KIOXIA

SSD Utility

User Guide

Software Version 4.0

Contents

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Welcome!

SSD Utility enables you to manage and get the best out of your SSDs.

Key features

SSD Utility enables you to:

- see a dashboard view of the status of your SSD

- see a detailed view of SMART attributes

- update SSD firmware and device drivers

- manage over provisioning

- secure erase data to make it unrecoverable

- assist technical support in diagnosing problems with views and logs of SSD, computer and SSD Utility details

- be alerted of issues with drive health, reliability or temperature

- run a quick benchmark to evaluate your drive performance

For more details of SSD Utility features, see SSD Utility Features on page 6.

System requirements

Supported SSDs include:

	Windows 10 x64	Windows 8.1 x64
RD500, RC500, RC100	✔	
TR200, RD400, TL100, XS700	✔	✔

⚠ CAUTION: before you start, make back-up copies of any data on the SSD that you want to keep; some operations result in the complete loss of data on the SSD (you are warned if this will happen).

ⓘ Before using SSD Utility:

- Windows set the SATA controller to AHCI mode in the motherboard BIOS; for instructions see the user documentation for your computer
- you must run SSD Utility as an administrator
- for firmware updates, your computer must be connected to the internet

Installing SSD Utility

This guide assumes that you have already correctly installed your SSDs. You can:

- Install SSD Utility in Windows
- Create a bootable USB flash drive. This enables you to do some things that you cannot do from within your operating system. For example, for some SSDs you cannot update the firmware if it is the system boot drive

Install SSD Utility in Windows

Windows - run the installer and follow the onscreen instructions.

Create a bootable USB flash drive

You can use a USB flash drive to create a standalone bootable version of SSD Utility, which can be used on your Windows system and start SSD Utility. These instructions assume that you are familiar with the applications described and have access to the relevant user documentation for the full instructions.

⚠ CAUTION: before you start, make back-up copies of any data on the SSD that you want to keep; any data on the flash drive is erased during this operation.

The USB drive is automatically formatted as FAT32, which ensures that any files saved onto the drive can be easily read from any Windows system.

When saving support packages from inside SSD Utility, they are saved by default in the support_packages folder on the USB drive.

Bootable SSD Utility

To create a bootable version of SSD Utility on a USB flash drive in **Windows**, run the standard SSD Utility software.

1 (For details of the UI layout, see UI overview on page 4.) In the options bar, select **Maintenance**; then in the task list, select **Bootable SSD Utility**.

2 Click **Create**.

Start SSD Utility
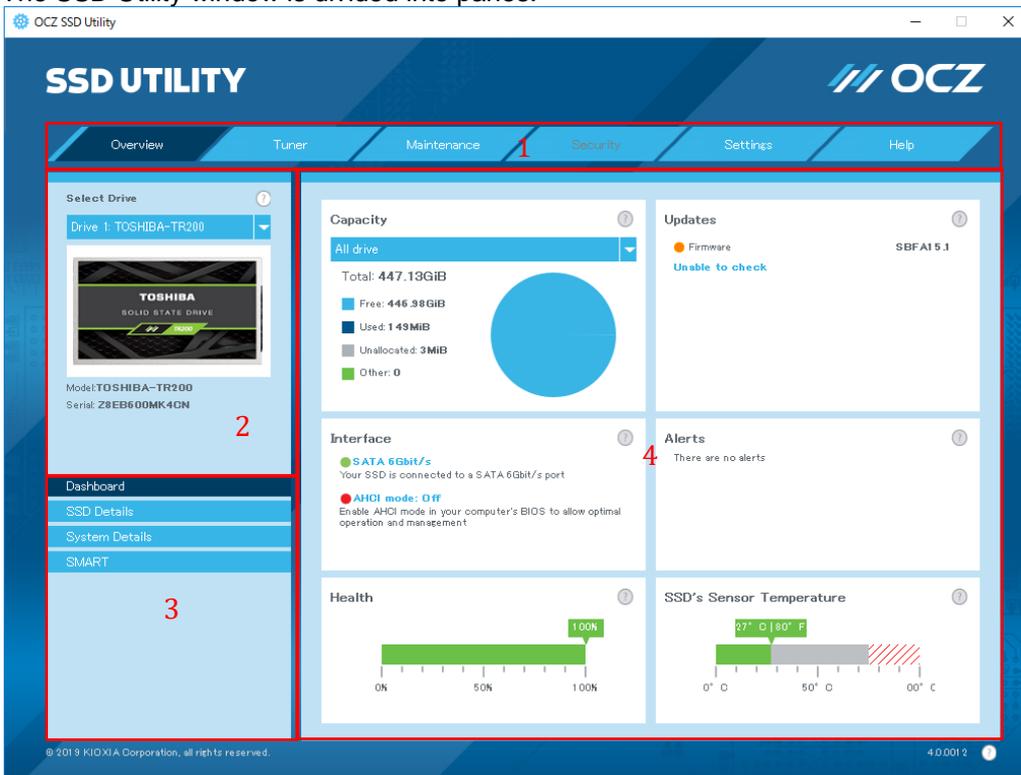
Windows operating system

