WS

Western Digital.

Incident Update

Reference #: 230428-000098

Incident Details

Reference #: 230428-000098

Subject: WD Utilities El Capitan incompatibility

Product: WD Elements Desktop

Response by Email Brandon S
(06/14/2023 11:13 AM)

Thank you for your reply.

I understand your frustration regarding the WD Drive utilties software.

Thank you for contacting Western Digital Technical Support regarding your issue of WD Elements Desktop and WD Drive Utilities.

OS X 10.11 (El Capitan) has been end of support by Apple since Dec 01, 2018 and is no longer supported by Western Digital Technical Support.

For more information, please refer to https://endoflife.date/macos

We apologized for any inconvenience this issue may have caused.

The Supported Apple macOS operating systems for WD Drive Utilities are:

* macOS 13 Ventura
* macOS 12 Monterey
* macOS 11 Big Sur

REFERENCE
https://support-en.wd.com/app/answers/detailweb/a_id/50396

If you have any further questions, please reply to this email and we will be happy to assist you further.

Sincerely,
Brandon S
Western Digital Customer Service and Support
 https://www.westerndigital.com/support

Note: If you have not visited our community forums, please make sure to do so. You may also find answer(s) to your question(s) there. Link to WD community forums at: https://community.wd.com.

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In order to process your email, please do not remove this reference #: 230428-000098

Product Specific Help

Image

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Contact Western Digital support

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Update Incident

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