



## My Cloud® EX2 Ultra Storage Device Release Notes for Firmware 2.30.165

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These release notes provide information on My Cloud EX2 Ultra Storage Device

Information on the firmware is provided as listed below:

Firmware Release:

- *Firmware Version 2.30.165*
- *Firmware Version 2.21.126*
- *Firmware Version 2.21.119*
- *Firmware Version 2.21.117*
- *Firmware Version 2.11.140*
- *Firmware Version 2.11.133*
- *Firmware Version 2.11.120 – Initial Release*
- *Firmware Installation Procedure*



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**Important:**

Before updating to the latest firmware, it is recommended that you've installed the most recent updates and service pack on your computer.

- For **Windows**<sup>®</sup>, go to the **Start** menu and select **Windows Update**
  - For **Mac**<sup>®</sup>, go to the **Apple**<sup>®</sup> menu and select **Software Update**
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## Firmware Version 2.30.165 (04/04/2017)

### **Resolved Issues:**

- Redesigned MyCloud App Store to include native and 3<sup>rd</sup> party apps for better user experience.
- Enhanced dashboard to fit all top menu items on one screen without scroll bar.
- Enhanced SMB server (samba) to support Apple Time Machine protocol extensions.
- Enhanced SMB server (samba) to operate using SMB-3 protocol by default.
- Resolved critical security vulnerabilities.
- Improved MyCloud Cloud connectivity across MyCloud web, mobile & client apps.
- Improved efficiency of internal MyCloud flash.
- Improved directory browsing latency over AFP when device wakes up from standby.
- Improved latency of displaying thumbnails on mobile & web app.
- Added analytics for network connection configuration.
- Resolved issue where analytics logs were not updated as expected.
- Enhanced UPnP support to pass updated UPnP certification tests
- Resolved issue of unable to connect macOS Sierra (v10.12) ssh client.
- Resolved issue where extra shares were created on system restore.
- Updated native Elephant Drive app to v3.0.24.
- Elephant Drive & Amazon S3 can now be updated without updating firmware via App Store.
- Improved dashboard network graph's X-Axis to be at least 125 MB/s.



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## Firmware Version 2.21.126 (12/20/2016)

### **Resolved Issues:**

- Resolved security vulnerability related to remote access.
- Improved MyCloud Cloud connectivity across MyCloud web, mobile & client apps.

## Firmware Version 2.21.119 (09/20/2016)

### **Resolved Issues:**

- Resolved issue where macOS-10.12 user is unable to create a new Time Machine backup.

## Firmware Version 2.21.117 (07/18/2016)

### **Resolved Issues:**

- Enhanced USB devices support with devices formatted with exFAT filesystem.
- Improved overall Onboarding experience on Dashboard.
- Resolved issue where administrator device username is not displayed on dashboard login.
- Resolved multiple security vulnerabilities in image decoder (CVE-2016-3714).
- Resolved Twonky Security Vulnerability (CVE-2015-6505) - Failure to verify HTTP parameter allows writing of arbitrary files on host running Twonky Server.
- Resolved GHOST Security Vulnerability (CVE-2015-0235).
- Improved USB detection performance.
- Improved automatic firmware update process.
- Improved overall localization support on Dashboard.
- Improved localization support for Online Help.
- Resolved issue where alert icon on dashboard does not turn Red or Yellow when system has critical/warning alerts.
- Resolved issue of files missing when copied to NTFS USB drive via AFP on OSX.
- Resolved issue where NFS clients would disconnect with "Stale NFS file handle" when copying files to NTFS USB drive.
- Resolved issue where onboarding & access across mycloud.com would fail due to incorrect network interface registered with Cloud services.



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- Resolved issue where device disappears from Windows 7 Network Explorer.
  - Added analytics for active directory configuration.
  - Resolved multiple issues where analytics logs were not updated as expected.
  - Resolved issue where MyCloud cannot connect to iSCSI target.
  - Resolved issue where encrypted USB dongle can't be recognized.
  - Resolved issue where Acronis True Image 2016 backup would fail over SMB share.
  - Resolved issue where System Only Restore creates “.twonkymedia” share.
  - Resolved issue App installer framework where certain apps would fail to install.
  - Resolved issue where MyCloud does not wake up if scheduled to power off for a whole day.
  - Resolved issue where MyCloud does not sync time with Active Directory server.
  - Resolved issue where MyCloud cannot auto connect to Active Directory after reboot.
  - Resolved issue where device activity does show any information when RAID rebuilding.
  - Resolved issue where a USB backup will not start when the USB source is set to Private.
  - Resolved issue where system logs display Mov instead of Nov for (November).
  - Resolved issue where Elephant drive registration failed if email is already in MyCloud.
  - Resolved issue where alert message is incorrect when app is manually installed twice.
  - Resolved issue of wrong time zone for Moscow.
  - Resolved issue where blank dashboard is displayed when Active Directory domain username with "%" character logs in



