



Caviar Series
AC2850, AC21000, AC31000,
AC21200, AC31200, AC31600,
AC32100, and AC32500
Quick Installation Guide

The enclosed EZ-Drive software may be required to access the full capacity of your Western Digital hard drive.

TECHNICAL SUPPORT SERVICES

Phone Assistance: 714-932-4900 (in the U.S.)
 714-932-5000 (outside the U.S.)
 800-832-4778 (in the U.S.)
 49-89-92200673 (Munich)
 +(44) 1372 360 055 (U.K.)

If you need additional information or help during installation or normal use of this product, contact Western Digital Technical Support. Our customer support staff will attempt to answer your installation questions by phone or issue a service authorization number for repair or replacement of your product. Unauthorized returns will not be accepted. When calling for support, please have your serial numbers and system hardware and software versions available.

Hours:	Mon. - Thurs.	8 am - 12 noon	1 pm - 5 pm
(Pacific Time)	Fri.	8 am - 12 noon	1 pm - 3 pm

Modem Access: 714-753-1234 (U.S.)
 49-89-92 20 06 -60 (Germany)
 33-1-69 85 39 14 (France)
 +(44) 1372 360 387 (U.K.)

You may also 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 (North America only)

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

On-line Services:

Internet: <http://www.wdc.com/> FTP Site: <ftp.wdc.com> America
Online keyword: *Western Digital* or *WDC*
Microsoft Network go word: *WDC*

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INTRODUCTION

This Quick 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.

For your convenience we have included EZ-Drive software, jumpers, and four 6-32 mounting screws with the Western Digital hard drive and the Quick Installation Guide.

HARDWARE

The Western Digital hard drive is an Enhanced IDE drive, which means that the controller circuitry and 40-pin IDE connector are mounted directly on the hard drive. It does not require a separate controller card if your system provides a 40-pin IDE connector on the motherboard or an existing controller card. The Western Digital hard drive is a 3.5-inch drive that can be used in a 3.5-inch bay or in a 5.25-inch bay using a 5.25-inch mounting bracket. It offers a three-year warranty and the highest level of compatibility in the industry.

SOFTWARE

The Western Digital hard drive is low-level formatted and defect free. **Do not low-level format your Western Digital drive.**

This installation guide provides software instructions for the following environments:

- DOS 5.0 and above, Windows 3.1x, Windows for Workgroups, and Windows 95
- Windows NT
- OS/2 2.1x and OS/2 Warp
- Novell NetWare
- Unix

SYSTEM BIOS LIMITATION

There are two limitations associated with some system BIOSs (Basic Input Output System). The first one involves using hard drives that have more than 4095 cylinders (drives larger than 2.1 GB), and the other is the ability to access the full capacity of hard drives larger than 528 MB.

EZ-DRIVE

Use the EZ-Drive installation software supplied in your hard drive package to overcome both of these BIOS limitations. See the *Software Installation* section on page 15 for complete information.

HARD DRIVE HANDLING PRECAUTIONS

Handle your Western Digital hard drive very carefully. Hard drives can be damaged by electrostatic discharge (ESD), rough handling, or shock and vibration. 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.

INSTALLATION PREPARATION

This manual walks you through the four basic steps to install your Western Digital hard drive.

1. Hardware installation
2. System setup (CMOS)
3. EZ-Drive software installation
4. Operating system installation

BEFORE INSTALLING THE HARD DRIVE

- Write down the serial number and model number listed on your new Western Digital hard drive. The serial number is printed on the label containing the bar code and is listed as WD S/N: xxxxx xxx xxxx. The model number is on the large label at the top of the drive.

Serial Number: _____

Model Number: _____

- Gather these supplies: computer system manual, DOS or compatible operating system installation diskette, operating system manual, a bootable DOS diskette, a small Phillips and medium flat-blade screwdriver.

Creating a Bootable Diskette

You must have a bootable DOS diskette to install EZ-Drive. Disk 1 of your standard DOS installation diskettes is a bootable diskette. If you don't have your original DOS installation diskettes, you can create one if you have a bootable C: hard drive by following these steps:

1. Insert a blank diskette into drive A.
2. Type: **format a:/s**. Press **ENTER**.

IF YOU HAVE A HARD DRIVE ALREADY INSTALLED

IMPORTANT: Protect your data. Regularly back up your the data on your hard drive.

- Back up the data on your existing hard drive.
- Make sure you have your DOS installation diskettes available. There are files on the first DOS diskette that you may need during the hard drive installation.
- Go into your CMOS system setup screen and write down your existing hard drive type and parameters (cylinders/heads/sectors).

Type: _____ Cylinders: _____

Heads: _____ Sectors Per Track: _____

*Landing Zone: _____ *Precomp: _____

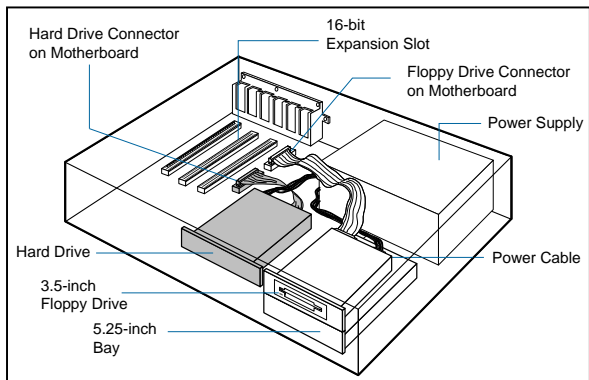
** Typically these parameters match the cylinders, but in some cases they are not used by the system.*

HARDWARE INSTALLATION

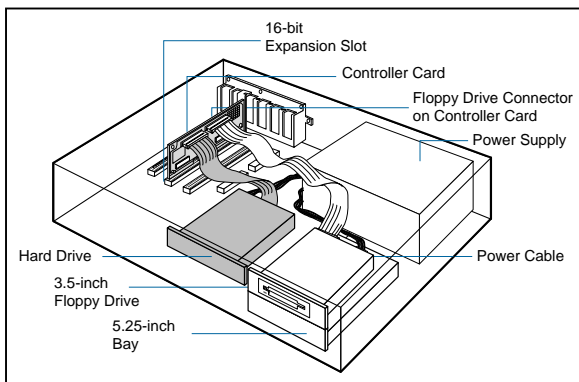
PREPARING YOUR HARD DRIVE FOR INSTALLATION

1. Turn your system off.
2. Discharge static electricity by touching the metal chassis of the computer.
3. Unplug your computer.
4. Remove the computer's outside cover. (Consult your computer system manual for exact details and instructions.) Be sure to keep all screws and other parts together for easy reassembly.

The following illustrations show typical configurations for PC systems.



■ Typical PC System with Single or Dual Hard Drive(s)
Connected to the Motherboard



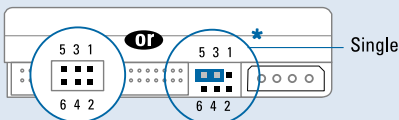
■ Typical PC System with Single or Dual Hard Drive(s)
Connected to a Controller Card

Choose the configuration option that best fits your situation. We recommend using the Western Digital drive as the master drive.

