



## My Cloud™ EX2 Storage Device Release Notes for Firmware 2.11.164

---

These release notes provide information on the My Cloud EX2 storage device.

Information on the firmware is provided below:

### Firmware Release:

- *Firmware Version 2.11.164*
- *Firmware Version 2.11.163*
- *Firmware Version 2.11.157*
- *Firmware Version 2.11.153*
- *Firmware Version 2.11.142*
- *Firmware Version 2.11.133*
- *Firmware Version 2.10.310*
- *Firmware Version 2.10.302*
- *Firmware Version 1.05.36*
- *Firmware Version 1.05.30*
- *Firmware Version 1.05.21*
- *Firmware Version 1.04.05*
- *Firmware Version 1.04.04*
- *Firmware Version 1.03.41*
- *Firmware Version 1.02.08*
- *Firmware Version 1.02.06*
- *Firmware Version 1.02.03*
- *Firmware Version 1.02.02*
- *Firmware Version 1.01.08 – Initial Release*
- *Firmware Installation Procedure*



---

**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**
- 

### Firmware Version 2.11.164 (03/30/2017)

**Resolved Issues:**

- Resolved issue of unable to toggle ON and OFF the product improvement option.
- Resolved issue of unable to create/import multiple users and groups.
- Resolved issue of unable to open a technical support case from the dashboard.

### Firmware Version 2.11.163 (03/17/2017)

**Resolved Issues:**

- Resolved critical security vulnerabilities.

### Firmware Version 2.11.157 (12/20/2016)

**Resolved Issues:**

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

### Firmware Version 2.11.153 (10/18/2016)

**Resolved Issues:**

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

### Firmware Version 2.11.142 (04/04/2016)

**Resolved Issues:**

- Resolved issue of iSCSI LUN size limited to 3 digits
  - Resolved issue of device to USB backup failure
- 



- 
- 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 02.10.310 (10/21/2015)

### **Resolved Issues:**

- Resolved issue of Network connection failure on Android after firmware update
- Resolved issue of My Cloud device unable to reconnect to the new relay servers after relay fall over
- Resolved issue of Apache fail to start due to corrupted SSL keys
- Improved analytics support

## Firmware Version 02.10.302 (9/10/2015)

- Improved security
  - Addressed known command injection, SSH default password and CSRF security vulnerabilities
  - Applied fix for Poodle security issue
- Improved Time Machine performance
- 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
- Supports Software Developer Kit (SDK) enabling enhanced app integration
- Minor bug fixes



---

## Firmware Version 1.05.36 - (07/07/2015):

### Resolved Issues:

- Resolved issue of POODLE (CVE-2014-3566) SSLv3 security vulnerability

## Firmware Version 1.05.30 - (12/16/2014):

### Resolved Issues:

- Updated device end user license agreement and app term of services.
- Resolved device not mounting the volume in degraded mode after power loss.
- Resolved encrypted volume unable to mount with original password after performing raid roaming.
- Resolved issue of instability with Remote Access connections.
- Resolved issue of some mobile apps displaying “Remote Access Disabled”
- Resolve screen refresh permission issue with multiple user accounts being open on the same computer.
- Resolved various translation and wording issues in multiple languages.

## Firmware Version 1.05.21 - (10/27/2014):

Upgrade to the **My Cloud OS 1.5** experience

### Resolved Issues:

- Resolved issue of Shellshock (CVE-2014-6271, CVE-2014-6277, CVE-2014-6278, CVE-2014-7169, CVE-2014-7186, CVE-2014-7187) bash security vulnerability.
- Supports 32K hybrid page sizes for enhanced device read and write performance.
- Improved device dashboard user interface response time.
- Supports disabling of media transcoding by turning off Cloud Access.
- Supports creation of a share folder when creating user via ‘Getting Started’ or adding user through ‘Users’ page.
- Supports media file name search in WD My Cloud™ mobile app.
- Supports media view filtering in WD My Cloud mobile app.
- Supports USB Backup from attached USB ports.



- 
- Resolved issue of large data transfer interruption when copying files between the WD My Cloud and an attached USB drive.
  - Resolved problems with file transfer performance via MTP protocol.
  - Resolved issue of not able to change USB share name.
  - Resolved issue of not joining the domain after a reboot when setup with Link Aggregation to 802.3ad
  - Resolved issue of FTP download user interface only showing name of the folder instead of full folder path.
  - Resolved FTP download function to support file name that contains special characters.
  - Resolved issue of Active Directory group not able to access private shares after joining the AD domain.
  - Supports RAID capacity expansion for utilize the maximum size of unused storage space.
  - Resolved issue of WD Quick View preventing the WD My Cloud EX4 from entering standby mode.
  - Resolved issue with the Jumbo frame field setting not getting saved after reboot.



