

Knowledge base article

RDX SATA-III Drivers on Windows-based Intel Platforms



Problem description:

IntelRST Enterprise driver for Intel C600/C610/C222/C224/C226 PCH chipsets; RDX QuikStor SATA III drive not seen in Device Manager, Disk Management or RDX Utility

Introduction

There are known problems when using the IntelRST Enterprise drivers that are intended to support Intel C600/C610/C222/C224/C226 PCH chipsets. This document assists customers who have installed an RDX SATA-III dock on their system and are having trouble seeing the dock in: Device Manager, Disk Management, or RDX Utility.

This document is specific to Intel PCH (Platform Hub Controller) chipsets and newer versions of the Windows OS (WinServer2012R2, Win8.1, Win10).

The Windows OS comes with default Microsoft SATA drivers. Intel provides two different types of SATA drivers for their chipsets.

Note: The SATA driver is separate from the Intel PCH chipset driver and is installed separately.

1. Intel RST (Rapid Storage Technology) drivers (search „intel rst driver download“)
 - latest version: 14.8.0.1042 (released 12/14/2015)
 - designed for: Intel PCH chipsets not listed in enterprise group below
2. Intel RST Enterprise drivers (search “intel rste driver download“)
 - latest version: 4.3.0.1223 (released 10/2/2015)
 - designed for: C600/C610/C222/C224/C226 PCH chipsets

Our current testing indicates that the IntelRST and Microsoft drivers work well with the RDX SATA-III dock. There are known problems with the IntelRST Enterprise drivers and the RDX SATA-III dock. The development team is working to resolve those issues.

Driver recommendations

We recommend using the IntelRST SATA drivers whenever possible.

We recommend using the default Microsoft SATA drivers in place of the IntelRST Enterprise SATA drivers. This is a workaround and as such may not be acceptable in all cases.

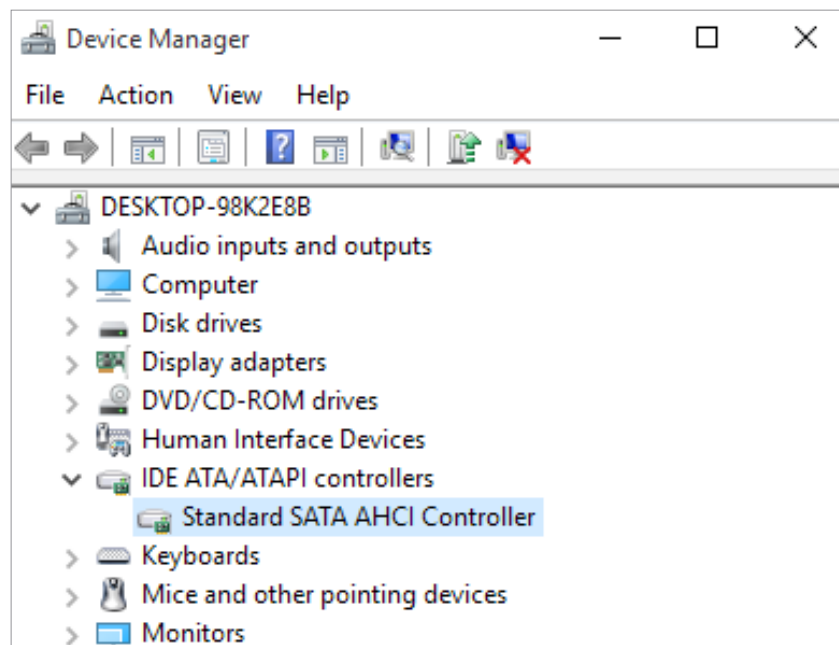
Changing SATA drivers

To change the SATA driver use Device Manager to view the storage system components. The drivers that you will need to change appear in one of two possible locations.

- IDE ATA/ATAPI controllers
- Storage controllers

The screenshots below are from a system running:

- WinServer2012R2
- Intel Xeon Processor(s)
- Intel PCH C612 (uses Microsoft SATA driver or Intel RST Enterprise SATA driver)



Typically SATA controllers show up under "IDE ATA/ATAPI controllers. However, SATA controllers using IntelRST Enterprise SATA drivers show up under "Storage controllers."

