

# Western Digital EIDE Hard Drives

WD Caviar

1.6 GB	3.2 GB
2.0 GB	4.0 GB
2.1 GB	4.3 GB
2.5 GB	5.1 GB
3.1 GB	6.4 GB

*Installation Guide*

# *Technical Support Services*

## **On-line Services:**

Internet: [www.wdc.com](http://www.wdc.com)  
FTP Site: [ftp.wdc.com](ftp://ftp.wdc.com)  
America Online keyword: WDC

## **Bulletin Board**

**Services: 714-753-1234 (USA)**

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 following format is required: 8 data bits, 1 stop bit, and no parity.

**DocuFAX: 714-932-4300 - 24 hours (USA)**

An automated FAX system is available so that you can have product information sent directly to your FAX machine.

**Phone Assistance: 714-932-4900 or 800-832-4778 (in the U.S.)  
714-932-5000 (outside the U.S.)  
020-4467651 (The Netherlands only)  
+31-20-4467651 (outside The Netherlands)**

If you need additional information or help during installation or normal use of this product, contact Western Digital Technical Support.

When calling for support, please have your serial numbers and system hardware and software versions available. To assist you in directing your call, a phone matrix is included in the back of this manual.

## **Technical Support Phone Support (Pacific Time)**

Monday - Thursday: 8 am - 5 pm  
Friday: 8 am - 3 pm

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# *Introduction*

This installation guide provides concise instructions and illustrations to make the installation of your Western Digital hard drive as quick and easy as possible. The most commonly asked installation questions are answered on the following pages. To fully understand your options, we recommend that you read this entire guide before starting the installation procedure.

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## **Hard Drive Handling Precautions**

Western Digital hard drives are precision instruments and should be handled with care during unpacking and installation. Hard drives can be damaged by rough handling, shock and vibration, or electrostatic discharge (ESD). Handle the Western Digital hard drive by the sides only, and avoid touching the circuit board components.

Once your Western Digital hard drive is unpacked, place the drive on its antistatic bag on a clean, level work area. Do not stack hard drives or stand the Western Digital drive on its edge.

Save the packing materials in case you need to return your hard drive. Shipping your hard drive in anything other than the original packaging or Western Digital supplied materials will void your warranty.

**Caution:** Do not remove the tape seal or any labels from the drive; the warranty will be void.

## Before Installing the Hard Drive

In the table below, write down the serial number, model number, and CCC code listed on your new Western Digital hard drive. The serial number is printed on the label containing the bar code. The model number and CCC code are on the large label at the top of the drive.

Serial Number:	
Model Number:	CCC Code:

## If You Have an Existing Hard Drive Installed

Protect your data by backing up your existing hard drive before installing your new Western Digital hard drive. Save the data to removable media such as floppy disks or tape. Most operating systems include a back up utility. Consult your operating system or utilities documentation for back up instructions.

Access your CMOS setup screen and write down your existing hard drive type and parameters (cylinders/heads/sectors).

Type:	Sectors Per Track:
Cylinders:	*Landing Zone:
Heads:	*Precomp:

\* Typically these parameters match the cylinders, but in some cases they are not used by the system.

# Hardware Installation

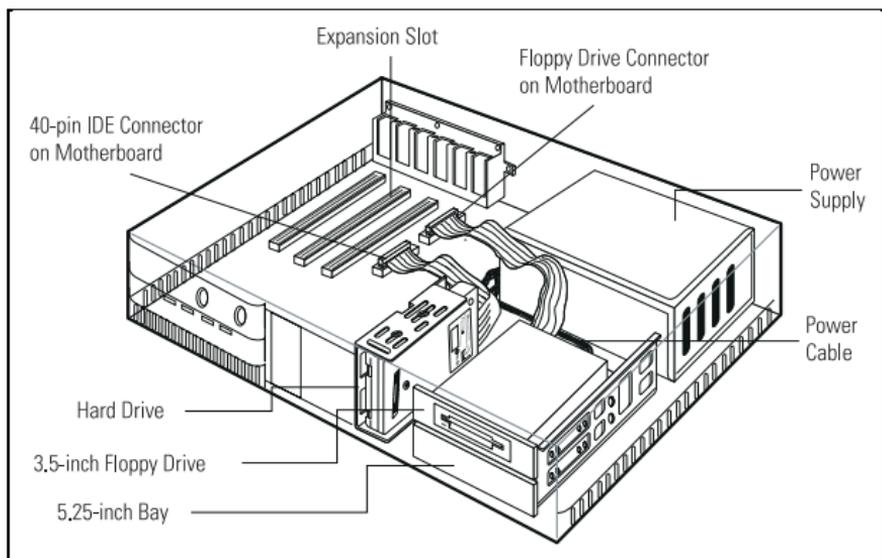
## Opening Your Computer

1. Turn off your system.
2. Discharge static electricity by touching the metal chassis of the computer.
3. Unplug your computer.
4. Remove the computer's outside cover.

## Typical Hard Drive Installations

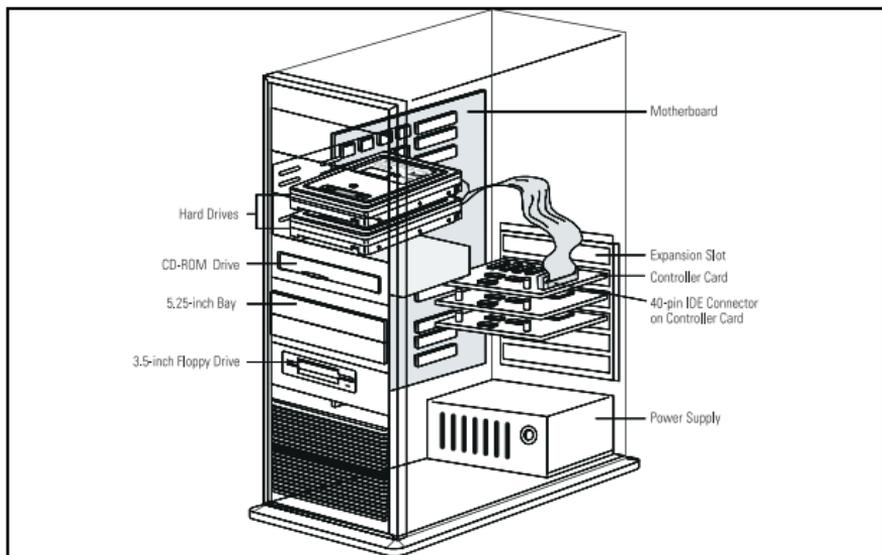
### Connecting the Hard Drive to the Motherboard

Choose this option if you are connecting your new hard drive to the 40-pin IDE connector on the system motherboard.



## Connecting the Hard Drive to a Controller Card

Choose this option if you are connecting your new hard drive to the 40-pin IDE connector on a controller card.



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## Preparing Your Hard Drive for Installation

Before installing your new Western Digital hard drive, you may need to complete the following tasks.

- Remove an existing hard drive
- Reposition jumpers
- Check the mounting hardware
- Determine if drive rails are required (if installing in a 5.25-inch bay)

## Removing an Existing Hard Drive

Back up the information on your existing hard drive before proceeding.

