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Looking forward to seeing everyone at the meeting tomorow and discussin our strategies, but I'm having some issues with my NAS since the new firmware upgrade and can't access my files using some backup tools. Is there a way to downgrade the firmware? The "old" version is available for download on the firmware page.I've tried a manual firmware "upgrade" using the provided file, but it didn't work as expected. I'm still experiencing problems accessing my files despite downgrading the firmware.To troubleshoot the issue, can you please provide more information about:* The backup tool I should use? The error message I receive when trying to access files* Whether the share is mounted or not* What operating system (Windows, MAC, or Linux) I'm using* If I've checked the Share in the UIWestern Digital's My Cloud devices have been affected by a security vulnerability, with firmware versions below 5.26.202 and 9.4.1-101 becoming inaccessible to cloud services starting June 15, 2023. Users can still access their data via Local Access. To update to the latest firmware, users must initiate the update through the My Cloud OS 5 dashboard or power cycle their device for SanDisk ibi Devices.It's worth noting that Western Digital has terminated OS3 support as of April 15th, 2022. Although ones OS3 My Cloud will remain operational on the local network, WD supported remote access service (MyCloud.com / OS3 mobile apps) has been terminated. The second generation single bay My Cloud (P/N: WDBCTLxxxxxxx-10, FW 02.xx.xx)) unit is not affected by the OS3 support termination.Users are advised to update their firmware to the latest version to avoid any disruptions in service. The correct firmware version for each device can be found on Western Digital's website. Directions for downgrading firmware are also available for those who need to revert to a previous version.Downgrading the firmware will break certain features like remote access using the MyCloud.com site. Note that these directions and files are for OS3 single bay My Cloud units ONLY, and users should consult the online user guide or support article if they need further assistance.Western Digital has provided a list of firmware versions for the single bay/single drive My Cloud, along with their download links. Users can find the correct firmware version for their device on Western Digital's website.The Western Digital (WD) My Cloud series of network-attached storage (NAS) devices offers various firmware versions, each with its own set of features and functionalities. This article aims to provide a comprehensive overview of the available firmware versions, their release dates, and methods for upgrading or downgrading them.### Available Firmware Versions If you're having trouble with your WD My Cloud device, check the firmware version by accessing the My Cloud Dashboard or download the recovery files to create a bootable USB drive.The My Cloud Dashboard's main home screen displays the firmware version. However, remote access is restricted due to security concerns. Ensure you are connected to your local network before checking the dashboard.To troubleshoot issues, refer to the GPL source code for barebox, which includes commands for USB booting. Nevertheless, older versions of barebox on Gen1 devices lack these features.### Troubleshooting TipsGiven article text here WDMyCloud devices are significantly different from the gen1/v4 models, with the latter using a more fragmented firmware based on a gen1 codebase. The behavior of the gen2 PR2100/4100 OS may be relevant to single-bay MyCloud devices but not to gen1/v4 models. The user attempted to downgrade their MyCloud device from the latest firmware version using an SQ-040405-101-20161110.deb file, but the process got stuck at 0% and they are unsure if this is normal behavior or if they need to take any action. Running various system commands, such as `ps -ef | grep -i up`, revealed that several processes were running in the background, including `updateFirmwareFromFile.sh`. However, the actual firmware update was not being performed. The user had previously installed the firmware using the dashboard and had disabled auto-updates, but they are unsure if this method is correct for downgrading. They have since successfully downgraded their device by rebooting it, preventing startup scripts from killing WDC processes, removing existing cache folders, and attempting to install the firmware through the command line. The root cause of the 0% download state was not identified, but the user attributes their success to these steps. WDMyCloud devices have received various firmware updates, including security patches for SMB server vulnerabilities, improved cloud access connectivity, and fixes for issues related to device wake-up and volume mount options.