



INSTALLATION GUIDE

Solidigm™ Storage Tool - GUI

September 2022

SOLIDIGM™

Revision History

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001	1.0	<ul style="list-style-type: none">Initial Release	March 2022
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003	1.3	<ul style="list-style-type: none">System Requirements Update	September 2022

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1 Introduction

This guide describes how to install the Solidigm™ Storage Tool (SST).

For information on using SST once installed, see the help system included with the application.

For more information on Solidigm™ SSDs (formerly Intel®), go to:

<https://www.intel.com/content/www/us/en/support/articles/000017245/memory-and-storage.html>

For more information on Solidigm support, go to: www.solidigmtechnology.com

1.1 Requirements

SST requires the following:

- x64 processor-based systems
- Supported operating systems:
 - Microsoft Windows Server 2022 x64
 - Microsoft Windows Server 2019 x64
 - Microsoft Windows Server 2016 x64
 - Microsoft Windows Server 2012, 2012 R2 x64
 - Microsoft Windows 11 x64
 - Microsoft Windows 10 x64
- Microsoft .NET Framework version 4.8.


If your system does not have version 4.8 of .NET Framework installed, it can be installed via Windows Update or downloaded from Microsoft.

- Visual Studio 2019 C++ redistribution package

The SST installer will install this package; however, there are certain dependencies that it requires to install. These dependencies are resolved by Windows Updates

- At least 400 megabytes (MB) of available space.

To determine whether the drive has enough available space:

1. Double-click My Computer. (On Windows 10 open 'This PC' by clicking the Start Icon  and typing 'This PC'.)
2. Right-click the drive you want to check and click Properties to display the amount of free space.

1.2 Known Limitations

Review the following limitations before installing SST.

- **RAID, Dynamic Disk or Storage Space Configurations**

The SST works with single SSDs, SSDs in a simple Dynamic Disk configuration, and SSDs that are part of Intel® Matrix Storage Manager or Intel® Rapid Storage Technology (Intel® RST) RAID configurations. It has support for RAID 0,1,5 & VROC RAID

The SST provides limited functionality for SSDs that are part of RAID, Dynamic Disk, Windows 10 Storage Space configurations with multiple partitions: Secure Erase is not supported in these configurations.

- **Systems with Virtualization**

The SST does not work on systems running in a virtualized environment as it cannot detect the SSDs.

- **Systems in IDE Mode**

The SST cannot update firmware on certain SSDs in IDE mode.

- **Firmware Updates on SSDs**

To identify your SSD, view the model number on the SST home screen. To identify if the Intel SSD is 50nm:

1. Select the Supported SSD on the SST home screen.
2. Click Drive Details.
3. View the Model Number (Word 27-46). If the number contains G1, the SSD is 50nm.

- **Device Initiated Power Management on SSDs**

SST System Tuner can configure Device Initiated Power Management (DIPM) settings for the following configurations only:

- Intel® Rapid Storage Technology (Intel® RST) driver
- Microsoft AHCI driver in Windows 10

1.3 Known Issues

- **Not All Drives in a RAID Configuration are Recognized by SST**

Not all drives in a RAID configuration are recognized by SST

Not all drives in a RAID configuration are recognized by SST. Drive details and SMART information may be obtained with another program.

Known systems affected: HP Compaq dc7800 Convertible Minitower PC, HP Compaq dc7800 Small Form Factor PC, HP Compaq dc7800 Ultra Slim Desktop PC

- **SST Does Not Communicate with Drives on Some Systems**

On some systems, SST does not communicate with drives and all functionality is disabled. There is no workaround for this issue.

Known systems affected: Supermicro H8DAi-2, TYAN Thunder N3600M motherboard - NVIDIA nForce Pro 3600

- **RAID Volume May Display Extended Serial Number**

When a RAID volume is selected on the home screen, the serial number may contain an extended number of characters. There is no workaround for this issue.

Known system affected: GIGABYTE GA-790FXTA-UD5

- **SSD May Report "BAD_CONTEXT" if Secure Erase Operation is Interrupted**

During a Secure Erase operation, if the SSD loses power or if the SSD is removed from the system once the Secure Erase operation is 40% or more complete, the SSD may report "BAD_CONTEXT" in the Serial Number field. There is no workaround for this issue.

Known drive affected: Intel® X25-E Solid State Drive

2 Windows Installation and Startup

2.1 Downloading the Solidigm™ Storage Tool

1. Go to the Intel support website by clicking [here](#).
2. Chose Run to begin immediately installing the application, or you can Save the SST application (.exe file) to a folder on your computer.

2.2 Installing the Solidigm™ Storage Tool

1. Double-click the downloaded .exe file to start the SST setup wizard (skip if you chose Run from step 2 above).
2. Click Next on the Welcome screen.
3. Click Install to begin the installation process.
4. Once the installation is complete, check the box if you want the application to load after completion.
5. Click Finish
6. The SST installs at the default location: c:\Program Files\Solidigm\Solidigm(TM) Storage Tool\

2.3 Starting the Solidigm™ Storage Tool

- Click Start Menu and navigate to the Solidigm™ Storage Tool
- Double-click the SST icon on your desktop to run as Administrator