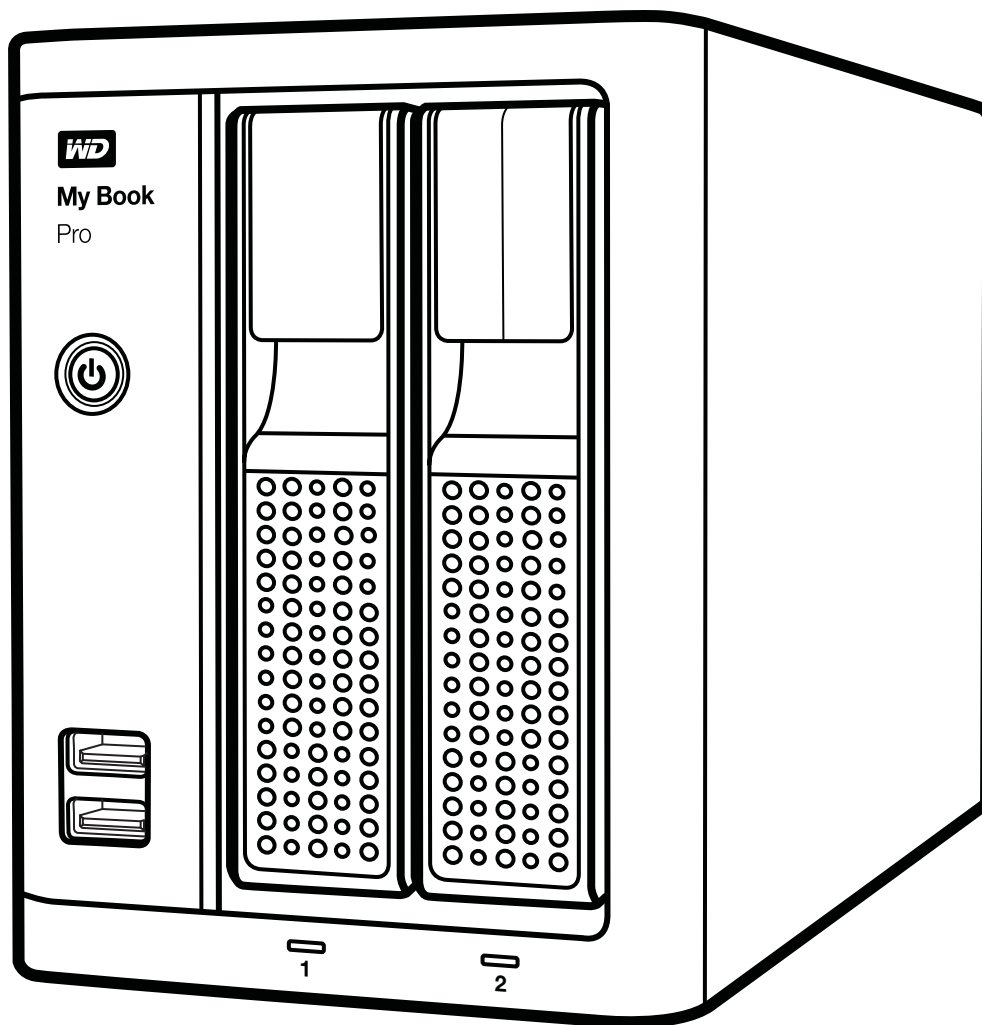


My Book™ Pro

Thunderbolt™ 2 RAID System

User Manual



WD Service and Support

Should you encounter any problem, please give us an opportunity to address it before returning this product. Most technical support questions can be answered through our knowledge base or email support service at <http://support.wd.com>. If the answer is not available or if you prefer, please contact WD™ at the best telephone number shown below.

Your product includes 30 days of free telephone support during the warranty period. This 30-day period starts on the date of your first telephone contact with WD Technical Support. Email support is free for the entire warranty period and our extensive knowledge base is available 24/7. To help us keep you informed of new features and services, remember to register your product online at <http://register.wd.com>.

Accessing Online Support

Visit our product support website at <http://support.wd.com> and choose from these topics:

- **Downloads**—Download drivers, software, and updates for your WD product.
- **Registration**—Register your WD product to get the latest updates and special offers.
- **Warranty & RMA Services**—Get warranty, product replacement (RMA), RMA status, and data recovery information.
- **Knowledge Base**—Search by keyword, phrase, or Answer ID.
- **Installation**—Get online installation help for your WD product or software.
- **WD Community**—Share your thoughts and connect with other WD users.

Contacting WD Technical Support

When contacting WD for support, have your WD product serial number, system hardware, and system software versions available.

North America		Europe (toll free)*	00800 ASK4 WDEU (00800 27549338)
English	800.ASK.4WDC (800.275.4932)	Europe	+31 880062100
Spanish	800.832.4778	Middle East	+31 880062100
Mexico	001 8002754932	Africa	+31 880062100
		Russia	8 10 8002 335 5011
South America		Asia Pacific	
Chile	1230 020 5871	Australia	1800 429 861 / 0011 800 2275 4932
Colombia	009 800 83247788	China	800 820 6682 / 400 627 6682
Venezuela	0800 100 2855	Hong Kong	3057 9031
Peru	0800 54003	India	1800 200 5789 / 1800 419 5591
Uruguay	000 413 598 3787	Indonesia	001 803 852 3993
Argentina	0800 4440839	Japan	0800 805 7293
Brazil	0800 7704932	Korea	02 2120 3415
	0021 800 83247788	Malaysia	1800 817 477
		New Zealand	0508 555 639 / 00800 2275 4932
		Philippines	1800 1855 0277
		Singapore	1800 608 6008
		Taiwan	0800 225 593
		Thailand	00 1800 852 5913
		Other countries	+86 21 2603 7560

* Toll free number available in the following countries: Austria, Belgium, Czech Republic, Denmark, France, Germany, Ireland, Italy, Netherlands, Norway, Poland, Slovakia, Spain, Sweden, Switzerland, United Kingdom.

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About Your WD Storage Device

Welcome to your My Book™ Pro Thunderbolt™ 2 RAID device, featuring revolutionary Thunderbolt 2 technology that sets new standards for data transfer speeds and workflow flexibility in high-capacity storage.

This chapter includes the following topics:

- Features
- Kit Contents
- Operating System Compatibility
- Operating System Compatibility
- Disk Drive Formats
- Physical Description
- Registering Your Device
- Handling Precautions

Features

Move data at unprecedented speeds—Do more work in less time with groundbreaking data transfer speeds using Thunderbolt technology. Your My Book Pro device provides a fast way to get information to and from your external drives.

Multiple dual-drive storage configurations—Select RAID or Individual Drives modes:

- RAID 0 (Striped mode) for maximum capacity and accelerated performance.
- RAID 1 (Mirrored mode) for double-safe data protection by automatically creating a second copy of your data. One of the drives stores your data and the other drive saves a second copy. If either drive fails, your data is protected because it is duplicated on the other drive.
- JBOD (Individual Drives mode) for using the two drives independently, and not configured into a RAID array.

Enhance workflow efficiency—Use the two Thunderbolt 2 ports to daisy chain up to six Thunderbolt storage devices to achieve maximum workflow efficiency and productivity.

High-speed multitasking—The revolutionary bidirectional Thunderbolt 2 technology delivers unmatched speed for multitasking projects.

Super-fast external boot capability—For information about using your My Book Pro device as an external boot device using Mac OS X 10.7 or later, see the Apple Support article at <http://support.apple.com/kb/HT4718> or <http://docs.info.apple.com/article.html?path=Mac/10.7/en/mchlp1034.html>.

User serviceable—When you need to replace a drive, easily do it yourself—no tools are needed.

WD Drive Utilities™ software—Keep your device performing at its best by configuring the drives, running diagnostics, and more.

Important: For the latest WD product information and news, visit our website at <http://www.westerndigital.com>. For the latest software, firmware, and product documentation and information, go to <http://support.wd.com/downloads>.

Kit Contents

As shown in Figure 1, your My Book Pro kit includes the following:

- My Book Pro device with the WD Drive Utilities software
- Thunderbolt cable
- USB 3.0 cable
- AC adapter (configuration varies, depending on region)
- Quick Install Guide

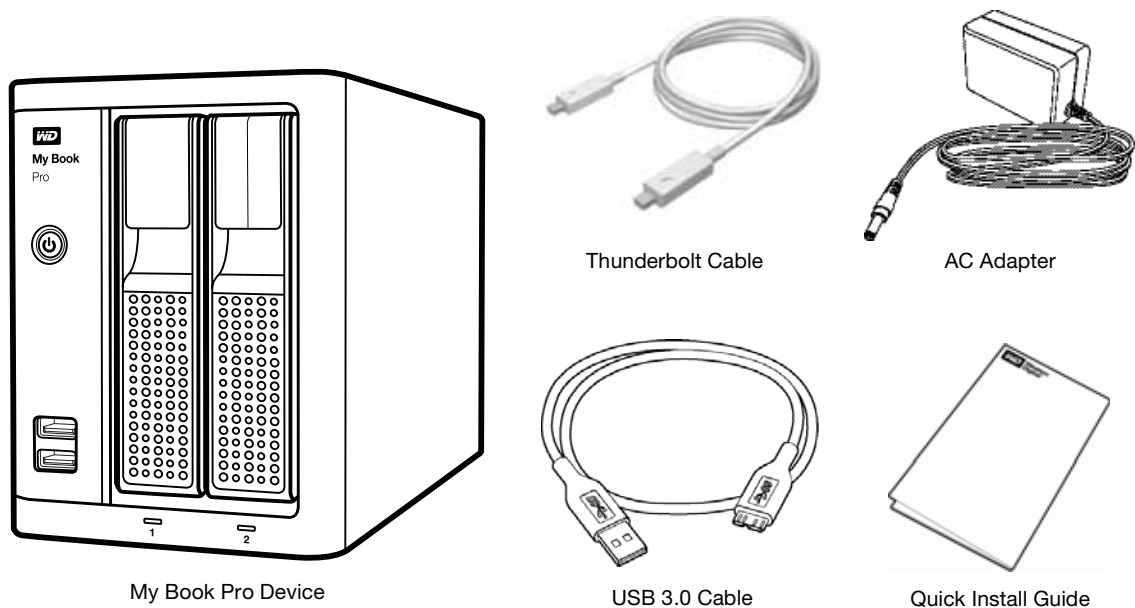


Figure 1. My Book Pro Kit Components

Operating System Compatibility

Your My Book Pro device and the WD Drive Utilities software are compatible with the following operating systems:

Mac OS X

- 10.7—Lion (USB interface only)
- 10.8—Mountain Lion (USB interface only)
- 10.8.5—Mountain Lion (Thunderbolt and USB interface)
- 10.9—Mavericks (Thunderbolt and USB interface)
- 10.10—Yosemite (Thunderbolt and USB interface)

Windows®

- Windows 7 (USB interface only)
- Windows 8 (USB interface only)
- Windows 8.1:
 - 32-bit—USB interface only
 - 64-bit—Thunderbolt and USB interface

Compatibility can vary, depending on hardware configuration and operating system.