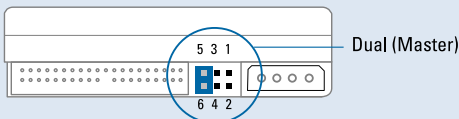
5. **Jumper Settings.** A jumper is required if you are installing the Western Digital hard drive with an existing drive. One drive must be jumpered as the master drive and the other as the slave drive. Western Digital hard drives are shipped with a jumper shunt in the neutral storage position (across pins 5 and 3). This jumper should be repositioned to select one of the options shown in the graphic below. A jumper is not required if you are installing the Western Digital hard drive as the only hard drive in the system.

KEY: ■ Jumper pins ■ Jumper added

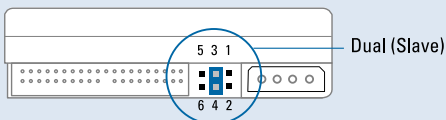
- 1** If the drive you are installing is the only drive in your system, use one of these settings.



- 2** If the drive you are installing will be the boot drive (first drive) in a two drive system, use this setting.



- 3** If the drive you are installing will be the second drive in a two drive system, use this setting.

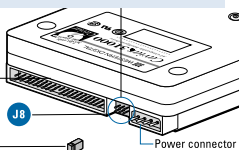


Note: Pins 1 and 2 are reserved

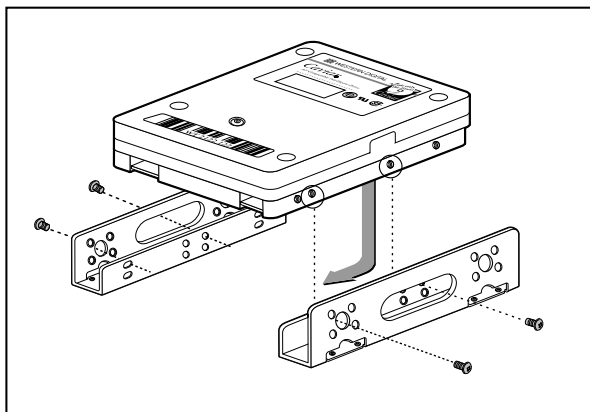
* Factory storage placement. In this position, the jumper has no effect on hard drive operation.

40-pin connector

Jumper shunt



■ Jumpers for Western Digital Hard Drives



■ Mounting Hardware Installation

6. **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 best 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. Contact your local dealer or Western Digital technical support to obtain the mounting hardware.

Use the following illustration when installing the 5.25-inch mounting hardware in a 5.25-inch bay.

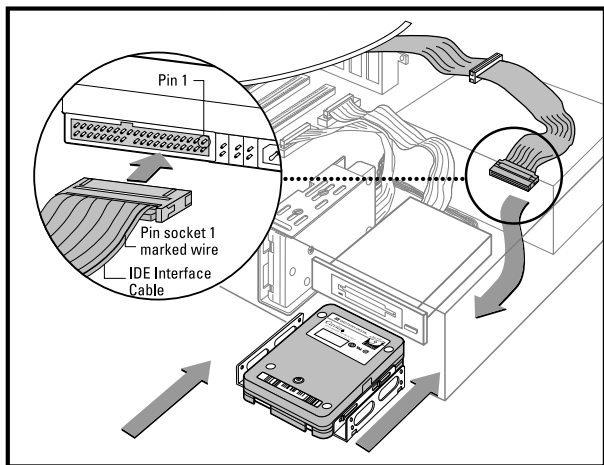
Note: This illustration shows Western Digital hardware. Your hardware may vary.

Rails are sometimes necessary to complete installation. Consult your system manufacturer.

The examples in this manual are for horizontal installations, but vertical installations are also acceptable.

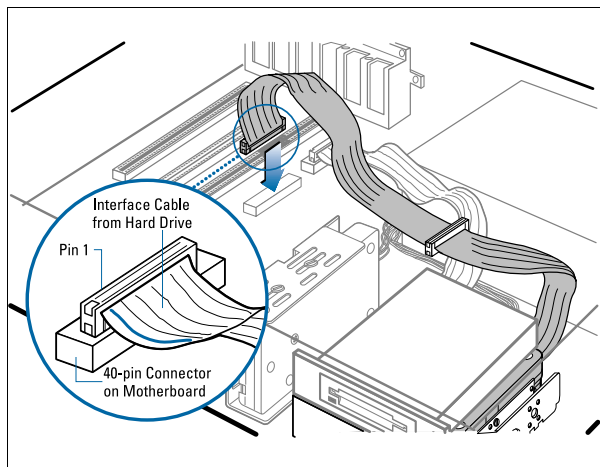
Installing Your Hard Drive

1. **Attaching the IDE Cable to the Hard Drive.** 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.
2. Attach the computer system's 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.

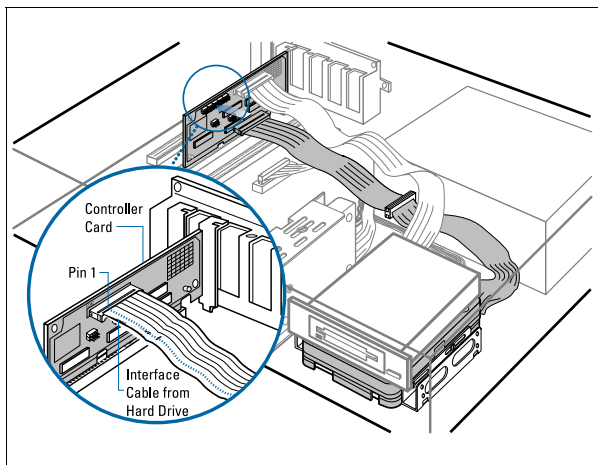


■ Attaching the IDE Interface and Power Supply Cables

3. Thread the cable through the empty bay and slide in the Western Digital hard drive.
4. Attach the end of the 40-pin IDE cable from the Western Digital hard drive to the IDE connector on the motherboard or controller card. Match pin socket 1 on the IDE cable (the marked wire) to pin 1 on the motherboard or controller card.



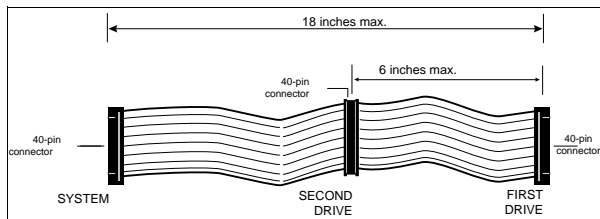
■ Attaching the IDE Cable to the Motherboard



■ Attaching the IDE Cable to the Controller Card

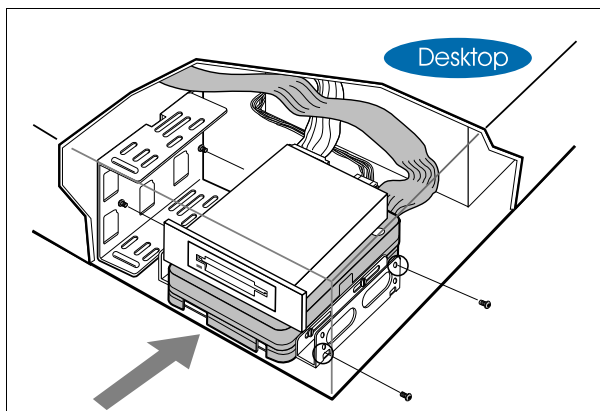
Cabling Notes:

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

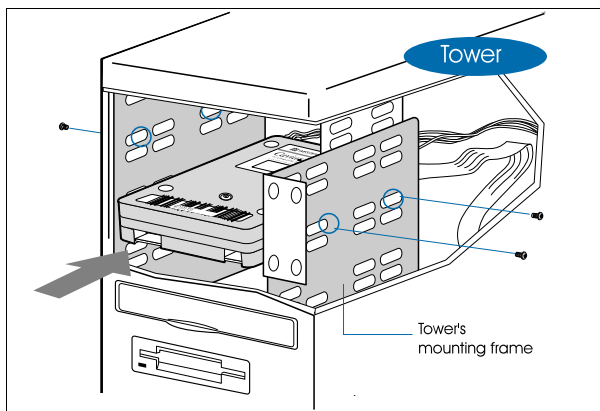


■ IDE Cable Connectors

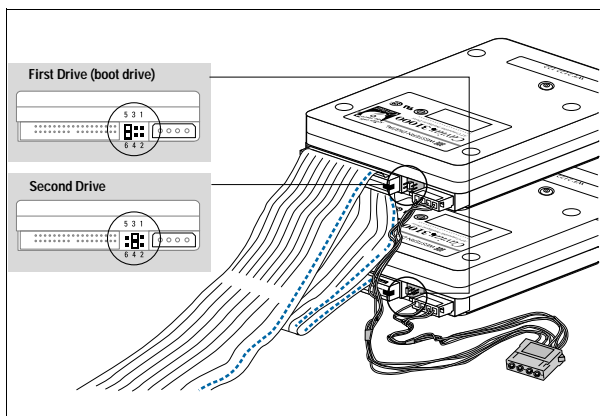
5. **Mounting the Hard Drive.** Mount the Western Digital hard drive in the bay using ALL FOUR 6-32 mounting screws included. Do not install the screws past six threads (3/16-inch).



■ Mounting the Western Digital Hard Drive
in a Desktop PC



■ Mounting the Western Digital Hard Drive in a Tower PC



■ Typical Dual Western Digital Hard Drive Installation with All Cables Connected

6. **Check all cable connections.** Replace the system cover, but don't screw it on yet. If you can't get the new drive to work, you may need to check your connections.
7. Plug in your computer.
8. See the *Software Installation* section for hard drive setup instructions.

IMPORTANT: If you are installing the AC32500 drive and are not able to access your CMOS setup, refer to the 2.5 GB Hard Drives section on page 22.

SOFTWARE INSTALLATION

This section provides software instructions that enable your hard drive to work with your computer system. The areas addressed in this section include:

- Standard Installation
- Custom Installation
- Custom Operating System Installations

STANDARD INSTALLATION

This section contains instructions for:

- CMOS setup
- EZ-Drive Fully Automatic Installation
- Operating system installation instructions for DOS 5.0 and above, Windows 3.1x, Windows for Workgroups, and Windows 95
- Creating a recovery boot diskette

If your existing drive has Ontrack Disk Manager installed, or for instructions on Windows NT, OS/2 2.1x, OS/2 Warp, Novell NetWare, and Unix, follow the instructions in the *Custom Installation* section on page 20.

CMOS SETUP

Most computer systems provide a CMOS setup program that allows you to access information regarding your system configuration. Refer to your system manual for CMOS setup instructions.

The following hard drive types are usually available in CMOS: *auto config*, *user defined*, and *predefined*.

Western Digital recommends that you choose the *auto config* hard drive type. The *auto config* drive type automatically sets up the Western Digital hard drive parameters. This drive type is used for DOS, Windows 3.1x, Windows NT, Windows 95, OS/2 2.1x, and OS/2 Warp.

If *auto config* drive type is not available, select *user defined*, and enter **1023x16x63**.

If you only have predefined types, select *Type 01*.

IMPORTANT: If your drive has more than 4095 cylinders, refer to the 2.5 GB Hard Drives section on page 22.

Existing Drives: If you have an existing drive, write down the hard drive type and parameters (cylinders/ heads/sectors) for the existing drive. **Do not change the hard drive parameters of your existing hard drive** at this time. If your existing drive has Ontrack Disk Manager installed, refer to the *Custom Installation* section on page 20.

EZ-DRIVE INSTALLATION

Western Digital recommends that you back up the data on your existing drive before installing EZ-Drive. If you have Windows 95 already installed in your system, follow the instructions in the *Adding a Hard Drive to a Windows 95 System* section on the next page.

1. Boot the system with an operating system diskette.
2. Insert the EZ-Drive diskette into drive A. At the A> prompt, type: **ez**

We recommend that you read *Obtaining the Most Efficient Use of Space on Your Drive* on page 35 before proceeding. If you choose to create multiple partitions using EZ-Drive, see *Creating Multiple Partitions Using*

EZ-Drive on page 34. If you choose to create one partition only, please continue with step 3.

3. The Micro House EZ-Drive license agreement displays. Press **ENTER** to start the installation.

CAUTION: Installing EZ-Drive on a drive that already contains software and data may result in the erasure of all software and data on that drive.

4. At the EZ-Drive Main Menu, select **Fully Automatic Installation**. Press **ENTER**.
5. After EZ-Drive detects the drive, the following message displays:

EZ-Drive must control this drive to access the full capacity

Press **Y** to continue installation.

6. EZ-Drive formats the drive now. Follow the screen prompts for DOS diskette insertion.
7. EZ-Drive has successfully set up your hard drive. Remove any diskette from your floppy drive and press **ESC** to exit and restart your system.

Your hard drive is now partitioned and formatted.

ADDING A HARD DRIVE TO A WINDOWS 95 SYSTEM

If you are installing a Western Digital hard drive and EZ-Drive on a computer system with Windows 95 already installed, you must install EZ-Drive as described below.

1. Select the **Start** icon from the Windows 95 main screen. ***DO NOT open an MS-DOS menu from Windows 95 to install EZ-Drive.***
2. Choose the **Shut Down** option.

3. Select **Restart Computer in DOS mode**. When your computer restarts, the DOS prompt should display.
4. Install EZ-Drive (begin at step 2 on page 16).

Windows 95 will now recognize the full capacity of your hard drive and run in 32-bit disk access mode for optimum performance.

INSTALLING OPERATING SYSTEMS FROM A FLOPPY DRIVE WHILE USING EZ-DRIVE

To install DOS 5.0 and above, Windows 3.1x, Windows for Workgroups, or Windows 95 operating system files onto your new drive, you must reboot the system.

Use the following procedure when booting from a floppy. If you do not follow this procedure, DOS will not be able to recognize the hard disk partition created by EZ-Drive.

If EZ-Drive has determined that your BIOS supports the full capacity of your drive, EZ-Drive will not install, and the following messages will not display.

After you reboot, the following messages may display.

EZ-Drive: Initializing . . .

EZ-Drive: Hold the CTRL key down for Status

Screen or to boot from floppy . . .

To boot to a floppy:

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

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

3. Insert disk 1 of the operating system installation software into drive A. Press **ENTER**.

If the above messages do not display, boot to the first operating system installation floppy.

Note: DOS will not need to partition and format the drive since EZ-Drive has already done this during its installation.

