

EZ-Drive Quick Installation

Installation Software for WD Caviar 3.5-Inch EIDE Hard Drives (EZ-Drive 9.06W or later)

EZ-DRIVE SOFTWARE OVERVIEW

EZ-Drive is a software utility that quickly and easily partitions and formats your new hard drive. If needed, EZ-Drive installs added code in the boot sector of your hard drive if it determines that your system BIOS does not support the full capacity of your hard drive. EZ-Drive software is included with the Western Digital hard drive to:

- Overcome the 8.4 GB, 2.1 GB, and 528 MB system BIOS limitations.
- Partition and format your new hard drive.
- Copy system files needed to boot your new hard drive.
- Copy the contents of an existing hard drive onto your new hard drive (optional).

If you did not receive EZ-Drive software, you can download it from the Western Digital web site at www.westerndigital.com.

Operating System Compatibility

You CAN use EZ-Drive software with these operating systems:

- DOS 5.0 and above
- Windows 98
- Windows 95
- Windows NT 3.51 and 4.0 (do not use alternate jumper settings for hard drives >4.2 GB)
- Windows 3.1x and Windows for Workgroups 3.11
- OS/2 Warp 3.0 and 4.0

IMPORTANT. Windows NT 3.51 and 4.0 and OS/2 Warp 3.0 and 4.0 DO NOT support the EZ-Drive floppy boot protection scheme. If using one of these operating systems, you must disable floppy boot protection immediately after installing EZ-Drive.

You CANNOT use EZ-Drive with these operating systems:

- Macintosh
- Novell NetWare
- Unix

If using a Macintosh computer, partition and format your new hard drive with the Apple Drive Setup software. If using Unix or Novell NetWare, consult your operating system manual to partition and format your hard drive.

EZ-BIOS

EZ-BIOS is code that installs on the boot sector of the hard drive if your system BIOS does not support the full capacity of your hard drive. EZ-BIOS helps your system overcome the 8.4 GB, 2.1 GB, and 528 MB barriers.

EZ-Drive determines if your system BIOS as set supports the full capacity of your hard drive. If it does, EZ-Drive only partitions and

formats the hard drive; it does not install EZ-BIOS. If it does not, EZ-Drive partitions and formats the hard drive and installs EZ-BIOS on the boot sector of the hard drive.

Partitioning and Formatting

EZ-Drive automatically partitions and formats your hard drive. You can accept the EZ-Drive default partition sizes or create custom partitions. See *Frequently Asked Questions* on page 5 before partitioning your hard drive.

Since it is difficult to determine if your system BIOS supports 8.4 GB or larger hard drives, we recommend using EZ-Drive 9.06W or later versions. It is a fast and easy way to partition and format your new hard drive.

IMPORTANT. DOS, Windows 3.1x, and early versions of Windows 95 use FAT16 file systems that have a 2.1 GB partition limit. You must create multiple partitions on hard drives larger than 2.1 GB.

Copying System Files

EZ-Drive copies system files needed to boot your new hard drive. These files can be copied from your existing hard drive or diskette.

Copying Data from an Existing Hard Drive to a New Hard Drive

For DOS, Windows 3.1x, Windows 95, Windows 98, and Windows NT systems, use this feature to copy the contents (operating systems, data, hidden files, and programs) of an existing hard drive to your new hard drive. If you use this feature, you do not need to reinstall your operating systems and software programs on your new hard drive.

Note: EZ-Drive cannot copy OS/2 HPFS and Windows NT NTFS partitions (some OS/2 and Windows NT systems have these partition types).

EZ-Drive Help Files

To obtain more information about EZ-Drive, select **View Help File** from the EZ-Drive main menu.

SOFTWARE COMPATIBILITY

Converting Ontrack Disk Manager Partitions to EZ-Drive

Partitions: Ontrack Disk Manager and EZ-Drive cannot coexist in the same system. If your existing drive has Ontrack Disk Manager installed, use the EZ-Drive Fully Automatic Install to set up your new hard drive and convert Ontrack Disk Manager boot code to EZ-BIOS.

Even though EZ-Drive converts Ontrack Disk Manager partitions to EZ-BIOS partitions without data loss, be sure to back up your existing hard drive before proceeding.

