WD PiDrive Foundation Edition FAQ's
KBA #14993

Hardware FAQ's:

1. Q: Must the WD PiDrive device and included microSD™ card be used together?

   A: Yes, the microSD card is preloaded with software that installs the Raspbian Operating System and Project Spaces on the WD PiDrive device. After setting up the hardware (attach the WD PiDrive device, your video monitor, keyboard and mouse to your Raspberry Pi 3, 2 or Pi Zero), insert the microSD card and apply power to the Raspberry Pi board to launch the OS installation software. The Raspberry Pi must not be connected to the Internet during OS installation(s) to ensure compatibility. After the OSs are installed a Wi-Fi or Ethernet connection may be used to provide network access to the Raspberry Pi.

2. Q: Must the included WD PiDrive cable be used?

   A: Yes, the WD PiDrive cable must be used to provide sufficient power to the Raspberry Pi, WD PiDrive device, and any other connected peripherals. If the unit doesn't receive enough power it could cause issues with read/write operations and possibly cause data corruption.

   NOTE: This does not apply to the WD PiDrive Foundation Edition - USB Flash device.

3. Q: What type of 5V power adapter is required?

   A: The WD PiDrive power kit is recommended. It has a 5V 3A adapter and low-resistance USB power cable. Your set-up might work with a lower powered adapter (such as 2A or 2.5A), but it depends on what model of Raspberry Pi is used, USB peripherals that are attached, network devices that are active, the software workload on the device, and the type of USB power cable that's used, as well as other factors. Powering issues can lead to unpredictable behavior and data corruption and are hard to troubleshoot. If not using the WD PiDrive Power kit, it's also recommended to use a short (about 3ft or less) USB power cable between the 5V power adapter and the Raspberry Pi. If your 5V power adapter can't reach the main power outlet, use an extension cord between the main power outlet and your 5V adapter (don't use a long USB power cable).

   NOTE: This does not apply to the WD PiDrive Foundation Edition - USB Flash device.

4. Q: The LED is constantly flashing and is very bright. Is this normal? Can the brightness be turned down?

   A: Upon installation or re-selection of the OSs to install, the WD PiDrive device is re-partitioned and formatted. The formatting operation takes a while (~30 minutes or more) and involves a high-level of drive activity that causes the LED to flash constantly. Unfortunately, the LED brightness can't be changed via software. The light can be blocked/shielded by an enclosure or with a marking pen or piece of opaque tape if desired.

5. Q: My WD PiDrive device is making a clicking sound and the software set-up doesn't show that the WD PiDrive device is available for an OS installation. What's going on?

   A: A clicking sound can indicate insufficient power to the WD PiDrive device. The drive cannot initialize and the software cannot access it. See FAQ number 2 and 3 above for more info.

Software FAQ's:

1. Q: What is "Foundation Edition"?

   A: The new WD PiDrive Foundation Edition has a custom version of the Raspberry Pi Foundation's NOOBS OS installer software on the included microSD card. (Please see www.raspberrypi.org/downloads/noobs/ for more info on the regular NOOBS version.) The WD PiDrive Foundation Edition's NOOBS version installs OSs on the WD PiDrive device instead of the microSD card. After installation, when an OS is selected from the boot menu, the system will boot from the microSD card and then transfer operation to the drive. This makes the WD PiDrive device the primary storage for the Raspberry Pi instead of just using it as add-on storage.

2. Q: What is the difference between the WD PiDrive Foundation Edition NOOBS and the standard version of NOOBS?

   A: **Standard version:** In the standard version of NOOBS (www.raspberrypi.org/downloads/noobs/) various OSs are presented in the setup menu for download and installation. The NOOBS installer then repartitions the microSD card and installs the selected OSs into the partition. Raspbian (the full version with the PIXEL GUI) and Raspbian Lite (the core version with a command line interface only) are two of the OS options.

   Foundation Edition version: In the WD PiDrive Foundation Edition's version of NOOBS, Raspbian (full version) and multiple instances of Raspbian Lite are presented in the setup menu. These multiple instances of Raspbian Lite are called 'Project Spaces' and have predefined partition sizes, from 8GB to 32GB. Up to five Project Spaces may be installed

plus an additional instance of Raspbian Lite that uses the remaining space on the drive. Each Project Space is an independent install and has its own Raspberry Pi configuration (raspi-config) and start-up files. This enables creation of multiple projects on the WD PiDrive device that are completely independent of each other. This can also be used to support multiple users, each having their own Project Space with unique settings and password.

3. Q: Can I get a copy of the WD PiDrive Foundation Edition NOOBS image for my own microSD card?

    A: Yes, the image is available from the WDLabs download page at the link below: wdlabs.wd.com/downloads

4. Q: After I install the OS's, if I want to change what's installed (using the recovery mode boot option) and delete an installed OS, will I be able to reinstall it later?

    A: Yes, initiating recovery mode (by rebooting the system and pressing the **<shift>** key when prompted by the screen) provides access to OS installations just like the first-time setup. However, you must disconnect from the Internet when installing or re-installing OSs to ensure compatibility.

    NOTE: This will erase all OSs and/or data that is currently on the drive.