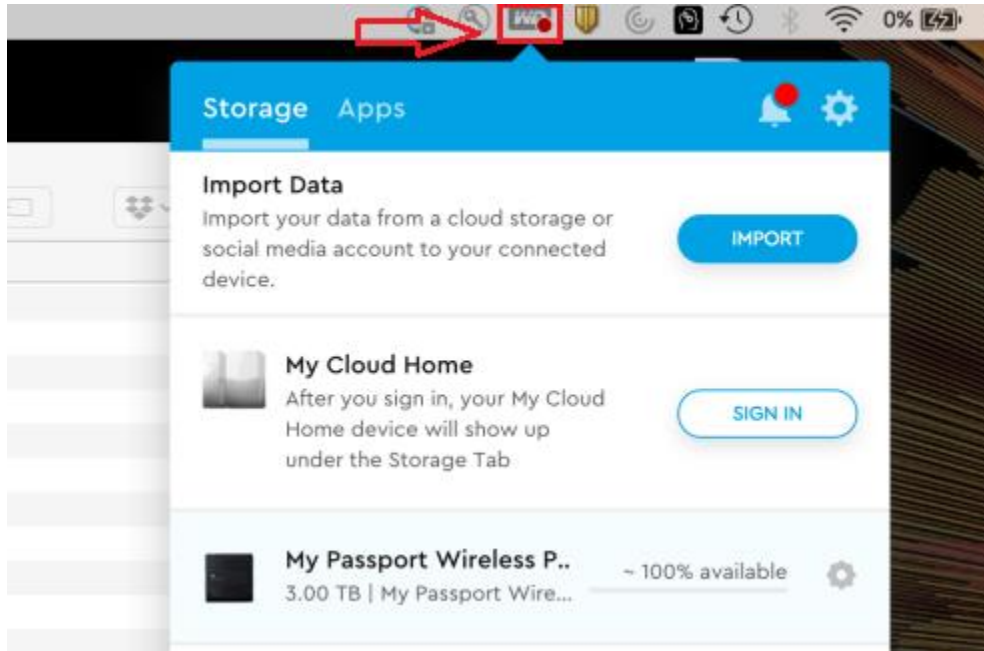
3. Click on **Install Now**



4. Enter the Mac user's **password** , click **OK** and wait for the installer to complete the installation



5. From Apple menu bar, click on the **WD** icon to open **WD Discovery**



How to Install and Launch on a Windows

WD Discovery is a light weight desktop application for Mac and Windows that provide a cloud based method of delivering software, updates and notifications for external USB drives. WD Discovery can be manually installed on computers that do not have an internet connection like any other software application






Important:

- ☐ An active internet connection with ports 80 and 443 available are required for software and firmware update notifications to occur
- ☐ WD Discovery will install or Update existing versions of WD Drive Utilities to the version included with WD Discovery
- ☐ Existing installations of WD Software supported by WD Discovery will prompt the user that a new version is available through the WD Discovery environment

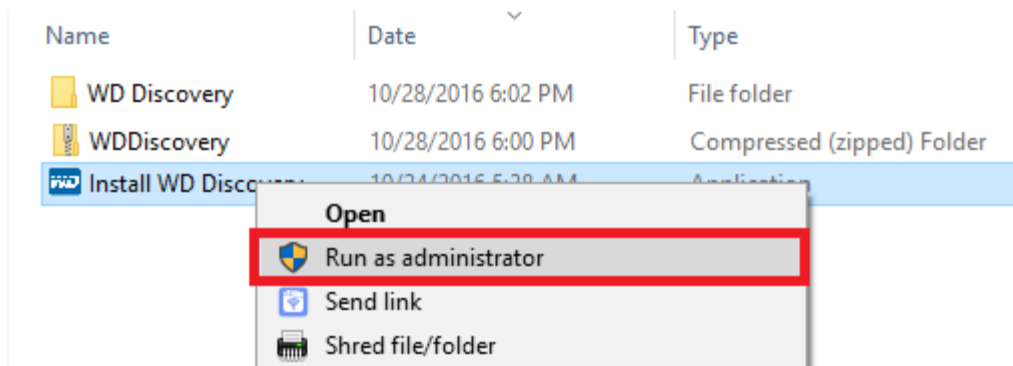
Installing WD Discovery on Windows

1. Go to the [WD Discovery Download Site](#) and download the software

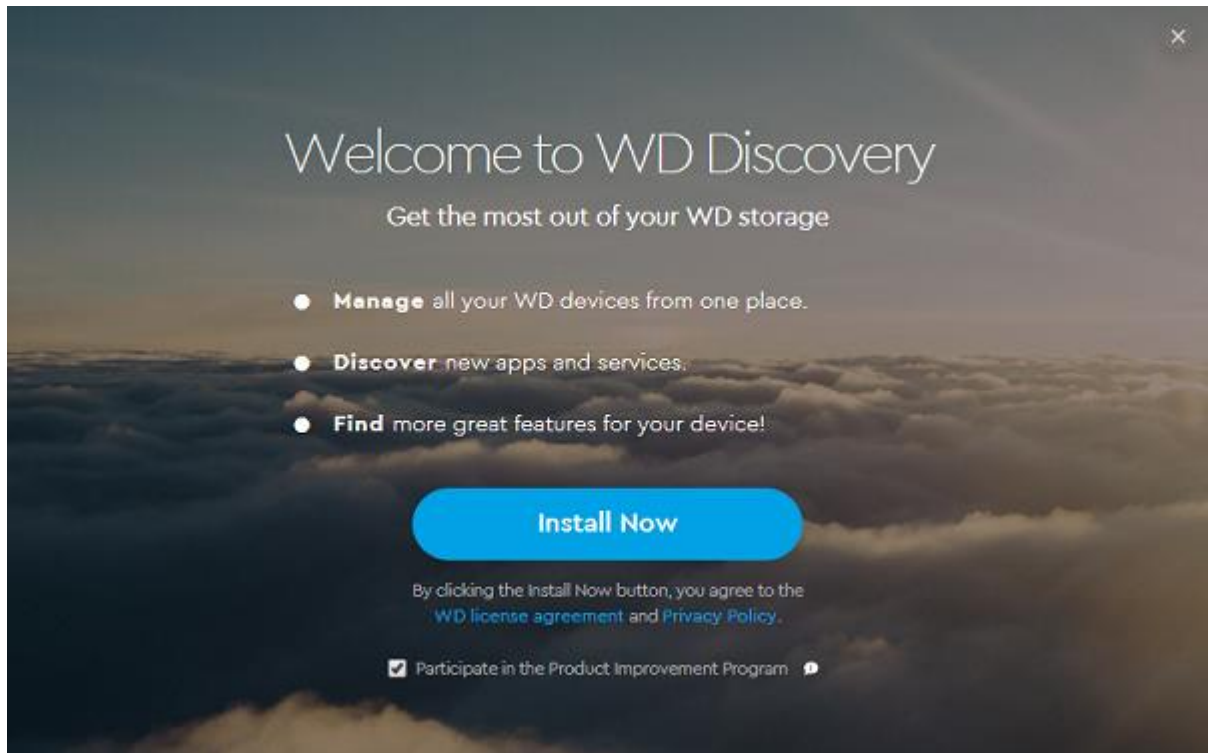
2. Right Click and extract the installer from the .zip file

Name	Date	Type
 WD Discovery	10/28/2016 6:02 PM	File folder
 WDDiscovery	10/28/2016 6:00 PM	Compressed (zipped) Folder
 Install WD Discovery	10/24/2016 5:38 AM	Application

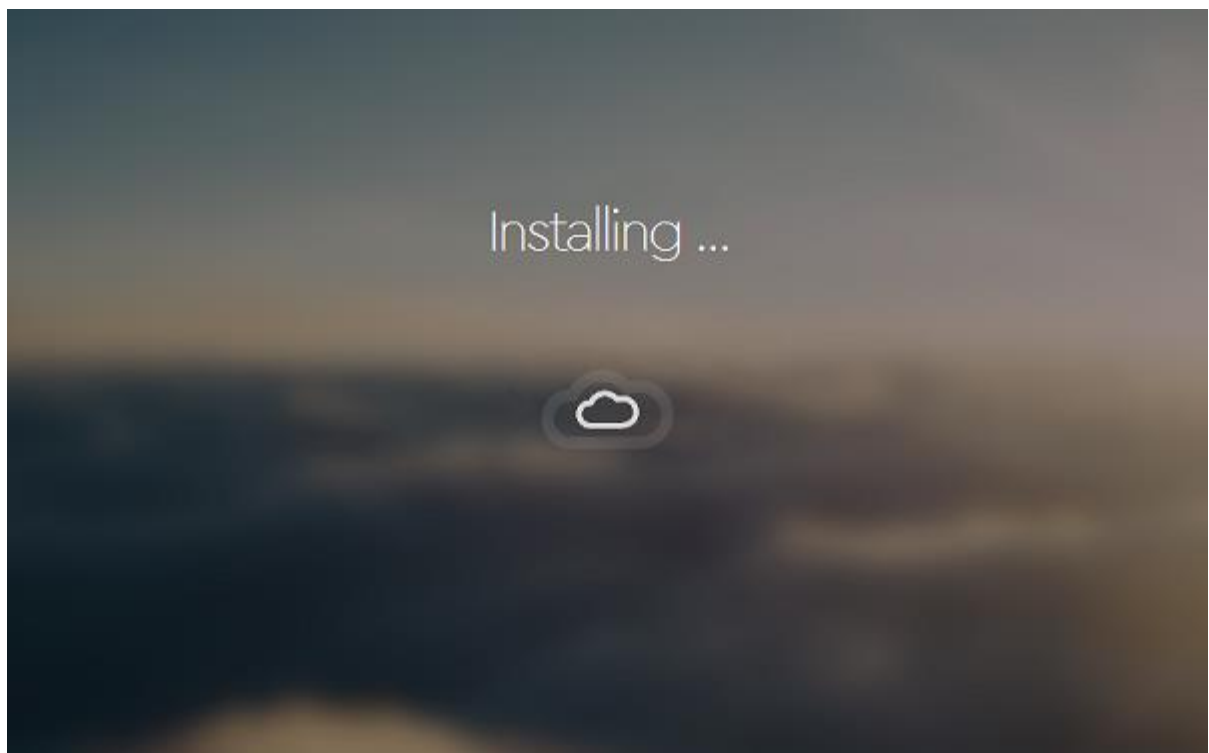
3. Right Click the Installer and select **Run as Administrator**. Select **Yes** when prompt



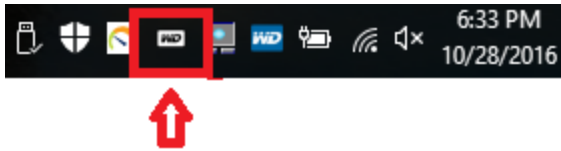
4. Click **Install Now**



5. Wait while WD Discovery is installing



6. Locate the WD icon in the lower right hand corner of the PC system tray



7. Click to launch WD Discovery



Note:

Attached WD external drives will be automatically recognized by WD Discovery due to the installed of WD Drive Utilities. If the WD drive is not seen, please refer to [Answer ID 14925: Windows or macOS Cannot Find My Drive](#)


- 8.

Storage Apps

Import Data


Import your data from a cloud storage or social media account to your connected device.

IMPORT

My Cloud Home


After you sign in, your My Cloud Home device will show up under the Storage Tab


SIGN IN

My Book 1 (E:)

7.28 TB | My Book


49% available





My Book (F:)

7.28 TB | My Book

10% available


[Read-Only](#) [Install Driver](#) 



Volume 1 (G:)

7.28 TB | My Book Duo

~ 100% available



Register your device

Get support, warranty and updates by registering your product.

Register device

9.

10. System Restart



Important:

A reboot is required if previous versions of WD Backup, WD SmartWare, WD Drive Utilities or WD Security are already installed

If the computer is not rebooted, WD Discovery cannot Update WD software to the latest available version

System Restart

Prior to installation you must do a system restart.

Restart Later

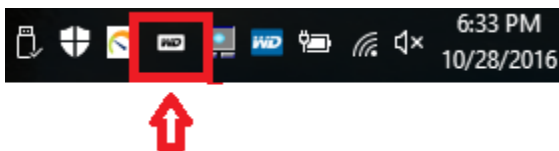
Restart Now

WD Discovery has been successfully installed on a Windows PC

How to Access Files on the Device



Access drive content in Windows

1. Locate the WD icon in the lower right hand corner of the PC system tray or select and start WD Discovery from the Start Menu
2. Click to launch WD Discovery



3. Click the drive to access the content




Storage Apps







Import Data



Import your data from a cloud storage or social media account to your connected device.

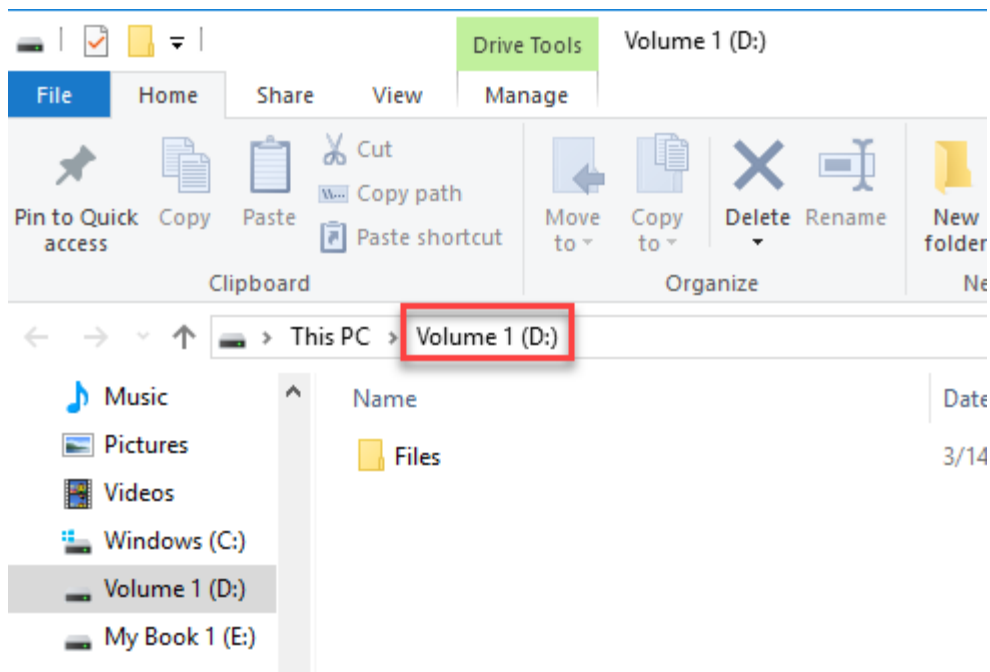
IMPORT

  My Cloud H... 5.30 TB 97% available 

 My Book 1 (E:) 7.28 TB | My Book 45% available 

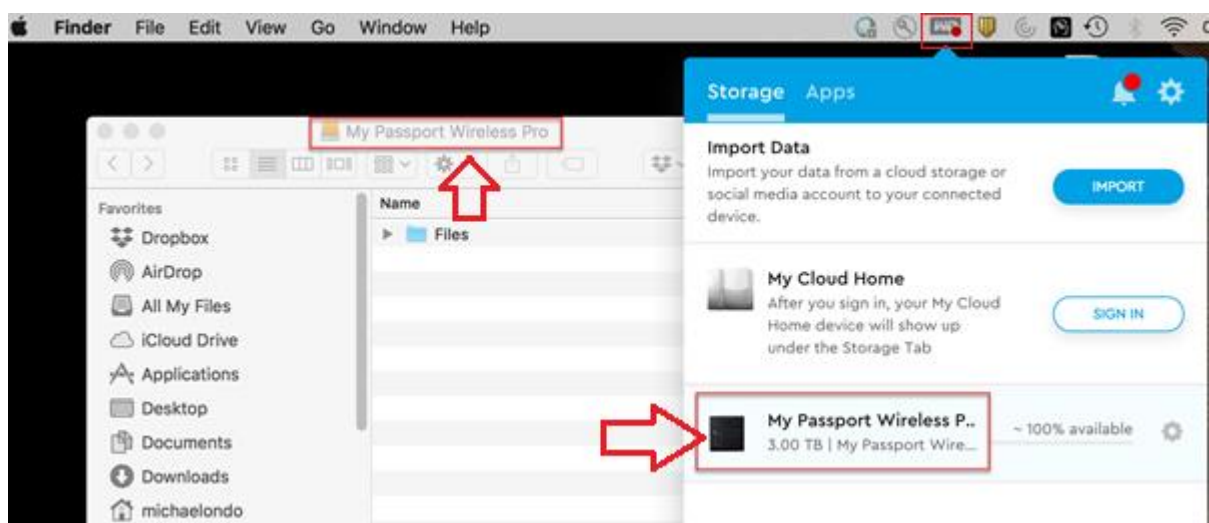
 Volume 1 (D:) 7.28 TB | My Book Duo ~ 100% available 

 My Passport SSD (G:) 238.44 GB | My Passport SSD 95% available 



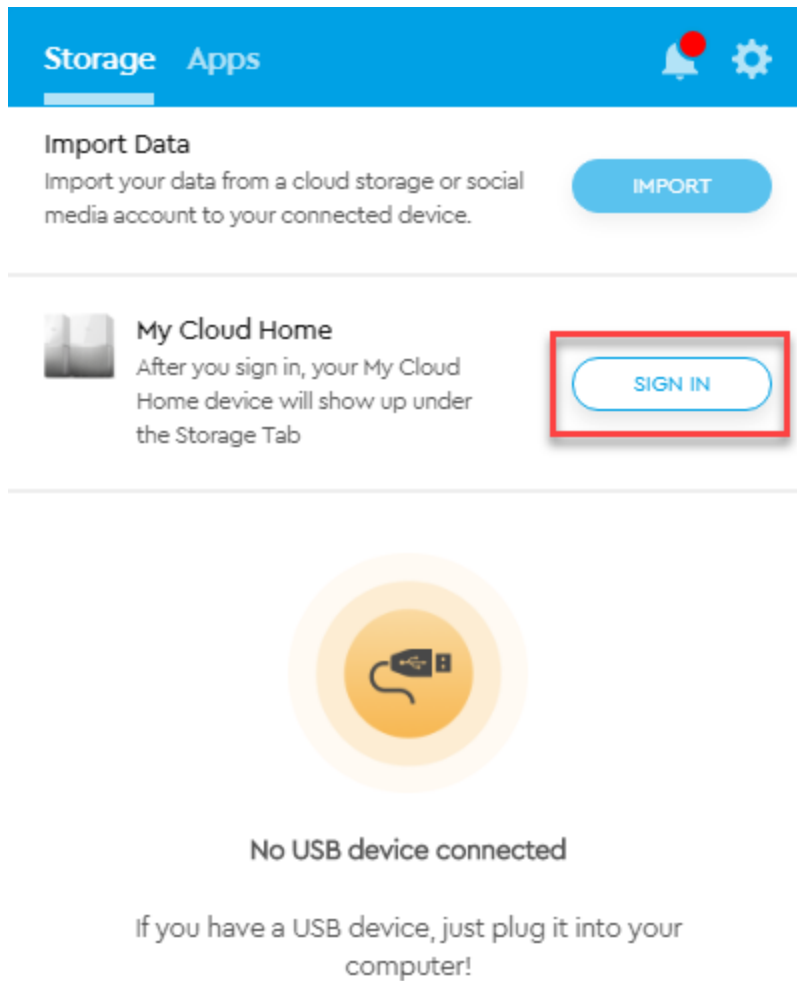
Access drive content on a Mac

1. Click the WD icon in the upper right hand corner of the Mac's menu bar and double click on the drive to access the content



The My Cloud Home Desktop App comes **preinstalled** with the WD Discovery software.
Basic instructions for setting up and accessing your My Cloud Home are as follows:

1. If there are no other WD devices connected to the computer, the following page should be displayed under the **Storage** tab. Click **Sign In**




2. Enter your My Cloud Home credentials. If you do not have a My Cloud Home account, go to [MyCloud.com](https://mycloud.com) and create one

×

Sign In

MY CLOUD HOME




Don't have a device yet?
Visit wdc.com

Email

Password

[Forgot Password?](#)

Sign In


 [I have a My Cloud Device](#)

3. Click the **My Cloud Home** icon or go to **MyCloud.com** to access your data

Import Data

Import your data from a cloud storage or social media account to your connected device.