**IMPORTANT.** Be sure to turn off the system power and unplug the power cord.

1. Disconnect the power cord and IDE interface cable.
2. Remove screws and slide the hard drive out of the drive bay. Handle the hard drive with care. **Be careful not to scratch or tear the tape seal on the drive; this will void the warranty.**

### *Step 1. Jumpers*

Western Digital is currently shipping hard drives with two types of jumper blocks. See the illustration on page 6. Your hard drive may have either a 6-pin or a 10-pin jumper block. The first 6 pins on each jumper block are identical. The additional four pins on the 10-pin jumper block are reserved for future enhancements.

**Single Hard Drive Installations:** If installing your new Western Digital hard drive as the only hard drive in the system, leave the jumper in the neutral storage position for possible future use.

**Dual Hard Drive Installations:** If installing your new Western Digital hard drive with an existing hard drive on the same IDE interface cable, use a jumper to designate the master (C:) and the slave (D:) drive.

The Western Digital hard drive is factory set for single drive installation with a jumper in the neutral storage position (across pins 5-3). This jumper should be repositioned to select one of the options shown in the graphic on page 6.

The Cable Select jumper option is usually not required. It needs special support in your system hardware.

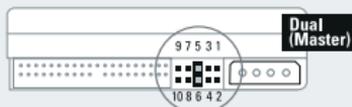
**Note for Apple Installations:** Apple systems do not support master/slave configurations. You can only install one EIDE hard drive to each port.

## 10-PIN DRIVE

- 1 If the drive you are installing is the only drive in your system, use this setting.

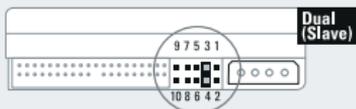


- 2 If the drive you are installing is the master drive in a two-drive system, use this setting.



\* Neutral storage placement. In this position, the jumper has no effect on hard drive operation.

- 3 If the drive you are installing is the slave drive in a two-drive system, use this setting.



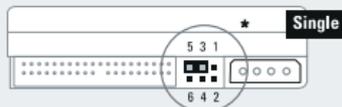
- 4 Cable Select (CSEL) option. Used by some system manufacturers. Requires a special cable and system support.



KEY: ■ Jumper pins ■ Jumper added

## 6-PIN DRIVE

- 1 If the drive you are installing is the only drive in your system, use this setting.

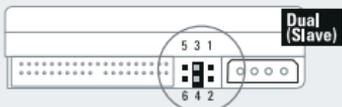


- 2 If the drive you are installing is the master drive in a two-drive system, use this setting.

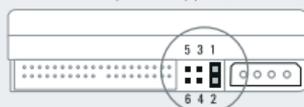


\* Neutral storage placement. In this position, the jumper has no effect on hard drive operation.

- 3 If the drive you are installing is the slave drive in a two-drive system, use this setting.



- 4 Cable Select (CSEL) option. Used by some system manufacturers. Requires a special cable and system support.



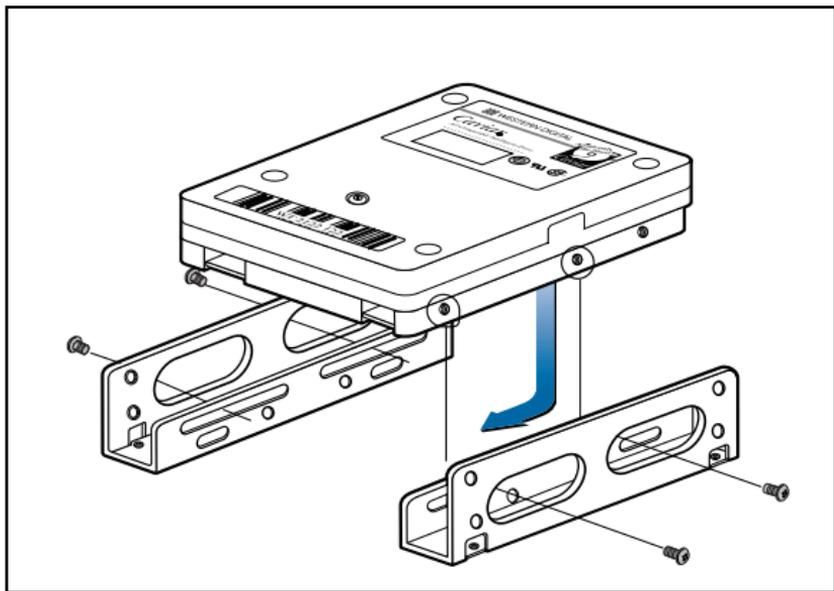
KEY: ■ Jumper pins ■ Jumper added

## ■ Standard Jumper Settings for Western Digital Hard Drives

If installing your new Western Digital hard drive with a non-Western Digital hard drive, obtain jumper configuration information from your original drive manufacturer. Refer to page 38 for the phone numbers and internet addresses of other hard drive manufacturers.

### **Step 2. Mounting Hardware**

Inspect the bay to see whether it is a 3.5-inch or 5.25-inch bay. The Western Digital hard drive fits in a 3.5-inch bay. If you are installing the Western Digital hard drive in a 5.25-inch bay, you must install the 5.25-inch mounting hardware. Refer to the following illustration.



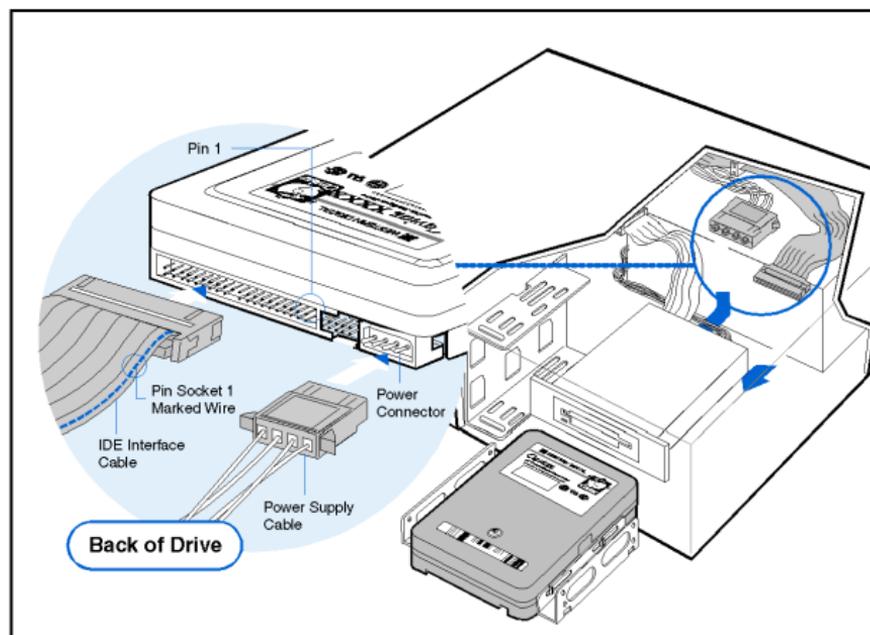
■ Mounting Hardware for a 5-25-inch Bay

### **Step 3. Drive Rails (optional)**

In a 5.25-inch drive bay, rails are sometimes necessary to complete installation. Consult your system manufacturer.

