

KIOXIA

SSD Utility

User Guide

Software Version 5.6.0015

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Kioxia Corporation products include free technical support. If you have any questions about installation, other issues or error messages that cannot be addressed, you can contact us at <https://personal.kioxia.com/support/>.

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Welcome!

SSD Utility enables you to manage and get the best out of your SSDs supported by the SSD Utility (hereinafter referred to as the “SSD”, “drive” or “device”).

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
- | 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 5.

System requirements

Supported SSDs include:

	Windows 11	Windows 10 x64
EXCERIA PRO SSD	ü	ü
EXCERIA PLUS G2 SSD	ü	ü
EXCERIA PLUS SSD	ü	ü
EXCERIA G2 SSD	ü	ü
EXCERIA SSD	ü	ü
EXCERIA SATA SSD	ü	ü
EXCERIA PLUS Portable SSD	ü	ü

 **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.
 - For firmware updates, your computer must be connected to the internet.
 - To create a Bootable Media for secure erase / NVMe™ format 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 Media. 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 when running the Windows Operating System. Similarly, secure erase and NVMe format is blocked by the Windows Operating System. The Bootable Media is written to a USB flash drive.

Install SSD Utility in Windows

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

Create a Bootable Media

You can use a USB flash drive to create a standalone bootable tool called Bootable Media which can be used on your computer to do a firmware update to your SSD or a secure erase of your SSD; the SSD Utility will only offer a Bootable Media if it is required – you should create the Bootable Media if prompted.

These instructions assume that you are familiar with the functionality of SSD Utility for firmware update and secure erase / NVMe format.



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

USB flash drive capacity must be at least 128MB.

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

If SSDs not supported by the SSD Utility (hereinafter referred to as the “unsupported SSDs”) are connected to your computer, the Bootable Media feature may not work properly. Please dismount unsupported SSDs from the computer before using the Bootable Media feature. Please contact Technical Support (<https://personal.kioxia.com/support>) if you have any problems with Bootable Media operation.


Start a Bootable Media

1. Insert your USB flash drive into your computer, then restart your computer.
2. Set your BIOS to boot from your USB flash drive; see the relevant user documentation for your computer. If your BIOS supports both UEFI and legacy boot, select the legacy boot first. You only need to use UEFI boot if you experience any issues with legacy boot.
3. After the computer has booted, the script for either firmware update or secure erase will run automatically:

Firmware Update:

This will automatically update the firmware on the SSD selected when the Bootable Media was created. The Bootable Media running a firmware update will provide a warning message and ask you to confirm the firmware update; please type yes to proceed.

After updating the firmware, please confirm that the firmware has been updated by selecting "Update" in the task list from the "Maintenance" option bar in the SSD Utility. If the firmware is not updated, please contact technical support (<https://personal.kioxia.com/support>).

 **CAUTION:** Do not power off the computer until the operation is complete. And do not remove the USB flash drive running Bootable Media and SSD from the computer.

Secure Erase:

This will automatically secure erase the SSD selected when the Bootable Media was created. Since this will delete all data from the SSD, the script will provide a warning message then request confirmation that the secure erase command should be run; with the following message:

```
Are you sure you want to erase your drive? (yes/no):
```

To proceed, type yes. To cancel the operation type no.


The script will ask you to confirm the suspend/resume erase process; If the message is displayed, please type yes to proceed.

If an error message is displayed during execution, refer to the "List of Error Messages" for action.

After the computer has shutdown, remove the USB flash drive from the computer, power-on your computer and select boot from internal drive Windows system installed and restart your Windows system.

After your computer is restarted, check that the data on the selected SSD has been erased.

If you cannot address with the error in how to address with error messages, or If the data has not been erased, please contact our technical support (<https://personal.kioxia.com/support>).

 If your selected SSD is a SATA drive, the computer will lock the drive during the boot process. The script will unlock the drive using suspend and resume commands; however, these commands can stop the display from working on some computers. The secure erase will still be executed, but there will not be a message displayed when the erase finishes; instead the computer will automatically shutdown after the command has completed. The process should take no longer than 5 minutes. If your computer does not shutdown please manually shutdown, remove USB flash drive and contact technical support.

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**.

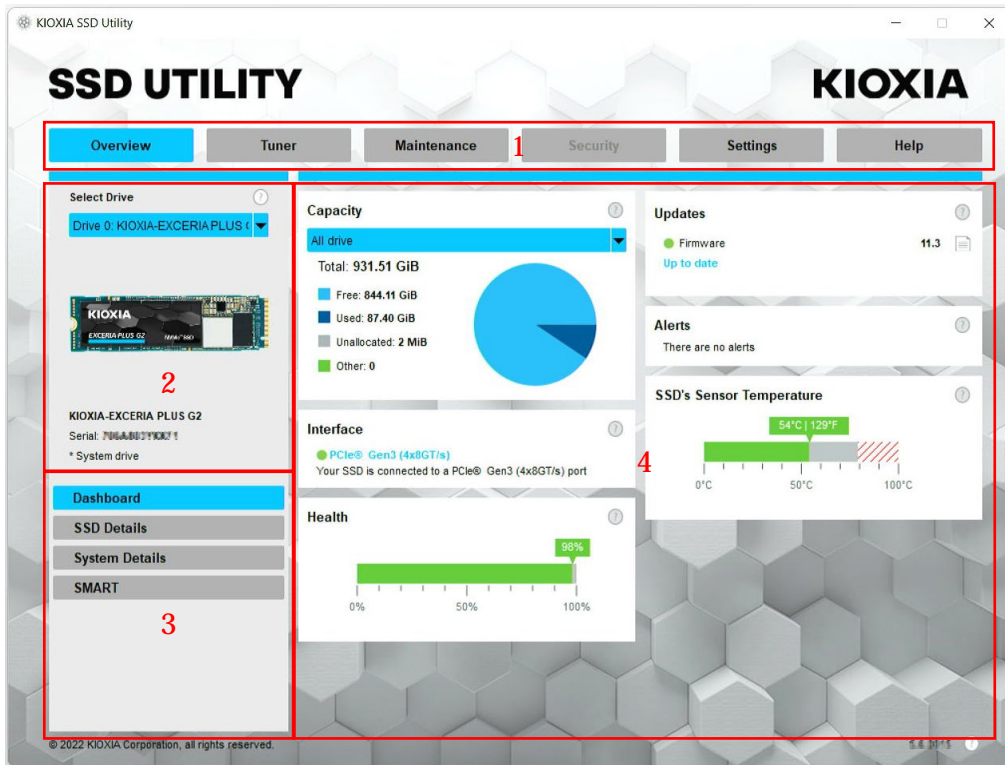
Remove Bootable Media from your USB flash drive