IMPORT




My Cloud H...

5.30 TB

97% available







My Book 1 (E:)

7.28 TB | My Book

45% available






Drive Tools

My Cloud Home (Z:)


Share

View


Manage




Paste




Cut




Copy path




Paste shortcut




Move to




Copy to




Delete



Rename



New folder



Properties

lipboard

Organize

New

Open

This PC

My Cloud Home (Z:)

Search Madh

Name



Date modified

3/8/2018 7:09 AM

3/7/2018 11:48 AM

2/14/2018 10:34 AM


Storage Apps



Import Data

Import your data from a cloud storage or social media account to your connected device.


IMPORT




My Cloud H...

5.30 TB


97% available



MyCloud.com



Sign Out




My Book 1 (E:)

7.28 TB | My Book

My Cloud

Create Account English

Sign In to My Cloud Home




Need a My Cloud Home account? [Create Account](#)

Email

test@mycloud.com

Password



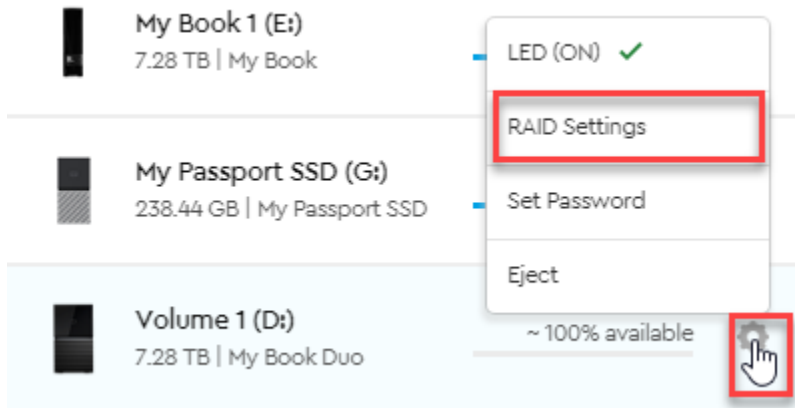
Forgot password?

SIGN IN



How to Configure RAID Mode (Direct Attached Drive)


1. Click on **Settings** icon and choose **RAID Settings**



2. Choose **RAID Type**, **Volume name**, and **Format** and click **Configure**

×

RAID Settings



My Book Duo

14.55 TB | My Book Duo

Current configuration - RAID 1 (Format - NTFS)

☐ Stripe (RAID 0) ⓘ

☒ Mirror (RAID 1) ⓘ

Volume name

Volume 1

Format

NTFS

NTFS

exFAT

☐ Individual Drives (JBOD) ⓘ


☒ I understand, configuring the device will permanently erase all the files on my device.

Configure

- Wait for the RAID to be configured

×


RAID Settings




My Book Duo

14.55 TB | My Book Duo

Current configuration - RAID 1 (Format - NTFS)


☐ Stripe (RAID 0) 


☒ Mirror (RAID 1) 

Volume name

Volume 1

Format

NTFS 

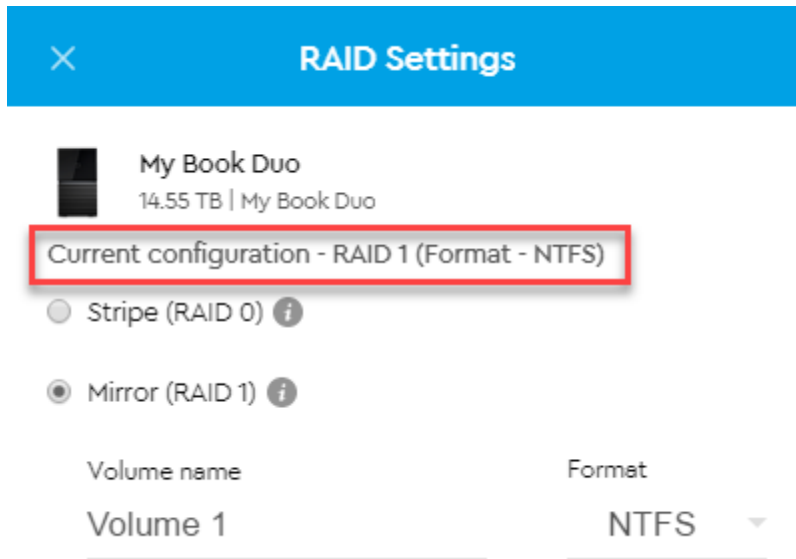
☐ Individual Drives (JBOD) 

☒ I understand, configuring the device will permanently erase all the files on my device.

Configuring...

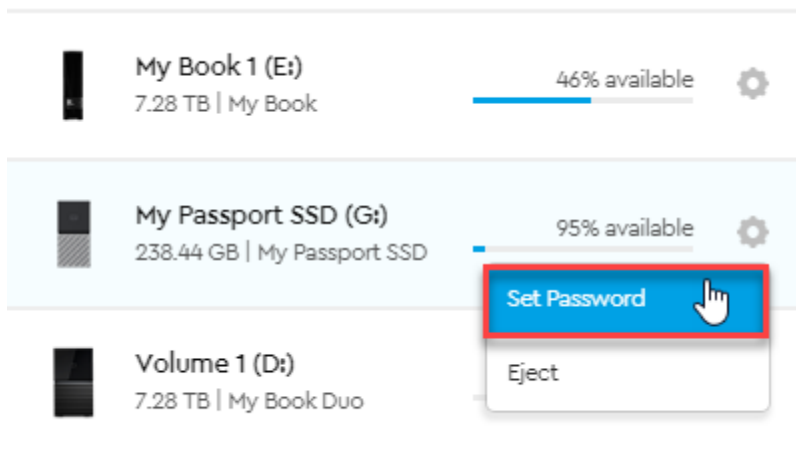
Do not unplug your device as it may be damaged.

4. Check RAID Settings to confirm current configuration



How to Set a Password and Unlock a Supported WD Drive

1. Click on **Settings** icon and choose **Set Password**



2. Type the **Password** , **Verify Password** , Password Hint (optional), and Click **Set Password**

×

Set Password

WD Security - Help secure your device to keep others from accessing your files.

Password

.....

Verify Password

.....

Password Hint

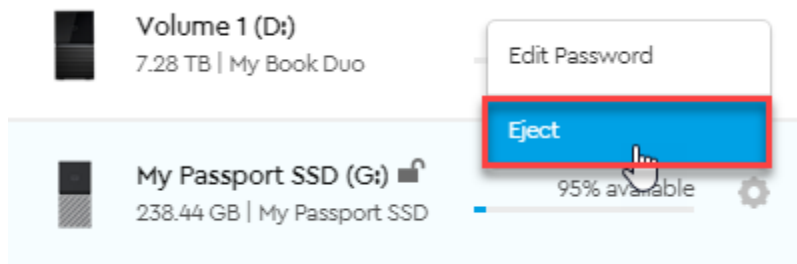
Something to help you remember the password

☐ Enable auto unlock for me on this computer.

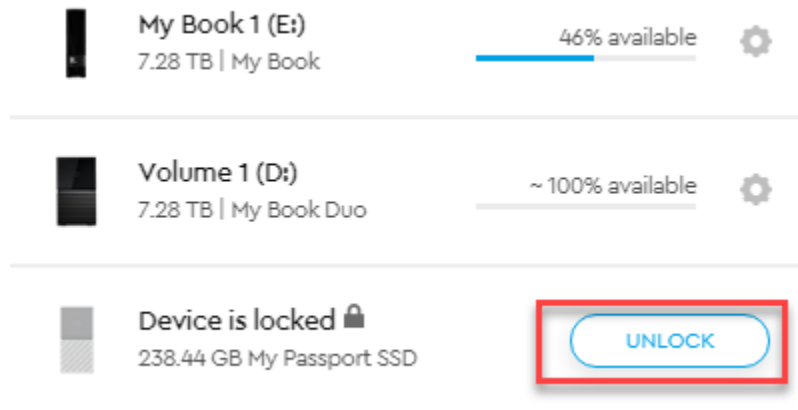
By clicking Set Password, you agree that WD cannot retrieve your password. ⓘ

Set Password

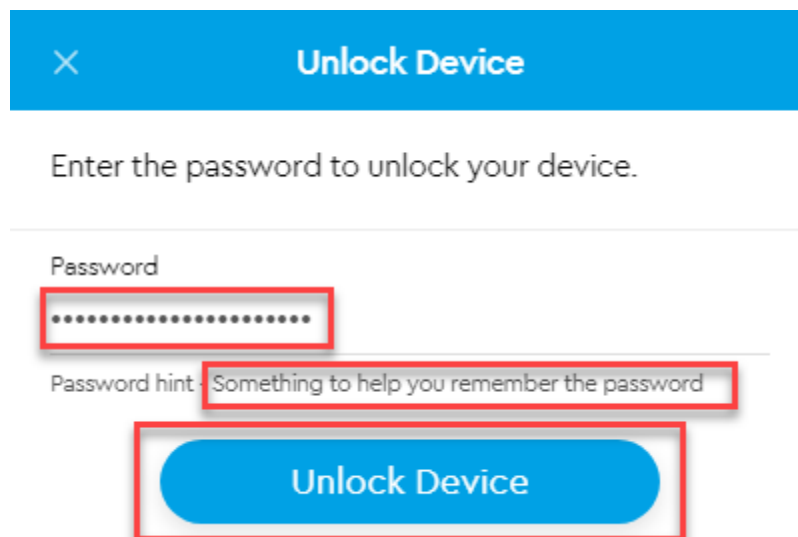
3. **Eject** the drive and disconnect and reconnect the cable



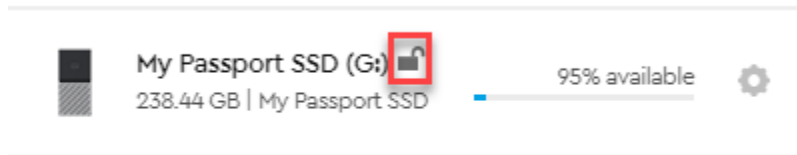
- Click on **Unlock**



- Type the **Password** and click **Unlock Device**



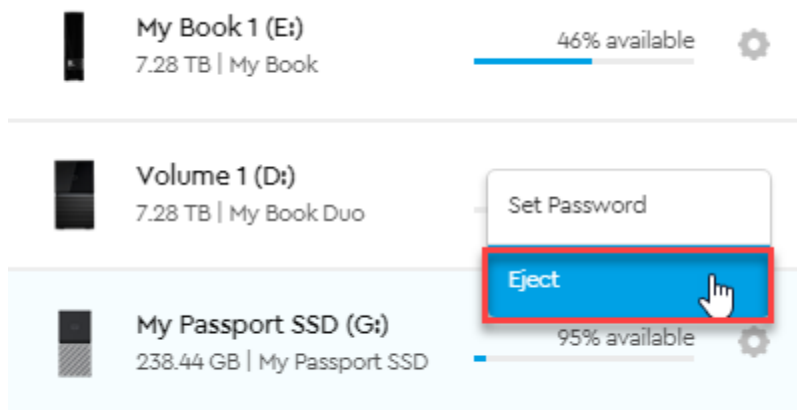
- The drive is now unlocked



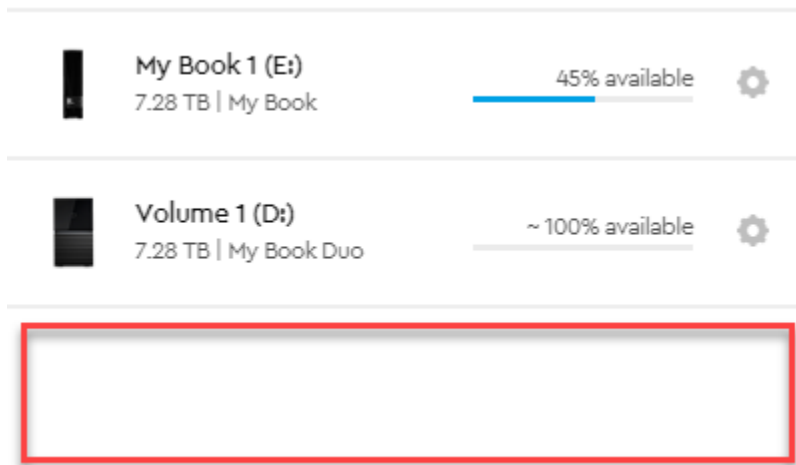
How to Eject and Turn LED On or Off

How to Eject

1. Click on **Settings** icon and choose **Eject**

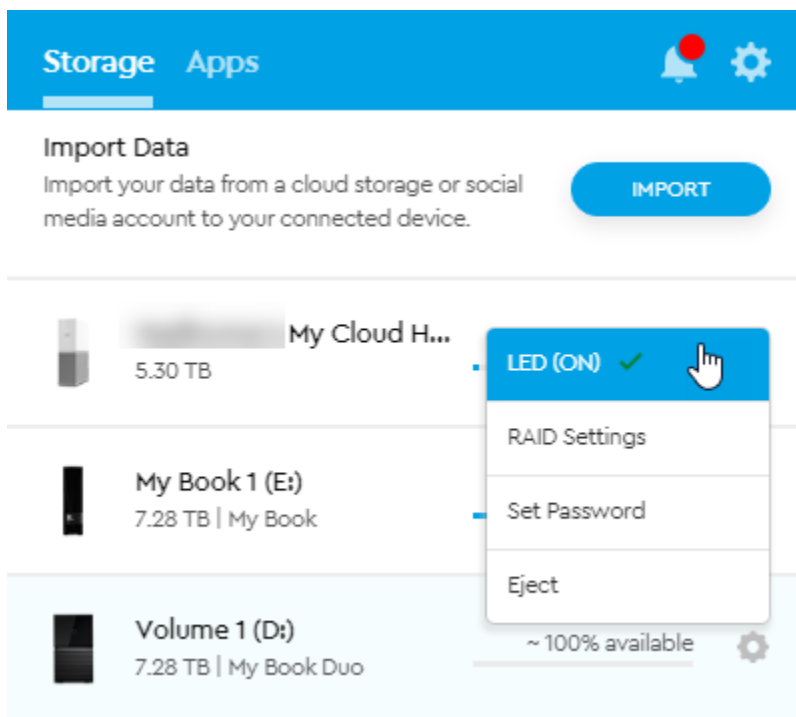


2. Disconnect the drive once it disappears from Discovery window

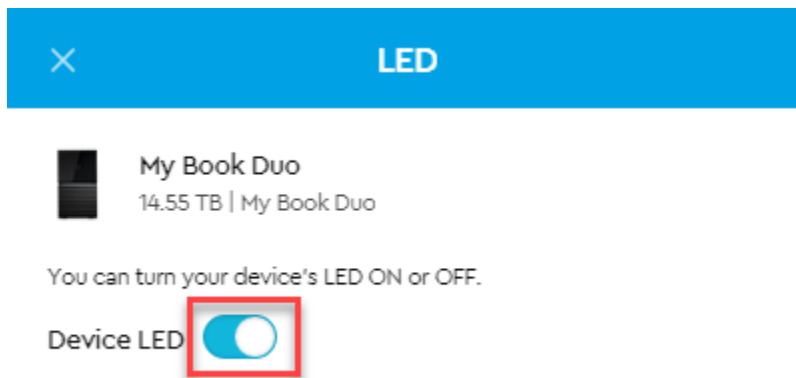


How to Turn LED On or Off

1. Click on **Settings** icon and choose **LED**



2. Set the LED switch to **ON** or **OFF**



How to Install WD Apps

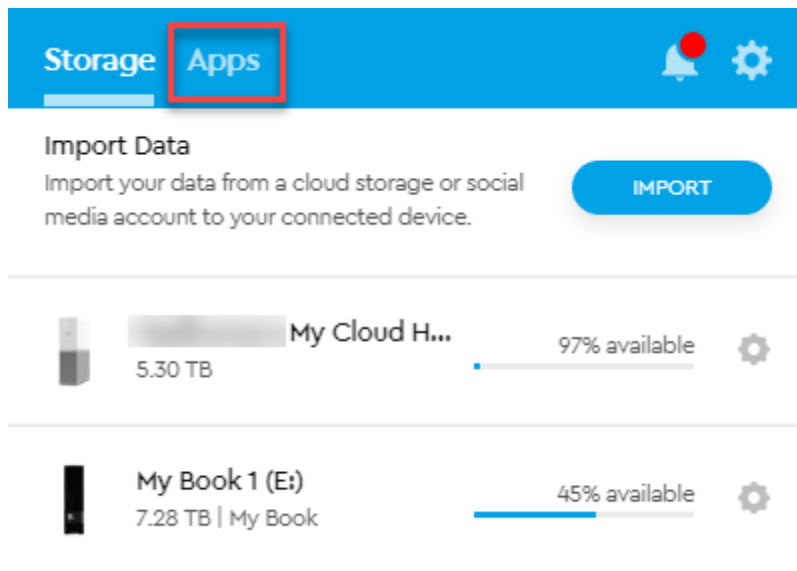


Important:

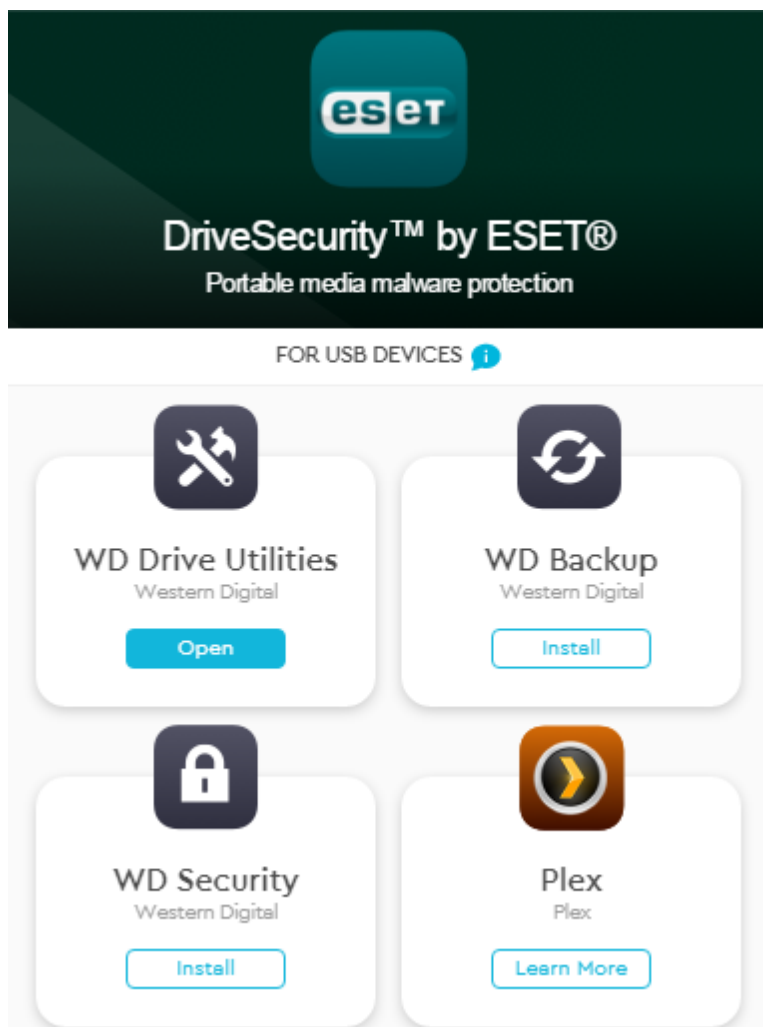
- Existing installations of WD Software supported by WD Discovery will prompt the user that a new version is available through the WD Discovery environment
- An active internet connection and ports 80 and 443 are required to install apps using WD Discovery

WD App Installation

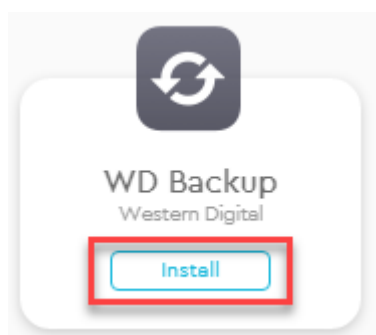
1. Open the WD Discovery and go to **Apps**



2. **WD Apps** are displayed at the top under the app banner. Scroll down to view 3rd party apps.



3. Click **Install** under the **WD App** that you wish to install on your computer



4. The **WD App** is downloaded and installed automatically by **WD Discovery**



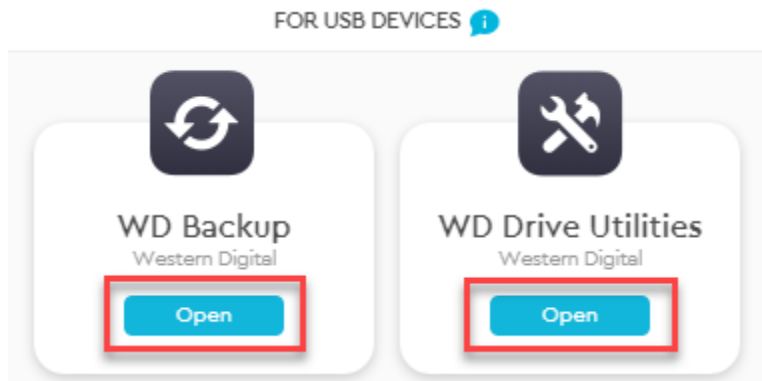
5. Click **Yes** when prompted to install the app
6. After the app installation has completed, the newly installed app is available and can be opened.



Note:

App launch speed can depend of the state of the computer. Wait a few seconds to allow the App to start when there are many applications and or program open and in use

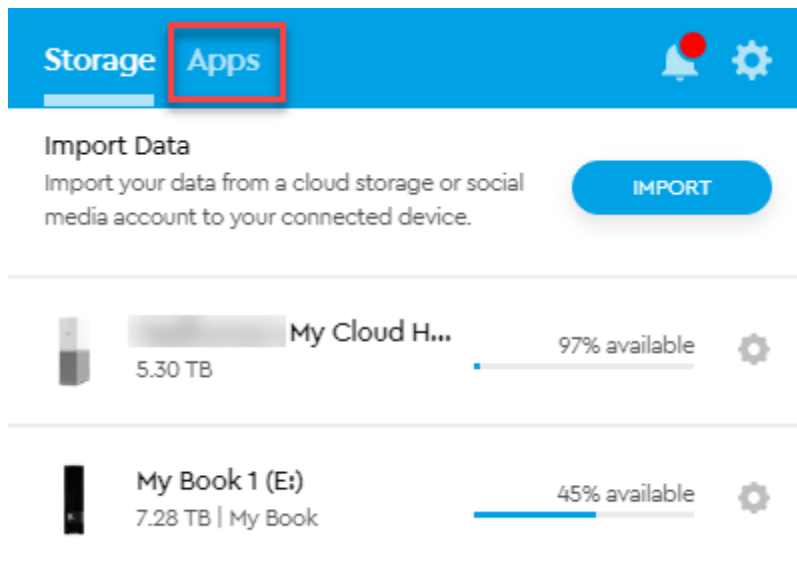
7. click **Open** to launch an installed app



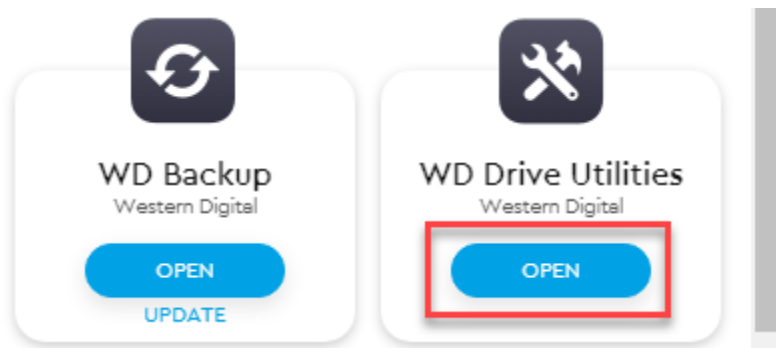
8. Repeat the steps above to install other **AVAILABLE APPS**

How to Open WD Apps

1. Open WD Discovery and go to the **Apps** tab



2. Click **Open** to launch an installed WD App



Note:

App launch speed can depend of the state of the computer. Wait a few seconds to allow the App to start when there are many applications and or program open and in use

How To Import Content from Cloud Storage or Social Media Account with WD Discovery

Answer ID 18050

Before using the Cloud and Social media apps within WD Discovery, please create a Cloud or Social media account through the vendors web portal.

- [Click Here](#) to create a Dropbox account
- [Click Here](#) to create a Google Drive account
- [Click here](#) to create a OneDrive account
- [Click here](#) to create a Facebook account
- [Click here](#) to create a Instagram account
- [Click here](#) to create a Amazon Drive account

How to Import Social Media or Cloud Storage Data

Topic	Instructions
Dropbox	Click here for Instructions
Google Drive	Click here for Instructions
OneDrive	Click here for Instructions

Facebook	Click here for Instructions
Instagram	Click here for Instructions
Amazon Drive	Click here for Instructions

Access Token Expiry Times

An ***Import failed*** message can occur when importing large amounts of data and the access token expires.

- The access token expiry times are set and controlled by the Cloud and Social Media application provider.
- **These settings cannot be controlled or changed by the end user or WD Technical Support.**

Solution for Access Token Expiry Time

- Start a new Import if the process failed due to the access token expiring.
- The new import will only download files that were not previously imported.

The table below can be used to estimate import time limits by application

App Name	Access Token Expire Time	Access Token Refresh Amounts
DropBox	N/A	N/A
Google Drive	1 hour	50 Times
One Drive	1 hour	3 days
Facebook	60 days	N/A
Instagram	sometime in the future	undefined
Box	1 Hour	N/A



Important:

It should take 1 hour to sync down 1 GB of content.

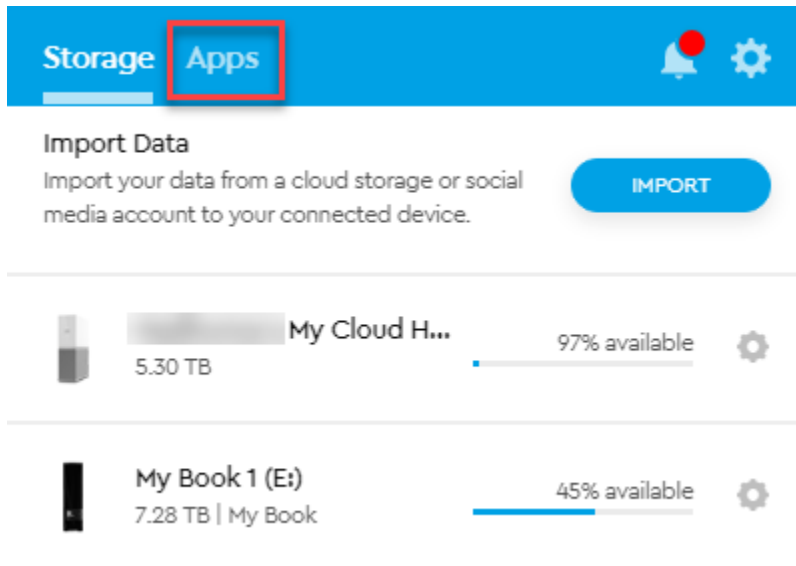
How to Update WD Apps



Important:

- Existing installations of WD Software supported by WD Discovery will prompt the user that a new version is available through the WD Discovery environment
- An active internet connection and ports 80 and 443 are required to install apps using WD Discovery

1. Open WD Discovery and go to **Apps** tab to view the WD Apps that have an updated version available



2. Apps that have an update will have an **Update** button under the **Open** button.

3. Click **Update**



- The WD App is downloaded and installed automatically by WD Discovery



4. Click **Open** to launch the WD App



Note:

App launch speed can depend of the state of the computer. Wait a few seconds to allow the App to start when there are many applications and or program open and in use



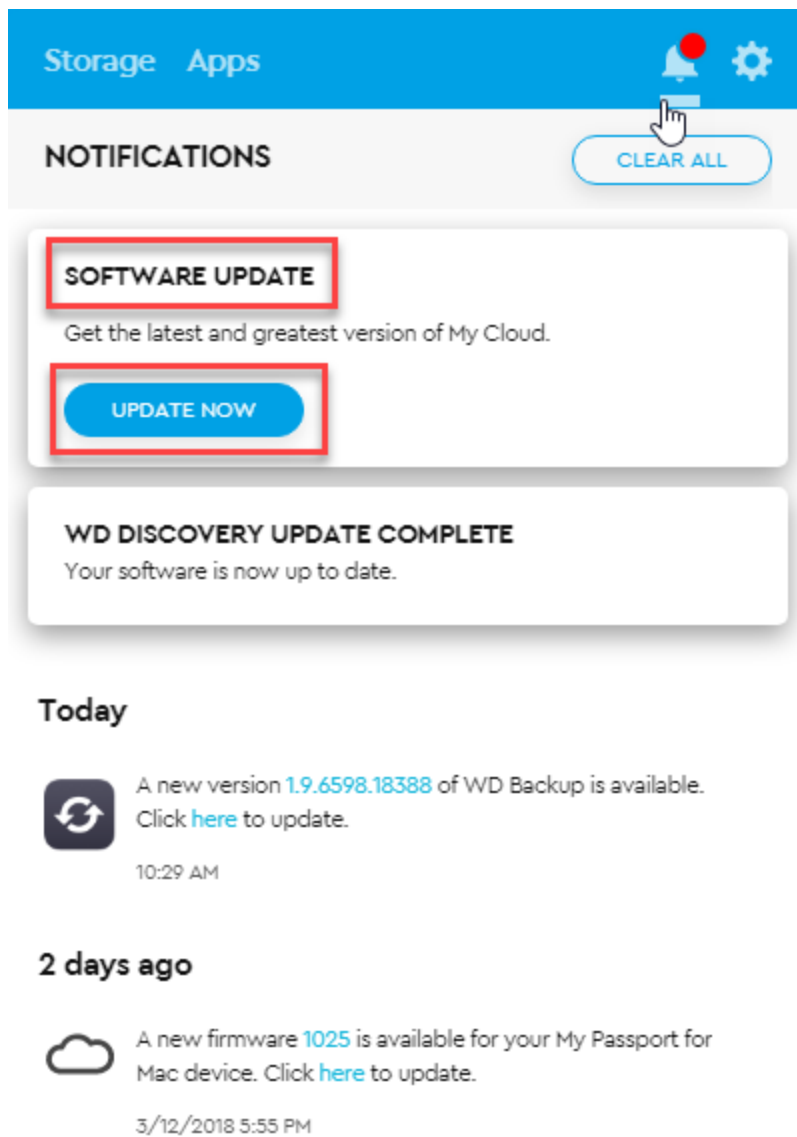
5. Repeat the steps above to **Update** other apps

How to Update WD Discovery

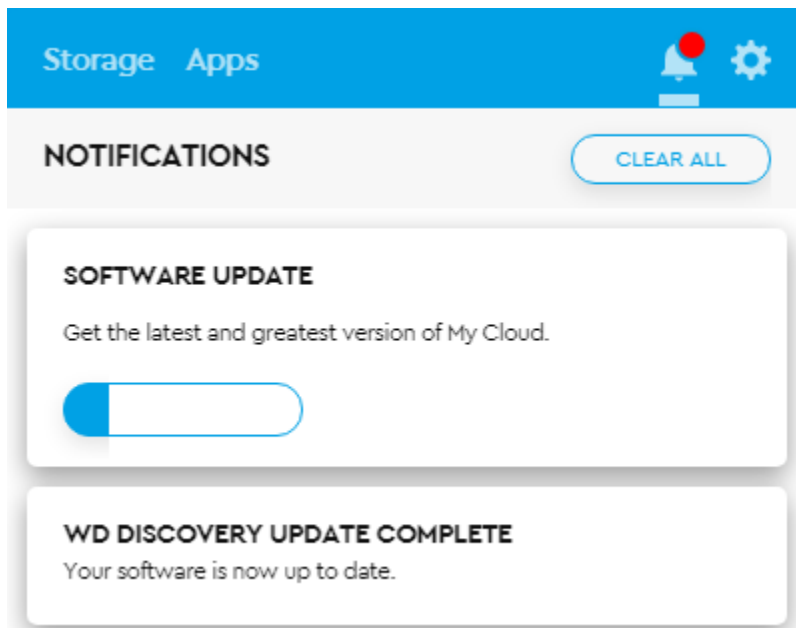
WD Discovery can be manually installed on computers that do not have an internet connection like any other software application

Update with internet connection

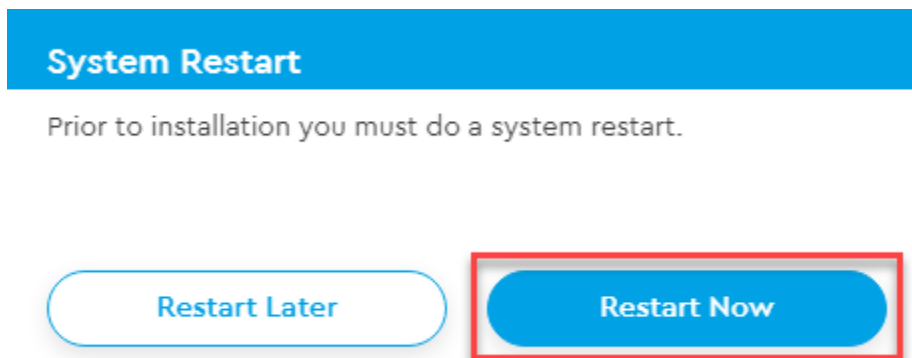
1. Updates for WD Discovery and My Cloud Home Desktop App will appear in the notification window. Click **UPDATE NOW** to start the update process.



2. WD Discovery will update and restart automatically



3. A reboot may be required before or after an update to WD Discovery to complete the process. Select **Restart Now** at the prompt after the update process






Update without internet connection

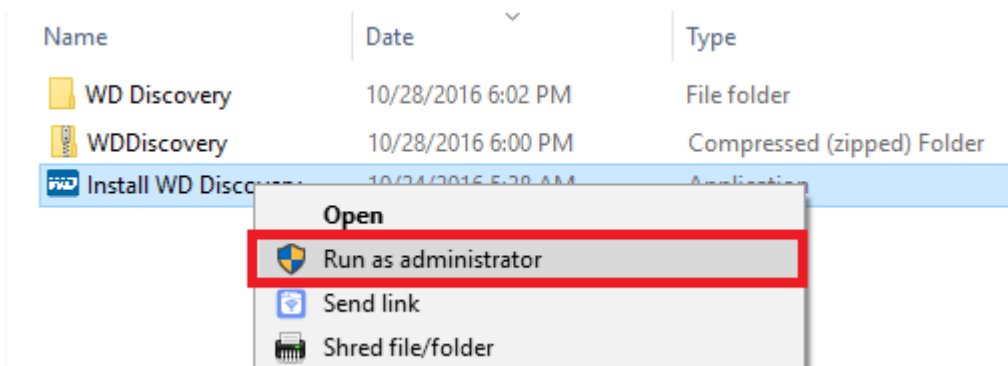
WD Discovery can be updated by downloading the most recent release

1. Download WD Discovery from our website or from the drive which includes the application

2. Right Click and extract the installer from the .zip file

Name	Date	Type
 WD Discovery	10/28/2016 6:02 PM	File folder
 WDDiscovery	10/28/2016 6:00 PM	Compressed (zipped) Folder
 Install WD Discovery	10/24/2016 5:38 AM	Application

3. Right Click the Installer and select **Run as Administrator**. Select Yes when prompted



Note:

The following message will appear if the newer version of WD Discovery is already installed. Click **Close** to exit

WD Discovery

A newer version of WD Discovery software is already installed on your computer.

