

WD hard drive makes a repeated clicking sound

Issue:

A Western Digital hard drive makes a repeated clicking noise.

Cause:

There can be several reasons why a WD drive may be making a clicking noise:

- The drive is not getting enough power to fully spin up
- The drive has failed
- Occasional clicks during data access
- Hard clicks during a head park operation (shutdown or sleep mode)
- The data cable is faulty, or incompatible

Solution:

Please select the device type below:

- [WD internal drives](#)
- [WD My Book external drives \(with power adapter\)](#)
- [WD My Passport external drives \(USB powered\)](#)
- [WD My Cloud drives](#)

WD internal drives

Please follow the instructions below to check a WD drive for damage:

1. Turn off your computer system

2. Disconnect the data cable from the drive making noise (Do NOT remove the power cable)
3. Turn the computer back on
4. If the clicking noise persists, your drive maybe defective and needs to be replaced. Otherwise, continue to step 5
 - For information about in-warranty replacement, please see [Answer ID 10336: How to Get an RMA to Replace a Defective Product, Obtain a Power Supply, or USB Cable for a WD Product.](#)
5. Replace your data cable. If the problem returns, this could be a system hardware related issue. Please contact your System or Motherboard manufacture

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WD My Book external drives



Note: The My Book unit will not power up until both power, and data cables are connected to power source and powered on computer.

Please follow the troubleshooting steps below:

1. To test if the drive is getting enough power, plug the power adapter directly into a wall outlet
2. Use the original USB cable to directly connect the drive to a USB port on the computer, ideally to a USB port on the back
3. Use the original USB cable to directly connect the drive to another USB port on the computer

4. Use the original USB cable to directly connect the drive to a USB port on another computer
5. Try another USB cable
6. Verify if the My Book is visible under disk management. [Answer ID 1284: How to access Disk Management in Windows.](#)
7. If the clicking noise persists, your drive may be defective and need to be replaced
 - For information about in-warranty replacement, please see [Answer ID 10336: How to Get an RMA to Replace a Defective Product, Obtain a Power Supply, or USB Cable for a WD Product.](#)

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WD My Passport external drives



Note:

The USB cable is used for both data and power, it is possible that a faulty or incompatible cable can cause the drive to click

Please follow the troubleshooting steps below:

1. Use the original USB cable to directly connect the drive to a USB port on the computer, ideally to a USB port on the back
2. Use the original USB cable to directly connect the drive to another USB port on the computer

