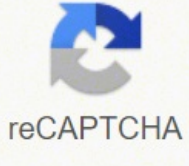




I'm not robot



Next

Can't access wd my cloud

by Ivan Jenic Troubleshooting Expert Passionate about all elements related to Windows and combined with his innate curiosity, Ivan has delved deep into understanding this operating system, with a specialization in drivers and driver troubleshooting. When he's not tackling... Read more The best cloud storage is waiting for you now - Free, secure, and fast with Sync.com! Register now and get 5 GB of free storage for your most important files. Sync them across all your devices and access them easily. Here is what it offers you: Many people use cloud services to store their important files and one of those services is WD My Cloud. Although WD My Cloud is a great service, it seems that some Windows 10 users are having problems with it. According to users, WD My Cloud used to run perfectly on Windows 7, but after upgrading to Windows 10 there seem to be some issues. Today we're going to try to resolve these issues. If you're having problems with WD My Cloud you might want to try one of the following solutions. How can I fix WD My Cloud issues in Windows 10? Open Control Panel > User Accounts and go to the Credential Manager. Next choose Windows credentials and click on Add a Windows credential. In the Internet address field enter the name of your My Cloud device. In the Username field enter the username that you use to access My Cloud. In the Password field enter your password. After you've saved your changes restart your computer and try accessing My Cloud again. We have to mention that some users advise not to use a PIN, so instead of using PIN make sure that you use your username and password. 2. Modify the Registry If adding WD My Cloud to the list of credentials didn't solve the problem, you can try with one simple registry tweak. To perform this registry workaround, follow these steps: Using Registry Editor can cause some damage to your operating system if not done properly, so if you're going to use it make sure that you do it carefully. Open Registry Editor. You can open it by pressing Windows Key + R and typing regedit. When the Registry Editor opens navigate to: HKLM\SYSTEM\CurrentControlSet\Services\LanmanWorkstation Next, on the right side you need to create a new DWORD called AllowInsecureGuestAuth Edit the AllowInsecureGuestAuth DWORD you've just created and set its new value to 1. Close Registry Editor and restart. 3. Change Internet Protocol Version 4 (TCP/IPv4) settings If your shares don't show up as they did on Windows 10, you might want to try the following steps: Open Control Panel. In Control Panel go to Network & Internet > Network & Sharing Center. In Network and Sharing Center go to Change Adapter Settings. Find the adapter that you're currently using, right click it and choose Properties. Select Internet Protocol Version 4 (TCP/IPv4) and click Properties. When Properties window opens go to Advanced > WINS. Click on Enable NetBIOS over TCP/IP and click OK to save your settings. 4. Perform a Network Reset This is a rather simple and quick fix that had a lot of success for many users. To try it yourself, follow the steps: Press the Windows Key +I Windows Settings should appear. There select Network & Internet In the left panel select Status in the bottom, the last option should be Network Reset. Click on it and then confirm with Reset Now That's about it. We hope this article helped you solve your problems with WD My Cloud on Windows 10. If you have any questions or if you found another way to solve the problem, just reach for the comments section below. This article covers: Topics: cloudinternet connection errorswindows 10 fix Was this page helpful? There are 2 comments Nowadays, cloud storage services are increasingly popular among users. By saving their important files in a reliable cloud storage service, users can free up disk space and access these files anywhere after signing into the account of the service. WD My Cloud is one of those services and is used by a large amount of users. However, some users report recently that they can't access WD My Cloud in their computer. It could be a quite frustrating problem, as they are unable to access the stored data. If you are facing the WD My Cloud not working issue, don't panic. Here are some methods that may help you out of trouble. How do I access My Cloud? Just work your way down the list. Fix 1: Add Wd My Cloud to The List of Credentials In most cases, you can't access WD My Cloud account on your computer because your Windows doesn't allow you to do so. To resolve the problem, you can add your account to the list of credentials. Here's how to do that in Windows 10: Step 1: Press Windows + S, input control panel and click the best match search result to open it. Step 2: Navigate to User Account > Credential Manager. Step 3: Choose Windows Credentials and then click Add a Windows credential. Step 4: Type the name of your WD My Cloud device in the Internet or network address bar. Enter the username and password of your account, and click OK to save the new credential. Once it's done, close the Control Panel, restart your computer, and check if you can access your WD My Cloud account now. Fix 2: Modify Your Windows Registry Alternatively, you can also modify your registry to gain the access to your WD My Cloud account in Windows 10. Step 1: Press Windows + R to invoke Run window. Type regedit and click OK to open Registry Editor. Step 2: Go to the following path: Computer\HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\LanmanWorkstation Step 3: Select LanmanWorkstation key, right-click any empty space in the right pane and choose New > DWORD (32-bit) value. Step 4: Name the new DWORD as AllowInsecureGuestAuth and the double-click it to open it. Set its value data to 1 and click OK button to save changes. After that, restart your computer and try accessing your WD My Cloud account again. Fix 3: Change Network Settings Some users have fixed the issue effectively by changing their network settings. You can follow the steps below to have a try. Step 1: Right-click the network icon at the right corner of Taskbar and choose Open Network & Internet settings. Step 2: In the pop-up window, click Change adapter options. Step 3: Right-click the network adapter you are currently using and choose Properties. Step 4: Choose Internet Protocol Version 4 (TCP/IPv4) and click Properties. Step 5: Click Advanced button to open Advanced TCP/IP Settings. Switch to the WINS tab, check Enable NetBIOS over TCP/IP option and click OK to save the changes. Fix 4: Reset Your Network Finally, if WD My Cloud not working issue still exists after trying the above methods, then you can try resetting your network. It is also an easy operation, and here's a simple guide. Step 1: Press Windows + I to open Settings. Step 2: Go to Network & Internet > Status. Step 3: Scroll down to click Network reset. Step 4: In the new interface, click Reset now button. Then, your computer will reset all your network adapters and set related components back to the original settings, and restart automatically. After that, you should be able to access WD My Cloud without problems. Amanda Follow us Position: Columnist Amanda has been working as English editor for the MiniTool team since she was graduated from university. She enjoys sharing effective solutions and her own experience to help readers fix various issues with computers, dedicated to make their tech life easier and more enjoyable. She has published many articles, covering fields of data recovery, partition management, disk backup, and etc. In order to provide more useful tips and information, she is still committed to expand her technical knowledge. Nowadays, cloud storage services are increasingly popular among users. By saving their important files in a reliable cloud storage service, users can free up disk space and access these files anywhere after signing into the account of the service. WD My Cloud is one of those services and is used by a large amount of users. However, some users report recently that they can't access WD My Cloud in their computer. It could be a quite frustrating problem, as they are unable to access the stored data. If you are facing the WD My Cloud not working issue, don't panic. Here are some methods that may help you out of trouble. How do I access My Cloud? Just work your way down the list. 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