

WD Encrypted Drive Instructions

How to securely access your recovered data

Security note: Your recovered data has been supplied on an encrypted Western Digital drive. The password is provided separately by NIKO Computers. Keep it private and type it exactly as shown, including capital letters and symbols.

Accessing your data

Use these steps on a Windows PC or Mac. Recovered data is normally preserved in the format of the original device. A drive formatted for Mac may not be visible on a Windows computer.

1. Connect the external drive directly to the computer using its USB cable.
2. Open **File Explorer** on Windows or **Finder** on Mac. If you see **CD Drive WD Unlocker** or **WD Unlocker**, open it and run **WD Unlocker**. Then continue to step 4.
3. If WD Unlocker does not appear, download and install the official **WD Security** application:

Windows	downloads.wdc.com/wdapp/WDSecurity_WIN.zip
Mac	downloads.wdc.com/wdapp/WD_Security_MACOS.zip

4. Open **WD Security**, select the connected drive, enter the password and click **Unlock Drive**.
5. After unlocking, return to File Explorer or Finder. The data drive may be labelled **My Passport**, **Untitled**, or with a recovery reference. Open the drive to access the recovered files.

If the drive does not appear: Disconnect and reconnect it once, then check Disk Management on Windows or Disk Utility on Mac. Do not initialise, erase, repair or format the drive. Contact NIKO Computers if you are unsure.

Removing the drive password

You can remove the password after confirming that the recovered data opens correctly. Removing it makes the drive easier to use, but anyone with the drive will then be able to access its contents.

Before changing security settings: Check several important folders and files, and create a second copy of the recovered data on another storage device.

1. Install and open **WD Security** using the official download link shown on page 1.
2. Select the correct external WD drive.
3. Choose **Remove password**.
4. Enter the current drive password.
5. Click **Update Security Settings** and wait for confirmation that the password has been removed.

Important

If WD Security then displays a screen asking you to create a new password, leave all password fields blank and close the window unless you specifically want to encrypt the drive again.

Safe handling of the recovered data

- A. Keep the supplied drive unchanged until you have verified the recovered data.
- B. Create at least one additional copy on another drive, NAS or secure cloud storage.
- C. Eject the drive safely before unplugging it.
- D. Do not run repair, cleanup or formatting tools on the drive unless NIKO Computers advises you to do so.

If Windows asks for an administrator username

This prompt normally means your Windows account does not have permission to run the WD security software. It is not asking for a username stored on the external drive.

Option 1 - Use a personal computer

Connect the drive to a computer that you own and on which you have administrator rights. Unlock the drive normally. If required, follow page 2 to remove the password. You can then reconnect the drive to the original computer, provided that computer permits USB storage devices.

Option 2 - Ask an administrator

Ask your workplace IT administrator to run WD Security and unlock or remove the drive password. Share the password only with a trusted administrator.

Do not: Guess administrator credentials, initialise the disk, erase it, format it, or allow Windows/macOS to repair it automatically. These actions may affect the recovered data.

Need assistance?

Contact NIKO Computers and we can help you unlock the drive or confirm that the recovered data is accessible.

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