## Installing Your Hard Drive

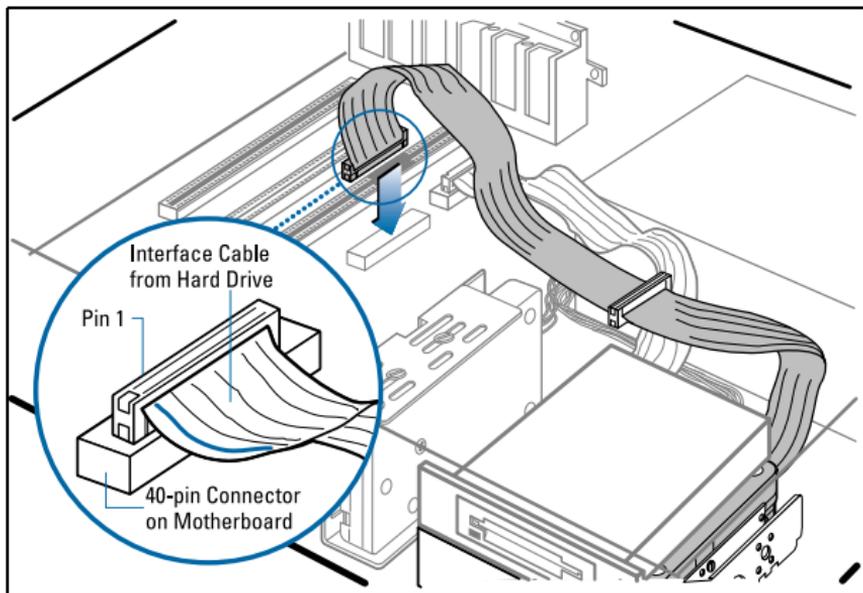
1. Thread the cable through the empty bay and slide in the Western Digital hard drive.
2. Attach the end of the 40-pin interface cable to the 40-pin connector on the back of the Western Digital hard drive. Match pin socket 1 on the interface cable (the marked wire) to pin 1 on the Western Digital hard drive. For dual installations, connect the two hard drives together with a 3-connector interface cable.



- Attaching the IDE Interface Cable and Power Supply Cable to the Hard Drive

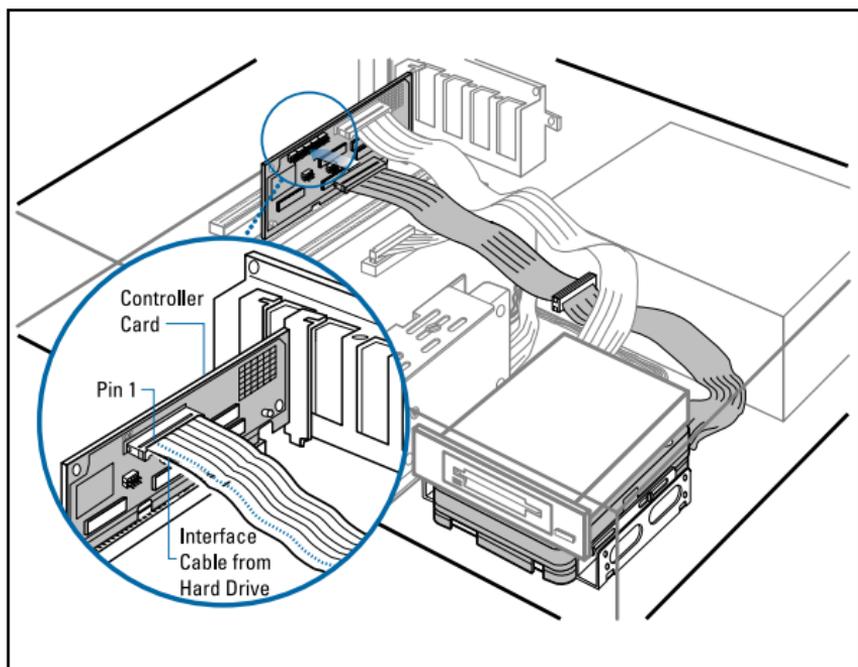
**Note for Apple Installations:** Use an Apple-supplied interface cable only. Pin 40 on an Apple-supplied interface cable is indicated by a color stripe on the cable.

3. Attach the computer system power supply cable to the 4-pin power connector on the back of the Western Digital hard drive. The 4-pin connector is keyed to ensure proper insertion.



■ Attaching the IDE Interface Cable to the Motherboard

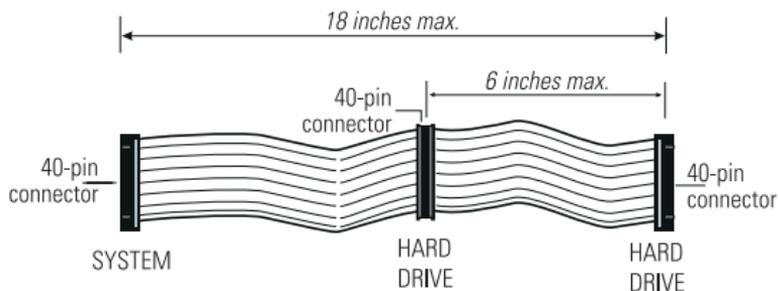
4. **Single Drive Installation:** Attach the end of the 40-pin IDE interface cable from the Western Digital hard drive to the IDE connector on the motherboard or controller card.  
**Dual Drive Installation:** Connect the two hard drives together by using a three-connector IDE interface cable. Match pin socket 1 on the IDE cable (the marked wire) to pin 1 on the motherboard or controller card.



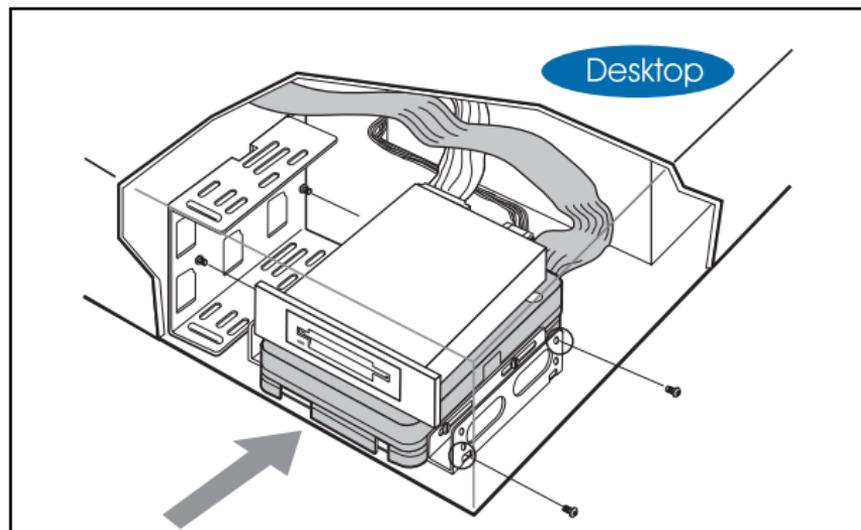
- Attaching the IDE Interface Cable to the Controller Card