For highest performance and reliability, always install the latest software update and service pack (SP). For Mac computers, go to the **Apple** menu and select **Software Update** or **App Store**. For Windows computers, go to the **Start** menu and select **Windows Update**.

Disk Drive Formats

Your My Book Pro device is initially formatted with HFS+J partitions for compatibility with supported Mac OS X operating systems.

Using the WD Drive Utilities software, you can reformat the device drives with exFAT partitions for compatibility with other computer operating systems.

If you want to use this device with a Windows computer, see “Using the Device with Windows Computers” on page 29.

Physical Description

As shown in Figure 2, the front of the My Book Pro device has:

- An illuminated power button
- Two USB hub connectors
- A drive status LED for each drive
- Door latches for removing/replacing drives

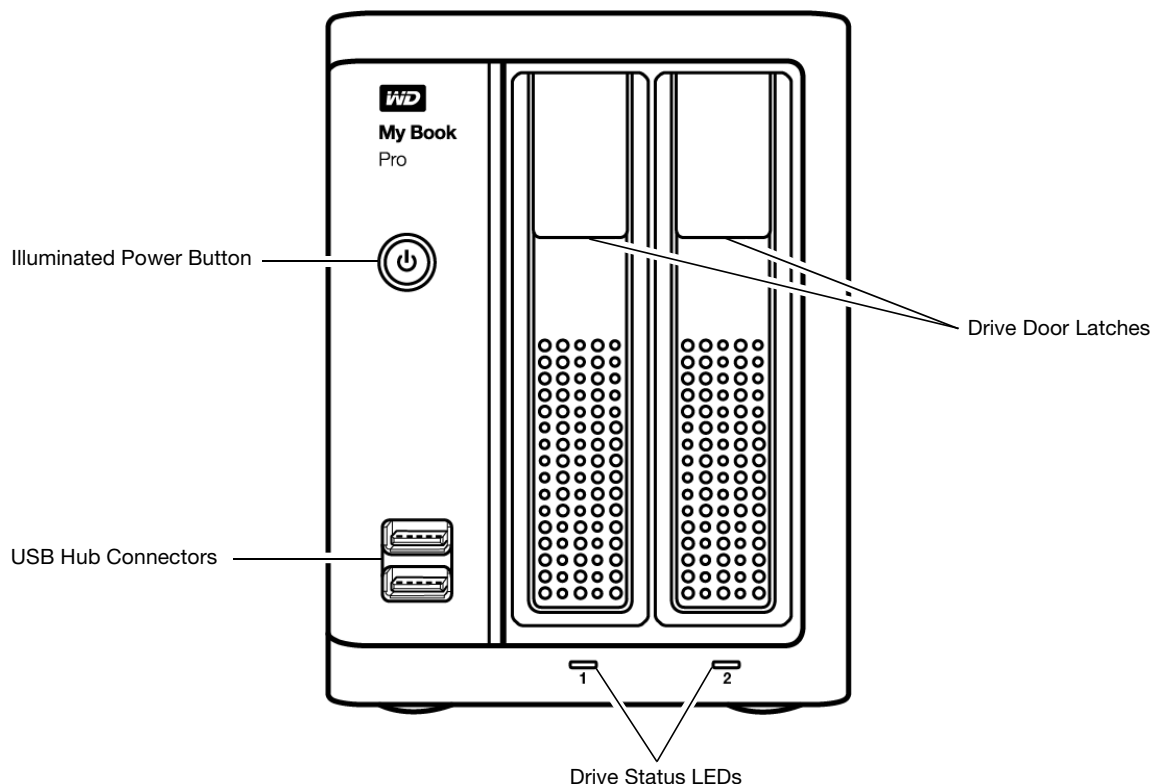


Figure 2. My Book Pro Device Front View

As shown in Figure 3, the back of the My Book Pro device has:

- A Kensington® security slot
- A hole for accessing the device reset button
- Two Thunderbolt 2 ports
- A USB 3.0 port
- The DC power connector

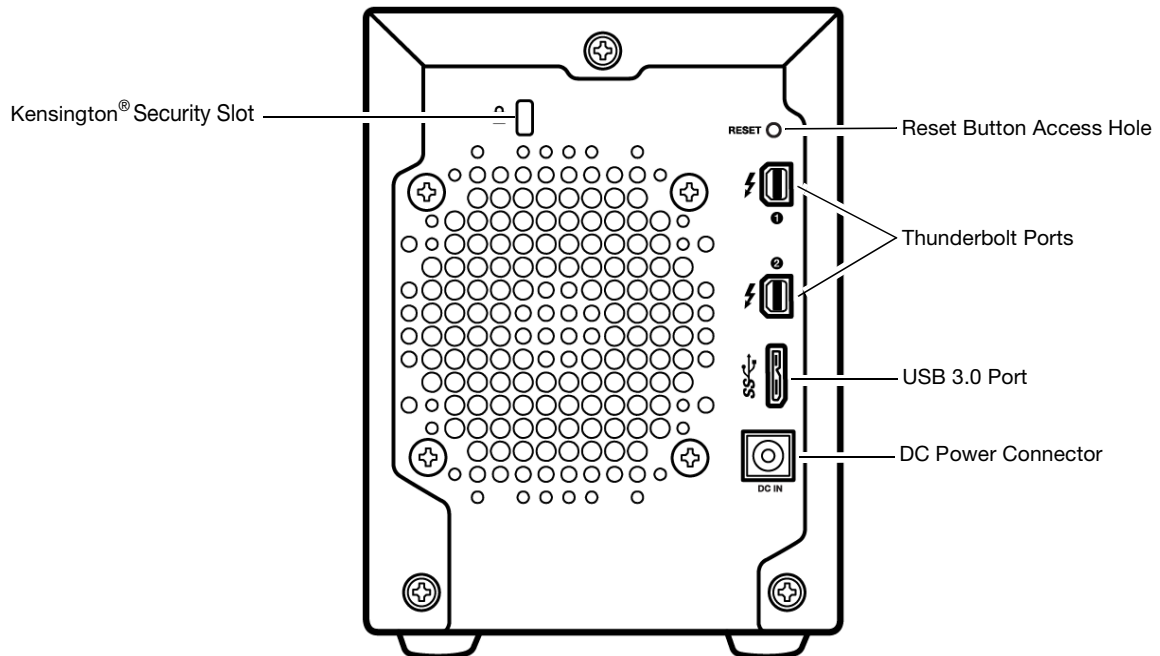


Figure 3. My Book Pro Device Rear View

Illuminated Power Button

Use the power button to:

- Safely power down the device

Use a short momentary button press to initiate the safe power-down function that avoids data loss or damage to the device when you are using the USB interface.

This function only works when the WD Drive Utilities software is installed on your computer.

To power the device back up from a safe power-down condition, you can either press the button again or disconnect and reconnect the USB interface cable.

- Force a device power-down

Press and hold the button for four seconds or longer to initiate the forced power-down function.

This function works even if the WD Drive Utilities software has not been installed on your computer.

This function powers down the device regardless of the currently mounted disk volumes. This might cause the operating system to display an unsafe removal

warning. To avoid the warning, perform the operating system's safe removal action before powering down the device.

If you leave the device connected to your computer after forcing a power-down, you must press the power button again to power it back up. Unlike a safe power-down function, disconnecting and reconnecting the USB interface cable will not power the device back up.

Power button illumination shows the device status as follows:

LED Appearance	Status
White, on steady	Powered up/on and ready
White, pulsing dim	System standby
Red, flashing	Powered up with a degraded RAID volume or other failure condition
Off	Powered down/off

USB Hub Connectors

Use the two front-panel USB hub connectors for additional devices.

Drive Status LEDs

The drive 1 and drive 2 status LEDs show each drive's status as follows:

LED Appearance	Status
White, on steady	Idle
White, flashing	Drive activity
Red, on steady	Drive fault/failure condition or the RAID volume is missing
Off	No drive installed

Drive Door Latches

The drive door latches provide quick and easy access to the internal hard drives. Just lift the latch lever and lower the drive door to remove and replace a drive.

Reset Button

Use the reset button to force a device reset.

Thunderbolt Interface Ports

- **Performance**—Thunderbolt technology delivers unprecedented data transfer rates thanks to its revolutionary bidirectional I/O throughput. Each Thunderbolt port provides a bidirectional channel with up to 20 Gb/s of bandwidth.
- **Simplicity**—Thunderbolt technology supports daisy chaining multiple devices through a single Thunderbolt connector so you can multitask at Thunderbolt technology speed without having to use a switch or hub.
- **Flexibility**—Connect additional Thunderbolt technology-enabled external hard drives, media players, HD displays, media capture and editing systems, and more through a single connector.

USB 3.0 Port

USB 3.0 supports data transfer rates up to 5 Gb/s. USB 3.0 is backward compatible with USB 2.0. Connection to a USB 2.0 port transfers data at the port speed—up to 480 Mb/s.

Kensington® Security Slot

For physical device security, the Kensington security slot accepts a standard Kensington security cable (sold separately). For more information about the Kensington security slot and available products, visit <http://www.kensington.com>.

