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My Solid State Drive may be defective, how can I test it?

All Seagate Solid State Drives have built-in error-checking capabilities. To save time and the hassle of shipping a SSD that may not be defective at all, please test your drive to see if it really is defective.

The first step to test the drive: Please download and run [SeaTools](#) for Windows. See a full tutorial in [Document ID: 202435](#).

The tests in Seatools will indicate Pass or Fail. If the drive fails the test, please begin the replacement process at our [Warranty Services Page](#). If the drive fails the test but is out of warranty, you may continue to use it as long as you can, but remember to keep a full backup of your data at all times.

Seatools will test your S.M.A.R.T-compliant SSD for proper function.

If all the tests pass (no trouble found), the problem remains elsewhere in your system.

You can test your drive with CheckDisk. Please see [Document ID: 184611](#) for instructions.

Reconfirm all cable connections and controllers, as well as the operating system. Consult your host controller (motherboard) documentation or system manufacturer for assistance with SATA / SAS controller capabilities.

Further notes:

-If the BIOS does not recognize the drive, or the drive does not spin up, Seatools will not detect the drive either. Please see [Document ID: 005707](#) : The BIOS does not detect my SSD.

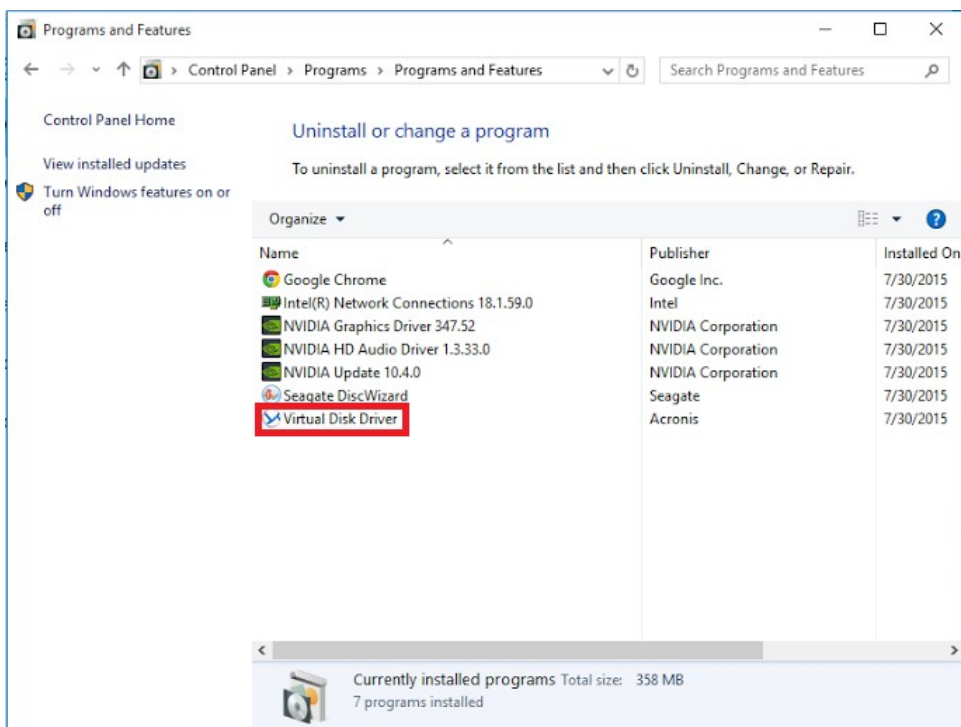
-The operating system will not recognize a drive that is not formatted and partitioned. If you need help with formatting, please see [Document ID: 220151](#)

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DiscWizard Extended Capacity Manager partition is missing after updating to Windows 10

If using a drive greater than 2TB on older hardware, then the Extended Capacity Manager driver may have been loaded to see the capacity of the drive beyond 2TB. If you used the Extended Capacity Manager feature built into the DiscWizard software to create a virtual partition on a previous version of Windows and then update to Windows 10, you may not see the virtual partition after updating. The following steps can be followed to regain access to the virtual partition and the data inside of it in the event it has disappeared.

1. Click [Here](#) to go to Acronis' website and download the Acronis Virtual Disk Driver by clicking on VirtualDiskSetup.
2. Once you download the VirtualDiskSetup.msi file, double click on it to install the software.
3. Once the software is done installing, you should be able to open Windows Explorer and see the virtual partition that was available on your previous version of Windows.
4. If the issue persists, restart your computer and then verify that the Virtual Disk Driver is listed in your Programs and Features list like the image below.



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