---

## Firmware Version 1.04.05 - (08/18/2014):

### **Resolved Issues:**

- Resolved issue of data transfer interruption when copying files between the unit and an attached USB drive.
- Resolved issue of .smi subtitle files are not displayed when streaming videos to LG® Smart TVs.

## Firmware Version 1.04.04 - (07/23/2014):

### **Resolved Issues:**

- Supports 5TB and 6TB hard drive.
- Updated Diagnostics section under the “Home” tab which has a provision to display the Disk Drive temperature.
- Updated the “Remember Me” feature to retain the user’s credentials.
- Updated FTP and NFS protocol to be disabled by default. Changes will occur if device is reset to factory state.
- Resolved DLNA Media Serving to be disabled by default. Changes will occur if device is reset to factory state.
- Resolved the issue when device is in JBOD and using the DNLA Media Server “Rebuild” button may crash the media server.
- Resolved issue preventing user from changing the file name in the public shares.
- Resolve issue of unable to reboot the device while a USB is plugged in.
- Supports transfer progress percentage when downloading file using HTTP Downloads function.
- Resolved persistence of file extension when renaming a downloaded file using HTTP Downloads function.
- Resolved issues using HTTP Downloading with server require user’s credentials.
- Resolved domain join issue to Windows Server 2012 Active Directory requiring Realm (Domain) name instead of Workgroup name.
- Resolved issue causing Adware applications to crash the Dashboard.
- Resolved issues preventing multiple files download using Web File Viewer.
- Resolved issue relating to session timeout while using Web File Viewer.



---

## Firmware Version 1.03.41 - (06/10/2014):

### Resolved Issues:

- Supports backup to compatible USB devices using Media Transfer Protocol (MTP) and Picture Transfer Protocol (PTP).
- Supports ability to block or allow certain DLNA devices from accessing the server.
- Supports rescan and rebuild function for new media files to show accurate count in the web UI.
- Supports user configurable Disk Sync Management function over USB ports.
- Supports external USB drive to be used as a target device for Windows Backup, WD SmartWare and Apple Time Machine.
- Supports power management with attached compatible USB devices and inactivity timer to initiate drive sleep mode.
- Supports displaying current system log info on web UI.
- Supports share selection in Remote Backup to be able to select multiple shares for backup.
- Resolved problems with file transfer performance via WD My Cloud desktop.
- Updated 'Remember Me' feature to only remember Username and not the User's password. This was intended for security purposes.
- Resolved issue to allow changing the admin username from Users tab.
- Resolved issue to have option to change share permission on Admin account.
- Resolved issue when user quota is at 90% and above an email alert will be sent out.
- Resolved issue with P2P to save file correctly when changing torrent path on different volume.
- Resolved issue for P2P share permissions.
- Resolved issue with USB drives ejecting properly from UI when connected to the hub.
- Resolved issue for attached USB drive displaying under Shares tab and able to set it as private or public share.
- Resolved issue to be able to rename shares, usernames, and groups if needed.
- Resolved issue when unit is in standby mode, it will not send alert message via email or text message.
- Resolved issue when creating new folder while internal backup is in progress, previous backup job hangs.
- Resolved issue with error code-generating and email register function being disabled when Cloud Access is disabled.





