

I'm not a bot



Find product articles and support information. The My Cloud Home Public Share supports the Common Internet File System (CIFS) connection method. macOS IMPORTANT: The Public Share is used for Windows File and Time Machine Backup. It was not meant to be used as LAN (Local Area Network) storage for Windows or macOS. Common Internet File System (CIFS) tag must be used to connect to the Public Share on macOS. It must be made as the macOS Guest user. cifs://guest:guest@MYCLOUD-XXXXX/Public CORRECT cifs://guest:guest@Public CORRECT afp://guest:guest@MYCLOUD-XXXXX/Public INCORRECT afp://guest:guest@Public INCORRECT //MYCLOUD-XXXXX/Public INCORRECT //IP_ADDRESS/Public INCORRECT Answer ID 30614 Published 03/11/2021 10:03 AM Updated 04/01/2025 01:06 PM Hi, I was able to setup My Cloud Home with "WD Discovery" app, so I see the drive in my Finder. But when I access it through that new icon in Finder created by WD Discovery it works very-very-slow. Even doesn't work. I created a 1GB file to test the speed of the copying and it just hanging at the stage of "Estimating the time for copying..." It is still hanging while I am writing this message. I also see my drive as a network drive "MyCloud-KS48JG", but I connected there as a Guest and see only "TimeMachineBackup" folder there. Copying of my test 1GB file to that folders happens immediately, so the speed is fine. But how can I connect to get the rest of the data on the drive available? I was trying my MyCloud credentials - they don't work. Should be the way, no? Otherwise it is impossible to work with... I Like I right clicked this PC and clicked Map Network Drive and browse and could select my WD drives where I chose the Public folder and now they just look like a normal disk. The speed is determined by my internet speed. Thanks for reply. Actually I have MacOS and "My Cloud Home" drive is different from "My Cloud". I googled more, and found out here My Cloud Home: All Computers on the Network Cannot Access Local Shares that unfortunately it has standard disk mapping through smb only to volume dedicated for backups, but the rest of the space could only be reachable through "WD Discovery" application. Which is slow and buggy. I regret that bought it. It doesn't appear that you have tried CIFS or a forced SMB1 change from terminal in macOS. A simple search of the forum on CIFS would have yielded... MAC- Mycloud Home Not detected in Disk Utility/Finder My Cloud Home Apple took away SMB and AFP support for many NAS. You are reduced to using CIFS for MCH or you may be able to force a SMB change on Monterey by terminal commands. ##### Connect using macOS (CIFS) The Common Internet File System (CIFS) tag must be used for connecting to the Public Share on macOS The connection must be made as the macOS Guest user | cifs://guest:guest@MYCLOUD-XXXXX/Public | [CORRECT | | cifs://guest:guest@Public | [CORRECT | | afp://guest:guest@MYCLOUD-XXXXX/Public | INCORRECT... By mapping with cifs I only get a partition of MCH containing TimeMachineBackup folder, but all the rest is invisible. As explained here: Private User Space and Public Sharing Access for My Cloud Home There is a "Public Share" volume dedicated for Backups (can't be accessed from MyCloud.com or mobile apps) - I was able to connect it with cifs. And there is a "Private Share" which could be accessed only with buggy WD Discovery app, or MyCloud.com, or mobile apps, but not through the LAN. I Like Kinest: "Private Share" which could be accessed only with buggy WD Discovery app, or MyCloud.com, or mobile apps, but not through the LAN. It is not called the "Private Share" and that is by design. WD decided that a User Private Space would not be accessible from the LAN in the 'Home' setting. If you wish to share over the LAN, put those files in the Public SMB or CIFS share for the best performance. Any sharing of the Private Space should be done through WD Discovery program (desktop, web app or mobile app). If that is buggy as you indicated and it could well be with the ever changing macOS buggy file system, you should look for support with WD technical at and provide your macOS version and debug logs. But if I put files to the Public share then they won't be available on MyCloud, right? Then what's the point of "My Cloud Home" product? As for the bugs, I know only that smb/cifs connection is stable and WD Discovery connection is not, and as a user I don't care about further details. If it is because of ever changing macOS, then the decision of designers to create a connection only over WD Discovery was wrong. MacOS is stable enough for me when it is not related to WD Discovery. I can spend more time on trying to highlight the issue to support, then wait for the fixes and then maybe get some stability until next MacOS update... But now I really think MCH is just a bad product with a controversial design and I better invest more into something else. For sure it was mainly my fault: I didn't do a research before buying and was relying on the brand and "simplified solution for dummies". But I agree with one of the commenters at this forum: such