1. Insert the USB flash drive into a Windows computer.
2. Delete the USB flash drive volume and reformat it, which enables you to access the full drive capacity again.

SSD Utility Features

UI overview


The SSD Utility window is divided into panes.






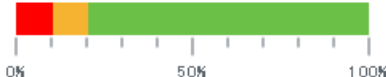
- Options bar** - main tasks you can carry out; what you click here changes what is shown in the main pane and further tasks are listed in the drive list pane
- Select drive list** - a list of SSDs attached to the current computer. If you only have one SSD attached to your computer, it is automatically 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
- Task list** - tasks you can carry out; task status information
- Main pane** - displays information you request, or fields for a task

Functional Overview

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
Overview	Dashboard	<p>A quick overview of the status of the drive, including:</p> <p>Capacity - current usage of the drive</p> <p>Updates - available updates to firmware and device drivers</p> <p>Interface - status of the physical interface connection</p> <p>Alerts - any drive condition needing attention</p> <p>Health - remaining drive lifetime</p> <p> = SSD operating optimally (100% to 21%)</p> <p> = consider replacing your SSD to prevent future data loss (20% to 11%)</p> <p> = replace your SSD urgently (10% to 0%)</p> <p>When the value of the "Health Gauge" reaches zero (0), the SSD has reached its warranty limit. This may occur within the warranty period.</p>  <p>0% 50% 100%</p> <p>SSD's sensor temperature - 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
	Tuner	SSD Tuner
	Benchmark	Provides a quick benchmark to evaluate the performance of your SSD in your computer

Option	Task	Feature
Maintenance	Updates	<p>Firmware Update - for a selected drive, provides advanced methods of updating SSD firmware, including from a local file.</p> <p>Firmware Updates - when All Drives is selected, you can apply any firmware updates that are available for all drives in your computer in a single operation</p> <p>Note: To update firmware on many types of SSD you will need to create a Bootable Media on to a USB flash drive – see section “Create a Bootable Media”</p>
	Tools	<p>Secure Erase - delete all the data from your SSD so that it is unrecoverable (non-NVMe SSDs)</p> <p>NVMe Format - low level format an NVMe SSD, including changing the LBA format and securely erasing the data</p> <p>Note: To secure erase / NVMe format SSDs you may need to create a bootable system on to a USB flash drive – see section “Create a Bootable Media”</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 All Drives is selected, the alerts for all drives are shown, including any drives that may no longer be active in your computer</p>
Security	Password Protection	<p>Set Password on a portable SSD</p> <p>Unlock device with a password</p> <p>Remove Password from a password protected portable SSD</p> <p>For more information on the password protection, see “Password Protection Features”.</p>
Settings	Settings	<p>General application configuration, including:</p> <p>Language - the user interface language</p> <p>Monitoring - whether SSD Utility stays running to monitor your SSDs</p> <p>Notifications - suppress task tray notifications for alerts, updates and system events</p> <p>Logging - enable logging to help technical support diagnose problems</p> <p>Run in the Background - enable tool to run in the Background</p> <p>Run at login - automatically runs tool when login</p>
Help	Help	Contact Us - links to online support information
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

Password Protection Features

The EXCERIA PLUS Portable SSD allows you to lock the device with a password to prevent others from accessing the user data area within the device. Please follow the instructions below to use the password protection feature.

The password protection requires the following two passwords

- Master Password :

This is the password to disable the password protection. This is a 32-character alphanumeric password that SSD Utility will automatically generate and display when you enable the password protection in "Set Password" below. If you forget the Master Password, you will not be able to disable the password protection feature by removing Master Password and User Password.

- User Password :

This is the password used to unlock the device locked by the password protection. This is a password of 8 to 32 alphanumeric characters to be entered by the user when activating the password protection in the "Set Password" procedure below. Entering the User Password when "Unlock device" will unlock the device and allow access to the user data area within the device. If you forget your User Password, you will not be able to unlock the device and access the user data area. In this case, please follow the "Remove Password" procedure described below to remove both passwords using the Master Password and disable the password protection.