Close

How to Update Device Firmware



Western Digital recommends that best practice is to keep a *backup* of your important data before updating the device firmware. Maintaining a valid backup protects against: **computer virus, data corruption, hardware issues, or environmental hazards**



Important: Always remember that "backup" means that you have your data stored in at least two (2) locations. Moving data from your system drive to an external hard drive is not a backup, unless there is already a duplicate of the file on a different drive

1. Open WD Discovery and check under **NOTIFICATIONS** to see if there is a new firmware available
2. If there is an update available, click on **here** to launch WD Firmware Updater

Storage Apps



NOTIFICATIONS

CLEAR ALL

SOFTWARE UPDATE


Get the latest and greatest version of My Cloud.

UPDATE NOW

WD DISCOVERY UPDATE COMPLETE

Your software is now up to date.


Today



A new version **1.9.6598.18388** of WD Backup is available.
Click [here](#) to update.

10:29 AM

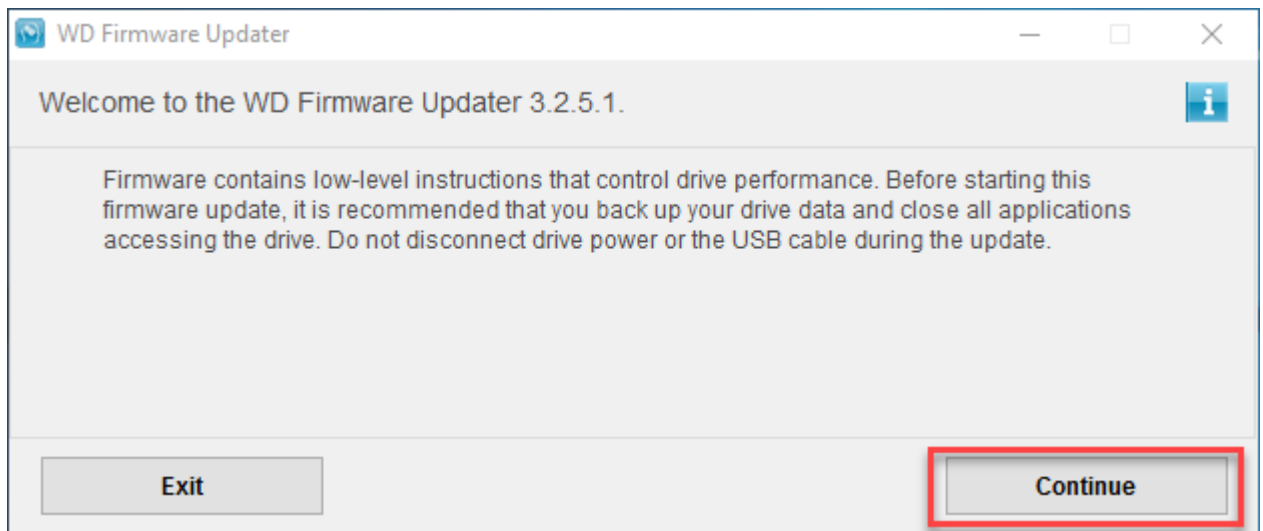
2 days ago



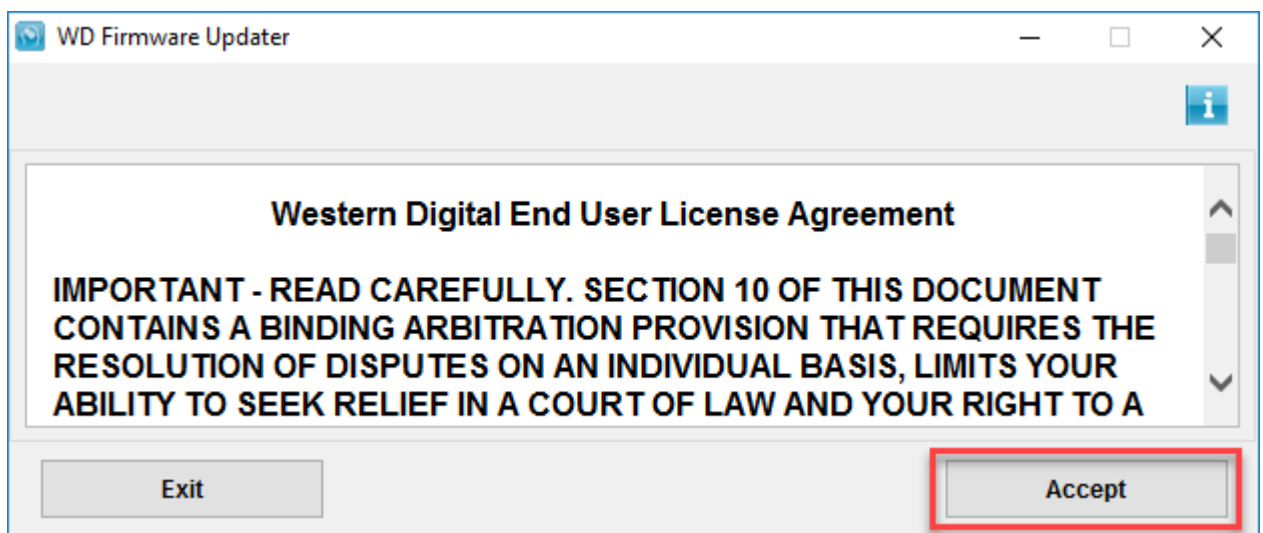
A new firmware **1025** is available for your My Passport for Mac device. Click [here](#) to update.

3/12/2018 5:55 PM

3. Click **Continue**



4. Read the Western Digital End User License Agreement and click on **Accept**



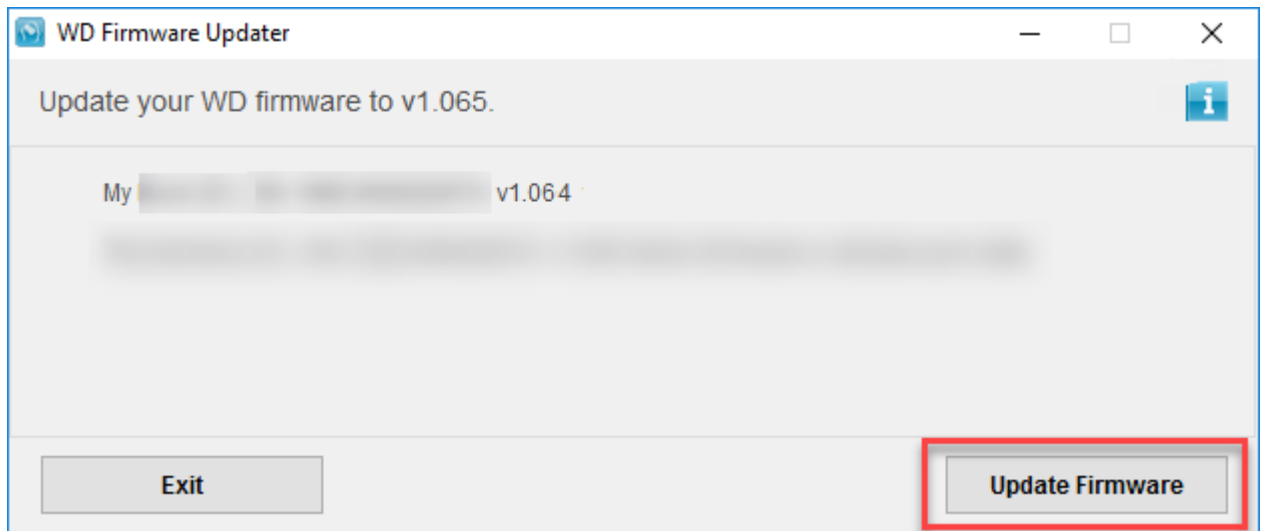
- 5.



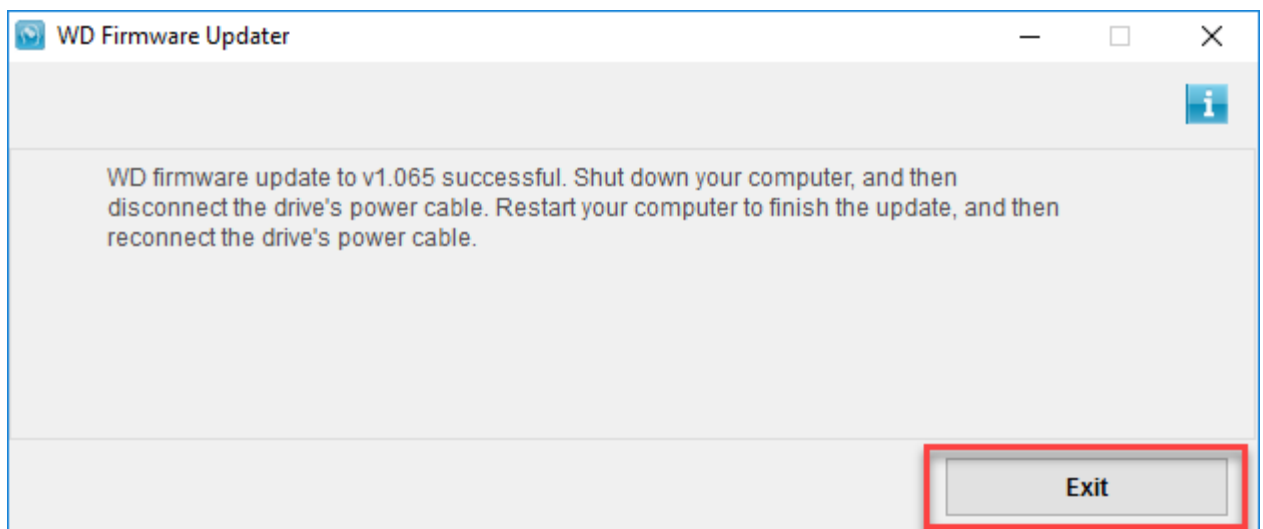
Important: Disconnect all other attached USB drives prior to updating the firmware

- 6.

7. Click on **Update Firmware**



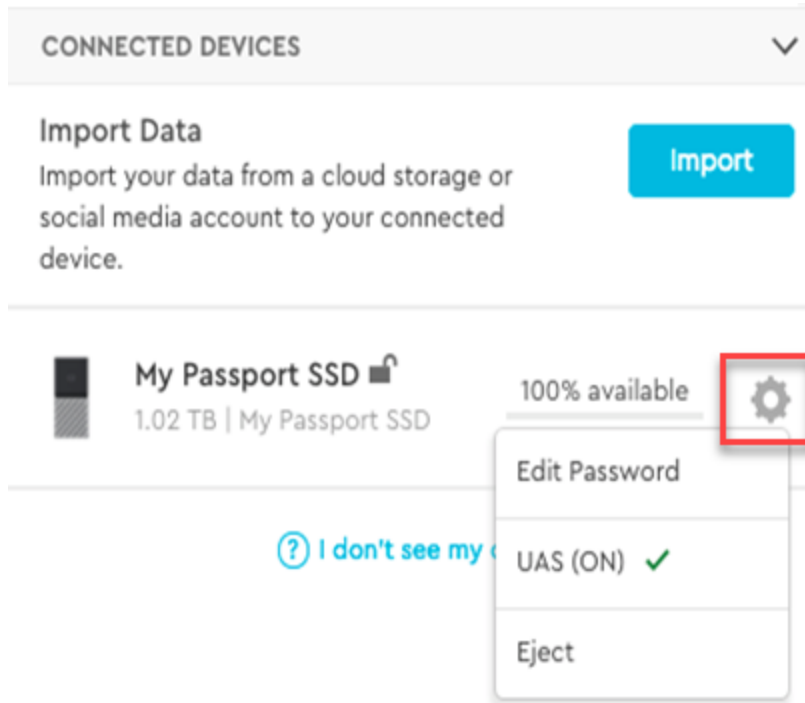
8. Click **Exit** once the firmware has been successfully updated



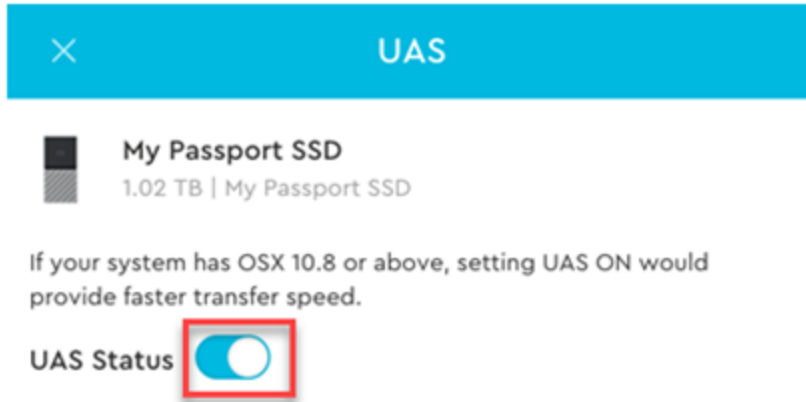
How to Turn on UAS (USB Attached SCSI) on My Passport SSD

USB Attached SCSI (UAS or UASP) is a protocol that uses SCSI commands over USB. If macOS version is 10.8 or above and Windows version 8 or above, setting UAS to on will provide faster transfer speeds. UAS is currently supported on My Passport SSD (Firmware 1.007).

1. Click the **Settings** icon next to My Passport SSD



2. Set the UAS Status to **ON**



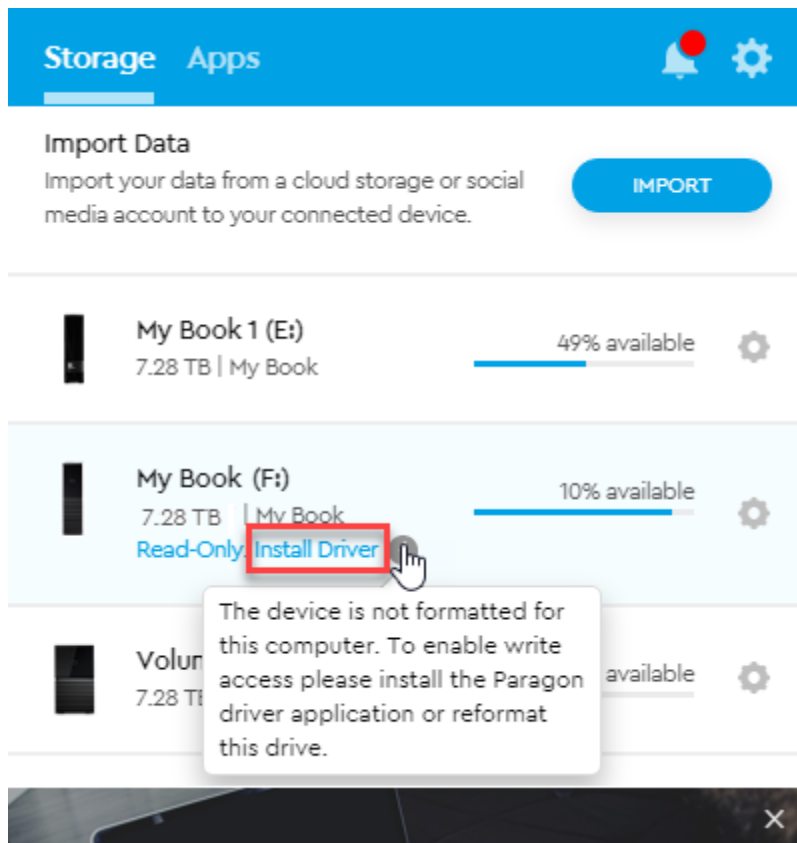
How to Install Paragon Driver on Windows and macOS

Paragon driver is an application that allows for full read-write access to drives formatted NTFS (read-only on macOS) and HFS+ (no read / write on Windows) on Windows and macOS without having to reformat the drive to exFAT.