- 
- Resolved issue with .flac extension not showing up in iTunes.
  - Resolved issue regarding not showing the correct percentage in progress bar when performing incremental backup to internal drive.
  - Resolved issue with certain USB devices not displaying on the web UI and network share.
  - Resolved problem with transferring file to mapped Public folder shares.
  - Resolved issue not showing correct alert message when a drive volume failed.
  - Resolved issue not allowing user to disable or delete clients when connected to an iSCSI target.
  - Resolved issue with UI responsiveness while uploading large files via P2P.
  - Resolved issue with USB device not being indexed by media server when it is connected and the DLNA Media Streaming function is defaulted to 'ON'.
  - Resolved issue where USB hard drives won't spin down after safe removal from the web UI.
  - Resolved USB mounting issue with certain USB drive models.
  - Resolved issue with recycle bin not visible via SMB or AFP when is turned on.
  - Resolved issue with capacity gauge not showing accurate media data in device.
  - Resolved issue where user is not able to create email or generate DAC code using Cloud Access function after joining an Active Directory domain.
  - Resolved issue with Active Directory user with full access not able to access private shares if access is granted.
  - Resolved issue with created users not showing up correctly in the dashboard under "Users" tab after being joined to an Active Directory domain.
  - Resolved Active Directory administrator accessing shares when connecting.
  - Resolved issue with joining Active Directory to force requirement of workgroup and domain name.
  - Resolved issue when joining an Active Directory, the User tab in the Web UI does not show the account name and logon name.
  - Resolved issue when renaming admin account, the unit would ask for user credentials that were never set up.
  - Resolved issue when Format Disk function is active, user can still perform the System Restore function.
  - Resolved issue with incremental backup always performing a full backup.
  - Resolved issue with user's preferred date and time not being reflected when changing the date format.



- 
- Resolved issue with recycle share not being created when performing a system restore of the unit.
  - Resolved issue of not prompting for password window when enabling Remote Server.
  - Resolved when DLNA Media Streaming is turned OFF, the iTunes server also stops indexing media files from share folders.
  - Resolved issue with user not able to enter static IP address in IPv6 fields
  - Resolved issue where sometimes unit shows up twice under Windows Explorer Network.
  - Resolved periodic screen refresh issue after making device setting changes.
  - Resolved various translation and wording issues in multiple languages.
  - Resolved UI layout issues.



---

## Firmware Version 1.02.08 - (04/23/2014):

### **Resolved Issues:**

- Updated OpenSSL to address TLS Heartbleed Extension (CVE-2014-0160)

## Firmware Version 1.02.06 - (04/18/2014):

### **Resolved Issues:**

- Resolved various language translation issues.
- Updated device detection on the network via WD mobile apps to be more robust.

## Firmware Version 1.02.03 - (02/14/2014):

### **Resolved Issues:**

- Resolved issue of shares being hidden when a JBOD to a RAID 1 migration is performed.

## Firmware Version 1.02.02 - (03/04/2014):

### **Resolved Issues:**

- Resolved issue of immediate file transcoding not happening when multiple files are copied to the internal drive folders.
- Resolved various translation issues, including misspellings and text run-ons, in all languages.
- Resolved issue with UPnP® not detecting the new device hostname.
- Resolved issue of the System Diagnostics - Quick Test not showing consistency with drive reports.
- Resolved issue of volume not being accessible via Apple Filing Protocol (AFP) when the volume usage is above 95%.
- Resolved issue of USB drives not showing up using WD My Cloud Desktop app software.
- Resolved of 'Auto Update' function not changing state when system restore is performed.



---

## Firmware Version 1.01.08 - (01/23/2014):

### **Initial Release:**

- Web user management interface
- User access control
- Dual USB 3.0 ports
- Gigabit Ethernet network adapter
- Automatic firmware update
- Drive standby mode
- Twonky DLNA Certified® media server
- iTunes® support
- Apple Time Machine® support
- WD My Cloud™ mobile app support
- WD My Cloud desktop app support
- WD Photos™ mobile app support
- Support Uninterruptible Power Supply (USB and network)
- Robust disk management: RAID 0, 1, JBOD, spanning
- Hot swappable (RAID 1), RAID roaming, disk roaming, RAID migration
- Support for multiple RAID volumes
- Network recycle bin
- Remote backup to another My Cloud EX2 or My Cloud EX4 on the LAN or WAN
- iSCSI target
- Full-feature FTP services
- Jumbo frame support
- IPv4/IPv6 support
- Real-time resource monitor
- Volume encryption with boot-up password
- SNMP
- Virtual volumes



---

## Installing the Firmware Update

Firmware is an important set of instructions that tells your My Cloud EX2 how to operate and what the interactive screens should 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 EX2.



**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.

---

### To update the firmware: Automated

1. In Windows XP, Windows Vista®, Windows 7, Windows 8, or Windows 10, type the device's IP address or <http://wdmycloudEX2> in the URL. For MAC, type <http://wdmycloudEX2.local> in the URL.
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 Update** to open this section.
5. Click the **Check for Updates** 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://wdmycloudEX2> in the URL. For MAC, type <http://wdmycloudEX2.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 Update** 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. When the **Update Firmware** pop-up window appears, 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:**

1. Do not interrupt the firmware upgrade 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. Doing so will cause the manual update to fail.