A shortcut to SSD Utility is installed along with the application, for example in the Start menu under **KIOXIA Corporation - SSD Utility**. Click this to run SSD Utility.

Windows bootable media

1   Insert your USB flash drive into your system, then restart your system.

2   Set your BIOS to boot from your USB flash drive; see the relevant user documentation for your system. If your BIOS supports both UEFI and legacy boot, select legacy boot first. You only need use UEFI boot if you experience any issues with legacy boot.

3   At the start of the boot process, a menu is shown with the options SSD Support and SSD Support (Safe Mode). After a few seconds **SSD Support** is automatically selected.

4   Once the system has booted, SSD Utility automatically starts; see UI overview on page 4.

5   To update your SSD firmware from the internet when your PC is connected using a wireless interface, you must configure your wireless settings to allow the update. If you do not have a wired network connection, you are prompted to do so when the system starts.

ⓘ   If your computer fails to boot correctly after step 3, repeat the steps but select **SSD Support (Safe Mode)**. The same functionality is available, but your system runs at a lower graphics resolution.

UI overview

The SSD Utility window is divided into panes.

1   Options bar - main tasks you can carry out; what you click here changes what is shown in the main pane and further tasks are listed in the drive list pane

2   Select drive list - a list of SSDs attached to the current computer. If you only have one SSD attached to your computer, it is automatically selected. When you have more than one SSD attached, ensure that you select the SSD you want before you click an option in the options bar

3   Task list - tasks you can carry out; task status information

4   Main pane - displays information you request, or fields for a task

Bootable SSD Utility task bar

The bootable SSD Utility shows a task bar at the bottom of the screen, with the following icons:

- **Shutdown** your system

- take a **Screenshot**. This is automatically saved to the screenshots folder on the USB flash drive

- open a fully featured **Web Browser**

- start **SSD Utility**; to use if you close SSD Utility and you want to run it again without restarting

- (right side of task bar) view and edit wired and wireless network configuration

Uninstall SSD Utility

To uninstall from Windows, use the standard uninstall facility in Control Panel, or run the installer again and select **Remove**.

To remove SSD Utility from your bootable USB drive:

1 Insert the USB drive into a Windows computer.

2 Reformat the USB drive, which enables you to access the full drive capacity.

SSD Utility Features

SSD Utility supports the features in the following table, listed by their location in the user interface. Only the features supported by the selected drive are available. If you have more than one supported SSD, then options apply to the drive in the **Select Drive** list. To access the features that can apply to more than one drive, select **All Drives** from this list.

To view instructions for a task or information about what is shown in a pane, click ⑦. The Help is shown in a separate window that you can move, scroll through and close when finished. The Help includes links to further information online, including How To videos.

If you do not find the information you need in the Help or in this guide, you can contact our technical support team; for details, see inside the front cover of this guide.