Registering Your Device

Always register your My Book Pro device to get the latest updates and special offers. You can easily register your device using the WD Drive Utilities software, as described in “Registering the Device” on page 20. Another way is to register online at <http://register.wd.com>.

Handling Precautions

WD products are precision instruments and must be handled with care during unpacking and installation. Drives can be damaged by rough handling, shock, or vibration. Observe the following precautions when unpacking and using your external storage product:

- Do not drop or jolt the device.
- Do not move the device during power-on state.
- Do not operate the device in any position other than the standing upright position.
- Do not use this product as a portable device.
- Do not place the device on carpeting. Make sure the device is on a clean, firm, and stable surface.
- To allow proper ventilation, do not block any of the enclosure’s air slots.

2

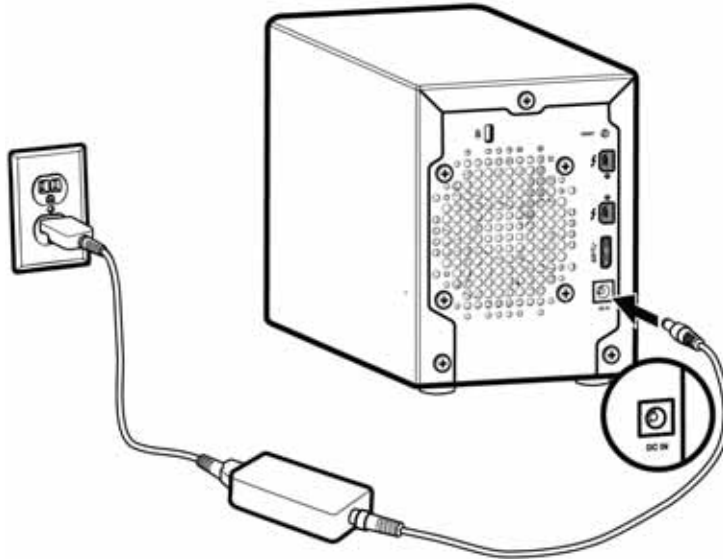
Connecting the Device and Getting Started

This chapter provides instructions for:

- [Connecting the Device](#)
- [Installing the WD Drive Utilities Software](#)

Connecting the Device

1. Turn on your computer.
2. Connect the provided AC adapter to a power receptacle and to the DC power connector on the device:



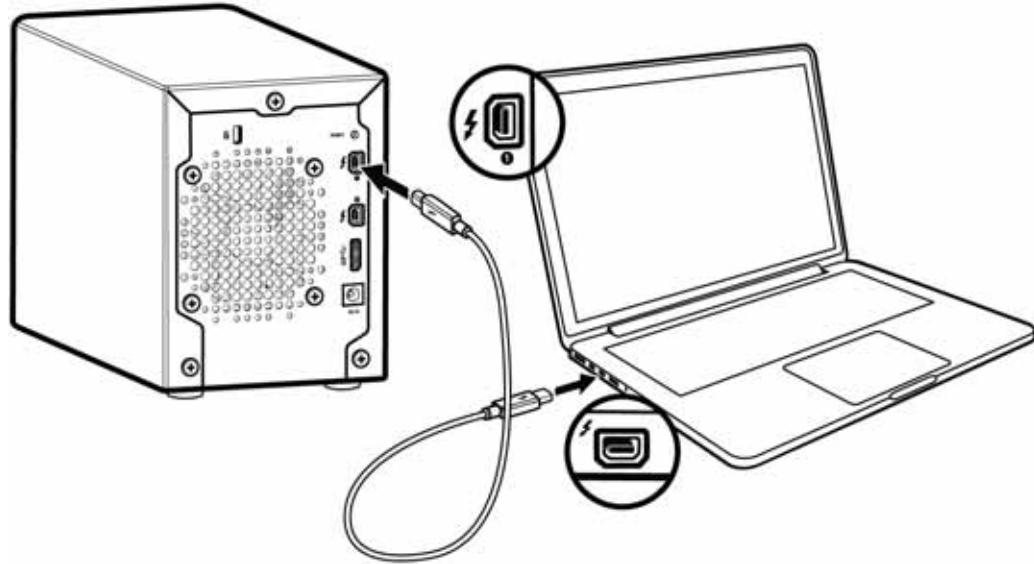
3. Determine which interface you want to use, Thunderbolt or USB:

IF you want to . . .	THEN you . . .
Go right to work using your My Book Pro with the default RAID 0 (Striped) configuration and defer the drive management functions of the WD Drive Utilities software	Can use either the Thunderbolt or USB 3.0 interface.
Change to the RAID 1 (Mirrored) or Individual drives (JBOD) configuration, or use the drive management functions of the WD Drive Utilities software	Must use the USB 3.0 interface and install the WD Drive Utilities software.

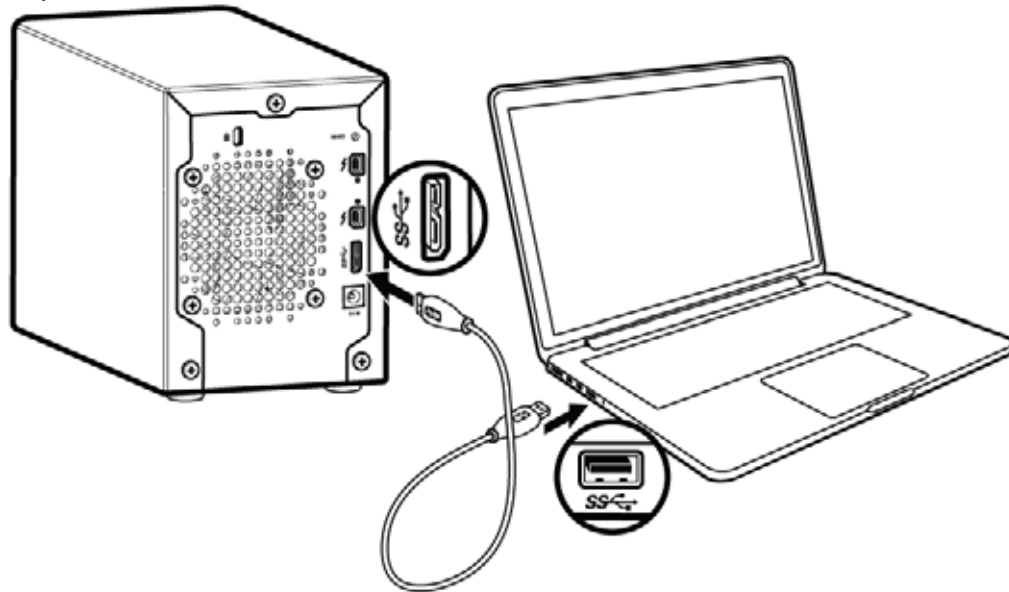
Note: You can easily switch between the Thunderbolt and USB interfaces.

See “Managing and Customizing Your My Book Pro” on page 13 to read about the drive management functions of the WD Drive Utilities software.

- Depending on the interface that you want to use:
 - For Thunderbolt**—Use the Thunderbolt cable to connect either Thunderbolt port on the device to your computer:



- For USB**—Use the USB 3.0 cable to connect the USB port on the device to your computer:



Note: You can use either the Thunderbolt or the USB interface, but not both.

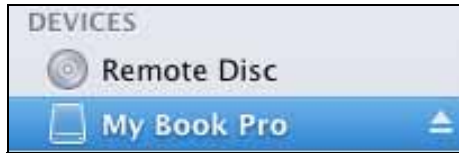
Note also: If you later need to update the firmware on your My Book Pro device, then you will have to use the USB 3.0 interface to do so.

- If you are using the Thunderbolt interface, use the other Thunderbolt port on the device to connect additional Thunderbolt peripherals.

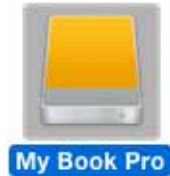
Note: Thunderbolt technology supports a total of seven devices—your computer and up to six Thunderbolt storage devices.

- The device automatically powers up and mounts to your computer.

7. Verify that the My Book Pro device appears under DEVICES in the Sidebar area of your Finder display:



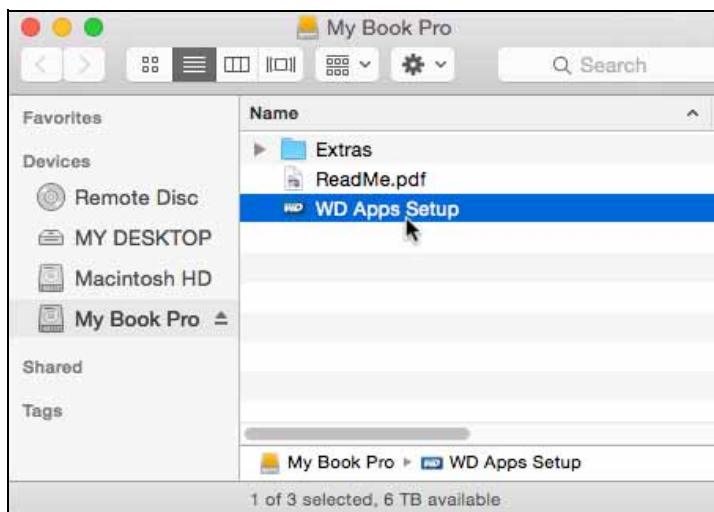
Note: If the **External disks** check box is selected on your Finder Preferences dialog, the My Book Pro icon displays on your desktop:



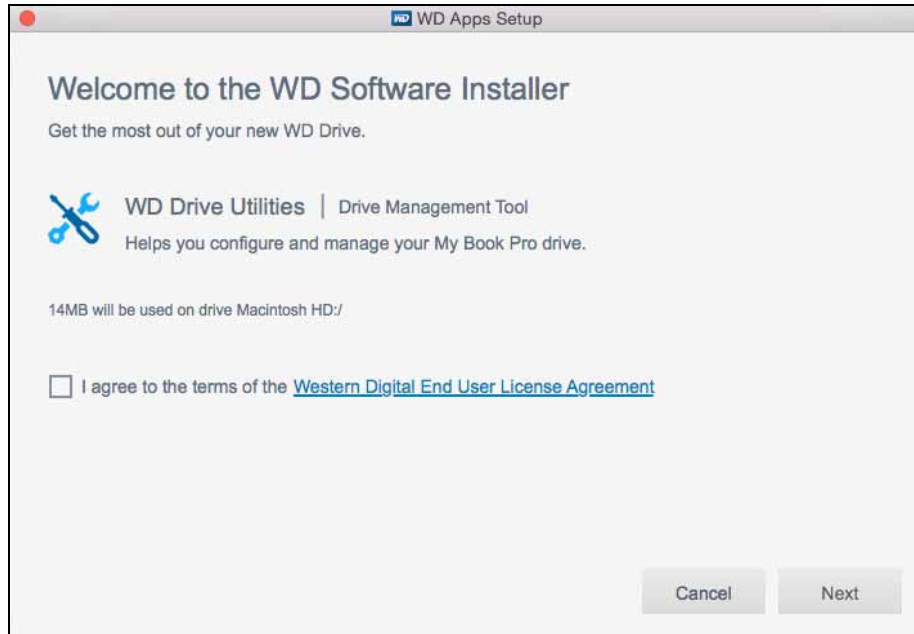
Your My Book Pro device is ready to use, but you should first install the WD Drive Utilities software to manage your device.