 CAUTION :

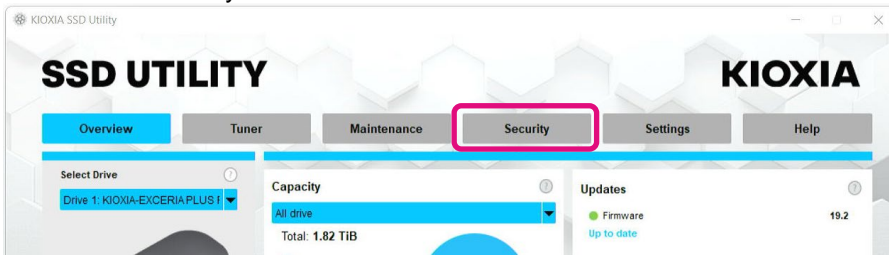
- **You must keep your Master Password and User Password safe for yourself.**
- **You must keep your Master Password as a new password will be displayed each time you "Set Password".**
- **If you lose both your User Password and Master Password, your device will be permanently locked and you will not be able to access your user data area.**

There is no function to change User Password and Master Password. If you wish to change your password, please execute "Remove Password" and then execute "Set Password" again.

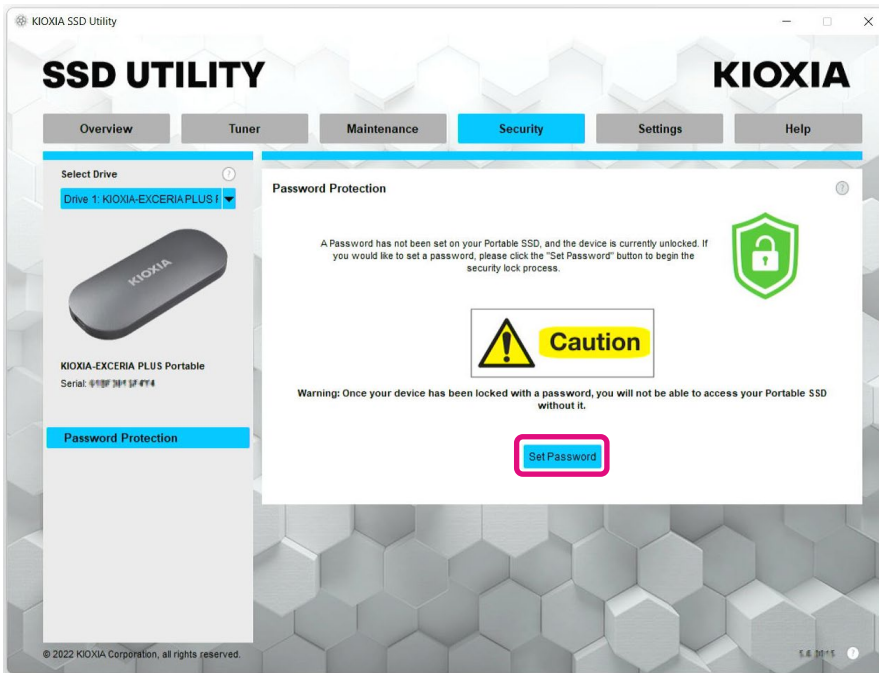
To execute the "Set Password" procedure, "Unlock device" procedure, and "Remove Password" procedure from the next page, please execute the SSD Utility while the EXCERIA PLUS Portable SSD is connected to your computer.

"Set Password" procedure:

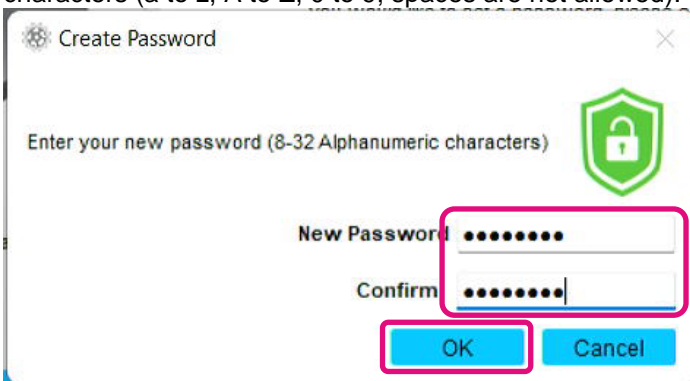
- 1, Select the "Security" tab.



- 2, Click on the "Set Password" button.



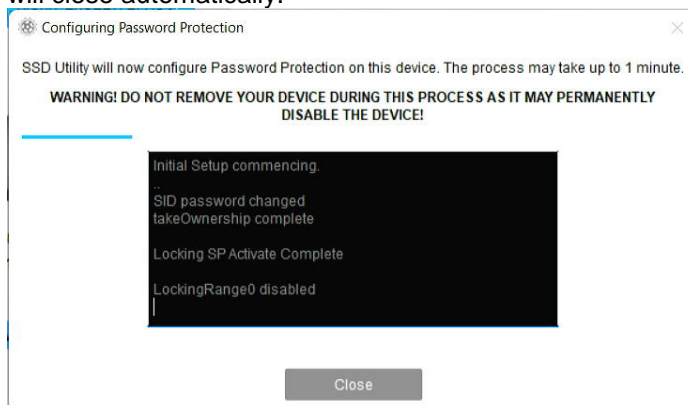
- 3, Enter the password (User Password) in the pop-up window that appears and click the "OK" button. Please note that the User Password should be any 8 to 32 single-byte alphanumeric characters (a to z, A to Z, 0 to 9; spaces are not allowed).



4, Password protection configuration will begin. Please wait until it is finished.

Note: Do not remove the device until it is finished.