CAUTION: *If DOS is not installed exactly as described above, the DOS setup routine will reformat the HDD to less than the full drive capacity.*

CREATING A RECOVERY DISKETTE

We highly recommend that you create a recovery boot diskette after installing EZ-Drive and your operating system. If the EZ-Drive files are ever deleted from your hard drive or become corrupted, all the data on your hard drive could be lost.

To create a recovery diskette:

1. Insert the EZ-Drive diskette into drive A:
2. Type: **a:ez** Press **ENTER** twice.
3. Select **Other Options** from the EZ-Drive Main Menu. Select **Create Recovery Disk**.

When instructed, insert a blank diskette into the floppy drive. Press **ENTER**.

4. The following message displays:

Do you want to use this disk?

Type: **YES**

5. EZ-Drive writes the system files onto the diskette.
6. Store your recovery diskette in a safe place.

Note: If your EZ-Drive files ever become corrupted, boot to the recovery diskette to reinstall your EZ-Drive files.

CUSTOM INSTALLATION

This section contains:

- CMOS setup instructions
- System BIOS limitation information
- EZ-Drive Custom Installation
- Operating system installation instructions for Windows NT, OS/2 2.1x, OS/2 Warp, Novell NetWare, and Unix

CMOS SETUP

Most computer systems provide a CMOS setup program that allows you to access information regarding your system configuration. Refer to your system manual for CMOS setup instructions.

The following hard drive types are usually available in CMOS: *auto config*, *user defined*, and *predefined*.

Note: All BIOSs are 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 on your CMOS.

Western Digital recommends that you choose the *auto config* hard drive type. The *auto config* drive type automatically sets up the Western Digital hard drive parameters. This drive type is used for DOS, Windows 3.1x, Windows NT, Windows 95, OS/2 2.1x, and OS/2 Warp.

If *auto config* drive type is not available, select *user defined*. If you only have predefined types, select *Type 01*.

User defined requires that you define the parameters of your new Western Digital hard drive. However, Novell NetWare and Unix do not work with translating BIOSs. For these two operating systems, enter **1023x16x63** after selecting *user defined*. This will set up your BIOS without enabling the translation feature. For more specific instructions, see *Custom Operating System Installation* on page 37.

See the table below for your drive's actual cylinder count. Enter the parameters shown in this table if you have selected *user defined* for Windows NT, OS/2 2.1x, or OS/2 Warp.

Drive	Actual Cylinders	Heads	Sectors/ Track	Actual Capacity (MB)
AC2850	1654	16	63	853.6
AC21000	2100	16	63	1083.8
AC31000	2100	16	63	1083.8
AC21200	2484	16	63	1281.9
AC31200	2484	16	63	1281.9
AC31600	3148	16	63	1624.6
AC31200	4092	16	63	2111.8
AC32500 ¹	4960	16	63	1624.6

¹ Any drive exceeding 4095 cylinders may be affected by some operating system and system BIOS limitations. For more information, refer to the *2.5 GB Hard Drive* section on page 23.

IMPORTANT: *If your drive has more than 4095 cylinders, refer to the 2.5 GB Hard Drives section on page 22.*

For more information on CMOS setup, see *Custom Operating System Installation* on page 37.

If your BIOS does not report the correct capacity or you have trouble booting your system, please read the following section.

SYSTEM BIOS LIMITATIONS

The BIOS is a program that acts as an interface between the computer hardware and the operating system software. New, larger hard drive capacities have uncovered some DOS and system BIOS limitations. These limitations affect some older system BIOSs. Most of the newest system BIOSs don't have these limitations.

Two separate issues that can affect the installation of your Western Digital hard drive are hard drives that have more than 4095 cylinders (drives larger than 2.1 GB), and the ability of your BIOS to recognize hard drive capacities over 528 MB. Both of these issues are addressed below.

2.5 GB Hard Drives

This section pertains to the AC32500 drive only. The AC32500 drive has 4960 cylinders. Some system BIOSs CANNOT properly recognize hard drives that have more than 4095 cylinders.

You will know if your system BIOS has this limitation after installing your drive. On the initial boot your system may A) lock up, or B) show a much smaller drive capacity.

A) If your system does not respond after two minutes (i.e., locks up), follow these steps:

1. Turn your system power off. Check the IDE interface and power supply cables.
2. Check jumper settings.

3. Turn your system power on.
4. Try to enter your CMOS setup.

If your system still doesn't respond, it may be because you have a system BIOS that doesn't support drives with more than 4095 cylinders. If this is the case, these solutions are available:

1. Use EZ-Drive.

If your system locks up before you can enter CMOS, you may need to turn your system power off and disconnect the IDE cable from the system to access your CMOS setup.

- 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: **1023x16x63**.
- Turn your system off and reconnect your IDE cable to the system.

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

– **OR** –

If you don't have the *user defined* drive type, use option 2 or 3 below.

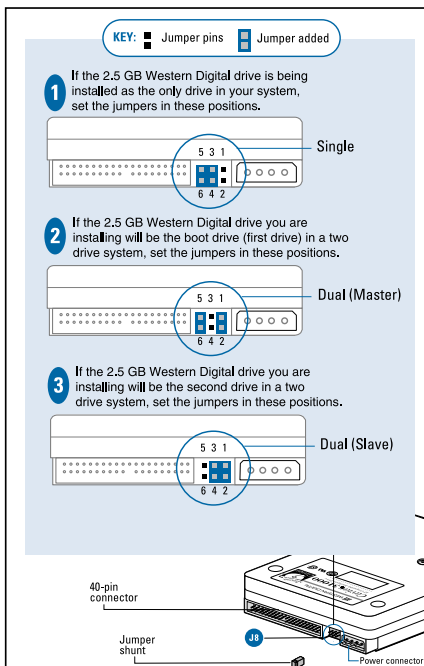
2. Rejumper the drive as shown on the figure on the next page, and install EZ-Drive. This option changes the parameters reported to the BIOS. In the future, if you move this drive to another system, you must put the jumper back to the standard position.

Note: These special jumper settings WILL NOT work for OS/2 Warp, Novell NetWare, or Unix.

– **OR** –

3. Upgrade your BIOS.

A properly upgraded BIOS will support the drive. Contact your system manufacturer. See page 27 for a list of common system and BIOS manufacturers and their phone numbers.



■ Special Jumper Settings for 2.5 GB Hard Drives

B) Smaller Drive Capacity Reported: If your drive shows a much smaller capacity than it actually is, install EZ-Drive to overcome the system BIOS limitation.

System BIOS Support for Drives Exceeding 528 MB

If you are installing an operating system on a hard drive with a capacity over 528 MB, your computer system may or may not recognize the hard drive's full capacity. Refer to *Custom Operating System Installation* on page 37 for more information.

A BIOS that allows your system to recognize hard drive capacities greater than 528 MB is called a translating BIOS.

How to Determine if Your System Supports Drives with a capacity Greater than 528 MB: All BIOSs are different. The information supplied here is not meant to be followed step-by-step, but is provided as a guideline.

To determine if your system will recognize your drive, we suggest the following:

1. Enter your CMOS setup, look for options such as "LBA," "Large Disk Access," or "Translation." Enable the option.
2. Frequently, but not always, you must select an *auto config* drive type. If you see a value greater than 16 heads, you probably have a translating BIOS.
3. Contact your system or BIOS manufacturer and verify that your system recognizes drive capacities over 528 MB.