Installing the WD Drive Utilities Software

1. Double-click either the My Book Pro Finder listing or its desktop icon, and then double-click the WD Apps Setup file on the screen that displays:



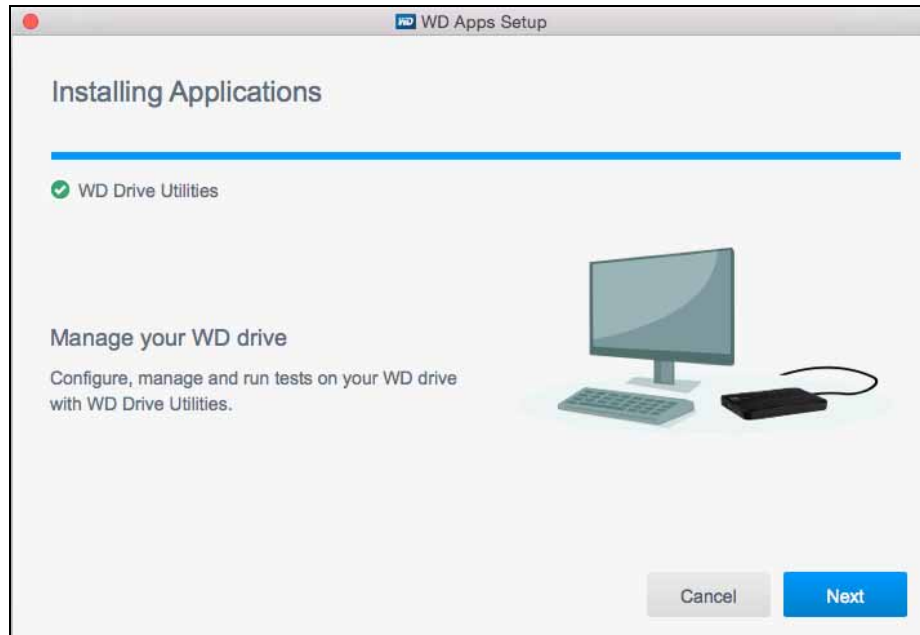
2. On the WD Apps Setup screen, Software Installer dialog:



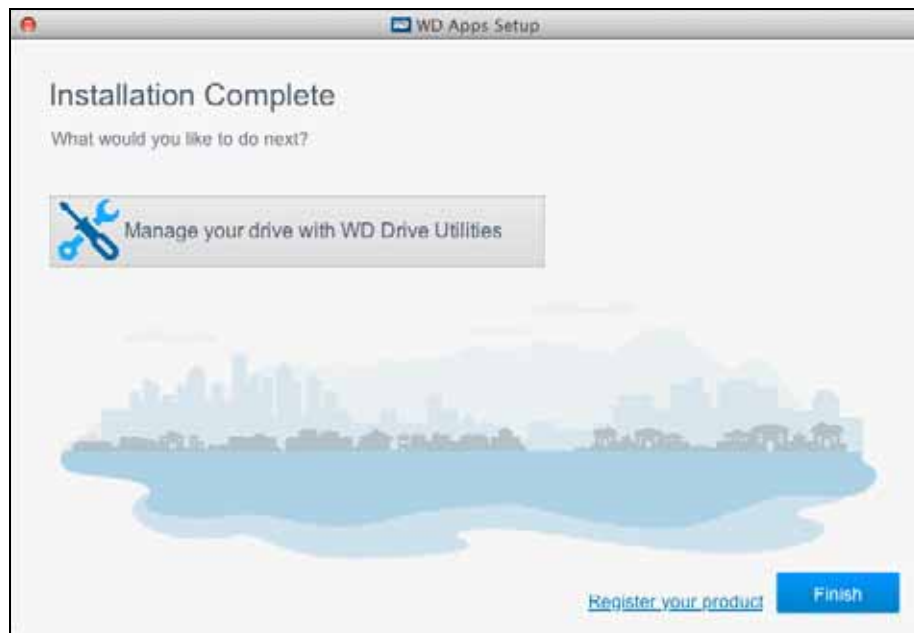
- a. Click the **Western Digital End User License Agreement** link and read the agreement.
 - b. Select the **I agree...** check box to signify that you accept the agreement and activate the **Next** button.
 - c. Click **Next**.
3. Type your computer logon password in the **Password** box and click **OK**:



4. When the installation completes, click **Next**:



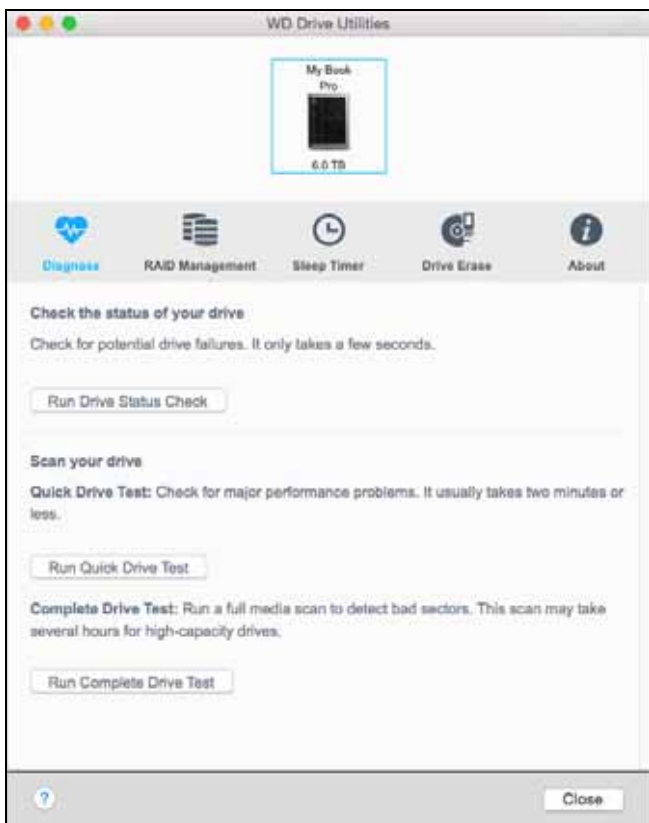
5. On the Installation Complete dialog:



Click:

- **Manage your drive...** to open the WD Drive Utilities software. (See Figure 4 on page 12 and “Managing and Customizing Your My Book Pro” on page 13.)
- The **Register your product** link to access the WD Support Portal web page.
- **Finish** to close the Installation Complete dialog.

Using the USB Interface



Using the Thunderbolt Interface

Note: The capacity displayed on these screens is an example. You will see a displayed capacity that matches your connected device.

Figure 4. WD Drive Utilities Screens

3

Managing and Customizing Your My Book Pro

This chapter includes the following topics:

- [Checking Device Health](#)
- [Managing the RAID Configuration](#)
- [Erasing the Device Drives](#)
- [Registering the Device](#)
- [Restoring the WD Software and Disk Image](#)
- [Safely Dismounting the Device Drives](#)

The WD Drive Utilities software (see Figure 4 on page 12) makes it easy for you to manage and customize your drive for the best possible performance:

- **Diagnose**—Run diagnostics and status checks to make sure your drive is working properly.
- **RAID Management**—Check the operational status or change the device drive configuration.
- **Sleep Timer**—Turn your drive off during extended periods of inactivity to conserve power and extend the life of the drive.
- **Drive Erase**—Erase all of the data on the drive.
- **About**—See the installed software version, check for software updates, and register your device to receive free technical support during the warranty period and find out about product enhancements and price discount opportunities.

Important: To use the drive management functions of the WD Drive Utilities software, your My Book Pro device must be connected to your computer using the USB interface. This configuration of the WD Drive Utilities screen signifies that your device is connected using the Thunderbolt interface:



Click **Configuration** to see the Configuration dialog explaining that you must switch to the USB interface to use the WD Drive Utilities drive management functions:



Checking Device Health

The WD Drive Utilities software provides three diagnostic tools to help make sure that your drive is performing well. Run the following tests if you are concerned that your drive is not operating properly:

- **Drive status check**

The drive status check is a failure-prediction function that continuously monitors key internal performance attributes of the device drives. A detected increase in drive temperature, noise, or read/write errors, for example, can provide an indication that the drive is approaching a serious failure condition. With advanced warning, you could take precautionary measures, like moving your data to another device, before a failure occurs.

The result of a drive status check is a pass or fail evaluation of the drive's condition.

- **Quick drive test**

Your device drives have a built-in Data Lifeguard™ diagnostic utility that tests the drive for error conditions. The quick drive test checks the drive for major performance problems.

The result of a quick drive test is a pass or fail evaluation of the drive's condition.

