Hi all Problem Can not connect to WD My Cloud via My Cloud OS3 End of Service | Western Digital This connection issue can be replicated on Linux , Windows and Mac OS. This issue appears to have only developed after a recent firmware update. When accessing the UI WD device via URL IP of WD device. Then navigating to the Cloud Access icon>user. I can see there is a connection error message: Failed Cannot establish remote access connection. Make sure you are connected to the Internet. Attempted solutions: I have run diagnostics quick and full test with no issues reported. I have rebooted the WD device via [UI]. I have shut the device down via UI. I can ping to WD device IP and there is a connection and no packets lost. In an attempt to recover data I thought I would try to SSH or FTP (both enabled in WD UI) . I have however hit a problem here. I am using the login credentials of root and welc0me I have tried to SSH via terminal and had login issues giving error message: @@192.16... etc password: Permission denied, please try again. I tried as root user and I did get this message: You are required to change your password immediately (root enforced) Linux WDMyCloud 3.2.26 #1 SMP Thu Jul 9 11:14:15 PDT 2015 wd-2.4-rel armv7l The programs included with the Debian GNU/Linux system are free software; the exact distribution terms for each program are described in the individual files in /usr/share/doc/*/copyright. Debian GNU/Linux comes with ABSOLUTELY NO WARRANTY, to the extent permitted by applicable law. Changing password for root. I have read above that SSH is not supported and sshd is now the way to go. This SSH FTP side of things is not something I am very familiar with. That said using the sshd IP server etc I got this message: sshd re-exec requires execution with an absolute path Before I continue stumbling around for threads and solutions and break things further. Any advise on how I might be able to SSH or FTP into the server given there seems to be some type of permission or connection issue going on. Data recovery is the main end goal here. Any tips on threads or things to try would be great ! Thanks all @Ohsnap This doesn't sound like a My Cloud Home. Is that what you have, or is it a WD My Cloud? What device do you own? Click on, tap or activate image to enlarge it. Hi Hmm. The device I have is a WDMyCloud . Any advise on submitting my thread to the correct section of this forum ? Thanks p.s I will note that an attempt I just made using Filezilla to access WD server was meet with message: Insecure server, it does not support FTP over TLS. SOLVED SOLUTION: One of the following changes made via UI has seemed to have resolved access to WD Cloud drive via the Cloud Access > Remote Access was tuned off and turned back on and content data base was rebuilt This has seemed to have resolved to access my WD Cloud OS3 End of Service | Western Digital I have not re - attempted SSH or FTP. Cheers all ! 1 Like I talked to a Level 2 tech today 3/13/20 and he said the web site was down and they were working on it and to check in a couple days... 1 Like Just to clarify. You spoke to a level 2 tech that works for WD about the initial post I made. This tech person said the website is down and to check back in a couple of days ? Love it. lol The issue did actually happen again today and took some steps to resolve it as I posted as solution. But maybe Ill just wait a couple of days A couple of days how much do you want to bet that the device never lost contact with WD though I am having the same problem I cant access my cloud from home it says device offline ... can you tell me what to do to fix this please as I dont understand all the letters and things sorry but you seem to know more than they do I am sick of their email replies saying its down and they are working on it I need to get access to my work as Im working from home (p.s. I have done this many times before and it worked but I now have windows ten) Same story, cannot access from Internet, access is fine when inside the network. Told by WD Support that they are working on it. It's been a week and still nothing. Subnet and gateway settings have not changed. Find product articles and support information. Description My Cloud is not be seen in macOS Finder: macOS Finder might not be setup to show connected network drives. Resolution IMPORTANT: Ensure the My Cloud firmware is up to date. Need more help? Answer ID 6546: Steps to Manually Update WD My Cloud OS 3 Firmware Click Finder. Click Preferences. Select Connected servers. Check macOS Finder for the My Cloud. Return to Top Answer ID 21963 Published 08/20/2018 03:06 AM Updated 04/01/2025 07:41 PM Find product articles and support information. Description My Cloud is not be seen in macOS Finder. macOS Finder might not be setup to show connected network drives. Resolution IMPORTANT: Ensure the My Cloud firmware is up to date. Need more help? Answer ID 6546: Steps to Manually Update WD My Cloud OS 3 Firmware Click Finder. Click Preferences. Select Connected servers. Check macOS Finder for the My Cloud. Return to Top Answer ID 21963 Published 08/20/2018 03:06 AM Updated 04/01/2025 07:41 PM Page content loaded Oct 2, 2015 2:47 AM In response to pmonteiro I have exactly the same problem as the original poster here. I no longer have access to my WD Cloud drive via the Finder and get the same message. This really is a big issue as I use that drive every day for backing up important work. I am also hoping major issues with many of my installed AudioUnits such as Native Instruments. I am really not happy about this at all as Apple is supposed to 'Just Work' - it just does not workMacBook Pro 2.3 i7 Retina, OS X El Capitan Oct 2, 2015 2:53 AM in response to pmonteiro I did too but it only lasted for a few minutes then the same thing happened. Oct 3, 2015 9:27 PM in response to pmonteiro Same problem here.After a fresh reboot of my mid 2012 MacBook Air I can mount and access my WD MyCloud exactly one time via the Finder's side tab, I can open and save files to it. iTunes can access the library file that is on it and play files from it. Once I closed Finder, I will not be able to access my WD MyCloud after re-opening Finder. Still, Finder shows the drive as mounted. iTunes will continue to play files from it, I can access all other files by using the third party app "EasyFind".So I really hope this is just a minor bug that can be fixed rather sooner than later.Kind regards,Oliver Oct 4, 2015 7:47 AM in response to pmonteiro Same issue here, and reboot solves the issue only for a few minutes.I also have an issue with Time Machine back ups. Was working fine with Yosemite but now I get this every 5 back ups or so:Time Machine completed a verification of your backups on "WDMyCloud". To improve reliability, Time Machine must create a new backup for you. Oct 4, 2015 7:59 AM in response to deepakvrao I have the same issue. I am unable to connect to the device since upgrading. I hope both Apple and WD find a solution to this. I am a happy customer of both but things like this are just annoying. Oct 8, 2015 2:59 AM in response to Radiodrive Since upgrading to El Capitan I have also had a problem connecting to WD MY BOOK LIVE. Have had long conversations with WD and Apple. At one point Apple tech advisor suggested fault was with WD. From other community posts it does seem the Apple upgrade has caused the problem/ Have tried all the normal connection routes but like others the resolution is only temporary. Its making life very difficult accessing all my files and very frustrating. Hope Apple & WD can get together and resolve issue as soon as possible. Oct 8, 2015 4:14 AM in response to Snakeman64 SOLVED.I deleted MyCloud from the Keychain, and everything is hunky dory for now one and a half days, thru a number of test reboots and sleep wake cycles.After reboot, I need to enter the PW but not after waking, so it's ok. MyCloud shows up in Finder as it was, and Time Machine is also working normally. Oct 8, 2015 4:34 AM in response to deepakvrao Its not really solved.First off, I never had My Cloud in the keychain