The C612 PCH chip has two sets of 4-SATA ports. In the screenshot above one set of 4-SATA ports is using the Microsoft SATA driver:

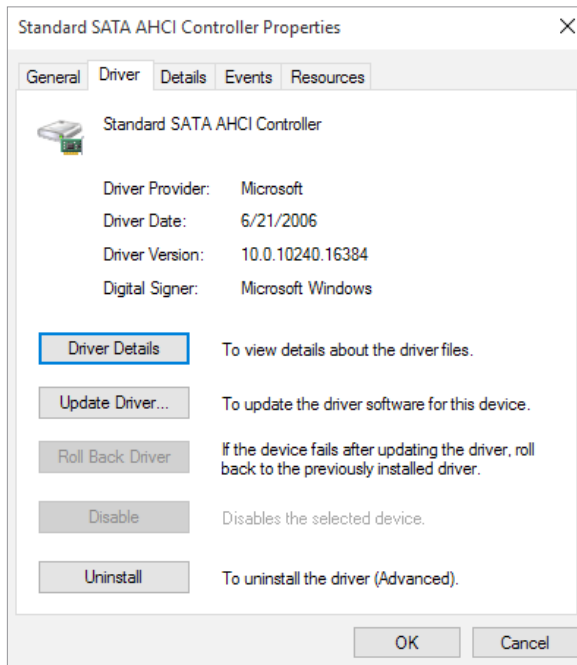
- IDE ATA/ATAPI controllers
"Standard SATA AHCI Controller"

The second set of 4-SATA ports is using the IntelRST Enterprise SATA driver:

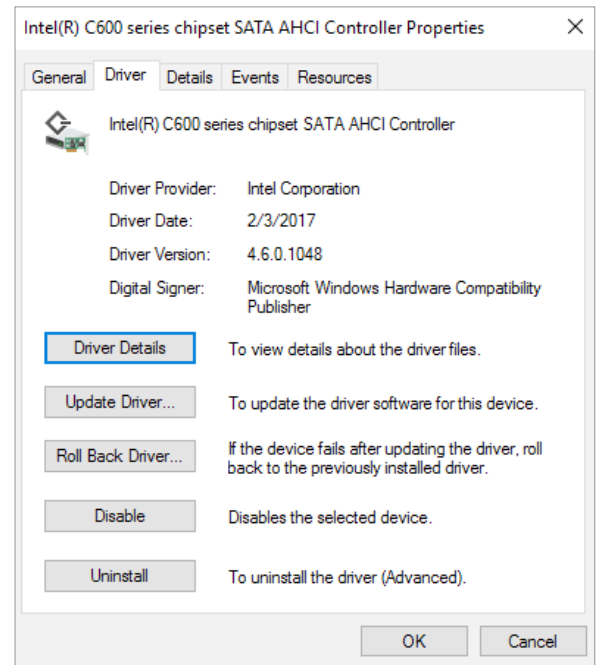
- Storage controllers
"Intel(R) C600+/C220+ series chipset SATA AHCI Controller"

The RDX SATA-III "Tandberg RDX" is visible under "Disk drives" because it is attached to the set of 4-SATA ports using the Microsoft SATA driver.

To Update, Roll Back, or Uninstall a SATA driver: double click on the desired SATA controller. See following screenshots.



Microsoft SATA driver installed by default with OS install.



Intel(R) Enterprise SATA driver installed. Updated from original SATA driver. Roll Back Driver to return to previous driver (Microsoft in this case).

No (Roll Back) option: Try Update Driver to force the use of the Microsoft SATA driver. If this doesn't work, try Uninstall then do Update Driver. Typically when the Driver Update doesn't work, Windows reports that you have the best/latest driver installed.

The Microsoft drivers are contained in "C:\Windows" and the Intel SATA drivers are usually located in a separate directory. When doing the Update Driver, browse to a particular system directory to force the selection of the specific driver to install.

Support help

If additional support is needed; please take screenshots like those in the example above. They can help the RDX support team diagnose your system problems more quickly.

Taking screenshots uses standard software contained on windows systems.

- **Step 1.** Press (Alt+Ctrl+Shift+Print Screen) to take a snapshot of the currently active window
- **Step 2.** Start Paint application and paste screenshot
- **Step 3.** Save as JPEG picture <descriptive_name>.jpg



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