### Cabling Notes:

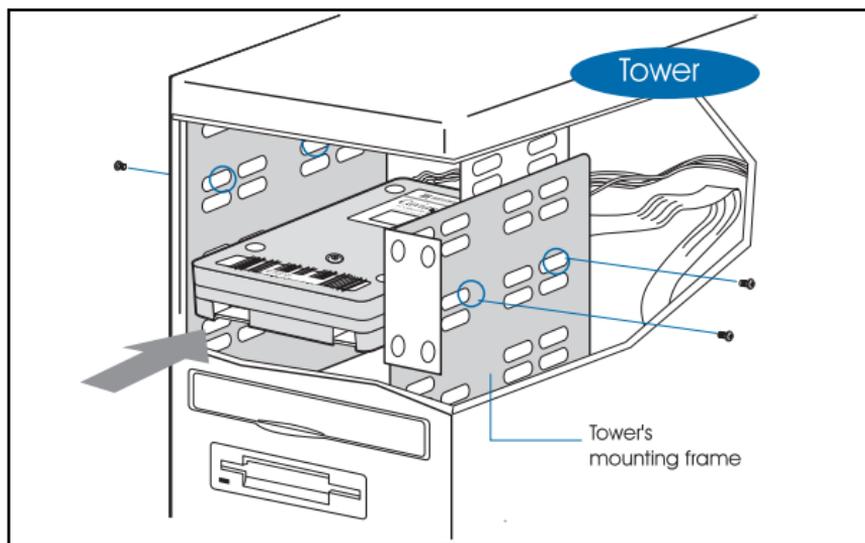
- Install single drives at the end of the 40-pin IDE interface cable.
- The 40-pin IDE interface cable should be no longer than 18 inches.



5. Mount the Western Digital hard drive in the bay using ALL FOUR 6-32 mounting screws included. Do not install the screws past six threads (3/16-inch).



■ Mounting the Western Digital Hard Drive in a Desktop PC



■ Mounting the Western Digital Hard Drive in a Tower PC

6. Check all cable connections. Replace the system cover.
7. Plug in your computer.
8. See the *Software Installation* section for hard drive setup instructions.

**IMPORTANT:** If you are installing a 2.5 GB or larger drive and cannot access your CMOS setup, refer to the *BIOS Limitations for Hard Drives Larger than 2.1 GB* section on page 39.

# *Configuring the System BIOS*

Before partitioning and formatting your hard drive, you need to configure the system BIOS.

Each system BIOS is different. The information supplied here is not meant to be followed step-by-step, but is provided as a guideline. Consult your system manual for details.

To configure your system BIOS:

1. Enter your CMOS setup program. Refer to your system manual for instructions.

**IMPORTANT.** If installing our 2.5 GB or larger hard drive and your system does not respond (locks up) on initial boot, refer to *BIOS Limitations for Hard Drive Larger than 2.1 GB* on page 39.

2. Enable options such as LBA or Translation Mode.

If you don't have either option, you need to use EZ-Drive to install your new hard drive, upgrade the system BIOS, or install an EIDE controller card with onboard BIOS that supports the full drive capacity. See page 30 for a list of BIOS sources and phone numbers.

3. Select an **auto config** drive type. The full capacity of your drive should display.

If your system BIOS does not have an auto config drive type, select **user defined** and enter **1023 cylinders, 16 heads, and 63 sectors** for the drive parameters. Selecting user defined ensures that EZ-BIOS will install on your master drive (Drive 1).

If your system BIOS does not have auto config or user defined, select **Type 9**. Selecting Type 9 ensures that EZ-BIOS will install on your master drive (Drive 1).

# ***EZ-Drive Software Installation***

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## **Overview**

EZ-Drive software can be used to help you:

- Quickly overcome the 528 MB and 2.1 GB system BIOS limitations by installing EZ-BIOS (if needed).
- Partition and format the 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 the EZ-Drive software, you can download it from the Western Digital web site at [www.wdc.com](http://www.wdc.com).

## **Operating System Compatibility**

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

- DOS 5.0 and above
- Windows 3.1x and Windows for Workgroups 3.11
- Windows 95
- Windows NT 3.51 and 4.0 (hard drives <4.2 GB capacity)
- 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. See the *EZ-Drive Advanced Options* section on page 21.

You CANNOT use EZ-Drive with these operating systems:

- Windows NT 3.51 and 4.0 (hard drives >4.2 GB capacity)
- Mac OS
- Novell NetWare
- Unix

If using Mac OS, 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 both the 528 MB and 2.1 GB BIOS barriers.

*528 MB Barrier:* Most computer systems built before August 1994 do not support hard drives larger than 528 MB, unless you update the system BIOS, install an EIDE controller card with onboard BIOS, or install third-party software such as EZ-Drive.

*2.1 GB Barrier:* Some computer systems built before early 1996 do not support hard drives with more than 4095 cylinders (hard drives larger than 2.1 GB), unless you update the system BIOS, install an EIDE controller card with onboard BIOS, or install third-party software such as EZ-Drive.

To determine if your system BIOS is set to support the full capacity of your hard drive, EZ-Drive compares the system CMOS settings to the actual drive size. If the values match, EZ-Drive only partitions and formats the hard drive; it does not install EZ-BIOS. If the values do not match, EZ-Drive

partitions and formats the hard drive and installs EZ-BIOS on the boot sector of the hard drive.

## Partition and Format

EZ-Drive automatically partitions and formats your hard drive. You can accept the EZ-Drive default partition sizes or create custom partitions. Read Question 12 in the *Frequently Asked Questions* section before partitioning your hard drive.

If your system BIOS is set to support the full capacity of all hard drives in your system, you can use Fdisk and Format to set up your new hard drive. See the section *Using the Fdisk and Format Utilities (FAT 16)*. However, we recommend using EZ-Drive, it is a faster, easier, and safer way to partition and format your new hard drive.

**IMPORTANT.** DOS and Windows have a 2.1 GB partition limit. If your hard drive is larger than 2.1 GB, you must create multiple partitions. **Do not create a partition larger than 2.1 GB.**

## Copy System Files

EZ-Drive copies system files needed to boot your new hard drive.

## Copy Data from an Existing Hard Drive to a New Hard Drive

For DOS, Windows 3.1x, and Windows 95 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.

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.

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## Using EZ-Drive to Set up Your Hard Drive

Follow the steps outlined below to set up your hard drive. These steps are a guideline.

**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 21.

1. Insert the EZ-Drive disk in the drive A.
2. Reboot the system.
3. The EZ-Drive Welcome screen displays. Press ENTER twice to get to the EZ-Drive main menu.
4. From the EZ-Drive main menu, select **Fully Automatic Install** to have EZ-Drive set up the hard drive. Carefully read and follow the onscreen prompts to install EZ-Drive, partition, and format your new Western Digital hard drive.

*Note.* 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.