Data Compression Software: EZ-Drive is compatible with Stacker, Drivespace, and Doublespace disk compression utilities. Other data compression software may not be compatible. Always back up your data before using any data compression software.

Diagnostic Software: Some system manufacturer diagnostic software may be incompatible with EZ-Drive.

Hard Disk Device Drivers: Products that use their own hard disk device drivers such as third-party disk controllers and some caching controllers may not be compatible with EZ-Drive.

Memory Managers: EZ-Drive is fully compatible with the standard memory managers that come with DOS and Windows. However, EZ-Drive loads in conventional memory and may not be compatible with some third-party memory managers.

Virus Detection Programs: Most virus detection programs are compatible with EZ-Drive. See the *Frequently Asked Questions* section on page 5 if your virus detection program mistakenly detects EZ-Drive as a virus.

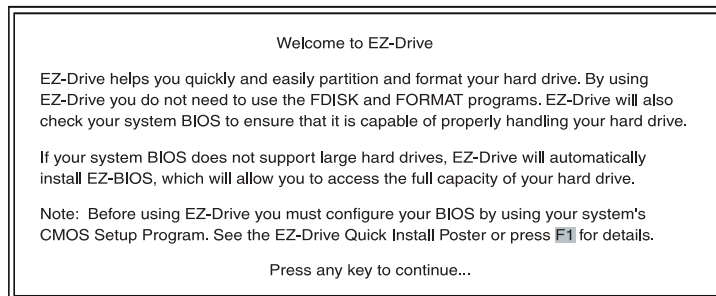
Using EZ-Drive Software

Single Hard Drive Installation

Follow the steps outlined below to set up your hard drive for use in a one-drive system. These steps are a guideline. Depending on your system and hard drive, the EZ-Drive screens you see may be different than those presented here.

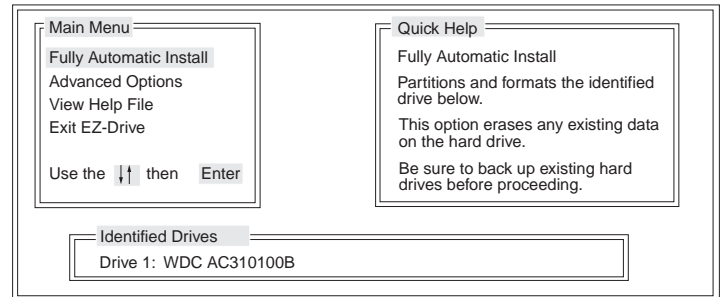
IMPORTANT: Windows NT 3.51 and 4.0 and OS/2 Warp 3.0 and 4.0 DO NOT support the EZ-Drive floppy boot protection scheme. If using one of these operating systems, you must disable floppy boot protection. See the *EZ-Drive Advanced Options* section on page 4.

1. Insert the EZ-Drive disk in the drive A
2. Reboot the system.
3. The EZ-Drive Welcome screen displays. Press any key to continue..

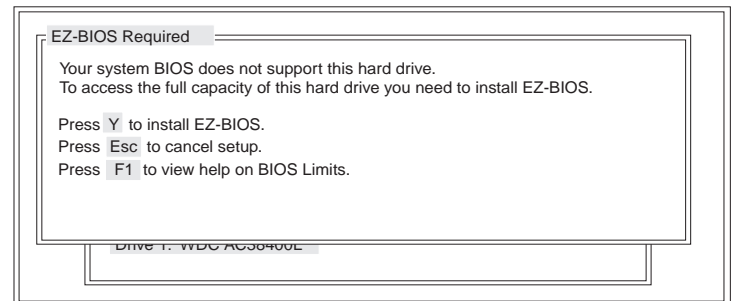


4. The EZ-Drive license agreement screen displays. Press ENTER to begin installation.

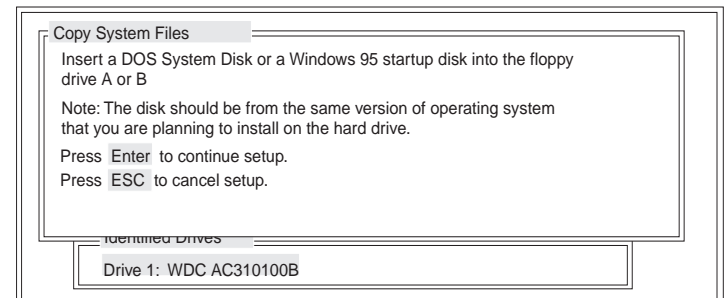
5. From the EZ-Drive main menu, select **Fully Automatic Install** to have EZ-Drive set up the hard drive.