a product shouldn't exist on the market, it lies at least about simplicity. Kinest: But if I put files to the Public share then they won't be available on MyCloud, right? Then what's the point of "My Cloud Home" product? It is not called 'MyCloud' and you shouldn't confuse that with My Cloud Home (MCH), they are totally different and distinct OSes. With the MCH you can share files on the LAN with SMB, you can share files online with 'User Private Space' using WD Discovery so they are separate but each functional and that works well for a lot of 'Home' users. I am sure you will disagree with your own experience with macOS and MCH and as I posted in my first reply, you should return the MCH if you can and move on. Kinest: I agree with one of the commenters at this forum: such a product shouldn't exist on the market, it lies at least about simplicity. I think it is presumptuous to think that everyone is having the same experience as you and some of the others who commented. The MCH is the least expensive cloud hardware storage on the market and the easiest (for some) to set up - it takes about 10 minutes for me at each location. It is not easy to create and market something like the MCH and you don't see Apple, Microsoft, Google, Amazon or Facebook able or willing to do it and those 5 companies are the largest tech companies in the world. I own 4 MCHs and I have modified them and located them in different geographic locations and I know the performances of each and they performed faster - for my case use and internet connections - than 3 other Synology NASes that I have - I have actually done the comparison and posted some results on this subforum. Each NAS has their unique case use and you will just have to find one that works for you. tekram: Kinest: But if I put files to the Public share then they won't be available on MyCloud, right? Then what's the point of "My Cloud Home" product? It is not called 'MyCloud' and you shouldn't confuse that with My Cloud Home (MCH). Sorry, I meant, files located at "Public share" or LAN Share are not available at MyCloud.com, i.e. the word "Cloud" in the name of the product has no any sense then. It is just a shared drive in the local network. tekram: I think it is presumptuous to think that everyone is having the same experience as you and some of the others who commented. Oh, of course, I don't think everyone has the same experience as me but if there is a significant number of people, not even necessarily a majority, whose expectations are deceived, then the product shouldn't be at the market. The problem might be not even technical (though, in my opinion, there is a software issue), but wrong marketing positioning. And I read quite a lot of hate towards MCH in these days which make me think I am far not alone. I get used to the products which "just work" without diving into the articles, forums, technical support, etc. Even if not always, good products rely on standard protocols/solutions (like, I guess, any NAS), this decreases number of potential stability and compatibility issues comparing to those encapsulated into the proprietary app. If WD Discovery were a bonus option for dummies - that would be ok. But it is a buggy replacement and there is no any backdoor to make files available from outside except than through WD Discovery - for me this is a big design mistake. Any issue, any MacOS update can just break the flow. Ok, some MacOS update may impact smb, cifs, whatever, but in this case the whole world of angry customers is waiting for the patch and ignorance of them will lead to the scandal in media. But none of the Apple engineers cares about compatibility with WD Discovery and there won't be any scandal if WD delays a patch for one of the products in their range... I can't rely on such a custom solution. And, @tekram, I really respect your activity here and willing to help. For many people it might be very valuable. However, I still believe MCH is a big mistake of WD engineers which is probably not that critical for many but misleads many other. Hello I'm not sure if this is too late. Maybe WD solved the problem some time ago. But I just found a solution to this problem and I didn't see it here. Here is what to do connect to the network with the same subnet network as your My Cloud Home. Go to My Cloud Home under "Current Storage" click on your WD Cloud Name Click to "Manage Device". It will pop up, if you are connected to your local network you can access My Home Cloud Duo Dashboard Log in Toggle on Local Network Access. Fill in local username and password and off you go. Finally you simply go to your Network MAP on finder/file explorer then fill in the username and psww you just created and voila! I am also interested in the right answer to this. But with a twist— I'm not on the same network as the mycloud device, so I need to access it as a remote device. How do I do this on a Mac? I'm eager to find the answer to this too, but there's a challenge: I'm not on the same network as the My Cloud device. I need to access it remotely, treating it like an external device. Find product articles and