- **Complete drive test**

The most comprehensive drive diagnostic is the complete drive test. It tests every sector for error conditions and inserts bad sector markers as required.

The best time to run the drive diagnostics and status checks is on a regular basis, before you encounter any problems with your drive. And, because they are so fast, running the drive status check and the quick drive test provides a high level of assurance with minimal inconvenience. Then, run all three whenever you encounter disk error conditions when writing or accessing files.

1. Click **Go > Applications > WD Drive Utilities** to display the WD Drive Utilities screen, Diagnose dialog (see Figure 4 on page 12).
2. If you have more than one supported device connected to your computer, select the one that you want to check.
3. On the Diagnose dialog, click the button for the test that you want to run:
 - **Run Drive Status Check**
 - **Run Quick Drive Test**
 - **Run Complete Drive Test**

Managing the RAID Configuration

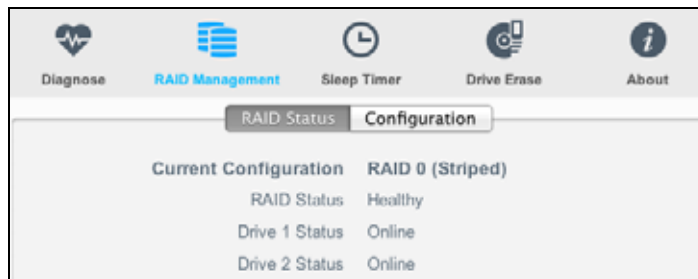
The initial/default configuration of your My Book Pro device is as a striped RAID 0 disk array for high-speed/maximum-storage performance. You can reconfigure the device as either:

- A mirrored RAID 1 disk array for maximum-protection/reduced-storage
- JBOD individual drives that can be formatted differently for enhanced flexibility

Checking the Device Status

The WD Drive Utilities software provides a status indication of the device configuration and each device drive.

1. Click **Go > Applications > WD Drive Utilities** to display the WD Drive Utilities screen (see Figure 4 on page 12).
2. If you have more than one supported device connected to your computer, select the one that you want to check.
3. Click **RAID Management > RAID Status** to display the device status:



4. The status display shows:
 - Current Configuration as either:
 - RAID 0 (Striped)
 - RAID 1 (Mirrored)
 - Individual Drives (JBOD)
 - RAID Status where:

This status indication . . .	Signifies that . . .
Cannot Access Data	The RAID disk array has errors and your data is not accessible.
Data Lost Detected	The RAID disk array contains errors and the drives have corrupted data.
Degraded	The RAID disk array is degraded but your data is still accessible. Install a supported WD drive and rebuild the RAID disk array.
Healthy	The RAID disk array is healthy. Your data is accessible.
Not Configured	No RAID disk array has been created. Either one or both device are new.
Rebuild Failed	The RAID disk array could not be rebuilt but your data is still accessible. Try rebuilding the array again.
Rebuilding (x%)	The RAID disk array is rebuilding but your data is still accessible.
Unknown	The RAID configuration is unknown. Click Configure to create a new RAID disk array or reinstall the original drives.

- For RAID configurations, Drive 1 Status and Drive 2 Status where:

This status indication . . .	Signifies that . . .
Drive Not Supported	The drive model is not supported. Replace the drive with a supported WD drive.
Empty	There is no drive installed, but none was expected.
Failed	The drive has failed. Replace this drive immediately.
ID Mismatch	The drive metadata information does not match its serial number.
Insufficient Capacity	The drive you installed has insufficient capacity to be part of the mirrored RAID disk array. You could use it to create a new RAID disk array of smaller capacity by performing a new RAID configuration, but that would erase all of your data.
Missing	The expected drive is not installed.
New Drive	The installed drive has not been configured. Click Configuration and reconfigure the RAID disk array.
Online	The drive is healthy and part of the RAID disk array.
Rebuilding	The drive is the target disk of the rebuild operation and that rebuild operation is still in progress.

Changing the Device Configuration

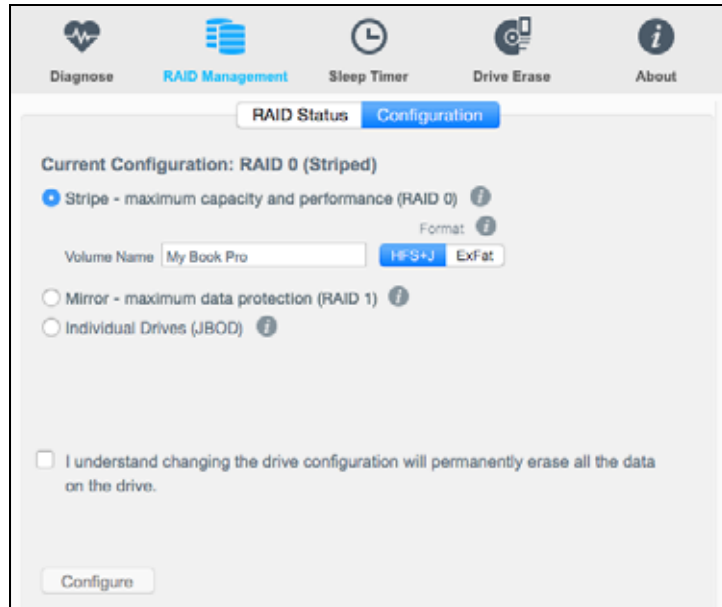
CAUTION! Changing the device configuration reformats both drives, which erases all of the data on them. If you have been using the device in one mode and then want to switch to a different mode, back up your files to another storage device before changing the configuration.

Note: Changing the device configuration also deletes the WD software and all of the support files, utilities, and user manual files. You can download these to restore the device to its original configuration after the change. (See Knowledge Base Answer ID 7 at <http://support.wd.com> for information about downloading and restoring the WD software and disk image.)

To change the device configuration:

1. Click **Go > Applications > WD Drive Utilities** to display the WD Drive Utilities screen (see Figure 4 on page 12).
2. If you have more than one supported RAID storage device connected to your computer, select the one that you want to configure.

3. Click **RAID Management > Configuration** to display the configuration dialog:

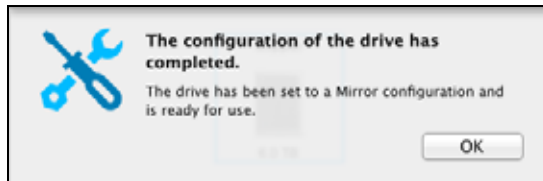


4. On the configuration dialog:
- Select the option for the mode that you want to change to:
 - **Stripe - maximum capacity and performance (RAID 0)**
 - **Mirror - maximum data protection (RAID 1)**
 - **Individual Drives (JBOD)**
 - If you want to change the name of a volume, type over the name in the **Volume Name** box.
 - Use the **Format** selector to specify the format for the new volume:
 - **HFS+J**
 - **ExFat**
 - Read the explanation about permanently erasing all of the data on the drive when you change the configuration and select the **I understand...** check box to signify that you accept the risk and activate the **Configure** button.

Important: If you want to save any of the data that is on the device drives, back it up to another storage device before continuing with the configuration change.
 - Click **Configure** to begin the configuration change.
5. When prompted, type your computer logon password and click **OK** to continue:



6. During the configuration change, the WD Drive Utilities software:
 - Displays a status bar to show the progress of the conversion
 - Clears and then redisplay the Finder listing and desktop icon display to support the new device mode
7. When the configuration change completes, the completion message indicates the mode you have changed to:



8. Go to <http://support.wd.com> and see Knowledge Base Answer ID 7 for information about downloading and restoring the WD software and disk image.

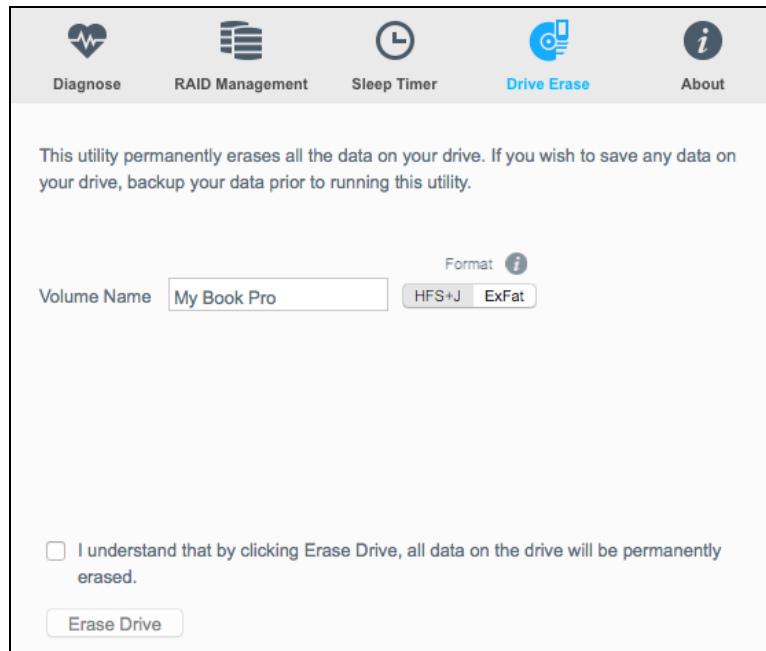
Erasing the Device Drives

CAUTION! Erasing a drive permanently deletes all of the data on the drive. Always back up the data on the drive before erasing it.