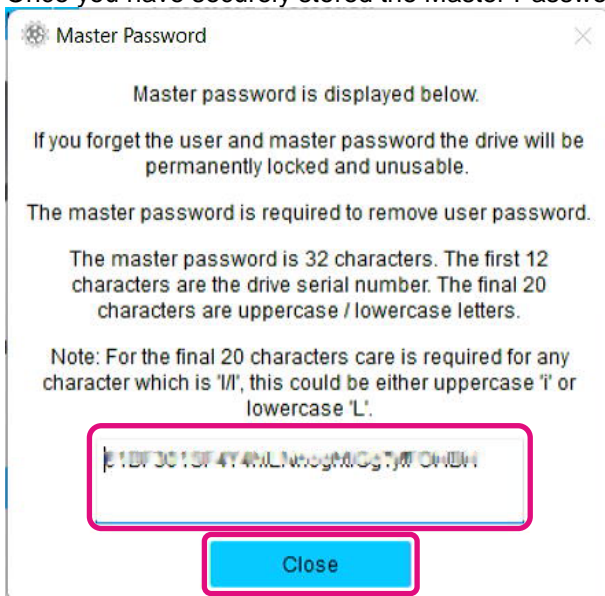
Once the password protection configuration is successfully completed, the popup below will close automatically.



5, The Master Password will be displayed.

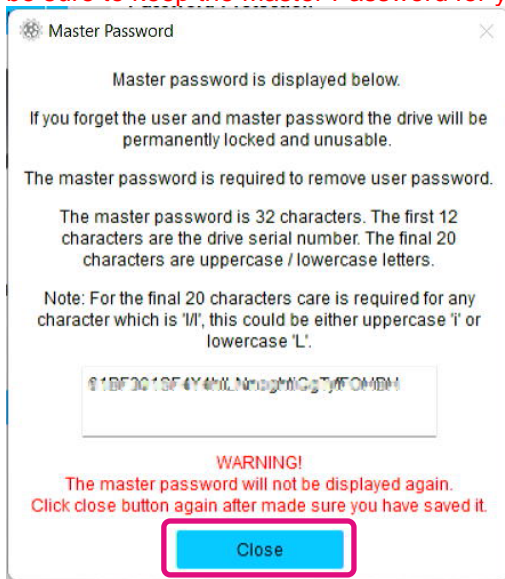
Note: Be sure to keep your Master Password, as you will need it to "Remove Password".

Once you have securely stored the Master Password, click the "Close" button.

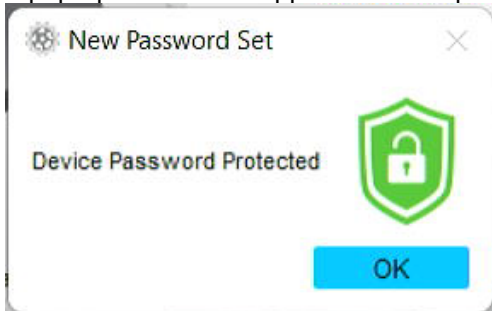


6, A warning will appear. Please confirm again that you have stored the Master Password and click the "Close" button.

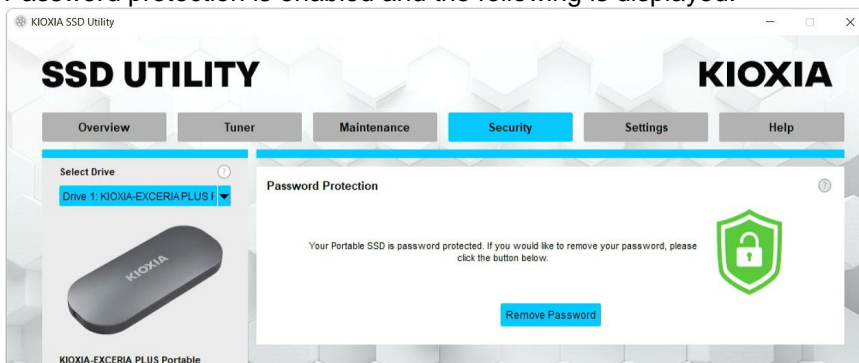
Note: Once you close this pop-up, you will not be able to re-display the Master Password. Please be sure to keep the Master Password for yourself.





7, A pop-up window will appear after the password has been set. Click the "OK" button.



8, Password protection is enabled and the following is displayed.



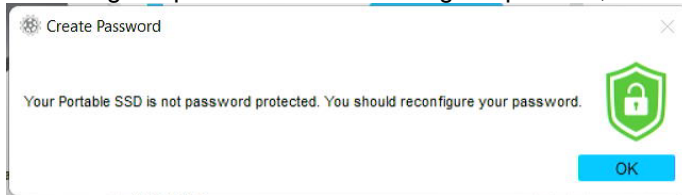
If  is displayed as shown above, the device is unlocked and you can access the user data area in the device.

If you wish to lock the device, safely disconnect the device from the USB port and reconnect it. If  is displayed, the device is locked and the user data area in the device cannot be accessed.

This completes the "Set Password" procedure.

If "Set Password" fails

If you use a USB port with unstable connection and/or operation, "Set Password" may fail during the process. If it fails during the process, the following pop-up may appear.



If this pop-up is displayed, click the "OK" button to close the pop-up window, change the USB port to which the device is connected, execute the "Remove Password" operation, and then perform the "Set Password" operation again.