Note: Even if your BIOS correctly detects the parameters, this doesn't mean that the BIOS can translate those parameters. If you are in doubt, we recommend contacting your system or BIOS manufacturer.

IMPORTANT: A translating BIOS supports drives greater than 528 MB (1023 cylinders, 16 heads, and 63 sectors).

Selecting Hard Drive Parameters for a System BIOS With a Translating BIOS

If you have determined that your system BIOS will recognize hard drives over 528 MB, change the Hard Disk Type to auto config in the CMOS setup program as described below.

1. Enter your CMOS setup. Refer to your system manual for instructions.
2. Select the Hard Disk Type option for the new Western Digital hard drive. Select **auto config**.
3. Verify that any options such as “LBA,” “Large Disk Access,” or “Translation” are enabled.
4. Save the changes, exit the setup program, and restart the computer.

IMPORTANT: If you have a drive with more than 4095 cylinders (drive larger than 2.1 GB), refer to the 2.5 GB Hard Drives section on page 22.

Western Digital and CHKDSK define a megabyte as 1,000,000 bytes. CMOS setup and some utility software programs define a megabyte as 1,048,576 bytes. See the *Troubleshooting* section for more detailed information.

Note: Many systems have translations enabled only when auto config is selected. If the auto config option is not available, consult your system manual.

Selecting Hard Drive Parameters for a System BIOS Without a Translating BIOS

If you have determined that your system BIOS does not recognize drive capacities over 528 MB, follow these instructions.

1. Read the instructions for your operating system in the *Custom Operating System Installation* section on page 37.
2. Contact your system or BIOS manufacturer to obtain an updated BIOS that will recognize the full capacity of your drive. This is usually referred to as a “translating BIOS” or “Enhanced IDE BIOS.”

Some of the most common system and BIOS manufacturers and their corresponding phone numbers in the USA are listed below.

System Manufacturers:

AST	800-727-1278
Compaq	800-652-6672
Dell	800-624-9896
Digital	800-354-9000
Gateway 2000	800-846-2000
HP	208-323-2551
IBM	800-772-2227
NEC	800-388-8888
Packard Bell	800-733-4411

BIOS Manufacturers:

AMI	770-263-8181
Award	415-968-4433
Micro Firmware (Phoenix BIOS's only)	405-321-8333
MR BIOS	508-686-6468
Phoenix	617-551-4000

EZ -DRIVE SOFTWARE

EZ-Drive is used to overcome system BIOS limitations that prevent you from accessing the full capacity of your Western Digital hard drive. It also simplifies the hard drive formatting and partitioning process by eliminating the necessity to manually partition your hard drive with the FDISK program and logically format it with the FORMAT program. Refer to the previous sections for more detailed information.

EZ-Drive CAN be used with these operating systems:

DOS 5.0 and above, Windows 3.1x, Windows for Workgroups, Windows 95, Windows NT, OS/2 2.1x, and OS/2 Warp. Please refer to specific instructions for each operating system included in this manual.

EZ-Drive CANNOT be used with Novell NetWare and Unix. Please refer to specific instructions for each operating system included in this manual.

On-Line Help

EZ-Drive provides online help files. To access these help files:

1. Insert the EZ-Drive diskette into drive A.
2. Type: **ez**.

3. Select **Installation Help** from the EZ-Drive Main Menu.

Issues Associated With EZ-Drive

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

Hard Disk Device Drivers: Products that use their own hard disk device drivers, such as third-party disk 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.

EZ-Drive Installation Information

EZ-Drive performs a series of tests on your system to determine if software is required to access the full capacity of your drive. It will not install the software if it's not required. EZ-Drive can be used to quickly format and partition your drive whether the EZ-Drive software is installed or not.

If EZ-Drive is installed, it will quickly partition and format your hard drive automatically. It is not necessary to run the FDISK or FORMAT utilities.

The EZ-Drive installation instructions that follow pertain to DOS 5.0 and above, Windows 3.1x, Windows for Workgroups, Windows 95, Windows NT, OS/2 2.1x, and OS/2 Warp only. If you have a system with Windows 95 already installed, refer to page 31.

Before installing EZ-Drive, go into your CMOS setup and select the hard drive type option. Select *auto config*, if available. If it's not available, select *user defined* and enter **1023x16x63**. If you only have predefined types, select *Type 01*.

Converting Ontrack Disk Manager Partitions to EZ-Drive Partitions

When you select Fully Automated Installation from the EZ-Drive Main Menu, EZ-Drive will detect Ontrack Disk Manager partitions and ask if you want to convert the partitions to EZ-Drive. If you choose to do so, EZ-Drive converts Ontrack Disk Manager partitions to EZ-Drive partitions.

Note: Ontrack Disk Manager and EZ-Drive cannot coexist in the same system.

Even though EZ-Drive will make every effort to convert your Ontrack Disk Manager partitions without data loss, Western Digital recommends that you back up your data before selecting this option.

Installing EZ-Drive

1. Boot the system with an operating system diskette.
2. Insert the EZ-Drive diskette into drive A. At the A> prompt, type: **ez**

We recommend that you read *Obtaining the Most Efficient Use of Space on Your Drive* on page 35 before proceeding. If you choose to create multiple partitions using EZ-Drive, see *Creating Multiple Partitions Using EZ-Drive* on page 34. If you choose to create one partition only, please continue with step 3.

3. The Micro House EZ-Drive license agreement displays. Press **ENTER** to start the installation.

CAUTION: If you choose to overwrite the data on an existing drive that already contains software and data, you will erase all software and data on that drive.

4. At the EZ-Drive Main Menu, select **Fully Automatic Installation**.
5. After EZ-Drive detects the drive, the following message displays:

EZ-Drive must control this drive to access the full capacity

Press **Y** to continue installation.

6. EZ-Drive formats the drive now. Follow the screen prompts for DOS diskette insertion.
7. EZ-Drive has successfully set up your hard drive. Remove any diskette from your floppy drive and press **ESC** to exit and restart your system.

Your hard drive is now formatted and partitioned.

Adding a Hard Drive to a Windows 95 System

If you are installing a Western Digital hard drive and EZ-Drive on a computer system with Windows 95 already installed, you must install EZ-Drive as described below.

1. Select the **Start** icon from the Windows 95 main screen. ***DO NOT open an MS-DOS menu from Windows 95 to install EZ-Drive.***
2. Choose the **Shut Down** option.
3. Select **Restart Computer in DOS mode**. When your computer restarts, the DOS prompt should display.
4. Install EZ-Drive as described previously.

Windows 95 will now recognize the full capacity of your hard drive and run in 32-bit disk access mode for optimum performance.

EZ-Drive Advanced Features

There are a variety of options available when using the EZ-Drive Custom Installation. A few of the important ones are described below.

Floppy Boot Protection: Floppy boot protection is a feature that allows compatibility with Windows NT, OS/2 2.1x, and OS/2 Warp. These operating systems currently do not support the EZ-Drive floppy boot protection scheme.

Use the following procedure when booting from a floppy. If you do not follow this procedure, DOS cannot recognize the hard disk partition created by EZ-Drive.