### ARTICLE ENDThe latest firmware updates for the My Cloud GLCR units have been released, addressing several high CPU utilization issues and security vulnerabilities. The new firmware version 2.31.149 includes improvements to remote host port handling, while also providing a direct link to the firmware download page.Bennor has updated the initial post to include the latest firmware versions, including 2.30.193 and 2.30.196, which are no longer listed as available for manual update due to security concerns. The single bay v2.x My Cloud units have not received the latest firmware updates, raising questions about whether these updates are cumulative.Some users have reported issues with automatic firmware upgrades, including HTTP errors and stalled backups. Downgrading from 4.x to 3.x has also resulted in lost remote access services such as Cloud Access and My Cloud app access.The WD community has provided updated firmware links for the latest versions, which can be downloaded manually or automatically if enabled in the My Cloud Dashboard settings. It is essential to note that downgrading the firmware may break certain features, including remote access using the MyCloud.com site.updateFirmwareFromFile.sh:01/19/20 Stopping periodic command scheduler cron [ok] Stopping standby monitor monitorio [ok] Stopping temperature monitor monitorTemperature [ok] Stopping Twonky MediaServer [ok] Stopping itunes server forked-daapd [ok] Stopping wdphotodbmerger wdphotodbmerger [ok] Stopping wdmcserver wdmcserver [ok] Stopping Samba daemons nmbd smbd [ok] Stopping Netatalk Daemons afpd [ok] Stopping upnp nas device upnpnasd [ok] Stopping wdnotifier wdnotifier [ok] Stopping wdnotifier wdnotifier [ok] Stopping NFS kernel daemon mountd nfsd [ok] Unexporting directories for NFS kernel daemon [ok] updateFirmwareFromFile.sh:01/19/20 new_upgrade_version=2 updateFirmwareFromFile.sh:01/19/20 current_upgrade_version=2 /tmp/tmp.HUUXBJpzCQ/upgrade-version' -> '/CacheVolume/upgrade/upgrade-version updateFirmwareFromFile.sh:01/19/20 Newer upgrade scripts in update package, use normal update method (Reading database 25551 files and directories currently installed.) Preparing to replace sq 04.05.00-342 (09/04/2019) disable lazy init root disable lazy init stopping duplicate md device /dev/md0 Restore raid device: /dev/sda1 Restore raid device: /dev/sda2 Prepare for upgrade pkg install mdadm set /dev/sda1 faulty in /dev/md1 Preparing FW upgrade image on: /dev/md0 preinst: currentRootDevice=/dev/md1 preinst: upgradePath=/mnt/rootfs preinst: upgradeDevice=/dev/md0 send_update_log=200 Unpacking Unpacking replacement sq Setting up sq (04.05.00-342) postinst project-control: begin /DataVolume/shares/Public root ## root: ## postinst_body ## root: ## postinst_header ## postinst: isImage=true postinst: Master package name: sq postinst: sq-postinst: action=configure postinst: currentRootDevice=/dev/md1 postinst: upgradeDevice=/dev/md0 postinst: upgradePart=/dev/sda1 postinst: upgradePath=/mnt/rootfs root: ## postinst_image ## Copy image to upgrade device /dev/md0: blockSize=64k blockCount=31247 Compare checksum -: FAILED md5sum WARNING 1 computed checksum did NOT match ok 1 Upgrade failed mdadm stopped /dev/md0 mdadm added /dev/sda1 send_update_log=200 these are puttys log something went wrong but i dont understand wd my cloud gen1 out of order broken hdd replaced with a new one firmware from the site problem when executing the command cp /mnt/rootfs/usr/local/share/bootmd0.scr /mnt/rootfs/boot/boot.scr the bootmd0.scr file is missing from the firmware where can I find it? a.sidorov88: wd my cloud gen1 out of order broken hdd replaced with a new one Did you run one of the unbrick directions for the first gen single bay My Cloud If so which one? Once a successful unbrick was done did you download the latest gen 1 single bay My Cloud firmware from the WD site (04.05.00-342 (09/04/2019)) and perform a manual firmware update through the My Cloud Dashboard? a.sidorov88: problem when executing the command cp /mnt/rootfs/usr/local/share/bootmd0.scr /mnt/rootfs/boot/boot.scr the bootmd0.scr file is missing from the firmware Where are you executing that command? My action download the firmware (04.05.00-342 (09/04/2019)), unpacked, extracted the file rootfs img then this file using the script debrick.sh I put it on hdd when the script is running, this error appears cp /mnt/rootfs/usr/local/share/bootmd0.scr /mnt/rootfs/boot/boot.scr.screen I install the hard drive in wd my cloud-the light bulb is green for 