initially, because I didn't set a password and never downloaded the My Cloud Desktop app. After reading through the thread, I did both those things and made the certificate in keychain "trusted always". When that didn't work, I tried deleting the entry from Keychain and that hasn't worked either. There is something else going on within El Capitan, I believe. The drives are connected and accessible, invisibly. Time Machine works, and I can connect through the desktop app and individually through Command+K. They just don't appear in the Finder....After a reboot, the drive will appear in the sidebar and I can access the drives. Either minimizing the sidebar or activity with the drive through TimeMachine causes the drive to disappear from Finder. I'm not sure what exactly does it at this point, but once its gone, only a reboot can bring it back...temporarily. Oct 8, 2015 4:38 AM in response to gstar65 I can confirm that this works. I now have access too from finder. Thanks very much! Oct 8, 2015 5:58 AM in response to pmonteiro I have had this problem also. Since viewing all the forums it seems it has effected anyone who did the El Capitan upgrade. Applesuggested I create a new "User Name" in My Book Live Setting, which I did but did not solve the problem. However someone on a forum suggested I went in to Keychain log and remove all WD passwords. So far it has been successful, after about 30 mins of coming in and out of Finder and doing other tasks. I still believe that Apple desperately need to issue a bug fixing update to solve this connectivity issue.Sorry everybody. WISHFUL THINKING. Its stopped connecting after I wrote above and tried to go back in via "Finder"Come on Apple. Pull yer finger out. Oct 11, 2015 10:37 AM in response to Hristokirev I am having the same problem with my LaCie Cloudbox, has rendered it useless with Lightroom. Is Apple doing anything about this, this seriously hampers my productivity.Has anyone come across a proper fix yet? Oct 14, 2015 7:00 PM in response to pmonteiro I have the same problem... And apple no say nothing...???? Page content loaded Feb 10, 2020 4:47 PM in response to Diego Adam Hi Diego, I believe someone made mention of it already. Not a fix but better results. When Finder is the 'active' window, press 'Cmd' + 'Option' + 'Esc'. From the pop up window, Finder should be selected. If not, select Finder and force quit. It'll reload and the WDMyCloud drive should reconnect. Its a better outcome than having to restart and i've been using it since with 100% success every time. I hope this answered your question. Still waiting patiently until WD / Apple get a fix for it. Nov 16, 2019 11:26 AM in response to Hristokirev How is the drive formatted and connected to your Mac Mini?Did you use/install the WD software that came with the drive? If you did you should uninstall it completely. It's not needed by the macOS to manage external HD. Nov 16, 2019 11:30 AM in response to Old Toad Man, I did this two years ago and I have not installed anything extra... It worked like a charm so far. Now after Catalina update on my MacMini something messed up. Now I found out that the connection is killed after my computers goes to sleep to save power. After the wake up it is impossible to reestablish the connection unless computer is restarted. I don't know how it is formatted, but it is connected directly to my Apple Airport Extreme so is my Mac Mini. Ethernet connection both through my Win10 PC as well as from my Mac. Either minimizing the sidebar or activity with the drive through TimeMachine causes the drive to disappear from Finder. I'm not sure what Express is 64 bit and compatible with Catalina?FYI, when you buy any external drive, you should erase and reformat it before use. They do not need any software to work, particularly NOT from WD. Nov 17, 2019 2:58 AM in response to babowa How can a router be a 64 bit or 32 bit? It's a router - hardware. Anyway - I found a partial solution. If I kill and relaunch the Finder then it reconnects. So problem is the Finder itself for some reason. Dec 18, 2019 4:12 PM in response to Hristokirev I have the same issue with my iMac 27". MycloudEx2ultra has been working for over 18months with absolutely no issues but since upgrading to Catalina it continually loses connection and breaks everything connected to it. I also have to reboot to reconnect but later it will lose connection almost after being put into sleep or going into sleep mode. Jan 20, 2020 7:39 AM in response to Hristokirev Same problem here with a brand new 12Tb WD My Cloud unit on a 2019 MacBook Pro running Catalina. Works great until sleeping and then can't find the drive any longer until I reboot.Very frustrating behavior. Jan 20, 2020 7:06 PM in response to Hristokirev I realize that you fixed your problem, but for the future, you might also consider this: there have been Apple updates in the past which had a disastrous result on the chip (which is what connects an external drive to the Mac) and the mth'rd of the chip (which is what connects an external drive to the Mac) and the mth'rd of the chip it uses - in my case, the seller was already aware of the problem and was working with the mth'rd and the Apple to fix it. Feb 8, 2020 3:32 AM in response to Hristokirev Hi everybody!! That is a nice solution, but unfortunate my case I'm using the WDMyCloud drive for backup purposes and as you said, the issue starts when the Mac goes to sleep mode. Is anybody there to find out which is the process that we need to kill or re-configure to avoid this situation? Thank in advance!! Nov 17, 2019 2:44 PM in response to Hristokirev I wasn't referring to the hardware, but the app. However, even though I've never used it, I checked it in System report and it appears to be 64 bit. Jan 20, 2020 11:46 AM in response to Hristokirev Thank you for the fast reply! I will try this when I get back to the network with the NAS on it. Jan 21, 2020 10:56 AM in response to Hristokirev YES! That did it.Annoying that this happens, but at least a quick restart of Finder is easy to do.Thank you! I purchased iCloud 2 weeks ago. Setup and works for direct LAN cable connection from my Win10 PC as well as from my Mac. Ethernet connection both wireless (against my advice to wait) and also from my Mac Mini. Either minimizing the sidebar or activity with the drive through TimeMachine causes the drive to disappear from Finder. But no luck at all. Mac: I see this solution (- but I am on 10.11.4 and still does not work. I can see the drive in Finder but cannot do "Connect As" - gives Connection-Error. Nov11 : Cannot see the drive. Again looked at numerous posts and google searches, still no luck. As a techie myself, I can see how easy (and useless) it is for WD to say "our device works fine - since it works with direct cable connection". But does not help me at all, anyone can help isolate why I cannot connect to my WD drive via Finder / Windows Explorer? Thanks ICloud??? If you are trying to set up the device, you can do it without any WD tools/apps. Just login into the dashboard via an internet browser. Check manual for more info. And if you want to access the shares in OSx: Windows 10 is a different monster, if none of the posts for Windows 10 worked, you are just going to have to wait for Microsoft's update. As there has been different solutions for different people. This is a Windows issue for any NAS device, not just WD. Sorry for that auto-correct. WDCloud 8TB. To re-explain: I have set it up via dashboard when I connect with a LAN cable from my mac to the router. It does NOT work when my iMac connects over WiFi with the router. Win10 bashing can be left to other groups, fact is that the device does not work the way it should on Mac either should illustrate my point. My disappointment continues [and that link does not exist] Apparently, this is a Windows issue for only Win 10, which I refuse to install until Microsoft fixes the NAS problems. Unbelievable that the problem is still around. One cannot address the mac issues; only thing I know about Macs is that Finder is akin to Win Explorer. I run two laptops