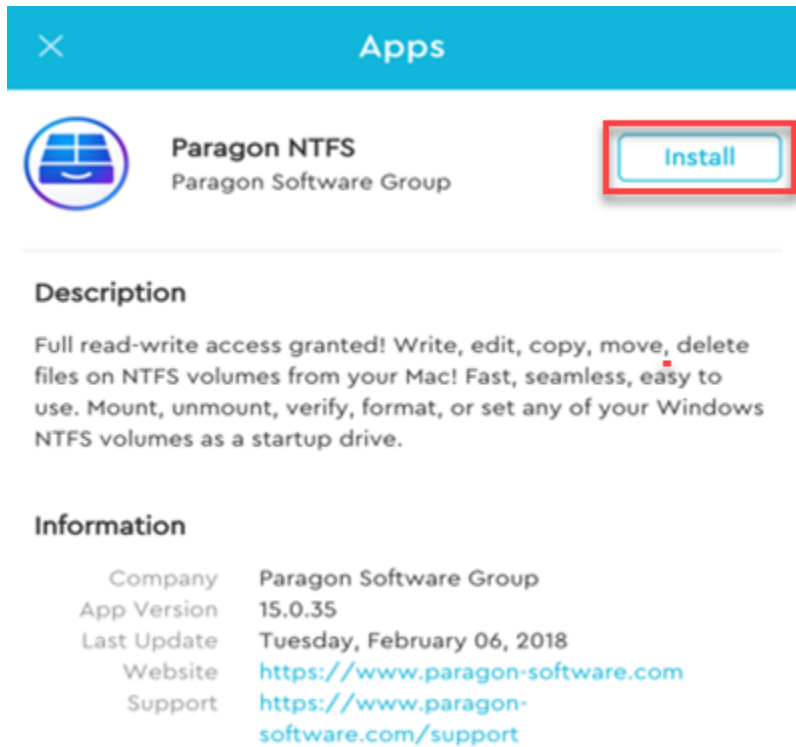
Supported Drives:

- My Passport (New Model)
- My Book (New Model)

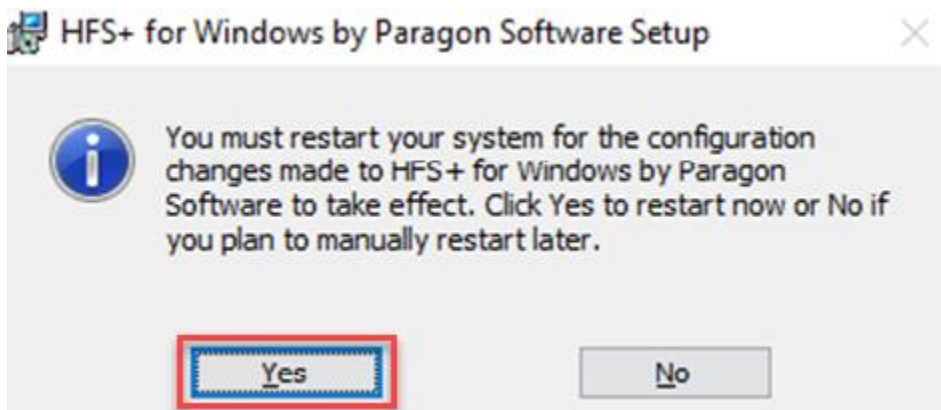
1. Click on **Install Driver**



2. Click **Install**



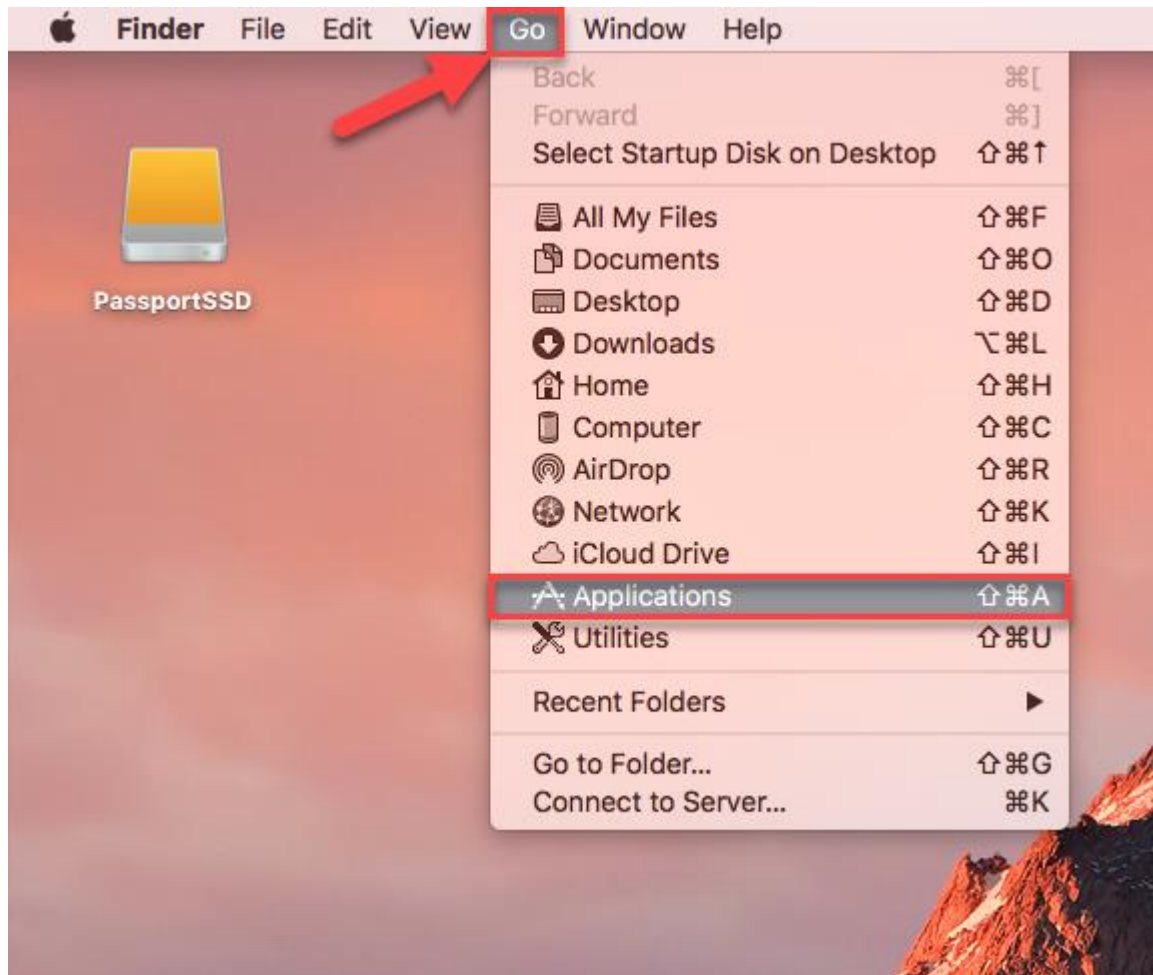
3. **Restart** the system



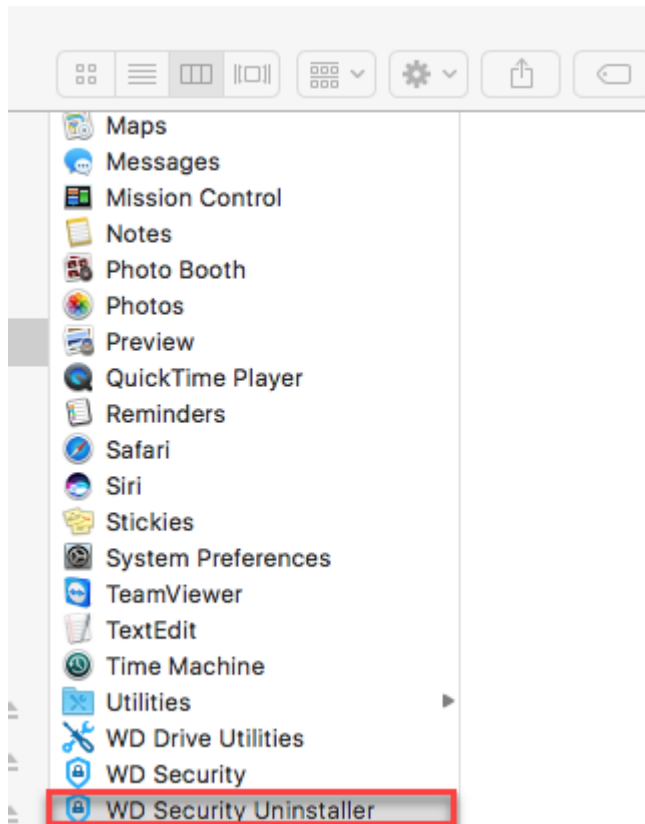
How to Uninstall WD Apps

Mac

1. From Apple menu bar, click on **Go** and open **Applications**



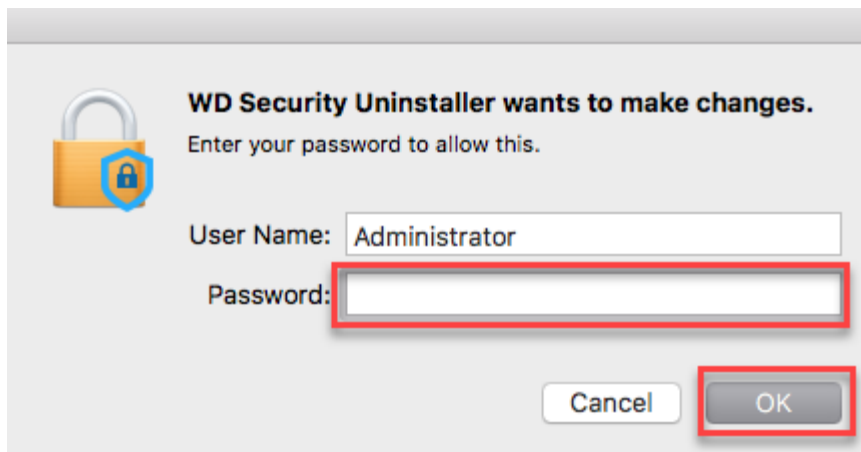
2. Go to the **WD App Uninstaller** (WD Security Uninstaller, etc.) and run the uninstaller



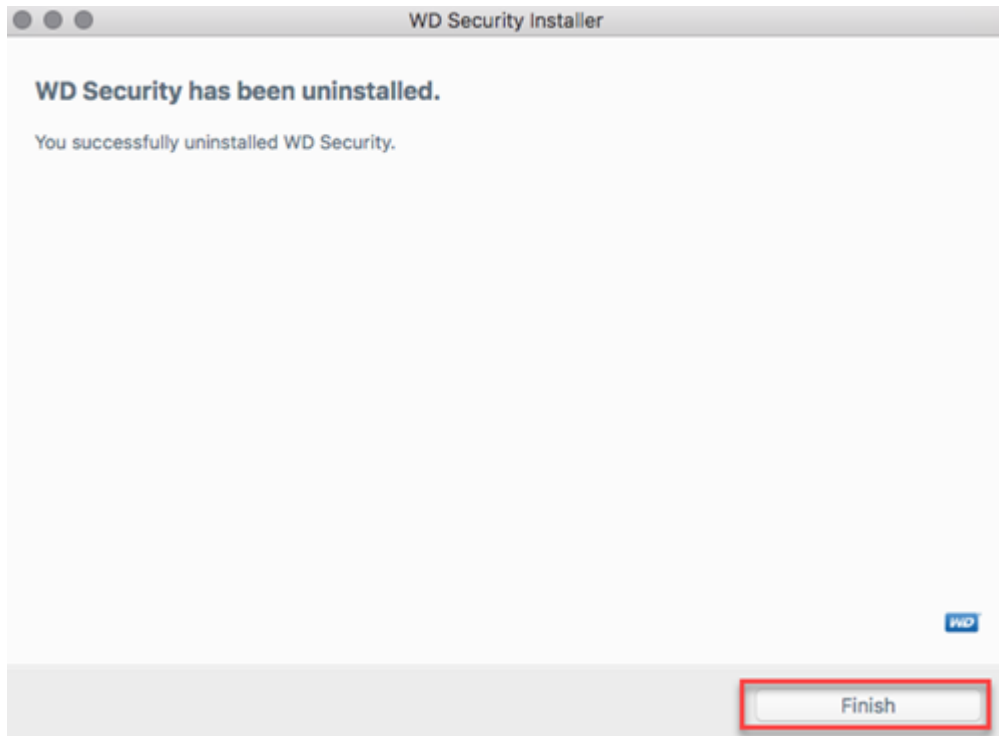
3. Check the box and click **Uninstall**



4. Enter the Mac user's **password** and click **OK** and wait for the uninstaller to complete



5. Click **Finish** once the app has been successfully uninstalled



PC:

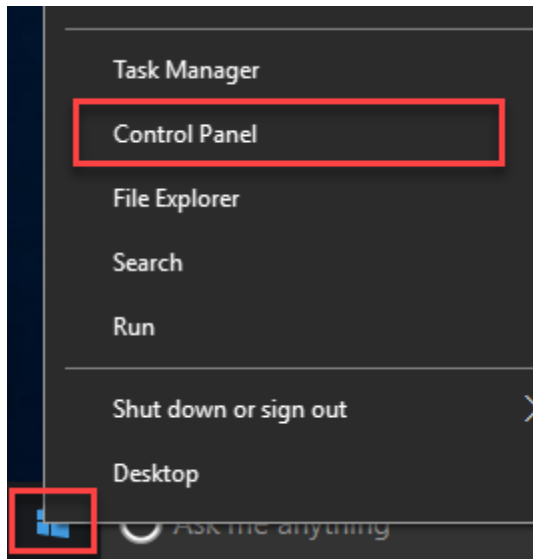


Important:

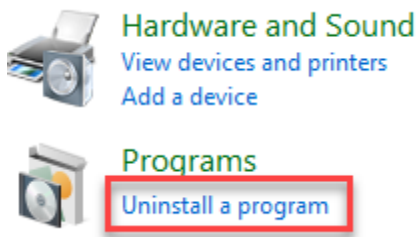
Steps and screenshots may vary based on the version of Windows being used

For more information on how to access the Control Panel please refer to the [Microsoft Article 13764](#)

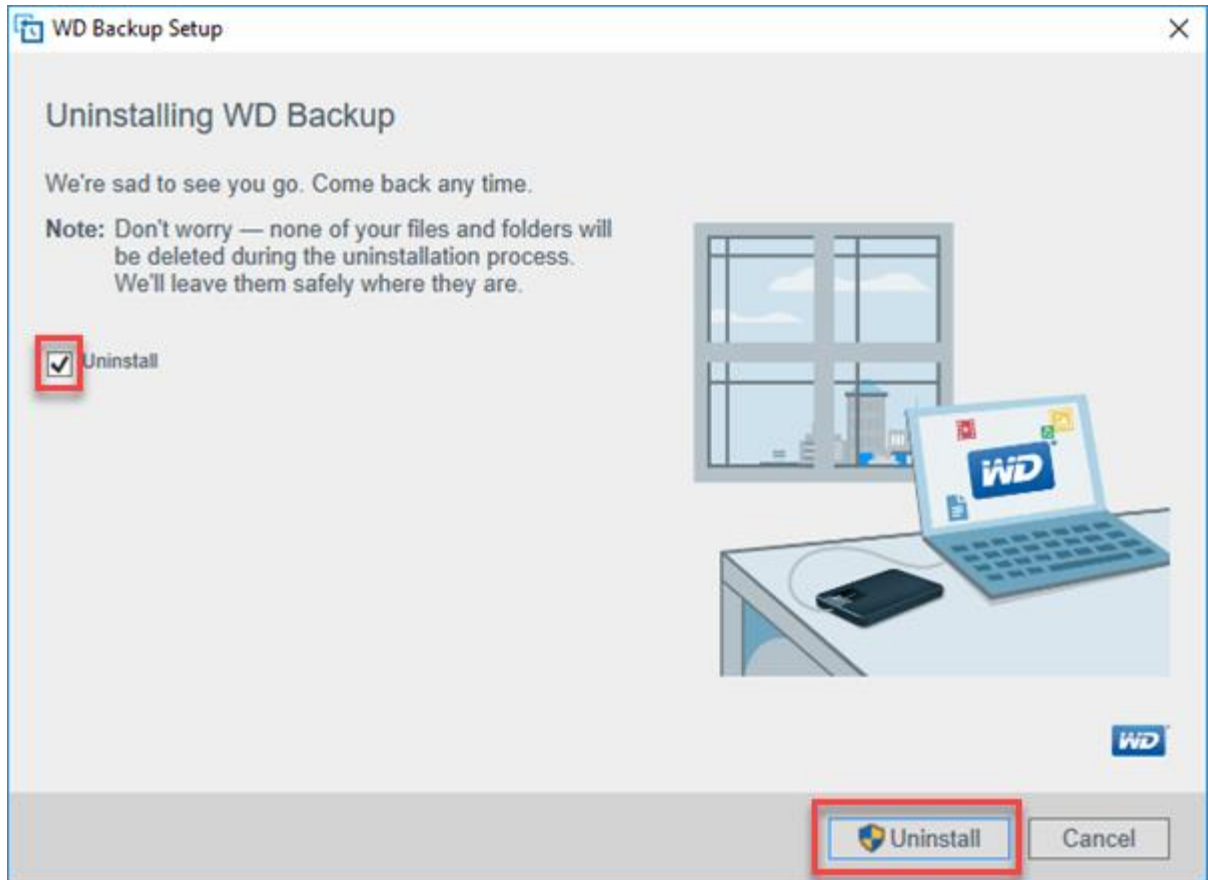
1. **Right** click on Windows **Start** button and go to **Control Panel**



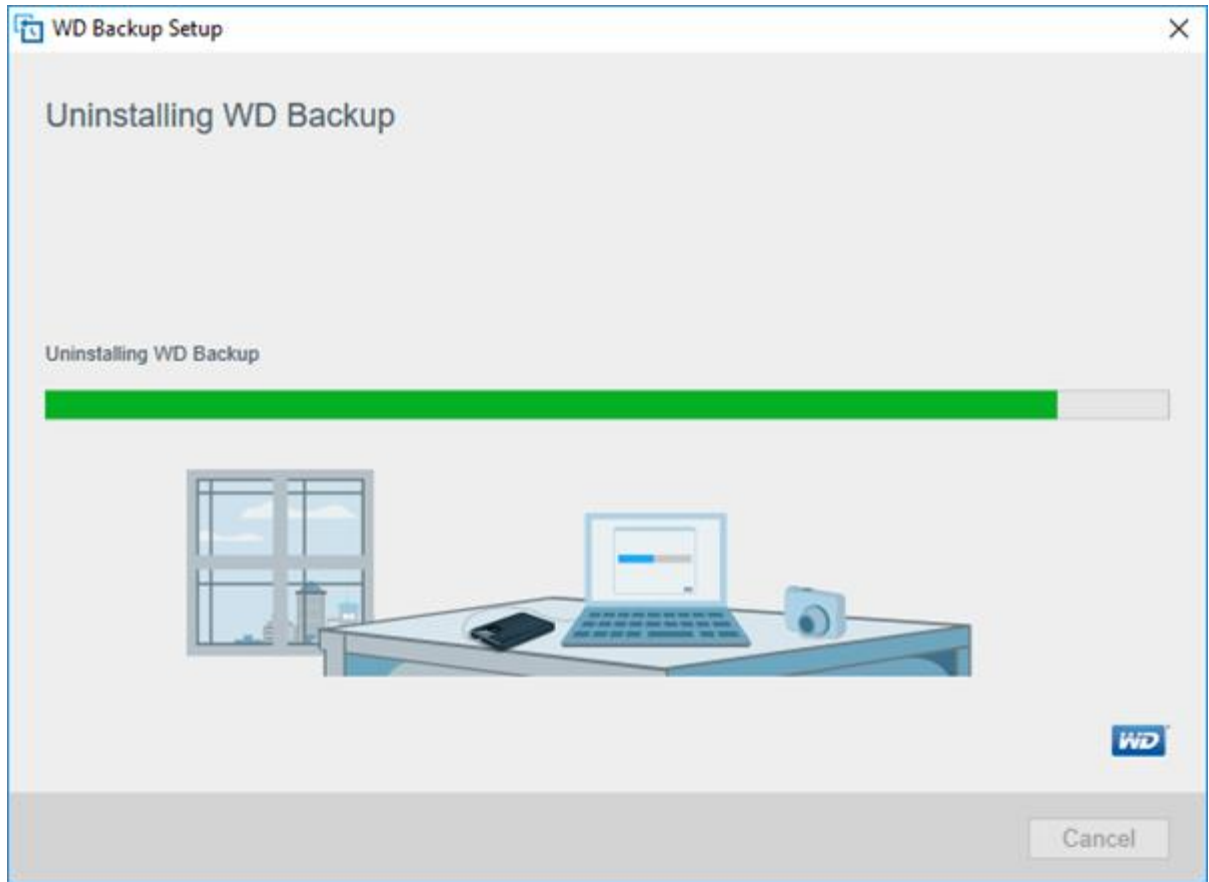
2. From the **Programs** choose **Uninstall a program**



