

# KIOXIA

SSD Utility

User Guide

Software Version 5.5

# Contents

Welcome! .....	1
Key features .....	1
System requirements .....	1
Installing SSD Utility .....	2
Install SSD Utility in Windows .....	2
Starting SSD Utility .....	2
Uninstall SSD Utility .....	2
UI overview .....	3
SSD Utility Features .....	4

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## Welcome!

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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
- Manage over provisioning
- 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 4.

### System requirements

Supported SSDs include:

	Windows 10 x64
EXCERIA PLUS Portable SSD	✓

 **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:**
- 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

## Installing SSD Utility

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

- Install SSD Utility in Windows.

### Install SSD Utility in Windows

Download and then run the installer and follow the onscreen instructions.

### Starting SSD Utility

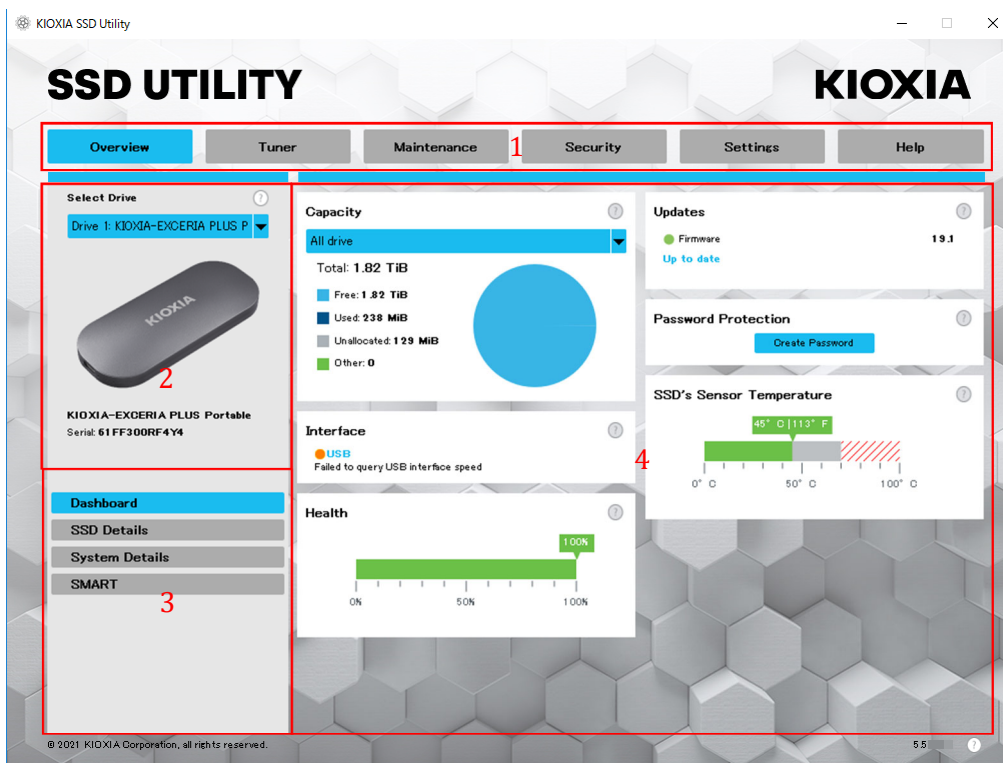
A shortcut to SSD Utility is installed along with the application, for example in the Start menu under **KIOXIA Corporation - SSD Utility**. Click this to run SSD Utility.

### Uninstall SSD Utility

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

## UI overview


The SSD Utility window is divided into panes.



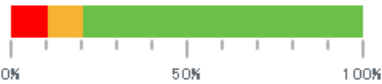
- 1 **Options bar** - main tasks you can carry out; what you click here changes what is shown in the main pane and further tasks are listed in the drive list pane.
- 2 **Select drive list** - a list of SSDs attached to the current computer. If you only have one SSD attached to your computer, it is automatically 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.

## 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 . 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.

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 the company Website online or the contact details on the help page in the product. (see below).

Option	Task	Feature
<b>Overview</b>	Dashboard	<p>A quick overview of the status the of the drive, including:</p> <p><b>Capacity</b> - current usage of the drive</p> <p><b>Updates</b> - available updates to firmware and device drivers</p> <p><b>Interface</b> - status of the physical interface connection</p> <p><b>Alerts</b> - any drive condition needing attention</p> <p><b>Health</b> - remaining drive lifetime</p> <p> <span style="color: green;">■</span> = SSD operating optimally (100% to 21%)  <span style="color: orange;">■</span> = consider replacing your SSD to prevent future data loss (20% to 11%)  <span style="color: red;">■</span> = replace your SSD urgently (10% to 0%)                 </p>  <p><b>SSD's sensor temperature</b> - temperature measured by the SSD's sensor (may be higher or lower than SSD case temperature)</p>
	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
<b>Tuner</b>	SSD Tuner	<b>Over Provisioning</b> - 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

Option	Task	Feature
<b>Maintenance</b>	Updates	<p><b>Firmware Update</b> - for a selected drive, provides advanced methods of updating SSD firmware, including from a local file</p> <p><b>Firmware Updates</b> - when <b>All Drives</b> is selected, you can apply any firmware updates that are available for all drives in your system in a single operation</p>
	Alerts	<p>Shows a detailed report of all the alert conditions that may require attention, plus any that have occurred in the past</p> <p>If <b>All Drives</b> is selected, the alerts for all drives are shown, including any drives that may no longer be active in your computer</p>
<b>Security</b>	Password Protection	<p><b>Set Password</b> on a device</p> <p><b>Lock/unlock</b> a portable SSD with a password</p> <p><b>Remove Password</b> from a password protected device</p>
<b>Settings</b>	Settings	<p>General application configuration, including:</p> <p><b>Language</b> - the user interface language</p> <p><b>Monitoring</b> - whether SSD Utility stays running to monitor your SSDs</p> <p><b>Notifications</b> - suppress task tray notifications for alerts, updates and system events</p> <p><b>Logging</b> - enable logging to help technical support diagnose problems</p> <p><b>Run in the Background</b> - enable tool to run in the Background</p> <p><b>Run at login</b> - automatically runs tool when login</p>
<b>Help</b>	Help	<b>Contact Us</b> - links to online support information
<b>Any</b>	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	EXCERIA PLUS Portable SSD	Note
Overview	Dash Board	Capacity	✓	Only supported on Windows NTFS formatted drives for Bootable Media.
		Updates	✓	
		Interface	✓	
		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		
	Alerts	Alerts	✓	
Security	Password Protection	Password Protection	✓	
Settings	Settings	Language	✓	
		Monitoring	✓	
		Notifications	✓	
		Logging	✓	
		Run in the Background	✓	
		Run at login	✓	
Help	Help	Contact US	✓	
All	View Alerts	View Alerts	✓	
	SSD Utility Update	SSD Utility Update	✓	