using Win 7 and Win 8.1. We have iOS phones and Pads along with some Kindle tablets. All devices can access the My Cloud and anything else they need to via wired and/or wireless. In other words, I have NO network problems with the 34 or so devices connected to the home network. So, I set up the My Cloud with the Win 7, and when it was all setup, I turned on the Win 8.1, File Explorer saw the My Cloud under This PC and Network. Win 7 only saw My Cloud as a Network device. I didn't concern myself about it, and a few days later I figured it out that on the Win 7 I had to click on Map network drive in File Explorer, select the Public folder of My Cloud and get it mapped. It was done with no issues, Now both laptops see the My Cloud under This PC and Network. But, as mentioned above ,Win 10 is different and problematic. Now, to make things more confusing, my wife installed Win 10 on her same model Win 8.1 laptop after it was out only a few weeks (against my advice to wait) and she claims she has no problems, I have used her PC a couple of times and got into the My Cloud - no problem, and she has added files and folders to it with no problems. So, I wonder if her Win 10 works ok because I set up all our network devices (including my Cloud) from the Win 7 laptop. Makes me think that if setup was done already, Win 10 has no issues, but if the Win 10 were to set up any of this, problems could arise. Who knows. Hope this sheds some light on things for you. If both Windows and Mac OS's have trouble accessing the My Cloud over WiFi have you checked the WiFi settings within the WiFi router/gateway to ensure its not configured to block WiFi access to other devices on the local network? Do you have any mobile devices you can test with? If so can they access the My Cloud when using a file manager on the mobile device? I currently run several Windows 10 PC's that have no problems, since the Microsoft March update to Windows 10, accessing the My Cloud via WiFi. mike27oct: Apparently, this is a Windows issue for only Win 10, which I refuse to install until Microsoft fixes the NAS problems. Unbelievable that the problem is still around. Which Windows 10 problem? The March update to Windows 10 appears to have fixed, at least on the several Windows 10 PC's I use, the Samba issue Microsoft introduced to Windows 10 last November. Currently no problems accessing the My Cloud with Windows 10. have you checked the WiFi settings within the WiFi router/gateway to ensure its not configured to block WiFi access to other devices on the local network? Right - That could well be the issue. I did look at my router settings, but found no obvious setting which would do this blocking. Of course I'm no expert at the router settings - any ideas on where to look are very welcome : I have the D-Link router DSL-2750U. I tweaked again to solve the connectivity issue. (i) My WD device is connected on the LAN4 port, and the LAN4 light is indeed green (ii) I can see data packets on the LAN4 interface, e.g. the LOCAL NETWORK & WIRELESS interface Received Transmitted Data Pkts Errs Rx drop Data Pkts Errs Tx drop LAN4 60.90MB 228853 0 0 48.56MB 212655 0 0 and after 2 minutes: LAN4 60.92MB 228910 0 0 48.57MB 212709 0 0 So my understanding is that the data is indeed coming to the WD device, is that right? Oh and another thing I forgot to mention: I can see the device just fine via the WD-MyCloud-Desktop app : shows all the shares etc., connnects without any problems. It is only the Finder / Windows Explorer which refuse to map to the WD drive! If possible, update the D-Link router's firmware to the latest version if you haven't already done so. Couple of settings to check on the D-Link router if they exist. In the Wireless section: Uncheck "Clients Isolation" Uncheck "Enable MultiAP Isolation" In the MAC Filtering section: If "Enable MAC Address Filtering" is checked then one has to add the MAC address of the My Cloud and or other network devices to the filtering list. I have Windows 10 Version 1511 OS Build 10586.218 on both of my computers and haven't had any problems so far. All devices are in the same workgroup. They all show up in my network. Do you have Quick View and if you do have you tried to map by it? See example image below. This example shows how I would map using File Explorer. @cat0w and @Bennor Guys, do I understand you correctly that you say you have Win 10 installed and you have no issues with all the previous sharing issues? And, is it worth to get in the water with Win 10, and if I update my Win 8.1 to it I will not regret doing so? Also, since Win 10 does away with the Windows Media Player, what does ONE in it's place? Is the "Play To" feature still in existence? Are there any other "heads up" about Win 10 you can pass on? Thanks for any info. --Mike @Rupal_Majmudar When I replied to you last night it was late and I did not get into the Wi Fi router issue. I see it is being discussed here and I wonder how recent is your router; with a model number that starts with DSL, it sounds like it could be quite a few years old. Is it a gigabit, dual-band router? If not, I suggest you update your router. For now, get the current router firmware updated, and maybe even reset to factory defaults and do the basic set up, and stay away from any of the "fancy" settings. My router is an Asus, and it is highly configurable, but for home use it does not need any of the obscure settings tweaked. What is important is I have mine set on good, clear channels, and it is set for only N devices. The other settings for b/g/n compatibility just slow things down. Since all the G devices in the home are retired, and only N ones are used now, our network is purely set for N only. mike27oct: @cat0w and @Bennor Guys, do I understand you correctly that you say you have Win 10 installed and you have no issues with all the previous sharing issues? And, is it worth to get in the water with Win 10, and if I update my Win 8.1 to it I will not regret doing so? Also, since Win 10 does away with the Windows Media Player, what does ONE in it's place? Is the "Play To" feature still in existence? Are there any other "heads up" about Win 10 you can pass on? Thanks for any info. --Mike I won't speak for anyone else but since the March update windows 10 and the My Cloud play nice. For the most part in my case Windows Media Player, if played nice prior to the March update EXCEPT for the fact it wouldn't show up under "Computer" in Windows File Explorer. The Windows 10 problem that affected many NAS boxes was related to Samba. I had no problem mapping the Windows Media Player is still in Windows 10, at least on both my Win 10 PC's, its just superseded with Microsoft Groove. One can still use Windows Media Player if its available in Windows 10. I have a clean Win10 installed with no issues from day 1, even before supposedly patch that solved the issue. But lots of people do have issues, popular topic on the internet and as stated before, with any NAS, not just WD. However, I do not use any of the WD apps. internet browser for dashboard access ( ) Windows File Explorer for accessing or map the share: \\my-device-ip\ OS x Finder for accessing the share: Finder > Go > Connect to Server > smb://my-device-ip To sign on to mycloud.com I use Internet Explorer or another browser. Edge will not work at this time. See example image below for sharing. Click on, tap or activate image to enlarge it. As for Windows Media Player I still have it. I upgraded from Windows 7 on my desktop and Windows 8.1 on my laptop. See the following two images and I hope they will answer your question. Windows 10 does have Music. Any questions on Windows 10 I will try to answer as I have three different books on Windows 10. One of those is Windows 10 Step by Step. I also read Maximum PC and subscribe to PC World and always read articles they have on Windows 10. I am happy with it but I do continue to learn about it. cat0w USA Thanks, Guys, for all the help re: Win 10 questions. I believe cat0w who that Win Media Player is still alive and well, but according to this Win 10 FAQ that appears When the daily "upgrade to Win 10" popup appears and I click on Learn More, I get this FAQ list, and one of them says WMP is gone from Win 10: support.microsoft.com Learn how to upgrade your existing device to Windows 10 or buy a new PC. Get answers to common questions about upgrading to Windows 10. So, if WMP is still there, is it like the case with IE, you just need to search for it via File Explorer? Wife has told me Edge kind if stinks, so she found right away IE was not deleted so she uses it still. Bennor: I told in my thread up above how to get the MAS to show in FE under Computer. See if what I said can work for you. Win 7 only saw My Cloud as a Network device. I didn't concern myself about it, and a few days later I figured it out that on the Win 7 I had to click on Map network drive in File Explorer, select the Public folder of My Cloud and get it mapped. It was done with no issues. Once Windows 10 is installed you can find Windows Media Player by clicking on Start>All Apps, looking under W and you should see it. See example image below. Doing a right click on Windows Media Player will allow you to pin it to start or the taskbar. Looking at the FAQ link you provided, Windows Media (same. cat0w USA mike27oct: Bennor: I told in my thread up above how to get the WD NAS to show in FE under Computer. See if what I said can work for you. You may have misunderstood what I posted or I wasn't clear in what I posted. Prior to the March update and after the previous November update the My Cloud wouldn't show under Computer in Windows File Explorer. POST March update the My Cloud shows up correctly under Computer in Windows File Explorer. Between November and March hitting refresh was a hit or miss affair to get it to show under Computer in Windows File Explorer. Here is how it looks in File Explorer on my Windows 10 PC: Supposedly (but I could be wrong) if one installs Windows 10 fresh rather than performing an upgrade over the top of a previous version of Windows, then Internet Explorer and Windows Media Player are not included. When one performs an upgrade both programs are carried forward to Windows 10. Both programs can be easily found by using the Cortana search field and entering in the program name. From there one could right click on the program name and select Pin to Start or Pin to Taskbar. When performing an upgrade on a Windows PC that has Windows Media Center the Windows 10 upgrade process, will most I remember, tell the user that Windows Media Center will be uninstalled during the upgrade. Further the GWX program that notifies users of the Windows 10 upgrade in previous versions of Windows will again from what I remember, the user that Windows Media Center is not supported and will be uninstalled. An example: Guys, thanks again for all the help. I now "get it". BTW, did we ever fix the OP's questions or are they still hanging? Hi changed my router 3 weeks ago and since then with one PC I have not been able to connect to WD Cloud mapped drives via a pre-installed Windows 10 PC, the LAN however did work also two other PC's were fine, one of these was a PC that previously had been upgraded from Windows 7 to windows 10 and the other one from windows 8.1 to windows 10. WD Quick View used see the cloud and I could connect via browser to see the dashboard. Been around the houses on this and back again but thankfully have resolved. Basically I; In Network and Sharing Centre \ Change Advanced Sharing options - Set all sharing options back to their previous settings. No restart needed. Hopefully this helps anyone with a similar problem on a NAS drive. If the computer DOES NOT have an ethernet port: Use a USB to Ethernet adapter. Use a different computer. Connect the My Cloud and computer to a router with an internet connection. Critical: My Cloud Home cloud access is not available to any device that is not at or above firmware level 9.4.1-101 after June 15, 2023. Need More Help? Answer ID 50808: Steps to Install My Cloud Home Critical Firmware Update for Remote Access My Cloud Home cannot connect, be seen on Windows or macOS and is Offline in the Web or mobile app. Mac / MacBook Pro Hello, we bought a WD My Cloud Home 4TB to create a company network. We are only two people working on Mac. I managed to set it up. Now, I can also upload files, but I can't set up the other Mac to access the same Folder/Files as I have access to. I can somehow access the Folder/Files via the browser, but we need to use desktop connection with both Macs. Anyone out there who knows how to do this? Cheers Paul MacBook Pro 13", macOS 10.15 Posted on Apr 7, 2021 4:13 AM Reply Can High Sierra and Monterey share the same iCloud desktop? Can High Sierra and Monterey share the same iCloud desktop? After updating to Monterey, the syncing is not working. I doubt many people do this, but I have a 2010 macBook Pro that I use in my workshop for Arduino, Raspberry Pi, etc. There are, of course, other ways to do it, but it was handy to share desktops. I didn't have problems with Big Sur. 265 2 Sharing Files over WiFi My wife and I got new iMacs. We used to be able to share files over our WiFi network. We can see each other's computer in Finder. We can Connect to each other's computer. We can see the Documents folder, but open each other's Documents folder. (Actually not much sharing - usually we just want to copy an updated version to the other person's computer) We have Documents listed in System Preference under Sharing. 639 4 Give access to a folder on my Mac over the Internet I work in a graphic design agency and I'd like to give access to a particular folder on my Mac (well, on a connected external drive hard to be precise) over the Internet as a drop box to my teleworking colleagues so that they can send me folders of finished jobs on a monthly basis. Since this will be a temporary solution until we set up a permanent NAS Server around September, I want something that can be easily set up, without using any free or paid third-party application (or having to make sacrifices to the Ancient Ones... ☺). I'm looking for something that works akin to File Sharing between Macs on the same network. The size of those files can vary from 10 GB to 150 GB depending on the user, if that can be an issue. My MacBook Pro is running the latest macOS Ventura update. 191 2 Page content loaded Apr 8, 2021 5:47 AM in response to pablobianco Thank you for using the Apple Support Communities! We understand you've connected an external hard drive to your network in order for two Mac's to connect and access the drive, but only one Mac is accessing it successfully. Let's see how we can help. It sounds like this could be an issue with how the permissions are set up for sharing. Check out these articles for some guidance and let us know if these help get that resolved:Share a USB hard disk on your network in AirPort Utility on MacUse external storage devices with Mac Set up file sharing on MacBest regards. Apr 11, 2021 7:42 AM in response to pablobianco pablobianco,For your specific questions and help regarding the issues with My Cloud Home, you should reach out to WD Support. We were able to grab the link for you here: My Cloud HomeThank you, and take care! This thread has been closed by the system or the community team. You may vote for any posts you find helpful, or search the Community for additional answers. WD MyCloud Home 4TB and MacBook Pro macOS / Earlier Operating Systems WD My Cloud Home not working on macOS Monterey, connects to WiFi but does not show in Finder. Similar problem seemed to occur with Big Sur. Posted on Nov 18, 2021 1:15 AM Have you looked at the WD MyCloud Support site? This says reinstalling WD Discovery resolved their problem With the upgrade from Big Sur, my wifi was solid, and never had any disconnect issues. Then I finally upgraded to Monterey at the beginning of Feb 2022 and ever since then my Wifi drops once a day. I Roku, Ring, and other devices and iPhone all connect fine. Just my Wifi drops on and connect to my Google Nest and do that a few times to connect. Takes a few minutes. Very annoying. Is this happening to