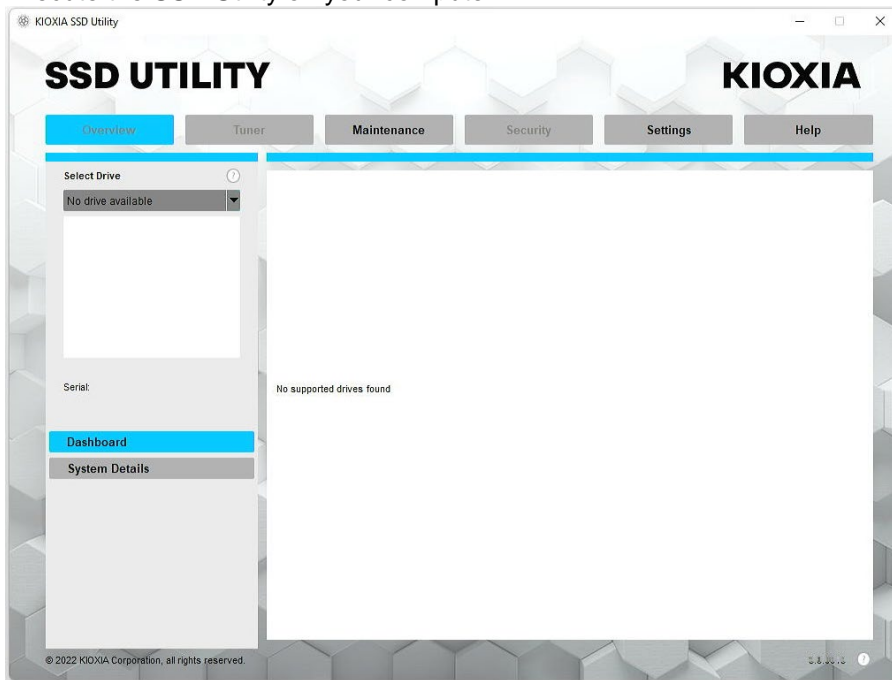
Procedure for confirming that the SSD is locked with password protection

To ensure that your EXCERIA PLUS Portable SSD is password protected by SSD Utility, please follow the steps below.

- 1, Safely disconnect the EXCERIA PLUS Portable SSD from your computer.

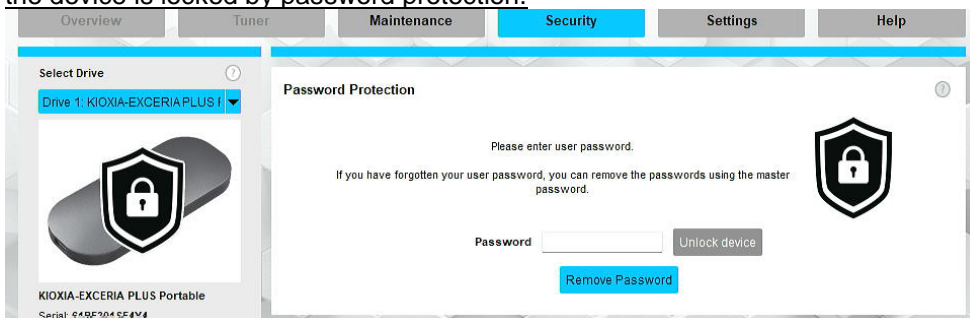


- 2, Execute the SSD Utility on your computer.



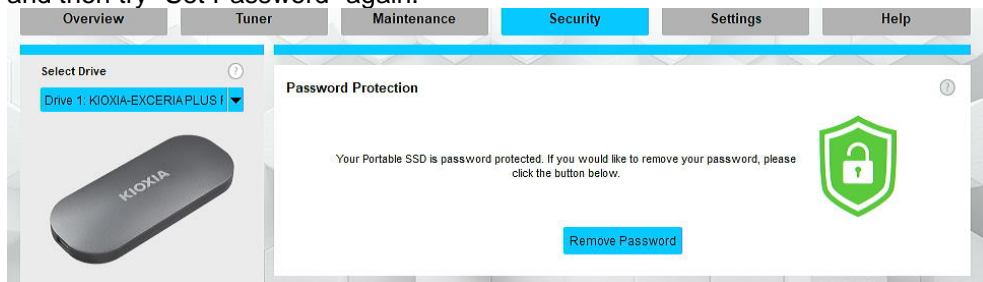
- 3, Connect the EXCERIA PLUS Portable SSD to your computer.

- 4, If the SSD Utility recognizes the EXCERIA PLUS Portable SSD and a black shield icon appears, the device is locked by password protection.



If the black shield icon does not appear here, select "KIOXIA-EXCERIA PLUS Portable SSD" from

"Select Drive" and select the "Security" tab. If the "Remove Password" button appears even though you have not "Unlocked the device" as shown below, the password protection may not be set correctly. In this case, please click the "Remove Password" button to remove the passwords, and then try "Set Password" again.

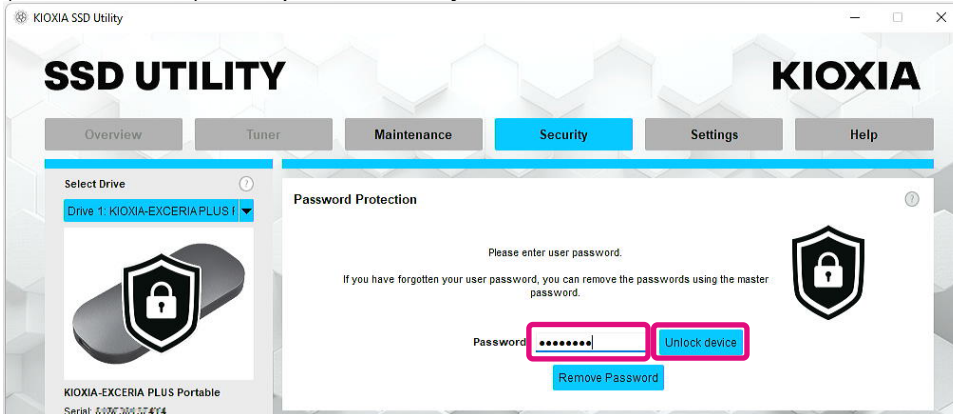


"Unlock device" procedure:

- 1, Select the "Security" tab.