**IMPORTANT.** DOS and Windows have a 2.1 GB partition limit. If your hard drive is larger than 2.1 GB, you must create multiple partitions. Do not create a partition larger than 2.1 GB.

5. When the Hard Drive Setup Complete screen displays, remove the disk from the floppy drive and press ESC to reboot the system.

To install an operating system on a new master hard drive, see steps 6 through 8.

6. If EZ-BIOS installed, the following message displays during the system boot. If this message does not display, EZ-BIOS did not install; see your operating system manual for installation instructions.

To install DOS from floppy, insert DOS Setup Disk 1 into drive A. Type A to begin DOS install.

Type C to skip DOS install and boot to drive C.

7. Insert the operating system installation disk 1 and type A to install the operating system. The following message displays.

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

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

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

## To Determine if EZ-BIOS Installed

If EZ-BIOS installed on your master drive (Drive 1), the following message displays when you reboot the system.

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

---

## 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, 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.

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

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## 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 section *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.

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## 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 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, and Windows 95 work with floppy boot protection enabled. When you boot to floppy disk, follow the instructions in *Booting from Floppy Disk* on page 23 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 *Booting from Floppy Disk* to ensure that EZ-BIOS loads when you boot to 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**.

Floppy Boot Protection is now disabled.

## 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 floppy disk, and EZ-BIOS correctly accesses your hard drive.

## **Back Up/Restore Track 0**

Use this option to back up and restore Track 0 on any hard drive in a system with an existing hard drive. Track 0 contains EZ-BIOS code and important information about the partition. This option does not back up user data.

If installing your new drive as a slave drive, EZ-Drive automatically creates a backup of Track 0 on the master drive (boot drive) before it partitions and formats the drive. If you ever have trouble booting the system, use this option to restore Track 0.

### **To Back up Track 0**

1. Boot from your EZ-Drive disk.
2. From the EZ-Drive main menu, select Backup/Restore Track 0.

3. Select the drive for which you want to back up Track 0.
4. Press ENTER. EZ-Drive creates a back up of Track 0 for the selected drive.

### **To Restore Track 0**

1. Boot from your EZ-Drive disk.
2. From the EZ-Drive main menu, select Advanced Options.
3. From the Advanced Options menu, select Backup/Restore Track 0.
4. Select the drive for which you want to restore Track 0.
5. Press the number for the backup you want to restore. EZ-Drive restores the selected Track 0.

### **Copy Entire Partition**

Use this option to copy all of the data (including hidden files) from one partition onto another partition. Be sure the total size of the data to be copied does not exceed the size of the destination partition.

**CAUTION.** This option overwrites existing data on the destination partition.

1. Boot from your EZ-Drive disk.
2. From the EZ-Drive main menu, select Advanced Options.
3. From the Advanced Options menu, select Copy Entire Partition.
4. From the Choose Source Partition screen, select the partition you want to copy. The selected partition displays on the Source screen.

5. From the Choose Destination Partition screen, select the partition you want to overwrite. The selected partition displays on the Destination screen. EZ-Drive copies the data on the Source partition to the Destination partition.

## Uninstalling EZ-BIOS

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

You will need 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.

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. Select Uninstall EZ-BIOS.
8. A warning message displays. Type Y to remove EZ-Drive.

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. You cannot uninstall EZ-BIOS without removing the 63-sector offset.

EZ-Drive cannot remove Ontrack Disk Manager 63-sector offset for OS/2 Warp and Windows NT partitions.

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.

The 63-sector data offset is now removed.

### **Enabling 32-bit Disk Access in Windows 3.1x**

To enable 32-bit disk access in Windows 3.1x, you must run SETUP.EXE located on the EZ-Drive disk. SETUP.EXE installs the 32-bit disk access driver only. It does NOT install

EZ-Drive. You must install Windows before running the setup program.

The 32-bit disk access driver is a Windows 3.1x driver; it is NOT intended for use in Windows NT and Windows 95 as these operating systems have built-in 32-bit disk access support.

### **To Run the Setup Program**

1. Insert the EZ-Drive disk into drive A (or B). You must run the setup program from Windows. In Windows, select Run from the File Menu. Type: a:\setup
2. The EZ-Drive installation utility loads. Select Install Driver from the options listed at the bottom of the screen.  
When the screen prompt "Restart Windows" displays, your driver is installed.
3. Select Restart Windows.
4. A Status Screen displays hard drive information the first time you reboot. Press any key to start Windows.

Your driver is now installed. Use the following instructions to enable the 32-bit disk access driver.

### **To Enable the 32-bit Disk Access Driver**

1. Start Windows. Select Control Panel, and then select 386 Enhanced.
2. Select Virtual Memory, and then select Change.
3. Select Use 32-Bit Disk Access at the bottom of the screen. Select OK.

# *Troubleshooting*

This section contains information on the following topics:

- Frequently Asked Questions
- BIOS Limitations for Hard Drives Larger than 2.1 GB

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## Frequently Asked Questions

Q1: *What information should I gather before calling Technical Support?*

A:

1. Be prepared to give your hard drive serial number (you should have recorded this in the *Introduction* section of this guide).
2. Be in front of the computer in question and know what devices are in your computer. If possible, have in hand the user guides for these devices. What hard drive(s) do you have?
3. Know the version of the operating system (for example, Windows 95) you are using.
4. Know your CPU type and speed (for example, P5/120).
5. Know the amount of memory (RAM) in your system. What memory management utility (such as QEMM or HIMEM) are you using?
6. Know the manufacturer, date, and version of the system BIOS (CMOS).
7. Know the amount of storage space available on your hard drive and the size of each partition.

8. Have printed copies (or onscreen copies) of your AUTOEXEC.BAT and CONFIG.SYS files.
9. Have your EZ-Drive disk, DOS system disk or Windows 95 Startup disk, and a pen and paper.

*Q2: I don't see the full capacity of my hard drive when installing my operating system.*

A: There are two issues affecting the installation of your hard drive: 1) some computer systems built before early 1996 do not support hard drives with more than 4095 cylinders (hard drives larger than 2.1 GB); and 2) a typical system BIOS dated before August 1994 doesn't recognize drives larger than 528 MB. To overcome these 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 BIOS sources.

BIOS Source	USA Phone Number	Internet Address
Micro Firmware (Phoenix BIOS only)	(405) 321-8333	www.firmware.com
Phoenix	(617) 551-4000	www.phoenix.com
Unicore (Award and AMI BIOS)	(508) 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 20.

**Q3:** *I get the message "HDD Controller Failure" after installing my Western Digital hard drive.*

**A:** This may appear when you first boot the system after installing the hard drive. Press F1 to continue. If the message continues to display, retrace the steps outlined for CMOS setup, cabling, and jumper configuration. Make sure to follow the instructions correctly. Then follow the instructions outlined in the section *Installing an Operating System from Floppy Disk with EZ-BIOS Installed* on page 20.

**Q4:** *Must I do anything to my original hard drive when adding my new Western Digital hard drive?*

**A:** Yes, one hard drive must be designated as a master and the other as a slave on the same IDE interface cable. We recommend designating your new hard drive as the master. For non-Western Digital hard drives, consult your original hard drive documentation for master/slave jumper positions.

