

Incident Update

Reference #: 211115-002970



Incident Details

Reference #: 211115-002970
Subject: Updating Firmware
Product: WD Gold

Response by Email Ramsey E.
(11/16/2021 10:01 PM)

Dear MICK JUPP,

Thank you for contacting Western Digital Customer Service and Support. My name is Ramsey E..

I assure you that i will do my best to assist you with your issue.

Hard drive firmware's can be updated if and when necessary however there is no firmware update for your devices. May i kindly ask in which platform you do encounter this firmware update warning?

If you receive the warning in VMware; WD Gold drives are not VMware-certified. They are incompatible with this use case and there are no plans to certify them for use in VMware deployments.

What we suggest is that you reach out to your Sales Representative for assistance on identifying your needs and choosing the appropriate VMware-certified products for your implementation. You may also visit the VMware Online Compatibility Guide for assistance on choosing WD products that are VMware-certified. If you have already purchased WD Gold drives for this use case, we recommend going back to your place of purchase for additional assistance.

[VMware Compatibility Guide](#)

Thank you for your kind cooperation and for choosing WD.