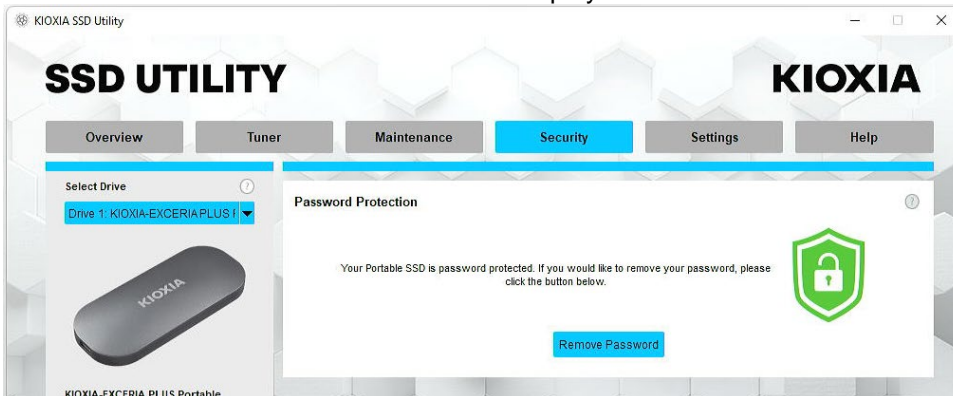


- 2, If the device is locked, a pane for entering a password will appear. Enter your own password (User Password) in the password entry field and click the "Unlock device" button.



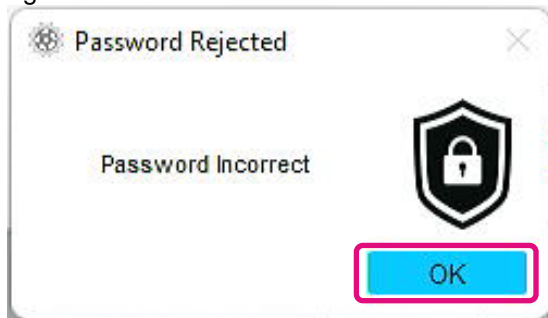
- 3, The device will unlock and a pop-up will appear. Click the "OK" button.

- 4, The device will be unlocked and  will be displayed as shown below.

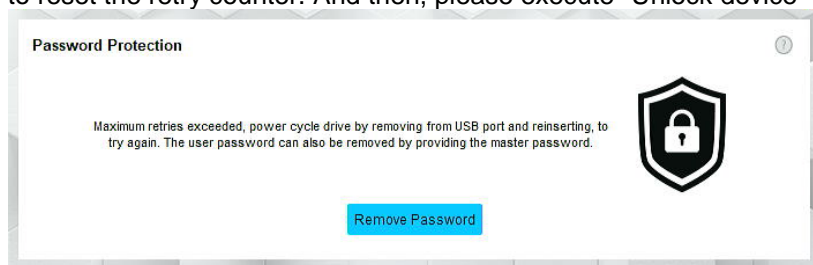


This completes the "Unlock device" procedure.

If you enter an incorrect User Password during "Unlock device", the following pop-up will appear. Click "OK" to close the pop-up window and enter the correct User Password to "Unlock device" again.



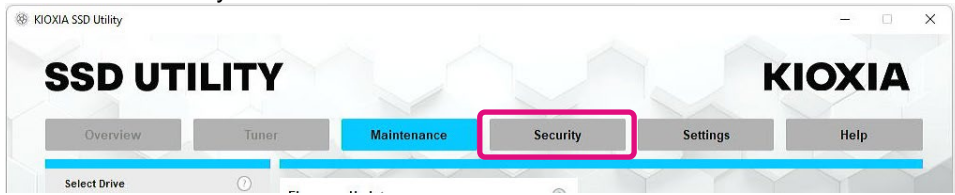
If you enter the wrong User Password five times in a row, the following will appear on the SSD Utility. In this case, please disconnect the target device from the USB port safely and reconnect it to reset the retry counter. And then, please execute "Unlock device" again.



If you do not know the correct User Password, you cannot execute "Unlock device". To disable the password protection, please execute "Remove Password".

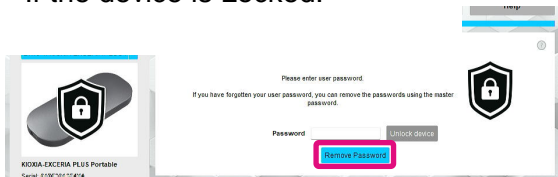
"Remove Password" procedure:

- 1, Select the "Security" tab.

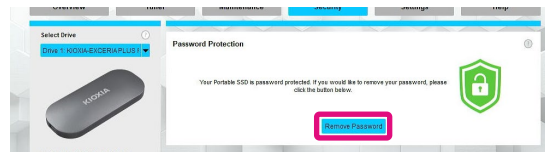


- 2, Depending on the lock status of the device, one of the following will be displayed. In either case, click the "Remove Password" button.