**Q5:** *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 ( $10^6$ ). Alternatively, a binary megabyte is defined as 1,048,576 ( $2^{20}$ ). This is why some utilities show 3815.4 MB, while others will show 4000.7 MB for the same drive. See the following table.

Drive	Western Digital (MB)	CMOS (MB)	CHKDSK (MB)
1.6 GB	1624.6	1549.4	1624.6
2.0 GB	2000.3	1907.7	2000.3
2.1 GB	2111.8	2035.6	2111.8
2.5 GB	2559.8	2441.2	2559.8
3.1 GB	3166.7	3020.0	3166.7
3.2 GB	3249.3	3098.8	3249.3
4.0 GB	4000.7	3815.4	4000.7
4.3 GB	4304.2	4104.8	4304.2
5.1 GB	5163.5	4924.3	5163.5
6.4 GB	6448.6	6149.8	6448.6

Western Digital and CHKDSK report decimal megabytes (1,000,000 bytes).

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

**Q6:** *What should I check if my system will not start after I turn on the power?*

1. The EIDE controller card, if installed, is properly seated and connected.
2. The connections at both ends of the IDE interface cable are secure and correctly oriented.
3. The system power cables are secure.
4. The jumper selections on your hard drive(s) are correctly set for your installation.
5. If you have a 2.5 GB or larger hard drive, you may encounter a system BIOS limitation. Refer to the *BIOS Limitations for Hard Drives Larger than 2.1 GB* section.

*Q7: I can't boot DOS from my newly installed hard drive or access the hard drive after I used Fdisk and Format to set up my drive.*

A: Check the system to ensure that:

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

*Q8: My drive will not spin up or it spins down after a few seconds.*

A: Ensure that:

1. Your power connector is securely fastened and working properly.
2. The orientation of pin socket 1 on the 40-pin IDE interface cable matches pin 1 on the connector.

*Q9: I have a 2.5 GB or larger drive with Windows 3.1 or Windows 95 installed. Can I create one partition only?*

A: No. DOS and Windows have a 2.1 GB partition limitation. You must use at least two partitions to access the full capacity of your drive. Refer to Question 12.

*Q10: I transferred files from my old drive to my new larger drive, and the same files seem to take up much more space. Why?*

A: If your drive has only one partition, the larger cluster size may be wasting some of your disk space. Refer to Question 12.

**Q11:** *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. See *Enabling 32-bit Disk Access in Windows 3.1x* on page 27.

**Q12:** *Should I create more than one partition on my hard drive?*

**A:** If your hard drive is 2.5 GB or larger, you must create at least two partitions for DOS, Windows 3.x, Windows 95, or any operating system that uses FAT 16.

EZ-Drive and Fdisk utilities allow you to divide the hard drive into multiple partitions that function as separate drives.

In DOS, every file that is stored gets at least one allocation unit (called a "cluster"), regardless of the file size. The size of the cluster increases with the size of the partition. For example, if you have a 1024 MB partition, the cluster size is 32 KB. This means that even a 62-byte batch file is going to consume 32 KB of storage space. A typical mix of application and data files can include thousands of files. If each file contains a few kilobytes of wasted space, this can add up to several megabytes of wasted space.

To reduce cluster size you must reduce the partition size. The following table lists the breakdown for DOS 5.0 and above.

<b>Fdisk Partition Size*</b>	<b>EZ-Drive Partition Size**</b>	<b>Cluster Size</b>
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).

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

*Q13: My existing drive was installed using Ontrack Disk Manager. Can I use EZ-Drive to install my new hard drive?*

*A: Yes. Refer to *Converting Ontrack Disk Manager Partitions to EZ-Drive Partitions* on page 17.*

*Q14: 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. Refer to the section *Floppy Boot Protection*.*

*Q15: Do I need to use the Cable Select (CSEL) jumper option?*

*A: No, this jumper option is only used as an alternative by some system manufacturers to designate drive(s) as master or slave. This jumper option requires a special cable and hardware support in the host system. The IDE interface cable in your hard drive package does not support CSEL. Using the CSEL jumper option does not affect hard drive performance or functionality.*

*Q16: 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.

*Q17: 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.

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 on page 6.
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.

Windows NT 3.51 or 4.0 should properly recognize 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. See the *EZ-Drive Advanced Options* section on page 21.

**Q18:** *What is the warranty period for my Western Digital hard drive?*

**A:** Every Western Digital hard drive covered in this guide has a 3-year warranty.

**Q19:** *I've read the entire Frequently Asked Questions section and I am still having problems.*

**A:** If none of the solutions presented in this section solves your problem, consider these options:

1. Read the README.TXT text file on the EZ-Drive disk for additional troubleshooting information.
2. Check the Western Digital online services for a more comprehensive list of frequently asked questions. See the inside front cover of this guide for the internet addresses.
3. Have the EZ-Drive disk available and contact Western Digital technical support. See Question 1.

## Telephone Support: Other Drive Manufacturers

When installing your new Western Digital hard drive with a non-Western Digital hard drive, you may have to contact the manufacturer for master/slave jumper configuration information.

Drive Manufacturer	USA Phone Number	Internet Address
Fujitsu	408-894-3950	www.fujitsu.com
IBM	914-765-1900	www.ibm.com
Maxtor	408-432-1700	www.maxtor.com
Quantum	408-894-4000	www.quantum.com
Seagate/Conner	408-438-8222	www.seagate.com

## Western Digital Technical Support

### Support Phone Matrix (800-ASK-4-WDC)



Press 1
General Sales Info
Product Documentation
Promotional Information

Press 2
Technical Support
Status on RMA

Press 1	Press 2	Press 3
RMA Status	Drives	PCI SCSI
Press 4	Press 5	Press 6
Hard Disk Controllers	Video	Other

---

## BIOS Limitations for Hard Drives Larger than 2.1 GB

**IMPORTANT.** If you installed a 2.5 GB or larger hard drive and your system does not respond (locks up) on initial boot, read this section.

Hard drives larger than 2.1 GB have more than 4095 cylinders. On some systems, the system BIOS cannot properly recognize hard drives with more than 4095 cylinders.

You will know if your system BIOS has this limitation after installing your drive if:

- Your operating system shows a much smaller drive capacity.
- Your system locks up on initial boot, preventing you from accessing CMOS setup.

### Operating System Shows a Much Smaller Capacity

If your operating system shows a much smaller drive capacity, use EZ-Drive to overcome the 2.1 GB BIOS limitation.

### Your System Locks Up on Initial Boot

If you cannot access the CMOS setup because your system locks up on initial boot, follow the instructions below.

1. Turn off your system power, check the IDE interface cable and power supply cable.
2. Check jumper settings.
3. Turn on your system power.
4. Try to enter your CMOS setup and set the drive type to auto config.

If your system still doesn't respond, your system BIOS may not support drives with more than 4095 cylinders. If this is the case, consider these solutions:

A. Use EZ-Drive.

If the system locks up and prevents entry to CMOS, you may need to turn off your system power and disconnect the IDE interface cable from the system.