6. From the EZ-BIOS Required screen, type **Y** to install EZ-BIOS and access the full capacity of the hard drive.
Note: This screen only displays if your system BIOS does not support the full capacity of your new hard drive.

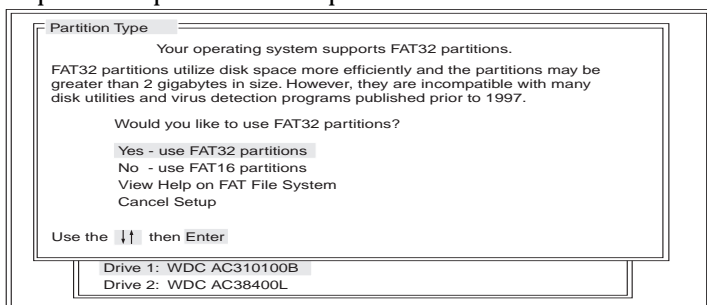


7. From the Copy System Files screen, insert a DOS system disk or a Windows 95 or 98 Startup disk. It is important to insert the same version of the operating system disk as you are planning to install after the EZ-Drive installation. Press ENTER to continue setup.
IMPORTANT. EZ-Drive copies system files needed to boot the hard drive. It does not install the operating system. You need to complete the operating system installation after installing EZ-Drive.

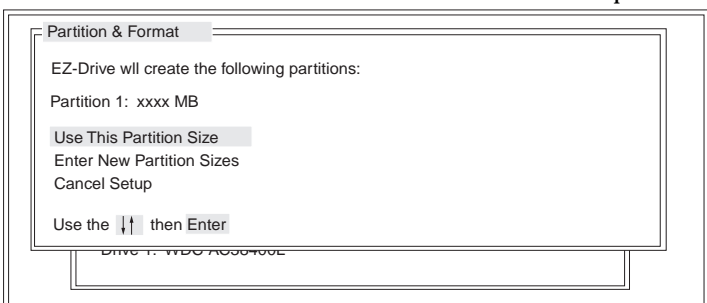


8. The next two screens display if your system supports FAT32 partitions. Proceed to step 9 if your system only supports FAT16 partitions.

Select **Yes** to accept the FAT32 partition, or select **No** to use multiple FAT16 partitions. Then press **ENTER**.



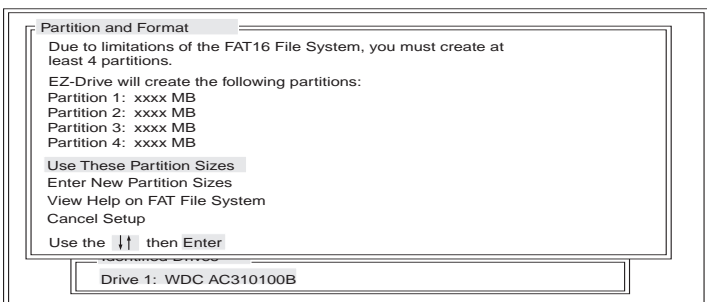
Select **Use These Partition Sizes** to accept the default partition sizes. Select **Enter New Partition Sizes** to create custom partitions.



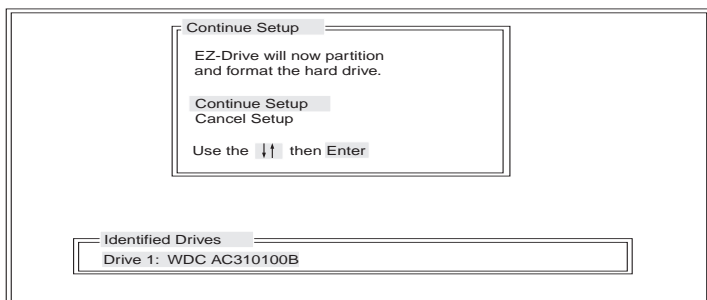
To complete the EZ-Drive installation, proceed to Step 10.