10-15 seconds, then red. nas does not see the boot sector what actions are my incorrect New Release Titles on the announcement forum page start with "My Cloud OS 3". What is OS 3, and which product is it? Furthermore, Bennor mentioned that they just released single bay v2.x My Cloud firmware. Meanwhile, there's new firmware available for the 2nd generation My Cloud, but it seems to be a different story altogether. The author of this thread expressed confusion regarding the WD decision to introduce OS 3 four years ago and the subsequent release of OS 5.It appears that WD has created a new OS, OS 5, which is only available for certain existing My Cloud devices. Unfortunately, this means that the single bay/single drive My Cloud unit is not supported by OS 5. The author of this thread emphasized the importance of seeking help from the user community if one encounters any issues with their device.Some users have expressed frustration with WD's decision-making process, citing instances where common sense seems to be ignored. Additionally, there are concerns about end-of-life support for devices and software/apps. The author notes that OS 3 devices are either at end of support or in limited support, which may lead to further issues down the line.It's worth mentioning that WD has provided some guidance on how to troubleshoot common issues and where to find more information on their My Cloud storage devices. However, some users have reported difficulties in navigating the website and finding relevant links.One user asked if anyone had successfully loaded MyCloud firmware or software on a server, specifically a 6 BAY 2U rack server. Another user suggested exploring alternative NAS operating systems like FreeNAS, OpenMediaVault, or XigmaNAS, which may offer more flexibility and better support.Using FreeNAS or TrueNAS CORE on unlicensed hardware may be against local/national laws. I have tested FREENAS, now known as TrueNAS CORE, but it has some drawbacks: it's overly complex and doesn't work with all equipment. I tried installing it on an old Lenovo Thinkserver, but it wouldn't run smoothly. Using WD's software could be a good alternative if it were open-source.I'm considering using the older firmware on my old server, but if WD refuses to release it, I won't do it. Some users have successfully downgraded from OS 5 to OS 3, but it requires caution. Downgrading may void warranties and risks data loss.To identify your original firmware, you can try searching online or using a tool like Fox_exe's unbricking method. Be aware that these methods can brick your device if not done correctly. A "hard reset" won't change the firmware version; it will only restore default settings.Some users have successfully downgraded their devices to OS 3 using Fox_exe's steps, but they emphasize the importance of backing up data before attempting any unbrick methods. Downgrading may cause issues with network connectivity or other features.Before attempting to downgrade, ensure you understand the risks involved and have a clear backup plan in place. Always verify your firmware version before upgrading and consider using a different router IP address if necessary.Using WD's recovery tool can help you reset your device, but it won't restore the original firmware. After resetting, your device may not function as expected.### STEP-BY-STEP UNBRICKING GUIDE (adapted from Fox_exe)To downgrade your My Cloud to a previous v2.x firmware version from OS5 firmware, first search for methods in the OS5 subforum and follow these steps:Access the My Cloud Dashboard > Settings and disable the automatic firmware update option. This should prevent the My Cloud from auto-updating to newer firmware.However, upgrading using a bin file is not supported on single-bay devices with .deb firmware like you have, as they only use .bin firmware The workaround involves using a different method:Visit and try to install other firmware.Note that the second-generation My Cloud uses different hardware, which affects the firmware. Some have downgraded back to OS3 v2.x firmware on their devices. Make sure to read complaints and issues in the OS5 subforum before attempting this.You can also contact WD Support directly and ask them if they can send you an earlier firmware deb file, as older versions are now blocked for download due to security concerns. WD's decision to go from v3.x to v4.x then to v2.x for the second gen single bay My Clouds has caused nothing but confusion among customers. The change has led people to ask if they can update from v2.x to v4.x or from v4.x to v2.x, which was a seriously stupid decision that has left WD customers scratching their heads.The 2.10 firmware