- Enter your CMOS setup. Refer to your system manual for instructions.
- Select the Hard Disk Type option for the 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.
- Reconnect your IDE interface cable to the system.
- Install EZ-Drive.

These new settings allow your system to boot so that you can install EZ-Drive to access the full capacity of the drive.

– *OR* –

If you don't have a user defined or Type 9 drive type, use option B, C, or D below to change the parameters reported to the BIOS.

B. Upgrade your system BIOS. A properly upgraded system BIOS will support the hard drive. Contact your system manufacturer. See page 30 for a list of BIOS sources and phone numbers.

C. Install an EIDE controller card with an onboard BIOS that supports hard drives larger than 2.1 GB.

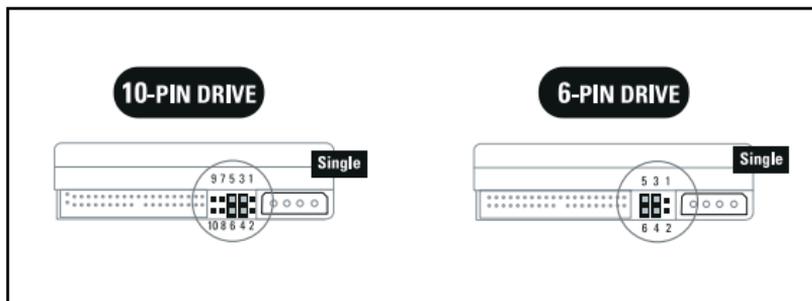
D. Rejumper the drive as described on the following page and install EZ-Drive. With these alternate jumper settings, you **MUST** install EZ-Drive. In the future, if you move this drive to another system, you must put the jumper back to the standard position.

**Note for Windows NT Users:** If your system locks up, you are using Windows NT, DO NOT use these alternate jumper settings. You need to either use the standard jumper settings on page 6 and select a user defined drive type in CMOS setup or upgrade your system BIOS to support the full capacity of your new hard drive.

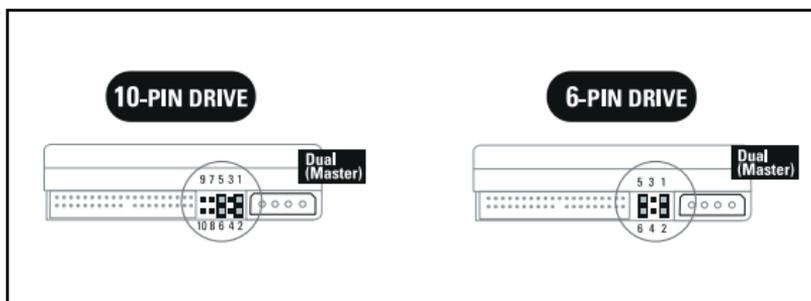
**CAUTION.** Use these jumper settings only if you encounter the specific BIOS limitation (system locks up) described in this section. These jumper settings cause the drive to report 4092 cylinders (2.1 GB) rather than the actual drive capacity. If you use these jumper settings, you MUST install EZ-Drive to access the full capacity of your new hard drive.

**IMPORTANT.** These alternate jumper settings WILL NOT work with Novell NetWare or Unix.

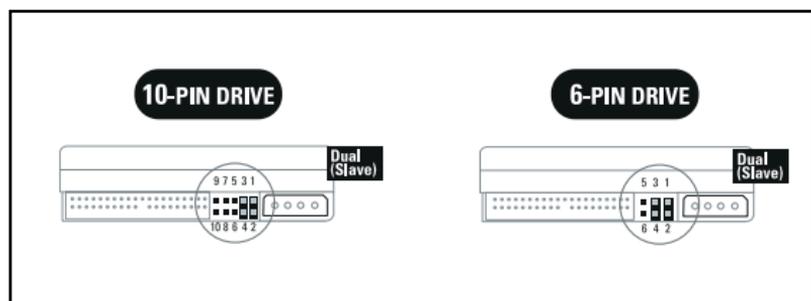
**Single Drive:** If you have a 2.5 GB or larger hard drive, your system locks up on initial boot, and the drive you are installing is the only drive in your system, set the jumpers in these positions.



**Dual (Master) Drive:** If you have a 2.5 GB or larger hard drive, your system locks up on initial boot, and the drive you are installing is the master drive in a two-drive system, set the jumpers in these positions.



**Dual (Slave) Drive:** If you have a 2.5 GB or larger hard drive, your system locks up on initial boot, and the drive you are installing is the slave drive in a two-drive system, set the jumpers in these positions.



# *Appendix*

This appendix contains information on the following topics:

- Using the Fdisk and Format Utilities (FAT 16)
- Agency Approvals
- Radio Frequency Interference Statement
- Warranty Information

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## **Using the Fdisk and Format Utilities (FAT 16)**

Using EZ-Drive to partition and format your hard drive is faster, easier, and safer than Fdisk and Format.

If you choose not to use EZ-Drive, follow the steps outlined in this section to manually partition and format your hard drive for use with these operating systems.

- DOS 5.0 and above
- Windows 3.1x and Windows for Workgroups
- Windows 95

**IMPORTANT.** Before proceeding, be sure your system BIOS supports the full capacity of all hard drives in your system.

These operating systems cannot recognize drive capacities larger than 528 MB without either using a translating BIOS or EZ-Drive.

Your installation procedure depends on whether you are replacing an existing (single or master) drive, or adding your new Western Digital drive as a second hard drive.

**Note for Windows 95 Users:** To partition your drive in Windows 95, run Fdisk and Format using the Run option under the Start Menu. Windows 95 uses the FAT file system and has a 2.1 GB partition limit. You must reboot the system to enable 32-bit and long filename support.

**CAUTION.** DOS and Windows have a 2.1 GB partition limit. If you have a hard drive larger than 2.1 GB, you must create multiple partitions to access the full capacity of your drive. Do not create a partition larger than 2.1 GB.

## Replacing an Existing (Single or Master) Hard Drive

### To Create a Primary DOS Partition

Before proceeding, we recommend reading Question 12 in the *Frequently Asked Questions* section for information about partitioning.

1. Insert a DOS system disk into drive A.
2. From the A: prompt, type FDISK and press ENTER.
3. From the Fdisk main menu, select 1. Create DOS Partition or Logical DOS Drive.
4. From the create DOS Partition menu, select 1. Create Primary DOS Partition. The following message displays.

```
Do you wish to use the maximum available size
for a Primary DOS Partition and make the
partition active?
```

5. To create one partition only, type Y and press ENTER. The following message displays.

```
Primary DOS partition created, drive letters
changed or added.
```

Press ESC twice to exit the program. Follow the instructions in *Formatting Your Hard Drive*.

To create multiple partitions, type N and press ENTER. A menu displays. Type the number of megabytes or the percentage of disk space to use. The following message displays.

```
Primary DOS partition created, drive letters  
changed or added.
```

Press ESC to return to the Fdisk main menu. Next you need to set the active partition, create an extended partition, and create logical drives.

*Note:* When you format the primary partition, be sure to use the /S switch to make the partition bootable.

