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My cloud ex2 ultra login timed out

My Cloud OS 3 Personal Cloud Storage My Cloud H1, I recently bought a WD My cloud of 2 TB and hooked it to my router, everything looked good initially. I was able to see the network drive in the Finder window on my Mac Book. On the Dash board I saw that there was a firmware update available, what I did and after restarting I can not log in to the panel. The panel asks for username and password, I tried admin/admin and also admin(/) and nothing worked. I tried the 4-second re-set and also the 40-second reset, but nothing helped. The dashboard continues to ask for a username/password and admin/admin, admin/< without password > still do not work. Please help me, I'm not sure what else to do now. When the unit was first launched and you were setting everything up, you asked for a username. This was the administrator account that was created during the setup process. You would like to use that username to log in by keeping the password blank. Hello Thank you for the help. When I first started the app, I created a user account and the dashboard made an error (something like the device is not able to connect to the Internet of some searched), since the account was not created correctly I deleted the account from the script board. But as soon as I created an account, I received an email for product registration. After that I thought a firmware update could solve the problem, and made the update through the panel and since then I have this problem. I called support and it doesn't help either. I had the same problem with my device that installed a couple days ago, but I also couldn't access my device from the hard-line or portable connected desktop computer via wifi. Elsewhere on the site there was a power cycle suggestion (pulling the plug) on the device, which restored my desktop access (after passwords) via dashboard and the generic WDMyCloud app. However, I still couldn't establish access via my laptop via wifi and access via my hard-line connected desktop and then also fell a second time (maybe because I tried the laptop). Another time recycles the restored access back through the panel. WD better get this problem fixed quickly, or my device will be returned! The only reason I tried it is to be able to keep the current job on MyCloud and then access it as needed while away from my office, it's worthless if I can't do that. Hey, Bob,.... I tried, but not Joy-! Our My Cloud and My Book Live users are experiencing intermittent issues with WD servers that allow remote access when using these products. These problems include poor transfer speeds and/or inability to connect Remote. We apologize for this inconvenience and are working very hard to resolve these issues and resume normal service as soon as possible. We appreciate your patience and will provide you with updates as they are available. 1 As Bill_S: Our My Cloud and My Book Live users are experiencing intermittent issues with WD servers that access when these products are used. These issues include poor transfer speeds and/or inability to connect remotely. We apologize for this inconvenience and are working very hard to resolve these issues and resume normal service as soon as possible. We appreciate your patience and will provide you with updates as they are available. But without sounding too sarcastic, what happens at your team's meetings at WD? Do you discuss how you can take out customers or something? Is it like a team building exercise chooses a regurgitated excuse from the hat? Please share the information! HOLA Bill, this issue is related to the initial configuration. I can't access the dashboard. The way to replicate problems is:- During initial setup, create a user, delete the user again, and perform a firmware update After that, when you try to access the dashboard, prompt for the user name and password. I tried all the combinations, but not the success. Is it possible to add something like Forgot Password? (in its next update). bluenoze22 wrote: Bill_S wrote: Our My Cloud and My Book Live users are experiencing intermittent issues with WD servers that allow remote access when using these products. These issues include poor transfer speeds and/or inability to connect remotely. We apologize for this inconvenience and are working very hard to resolve these issues and resume normal service as soon as possible. We appreciate your patience and will provide you with updates as they are available. But without sounding too sarcastic, what happens at your team's meetings at WD? Do you discuss how you can take out customers or something? Is it like a team building exercise chooses a regurgitated excuse from the hat? Please share the information! I'm sorry, guys, if I had anything to share, I'd do it. As soon as I receive an update, I'll release something. I received this same message by email (without provocation) earlier this week. I was impressed by the proactive approach. 3 days later however - There is still no access from my Android phone. Nothing on the WD plates. It's ridiculous. Bill, please provide an update! Bill_S: Our My Cloud and My Book Live users are experiencing intermittent issues with WD servers that allow remote access when using these products. These issues include poor transfer speeds and/or inability to connect remotely. We apologize for this inconvenience and are working very hard to resolve these issues and resume normal service as soon as possible. We appreciate your patience and will provide you with updates as they are available. Hello Raviuk a solution for this WD? I have inn in the same loop/state. The following is located in the dashboard, all users must track the usernames and passwords that they configured. About users All users accessing their personal cloud must have a user account for the WD My Cloud. As a WD My Cloud owner, you have a special user account (admin) that gives you administrator privileges. Con Con privileges, you can configure and configure the drive to your specific needs, as well as add others to your personal cloud. You have the power to determine exactly which other users can access on the drive. By default, the administrator user name does not have a password. You can add one at any time. Important: When you initially configure the drive, you have the opportunity to change the administrator name and set an optional password while running the WD My Cloud configuration software or the Getting Started wizard. Be sure to track the name and password. You will not be able to display the WD My Cloud web interface without those credentials. Published by:cat0w (USA) I've set up my dashboard. I know my username. I'm sure my password is just one of the three I use and I still can't log in to my dashboard... why not and why hasn't my password link been forgotten? 1 Like Hi Ragnarok, I'm in the same situation, Dashboard won't accept my pass or username. I also can't connect remotely, I hope there's an update once I enter the dashboard. Having read this thread and others, related to my two problems, it seems that WD is not doing much. Tony Do a system reset with the 40s button option. Disconnect the device, press the reset button, and wait 40s before releasing the reset button. The device must beep and reboot. This will remove access rights or users and passwords, but not content. When accessing the user interface after that, type the user name that you configured as an administrator, leave the password field blank. 1 Just like I found a couple of things that created some issues accessing sharing and folder permissions when I created folders from my local network outside the public sharing folder. What happens here: Do user folders go to a Public Share subfolder if they are set to Public ? When I created a folder from windows at the same level as Public Share, it ruined the last user safe share folder I created from the dashboard. The last user-created folder is displayed in the public share folder. I think WD should write to protect the root of this drive and only allow folders created outside the dashboard to be made under the public share. I recommend THAT you DO NOT use the administrator user name to create any folder with this name beyond what is automatically done by the dashboard. Create a user by yourself and share folders with this Username for you (the dashboard administrator). All my folders and permissions are correct at this time. Hello Bill, when this is resolved please anchor this to the first to make it immediately available for everyone to see. Thank you. New user Bobby YooCloud wrote: Hello Bill, When this is resolved please pin this to the first page so that it is immediately available for everyone to see. Thanks, new user Bobby, I'll see what I can do. I'm having a similar problem. I know my name and password. Do you sign in momentarily and then return to the login/login page? Reboot WD drive runs for one day so then get back to this same problem. I prefer not to disconnect the drive every time I needed to get access to its firmware. next page -- --

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