CAUTION: Incorrect floppy booting procedures can result in data loss.

1. Reboot the system. After you reboot, the following messages may display:

EZ-Drive: Initializing . . .

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

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

Note: If the system boots to DOS 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**.

If the above messages do not display, boot to the first operating system installation floppy.

Creating a Recovery Diskette: We highly recommend that you create a recovery boot diskette after installing EZ-Drive and your operating system. If the EZ-Drive files are ever deleted from your hard drive or become corrupted, all the data on your hard drive could be lost.

To create a recovery diskette:

1. Insert the EZ-Drive diskette into drive A.
2. Type: **a:ez** Press **ENTER** twice.
3. Select **Other Options** from the EZ-Drive Main Menu. Select **Create Recovery Disk**.

When instructed, insert a blank diskette into the floppy drive, and press **ENTER**.

4. The following message displays:

Do you want to use this disk?

Type: **YES**

5. EZ-Drive writes the system files onto the diskette.
6. Store your recovery diskette in a safe place.

Note: If your EZ-Drive files ever become corrupted, boot to the recovery diskette and it will attempt to replace your EZ-Drive files.

Uninstalling EZ-Drive: This option removes EZ-Drive, and returns control of the drive to the system BIOS.

To remove EZ-Drive:

1. Select **Change Installed Features** from the Other Options Menu.

2. Select the correct drive from the choices listed at the bottom of the screen, then select **Controlled by EZ-Drive**.
3. An information screen displays. Press **Y** to disable EZ-Drive. The option Controlled by EZ-Drive changes from enabled to **disabled**.
4. Select **Save Changes**. Press **ENTER**.
5. Reboot the system.

Creating Multiple Partitions Using EZ-Drive: Follow the instructions in this section only if you decide to create more than one partition on your hard drive.

To create more than one partition on your hard drive, follow steps 1 through 3 of the *Installing EZ-Drive* section on page 30. Then proceed as follows:

1. At the EZ-Drive Main Menu, select **Custom Installation**. Press **ENTER**.
2. At the Select Drive Options menu, the following message displays.

Overwrite and Setup Hard Drive 1?

Press **ENTER**.

3. At the Select Partition Option menu, the following message displays:

Setup Drive(s) with One Large Partition

Setup Drive(s) with Multiple Partition

Select **Setup Drive(s) with Multiple Partition** and press **ENTER**.

4. At the Select Size of Partitions menu, enter partition sizes. Press **ENTER** after typing each partition size.

5. When all partitions have been entered, a warning screen displays. Type: **yes** to overwrite the current hard drive setup.
EZ-Drive erases all the data on the displayed drive.
6. Follow the on-screen instructions to complete the EZ-Drive installation.

Installing Your Operating System: To install the operating system files onto your new drive, you must reboot the system. See *Installing Operating Systems from a Floppy Drive While Using EZ-Drive* on page 18 for complete details.

OBTAINING THE MOST EFFICIENT USE OF SPACE ON YOUR DRIVE

The EZ-Drive and FDISK utilities allow you to divide your drive into multiple partitions, which function as separate drives.

In DOS, every file that is stored gets at least one allocation unit (called a “cluster”), no matter what the size of the file. The size of the cluster increases with the size of the partition. For example, if you have a 1024 MB partition, the cluster size will be 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.

The only way to reduce the cluster size is to reduce the partition size. The breakdown for DOS 5.0 and above is as follows:

FDISK Partition Size*	Cluster Size
0 - 127 MB	2 KB
128 - 255 MB	4 KB
256 - 511 MB	8 KB
512 - 1023 MB	16 KB
1024 - 2047 MB	32 KB

* FDISK reports binary megabytes (1,048,576 bytes), not decimal megabytes (1,000,000 bytes). All numbers above are shown in binary megabytes.

Note: The maximum partition that can be created in DOS is 2048 MB.

CAUTION: Repartitioning an existing drive destroys all the data. If repartitioning an existing drive, be sure to create a backup first.

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 diskette. This installs your 32-bit access driver only. It does not install EZ-Drive.

Windows must be installed prior to running the setup program.

SETUP.EXE is a Windows 3.1x driver that 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 diskette into drive A (or B). The setup program must be run 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 has been installed.

3. Select **Restart Windows**.
4. A status screen displays your 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.

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

CUSTOM OPERATING SYSTEM INSTALLATION

This section provides installation information for those who have chosen not to use EZ-Drive. Instructions for the following operating systems are included.

- DOS 5.0 and above, Windows 3.1x, Windows for Workgroups, and Windows 95
- Windows NT
- OS/2 2.1x and OS/2 Warp
- Novell NetWare
- Unix

DOS 5.0 AND ABOVE, WINDOWS 3.1x, WINDOWS FOR WORKGROUPS, AND WINDOWS 95

EZ-Drive CAN be used with all of the operating systems in this group.

This section provides instructions for setting up your drive if you have chosen not to use EZ-Drive.

These operating systems cannot recognize drive capacities larger than 528 MB without either using a translating BIOS or EZ-Drive. For information on obtaining a translating BIOS, refer to the *Selecting Hard Drive Parameters for Systems Without a Translating BIOS* section on page 27. For EZ-Drive software information, refer to page 28.

For information on how to obtain the most efficient use of disk space when partitioning, refer to *Obtaining the Most Efficient Use of Space on Your Drive* on page 35.

Windows 95 cannot recognize the full capacity of a drive larger than 528 MB without using EZ-Drive or upgrading the BIOS. For information on obtaining a translating BIOS, refer to the *Selecting Hard Drive Parameters for Systems Without a Translating BIOS* section on page 27. For EZ-Drive software information, refer to page 28.

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

Manually Installing DOS and Windows

If you have chosen not to install EZ-Drive, use these instructions to manually install DOS and Windows.

Replacing an Existing (Single or Master) Drive: Newer versions of DOS automatically partition and format your drive during DOS installation. Boot the first DOS installation floppy, and the setup program will partition and format for you. You do not need to low-level format.

Adding the Western Digital Drive as a Second Hard Drive: You must always use the FDISK and FORMAT utilities on the second hard drive. When using FDISK, make sure that you have selected the new drive. Do not delete any partitions on your existing drive. Doing so results in lost data.

Partitioning the Drive

The following instructions describe how to manually partition and format your new drive. Before partitioning your drive, we recommend you read *Obtaining the Most Efficient Use of Space on Your Hard Drive* on page 35.

To partition your drive in Windows 95, run FDISK and FORMAT using the Run option under the Start Menu on the Taskbar. Windows 95 uses the FAT file system and has a 2.1 GB partition limit.

Follow the instructions below for all other operating systems in this group.

1. Insert your DOS system diskette or first DOS installation diskette into drive A.
2. Press **CTRL+ALT+DEL** simultaneously to reboot your system. Make sure that the DOS diskette with FDISK.EXE located on the diskette) is inserted in drive A.
3. Type **FDISK** at the A: prompt. Press **ENTER**.
4. Refer to your DOS manual for instructions to accommodate your specific installation requirements.

CAUTION: DOS has a 2.1 GB partition limit. If you have a 2.5 GB drive, you must use at least two partitions to access the full capacity of your drive.

Formatting the Drive

Each partition has a drive letter assigned to it that must be formatted. 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**.