9. This screen displays for FAT16 partitions. From the Partition and Format screen, select **Use These Partition Sizes** to accept the default partition sizes. Select **Enter New Partition Sizes** to create custom partitions.

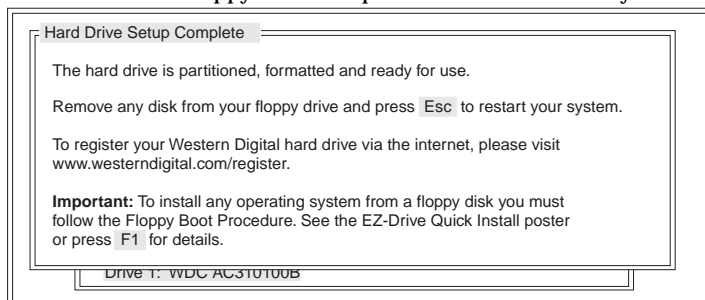
IMPORTANT. DOS, Windows 3.1x, and early versions of Windows 95 use FAT16 file systems which have a 2.1 GB partition limit. You must create multiple partitions on hard drives larger than 2.1 GB. Do not create a partition larger than 2.1 GB (2147MB).



10. Select **Continue Setup** to have EZ-Drive set up the hard drive.



11. Your hard drive is now partitioned, formatted, and ready for use. When the Hard Drive Setup Complete screen displays, remove the disk from the floppy drive and press **ESC** to reboot the system.



12. If EZ-BIOS installed, the following message displays during the system boot. If this message does not display, EZ-BIOS did not install. The message displays only once. See your operating system manual for installation instructions.

To install an operating system (OS) from floppy, insert first operating system (OS) Setup Disk into drive A.

Type A to begin OS install.

Type C to skip OS install and boot to C:

13. If you do not want to install your operating system at this time, type C and follow the instructions in the *Installing an Operating System from Floppy Disk with EZ-BIOS Installed* section on page 3.

To install your operating system, insert the operating system installation disk 1 and type A. The following message displays.

EZ-BIOS: Continuing startup
Insert Boot Disk and
Press Any Key

14. Press any key to begin operating system installation. Follow the onscreen prompts to complete the installation.

The operating system does not need to partition and format the hard drive. EZ-Drive has already set up partitions and formatted the hard drive.

Installing an Operating System from Floppy Disk with EZ-BIOS Installed

If EZ-BIOS installed on your hard drive, use the following procedure to install an operating system from floppy disk.

If EZ-BIOS did not install, follow the installation instructions in your operating system manual.

CAUTION. If your operating system is not installed exactly as described below, the operating system setup routine reformats the drive to less than the full drive capacity.

1. Reboot your system.

After you reboot (before inserting your bootable floppy disk), the following message may display.

EZ-BIOS: Initializing . . .
EZ-BIOS: Hold the CTRL key down for Status
Screen or to boot from floppy . . .

If the preceding message does not display, EZ-BIOS is not installed. Boot to the first operating system installation disk.

2. Press and hold the CTRL key down. A status screen displays.
3. Read the screen prompt and type A.

Note: If the system boots your operating system without the status screen displaying, you either pressed the CTRL key too early or too late. Reboot and try again.

4. Insert disk 1 of the operating system installation software into drive A. Press ENTER. Follow the operating system instructions

EZ-Drive already partitioned and formatted the hard drive. Do not use the operating system to partition and format the hard drive.

Installing an Operating System from CD-ROM with EZ-BIOS Installed

To install an operating system from CD-ROM, follow the procedures outlined in the *Booting from Floppy Disk*. Then install the CD-ROM driver. The CD-ROM drive will not operate without a driver. See your CD-ROM documentation for details.

Once your CD-ROM driver is installed, you can install the operating system from CD-ROM. See the operating system documentation for instructions.

EZ-Drive Advanced Options

The features described in this section are optional. They are intended for *advanced* users only and do not need to be used during standard operations.