3. **Right** click on **WD app** from installed programs and choose **Uninstall**

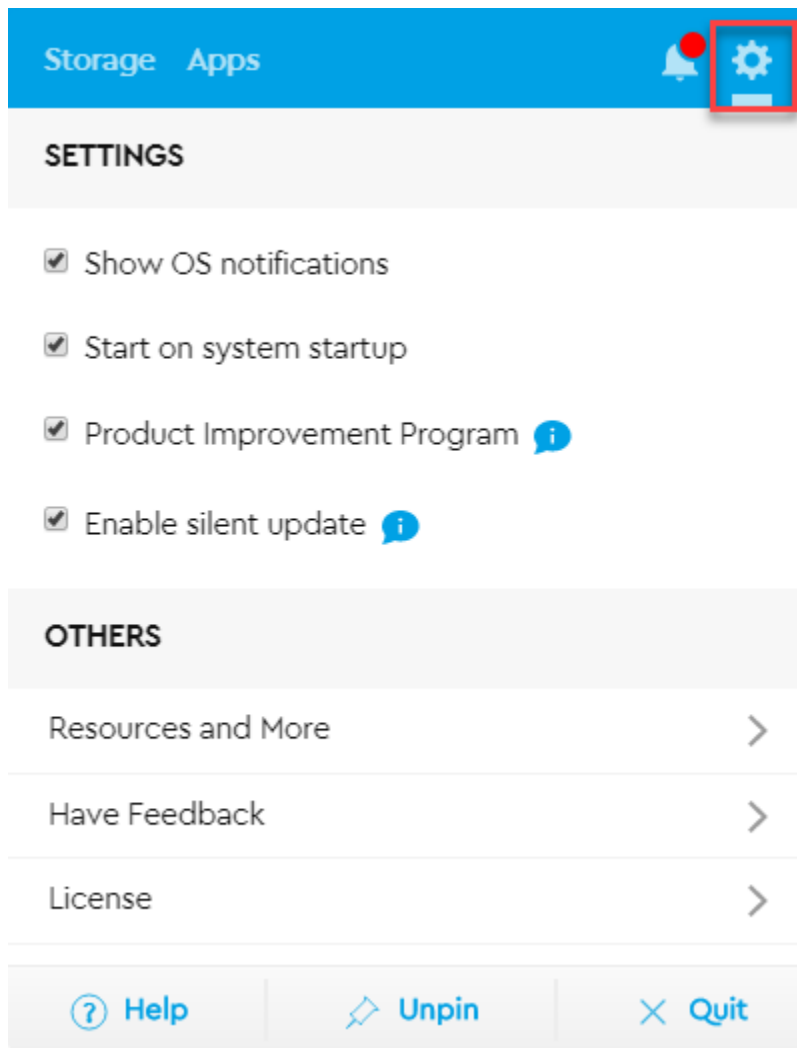


4. Check the box and click the **Uninstall** button

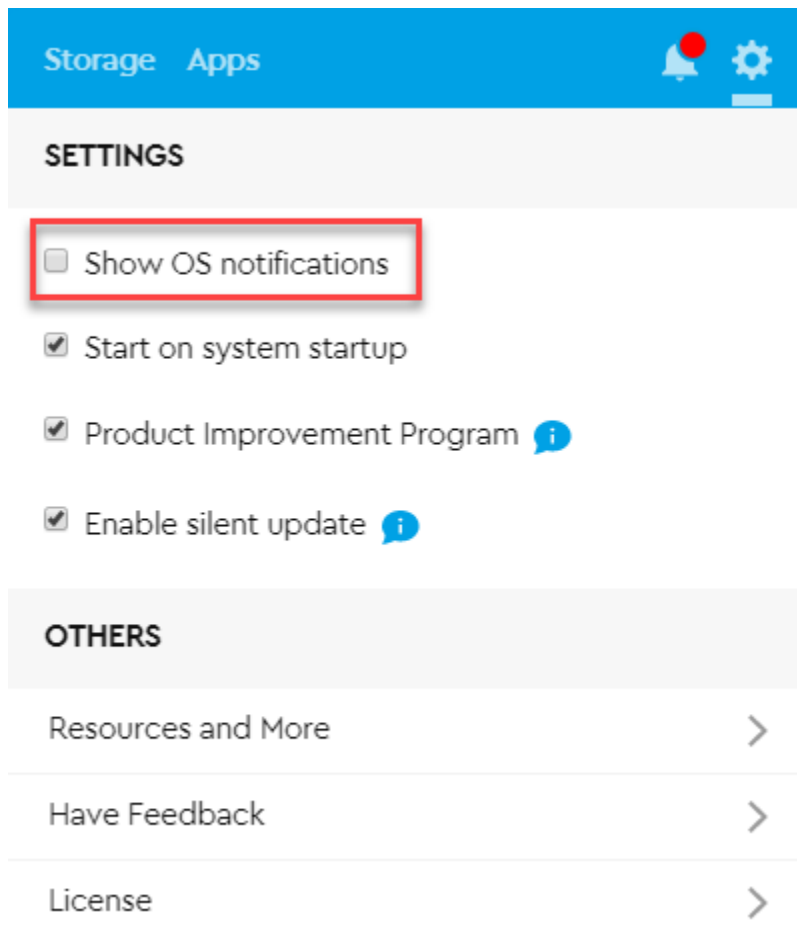


How to Turn Off Notifications, Start on System Startup, and Unpin from Windows System Tray and Apple Menu Bar

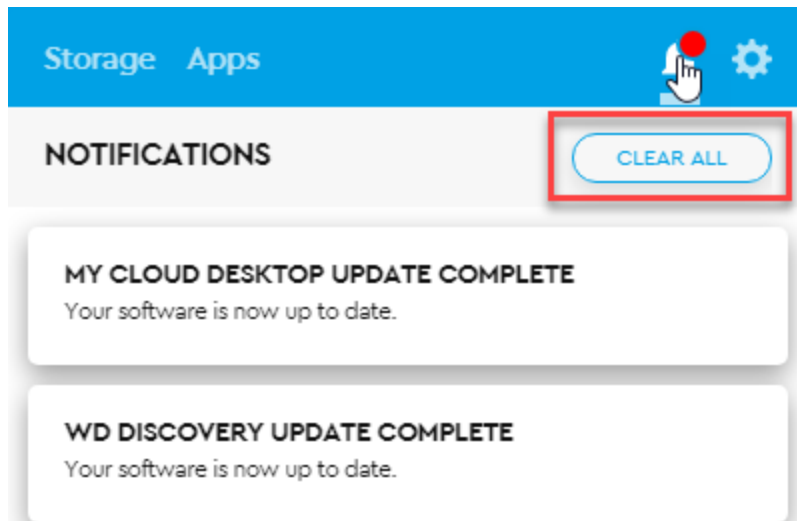
1. Open WD Discovery and go to **Settings**



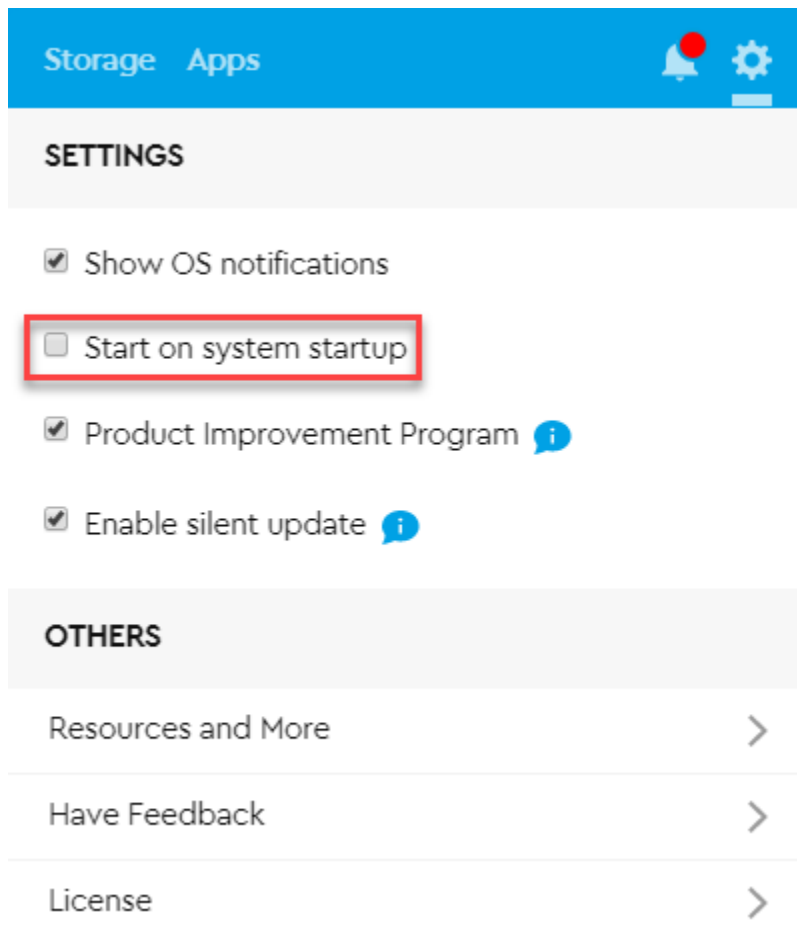
2. Uncheck the box for **Show OS notifications**



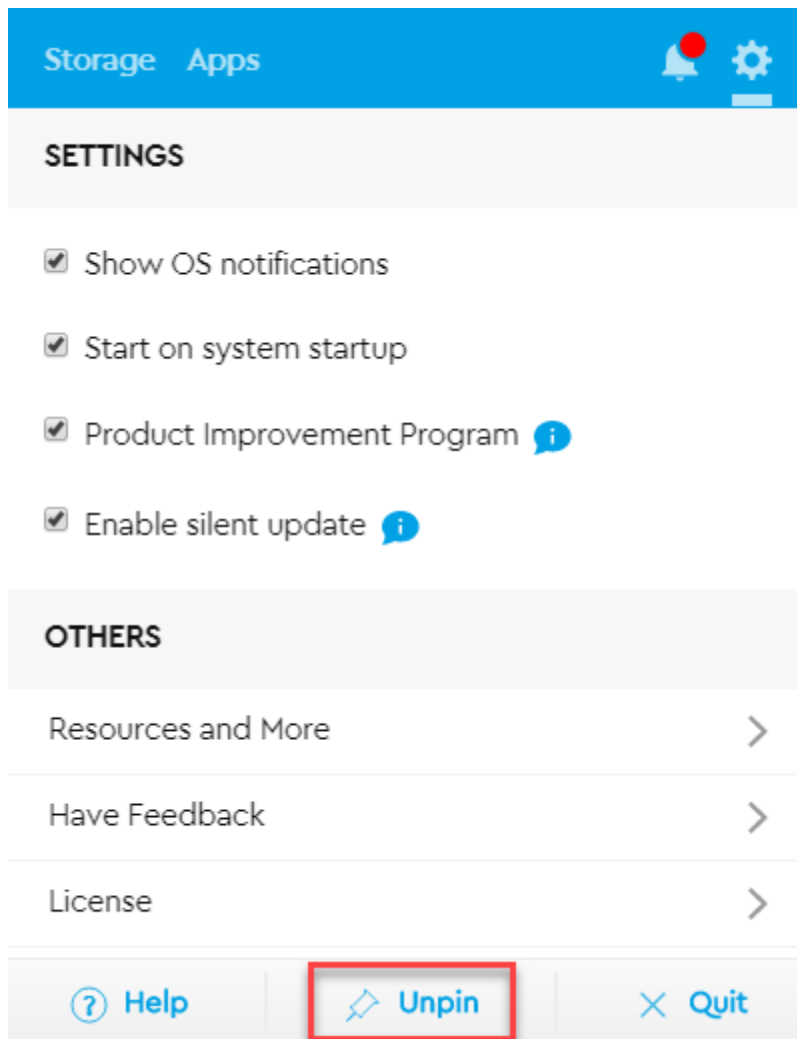
3. To clear all notifications, click on **Clear All**



4. To stop WD Discovery from automatically starting during computer start up uncheck the box next to **Start on system startup**

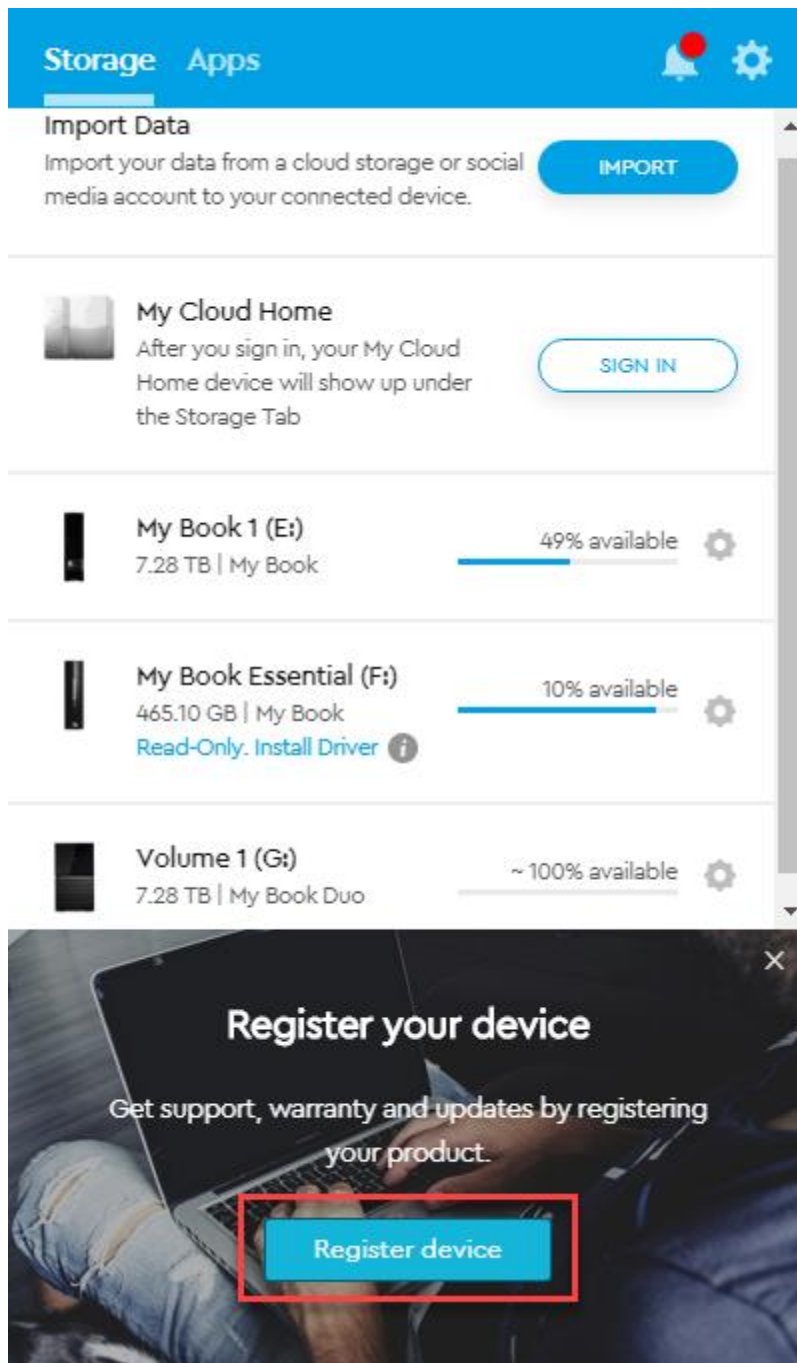


5. To move the WD Discovery window around, click the **Unpin**



How to Register a Drive

1. Open **WD Discovery** and Go to the **Storage** tab and at the bottom of the page click on **Register device**





2. Enter **First Name**, **Last Name**, **Email**, select the **Country** from the dropdown menu and click **Register device**