for second gen is no longer available for download, and only the most recent versions are listed. Again, what directions are you following? Where did you find these directions? Post a link to the directions. In considering using the older firmware on my old server, but if WD refuses to release it, I won't do it. Some users have successfully downgraded from OS 5 to OS 3, but it requires caution. Downgrading may void warranties and risks data loss.To identify your original firmware, you can try searching online or using a tool like Fox_exe's unbricking method. Be aware that these methods can brick your device if not done correctly. A "hard reset" won't change the firmware version; it will only restore default settings.Some users have successfully downgraded their devices to OS 3 using Fox_exe's steps, but they emphasize the importance of backing up data before attempting any unbrick methods. Downgrading may cause issues with network connectivity or other features.The WD Knowledge Base Articles for troubleshooting steps and see if the RAID can be rebuilt. To return a product, please log into our Support Portal and follow the instructions.How to create a backup and restore files on WD My Cloud or other Network Attached Storage (NAS). This guide will help you set up file backups and restores using Acronis software on your Western Digital device.If your backups are not starting or completing as expected, refer to the troubleshooting section on how to repair Acronis software. Ensure that you are running the latest firmware on your My Cloud device by checking for available updates.You can also access a list of supported devices for OS 5 and see if your specific model is eligible.To add an extra layer of security, consider configuring an encrypted Time Machine backup, making it unreadable to unauthorized individuals. For Windows users, learn how to map a Western Digital Network Drive, allowing you to access your files from any device on the network.Occasionally, errors may occur on My Cloud OS 5 or external drives connected to your computer. Use our comprehensive guide to identify and resolve issues related to your WD My Cloud storage devices.If you're using an older model of My Cloud, such as OS 3, refer to our step-by-step instructions for accessing the dashboard of your device.Western Digital Corporation is a leading manufacturer of hard disk drives (HDDs) and storage systems. The company was founded in 1970 by Alvin B. Phillips and has since become one of the world's largest technology firms headquartered in Orange County, California. Western Digital offers various products under its WD, WD_BLACK, and SanDisk Professional brands.Western Digital's early years saw significant growth and innovation in the data storage industry. By the early 1980s, they were producing hard disk drive controllers, and by 1983, they secured a contract with IBM to provide PC/AT controllers, leading to the development of the ATA interface. This move enabled Western Digital to become a major player in the market, with the WD1003 controller forming the basis of the ATA standard.Throughout the 1980s, Western Digital's hard disk controllers generated substantial revenue and profits, driving corporate growth. The company also expanded its product line by purchasing several hardware companies, including Paradise Systems for graphics cards and Faraday Electronics Inc. for core logic chipsets.In 1986, Western Digital introduced the WD33C93 single-chip SCSI interface, which was used in the first 16-bit bus mastering SCSI host adapter. This innovation marked a significant milestone in the company's history. Later that year, they also introduced the WD37C65, a single-chip implementation of the PC/AT's floppy disk controller circuitry.In 1988, Western Digital acquired Tandon's hard drive production assets, which led to the introduction of the "Centaur" series of ATA and XT attachment drives. This acquisition marked a significant shift in the company's focus towards data storage.By 1991, Western Digital's Caviar drives had gained popularity, offering innovative designs with embedded servo and computerized diagnostic systems. The successful sales of these drives led to Western Digital starting to sell some of its divisions, including Paradise Systems.However, by the mid-1990s, Western Digital faced increased competition from other companies, particularly Quantum Corp. The company's technological lead began to slip, and Western Digital fell into a slump. In 1994, they began producing hard drives at their Malaysian factory, employing 13,000 people.In an attempt to revive the company's fortunes, Western Digital recruited IBM in 1998, gaining access to certain