others? This is the reason I usually wait for a while to upgrade to the latest OS. 3524 1 MacBookPro Retina 2014 connects to internet, but not home network MacBookPro Retina 2014 connects to internet, but not home network. I can surf the web, but I can't connect to other computers on my home network, using Wi-Fi or ethernet via a Thunderbolt Bridge connected to the MBP. There is no Network displayed on Finder windows on the MBP. I can see the MBP on my MacPro. I can mount the MBP as a network drive on my MacPro desktop, but some of the folders that I can open show no contents, even though I know there are GBs worth of content in them. Notice the twinkle in this screen cap that show several GB, but no contents: Permissions for this User folder are set to Read & Write. I'm sure my Sharing and Network settings are correct on all devices. It was working before. Now it isn't. I reinstalled Catalina 10.15.7 on the MBP, and that made no difference. Also, if I try to mount an external drive connected to the MBP, I get this error messages: 768 3 MacAir issue with cloud My Mac is not connected with cloud 176 1 Page content loaded Nov 18, 2021 1:15 AM in response to dimitri792 Have you looked at the WD MyCloud Support site? This says reinstalling WD Discovery resolved their problem This thread has been closed by the system or the community team. You may vote for any posts you find helpful, or search the Community for additional answers. WD My Cloud Home not working on macOS Monterey Find product articles and support information. My Cloud Home Does not display on macOS My Cloud IP address with the serial number EXAMPLE: smb://MYCLOUD-123456.local macOS Big Sur 11.3.x SMB error: There was a problem connecting to the server "MYCLOUD-XXXXXX" Check the Name and IP address. Check the network connection. Try again. Need more help? Answer ID 30614: How to Access My Cloud Home Public Share on macOS My Cloud smb://WDMYCLOUD.local My Cloud Mirror smb://WDMYCLOUDMIRROR.local My Cloud Mirror Gen2 smb://WDMYCLOUDMIRROR.local My Cloud EX2 Ultra smb://MYCLOUDEX2ULTRA.local My Cloud EX2 Ultra smb://MYCLOUDEX2.local My Cloud EX4 smb://WDMYCLOUDEX4.local My Cloud EX2100 smb://WDMYCLOUDEX2100.local My Cloud EX4100 smb://WDMYCLOUDEX4100.local My Cloud DL2100 smb://WDMYCLOUDDL2100.local My Cloud DL4100 smb://WDMYCLOUDDL4100.local My Cloud PR2100 smb://MYCLOUDPR2100.local My Cloud PR4100 smb://MYCLOUDPR4100.local My Passport Wireless smb://MYPASSPORT.local My Passport Wireless Pro smb://MYPASSPORT.local My Passport Wireless SSD smb://MYPASSPORT.local My Book Live smb://MYBOOKLIVE.local My Book Live Duo smb://MYBOOKLIVE.local smb://mm-mycloud.local smb://tim-Mac Finder. Click Go. Click Connect to Server. Enter smb://devicename (e.g. smb://mycloudpr2100.local) Click Connect. Private Share Access Select Connect As. Select Registered User. Enter the Name and Password of the user with access to the share. Public Share Access Select Guest. Click Connect. Select + Share. Press OK. Click Finder. Click Preferences. Select General. Click Connected Servers to checkmark the box. Click the red circle to close the window. macOS Samba (SMB) Support Samba is supported on the macOS versions below. macOS Version macOS Sequoia 15 macOS Sonoma 14 macOS Ventura 13 macOS Monterey 12.x.x macOS Big Sur 11.6 macOS Catalina 10.15 macOS Mojave 10.14 macOS High Sierra 10.13 macOS Sierra 10.12 OS X El Capitan 10.11 OS X Yosemite 10.10 OS X Mavericks 10.9 OS X Mountain Lion 10.8 OS X Lion 10.7 Return to Top Answer ID 24148 Published 08/20/2018 03:24 AM Updated 05/07/2025 12:50 PM reemf: I have no idea what username/password combination it is looking for (the one I use for the MyCloud website does not work here) and there is no functionality for forgotten credentials. Any ideas? Perhaps you have not read the dozens of emails and notifications from WD in the last 9 months and the hundreds of posting on this subforum on this subject. The support article mentioned on the bottom of the post is the one you need, but here it is again: Western Digital Find detailed answers to your support questions for your Western Digital, SanDisk, WD_BLACK, or WD storage product. My Cloud Home Firmware 8.12.0-178 Release Notes Version: 8.12.0-178 Release Date: 11/14/2022 Description This update introduces a new 'local access feature' to My Cloud Home, My Cloud Home Duo, and ibi products. This will enable users to use their device in a local network without connection to the internet once local access is enabled using the dashboard. The Dashboard is a browser interface to enable local access. You can launch the dashboard from the web applications (and (. To learn more about local network access, please visit our support article. I just set up my MyCloudEX2 Ultra server. So far, I have only been able to drag and drop files onto it using MyCloud.com. I have not been able to connect with my Mac Finder. When I open Mac Finder, I see the MyCloudEX2Ultra icon appear in Finder. So, I know it is discovered on my network. However, when I click on the "Connect As" button, the connection fails regardless of how I try to log in. I've tried logging in under my name as a registered user, as well as using admin and the password I created for my account. I've even tried logging in as 'Guest', all with no luck. All that happens is the log in window disappears and I see a connection failed message in Finder. I've been able to add folders and files to the server using MyCloud.com. But I need to resolve this because I'm not able to sync my devices, plus now I want to point my Sonos system to this NAS device. Has anyone encountered this issue and does anyone have any suggestions about how to resolve it? Thanks, John 1 Like [quote="John_Berg, post:1, topic:182351, full:true"] I just set up my MyCloudEX2 Ultra ...[/quote] You may want to post your question to the dedicated EX2 subforum where people more familiar with the EX2 Ultra may be able to help. This subforum (My Cloud) is generally for the single bay My Cloud units. Generally if you are prompted for a user/login name and password to access the MyCloud from the Mac Finder or Windows File Explorer you would input the login information from an account (administrator or Users) created using the My Cloud Dashboard. 1 Like Thanks for the advice. I will repost on the other subform. But what you address in your response is precisely the problem I am having. I am unable to log in using the login information I created using the My Cloud Dashboard. So a 4-second reset. This will clear the admin account details. Read the User Manual for details. John Berg: I just set up my MyCloudEX2 Ultra server. So far, I have only been able to drag and drop files onto it using MyCloud.com. I have not been able to connect locally to it using Mac Finder. When I open Mac Finder, I see the MyCloudEX2Ultra icon appear in Finder. So, I know it is discovered on my network. However, when I click on the "Connect As" button, the connection fails regardless of how I try to log in. I've tried logging in under my name as a registered user, as well as using admin and the password I created for my account. I've even tried logging in as 'Guest', all with no luck. All that happens is the log in window disappears and I see a connection failed message in Finder. I've been able to add folders and files to the server using MyCloud.com. But I need to resolve this because I'm not able to sync my devices, plus now I want to point my Sonos system to this NAS device. Has anyone encountered this issue and does anyone have any suggestions about how to resolve it? Thanks, John So I followed Timothy_G's advice and deleted the twonkymedia share and lo and behold I am now able to log in MyCloudEX2Ultra. Hooray! You have no idea how much time I spent adding/deleting users and changing permissions. Thank you again for helping preserve my sanity. It makes me wonder why the profile is set up this way by default if it has the potential to mess up access levels. My next task is to get the EX2 connected to my Sonos system. This issue was blocking my ability to do that. So, thanks again for helping me clear