×


Register Device


<>



My Passport SSD
My Passport SSD | 

First Name


Last Name


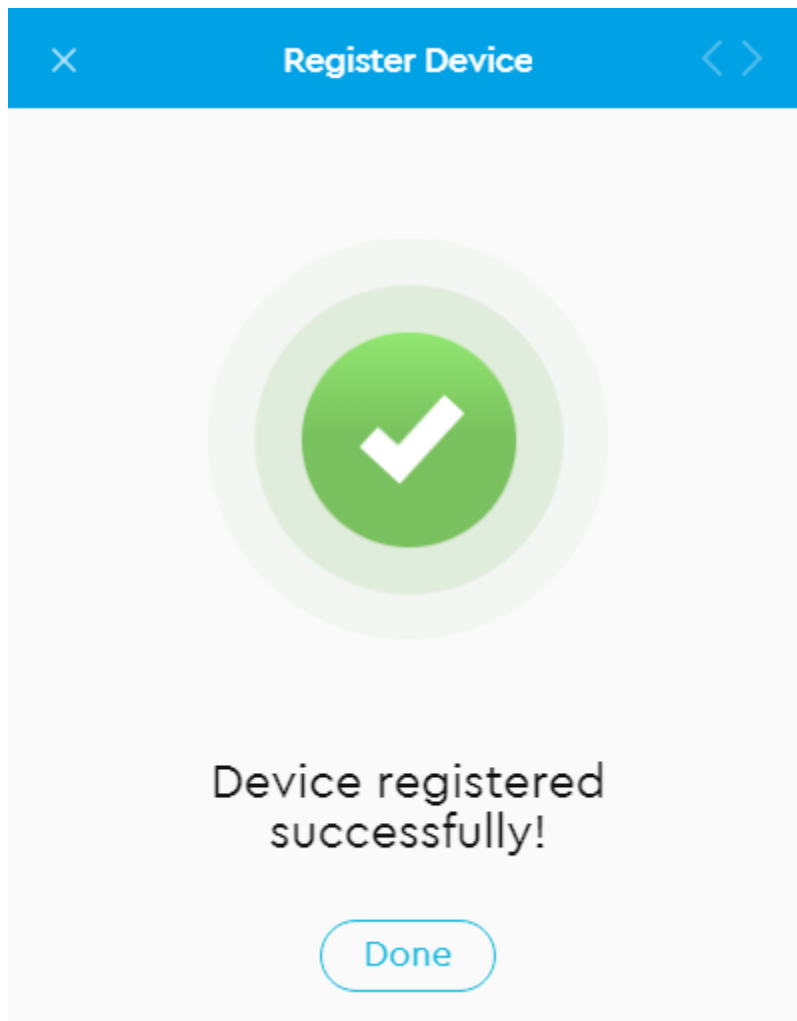
Email


United States ▾

☐ Subscribe to all emails from WD

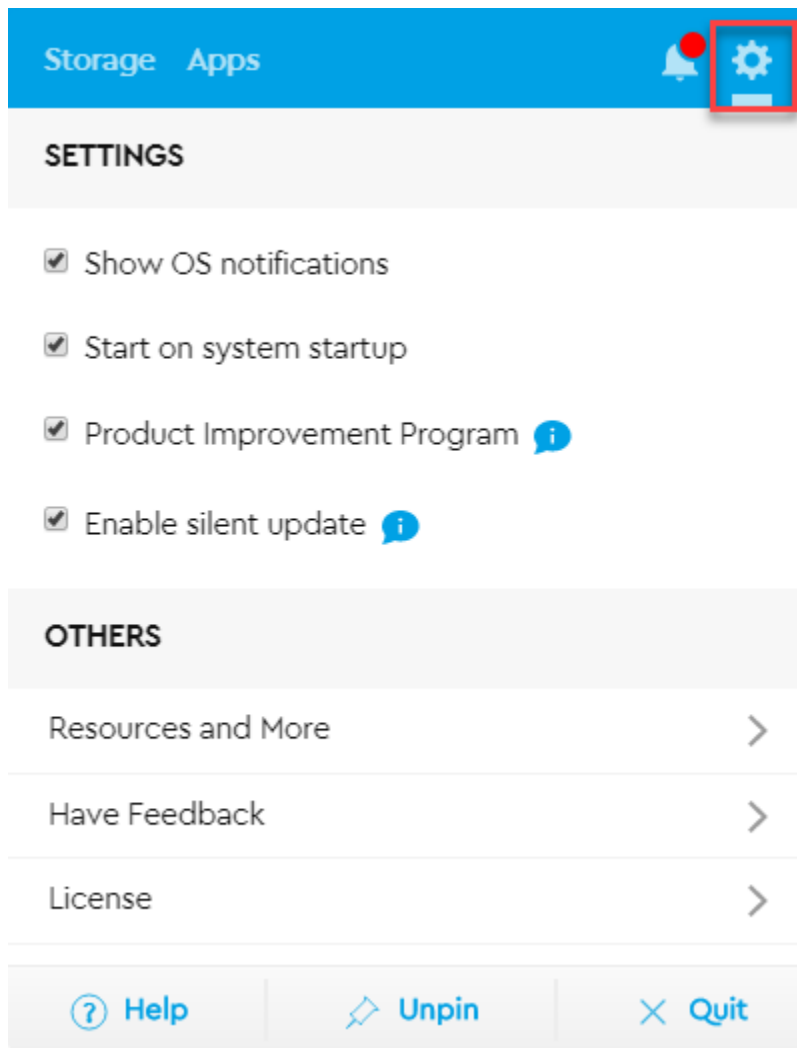
Register device

3. Click **Done** once the device has been successfully registered

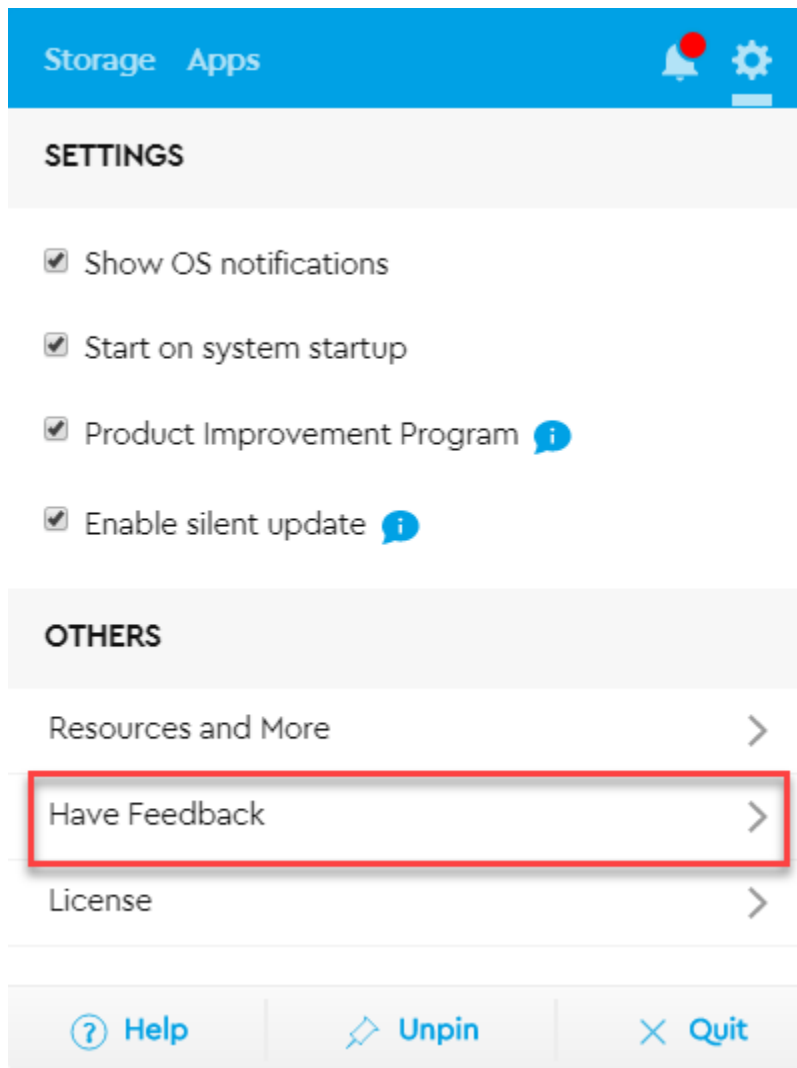


How to Provide WD Discovery Feedback

1. Open WD Discovery and go to **Settings** tab



2. Click on **Have Feedback**



3. Enter your **Email** and **Comments** and click **Submit**

×

Feedback

Help make the WD Discovery app a better experience by submitting your feedback.

Email

Comment

You can also email us with your feedback at UserFeedback@wdc.com

Portal ID: b7753d33-247a-41fb-8e1d-aacaf668199a

Submit

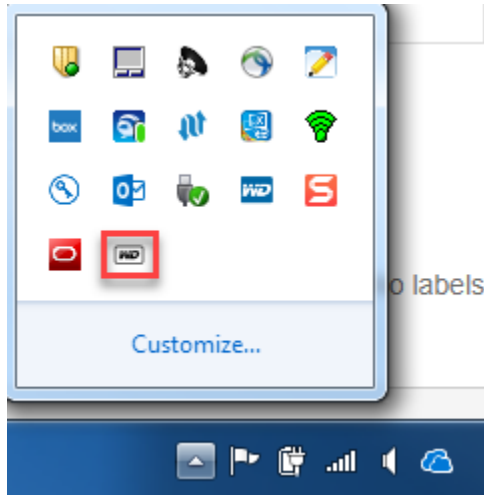
WD Discovery Icon States

The WD Discovery icon is visible in the system tray:





- The icon can be visible by default:



- Or visible once opening the arrow:



Windows and macOS have the following four states:

1.  Default State.
2.  Selected State - When the system tray icon is clicked.
3.  Activity In Progress - e.g. downloading software.
4.  Critical Notification - An error within WD Discovery.

Supported WD Apps, File Systems, Operating Systems, and Languages

Supported WD Apps

WD Discovery supports the following WD apps

Windows

WD Backup (External Drive, and Dropbox backup)

Windows and MacOS

WD Drive Utilities (Installs with WD Discovery)

WD Security

Universal Firmware Updater (Launched by WD Discovery)

Supported File Systems

WD Discovery supports the following file systems

NTFS

exFAT

FAT32

FAT

HFS+

Supported Operating Systems

WD Discovery can be installed and is supported on the following Operating Systems

Windows

Windows 10

Windows 8.1 / 8.0 32-bit and 64-bit

Windows 7 SP1 32-bit and 64-bit



WD Discovery requires .NET 4.0 on Windows 7 and is installed with WD Discovery

Note:

Mac OS

macOS 10.12	(Sierra)
macOS 10.11	(El Capitan)
macOS 10.10	(Yosemite)
macOS 10.9	(Mavericks)

Supported Languages

WD Discovery is supported in the following languages

English

French

Italian

German

Spanish

Simplified Chinese

Traditional Chinese

Korean

Japanese

Russian

Portuguese

Czech

Dutch

Hungarian

Norwegian

Polish

Swedish

Turkish

How to Uninstall and Remove on Windows



Important:

- Uninstalling WD Discovery uninstalls WD Drive Utilities
- WD Drive Utilities cannot be uninstalled by itself when WD Discovery is installed
- Other WD Apps are not uninstalled with WD Discovery and may require a standalone installation of WD Drive Utilities

Use of Third-Party Software or Websites

We may recommend use of software, information, products, or websites that are owned or operated by other companies. We offer or facilitate this recommendation by hyperlinks or other methods to aid your access to the third-party resource. While we endeavor to direct you to helpful, trustworthy resources, We cannot endorse, approve, or guarantee software, information, products, or services provided by or at a third-party resource or track changes in the resource. Thus, we are not responsible for the content or accuracy of any third-party resource or for any loss or damage of any sort resulting from the use of, or for any failure of, products or services provided at or from a third party resource. WD recommends these resources on an “as is” basis. When you use a third party resource, you will be subject to its terms and licenses and no longer be protected by our privacy policy or security practices, which may differ from the third policy or practices or other terms. You should familiarize yourself with any license or use terms of, and the privacy policy and security practices of, the third party resource, which will govern your use of that resource.

A third party utility may be used to uninstall WD Discovery in the event that Windows is unable to uninstall it. Please see [Wise uninstaller](#)

Uninstall WD Discovery

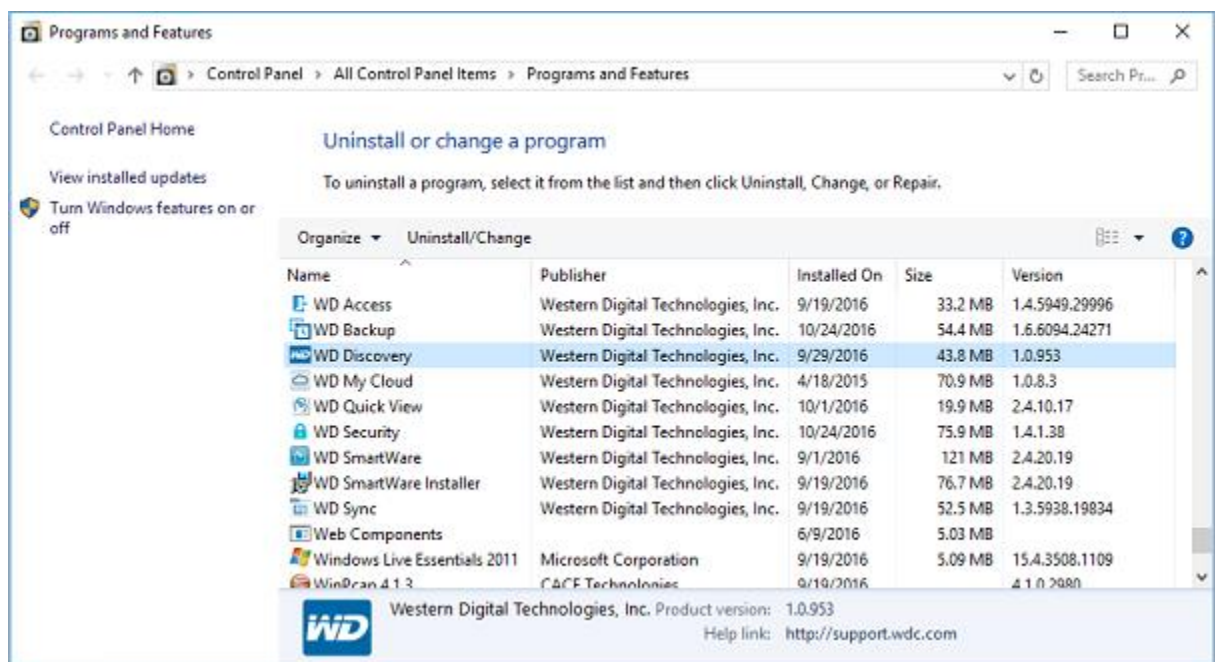


Important:

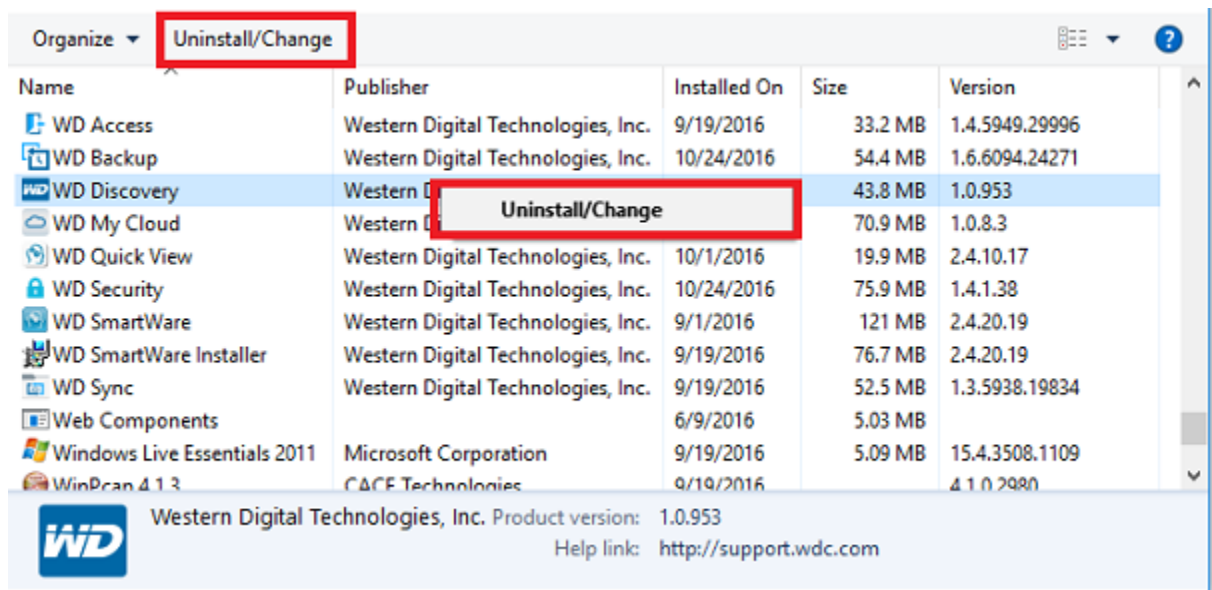
Please make sure **show hidden files and folder** is enabled. For more information please refer to [Microsoft Article 14201: Show hidden files](#)

For more information on how to access the **Control Panel** please refer to [Microsoft Article 13764: Where is Control Panel?](#)

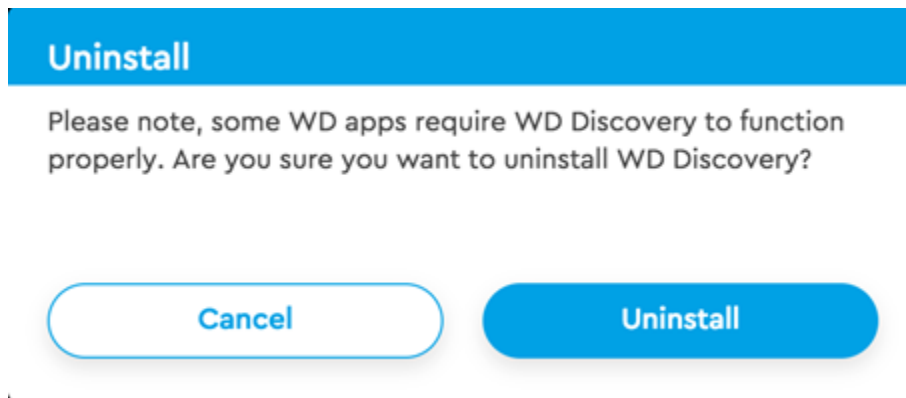
1. Start by opening **Control Panel** and go to the **Programs** screen
2. Locate and select **WD Discovery**