IBM technologies and production facilities. This agreement led to the introduction of the Expert line of drives in early 1999, which helped Western Digital regain respect in the market.In 2001, Western Digital became the first manufacturer to offer mainstream ATA hard disk drives with 8 MiB of disk buffer. The company continued to innovate, introducing new products and technologies throughout the years.Western Digital WD10400ADFD 3.5 inch Hard Drive released in 2004 for 160 GB Capacity ,WD Raptor X 3.5 inch hard drive release year is not clear but it had a transparent window . Western Digital offers five-year warranty , My Book line of mass market external hard drives released in 2006 , 1 TB HD Released on October 7, 2007 , acquisition of magnetic media maker Komag in 2007 , adoption of perpendicular recording technology in same year , Green Power range of energy efficient drives released in 2007 , WD GP drives with rotational speed between 7200 and 5400 rpm . WD VelociRaptor 10K series released on April 21, 2008 , Western Digital shipped a 500 GB 2.5-inch notebook hard drive on September 12, 2008 , first 2 TB internal hard disk drive Released on January 27, 2009 , Western Digital released 1 TB internal hard disk drive on July 27, 2009 , shipped first 3 TB internal hard disk drive in October 2009. Western Digital acquired Hitachi storage unit HGST for $4.3 billion in March 2011 , established R&D facility in Malaysia at a cost of 1.2 billion US dollars in same year . completed acquisition of HGST and became largest traditional hard drive manufacturer world in March 2012 , divested assets to manufacture and sell certain 3.5-inch hard drives for desktop and consumer electronics markets to Toshiba in May 2012 . stopped manufacturing parallel ATA hard disk drives for laptops and desktop PCs in December 2013 , announced new "Purple" line of hard disk drives for video surveillance systems in February 2014 . integrated HGST into main business but maintained HGST brand and sales team for at least two more years until 2018 . acquired SanDisk for $19 billion in May 2016, licensed Fusion-io/SanDisk ION Accelerator software to One Stop Systems in summer of 2017 , moved headquarters from Irvine, California to San Jose, California in April 2017 , bought cloud storage provider Upthere with intention to build out service in August 2017 . acquired Tegile Systems maker of flash memory storage arrays in September 2017 , rebranded Tegile as IntelliFlash and sold it to DataDirect Networks in September 2019 . shipped world's first 14 TB HDD HGST Ultrastar Hs14 in October 2017 , reached agreement with Toshiba about sale of jointly owned NAND production facility in Japan in December 2017 . acquired Wearable Inc. a small company producing SanDisk Wireless Drive and SanDisk Connect Wireless Stick in June 2018 .Western Digital's acquisition of SanDisk Corporation is an American multinational corporation founded in 1970 by David D. Doherty.[93][94]The company started as Western Digital Products Co.,[95] and changed its name to Western Digital Corporation in 1986.[96] In June 2018 Kioxia, a Japanese memory-chip manufacturer, ranked fifth on the list of the top United States corporations by revenue.[37] In June 2019, power cut at one factory affected memory production, loss was estimated up to 15 exabytes.[38]WD Elements Portable used since 2022. In November 2020, WD Black SN850 outperformed Samsung's 980 Pro and Phison E18 controller SSDs.[42][43][44]In June 2021, My Book Live NAS devices were reported stolen, prompting users to disconnect them from the internet.[45] WD Kioxia merger talks stalled in October 2021. The Kiakami and Yokkaichi factories stopped producing due to contamination issues affecting memory output.[49]On March 23, WD was hit by a cyberattack breaching systems which led to some services being taken offline on April 2.[50] Merger talks resumed but were called off after Bain Capital declared opposition in October.WD spun off its flash memory business as Sandisk Corporation, leaving the company focused on hard disk drives; this effectively reversed earlier acquisition of SanDisk but included previously sold storage product lines.Western Digital's offerings include hard drives for personal computers and security surveillance systems.[58]The company sells datacenter hardware and software including an enterprise-class Ultrastar product line.[61] Its storage product lines are divided into brands based on their intended use case,[62][63] with color branding used to indicate intended use.WD Blue is a general computing drive, WD Purple surveillance and Pro surveillance drives are high-capacity data storage solutions for the security market.