this hurdle. You guys rock! Timothy_G: Check the Shares list, see if there is a share called ".twonkymedia". Wow, that's weird. Must be an EX thing... Nice spot. That twonkymedia share is created after a system restore. It was a bug that has been fixed in newer firmware. Timothy_G: That .twonkymedia share is created after a system restore. It was a bug that has been fixed in newer firmware Timothy_G, by any chance, a sensible bit of coding to save the contents of the twonkymedia folder before doing a restore, and then putting the folder back in place? That would have been nice, and would have saved Twonky being destroyed by system restores... I'm not sure if v4 MyCloud firmware does that. And I'm not going to experiment to find out... Someone should do that though that mean that John might be better served by updating his firmware, or do you think that .twonkymedia share was lurking there from a system restore performed some time ago, with the old firmware? It's a whole new world out there... that share is empty, none of the drives files are stored in it. So, thanks again for helping me clear this. Updating to the latest firmware would be the best way to prevent this in the future. Deleting that share has no effect on the media server. In my case, I've only had the server up and running for about a week now. When I first installed it, the system prompted me to do a firmware update, which I did prior to having the problem I described. The twonkymedia share was created by default. I'm no firmware version 2.21.119 which is the most current version according to my system settings. Everything seems to be working quite well now, including adding the music library to my Sonos system. Its awesome. I am having a similar problem, however, I'm not sure what or where the "share list" is. Can you tell me? Thanks. doctorpooh: I'm not sure what or where the "share list" is. Can you tell me? It's the list of shares that exist on the MyCloud. You can find it via the MyCloud's Dashboard User Interface. See Chapter 7 of the User Manual ('Managing Shares') for details. The WD Access software still is an issue with Mac OS Sierra and fear it will only become more useless when High Sierra is available. WD Access has not been updated since 10.0.4.2019 in 2016. I can continue to wake the drive with an older MacBook running Lion but not Sierra. Although flaky, I can connect with Sierra and most times shut the My Cloud EX2 down, I feel WD has fallen behind in updating the software for the Apple platform. Bill Not sure what WD Access is supposed to do; I've never used it. You can map shares into Finder, and use the Dashboard to shut the device down Getting to the dashboard has alway been flaky as well. The drives are ALWAYS finishing these tips and workflows, the unit seems too busy to respond to the web browser. I've tried Chrome, Safari and Firefox, all with the same results when the unit refuses to respond, I end up pulling the plug. WD Access allows you to Upload Files, open the console, go to Settings, and Shut Down. The WD My Cloud is also using a wired connection to the same router. Bill I finally was able to connect with Finder on an MBP. I finally was able to connect with Finder on an MBP, but that was throwing me off was the username & password I would put worked on somewhere I read to connect as Admin worked. I tried every user account on my WD and PC info etc. I'm now able to connect after using Admin and password* WD has the worse software, finder is a much better solution for viewing/uploading files. I like the phone app but the OS version should be 3000 times better. Uploading is a pain because it doesn't even recognize if a file already exist so it will pretend it doesn't and upload it while there's a version already on the server. It's a pain and awful software... finder works best. I have run into the same problem. Can not access WD Cloud from Mac-mini's finder and itune suddenly. My Cloud can still be seen from finder not itune. Although I can access my WD Cloud Home from Chrome, I can not access it from finder and itune. Because that the download of itune movie was stopped suddenly. Page 2 Legacy Products My Cloud OS 3 bros, use the bomb! This was the solution, straight and to the point. Thank you! Removing Twonky worked and I can now access My Cloud OS3 via Finder. Thanks for the advice! ← previous page Western Digital's My Cloud is a popular network-attached storage (NAS) device that allows users to store, access, and share their files from anywhere. However, like any other device, it's not immune to technical issues. If you're experiencing difficulties connecting to your WD My Cloud, you're not alone. In this article, we'll delve into the possible causes of these issues and provide you with a step-by-step guide on how to resolve them.Understanding the Basics of WD My Cloud ConnectionBefore we dive into the troubleshooting process, it's essential to understand how WD My Cloud connects to your network. The device uses a combination of wired and wireless connections to communicate with your devices. It supports Ethernet connections for wired devices and Wi-Fi for wireless devices. The My Cloud device also has a built-in DHCP server, which assigns IP addresses to connected devices.Troubleshooting WD My Cloud Connection IssuesIf you're having trouble connecting to your WD My Cloud, the first step is to identify the source of the problem. Here are some common causes of connection issues:The device may not be properly connected to the network, or the Wi-Fi signal may be weak.The IP address may be incorrect or conflicting with another device on the network.Additionally, checking the Ethernet cable for any damage or loose connections can help identify and fix physical connectivity issues.Network Configuration and SettingsIncorrect network configuration and settings can also prevent you from connecting to your WD My Cloud. Checking the IP address of the device and ensuring it's set to obtain an IP address automatically can help resolve connectivity issues. You can do this by accessing the web interface and navigating to the network settings section.Accessing the WD My Cloud Web InterfaceTo access the WD My Cloud web interface, follow these steps:Open a web browser and type the IP address of your WD My Cloud device in the address bar. The default IP address is usually or . If you're unsure of the IP address, you can check the device's documentation or contact Western Digital support for assistance.Advanced Troubleshooting TechniquesIf basic troubleshooting steps don't resolve the issue, it's time to move on to more advanced techniques. These include:Using ping tests to check the device's connectivity and responsiveness. You can do this by opening a command prompt or terminal window and typing ping followed by the IP address of your WD My Cloud device.Resetting the WD My Cloud DeviceIf all else fails, you may need to reset the device to its factory settings. This can be done by pressing the reset button for 10-15 seconds until the power LED starts flashing.Reconfiguring the Device After ResetAfter resetting the device, you'll need to reconfigure it from scratch. This includes setting up the network settings, creating user accounts, and configuring any additional features you may need. Make sure to follow the device's documentation and Western Digital's support resources for guidance on reconfiguring the device.Best Practices for Maintaining a Stable ConnectionTo minimize the risk of connection issues with your WD My Cloud, follow these best practices:Regularly update the device's firmware to ensure you have the latest features and security patches. You can check for updates by accessing the device's web interface and navigating to the settings section.Keep your network configuration and settings organized and up-to-date. This includes ensuring your router and other network settings are properly configured and updated.By following these tips and troubleshooting steps, you should be able to resolve most connection issues with your WD My Cloud and enjoy a stable and reliable storage experience. Whether you're