3. Select **Uninstall/Change** or right click and select **Uninstall/Change**

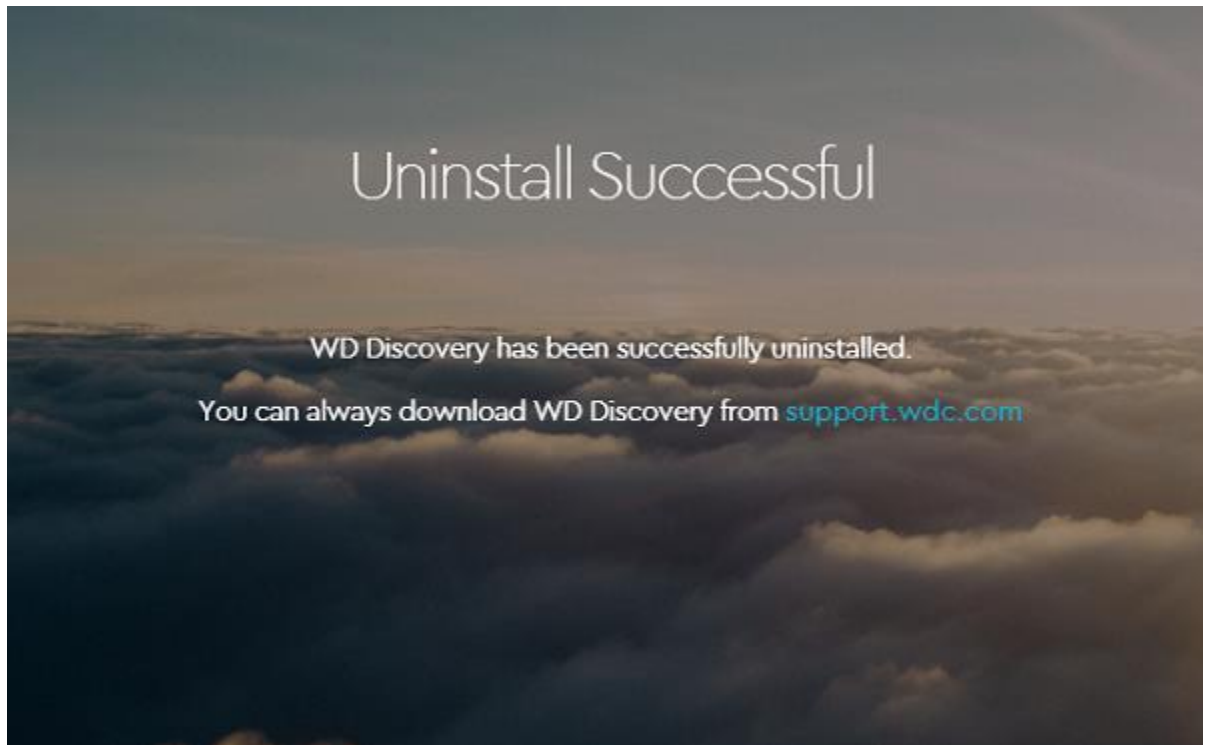


4. Select **Uninstall**





5. Click the **X** in the upper right hand corner to exit the unstill splash screen



Directory Removal

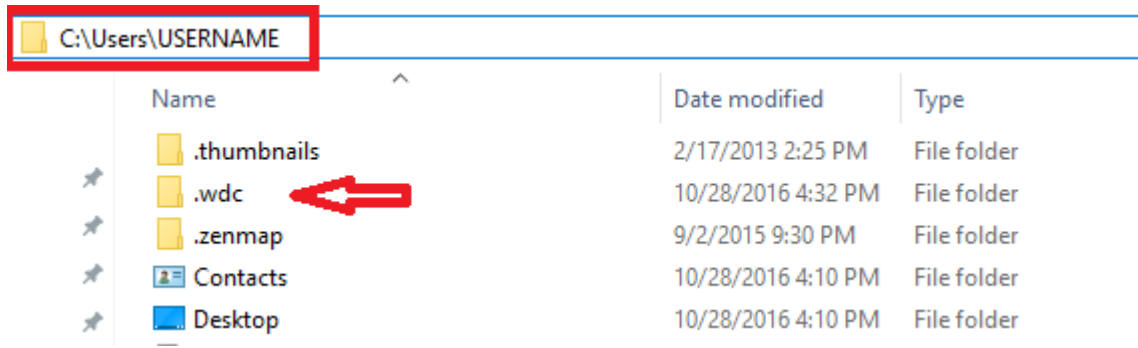
Manually delete the remaining files and directories after uninstalling WD Discovery Software



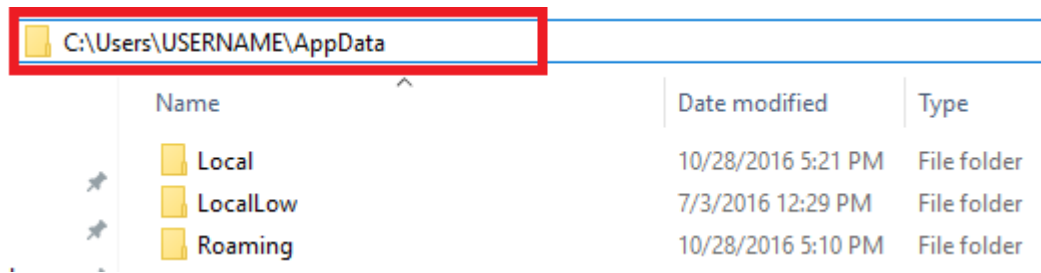
C:\Users\\$HOME\AppData is a hidden directory and will not be seen in Windows Explorer unless the "View Hidden Files" option is enabled on the PC

Note:

1. Go to C:\Users\USERNAME in Windows Explorer
2. Delete the **.wdc** folder



3. Type \AppData after the USERNAME in the location bar and press Enter



4. Go into the AppData/Local/Temp directory and delete all WD Discovery files in the Temp directory. **DO NOT** delete the Temp directory itself

- C:\Users\USERNAME\AppData\Local\Temp

5. Delete the following WD Discovery folders

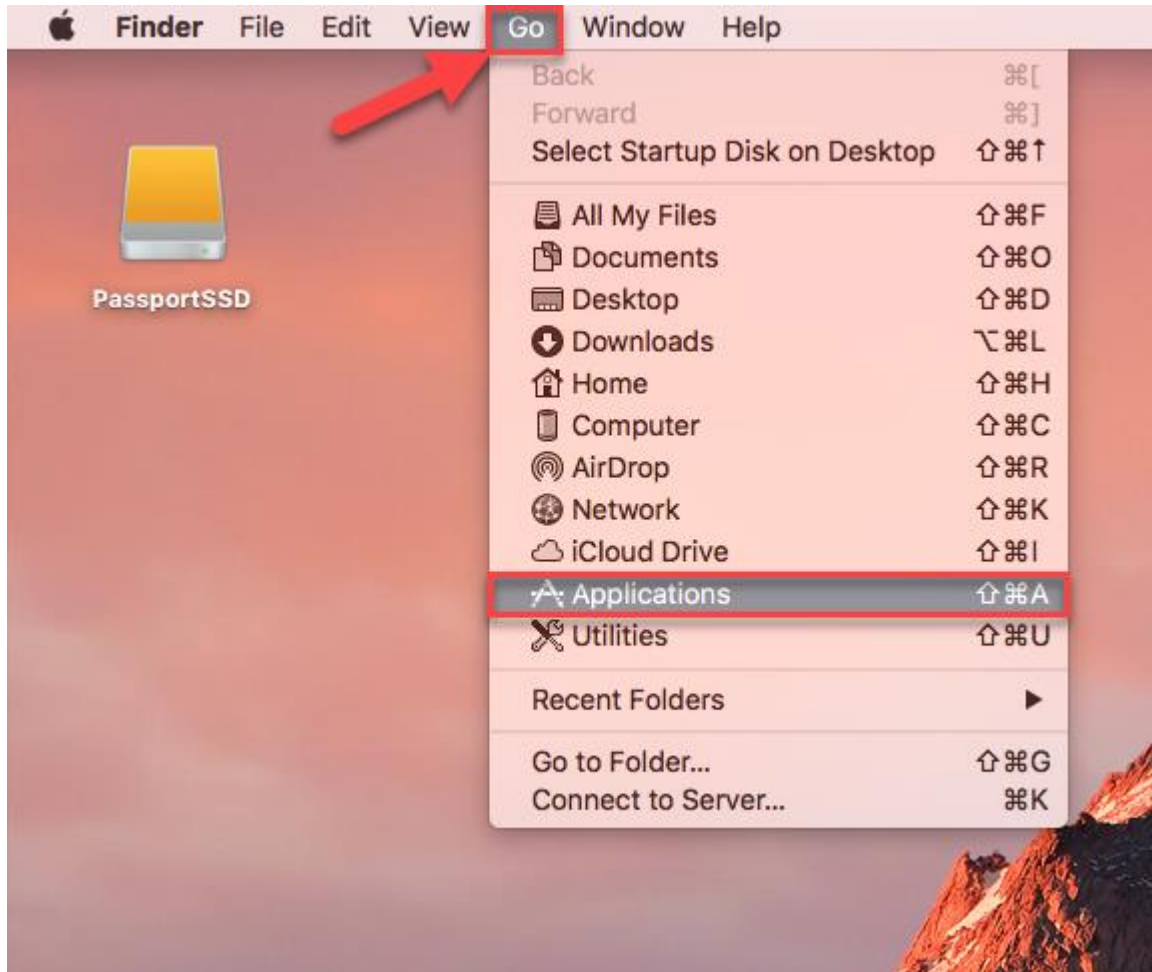
- C:\Users\USERNAME\AppData\Local\Western Digital\WD Discovery
- C:\Users\USERNAME\AppData\Roaming\Western Digital\WD Discovery

WD Discovery has been completely uninstalled and removed

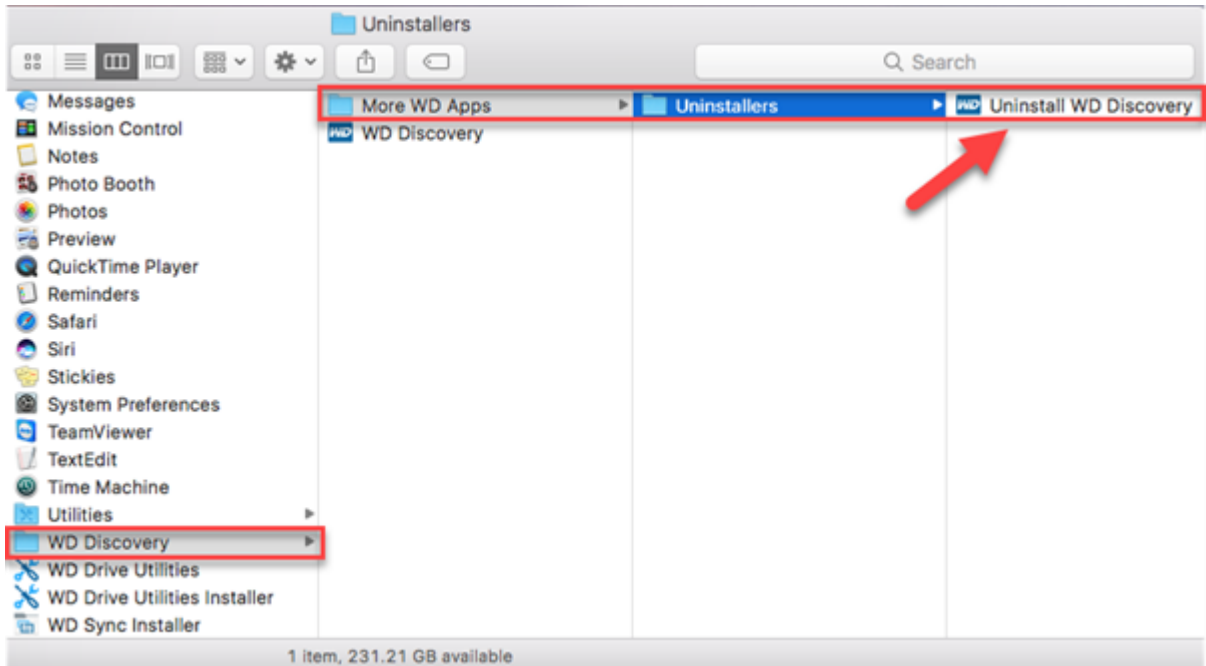
We recommend rebooting the computer

How to Uninstall and Remove on macOS

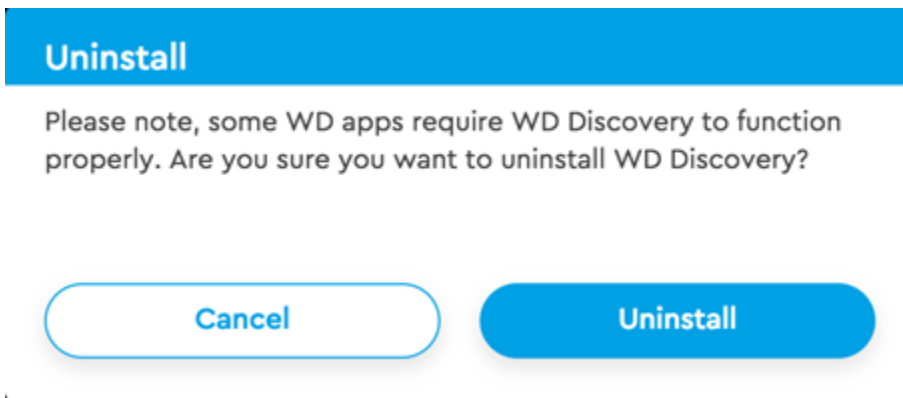
1. From Apple menu bar, click on **Go** and open **Applications**



2. Go to **WD Discovery** , **More WD Apps** , **Uninstallers** and double click **Uninstall WD Discovery**



3. Click on **Uninstall**



4. Enter the Mac user's **password** and click **OK** and wait for the uninstaller to complete

Uninstalling ...

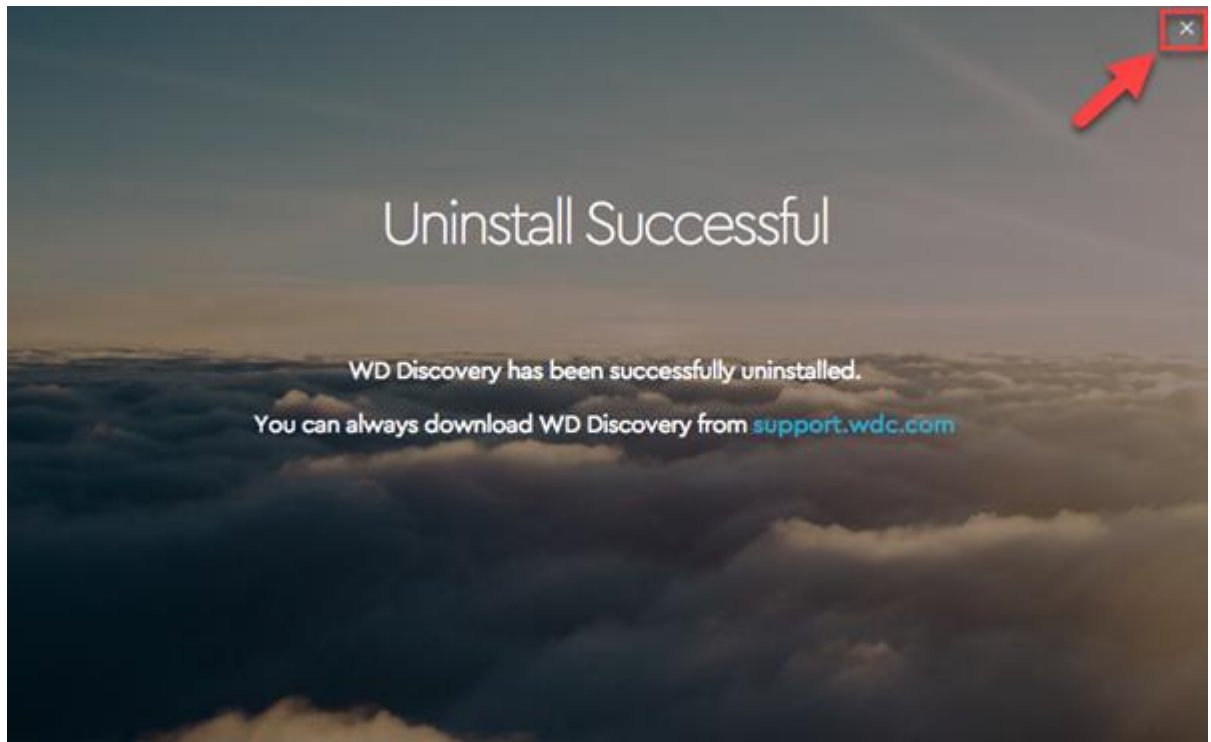


WD Discovery Uninstaller wants to make changes.
Enter your password to allow this.

User Name:

Password:

5. Click the **X** once the **WD Discovery** has been successfully uninstalled



6. Check the following folders:

- **/Applications/WD Discovery**, remove it if it still exists
- **~/wdc** , remove if it still exists
- **~/Library/Application Support/WD Discovery**, remove if it still exists
- **/Library/LaunchAgents**, remove everything which starts with com.wdc (for 1.x)

7. Reboot the Mac

[WD Discovery Solutions and Troubleshooting](#)

WD Discovery Solutions and Troubleshooting

Subject	Answer ID	Title
Information	17596	How to Collect WD Discovery Software Logs
Information	18199	How To Increase WD Discovery Log Levels
Information	18345	Error Codes and WD Discovery Messages
Information	24785	Download and Install WD Discovery Without or Restricted Internet Connection
Solution	21258	No Apps or USB Drives Detected After Download, Install and Update of WD Discover
Solution	18553	WD Discovery Failed to Install
Solution	23126	WD Discovery No Internet Connection Message
Solution	24785	Download and Install WD Discovery Without Internet Connection
Solution	23053	WD Discovery Will Be Back Shortly Message
Solution	24591	WD Discovery Prompts for Admin User on non Admin Account
Solution	18545	WD Software will not install on Microsoft Windows 10 S
Solution	18197	WD Software Update Check Does Not Report New Version Available
Solution	17354	WD Discovery does not display capacity, free space available, or open the drive
Solution	14925	Windows or macOS cannot find my drive
Solution	18567	WD Discovery Social Media or Cloud Import Failed Message "No Permission to Creat
Solution	18236	WD Discovery Cloud Apps Do Not Import All Files and Folders
Solution	18233	WD Discovery Cloud Apps Login Screen Different or Blurred
Solution	18243	WD Discovery OneDrive App Cannot Create a Onedrive Account
Solution	18213	WD Discovery Google Drive App Cannot Create a Google Account
Solution	18216	WD Discovery Social Media or Cloud Import Failed Message
Solution	18231	WD Discovery Social Media or Cloud Slow Import Count
Solution	18239	WD Discovery Facebook App Imports Remove the Trailing . (dot) of the Album Name
Solution	18238	WD Discovery Facebook App Imports Albums Into The Same Folder

Solution	18211	WD Discovery Instagram App All Photos and Videos Not are Imported
Solution	19521	WD Discovery can not be uninstalled or reinstalled on a Mac
Solution	20393	WD Discovery shows the attached drive as a read-only
Solution	20434	WD Discovery Dropbox Import fails to complete
Solution	20435	Unable to install WD Discovery 1.x after installing Drive Utilities 2.x
Solution	20470	WD Drive Utilities Can Not be Uninstalled
Solution	20537	My Cloud Home Desktop App Fails to Update
Solution	21026	WD Smartware 2.4.20.48 No Longer Launches With WD Discovery 2.2 and Higher In
Solution	20706	WD Discovery Unsigned Driver Pop Up Message on Windows 7
Solution	23053	WD Discovery Will Be Back Shortly Message
Solution	23126	WD Discovery No Internet Connection Message
Solution	24435	WD Drive Utilities Installer for Mac Quit unexpectedly
Solution	24592	WD Discovery Wants to Use Your Confidential Information Alert