support information. My Cloud Home Duo smb://MYCLOUD-last 6 digits of the serial number EXAMPLE: smb://MYCLOUD-123456.local macOS Big Sur 11.3 - SMB error: There was a problem connecting to the server "MYCLOUD-XXXXX". Check the Name and IP address. Check the network connection. Try again. Need more help? Answer ID 30614: How to Access My Cloud Home Public Share on macOS My Cloud smb://WDMYCLOUD.local My Cloud Mirror smb://WDMYCLOUDMIRROR.local My Cloud Mirror Gen2 smb://WDMYCLOUDMIRROR.local My Cloud EX2 smb://WDMYCLOUDEX2.local My Cloud EX2 Ultra smb://MYCLOUDEX2ULTRA.local My Cloud EX4 smb://WDMYCLOUDEX4.local My Cloud EX2100 smb://WDMYCLOUDEX2100.local My Cloud EX4100 smb://WDMYCLOUDEX4100.local My Cloud DL2100 smb://WDMYCLOUDDL2100.local My Cloud DL4100 smb://WDMYCLOUDDL4100.local My Cloud PR2100 smb://MYCLOUDPR2100.local My Cloud PR4100 smb://MYCLOUDPR4100.local My Passport Wireless smb://MYPASSPORT.local My Passport Wireless SSD smb://MYPASSPORT.local My Book Live smb://MYBOOKLIVE.local My Book Live Duo smb://MYBOOKLIVEDUO.local smb://tim-mycloud.local smb://tim-nas.local Click Finder. Click Go. Click Connect to Server. Enter smb://devicename (e.g. smb://wdmycloudex2.local and smb://mycloudpr2100.local) Click Connect. Private Share Access Select Connect As. Select Registered User. Enter the Name and Password of the user with access to the share. Public Share Access Select Guest. Click Connect. Select a Share. Press OK. Click Finder. Click Preferences. Select General. Click Connected Servers to checkmark the box. Click the red circle to close the window. macOS Samba (SMB) Support Samba is supported on the macOS versions below. macOS Version macOS Sequoia 15 macOS Sonoma 14 macOS Ventura 13 macOS Monterey 12.x.x macOS Big Sur 11.6 macOS Catalina 10.15 macOS Mojave 10.14 macOS High Sierra 10.13 macOS Sierra 10.12 OS X El Capitan 10.11 OS X Yosemite 10.10 OS X Mavericks 10.9 OS X Mountain Lion 10.9 OS X Lion 10.7 Return to Top Answer ID 24148 Published 03/20/2018 03:24 AM Updated 05/07/2025 12:50 PM If the computer DOES NOT have an ethernet port: Use a USB to Ethernet adapter. Use a different computer. Connect the My Cloud and computer to a router without an Internet connection. I'm trying to understand how to install the desktop app for my MacBook Pro. I have installed the WD Discovery app and it seems to be running fine—it sees the drive and I'm logged in. But the instructions say, "To use the My Cloud Home Desktop App, you need to install the WD Discovery software, which in turn will install the desktop app. During login and setup of the WD Discovery software, the My Cloud Home desktop icon is created." I have no such icon. How do I troubleshoot? I keep seeing references to a desktop app for Mycloud Home, but all I'm able to find is WD Discovery, which is simply offers WD updates and advertising. Is there an app for Macs, or is only the web-based software available? If you could please use the search function top right of the page, that could show similar links such as this one: Which App Should I Use For My Cloud Home On Mac? My Cloud Home WD Discovery Full installer for Mac I've downloaded and installed WD Discovery for the Mac, but it will not open - is seems pointless other than it apparently allows WD to update firmware and send info to "business partners." @domarb Have you read the User Manual? Below is information that comes from the User Manual and below that is a link for the User Manual. Desktop App The My Cloud Home desktop app provides quick access through a Windows or Mac computer. To install the desktop app, follow these steps: Open the My Cloud Home mobile app on your mobile device. Select the 3-line menu in the upper left-hand corner. This will expand the menu system. Select the option Get desktop app. This will open the Get the desktop app box. Select the SEND option and an email will be sent to the email address used to create your My Cloud Home account. Once the email arrives, on your desktop select either the PC Desktop App or MAC Desktop App, depending on what operating system your personal computer uses. After clicking one of the selections, a web browser will open. Follow the onscreen prompt to save the file. Open the file that was downloaded and follow the onscreen prompts to install the My Cloud Home desktop app. After the desktop app installs the Allow Analytics screen will display. Select either Allow or Don't Allow. Next, login with your My Cloud Home account information. When prompted, choose the OPEN IN EXPLORER (OPEN IN FINDER for macOS) or OPEN IN BROWSER option to view the My Cloud Home device. a. Depending on the operating system, the OPEN IN EXPLORER option will open the My Cloud Home device in Windows File Explorer or OPEN IN FINDER in macOS Finder. b. The OPEN IN BROWSER option will open the My Cloud Home device in the My Cloud Home web app. User Manual: My Cloud Home and My Cloud Home Duo (westerndigital.com) Yes - I've gone through that procedure at least three times. I also tried accessing Mycloud Home via Safari vs. Firefox - Didn't make a difference. domarb: I've downloaded and installed WD Discovery