Option	Task	Feature
Overview	Dashboard	A quick overview of the status the of the drive, including: **Capacity** - current usage of the drive **Updates** - available updates to firmware and device drivers **Interface** - status of the physical interface connection **Host Memory Buffer** – amount of host memory allocated as buffer to SSD **Alerts** - any drive condition needing attention **Health** - remaining drive lifetime **SSD's sensor temperature** - temperature measured by the SSD's sensor (may be higher or lower than SSD case temperature)
	SSD Details	Shows details on your SSD, which may be useful when contacting technical support
	System Details	Shows details on your computer, which may be useful when contacting technical support
	SMART	Shows current SMART attribute values, which can help you decide if there is a problem with your SSD
Tuner	SSD Tuner	**Over Provisioning** - reserve an area of your SSD to improve the performance and lifetime of your drive (Windows NTFS volumes only)
	Benchmark	Provides a quick benchmark to evaluate the performance of your SSD in your system
Maintenance	Updates	**Firmware Update** - for a selected drive, provides advanced methods of updating SSD firmware, including from a local file. **Firmware Updates -** when **All Drives** is selected, you can apply any firmware updates that are available for all drives in your system in a single operation
	Tools	**Secure Erase** - delete all the data from your SSD so that it is unrecoverable (non-NVMe SSDs) **NVMe™ Format** - low level format an NVMe SSD, including changing the LBA format and securely erasing the data
	Alerts	Shows a detailed report of all the alert conditions that may require attention, plus any that have occurred in the past. If **All Drives** is selected, the alerts for all drives are shown, including any drives that may no longer be active in your computer
	Bootable SSD Utility	Create a bootable USB flash drive from which you can run SSD Utility

Option	Task	Feature
Security	Password Protection	**Set Password** on a device
		Lock/unlock a portable SSD with a password.
		Change Password on a password protected device
		Remove Password from a password protected device
Settings	Settings	General application configuration, including:
		Language - the user interface language
		Monitoring - whether SSD Utility stays running to monitor your SSDs
		Notifications - suppress task tray notifications for alerts, updates and system events
		Logging - enable logging to help technical support diagnose problems
		Run in the Background - enable tool to run in the Background
		Run at login - automatically runs tool when login
Help	Help	**Contact Us** - links to online support information
		Save Support Package - create and save a summary of your system to a zip file, which may be requested by technical support
Any	View Alerts	Appears at the bottom of each task list if there are active alerts; click it to take you to the detailed alerts report
	SSD Utility Update	Appears next to the version number at the bottom right of the UI if a new version of SSD Utility is available

Option	Task	Feature	TR200	XS700	RD500	RC500	RC100	TL100	RD400	Note
Overview	Dash Board	Capacity	✔	✔	✔	✔	✔	✔	✔	Only supported on Windows NTFS formatted drives for Bootable SSD Utility.
		Updates	✔	✔	✔	✔	✔	✔	✔	
		Interface	✔	✔	✔	✔	✔	✔	✔	
		Host Memory Buffer					✔			HMB only supported on Windows 10 x64
		Alerts	✔		✔	✔	✔	✔	✔	
		Health	✔		✔	✔	✔	✔	✔	
		SSD's sensor temperature	✔		✔	✔	✔	✔	✔	
	SSD Details	SSD Details	✔	✔	✔	✔	✔	✔	✔	
	System Details	System Details	✔	✔	✔	✔	✔	✔	✔	
	SMART	SMART	✔		✔	✔	✔	✔	✔	
Tuner	SSD Tuner	Over Provisioning	✔	✔	✔	✔	✔	✔	✔	Only supported on Windows NTFS formatted drives.
	Benchmark	Benchmark	✔	✔	✔	✔	✔	✔	✔	
Maintenance	Updates	Firmware Update	✔	✔	✔	✔	✔	✔	✔	
	Tools	Secure Erase	✔	✔	✔	✔	✔	✔	✔	
		NVMe Format			✔	✔	✔		✔	
	Alerts	Alerts	✔		✔	✔	✔	✔	✔	
	Bootable SSD Utility	Bootable SSD Utility	✔		✔	✔	✔	✔	✔	
Security	Password Protection	Password Protection		✔						
Settings	Settings	Language	✔	✔	✔	✔	✔	✔	✔	
		Monitoring	✔	✔	✔	✔	✔	✔	✔	
		Notifications	✔	✔	✔	✔	✔	✔	✔	
		Logging	✔	✔	✔	✔	✔	✔	✔	
		Run in the Background	✔	✔	✔	✔	✔	✔	✔	
		Run at login	✔	✔	✔	✔	✔	✔	✔	
Help	Help	Contact US	✔	✔	✔	✔	✔	✔	✔	
		Save Support Package	✔	✔	✔	✔	✔	✔	✔	
All	View Alerts	View Alerts	✔	✔	✔	✔	✔	✔	✔	
	SSD Utility Update	SSD Utility Update	✔	✔	✔	✔	✔	✔	✔	