CAUTION: When using FORMAT, be sure to select the proper drive letter in the FORMAT command line. Formatting a partition that already contains data will result in the loss of that data.

If you designated other drives or partitions during the FDISK.EXE routine, you must format those drives as well.

You must issue a **FORMAT** command for each partition you create. When the formatting process is complete, the drive is ready for use. For more information on formatting, refer to your operating system documentation.

Now that your new drive has been formatted, you can install your operating systems. Refer to your DOS and Windows operating systems documentation for instructions.

WINDOWS NT

EZ-Drive CAN be used with Windows 95 and Windows NT 3.51. EZ-Drive CANNOT be used with Windows NT 3.1 and 3.5 until the floppy boot protection is turned off. See the *Floppy Boot Protection* section on page 32.

Windows NT is capable of recognizing the full capacity of hard drives larger than 528 MB. However, some restrictions apply to systems without a translating BIOS.

For Systems With a Translating BIOS

Enter your CMOS setup and select a drive type that will recognize the full capacity of your drive. This is usually done by selecting the *auto config* drive type. The boot partition can be set up to be as large as the full capacity of your hard drive.

For Systems Without a Translating BIOS

Enter your CMOS setup and select a *user defined* drive type. Enter these parameters: cylinders = **1023**, heads = **16**, sectors = **63**. Your system's first bootable partition is limited to a maximum of 528 MB. In Windows NT you can manually create additional partitions to utilize the remaining disk space after installation is complete. For information on how to obtain the maximum usable disk space when partitioning, refer to *Custom Operating System Installation* on page 37.

CAUTION: *Windows NT must be formatted using NTFS to access a partition larger than 2.1 GB. If Windows NT is formatted using FAT, the 2.1 GB partition limit applies. If you have a 2.5 GB drive, you must use at least two partitions to access the full capacity of your drive.*

OS/2 2.1x AND OS/2 WARP

EZ-Drive CAN be used with OS/2 2.1x or OS/2 Warp. However, before EZ-Drive can be used, you must disable floppy boot protection. See the *Floppy Boot Protection* section on page 32.

These operating systems are capable of recognizing the full capacity of hard drives larger than 528 MB. However, some restrictions apply to systems without a translating BIOS.

For Systems With a Translating BIOS

Enter your CMOS setup and select a drive type that will recognize the full capacity of your drive. This is usually done by selecting the *auto config* drive type. The boot partition can be set up to be as large as the full capacity of your hard drive.

For Systems Without a Translating BIOS

OS/2 does not support bootable partitions in excess of 503 CMOS MB in systems without a translating BIOS. In this case, you must partition manually. Follow these steps for OS/2 installations.

1. During the installation process, you are asked to accept or define the bootable partition. Choose ***Define Partition***. This will run the FDISK utility.
2. Define the primary partition to be no larger than 503 CMOS MB to prevent an installation failure. The capacity of a hard drive that exceeds 503 CMOS MB must be accessed as a separate partition. Set the remaining disk space to an extended partition. Normally, the remaining free space is set to an extended partition or other configuration as desired.

Note: For information on how to obtain the maximum usable disk space when partitioning, refer to the Custom Operating System Installation on page 37.

3. Set the primary partition to **installable** or **bootable**.
4. Exit the FDISK utility and follow the prompt to replace the floppy diskette in drive A. Reboot the system.
5. The installation should now continue normally.
6. Refer to your OS/2 documentation.

NOVELL NETWARE

EZ-Drive CANNOT be used with Novell NetWare server. It CAN be used on a Novell NetWare workstation if you are running operating systems that are compatible with EZ-Drive.

Your Novell NetWare version includes the hard disk driver IDE.DSK file. If your IDE.DSK file is dated prior to 9/94, we recommend that you obtain the version dated 9/94 or later because it allows you to work with both translating and non-translating BIOSs. Older versions of IDE.DSK do not work with translating BIOSs.

CMOS Setup

Enter your CMOS setup and select a *user defined* drive type and enter: **1023x16x63**. For more detailed instructions, refer to *CMOS Setup* on page 20.

For Systems With a Translating BIOS

If you have the hard disk driver IDE.DSK dated 9/94 or later, go into your CMOS setup and select a drive type that will recognize the full capacity of your drive. This is usually done by selecting the *auto config* drive type.

If you have an older version of IDE.DSK, go into your CMOS setup, select a user defined drive type and use these parameters: cylinders = 1023, heads = 16, sectors = 63. This will disable the translation feature in your BIOS.

For Systems Without a Translating BIOS

Go into your CMOS setup, select a user defined drive type and use these parameters: cylinders = 1023, heads = 16, sectors = 63. Even though you are manually setting your cylinders at 1023, Novell NetWare will automatically adjust that number to enable you to use the full capacity of your drive.

CAUTION: If using the older version of IDE.DSK do not install the drive using an auto config drive type in the CMOS setup. Do not enter more than cylinders or 16 heads for any drive with a capacity over 528 MB.

Note: Western Digital defines a megabyte as 1,000,000 bytes. CMOS setup and some utility software programs define a megabyte as 1,048,576 bytes. See the Troubleshooting section for more detailed information.

UNIX

EZ-Drive CANNOT be used with Unix.

Current Unix operating systems do not work with translating BIOSs. You must set up your BIOS without enabling the translation feature.

Enter your CMOS setup and select a user defined drive type. Enter these parameters: cylinders = , heads = 16, sectors = 63. This will disable the translation feature in your BIOS.

CAUTION: Do not install the drive using an auto config drive type in the CMOS setup. Do not enter more than cylinders or 16 heads for any drive with a capacity over 528 MB.

You may need to manually enter the number of cylinders during Unix partitioning to obtain the full capacity of your drive. See the following table for the correct values.

Drive	Actual Cylinders ¹	Heads	Sectors/Track	Actual Capacity (MB)
AC2850	1654	16	63	853.6
AC21000	2100	16	63	1083.8
AC31000	2100	16	63	1083.8
AC21200	2484	16	63	1281.9
AC31200	2484	16	63	1281.9
AC31600	3148	16	63	1624.6
AC31200	4092	16	63	2111.8
AC32500 ²	n/a	n/a	n/a	n/a

¹ Don't enter these numbers in CMOS. These numbers are used during the partitioning segment of the Unix installation.

² SCO Unix 3.2.4 and Interactive Unix 3.0.1 do not recognize partition sizes greater than 2.1 GB. Future support is anticipated.

TROUBLESHOOTING

Questions and Answers

Q1: *What kind of information should I have ready when I call Technical Support?*

A:

1. Be prepared to give your hard drive serial number (you should have recorded it in the *Introduction* section of this manual).
2. 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? What type of video card is in your computer?
3. Know what version of DOS (or other operating system) you are using. What version of Microsoft Windows are you using?
4. Know your CPU type and speed (for example 486/66).
5. Know the amount of memory (RAM) your system has. What memory management utility are you using (for example, QEMM or HIMEM)?
6. Know the amount of storage space available on your hard disk.
7. Have printed copies (or on-screen copies) of your AUTOEXEC.BAT and CONFIG.SYS files.
8. Have your EZ-Drive diskette, a bootable diskette with the current version of DOS, and a pencil and paper to write down any instructions.