for the Mac, but it will not open - is seems pointless other than it apparently allows WD to update firmware and send info to "business partners." If you are worried about WDC leaking user data, you should set up your own NAS from opensource. If you read some of the links from 'monterey discovery' in a My Cloud Home subforum search, you will see that a possible solution is to lower security setting as Monterey is preventing WDD from installing. macOS Monterey My Cloud Home I think you still need to enable reduce security: My Cloud Home: Install WD Discovery for My Cloud Home for Apple M1 ARM Processor The WD Discovery installation and operation process on Apple M1 Processors requires enabling Reduced Security within the Apple Startup Security Utility. Thanks for the suggestion. Unfortunately, I don't have the M1 processor. I'm running with the 2.4 GHz Quad-Core Intel Core i5. Since you mentioned security, I went to Security and Privacy and granted full disk access to WD Discovery - again, no difference. I get no email using this procedure. Is there still a desktop app for Mac? I have installed the app on my iPhone, opened the 3-line menu at the top left, and there is no "Get desktop app" option show, just "import photos," "do more," and "copy USB." The only backup option I'm offered is for my phone, which I don't need as I use iCloud for that. I want to set up a backup for my MacBook Pro, but I don't see how to do that without the desktop app. Support from WD My Cloud is the worst I've ever seen Hi @jmmturner, we apologize for any inconvenience that our support has caused. Please let me know if you have opened up a support ticket before so that I can escalate your issue to the correct team. If not, please start a support ticket here, and we will do our best to resolve it. Thank you for your patience! Was this intended for me? I have no idea who @mmturmer is... David Born Thanks DB, I'm getting loads junk also, Regards JMMT HI @domarb, my apologies for missing you on the last post. If your issue is still unresolved, please start a support ticket here, and we will do our best to resolve it. If you've already started one, please let me know the case number so I can escalate it to the appropriate team. Thank you for your patience! WD My Cloud is a personal cloud storage device that allows you to centralize and access your data from any location. Browse through your files and folders, download files to your MacBook Pro, or upload files to your WD My Cloud. Your WD My Cloud will appear as a network drive in Finder, allowing you to access and manage your files. Are you looking for a seamless way to access and manage your files from anywhere? Connecting your WD My Cloud personal cloud storage to your MacBook Pro is a fantastic solution. This guide will walk you through the entire process, from initial setup to advanced features, ensuring you can effortlessly connect and utilize your WD My Cloud. WD My Cloud is a personal cloud storage device that allows you to centralize and access your data from any location. It's essentially a private server in your home, providing a secure and reliable platform for your files. Here are some key benefits of using a WD My Cloud: Centralized Data Storage: Consolidate all your files in one place, eliminating the need for multiple external drives. Remote Access: Access your files from anywhere with an internet connection, using your computer, smartphone, or tablet. Data Backup and Disaster Recovery: Automate backups of your important files, safeguarding them against accidental loss or device failure. Media Streaming: Stream your music, photos, and videos to your devices, creating a home media server. File Sharing: Easily share files with friends, family, or colleagues, granting them access to specific folders or files. Before you can access your WD My Cloud on your MacBook Pro, you'll need to set it up. Here's a step-by-step guide: 1. Connect Your WD My Cloud: Plug your WD My Cloud device into your router using an Ethernet cable. 2. Power On: Turn on your WD My Cloud device. 3. Find Your WD My Cloud IP Address: You'll need to determine the IP address assigned to your WD My Cloud. Here's how: Using a Router: Access your router's settings page and look for a list of connected devices. Your WD My Cloud will be listed with its IP address. WD My Cloud Dashboard: If you have already set up your WD My Cloud, you can access its dashboard and find the IP address there. 4. Access Your Files: Open a web browser on your computer and enter the IP address of your WD My Cloud. You'll be directed to the WD My Cloud dashboard. 5. Create an Account: If you haven't already, create a WD My Cloud account. This will allow you to access your files and manage your device remotely. 6. Configure Settings: Customize your WD My Cloud settings, such as user accounts, network settings, and security options. Now that your WD My Cloud is set up, you can connect to it from your MacBook Pro using various methods. Here are the most common approaches: 1. Download the WD My Cloud App: Download and install the official WD My Cloud app from the Mac App Store. 