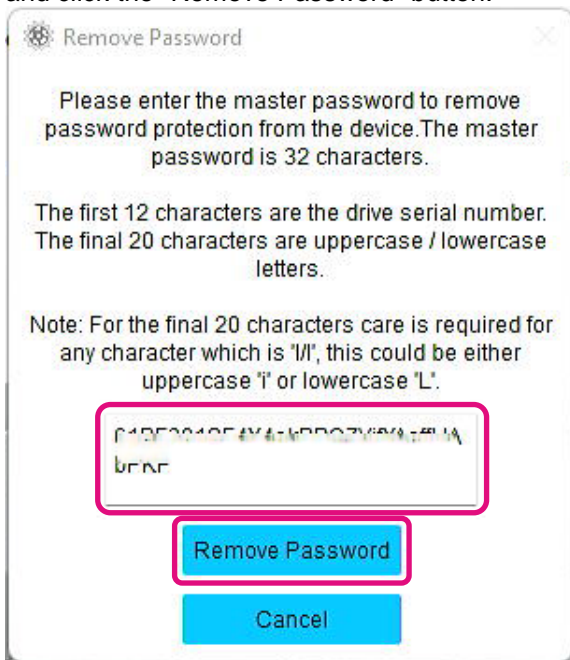
If the device is Locked:



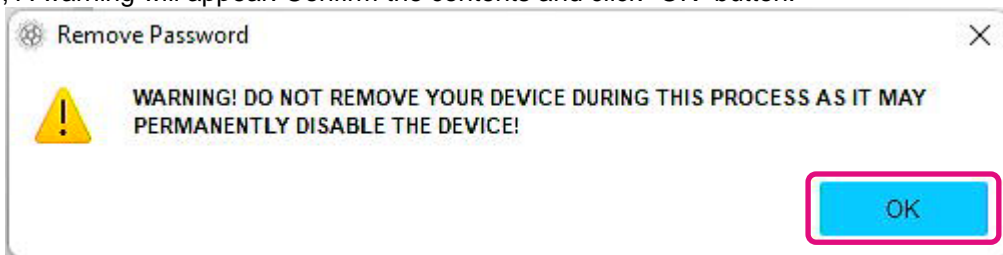
If the device is Unlocked:



- 3, A pop-up will appear asking you to enter Master Password. Enter the stored Master Password and click the "Remove Password" button.



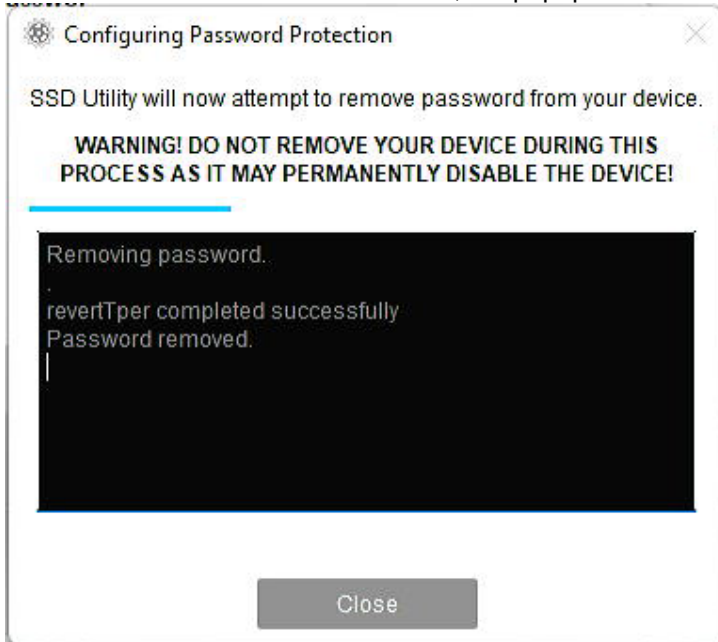
- 4, A warning will appear. Confirm the contents and click "OK" button.



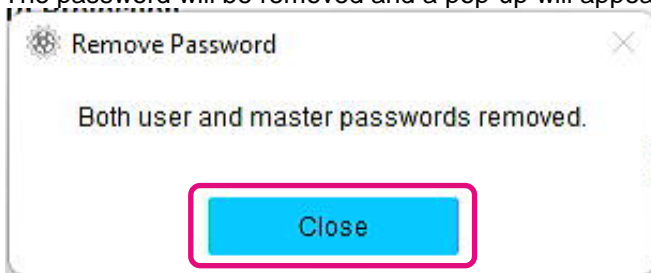
5, Password deletion will be executed. Please wait until it finishes.

Note: Do not remove the device until it finishes.

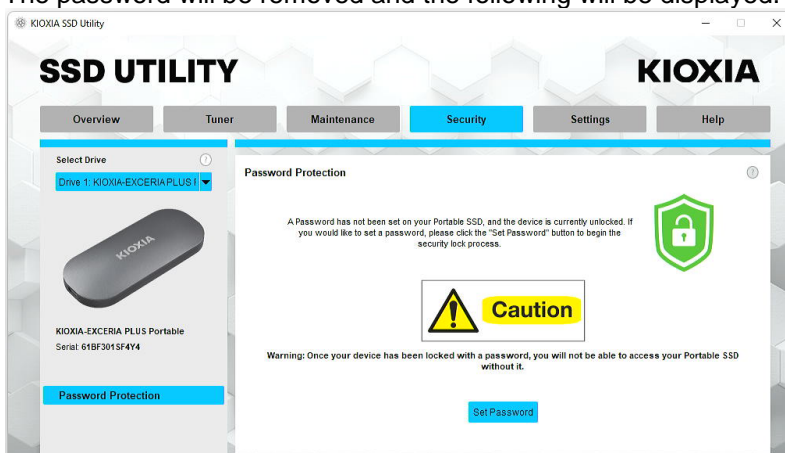
If the Remove Password is successful, the popup below will close automatically.



6, The password will be removed and a pop-up will appear. Click the "Close" button.