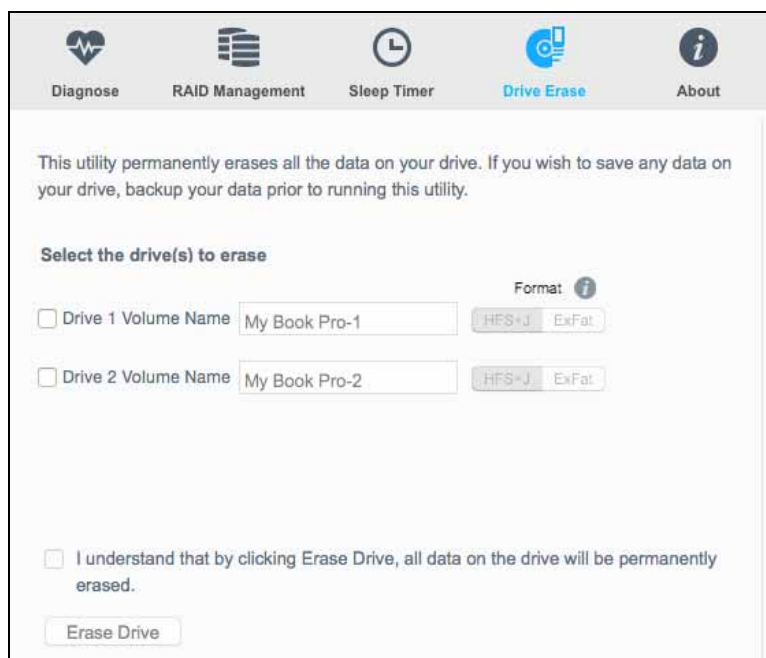
Note: Erasing your device drives also deletes the WD software and all of the support files, utilities, and user manual files. You can download these to restore your device to its original configuration after erasing the drives. (See Knowledge Base Answer ID 7 at <http://support.wd.com> for information about downloading and restoring the WD software and disk image.)

1. Click **Go > Applications > WD Drive Utilities** to display the WD Drive Utilities screen (see Figure 4 on page 12).
2. If you have more than one supported device connected to your computer, select the one that you want to erase.

3. Click **Drive Erase** to display the drive erase dialog:



For RAID Array Configurations



For Individual Drives

4. On the Drive Erase dialog:

- a. For individual drives, select the check box for each drive that you want to erase:
 - **Drive 1...**
 - **Drive 2...**
- b. If you want to change the name of a volume, type over the name in the **Volume Name** box.
- c. Use the **Format** selector to specify the format for the new volume:
 - **HFS+J**
 - **ExFat**

- d. Read the explanation about permanently erasing all of the data on the drive when you change the configuration and select the **I understand...** check box to signify that you accept the risk and activate the **Erase Drive** button.

Important: If you want to save any of the data that is on the device drives, back it up to another storage device before continuing with the drive erase.

- e. Click **Erase Drive** to begin the erase operation.

5. When prompted, type your computer logon password and click **OK**:



6. A completion message signifies that the drive erase has completed and the drive is ready to use:



7. Go to <http://support.wd.com> and see Knowledge Base Answer ID 7 for information about downloading and restoring the WD software and disk image.

Upgrading the Device Capacity

1. Use steps Steps 1 through 5 of “Removing and Replacing the Drive” on page 24 to remove *both* drives.
2. Use Steps 6 through 10 to install the new drives.
3. Use the WD Drive Utilities software to confirm the New Drive status indication and reconfigure the device. (See “Changing the Device Configuration” on page 16.)

Important: Only use WD Black™ hard drives to upgrade the capacity of your My Book Pro device. Also, both drives must be new, and have the same capacity for RAID configurations. Using any other hard drive or mixed drive capacities voids the warranty for your My Book Pro device.

Registering the Device

The WD Drive Utilities software uses your computer’s Internet connection to register your drive. Registering the drive provides free technical support during the warranty period and keeps you up-to-date on the latest WD products.

1. Click **Go > Applications > WD Drive Utilities** to display the WD Drive Utilities screen (see Figure 4 on page 12).

2. If you have more than one supported drive connected to your computer, select the one that you want to register.
3. Click **About > Register** to display the registration dialog:

The registration dialog box contains the following elements:

- First name* [text input field]
- Last name* [text input field]
- Email* [text input field]
- Device Serial Number* WUE252500028 [text input field]
- Preferred Language English [dropdown menu]
- *Required Field
- Inform me about software updates, product improvements and member discounts on WD products.
- [WD Privacy Policy](#)
- Register Device [button]

4. On the registration dialog:
 - a. Type your first name in the **First name** box.
 - b. Type your last name in the **Last name** box.
 - c. Type your email address in the **Email** box.
 - d. Select your language in the **Preferred Language** box.
 - e. Select or clear the **Inform me about...** check box to specify whether you want to receive notifications about software updates, product enhancements, and price discount opportunities.
 - f. Click **Register Device**.

Restoring the WD Software and Disk Image

In addition to deleting all of the data on your device, erasing or reformatting the device drives also removes the WD Drive Utilities software and all of the support files, utilities, and user manual files.

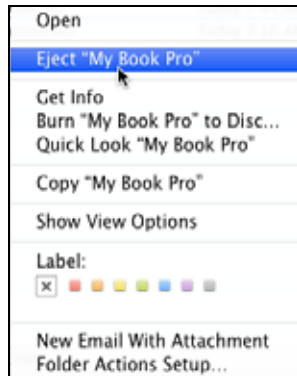
If you ever need to remove and reinstall the WD software on your computer, or move the device to another computer and install the software there, you will need to restore the WD software and disk image on your device drives. To do this, after you have erased or reformatted the drives, go to <http://support.wd.com> and see Knowledge Base Answer ID 7.

Safely Dismounting the Device Drives

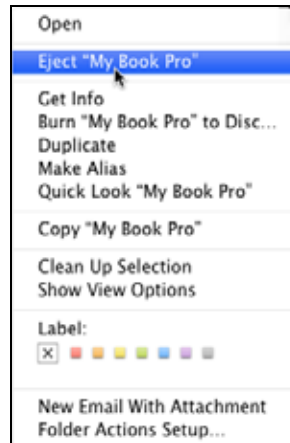
CAUTION! To prevent data loss, close all active windows and applications before shutting down or disconnecting the device drives.

Use the My Book Pro Finder listing or desktop icon to safely dismount the device drives:

1. Right- or control-click the My Book Pro Finder listing or desktop icon and select **Eject “My Book Pro”**:



Finder Listing Display



Desktop Icon Display

2. If you have converted your device to individual drives, eject both the Drive 1 and Drive 2 volumes.
3. Wait for the Finder listing or desktop icon to disappear before disconnecting the device.

4

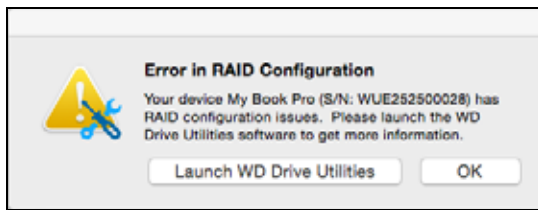
Replacing a Drive

This chapter includes the following topics:

- Determining Which Drive Failed
- Contacting WD Technical Support
- Removing and Replacing the Drive

Determining Which Drive Failed

Whether the application is running or not, the WD Drive Utilities software continuously monitors the operational condition of your My Book Pro drives. When a drive fails, the utility displays a warning message:



Check the drive status LEDs on the front of the device. If one is on steady red, then that one is the failed drive.

If the drive status LEDs do not indicate a failed drive, then:

1. Click either **Launch WD Drive Utilities** on the error message or **Go > Applications > WD Drive Utilities** to display the WD Drive Utilities screen, Diagnose dialog (see Figure 4 on page 12).
2. If you have more than one supported device connected to your computer, select the one that configuration issues.
3. Click **RAID Management > RAID Status** and check the status indications:
 - If the status of one of the drives is not Online then that drive is the failed drive.
 - If the RAID Status is Unknown and the status of both drives is Online, then remove and replace either drive because the two are not compatible.

Returning the drives to their original configuration should clear the Unknown RAID status indication.

Contacting WD Technical Support

After you have determined which drive has failed, go to <http://support.wd.com> and see Knowledge Base Answer ID 8644 for information about obtaining a replacement drive. When contacting Technical Support, have the following information ready:

- The serial number of your My Book Pro device
- Date of purchase
- The serial number of each internal hard drive you need to replace

See Steps 1 through 5 of the following procedure for removing the drive to see the serial number.

Removing and Replacing the Drive

Your My Book Pro device is a limited user-serviceable device. You can easily replace the hard drives inside the enclosure.

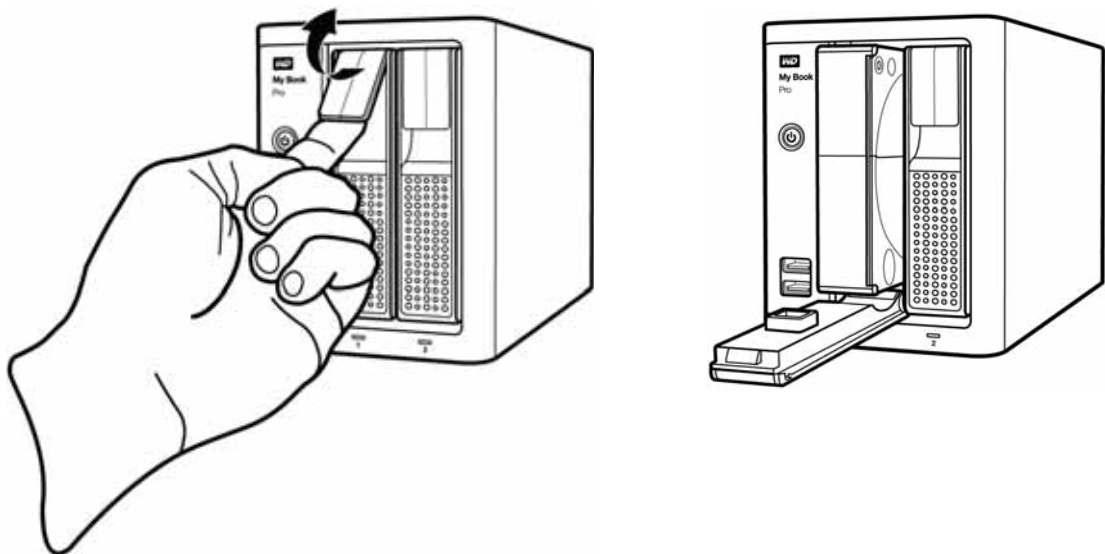
Important: Only use WD Black™ hard drives to replace the drives in your My Book Pro device enclosure. Also, replacement drives must be new, and the same capacity as the drive that failed. The RAID configurations require both drives to be the same capacity. Using any other hard drive or capacity voids the warranty for your My Book Pro device.