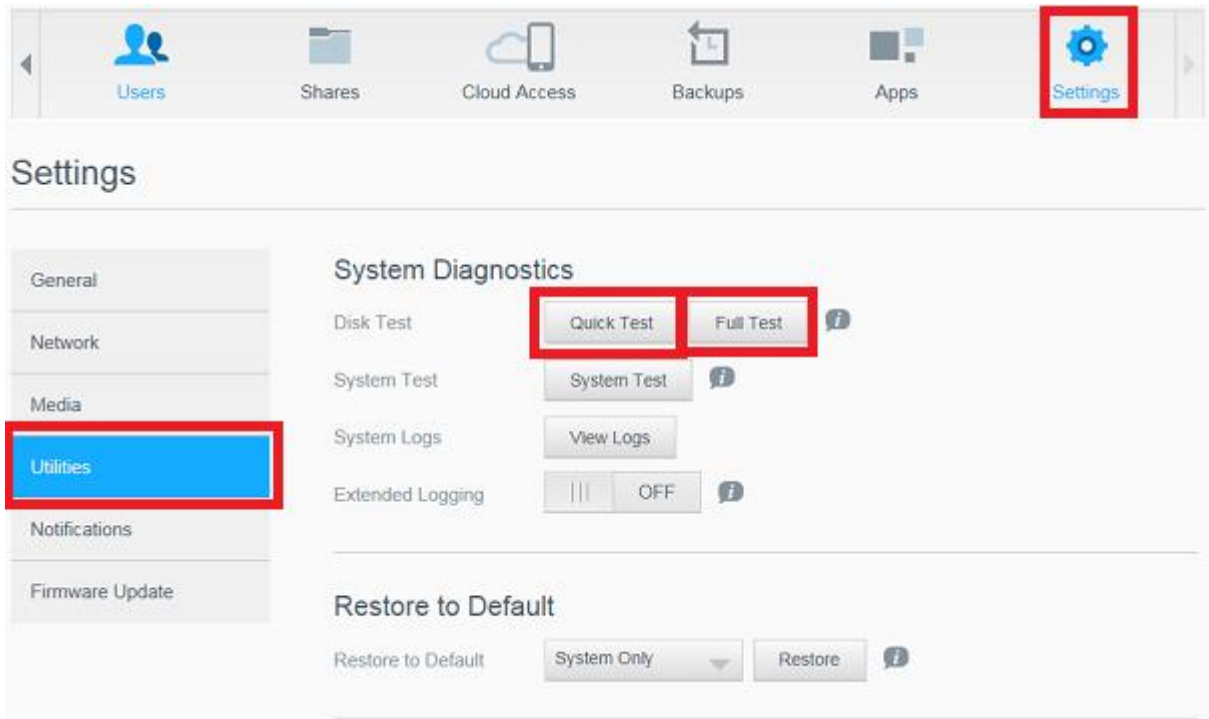
3. Use the original USB cable to directly connect the drive to a USB port on another computer
4. Try another USB cable (18 inches or less)
5. Verify if the My Passport is visible under disk management. [Answer ID 1284: How to access Disk Management in Windows.](#)
6. The computer may not be supplying enough power through the USB port. Using a supplemental **Power Booster Cable** or "Y" cable that can supply extra power to the USB drive may resolve the issue. It may be purchased by a 3rd party vendor. In addition, you have the option to contact [support](#) to purchase a supplemental **Power Booster Cable**.
7. If the clicking noise persists, your drive may be defective and need to be replaced
 - For information about in-warranty replacement, please see [Answer ID 10336: How to Get an RMA to Replace a Defective Product, Obtain a Power Supply, or USB Cable for a WD Product.](#)

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WD My Cloud drives

To test the internal hard disk drive(s) in a My Cloud device:

1. Launch the *Dashboard*
2. Navigate to *Settings > Utilities > Disk Test*, and perform a *Quick Test*, and *Full Test*



3. To test if the drive is getting enough power, plug the power adapter directly into a wall outlet
4. If either disk test fails, or if the clicking noise persists, the My Cloud device or the internal drive may be defective and need to be replaced
 - For information about in-warranty replacement, please see [Answer ID 10336: How to Get an RMA to Replace a Defective Product, Obtain a Power Supply, or USB Cable for a WD Product](#)
 - My Cloud devices with multiple internal hard disk drives, can have their hard disk drives removed and tested as internal drives by following the steps under WD internal drives.



Note:

- A WD drive can also be tested by our Data Lifeguard Diagnostics. For more information, please see [Answer ID 6226: Testing a drive for problems using Data Lifeguard Diagnostics for Windows](#)

A Western Digital hard drive makes a repeated clicking noise every 5 seconds

Answer ID 14842

Issue:

A Western Digital hard drive makes a repeated clicking noise every 5 seconds.

Cause:

The 'noise' heard is due to a feature used to prevent disturbances in media lube due to prolonged dwelling at a single location. This is common for HDD suppliers as a preventive activity for reliability. Normal operation typically forces seek away and the seek noises heard are expected. During moments of idle, there is less activity and the unexpected sound is more noticeable (Approximately every 5 seconds). Directly attaching the drive to a metal chassis can amplify this occurrence to make the hard drive more audible.

Solution:

Drive is operating as expected provided data is accessible, working correctly, and passes our Data Lifeguard Diagnostics utility. Please follow this link for more information: [Answer ID 940 Testing a drive for problems using Data Lifeguard Diagnostics for Windows](#)