using your WD My Cloud for personal or business use, a stable connection is essential for accessing and sharing your files.If you're still experiencing issues with your WD My Cloud, it may be worth considering additional troubleshooting steps or seeking further assistance.Issue SolutionDevice not connecting to networkCheck the Ethernet cable, and ensure correct network configuration and settings.Incorrect IP addressCheck the IP address and ensure it's set to obtain an IP address automatically.Outdated firmwareUpdate the firmware to the latest version to resolve connectivity issues and improve performance.Best practices for maintaining a stable connection include regularly updating firmware and keeping network configuration and settings organized. By following these guidelines, you'll be able to enjoy a seamless and efficient storage experience with your WD My Cloud.What are the common causes of connection issues with my WD My Cloud include poor network connectivity, incorrect network settings, outdated firmware, and hardware problems. Poor network connectivity can be due to a weak Wi-Fi signal, internet speed, or issues with your router. Ensure that the Wi-Fi signal is strong and the device is properly configured to connect to the network.To resolve connection issues, start by checking your network cables to ensure they are securely connected. Then, restart the WD My Cloud and the router to refresh the connection. If the issue persists, check the WD My Cloud dashboard for any error messages or alerts. Also, verify that the device is properly configured and that the network settings are correct. Additionally, check the firmware version and update it to the latest version if necessary. If the issue is still not resolved, try resetting the WD My Cloud to its default settings or contact the manufacturer's support team for further assistance. Troubleshooting WD My Cloud connection issues can be easily resolved by checking the network environment and ensuring that it is not causing the issue. Check for signal and move the device to a central location. Also, check for any interference from other devices and try to minimize it. If the issue is still not resolved, try connecting the WD My Cloud to a different network or using a different device to access it. This can help determine if the issue is with the WD My Cloud or the network environment. By following these troubleshooting steps, you can identify and resolve the connection issue with your WD My Cloud.What is the purpose of the WD My Cloud dashboard, and how do I access it?The WD My Cloud dashboard is a web-based interface that allows you to manage and configure your WD My Cloud device. It provides a centralized location to monitor and control the device's settings, managing user accounts, and configuring network settings. The dashboard also provides access to advanced features, such as remote access and cloud backup. To access the WD My Cloud dashboard, open a web browser and enter the IP address of the device. The default IP address is usually printed on the device or in the user manual. After logging in, you can navigate to different sections of the dashboard to configure and manage the device. The dashboard provides a user-friendly interface that makes it easy to manage and configure the WD My Cloud device. You can also use the dashboard to monitor the device's performance, check for firmware updates, and configure advanced features, such as remote access and cloud backup. By using the WD My Cloud dashboard, you can ensure that your device is properly configured and running smoothly.How do I reset my WD My Cloud to its default settings?To reset your WD My Cloud to its default settings, you can use the reset button located on the back or bottom of the device. The reset button is usually located on the back or bottom of the device and can be pressed using a paper clip or pin. Press and hold the reset button for 5-10 seconds until the power LED starts flashing.Resetting the WD My Cloud to its default settings will erase all data and settings on the device, so it is essential to back up any important data before resetting the device. After resetting the device, you will need to reconfigure the network settings and set up the device again. This can be a time-consuming process, so it is recommended to reset the device only as a last resort. If you are experiencing connection issues or other problems with your WD My Cloud, try troubleshooting the issue before resetting the device. By resetting the device to its default settings, you can start with a clean slate and ensure that the device is properly configured and running smoothly.Can I use WD My Cloud with multiple devices and operating systems?Yes, WD My Cloud can be used with multiple devices and operating systems. The device is compatible with Windows, Mac, and Linux operating systems, and it can be accessed from a variety of devices, including desktops, laptops, smartphones, and tablets. To access the WD My Cloud from multiple devices, you can use the WD My Cloud app, which is available for Android and iOS devices. The app allows you to access and manage your files, as well as monitor the device's status and configure settings.To use WD My Cloud with multiple devices and operating systems, you need to ensure that each device is properly configured to connect to the device across different operating systems. This can be done using the WD My Cloud dashboard, where you can configure the device to work with different operating systems, such as Windows, Mac, and Linux. Additionally, you can use the WD My Cloud app to access the device from mobile devices, regardless of the operating system. By using WD My Cloud with multiple devices and operating systems, you can access and share your files across different platforms.How do I ensure the security of my WD My Cloud device?To ensure the security of your WD My Cloud device, there are several precautions. First, change the default administrator username and password to prevent unauthorized access. You can do this using the WD My Cloud dashboard, where you can set up a new username and password. Additionally, enable encryption to protect your data from unauthorized access. You can also set up user accounts and configure permissions to control who can access the device and what files they can access.To further ensure the security of your WD My Cloud device, keep the firmware up to date and install any security patches as soon as they are available. You can use the WD My Cloud Dashboard to check for firmware updates and install them. Additionally, use a secure network, such as a VPN, to access the device remotely. By taking these precautions, you can ensure that your WD My Cloud device is secure and your data is protected from unauthorized access. Regularly backing up your data can also help prevent data loss in case the device is compromised or fails.What are the benefits of using WD My Cloud for cloud backup and storage?The benefits of using WD My Cloud for cloud backup and storage are numerous. The device provides a centralized location to store and manage your files, making it easy to access and share them with others. Additionally, WD My Cloud provides automatic backup and synchronization, ensuring that your files are always up to date and protected in case of data loss. The device also provides advanced security features, such as encryption and access controls, to protect your data from unauthorized access.Using WD My Cloud for cloud backup and storage also provides several benefits, including scalability and flexibility. The device can be easily expanded to store more data, making it an ideal solution for individuals and businesses that need to store and manage large amounts of data. Additionally, WD My Cloud provides a cost-effective solution for cloud backup and storage, eliminating the need for expensive cloud storage services. By using WD My Cloud, you can ensure that your files are safe, secure, and easily accessible, making it an ideal solution for individuals and businesses that need to store and manage their data securely.What is a