After receiving the replacement drive, replace the failed drive as follows:

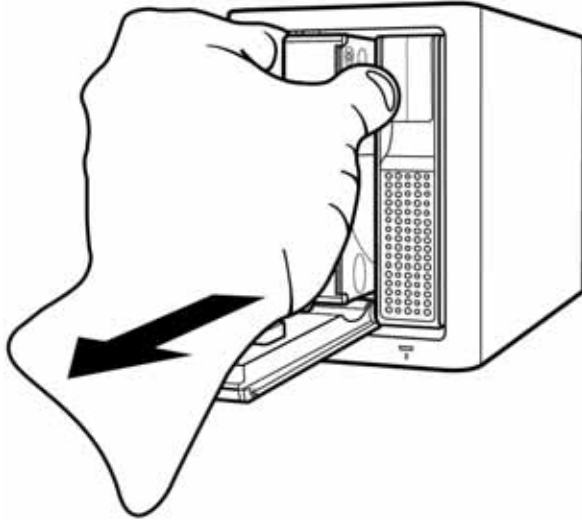
1. If the device is still operational, safely dismount the drives from your computer.
2. **Important:** To avoid electrostatic discharge (ESD) damage, ground yourself by touching a grounded metal object before handling the device.
3. If your device has been reconfigured to RAID 1 (Mirrored) mode, you can “hot-swap” the drives without powering down and disconnecting the device. In this case skip to Step 4.

If your device is in the original/default RAID 0 (Striped) mode, or has been reconfigured as Individual Drives (JBOD) mode:

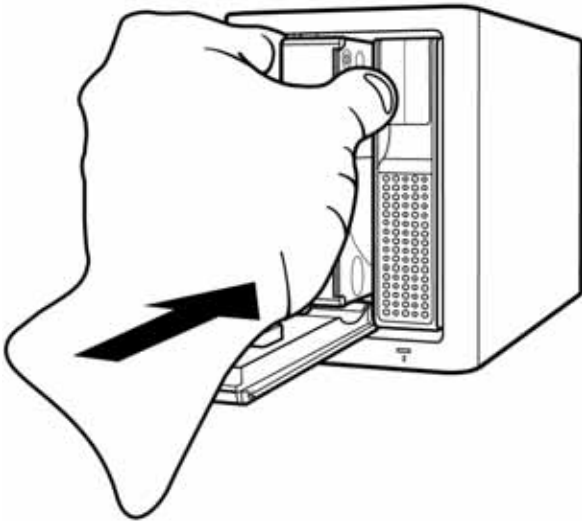
- a. Disconnect any USB cables from the hub connectors on the front of the device enclosure.
 - b. Disconnect the interface cables from the interface ports on the back of the device enclosure.
 - c. Disconnect the AC adapter cable from the power connector.
 - d. Place the device on a clean and stable surface.
4. Lift the latch and lower the door for the failed drive:



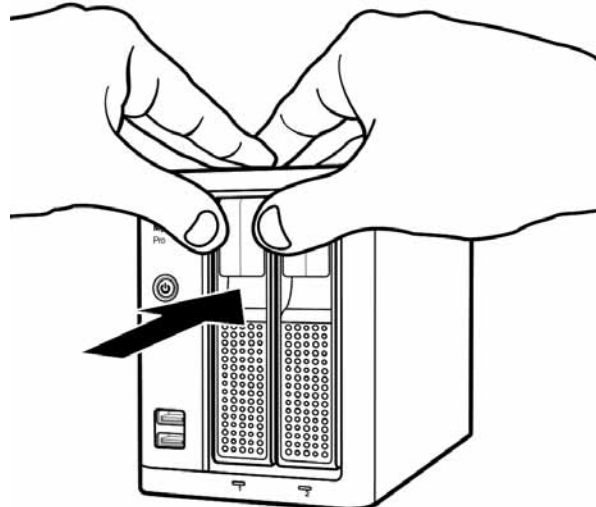
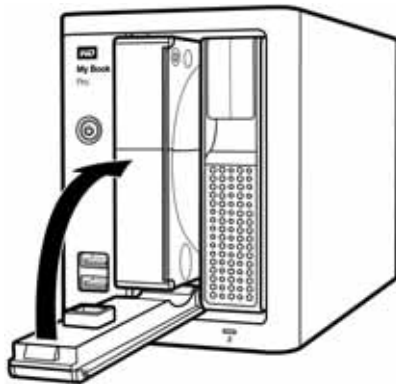
5. Remove the failed drive:



6. Position the replacement drive with the exposed printed circuit board to the left and slide it into the drive slot:



7. Lift the drive door and push to snap the latch:



8. If the WD Drive Utilities software is not already running, click **Go > Applications > WD Drive Utilities** to display the WD Drive Utilities screen, Diagnose dialog (see Figure 4 on page 12).
9. If your device is in the original/default RAID 0 (Striped) mode, or has been reconfigured as Individual Drives (JBOD) mode:
 - a. Reconnect the AC adapter cable to the power connector on the back of the device enclosure.
 - b. Reconnect the interface cables.
 - c. Reconnect any USB cables that were connected to the hub connectors on the front of the device enclosure.
10. Depending on the configuration of your device:

If your device is configured as . . .	THEN . . .
A striped disk array (RAID 0)	<p>The Finder listing and desktop icon for your My Book Pro device <i>do not</i> reappear. In this case:</p> <ol style="list-style-type: none"> a. If you have more than one supported device connected to your computer, select the one with the drive you replaced on the WD Drive Utilities screen and click RAID Management > RAID Status to display the device status. b. Verify that the status display shows: <ul style="list-style-type: none"> ■ Current Configuration - RAID 0 (Striped) ■ RAID Status - Cannot Access Data ■ Drive 1 Status and Drive 2 Status - New Drive for the drive that you replaced and Online for the other drive <p>This indication means that you must reconfigure your striped RAID 0 disk array.</p> c. Click Configuration and use the device configuration procedure in “Changing the Device Configuration,” starting at Step 4 on page 17 to reconfigure the striped RAID 0 disk array. d. When the reconfiguration completes, the Finder listing and desktop icon for your My Book Pro device reappear. e. Click RAID Status and verify that the status display shows: <ul style="list-style-type: none"> ■ Current Configuration - RAID 0 (Striped) ■ RAID Status - Healthy ■ Drive 1 Status - Online ■ Drive 2 Status - Online <p>Your device is ready to use.</p>

(Continued)

If your device is configured as . . .	THEN . . .
A mirrored disk array (RAID 1)	<p>The My Book Pro device detects that the replaced drive is a rebuild target and launches the Auto-Rebuild function to automatically rebuild the mirrored disk array.</p> <ol style="list-style-type: none"> a. Verify that the Finder listing and desktop icon for your My Book Pro device reappear. b. If you have more than one supported device connected to your computer, select the one with the drive you replaced on the WD Drive Utilities screen and click RAID Management > RAID Status to display the device status. c. During the rebuild, the status display shows: <ul style="list-style-type: none"> ■ Current Configuration - RAID 1 (Mirrored) ■ RAID Status - Rebuilding, with a percentage complete status ■ Drive 1 Status and Drive 2 Status - Rebuilding for the drive that you replaced and Online for the other drive d. You do not need to wait for the rebuild operation to complete, which could take several hours. As indicated, your data is available on the other drive and you can still access the device. e. When the rebuild operation completes, the device status display shows: <ul style="list-style-type: none"> ■ Current Configuration - RAID 1 (Mirrored) ■ RAID Status - Healthy ■ Drive 1 Status - Online ■ Drive 2 Status - Online <p>Your device is ready to use.</p>

(Continued)

If your device is configured as . . .	THEN . . .
Individual drives (JBOD)	<p>a. Verify that the Finder listing and desktop icon for the My Book Pro drive that you <i>did not</i> replace reappear.</p> <p>The Finder listing and desktop icon for the new/replacement drive do not appear because you have to configure it using the WD Drive Utilities RAID Management Configuration function.</p> <p>b. If you have more than one supported device connected to your computer, select the one with the drive you replaced on the WD Drive Utilities screen and click RAID Management > RAID Status to display the device status.</p> <p>c. Verify that the status display shows:</p> <ul style="list-style-type: none"> ■ Current Configuration - Individual Drives (JBOD) ■ RAID Status - Healthy ■ Drive 1 Status and Drive 2 Status - New Drive for the drive that you replaced and Online for the other drive <p>d. Click Configuration and use the configuration procedure starting at Step 4- b on page 17 to configure the new drive.</p> <p>e. When configuration operation completes, verify that the Finder listing and desktop icon for the replacement drive reappear.</p> <p>f. Click RAID Status and verify that the status display shows:</p> <ul style="list-style-type: none"> ■ Current Configuration - Individual Drives (JBOD) ■ RAID Status - Healthy ■ Drive 1 Status - Online ■ Drive 2 Status - Online <p>Your replacement drive is ready to use.</p>

11. Go to <http://support.wd.com> and see Knowledge Base Answer ID:
- 7 for information about downloading and restoring the WD software and disk image
 - 8644 for information about returning the defective drive.

Important: Do not disassemble the internal drive and attached assembly components. Return the entire internal drive assembly intact to WD.

5

Using the Device with Windows Computers

The My Book Pro device drives are initially formatted as HFS+J partitions for compatibility with supported Mac OS X operating systems. To use the device on Windows computers, you must reformat them to to either:

- exFAT
- NTFS

CAUTION! Reformatting the device erases all its contents. If you have already saved files on the device, be sure to back them up before reformatting it.

