

FAQ

How To Map a WD Network Drive on Windows 10

Answer ID 25436

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



Important:

- My Cloud, My Cloud Home, or My Passport Wireless products are not detected under Windows 10 Network
- For My Passport Wireless products, please refer to [Answer ID 24800: My Passport Wireless Samba SMBv2 Connection Message](#)
- The "Network Browse" function has been disabled on Windows 10 v1709 and higher
- Guest access in SMB2 has been disabled by default in Windows 10 Fall Creators Update version 1709 and higher
- Connect, Access and Map a My Cloud *password protected* Private Share **before** accessing the Public share

SMB 1.0/CIFS File Sharing Support

SMB 1.0/CIFS File Sharing Support has been disabled on Windows 10 Windows 10 Fall Creators Update version 1709 and higher.

The Computer Browser service relies on the SMB 1.0 protocol to populate the Windows Explorer Network node (also known as "Network Neighborhood"). This legacy protocol is long deprecated, doesn't route, and has limited security. Because the service cannot function without SMB 1.0, it is removed when SMB 1.0 is disabled. For more Information, please refer to [Microsoft Article SMBv1 is not installed by default in Windows 10 Fall Creators Update and Windows Server, version 1709](#)

Guest access in SMB2 has been disabled by default in Windows 10 Fall Creators Update version 1709 and higher.

Guest logons do not support standard security features such as signing, encryption and are vulnerable to man-in-the-middle attacks that can expose sensitive data on the network. Windows 10 disables "insecure" (nonsecure) guest logons by default. Enabling insecure guest logons is not recommended. For more information, please refer to [Microsoft Article 4046019 Guest access in SMB2 disabled by default in Windows 10 Fall Creators Update version 1709](#)

Windows or macOS Cannot Find My Drive

Answer ID 12455



Important: There are many reasons an *Operating System (OS)* does not recognize a WD drive. The instructions below are designed to assist in troubleshooting issues related to drives and devices not being recognized by a computer. Please try one solution at a time and test for resolution before continuing with the next item.

WD SES driver download and instructions for recovering the WD SmartWare installer

Answer ID 16157



Important:

- The WD SES driver is not required for the drive to be recognized by a computer. If the OS is requesting a driver, please see [Answer ID 13977: How to update Windows and macOS drivers](#).
- Newer SES Drivers are distributed through Windows Updates and are installed automatically with *WD Security*, *WD Drive Utilities*, and *WD SmartWare*. The legacy WD SES Driver dated from 2011 or earlier is available for download.
- The SES driver sections of this article only affects Windows users. Mac OSX does not require a special SES driver.

- If you are unsure what the SES driver is or why you should install it, please see [Answer ID 19581: What is the SES driver, why is it needed, and how get the driver popup to stop?](#)
 - To determine if a computer is 32-bit or 64-bit, please see [Answer ID 11177: How to determine if Windows OS is 32-bit \(x86\) or 64-bit \(x64\).](#)
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How to map a My Cloud or NAS device on Windows

Answer ID 9323

To access and store data on a My Cloud device, mapping one or more shares is recommended. This section contains detailed steps to help map a network drive using different methods.

For assistance mapping a My Cloud device on a Mac, please see [Answer ID 10789: How to map a WD network drive on a Mac.](#)

For assistance with Windows 10 Error Message *Cannot access NAS Drives*, Please see [Answer ID 13180 Error Message: "Cannot access NAS Drives" occurs when accessing a My Cloud on Windows 10](#)

Windows 10 troubleshooting assistance, please refer to to [Answer ID 3842: My Cloud, My Cloud Home, or My Passport Wireless Not Detected on Windows 10 Network](#)



Important: The instructions that follow are standard procedures for mapping a network drive. Should any of them fail to work, please see [Answer ID 12452: How to check if a WD drive is damaged or defective.](#)

How to check if a WD drive is damaged or defective

Answer ID 12452

Special handling is required to protect hard drives from damage. Hard drives can be damaged by excessive physical force or from Electrostatic Discharge (ESD).



Critical: ESD damage is usually invisible to the eye and may not be discovered until much later, either through intermittent performance or failure. For more information on how to avoid ESD damage please see [Answer ID 16889: How to properly handle Western Digital internal hard drives](#)

Please follow the instructions below to check a WD drive for damage:

1. With the drive disconnected, examine the drive for physical signs of damage such as dents or broken pins
2. Ensure that the power cable (if applicable) and data cable is securely connected on both ends
3. Verify the power cable (for Desktop and My Cloud drives) or data cable is connected to a working outlet or port
4. Verify the data cable is in working condition. Try using the cable on a working drive
5. Connect the drive to a different computer or a different port on the motherboard/controller card
6. Test the drive with a diagnostic tool
 - Internal Drives - Windows users: Use Data Lifeguard Diagnostics. For assistance, please see [Answer ID 6226: Testing a drive for problems using Data Lifeguard Diagnostics for Windows](#)

- Internal Drives - Mac Users: Use the built-in tools within the Operating System. Please see [Answer ID 14800: How to test a drive for defects or problems on a Mac](#) for assistance testing your drive.

- External Drives - Please use **WD Drive Utilities**, or **Data Lifeguard diagnostics** to test your drive. Please see knowledge base articles [Answer ID 13880: Setting up and using WD Security and WD Drive Utilities](#) and [Answer ID 6226: Testing a drive for problems using Data Lifeguard Diagnostics for Windows](#).

- External SSD Drives - Please see [Answer ID 24684: How to Handle and Check if a WD External SSD is Damaged or Defective](#)

- My Cloud Drives - Run a **System Diagnostic Test** (Full Test) using the Dashboard. Please see [Answer ID 18191: How to run a System Diagnostics test on a My Cloud \(Copy of Answer 10427\)](#) for assistance running this test.

7. If the drive is defective or damaged, please do the following:

- a. If data recovery is required, please visit one of our [data recovery partners](#). WD does not provide data recovery services.

- b. [Check the drive's warranty](#).
If the drive is in warranty, [create an RMA](#)



Important: Any agreement you may reach with the service provider is a matter between you and the service provider. Western Digital makes no warranty, express or implied, regarding the services provided by the service provider, including but not limited to, any warranty regarding the quality or reliability of services performed by it. Your selection of the service provider is at your own

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