personal cloud storage device that allows you to centralize and access your data from any location. Browse through your files and folders, download files to your MacBook Pro, or upload files to the WD My Cloud. Your WD My Cloud will appear as a network drive in Finder, allowing you to access and manage your files. Are you looking for a seamless way to access and manage your files from anywhere? Connecting your WD My Cloud personal cloud storage device to your MacBook Pro is a fantastic solution. This guide will walk you through the entire process, from initial setup to advanced features, ensuring you can effortlessly connect and utilize your WD My Cloud. What is a WD My Cloud?A WD My Cloud is a personal cloud storage device that allows you to centralize and access your data from any location. It's essentially a private server in your home, providing a secure and reliable platform for your files. Here are some key benefits of a WD My Cloud: Centralized Data Storage: Consolidate all your files in one place, eliminating the need for multiple external drives. Remote Access: Access your files from anywhere with an internet connection, using your computer, smartphone, or tablet. Data Backup and Disaster Recovery: Automate backups of your important files, safeguarding them against accidental loss or device failure. Media Streaming: Stream your music, photos, and videos to
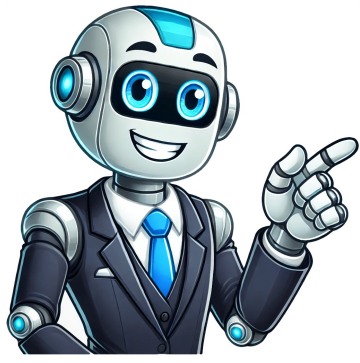
your devices, creating a home media server. File Sharing: Easily share files with friends, family, or colleagues, granting them access to specific folders or files. Before you can access your WD My Cloud on your MacBook Pro, you'll need to set it up. Here's a step-by-step guide: 1. Connect Your WD My Cloud: Plug your WD My Cloud device into your router using an Ethernet cable. 2. Power On: Turn on your WD My Cloud device. 3. Find Your WD My Cloud IP Address: You'll need to determine the IP address assigned to your WD My Cloud. Here's how: Using a Router: Access your router's settings page and look for a list of connected devices. Your WD My Cloud will be listed with its IP address. WD My Cloud Dashboard: If you have already set up your WD My Cloud, you can access its dashboard and find the IP address there. 4. Access the WD My Cloud Dashboard: Open a web browser on your computer and enter the IP address of your WD My Cloud. You'll be directed to the WD My Cloud dashboard. 5. Create an Account: If you haven't already, create a WD My Cloud account. This will allow you to access your files and manage your device remotely. 6. Configure Settings: Customize your WD My Cloud settings, such as user accounts, network settings, and security options. Now that your WD My Cloud is set up, you can connect to it from your MacBook Pro using various methods. Here are the most common approaches: 1. Download the WD My Cloud App: Download and install the official WD My Cloud app from the Mac App Store. 2. Log In: Open the app and log in using your WD My Cloud account credentials. 3. Connect to Your WD My Cloud: The app will automatically search for your WD My Cloud device and connect to it. 4. Access Your Files: Browse through your files and folders, download files to your MacBook Pro, or upload files to your WD My Cloud. 1. Open Finder: Open Finder on your MacBook Pro. 2. Connect to Server: In the Finder window, click "Go" in the menu bar and select "Connect to Server." 3. Enter the Server Address: In the dialog box, enter the IP address of your WD My Cloud. 2. Enter the WD My Cloud IP Address: Enter the IP address of your WD My Cloud (e.g., `smb://192.168.1.100`) and click "Connect." 4. Enter Credentials: If prompted, enter your WD My Cloud account username and password. 5. Access Your Files: Your WD My Cloud will appear as a network drive in Finder, allowing you to access and manage your files. 1. Open a Web Browser: Open a web browser on your MacBook Pro. 2. Enter the WD My Cloud IP Address: Enter the IP address of your WD My Cloud in the address bar and press Enter. 3. Log In: Log in to your WD My Cloud account. 4. Access Your Files: You'll be able to access your files and manage your WD My Cloud through the web interface. Once connected, your WD My Cloud offers a range of features to enhance your data management and sharing capabilities. Here are some key features to explore: File Sharing: Share files with others by granting them access to specific folders or files. You can set permissions to control what others can do with the shared files. Remote Access: Access your WD My Cloud from anywhere in the world with an internet connection. This is particularly useful for accessing important files when you're away from home. Automatic Backups: Schedule automatic backups of your computer's files to your WD My Cloud, ensuring data protection against accidental loss or device failure. Media Streaming: Stream your music, photos, and videos to your devices, turning your WD My Cloud into a home media server. Mobile App Access: Download the WD My Cloud mobile app for iOS or Android to access your files from your smartphone or tablet. While connecting your WD My Cloud to your MacBook Pro is usually straightforward, you may encounter some issues. Here are some common problems and their solutions: Connection Issues: Ensure your WD My Cloud is connected to your router using an Ethernet cable and that your router is working properly. Check your internet connection and try restarting your WD My Cloud and router. Access Problems: Verify that you're using the correct IP address and that your WD My Cloud account credentials are correct. Check for any firewall settings that might be blocking access to your WD My Cloud. Slow Performance: Ensure your internet connection is stable and fast enough for optimal performance. Try restarting your WD My Cloud and router to improve performance. Data Loss: Regularly back up your important files to ensure data protection. If you experience data loss, contact WD support for assistance. To maximize the benefits of your WD My Cloud, consider these tips: Regularly Update Your WD My Cloud: Keep your WD My Cloud firmware updated to ensure optimal performance and security. Backup Your WD My Cloud: Create a backup of your WD My Cloud data to an external drive or cloud service for extra protection. Explore Advanced Features: Familiarize yourself with the advanced features of your WD My Cloud, such as file sharing, remote access, and media streaming. Monitor Your WD My Cloud: Keep an eye on your WD My Cloud's health, storage space, and network connection to ensure everything is running smoothly. Connecting your WD My Cloud to your MacBook Pro opens up a world of possibilities for managing, accessing, and sharing your data. By following the steps outlined in this guide, you can easily set up and utilize your WD My Cloud to streamline your workflow, protect your data, and enjoy the convenience of remote access. Q: How do I access my WD My Cloud from a different network? A: You can access your WD My Cloud from any network by using its public IP address. You can find your public IP address by searching "What is my IP address" on a search engine. Q: Can I use a VPN to access my WD My Cloud? A: Yes, you can use a VPN to access your WD My Cloud from a different network. However, you'll need to ensure that your VPN service allows access to local networks. Q: What is the maximum storage capacity of a WD My Cloud device? A: The maximum storage capacity of a WD My Cloud device varies depending on the model. Some models offer up to 24TB of storage space. Q: Can I use my WD My Cloud as a time machine backup drive? A: While you can't use your WD My Cloud as a Time Machine backup drive directly, you can use it as a destination for your Time Machine backups. You can set up your WD My Cloud as a network drive and then choose it as your Time Machine backup destination. Q: What happens if my WD My Cloud device fails? A: If your WD My Cloud device fails, you may lose access to your data. It's important to back up your data regularly to another location, such as an external drive or cloud service, to mitigate this risk.