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## Firmware Version 2.11.140 (03/29/2016)

### **Resolved Issues:**

- Resolved issue of iSCSI LUN size limited to 3 digits
- Resolved issue of device to USB backup failure
- Improved fan control
- Improved analytics logging support

## Firmware Version 2.11.133 (01/27/2016)

### **Resolved Issues:**

- Resolved issue of unable to connect to device while syncing/uploading files from multiple clients
- Resolved issue of unable to access dashboard
- Resolved issue of media crawler crash during resizing certain images
- Resolved issue of incorrect credential message when opening dashboard after onboarding from mycloud.com
- Resolved issue of iSCSI iSNS client being OFF by default after a power outage and back online
- Resolved issue of misleading Power Supply “Failure” alert text on the WebUI
- Improved analytics logging support

## Firmware Version 2.11.120 (12/04/2015)

### **Initial Release:**

- Supports My Cloud OS 3 operating software
- Supports WD Sync™ which syncs data across multiple PCs, notebooks and Mac computers
- Supports MyCloud.com – web access portal and Learning Center (replacement for WD2go.com)
- Supports My Cloud mobile app with sharing and Automatic Camera Roll Backup
- Supports NAT-PMP that allows automatic port forward connection on Apple routers



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- Web user management interface
  - User access control
  - Automatic firmware update
  - Twonky DLNA® Media server
  - iTunes® server support
  - Apple Time Machine support
  - WD My Cloud™ mobile app support
  - WD My Cloud desktop app support
  - WD Photos™ app support
  - Robust disk management: RAID 0, 1, JBOD, spanning
  - Hot Swappable, RAID roaming, disk roaming, RAID migration
  - Support for multiple RAID volumes
  - Network recycle bin
  - Remote backup to another My Cloud EX2 Ultra on the LAN or WAN
  - iSCSI target
  - Full-feature FTP services
  - Jumbo frame support
  - Real time resource monitor
  - Volume encryption with boot-up password
  - SNMP
  - Virtual volumes



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## Installing the Firmware Update

Firmware is an important set of instructions that tells your My Cloud how to operate and what the interactive screens look like, as well as ensures accurate functionality. Updating the firmware enables you to take advantage of improvements to the operation and performance of your My Cloud device.

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**Important:** Make sure the AC power adapter remains connected during the firmware update. A power disruption during the update process can corrupt the system firmware.

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### To update the firmware: Automated

1. In Windows Vista®, Windows 7, Windows 8, or Windows 10 launch the **WD Access** and select **Dashboard** to open the user interface. Mac users can use **WD Access** for Mac or Bonjour®.
2. If you have secured your device previously with a password, enter your password and click the **Login** button on the main login screen.
3. Click **Settings** located on the main dashboard screen.
4. Click **Firmware** to open this section.
5. Click the **Check for Update** button.
6. If new firmware is available, an **Update Firmware** pop up message will appear.
7. Click the **Install & Reboot** button to automatically download the firmware.
8. Once the firmware has been downloaded, the update process will begin followed by a reboot of the device. This process will take a few minutes.

### To update the firmware: Manual

1. Go <http://support.wdc.com/KnowledgeBase/answer.aspx?ID=10440>, follow instruction to download the firmware.
2. In Windows XP, Windows Vista®, Windows 7, Windows 8, or Windows 10, type the device IP address or <http://mycloudEX2Ultra> in the URL. For MAC, type <http://mycloudEX2Ultra.local> in the URL
3. If you have secured your device previously with a password, enter your password and click the **Login** button at the main login
4. Click **Settings** located on the main dashboard screen.
5. Click **Firmware** to open this section.
6. Click the **Update from File** button.
7. Browse to the location where you saved the firmware file and select it.
8. The **Update Firmware** pop up window will appear, and then click the **Ok** button to proceed with the firmware update. Once the process is complete, the device will reboot. This process will take a few minutes.

### Important product update notes:



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1. Do not interrupt the firmware update process. Doing so may cause the device to malfunction or render it unable to boot.
  2. If you are using the manual update method, do not rename the firmware file or uncompress the zip file. Doing so will cause the manual update to fail.