Floppy Boot Protection

EZ-BIOS and your system BIOS use different translation methods to access your hard drive. Your system BIOS cannot correctly access partitions created by EZ-BIOS. If you do not follow the correct procedures for booting to floppy disk, EZ-BIOS will not load and your system BIOS will incorrectly access your hard drive, resulting in possible data loss. Enabling floppy boot protection prevents access to your hard drives if you incorrectly boot to a floppy disk.

Floppy boot protection enabled: Floppy boot protection is automatically enabled when you use EZ-Drive to set up your hard drive. DOS 5.0 and above, Windows 3.1x, Windows for Workgroups 3.11, Windows 98, and Windows 95 work with floppy boot protection enabled. When you boot to a floppy disk, follow the instructions in *Booting from Floppy Disk* to ensure that EZ-BIOS loads. If you do not follow these instructions, EZ-BIOS will not load and your hard drive will be inaccessible.

Floppy boot protection disabled: Windows NT 3.51 and 4.0, and OS/2 Warp 3.0 and 4.0, DO NOT support floppy boot protection. If using one of these operating systems, you have two options:

1. Disable floppy boot protection.
2. Upgrade your system BIOS to support the full capacity of your hard drive so that you do not need to use EZ-Drive.

If you disable floppy boot protection, follow the instructions in the *Booting from Floppy Disk* section to ensure that EZ-BIOS loads when you boot to a floppy disk. If you do not follow these instructions, EZ-BIOS will not load, and your system BIOS will incorrectly access your hard drive.

CAUTION. Disabling floppy boot protection can result in data loss. See *Booting from Floppy Disk* to avoid data loss.

To Disable Floppy Boot Protection

1. Boot from your EZ-Drive disk.
2. From the EZ-Drive main menu, select **Advanced Options**. Select **EZ-BIOS Setup**.
3. Select the drive you want to change and press ENTER.
4. Select **Floppy Boot Protection**. Press ENTER to toggle the selection to **Disabled**.
5. Select **Exit - Save Changes**.

Booting from Floppy Disk

If EZ-BIOS is installed on your hard drive, you must use the following procedure to boot from floppy disk. EZ-BIOS must always load from the hard drive before the operating system loads. This procedure allows the operating system to load from floppy disk.

If floppy boot protection is enabled and you do not follow this procedure, EZ-BIOS will not load and your hard drive will be inaccessible. If floppy boot protection is disabled and you do not follow this procedure, EZ-BIOS will not load and your system BIOS will incorrectly access your hard drive. This can result in data loss.

1. Reboot the system. Do not insert the floppy disk at this time. The following messages will display if EZ-BIOS is installed on your hard drive.

```
EZ-BIOS: Initializing . . .
EZ-BIOS: Hold the CTRL key down for Status
Screen or to boot from floppy . . .
```

Note: This message will not display if you reboot the system with a floppy disk in the floppy drive.

2. Press and hold down the CTRL key. A status screen displays.
Note: If the system boots to the operating system without displaying the status screen, you pressed the CTRL key too early or too late. Reboot and try again.
3. Read the screen prompt and type A.
4. Insert a bootable disk (DOS system disk or Windows 95 Startup disk) into drive A. Press any key.

The operating system loads from the floppy disk, and EZ-BIOS correctly accesses your hard drive.

Uninstalling EZ-BIOS

This option removes EZ-BIOS and returns control of the drive to your system BIOS.

You may want to uninstall EZ-BIOS if you make any of the following changes to your system:

- Upgrade your system BIOS to support the full capacity of all hard drives in your system.
- Install an EIDE controller card with onboard BIOS that supports the full capacity of all hard drives in your system.
- Move your hard drives to a system that supports the full capacity of all hard drives in your system.

IMPORTANT: Before disabling EZ-BIOS, make sure that you have properly configured the system BIOS to recognize the drive capacity. Back up all data on your hard drive.

1. Boot from your EZ-Drive disk.
2. From the EZ-Drive main menu, select **Advanced Options**.
3. From the Advanced Options screen, select **EZ-BIOS Setup**.
4. Select the drive you want to change. Press ENTER.
5. Select **Controlled by EZ-BIOS**. Press ENTER to toggle the selection to **Disabled**. A warning message displays. Press Y to disable EZ-BIOS.
6. **Reboot the system and verify that the system operates properly.**
7. Repeat steps 1 through 3.
8. Select **Uninstall EZ-BIOS**.
9. A warning message displays. Type Y to remove EZ-BIOS.
EZ-Drive is now uninstalled with your BIOS controlling the hard drive.