2. Log In: Open the app and log in using your WD My Cloud account credentials. 3. Connect to Your WD My Cloud: The app will automatically search for your WD My Cloud device and connect to it. 4. Access Your Files: Browse through your files and folders, download files to your MacBook Pro, or upload files to your WD My Cloud. 1. Open Finder: Open Finder on your MacBook Pro. 2. Connect to Server: In the Finder window, click "Go" in the menu bar and select "Connect to Server." 3. Enter the Server Address: In the dialog box, enter the IP address of your WD My Cloud (e.g., smb://192.168.1.100) and click "Connect." 4. Enter Credentials: If prompted, enter your WD My Cloud account username and password. 5. Access Your Files: Your WD My Cloud will appear as a network drive in Finder, allowing you to access and manage your files. 1. Open a Web Browser: Open a web browser on your MacBook Pro. 2. Enter the WD My Cloud IP Address: Enter the IP address of your WD My Cloud in the address bar and press Enter. 3. Log In: Log in to your WD My Cloud account. 4. Access Your Files: You'll be able to access your files and manage your WD My Cloud through the web interface. Once connected, your WD My Cloud offers a range of features to enhance your data management and sharing capabilities. Here are some key features to explore: File Sharing: Share files with others by granting them access to specific folders or files. You can set permissions to control what others can do with the shared files. Remote Access: Access your WD My Cloud from anywhere in the world with an internet connection. This is particularly useful for accessing important files when you're away from home. Automatic Backups: Schedule automatic backups of your computer's files to your WD My Cloud, ensuring data protection against accidental loss or device failure. Media Streaming: Stream your music, photos, and videos to your devices, turning your WD My Cloud into a home media server. Mobile App Access: Download the WD My Cloud mobile app for iOS or Android to access your files from your smartphone or tablet. While connecting your WD My Cloud to your MacBook Pro is usually straightforward, you may encounter some issues. Here are some common problems and their solutions: Connection Issues: Ensure your WD My Cloud is connected to your router using an Ethernet cable and that your router is working properly. Check your internet connection and try restarting your WD My Cloud and router. Access Problems: Verify that you're using the correct IP address and that your WD My Cloud account credentials are correct. Check for any firewall settings that might be blocking access to your WD My Cloud. Slow Performance: Ensure your internet connection is stable and fast enough for optimal performance. Try restarting your WD My Cloud and router to improve performance. Data Loss: Regularly back up your important files to ensure data protection. If you experience data loss, contact WD support for assistance. To maximize the benefits of your WD My Cloud, consider these tips: Regularly Update Your WD My Cloud: Keep your WD My Cloud firmware updated to ensure optimal performance and security. Backup Your WD My Cloud: Create a backup of your WD My Cloud data to an external drive or cloud service for extra protection. Explore Advanced Features: Familiarize yourself with the advanced features of your WD My Cloud, such as file sharing, remote access, and media streaming. Monitor Your WD My Cloud: Keep an eye on your WD My Cloud's health, storage space, and network connection to ensure everything is running smoothly. Connecting your WD My Cloud to your MacBook Pro opens up a world of possibilities for managing, accessing, and sharing your data. By following the steps outlined in this guide, you can easily set up and utilize your WD My Cloud to streamline your workflow, protect your data, and enjoy the convenience of remote access. Q: How do I access my WD My Cloud from a different network? A: You can access your WD My Cloud from any network by using its public IP address. You can find your public IP address by searching "What is my IP address" on a search engine. Q: Can I use a VPN to access my WD My Cloud? A: Yes, you can use a VPN to access your WD My Cloud from a different network. However, you'll need to ensure that your VPN service allows access to local networks. Q: What is the maximum storage capacity of a WD My Cloud device? A: The maximum storage capacity of a WD My Cloud device varies depending on the model. Some models offer up to 24TB of storage space. Q: Can I use my WD My Cloud as a time machine backup drive? A: While you can't use your WD My Cloud as a Time Machine backup drive directly, you can use it as a destination for your Time Machine backups. You can set up your WD My Cloud as a network drive and then choose it as your Time Machine backup destination. Q: What happens if my WD My Cloud device fails? A: If your WD My Cloud device fails, you may lose access to your data. It's important to back up your data regularly to another location, such as an external drive or cloud service, to mitigate this risk.