[68]WD Red drives are used in small offices and home environments. WD Red Plus used WD with small business NAS systems. WD Red Pro is an enterprise server solution. WD Black drives are designed for high-performance gaming and content creation; WD Gold is enterprise-focused hard drive technology.WD Elements Portable has a capacity of 2TB from 2022. WD Purple hard drives use AllFrame technology to reduce video frame loss.[69]Western Digital external hard drives come in various forms including the My Passport, My Book, WD Elements, and Easystore brands.[70][71][72]Western Digital's use of shingled magnetic recording (SMR) technology in its WD Red line of consumer NAS drives has been a subject of controversy. The company was sued by customers who claimed that SMR is not suitable for the advertised use of the drives in a RAID array.The lawsuit alleged that SMR technology is not suitable for RAID arrays, which require higher performance and reliability than SMR can provide. Seagate, another data storage company, stated that SMR is not suitable for NAS use and that it uses only conventional magnetic recording (CMR) in its NAS-oriented products.In response to the controversy, Western Digital announced that it would adopt a new brand for its high-performance hard drives, which will be called "Purple". The Purple drives are optimized for 24/7 video surveillance and other demanding applications.Western Digital has made several acquisitions in recent years, including SanDisk, which was acquired for $19 billion. The company has also expanded its product line to include data center systems, including a mega-capacity 14TB helium-filled hard drive that is now shipping.The company's history dates back to the 1970s, when it was founded as Bowmar and developed floppy disk formatter/controllers. Western Digital went public in 2001 and has since become one of the largest hard drive manufacturers in the world.Today, Western Digital is a leading player in the data storage industry, with a diverse product line that includes hard drives, solid-state drives, and flash storage systems. The company continues to innovate and expand its product offerings to meet the growing demands of the digital economy.### Western Digital's hard drive encryption is useless. Totally useless. Western Digital self-encrypting hard drives riddled with security flaws.The company first portable SSD.WD My Passport Ultra Review (4TB)WD Red 10TB ReviewUpthere launches cloud service with a goal to replace your local storageWestern Digital buys cloud storage company UpthereWestern Digital Introduces WD Blue And WD Green SSDsWestern Digital converts Green hard drives to Blue in branding makeoverWestern Digital enters the router market, higher-end models include hard drivesWD My Net N900 HD Dual-Band Router Reviewed Company Overview of Western Digital CapitalWestern Digital Buys Flash Array Vendor TegileFile software-flinger Elastifile stretches funding further to $65mHybrid cloud storage company Avere Systems raises $14 million from Google, Western Digital, othersWestern Digital backs processor-in-memory startupWestern Digital Settles Capacity Suit, betanews.com Western Digital settles drive size lawsuit, arstechnica.com Notice of Class Action and Proposed Settlement (Notice) Archived May 7, 2010, at the Wayback Machine, wdc.com High-cap enterprise hard drives stream dosh into Western DigitalSanDisk's 'Industrial' SD cards can withstand extreme temperaturesWestern Digitals data center unit adds to scale-out storage portfolioWD Blue vs. Black vs. Red & Purple HDD & SSD Differences (2017)Western Digital announces its first portable SSD.Save on Components at Newegg: Intel Core i9-9900K Only $430, 2TB WD Elements for $60 Not Dead Yet: WD Releases New 6TB 2.5-Inch External Hard Drives - First Upgrade in Seven YearsSome Popular 'Self Encrypting' Hard Drives Have Really Bad Encryption.Western Digital adds "Red Plus" branding for non-SMR hard drivesWD Releases New 6TB 2.5-Inch External Hard Drives - First Upgrade in Seven YearsSanDisk's 'Industrial' SD cards can withstand extreme temperatures Company Overview of Western Digital CapitalWestern Digital and Kioxia scrap memory chip merger talks Chip Memory Firm Kioxia's Banks Prep $14 Billion Loan for Western Digital MergerIs this the end of WD as an SSD brand? SanDisk takes over SSD, memory cards and USB flash drives from Western Digital as company cements splitIs this the end of WD as an SSD brand? SanDisk takes over SSD, memory cards and USB flash drives from Western Digital as company cements splitWestern Digital gets sued for sneaking SMR disks into its NAS channel

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