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My cloud home wd login

{{inventory.prices.list.amountFormatted}} {{inventory.prices.list.amountFormatted}} {{inventory.prices.sale.amountFormatted}} / {{inventory.prices.sale.billingPlanName}} 30 Days Money Back Guarantee Secure access to your photos, music and files from anywhere. My Cloud OS 3 Personal Cloud Storage My Cloud Hi, I've had a My Cloud 6TB (gen 2) for over 18 months now, works fine, until this morning just open from my desktop, and asks for name and password. Only the name part is Effi blue, and will not let me enter a name ... I press the login button, and it holds forever, and does nowt. Bit frustrated now, as having done a 40 second reset, and it's all the same, unable to box in. Can help someone about what can happen. I'm on Windows 10 on PC... Dont want to make up box as it has all my files on... Thanks to Greetings... Kev How do you try to open the My Cloud? Use Windows Explorer? MyCloud.com web portal? Can you take a screenshot of what you see if you don't have access to the My Cloud? Do you have access to the My Cloud via the IP address? Will the My Cloud appear under Network in Windows Explorer? Do you have another computer or mobile device that you use to access the My Cloud as a step for troubleshooting? I can see it in my computer like wd my cloud, my smart TV picks it up, I can access it on a mobile device, and view all content, that is, music, movie etc. I usually click my cloud icon on PC desktop, and it opens for admin and username, and which folders I want to open. Since yesterday it is now going to a new screen, looking for wd devices. I try to open wd my cloud, it then shows the usual screen for a split second, then shows a screen that asks for name and password, but the name is blued when you try to enter name. Use password, sign up, then after a minute or so, states, timeout error ... Will try screenshot tomorrow on pc. It opens perfectly via mobile phone, or Android tablet ... I'm sorry it's a little drawn out. This is where it sticks. Looking back, it seems it's been since the last firmware update to my cloud. haystax: This is where it sticks. Looking back, it seems it's been since the last firmware update to my cloud. It looks like you're using the My Cloud Desktop program. Are you trying to access an external My Cloud? One that is not on your local network? The My Cloud Desktop program is not required for local network access. Instead, they use Windows File Manager or Mac Finder to access a local network My Cloud. Try MyCloud.com for remote network access. The WD Desktop program is end of life and recently it seems that some have had trouble accessing their My Cloud devices after latest firmware updates. Within the WD desktop program, you may need to remove the My Cloud entry and re-add it with the correct remote access (Cloud Access) or local access sign-in. Thanks for that, I'll delete the desktop, and start over. I tried to log in via wdmycloud but can't find a device... I'm struggling a bit, again, thanks for hp. I that it is now sorted, removed all the old wd stuff from the PC, did a 40 second restore, then reinstalled it on my PC, sorted windows credentials, made a few folders on my desktop, can now see everything in my cloud, and add to it easily... Many thanks for your help... Related... Hi Benno, Haystax, I have exactly the same problem with the empty name login, only I can't delete the app to reinstall it! It gives me an error code when I try to delete it: Benno, you say I should be able to access my storage device without this app when I'm at home on the same Wifi network? How do I do that? When I click to open WDcloud in the explorer it is necessary for me to log in and all I can do is view settings and statistics, but not my files. Am I missing something? TBH finding this device pretty unfriendly when using with my PC. It works fine with my mobile and bubblepnp for casting my music. Not so great for saving and retrieving documents if I can't log in from my PC! Ahhh! Any suggestions gratefully received! 