

Subject: Extreme Pro 64GB Frozen Giving False Write OK [Incident: 230920-000546]

From: "WD Customer Support" <westerndigital@custhelp.com>

Date: 10/4/2023, 9:34 AM

To: jlpoole56@gmail.com

Western Digital.

Incident Update

Reference #: 230920-000546



Incident Details

Reference #: 230920-000546

Subject: Extreme Pro 64GB Frozen Giving False Write OK

Product: 64GB

Response by Email Ellie B
(10/04/2023 09:34 AM)

Dear John Poole,

Thank you for your continued response. We sincerely apologize for the delayed response. Please allow us to inform you that these cards are affected by DISCARD feature in Linux and cannot are now in READ-Only mode.

1. You may check the below link:

[Format Using Linux, Raspberry Pi, or Android Host Results in Read Only Mode on a SanDisk SD or microSD Memory Card](#)

2. You need to run the command before performing any major writes to the card.

Please also refer to the following command to run BEFORE doing any major writes to card after installing OS.

Using the appropriate format command can avoid the Read-Only mode issue. File system format tools such as mkfs and mke2fs have the nodiscard flag.

Format SanDisk card with ext4 FS:

- Linux Host is needed
- Native microSD/SD support.
- Discard feature supported on Host and card
- Use the nodiscard flag.
- Command: \$ mkfs.ext4 -E nodiscard -F /dev/mmcbk0p1

```
~$ sudo mkfs.ext4 -E nodiscard -F /dev/mmcblk0
mkfs2fs 1.45.5 (07-Jan-2020)
/dev/mmcblk0 contains a ext4 file system
created on Tue Aug 23 14:16:36 2022
Creating filesystem with 249968640 4k blocks and 62496768 inodes
Filesystem UUID: c7385e78-b5e3-4c1c-8f83-514a1f020420
Superblock backups stored on blocks:
    32768, 98304, 163840, 229376, 294912, 819200, 884736, 1605632, 2654208,
    4096000, 7962624, 11239424, 20480000, 23887872, 71663616, 78675968,
    102400000, 214990848

Allocating group tables: done
Writing inode tables: done
Creating journal (262144 blocks): done
Writing superblocks and filesystem accounting information: done

~$
```

If you have any further questions or your issue is still unresolved, please reply to this email and we will be happy to assist you further. Alternatively, you can start a live chat or a phone call with one of our support specialists by clicking on the following link:

Chat: https://support-en.wd.com/app/chat/chat_launch

Phone: https://support.wdc.com/contact_phone.aspx?lang=en

Sincerely,

Ellie B

Western Digital 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>.

This electronic message contains information from Western Digital, is intended only for the use of the addressee and may contain information that is confidential. The dissemination of this information is strictly prohibited. If you have received this electronic transmission in error, please respond back to this e-mail or contact us by phone.

In order to process your email, please do not remove this reference #: 230920-000546



Product Specific Help

[Contact Western Digital](#) support

[Update Incident](#)

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

Western Digital.



SanDisk

SanDisk
PROFESSIONAL

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.

© 2021 Western Digital Corporation or its affiliates. All rights reserved.

[Contact Us](#) [FAQ](#) [My Account](#) [Terms of Use](#) [Privacy Statement](#) [Terms of Sale](#)

5601 Great Oaks Parkway, San Jose, CA 95119 USA

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