

## **Intel® SATA SSD Firmware Update Tool FAQ**

### **Q1: What do I need this tool for?**

A1: The Intel SATA SSD Firmware Update Tool will update the firmware on your Intel Solid\_State Drive (SSD).

### **Q2: Should I backup my data before performing the firmware update?**

A2: Yes, Intel strongly recommends that you backup your data before starting the firmware update process.

### **Q3: Which Intel SSDs are supported by this tool?**

A3: This tool supports the Intel X25-M, X18-M and X25-E 50nm SATA SSDs (black case) as well as the Intel X25-M and X18-M 34nm SATA SSDs (silver case).

### **Q4: How do I download the software?**

A4: Follow the instructions from the website, which includes accepting our license agreement, then click on the download link. This will display a prompt to “OPEN” or “SAVE”. Select “SAVE” and place the file on your desktop folder. Alternatively you can select “OPEN” and the R/W CD software package associated with .ISO file types will start and prompt you for the next steps to burn the image.

### **Q5: What is an ISO Image?**

A5: An ISO image is similar to an archive file and analogous to a disk image. It is specifically used for optical disks like a CD-R in a format specified by the International Organization for Standardization (ISO). The image contains all the files needed for booting and running a particular application.

### **Q6: How do I burn the ISO image to a CD-R?**

A6: After downloading the ISO image and saving the file, double click on the file then your read/write CD-R software package associated with the .ISO file type will prompt you to enter a blank CD-R. Once you have entered the blank CD-R, click on “BURN” and ISO image will be copied to the CD-R in the correct format.

### **Q7: How do I apply the firmware update to my system?**

A7: Insert the CD-R that was burned and restart your computer. Your system will automatically boot to a DOS mode from the CD-R and start the firmware update software. To complete the update, follow the instructions on your screen.

**Q8: Why do I need to disable my Drive Password?**

A8: The SSD will ignore any system requests to update firmware until the Drive Password is turned off. For assistance on how to turn off your Drive Password please check your system documentation. For further assistance you can contact Intel Technical Support at the following website:

[http://www.intel.com/p/en\\_US/support](http://www.intel.com/p/en_US/support)

**Q9: Will performing the Intel SATA SSD Firmware Update cause my SSD to lose or corrupt my data?**

A9: The Intel SATA Firmware Update Tool does not actively alter any user's data, but there is some risk that your drive may be rendered inoperable. Therefore, to be absolutely safe, Intel strongly recommends that all users backup their data before starting the firmware update process.

**Q10: How long does the firmware update take?**

A10: The whole process from booting the system, running the firmware update program from your CD-R, to exiting the program to reboot after the update takes approximately five minutes. The actual update itself takes just a few seconds.

**Q11: What if the firmware update fails to complete?**

A11: Please reboot the system and try the update again. If it fails again, please contact Intel Technical Support for further assistance at the following website:

[http://www.intel.com/p/en\\_US/support](http://www.intel.com/p/en_US/support)

**Q12: How do I check my firmware update?**

A12: Reboot your system with the update CD still installed. After completing the license agreement the tool will scan for Intel SSDs in your system. If the Intel SATA FW Update Tool indicates that your SSD has the latest firmware installed, the update was successful.

**Q13: What if I have more than one Intel SSD in my system, will the tool update all of the drives?**

A13: Yes. The tool will find the first Intel SSD directly connected to the I/O Controller Hub (ICH) in the system and determine if it needs the firmware update. If so, the tool completes the firmware update and then searches for another Intel SSD until there are no more Intel SSDs in the system that require an update. Note: USB to SATA adapters will not work with the firmware update tool.

**Q14: What if I have more than one system with Intel SSDs, can I use the Intel SATA SSD Firmware Update Tool CD on those systems as well?**

A14: Yes, as long as you continue to adhere to the terms of the license agreement.