Removing Ontrack Disk Manager 63-Sector Offset

Use this option to remove the Ontrack Disk Manager 63-sector offset. If you convert Ontrack Disk Manager partitions to EZ-Drive partitions and need to uninstall EZ-BIOS, you must remove the Ontrack Disk Manager 63-sector offset before uninstalling EZ-BIOS. EZ-Drive cannot remove Ontrack Disk Manager 63-sector offset for OS/2 Warp and Windows NT partitions.

You cannot uninstall EZ-BIOS without removing the 63-sector offset. Be sure to back up all data on your hard drive prior to 63-sector offset removal.

To remove Ontrack Disk Manager 63-sector offset from your existing hard drive:

1. Boot from your EZ-Drive disk.
2. From the EZ-Drive main menu, select **Advanced Options**.
3. From the Advanced Options screen, select **Remove 63-Sector Offset**.
4. Select **Yes** to continue.
5. Type Y to remove the Ontrack Disk Manager 63-sector offset.

FREQUENTLY ASKED QUESTIONS

Q: Do I need to run Fdisk and Format?

A: No. EZ-Drive is a faster, easier way to partition and format your hard drive. With some systems, the BIOS cannot recognize drive capacities greater than 2.1 GB. Use the EZ-Drive software to overcome this BIOS limitation.

Q: I ran Fdisk on my 8.4 GB or larger hard drive and created partitions. Everything appeared normal but now I cannot boot my system even from a DOS floppy.

A: Your system BIOS did not properly handle the 8.4 GB or larger hard drive. This caused Fdisk to create an unusable partition. DOS hangs as soon as it detects this unusable partition. Booting from a DOS bootable diskette will not work. You must boot from the EZ-Drive diskette, repartition and format your hard drive, and install EZ-BIOS to support your 8.4 GB or larger hard drive.

When you reboot using your EZ-Drive diskette and select Fully Automatic Install, you will encounter the following warning screen:

```
*** Warning!*** You have chosen to
overwrite:Drive 1: WDC AC xxxxxx
It has a FAT16 partition.
EZ-Drive will erase Drive 1. Are you sure you
want to continue? (Type YES or NO):
```

Type **YES** to continue. Follow the remaining prompts to repartition and format your hard drive.

Q: I cannot boot from my newly installed hard drive or access the hard drive after I used Fdisk and Format to set up my drive.

A: We recommend using EZ-Drive software when installing 8.4 GB and larger hard drives. If you used Fdisk and Format on a smaller capacity hard drive, check the system to ensure that:

- You correctly partitioned (via the Fdisk utility) and formatted (via the Format utility) the new hard drive.
- You made your primary drive bootable (formatted with/S option).
- You marked your bootable partition active in Fdisk if you created multiple partitions.

Q: I used EZ-Drive to set up my 8.4 or larger hard drive, and one of the following messages displays on my system every time I reboot:

- 1790 Disk 0 error, or
- 1780 hard disk error

A: This message may display after changing your hard drive configuration. If it displays more than once, and/or the system does not boot to the hard drive after installing EZ-Drive, you must add an additional jumper then boot to the EZ-Drive diskette to set up your hard drive. Refer to the "Related Documents" section on page 7 to receive additional information.

Q: Why is the capacity of my new hard drive less than it should be?

A: This may be due to varying definitions of a megabyte. Hard drive suppliers define a decimal megabyte as 1,000,000 bytes (10⁶). Alternatively, a binary megabyte is defined as 1,048,576 (2²⁰). This is why some utilities show 3815.4 MB, while others show 4000.7 MB for the same drive. See the following table:

Drive	Western Digital (MB*)	CMOS and Fdisk (MB)**	CHKDSK (Bytes)***	Windows 95/98 (GB)
2.5 GB	2,559	2,441	2,559,836,160	2.38
3.2 GB	3,249	3,098	3,249,340,416	3.02
4.0 GB	4,000	3,815	4,000,776,192	3.72
4.3 GB	4,304	4,112	4,311,982,080	4.01
5.1 GB	5,163	4,924	5,163,540,480	4.80
6.4 GB	6,448	6,149	6,448,619,520	6.00
8.4 GB	8,455	8,063	8,455,200,768	7.87
10.1 GB	10,141	9,671	10,141,286,400	9.44
13.0 GB	13,020	12,417	13,020,069,888	12.12

* Western Digital reports decimal megabytes (1,000,000 bytes).