### **To Set the Active Partition**

The active partition contains your operating system. If you create multiple partitions, you must set the active partition. You can only make primary partitions active.

1. From the Fdisk main menu, select 2. Set Active Partition.
2. Type the number of the partition you want to make active.
3. Press ESC to return to the Fdisk main menu.

### **To Create Extended DOS Partitions**

1. From the Fdisk main menu, select 1. Create DOS Partition or Logical DOS Drive.
2. From the Create DOS Partition menu, select 2. Create Extended DOS Partition.
3. A menu displays showing the total number of megabytes available for an extended DOS partition. Press ENTER to accept the default size. The following message displays.

```
Extended DOS partition created.
```

4. Press ESC twice to return to the Fdisk main menu.

### To Create Logical Drives in an Extended DOS Partition

1. From the Fdisk main menu, select 1. Create DOS Partition or Logical DOS Drive.
2. From the create DOS Partition menu, select 3. Create Logical DOS Drive(s) in the Extended DOS Partition.
3. A menu displays showing the total number of megabytes available for an extended DOS partition. Press ENTER to accept the default size.

The following message displays.

```
All available space in the Extended DOS
partition is assigned to logical drives.
```

4. Press ESC twice to exit Fdisk. The following message displays.  
You must restart your system for your changes to take effect. Shut down Windows before restarting.
5. Reboot the system. Follow the instructions in *Formatting Your Hard Drive* on page 47.

### Adding the Western Digital Drive as a Second (Slave) Hard Drive

If your new Western Digital hard drive is the slave drive in your system, follow the instructions outlined in *Replacing an Existing (Single or Master) Drive* on page 44. However, before you partition the drive, select option 5. Change current fixed disk drive from the Fdisk main menu to select the drive you want to partition.

Make sure that you have selected the new drive. Do not delete any partitions on your existing drive; doing so results in lost data.

The drive letters assigned to the partitions on your existing master drive could change if installing your new hard drive as a slave drive. If drive letters change on your master drive, you might need to change the paths for your software programs installed on that drive. We recommend installing your new hard drive as the master drive; then copy all of the data on your existing hard drive onto your new hard drive.

## Formatting Your Hard Drive

You need to format each partition separately. Each partition has a drive letter. Fdisk assigns drive letters as listed in the following table.

Partition	Drive Letter
Master Drive primary partition (bootable)	C:
Slave Drive primary partition	D:
Master Drive extended partition (logical drive 1)	E:
Master Drive extended partition (logical drive 2)	F:
Slave Drive extended partition (logical drive 3)	G:
Slave Drive extended partition (logical drive 4)	H:

## To Format a Partition

1. To format a partition, type **FORMAT** followed by the drive letter at the DOS prompt. For example, to format the "D" drive, type **FORMAT D:** and press **ENTER**.

To make the primary partition (C:) bootable, type **FORMAT C: /S** and press **ENTER**.

The following message displays.

```
WARNING, ALL DATA ON NON-REMOVABLE DISK  
DRIVE C:
```

```
Proceed with Format (Y/N)?
```

2. Type Y and press ENTER to format the partition.
3. Repeat steps 1 and 2 for each partition on each new hard drive.

---

## **Agency Approvals**

Western Digital hard drives meet the standards of the following regulatory agencies:

### **Federal Communication Commission**

Verified to comply with FCC Rules for Radiated and Conducted Emission, Part 15, Subpart B, for Class B Equipment.

### **Underwriters Laboratories**

UL-Standard 1950, Standard for Safety of Information Technology Equipment including Electrical Business Equipment (File E101559).

### **Canadian Standards Association**

CSA-Standard C22.2, No. 950-M89, Standard for Safety of Information Technology Equipment including Electrical Business Equipment (File LR68850).

### **TUV Essen Laboratories**

IEC-950 (EN60950) Standard for Safety of Information Technology Equipment including Electrical Business Equipment.

### **CE Compliance For Europe**

Verified to comply with EN55022 for RF Emissions and EN50082-1 for Generic Immunity, as applicable.

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## Radio Frequency Interference Statement

### FCC Notice

This Western Digital product has been verified to comply with the limits for a Class B computing device pursuant to subpart B Part 15 of FCC rules. This does not guarantee that interference will not occur in individual installations. Western Digital is not responsible for any television, radio, or other interference caused by unauthorized modifications to this product.

If interference problems do occur, please consult the system equipment owner's manual for suggestions. These suggestions may include relocation of the computer system away from the television or radio, or placing the computer AC power connection on a different circuit or outlet.

### CSA Notice

Le prent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

This digital apparatus does not exceed the Class B limits for radio noise for digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

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(714) 932-4900

79-870027-005 10/97 S0861

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## Warranty Information

### Obtaining Service

Western Digital Corporation (“WDC”) values your business and always attempts to provide you the very best of service. If this Product ever requires maintenance, either contact the dealer from whom you originally purchased the Product or telephone WDC’s Technical Support Department. No Product may be returned directly to WDC without first contacting our Technical Support Department at (714) 932-4900 or at (800) 275-4932. If it is determined that the Product may be defective, you will be given a Return Material Authorization (“RMA”) number and instructions for Product return. An unauthorized return, i.e., one for which an RMA number has not been issued, will be returned to you at your expense. Authorized returns are to be shipped prepaid and insured to the address on the RMA and are to be packaged securely to prevent damage. In order to conclusively establish the period of warranty, an original purchase receipt must accompany the returned Product. WDC shall have no liability for lost data, regardless of the cause, recovery of lost data, or data contained in any Product placed in its possession.

### Limited Warranty

WDC warrants that the Product, in the course of its normal use, will be free from defects in material and workmanship for a period of three (3) years and will conform to WDC’s specification therefor. This limited warranty shall commence on the purchase date appearing on your purchase receipt.

WDC shall have no liability for any Product returned if WDC determines that the product was stolen from WDC or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WDC receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels), accident or mishandling while in your

possession. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WDC's option, the repair or replacement of the Product. The foregoing warranty of WDC shall extend to repaired or replaced Products for the balance of the applicable period of the original warranty or thirty (30) days from the date of shipment of a repaired or replaced Product, whichever is longer.

THE FOREGOING LIMITED WARRANTY IS WDC'S SOLE WARRANTY AND IS APPLICABLE ONLY TO PRODUCTS SOLD AS NEW. THE REMEDIES PROVIDED HEREIN ARE IN LIEU OF a) ANY AND ALL OTHER REMEDIES AND WARRANTIES, WHETHER EXPRESSED, IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND b) ANY AND ALL OBLIGATIONS AND LIABILITIES OF WDC FOR DAMAGES INCLUDING, BUT NOT LIMITED TO ACCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES, OR ANY FINANCIAL LOSS, LOST PROFITS OR EXPENSES, OR LOST DATA ARISING OUT OF OR IN CONNECTION WITH THE PURCHASE, USE OR PERFORMANCE OF THE PRODUCT, EVEN IF WDC HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

In the United States, some states do not allow exclusion or limitations of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

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**For service and literature:**

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714.932.5000 Outside USA  
714.932.4300 DocuFAX  
[www.wdc.com](http://www.wdc.com) Internet



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