1 Like The My Cloud Desktop program has been end of life since 2016 and no longer works on the second generation v2.x firmware My Cloud. support.wdc.com This article explains the error with my Cloud Desktop App sign-in authorization. Windows 10 users must ensure that SMB 1.0 is enabled. Recent updates from Microsoft to Windows 10 can disable SMB 1.0, causing problems finding the My Cloud in the local network neighborhood. support.wdc.com This answer explains how to enable network browsing on Windows 10 v1709 and later. Local network access to the My Cloud does not need to use WD software or programs. The My Cloud should be listed under the Computer section in Windows File Explorer Network Neighborhood. Sometimes you need to select refresh in Windows Explorer to make the My Cloud appear under Computer. And one must ensure that network browsing is also enabled. support.wdc.com This answer explains how to enable network browsing on Windows 10 v1709 and later. To make things easier, one can assign shares to their computer. support.wdc.com This answer explains how to assign (assign) a disk letter to a My Cloud device on Windows It helps, if you haven't already, read the My Cloud User Guide, which explains in general terms how to access the My Cloud and use the various features/options. WD My Cloud v2.x User Manual: So it looks like Explorer in Windows10 is no longer supported by WD! That means I'll have to try and fix this problem with the desktop app! Thank you your quick answer Benno. I'll read one through these links and see if I can figure out how to access it. They certainly can't say they don't support Windows10 file explorer mapping and offer no alternative. Oh my goodness, thank you! The instructions on the 2nd link worked and it is infinitely better with the drive mapped! Finally, I can use this well - Wohoo! bb81: So it looks like File explorer explorer Windows10 is no longer supported by WD! No. It's Microsoft that made changes to Windows 10 by disabling SMB 1.0 for security reasons, making it difficult to access NAS devices like the My Cloud. This change by Microsoft affected a number of NAS devices (and other) devices, including those manufactured by WD. Yes, I hate the way Microsoft is going! I'm a professional editor and I can't stop the new MS Office from crashing into Windows 10. I could understand if I used old software on a new OS, but both products are their new ones! It's a kick in the teeth that you have to pay £6 a month for the privilege of using their unstable Office suite, so I've given up on it. I've had to ask my publishers if it's okay to use googledocs instead, and luckily all the progressive ones agree! I especially hate the way the Windows10 control panel etc is hidden, so it's harder to change the settings. FYI, the menu on windows10 for your solution are: Windows logo<gt;cog (settings) icon >search 'Windows features' >turn windows features on/off> Check box SMB 1.0/CIFS File Sharing Support>restart Open Explorer (map icon tree)> Network> Select WD Cloud from the computer subdivision to open your cloud folders (NOT storage subsection - which you bring to your settings dashboard). Thanks again for your help Hey all. Since the last reply to this post was 9 months ago I'm not sure anyone would revisit this topic. Still, I wondered if there is a way to restore the desktop app back to its former glory. The My Cloud Desktop program has been end of life since 2016 and no longer works on the second generation v2.x firmware My Cloud. Boy I've read this several times of other posts and it really hurts and s.u.c.k.s. The thing is, we did a great with desktop app until I happened to have (silly) an infirmure update. The reason why we love the desktop version as opposed to the web version is that, in the desktop version we can just open, edit and store documents remotely, but as in different network. The NAS storage is in my office, while I have the convenience of working it from home. The hustle and bustle of working with the web version is that the documents you're working on first had to be downloaded, edited, and stored locally, then re-uploaded, or dragged to the web browser. As a layman here, it is extremely difficult to find the solution through several posts on the internet that I found completely irrelevant except for this post, thanx to Haystax who uploaded the screenshot above. The character in trouble he had is the exact problem I have now. I've read, clearly the problem started when the developer did some firmware update in 2016. But we had no problem with it until 2 months ago when I did the id.io.t which did the firmware update. Hopefully I can get some insight out of this. Thank you all. Benno: SMB 1.0 is enabled. Have you ever found a solution to this problem? I got it, too. Nope. We were advised advised use the web version. That's annoying, because we have to download, edit, save, then upload. Instead of just opening the file, edit it easily. Terima Kasih/Thank You, NASIR IZAD & CO. Peguambela & Peguamcara | Lawyers & Solicitors No. 5, Tingkat 1, Lorong Teluk Air Tawar, Taman Air Tawar Indah, 13050 Butterworth, Pulau Pinang Tel : +604 3515351 Fax : +604 3516351 jbl 2 February Benno: SMB 1.0 is enabled. Have you ever found a solution to this problem? I got it, too. Too.

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