IF you want to use . . .	THEN . . .
exFAT	<ol style="list-style-type: none"> 1 Use either the Drive Erase function or the RAID Management Configuration function of WD Drive Utilities software <i>on your Mac computer</i> to reformat the device drive partitions to exFAT. 2 Safely dismount the device drives and disconnect the device from your Mac computer. 3 From your supported Windows computer, go to: http://support.wd.com 4 Download and install the latest Windows version of the WD Drive Utilities software. 5 Connect the My Book Pro device to your Windows computer as shown in “Connecting the Device and Getting Started” on page 7. 6 If a Found New Hardware screen appears, click Cancel to close it. The WD software installs the proper driver for your device. 7 Verify that the device appears in your computer’s file management utility listing and on the Windows WD Drive Utilities screen. <p>Your My Book Pro device is now ready to use on your Windows computer.</p>
NTFS	<ol style="list-style-type: none"> 1 Safely dismount the device drives and disconnect the device from your Mac computer. 2 <i>From your Windows computer</i>, go to: http://support.wd.com 3 Download and install the latest Windows version of the WD Drive Utilities software. 4 Connect the My Book Pro device to your Windows computer as shown in “Connecting the Device and Getting Started” on page 7. 5 If a Found New Hardware screen appears, click Cancel to close it. The WD software installs the proper driver for your device. 6 Verify that the device appears on the Windows WD Drive Utilities screen. 7 Use either the Drive Erase function or the RAID Management Configuration function of the Windows WD Drive Utilities software to reformat the My Book Pro drives to NTFS partitions. <p>Your My Book Pro device is now ready to use on your Windows computer.</p>

A

Compliance and Warranty Information

This appendix includes the following topics:

- [Regulatory Compliance](#)
- [Environmental Compliance \(China\)](#)
- [Warranty Information \(All Regions Except Australia/New Zealand\)](#)
- [Warranty Information \(Australia/New Zealand\)](#)

Regulatory Compliance

FCC Class B Information

Operation of this device is subject to the following conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

Any changes or modifications not expressly approved by WD could void your authority to operate this device.

ICES-003/NMB-003 Statement

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This device complies with Canadian ICES-003 Class B.

Safety Compliance

Approved for US and Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Safety of Information Technology Equipment.

Approuvé pour les Etats-Unis et le Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Sûreté d'équipement de technologie de l'information.

CE Compliance For Europe

Marking by the CE symbol indicates compliance of this system to the applicable Council Directives of the European Union, including the EMC Directive (2004/108/EC) and the Low Voltage Directive (2006/95/EC). A “Declaration of Conformity” in accordance with the applicable directives has been made and is on file at Western Digital Europe.

Сведения для Таможенного Союза (только для России)

Уполномоченный представитель Изготовителя в странах Таможенного союза:

Московское представительство компании «Вестерн Диджитал (Ю-Кей) Лимитед»
(Великобритания). Россия, 107023 г. Москва Семеновская пл, д. 1А

Дата изготовления указана на маркировке оборудования. (Manufacturing date marked on the equipment.)

KC Notice (Republic of Korea only)

B	가 (B)
(가)	가 ,

Environmental Compliance (China)

有毒有害物质或元素

部件名称	产品中有毒有害物质或元素的名称及含量					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价 铬 (Cr (VI))	多溴化联 (二) 苯 (PBB)	多溴化 二苯醚 (PBDE)
减震架(4)	○	○	○	○	○	○
减震器(4 pcs)	○	○	○	○	○	○
脚垫(4 pcs)	○	○	○	○	○	○
带镜头的上盖	○	○	○	○	○	○
底盖	○	○	○	○	○	○
PCBA	○	○	○	○	○	○
硬盘驱动器	X	○	○	○	○	○
微型 USB 电缆	○	○	○	○	○	○
EMI 底盖	○	○	○	○	○	○
聚酯薄膜	○	○	○	○	○	○

O: 表示有毒有害物质在该部件的所有均质材料中的含量均低于 SJ/T11363-2006 标准规定的限量要求以下。
X: 表示该有毒有害物质至少在该部件的某一均质材料中的含量超出 SJ/T11363-2006 标准规定的限量要求。
(在此表中, 企业可能需要根据实际情况对标记“X”的项目进行进一步的技术性解释。)

Warranty Information (All Regions Except Australia/New Zealand)

Obtaining Service

WD values your business and always attempts to provide you the very best of service. If this Product requires maintenance, either contact the dealer from whom you originally purchased the Product or visit our product support website at <http://support.wd.com/warranty/policy.asp> for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided on your return paperwork. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via <http://support.wd.com/warranty/policy.asp>. WD shall have no liability for lost data regardless of the cause, recovery of lost data, or data contained in any Product placed in its possession.

Limited Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specification therefor. The term of your limited warranty depends on the country in which your Product was purchased. The term of your limited warranty is for 2 years in the North, South and Central America region, 2 years in the Europe, the Middle East and Africa region, and 3 years in the Asia Pacific region, unless otherwise required by law. The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD, is counterfeit or fake, or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at <http://support.wd.com/warranty/policy.asp>), accident or mishandling while in the possession of someone other than WD. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WD's option, the repair or replacement of the Product.

The foregoing limited warranty is WD's sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied or statutory, including but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and b) any and all obligations and liabilities of WD for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, lost profits or expenses, or lost data arising out of or in connection with the purchase, use, or performance of the Product, even if WD has been advised of the possibility of such damages. In the United States, some states do not allow exclusion or limitations of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Warranty Information (Australia/New Zealand)

Nothing in this warranty modifies or excludes your legal rights under the Australian Competition and Consumer Act or the New Zealand Consumer Guarantees Act. This warranty identifies WD's preferred approach to resolving warranty claims which is likely to be quick and simple for all parties.

No other warranties either express or implied by law, including but not limited to those contained in the Sale of Goods Act, are made with respect to the Product. If you purchased your Product in New Zealand for the purposes of a business, you acknowledge and agree that the New Zealand Consumer Guarantees Act does not apply. In Australia, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure. What constitutes a major failure is set out in the Australian Consumer Law.

Obtaining Service

WD values your business and always attempts to provide you the very best of service. Should you encounter any problem, please give us an opportunity to address it before returning this Product. Most technical support questions can be answered through our knowledge base or email support service at <http://support.wd.com>. If the answer is not available or, if you prefer, please contact WD at the applicable telephone number shown in the front of this document.

If you wish to make a claim, you should initially contact the dealer from whom you originally purchased the Product. If you are unable to contact the dealer from whom you originally purchased the Product, please visit our product support website at <http://support.wd.com> for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided with your RMA number. If following receipt of a qualifying claim under this warranty, WD or the dealer from whom you originally purchased the Product determines that your claim is valid, WD or such dealer shall, at its discretion, either repair or replace the Product with an equivalent or better Product or refund the cost of the Product to you. You are responsible for any expenses associated with a claim under this warranty. The benefits provided to you under this warranty are in addition to other rights and remedies available to you under the Australian Competition and Consumer Act or the New Zealand Consumer Guarantees Act.

Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via <http://support.wd.com>.

Western Digital Technologies, Inc.
3355 Michelson Drive, Suite 100
Irvine, California 92612
Email: support@wd.com

Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specifications. The term of your warranty is 3 year in Australia and New Zealand, unless otherwise required by law. The term of your warranty period shall commence on the purchase date appearing on your purchase receipt from an authorized distributor or authorized reseller. Proof of purchase shall be required to be eligible for this warranty and to establish the commencement date of this warranty. Warranty service will not be provided unless the Product is returned to an authorized distributor, authorized reseller or regional WD return center where the Product was first shipped by WD. WD may at its discretion make extended warranties available for purchase. WD shall have no liability for any Product returned if WD determines that the Product was (i) not purchased from an authorized distributor or authorized reseller, (ii) not used in accordance with WD specifications and instructions, (iii) not used for its intended function, or (iv) stolen from WD, or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, including the mounting frame, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at <http://support.wd.com>), accident or mishandling while in the possession of someone other than WD.

PRODUCTS ARE COMPLEX AND FRAGILE ITEMS THAT MAY OCCASSIONALLY FAIL DUE TO (A) EXTERNAL CAUSES, INCLUDING WITHOUT LIMITATION, MISHANDLING, EXPOSURE TO HEAT, COLD, AND HUMIDITY, AND POWER FAILURES, OR (B) INTERNAL FAULTS. SUCH FAILURES CAN RESULT IN THE LOSS, CORRUPTION, DELETION OR ALTERATION OF DATA. NOTE THAT YOU SHALL BE RESPONSIBLE FOR THE LOSS, CORRUPTION, DELETION OR ALTERATION OF DATA HOWSOEVER CAUSED, AND FOR BACKING UP AND PROTECTING DATA AGAINST LOSS, CORRUPTION, DELETION OR ALTERATION. YOU AGREE TO CONTINUALLY BACK UP ALL DATA ON THE PRODUCT, AND TO COMPLETE A BACKUP PRIOR TO SEEKING ANY GENERAL SERVICE AND TECHNICAL SUPPORT FROM WD.

In Australia, if the Product is not of a kind ordinarily acquired for personal, domestic or household use or consumption, provided it is fair and reasonable to do so, WD limits its liability to replacement of the Product or supply of equivalent or better Product.

This warranty shall extend to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety (90) days from the date of shipment of a repaired or replaced Product, whichever is longer. This warranty is WD's sole manufacturer's warranty and is applicable only to Products sold as new.

GNU General Public License (“GPL”)

Firmware incorporated into this product may include third party copyrighted software licensed under the GPL or Lesser General Public License (“LGPL”) (collectively, “GPL Software”) and not Western Digital’s End User License Agreement. In accordance with the GPL, if applicable: 1) the source code for the GPL Software may be downloaded at no charge from <http://support.wd.com/download/gpl> or obtained on CD for a nominal charge from <http://support.wd.com/download/gpl> or by calling Customer Support within three years of the date of purchase; 2) you may re-use, re-distribute, and modify the GPL Software; 3) with respect solely to the GPL Software, no warranty is provided, to the extent permitted by applicable law; and 4) a copy of the GPL is included herewith, may be obtained at <http://www.gnu.org>, and may also be found at <http://support.wd.com/download/gpl>.

Modification of or tampering with the Software, including but not limited to any Open Source Software, is solely at your own risk. Western Digital is not responsible for any such modification or tampering. Western Digital will not support any product in which you have or have attempted to modify the Software supplied by Western Digital.

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