** CMOS reports binary megabytes (1,048,576 bytes).

*** CHKDSK reports decimal megabytes (1,000,000 bytes).

Q: I do not see the full capacity of my hard drive when installing my operating system.

A: There are three issues that can affect the installation of your hard drive:

- 8.4 GB and larger hard drives exceed the standard BIOS and DOS operating system barrier of 16,320 cylinders, 16 heads, and 63 sectors. This is a DOS limitation and cannot be overcome with EZ-BIOS or a BIOS upgrade.
- Some computer systems built before early 1996 do not support hard drives with more than 4095 cylinders (hard drives larger than 2.1 GB).
- A typical system BIOS dated before August 1994 does not recognize drives larger than 528 MB.

To overcome the last two limitations, you can use EZ-Drive to install your new hard drive, upgrade your system BIOS, or install an EIDE controller card with onboard BIOS that supports the full capacity of your hard drive.

The following table lists the USA phone numbers for common system BIOS sources.

BIOS Source	USA Phone Number	Internet Address
Micro Firmware (Phoenix BIOS only)	405-321-8333	www.firmware.com
Phoenix	800-767-5465	www.phoenix.com
Unicore (Award and AMI BIOS)	978-686-6468	www.unicore.com

Also, if you installed EZ-Drive and then incorrectly booted to your operating system installation disk, you may have accidentally used your operating system to overwrite your EZ-Drive partitions. You need to repartition and format with EZ-Drive and install the

operating system as described in the section *Installing an Operating System from Floppy Disk with EZ-BIOS Installed* on page 3.

Q: How can I get 32-bit disk access in Windows 3.1x?

A: Run the SETUP.EXE program located on your EZ-Drive disk to install the 32-bit disk access driver.

Q: Should I create more than one partition on my hard drive?

A: The following applies to hard drive capacities of 2.5 GB or larger.

- If you are using DOS, Windows 3.1x, Windows 95 OSR 1, or any operating system that uses the FAT16 file system, you must create at least two partitions.
- If you are using Windows 95 OSR 2, Windows 98, or Windows NT that uses the FAT32 file system, you are not required to have more than one partition.

FAT16 vs FAT32: FAT16 has always been used by DOS and has a maximum partition limit of 2.1 GB. FAT32 partitions utilize disk space more efficiently and the partitions may be greater than 2.1 GB.

The default FAT16 cluster sizes are:

Fdisk Partition Size*	EZ-Drive Partition Size**	Cluster Size
0 - 127 MB	0 - 133 MB	2 KB
128 - 255 MB	133 - 267 MB	4 KB
256 - 511 MB	268 - 537 MB	8 KB
512 - 1023 MB	538 - 1073 MB	16 KB
1024 - 2047 MB	1074 - 2113 MB	32 KB

* Fdisk reports binary megabytes (1,048,576 bytes).

** EZ-Drive reports decimal megabytes (1,000,000 bytes)

To find out if your file system supports FAT16 or both FAT16 and FAT32:

In Windows 95 or Windows 98:

1. From the Start menu, select Settings, then Control Panel.
2. Double-click on the System icon.
3. Click on the General tab.
4. Check the number code under the System section:
 - 4.00.950a = FAT16 only
 - 4.00.950b = FAT32 and FAT16
 - 4.10.1998 = FAT32 and FAT16

CAUTION. Repartitioning an existing drive destroys all the data. Be sure to create a backup before repartitioning an existing drive.

Q: I have a 2.5 GB or larger drive with Windows 3.1 or early version of Windows 95 installed. Can I create just one partition?

A: No. DOS and early versions of Windows 95 have a 2.1 GB partition limitation. You must use at least two partitions to access the full capacity of your drive.

Q: My existing drive was installed using Ontrack Disk Manager. Can I use EZ-Drive to install my new hard drive?