Q2: *I get the message “HDD Controller Failure” after installing my Western Digital hard drive.*

A: This is a normal occurrence and may happen 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 jumpering configuration. Make sure these instructions have been done correctly. Then follow the instructions for using EZ-Drive or FDISK and FORMAT to install the operating system.

Q3: *What is a megabyte (MB)?*

A: 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 2035.6 MB while others will show 2111.8 MB for the same drive. See the following table.

Drive	Capacity (MB)	CMOS (MB)	CHKDSK (MB)
AC2850	853.6	814.1	853.6
AC21000	1083.8	1033.5	1083.8
AC31000	1083.8	1033.5	1083.8
AC21200	1281.9	1222.6	1281.9
AC31200	1281.9	1222.6	1281.9
AC31600	1624.6	1549.4	1624.6
AC31200	2111.8	2035.6	2111.8
AC32500	2559.8	2441.2	2559.8

Q4: *Do I have to do anything to my original hard drive when adding yours to it?*

A: Yes, one hard drive must be designated as a master, and the other as a slave. We recommend that you designate the

new drive as the master. For non Western Digital hard drives, consult your original hard drive's documentation for master/slave jumper positions.

Q5: *What should I check if my system will not start after I turn the power on?*

A: Ensure that:

1. The IDE controller card, if installed, is properly seated and connected.
2. The connections at both ends of the hard drive cable are secure and correctly oriented.
3. The jumper selections on your hard drive(s) are correctly set for your installation.
4. If you have a 2.5 GB drive, you may encounter a system BIOS limitation. Refer to the *2.5 Hard Drives* section on page 22.

Q6: *I can't boot DOS from my newly installed hard drive or access the hard drive after I've completed the software installation.*

A: Check the system to make sure:

1. You entered the correct hard drive parameters during your system setup procedure.
2. Some CMOS system setup utilities might have a boot sequence option. If yours does, verify that the boot sequence is A: then C:. Not all CMOS setup utilities have this option.
3. You correctly partitioned (via the operating system FDISK utility), and formatted (via the operating system FORMAT utility) your newly installed hard drive.

4. You made your primary drive bootable (formatted with /S option).
5. During the FDISK procedure, you marked your bootable partition active.

***Q7:** My drive will not spin up or spins down after a few seconds.*

A: Ensure that:

1. Your power connector is in securely and working properly.
2. The orientation of pin socket 1 on the 40-pin IDE cable matches pin 1 on the connector.
3. The drive type in your CMOS setup is correct.

If the problem still exists, contact Western Digital Technical Support.

***Q8:** I don't see the full capacity of my hard drive when installing DOS. I am limited to a 528 MB partition.*

A: There are two issues affecting the installation of your hard drive: 1) hard drives that have more than 4095 cylinders (drives larger than 2.1 GB); and 2) most system BIOSs dated before 1994 don't recognize drives greater than 528 MB. To overcome this limitation, either install EZ-Drive or upgrade your system BIOS. Phone numbers of common BIOS manufacturers are on page 28 of this manual.

If you installed EZ-Drive and then incorrectly booted to your DOS installation diskettes, you may have accidentally used DOS to overwrite your EZ-Drive partitions. If EZ-Drive was installed, see *Installing Other Operating Systems from a Floppy Drive While Using EZ-Drive* on page 18.

Q9: *I have a 2.5 GB drive. Can I create one partition only?*

A: No. DOS has a 2.1 GB partition limitation. You must use at least two partitions to access the full capacity of your drive.

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 large cluster size may be wasting some of your disk space. Refer to *Obtaining the Most Efficient Use of Space on Your Drive* on page 35.

Q11: *How can I get 32-bit disk access in Windows 3.1x?*

A: Use the Western Digital 32-bit disk access driver. Run SETUP.EXE located on your EZ-Drive diskette. See *Enabling 32-Bit Disk Access in Windows 3.1x* on page 36.

Q12: *My existing drive was installed using Ontrack Disk Manager. Can I just leave it as it is and install EZ-Drive on my new drive?*

A: No. Ontrack Disk Manager and EZ-Drive cannot coexist in the same system. If you install EZ-Drive on your new drive, you must convert the Ontrack Disk Manager partitions on your existing drive to EZ-Drive partitions. Refer to *Converting Ontrack Disk Manager Partitions to EZ-Drive Partitions* on page 30.

Q13: *What will happen if I install EZ-Drive on a hard drive that has Ontrack Disk Manager?*

A: Even though EZ-Drive will attempt to convert the Ontrack Disk Manager partitions to EZ-Drive partitions, **we recommend that you backup your files before installing EZ-Drive.**

Q14: *Can I install Windows NT 3.5x, OS/2 2.1x, or OS/2 Warp on my drive that originally was installed with EZ-Drive?*

A: Yes, but you must first disable floppy boot protection before installing EZ-Drive. refer to the *Floppy Boot Protection* section on page 32.

Q15: *How much memory does EZ-Drive use?*

A: 5 KB.

Q16: *How do I un-install EZ-Drive?*

A:

1. Insert the EZ-Drive diskette into drive A.
2. Type: **ez** Press **ENTER**.
3. Select **Other Options** from the EZ-Drive Main Menu. Select **Change Installed Features**.
4. Move the cursor to **Controlled by EZ-Drive**. Press **ENTER** to toggle the selection to **enabled**.

Note: Before disabling EZ-Drive, make sure that you have properly configured the BIOS to recognize the drive capacity.

5. Go back to the EZ-Drive Main Menu. Select **Disable EZ-Drive**. Select **Uninstall EZ-Drive**.

Q17: *What is the warranty period on your hard drives?*

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

Q18: *I've read the entire Troubleshooting section and I still cannot correctly install my drive.*

A: If none of the solutions presented in this section solve your problem, there are other options available:

1. Read the README.CAV text file on the EZ-Drive diskette for additional troubleshooting information.
2. Check Western Digital's online services for a more comprehensive list of frequently asked questions. See the inside front cover of this manual for the address.
3. Have the EZ-Drive diskette available and contact Western Digital technical support.

Telephone Support: Other Drive Manufacturers

If you are 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. As of the date of this publication the phone numbers are:

Conner	408-456-3200
IBM	914-765-1900
Maxtor	408-432-1700
Quantum	408-894-4000
Seagate	408-438-8222

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 of this product.

If interference problems do occur, please consult the system equipment owner's manual for suggestions. Some of these suggestions 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 présent 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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Obtaining Service

Western Digital Corporation (“WDC”) offers services under the terms of its limited warranty for Products that are within the warranty period as well as those that are outside the period. 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. 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 damages. In order to conclusively establish the period of warranty, an original purchase receipt must accompany the returned Product.

The normal intended use of the Product is as computer peripheral equipment in accordance with the standards published by WDC or generally accepted in the industry. WDC shall have no liability with respect to data lost, regardless of the cause, 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 and will conform to WDC’s specification therefor. This limited warranty shall extend for a period of three (3) years and shall commence on the latter of the date appearing in coded format on the Product label or the purchase date appearing on your purchase receipt.

NOTE: WDC shall have no liability for any Product returned if WDC determines 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 as well as in the NOTE, 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, 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.

WDC's maximum liability and your maximum recovery for any claim arising out of or in connection with the purchase, use or performance of the Product shall not in the aggregate exceed the actual purchase price paid for the Product.

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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