

From: "WD Customer Support" <westerndigital@custhelp.com>  
Subject: WD Utilities El Capitan incompatibility [Incident: 230428-000098]  
Date: April 27, 2023 at 20:12:43 EDT  
To: tnbriggs50@gmail.com  
Reply-To: "WD Customer Support" <westerndigital@mailac.custhelp.com>



## Incident Details

**Reference #:** 230428-000098  
**Subject:** WD Utilities El Capitan incompatibility  
**Product:** WD Elements Desktop

**Response by Email Brian W**  
(04/27/2023 05:12 PM)

Dear Terry Briggs,

Thank you for contacting Western Digital Customer Service and Support. My name is Brian W.

I understand how stressful it can be to lose important data, and

we are sorry for any inconvenience this may have caused you.  
I am here to assist you.

Please allow me to inform you that WD Elements does not support any Western Digital software. WD drive Utilities would not have formatted the drive since that is not supported by WD Elements as mentioned. It seems that the drive got formatted due to some or the other software that you would have been used on your computer.

There might be possibility that the drive got formatted due to Disk utility of the computer. Please know that Western Digital does not offer in-house data recovery services for defective hard drives.

However, you can opt for the in-built data recovery options mentioned in the link below:

[Third Party Data Recovery Software Options for Windows and macOS](#)

You may also refer to the below mentioned link for the professional data recovery:

[Data Recovery Service Providers](#)

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

Sincerely,

Brian W

Western Digital Customer Service and Support

<https://www.westerndigital.com/support>

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

## Product Specific Help

[Contact Western Digital](#) support

[Update Incident](#)

To unsubscribe or update your email preferences, please [click here](#).

Please note: This e-mail message was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message.

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If you would prefer not to receive customer support survey e-mails related to your SanDisk product registration, please click [unsubscribe](#).