*A: Yes. See *Converting Ontrack Disk Manager Partitions to EZ-Drive Partitions* on page 1.*

Q: Can I install Windows NT 3.51 or 4.0 or OS/2 Warp 3.0 or 4.0 on my drive that originally was installed with EZ-Drive?

*A: Yes, but you must disable floppy boot protection before installing these operating systems. See *Floppy Boot Protection* on page 4.*

Q: What should I do if my anti-virus program detects a virus in the Master Boot Record (MBR) when EZ-BIOS is supporting my large hard drive?

*A: Your anti-virus program has mistakenly identified EZ-BIOS as a virus. Do not allow the anti-virus program to remove or clean the virus in the MBR. If your anti-virus program prompts you with the option to **Ignore**, **Fix** or **Innoculate**, you must select **Innoculate**. **Do not select the Fix or Ignore options**; they will remove the EZ-Drive boot code from the hard drive and render it inaccessible.*

Q: When I create custom partitions using EZ-Drive or Fdisk, my primary partition is slightly smaller than the size I entered.

A: Partitions must begin on a cylinder boundary. To start a partition on a cylinder boundary, utilities such as EZ-Drive and Fdisk create a primary partition that may be a few megabytes smaller than the size you entered. Both EZ-Drive and Fdisk add these megabytes to your second partition. You do not lose any megabytes.

Q: I installed my new hard drive, used the alternate jumper settings, and installed EZ-Drive, but Windows NT 3.51 or 4.0 does not properly recognize my hard drive. How can I access my new hard drive with Windows NT 3.51 or 4.0?

*A: Our hard drives installed using the alternate jumper settings and EZ-Drive are incompatible with Windows NT 3.51 and 4.0. You need to follow the steps outlined below so Windows NT 3.51 or 4.0 can recognize your new hard drive. Refer to the *Related Documents* section to receive information on jumper settings.*

1. Turn off the system power.
2. Disconnect the IDE interface cable from the system.
3. Remove the jumpers from the alternate jumper positions.
4. Use the standard jumper settings.
5. Enter CMOS setup. Refer to your system manual for instructions. Select the Hard Disk Type option for your new Western Digital hard drive. Select a user defined drive type and enter 1023 cylinders, 16 heads, and 63 sectors. If your system does not have a user defined drive type, select Type 9.

Note: If none of these options are available, upgrade your system BIOS to support the full capacity of your new hard drive.

6. Reconnect your IDE interface cable to the system.
7. Use EZ-Drive to set up your new hard drive.

IMPORTANT. Windows NT 3.51 and 4.0 DO NOT support the EZ-Drive floppy boot protection scheme. If using one of these operating systems, you must disable floppy boot protection.

TECHNICAL SUPPORT SERVICES

Online Services

Online services include general product and contact information, installation guides, downloadable drivers, and frequently asked questions.

Internet: www.westerndigital.com

FTP Site: <ftp.wdc.com>

Bulletin Board Service (BBS) (24 Hour)

North America only: 949-753-1234
Germany: +49-89-922006-60
U.K.: +44-1372-360387

You may access the Technical Support Bulletin Board if you have a Hayes-compatible modem with a 2,400 to 28,800 baud rate. The required format is: 8 data bits, 1 stop bit, no parity.

Docufax (24 Hour)

North America only: 949-932-4300
Europe: +31-20-4467650

Use the automated FAX system to have product information sent directly to your FAX machine.

Phone Assistance

North America only: 949-932-4900 or 800-832-4778
Outside North America: 949-932-5000
Europe: +31-20-4467651

If you need additional information or help during installation or normal use of our products, contact Western Digital Technical Support. Our customer support staff will answer your installation questions by phone. When calling for support, please have your Western Digital hard drive serial number and system hardware versions available.

Related Documents

To obtain Western Digital information sheets on related topics, visit our website at www.westerndigital.com or call Western Digital at 949-932-5000.

Western Digital
8105 Irvine Center Drive
Irvine, California 92618

Western Digital and Caviar are registered trademarks and WD Caviar, CacheFlow, FIT Lab, and The World's Most Recommended Hard Drive are trademarks of Western Digital Corporation. Other marks that belong to other companies may be mentioned herein. Product specifications subject to change without notice. © 1998 Western Digital Corporation. All rights reserved.