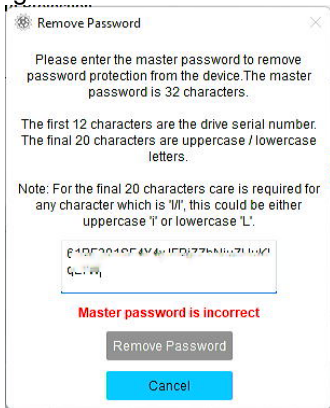


7, The password will be removed and the following will be displayed.

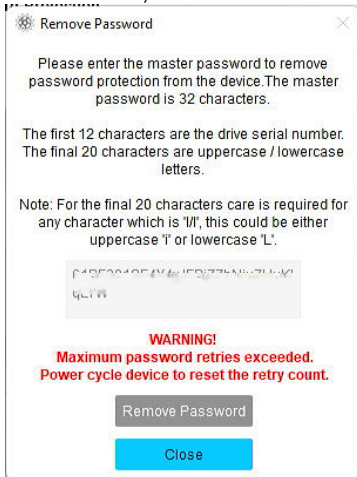


This completes the "Remove Password" procedure.

If you entered an incorrect Master Password during "Remove Password", the following pop-up will appear. Please enter the correct Master Password and click the "Remove Password" button again.



If you enter the wrong Master Password four times in a row, the following warning will appear on the pop-up window. Click the "Close" button, disconnect the device from the USB port safely and reconnect it, and then execute "Remove Password" again.

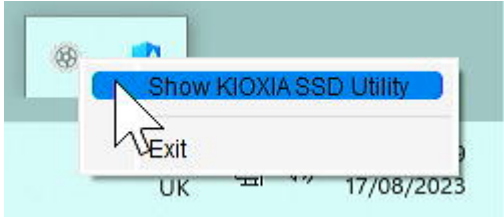
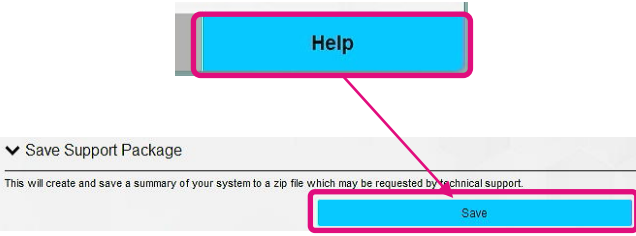


If you do not know the correct Master Password, you cannot execute "Remove Password".

Target Products

Option	Task	Feature	EXCERIA PRO SSD	EXCERIA PLUS G2 SSD	EXCERIA PLUS SSD	EXCERIA G2 SSD	EXCERIA SSD	EXCERIA SATA SSD	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	☐	☐	☐	☐	☐	☐		
	Tools	Secure Erase	☐	☐	☐	☐	☐	☐		
		NVMe Format	☐	☐	☐	☐	☐	☐		
	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	☐	☐	☐	☐	☐	☐	☐	

List of Error Messages

SSD Utility Error Message	When the error messages is displayed	Description of error message and how to address
Unable to run SSD Utility as there is already a copy running on this system	At the startup of SSD Utility execution	<p>The SSD Utility is already running. Multiple SSD Utilities cannot be run at the same time.</p> <p>Close the pop-up window with this message, and then from the menu of the SSD Utility icon in the notification area of the taskbar.</p> <p>Select "Show KIOXIA SSD Utility" to display the SSD Utility that has already been run.</p> 
Secure erase failed	During "Secure Erase"	<p>The "Secure Erase" has not been completed correctly. If you still cannot Secure Erase after trying again, try connecting to another port.</p> <p>If you still cannot Secure Erase after taking the above measures, please contact our technical support.</p>
Firmware update failed	During firmware update	<p>The firmware update has not been completed correctly. If you still cannot update firmware after trying again, try connecting to another port.</p> <p>If you still cannot update the firmware after taking the above measures, please contact technical support.</p>
Unexpected error, please send a support package	All display screens within the SSD Utility	<p>Please send your support package to Technical Support. You can save the support package (zip file) by following these steps.</p> <p>Click on the "Save" button under "Save Support Package" in the "Help" option.</p> 
Please reinstall SSD Utility immediately.	At the startup of SSD Utility execution	<p>It is likely that an important file required to execute the SSD Utility is corrupted/missing.</p> <p>Please uninstall the SSD Utility and then reinstall it.</p>
Maximum retries exceeded, power cycle drive by removing from USB port and reinserting, to try again.	During "Unlock Device"	<p>The device could not be unlocked because you entered the wrong password consecutively. Please safely remove the affected drive from the USB port, re-insert it, and retry "Unlock Device" again.</p>
Password settings of your Portable SSD are in an unknown state. Power cycle drive by removing from USB port and reinserting.	During "Set Password" for portable SSD	<p>Safely remove the drive from the USB port and reinsert it, then retry "Set Password".</p>

Password Incorrect	During "Unlock Device"	The password you entered is incorrect. Please close the pop-up and enter the correct password.
Failed to configure Password Protection. Please contact technical support.	After "Set Password"	There is some possibility that "Set Password" has failed. Please try "Remove Password". If you cannot "Remove Password", please contact Technical Support.

Bootable Media Error Message	When the error messages is displayed	Description of error message and how to address
Serial number xxxxxxxxxxxx not found	When booting from a USB flash drive with Bootable Media already created	The SSD selected when Bootable Media was created could not be found. Please make sure the SSD you selected when creating Bootable Media is connected to your computer. If there are unsupported SSDs connected to the computer, please remove them and try again.
Segmentation fault	When booting from a USB flash drive with Bootable Media already created	There is some possibility that the Bootable Media program is not running properly. If unsupported SSDs are connected to your computer, please remove them and try again.

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