

SSD Utility Release Notes

Version: 6.4.0.19 Release: October 27, 2025

This SSD Utility V6.4.0.19 is only compatible with KIOXIA brand SSD (EXCERIA PRO SSD, EXCERIA PLUS G4 SSD, EXCERIA PLUS G3 SSD, EXCERIA PLUS G2 SSD, EXCERIA PLUS SSD, EXCERIA G2 SSD, EXCERIA SSD, EXCERIA with Heatsink SSD, EXCERIA SATA SSD, EXCERIA PLUS G2 Portable SSD, EXCERIA PLUS Portable SSD) and TOSHIBA brand SSDs (RD500, RC500, TR200, XS700).

Outline

This is an update release of SSD Utility, with the following enhancements:

Bug fixes and reliability enhancements.

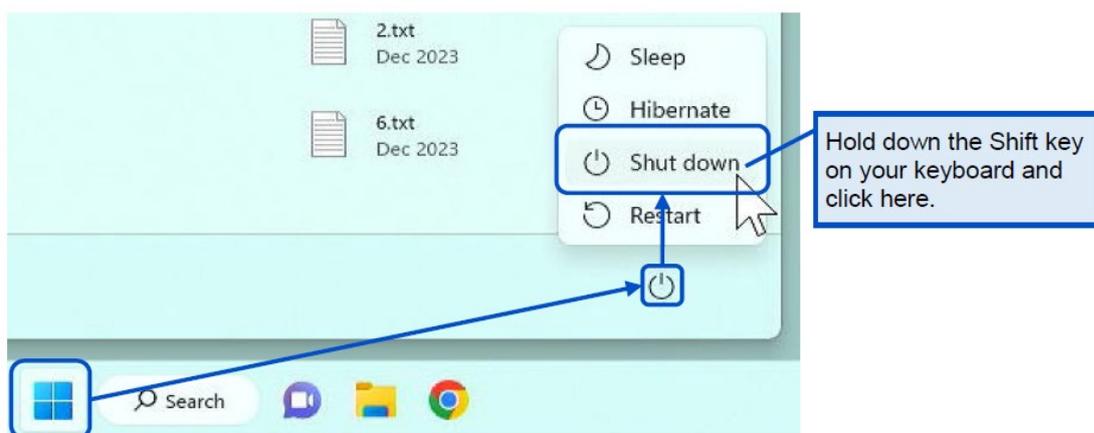
Known Issues

Regarding the Secure Erase feature of the KIOXIA SSD using Bootable Media, even if you restart your computer after the Secure Erase is complete, your SSD data may not appear to be deleted in Windows "Disk Management" or "Explorer". This may be due to the fact that the previous Windows shutdown was performed as a normal shutdown and the SSD information remains in the Windows system prior to Secure Erase. Follow the steps below to fully shutdown the computer and then restart it to confirm that the data has been deleted from the SSD to be deleted.

To fully shutdown Windows:

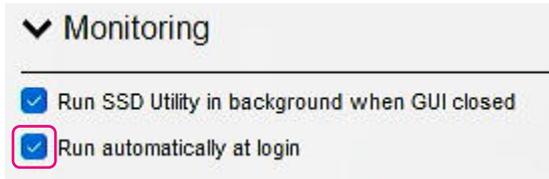
Click the "Start" button and then click "Power".

Hold down the "Shift" key on your keyboard and click "Shut down".

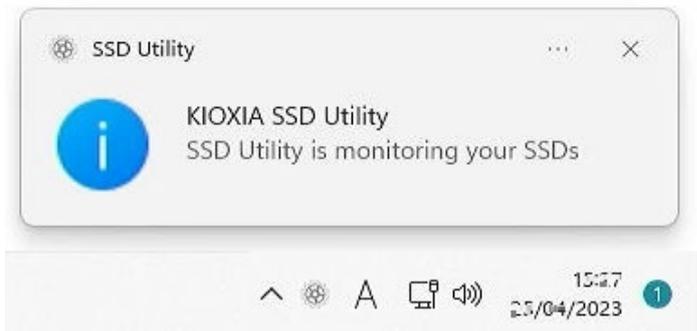


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As shown in the figure below, if "Run automatically at login" is enabled in the "Settings" option, SSD Utility will be automatically started upon login. In this case, if you start SSD Utility manually before the automatic execution of SSD Utility is completed, SSD Utility may not be able to start.



If you are unable to execute the SSD Utility, please log out and then log in again and wait until the SSD Utility auto start up notification shown below is displayed.



On some laptops with dual Intel® & NVIDIA graphics, SSD Utility may crash. This can be fixed by updating the Intel & NVIDIA drivers.

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