SSD6202/6204 Management Software Installation Guide (Windows)

Version 1.00

Contents

SSD6202/6204 Management Software Installation Guide

This guide includes important hardware/software requirements, installation procedures, and troubleshooting tips for using SSD6202/6204 NVMe RAID controllers with a Windows operating system.

Prerequisites

This section describes the base hardware and software requirements for the SSD6202/6204 PCIe 3.0 NVMe RAID controllers.

Management Software Installation

This section explains how to download and install the SSD6202/6204 RAID Management Software Suite for Windows operating systems. The download includes both the Web RAID Management Interface (WebGUI), and the CLI (Command Line Interface).

Troubleshooting

Please consult this section if you encounter any difficulties installing or using the SSD6202/6204 NVMe RAID controller. It includes descriptions and solutions for commonly reported technical issues.

Appendix

A selection of useful information for the SSD6202/6204 NVMe RAID controllers.

Prerequisites for a Data-RAID Configuration

The SSD6202/6204 controllers can support Data-RAID arrays. In order to configure a Data-RAID array, you will need the following:

1. **An Array must be created.** An Array must be created for the SSD6202/6204 to be connected to the WEBGUI, please refer to Appendix-Create an Array.
2. **A PCIe 3.0/4.0 slot with x8 or x16 lanes.**
3. **Make sure any HighPoint NVMe drivers are uninstalled**. It may be prevent the SSD6200 from functioning properly.

Installing the HighPoint RAID Management Software (WebGUI & CLI)

This guide provides an overview of the Web-RAID Management graphical user interface, also known as the WebGUI. The WebGUI is an intuitive, yet comprehensive management tool designed for users of any experience level.

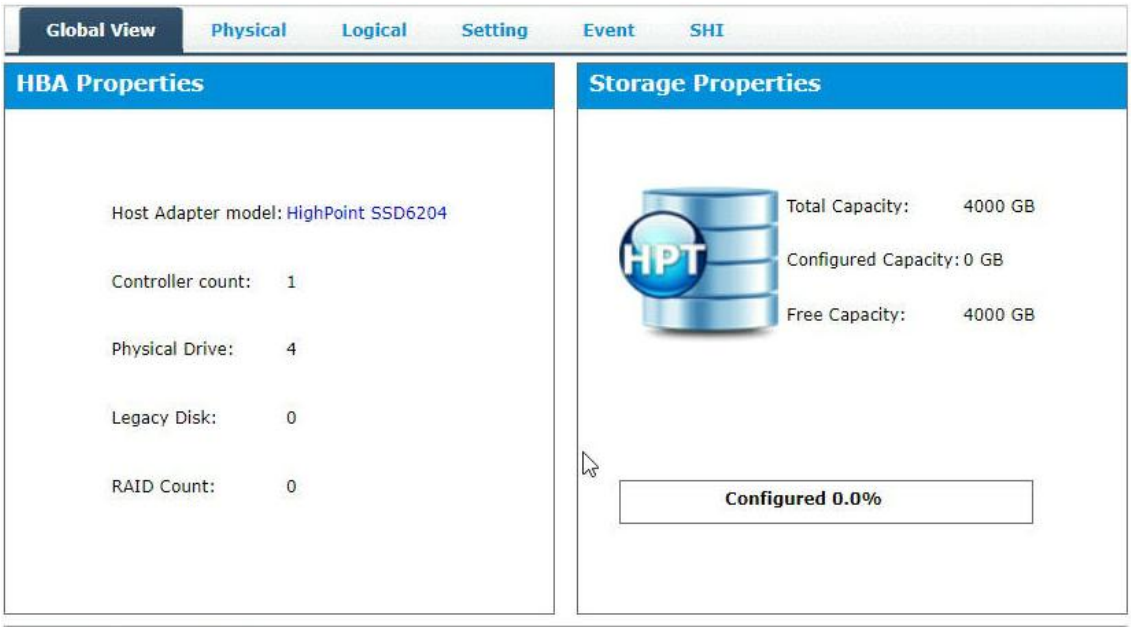
Download the latest software package from the HighPoint website:

SSD6202/6204:

https://www.highpoint-tech.com/USA_new/series-ssd6200-overview.html

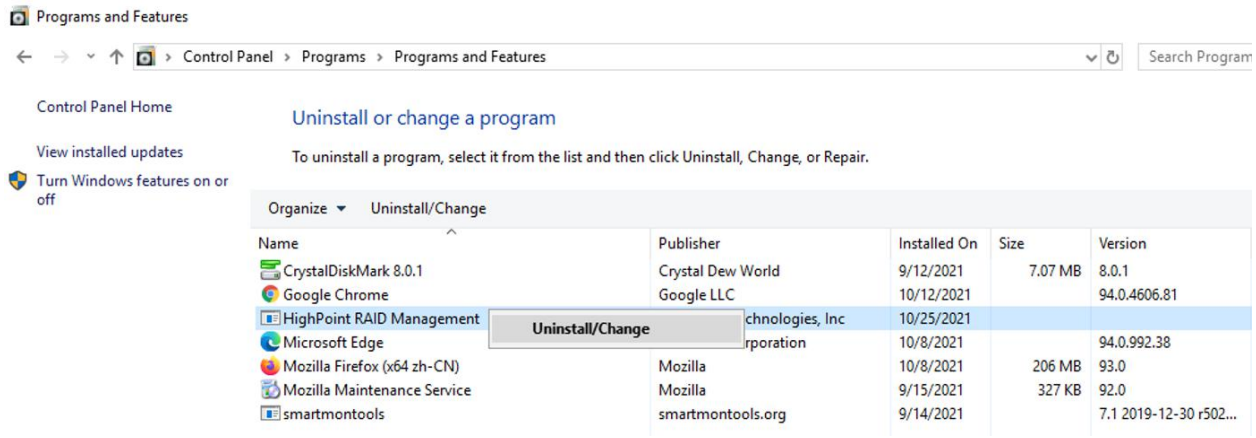
1. Extract the package and double-click the HighPoint RAID Management program to install the software.
2. Once installed, locate the Management icon on the desktop and double-click to start the WebGUI interface.

   Example screenshot (SSD6204)



Uninstalling the HighPoint RAID Management Software (WEBGUI & CLI)

1. Access **Control Panel** and select **Programs→ Programs and Features, and right-click on the** HighPoint RAID Management entry**.**
2. Click **Uninstall/Change**

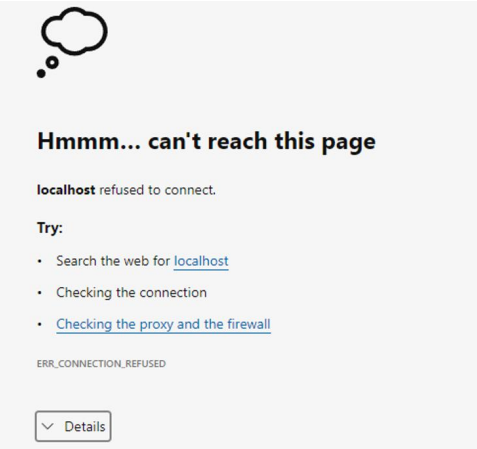


3. After uninstalling the HighPoint RAID Management, click **Finish**.

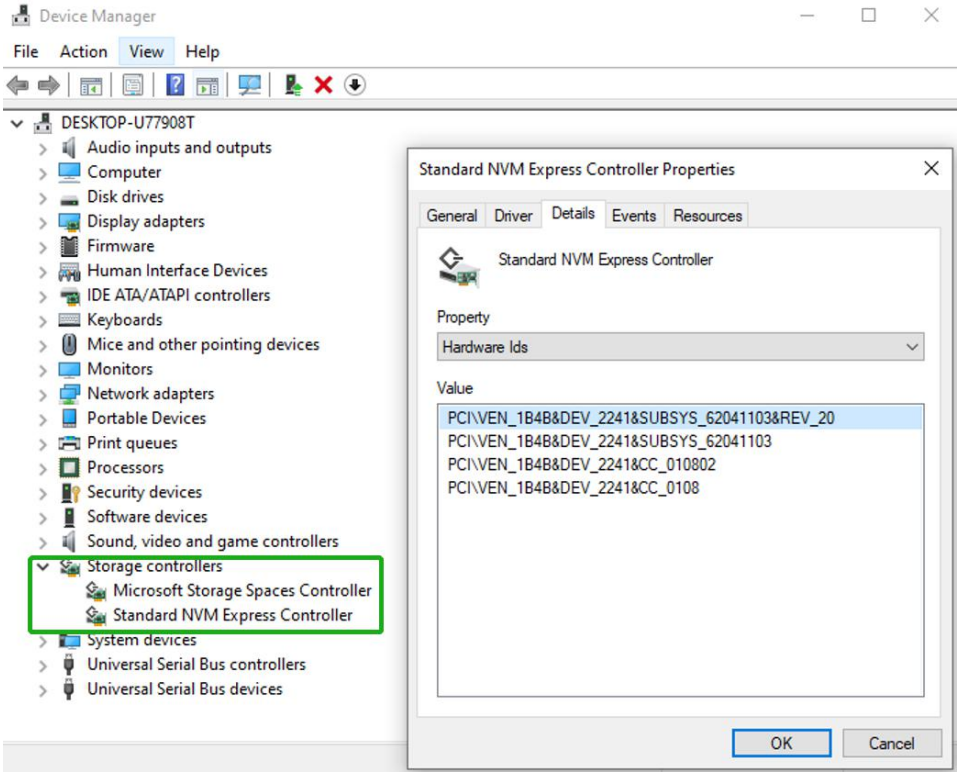
Troubleshooting

Note: When troubleshooting your SSD6202/6204 NVMe RAID controller, make sure all of the Prerequisites have been met before proceeding.

The WebGUI will not start after double-clicking the desktop icon.



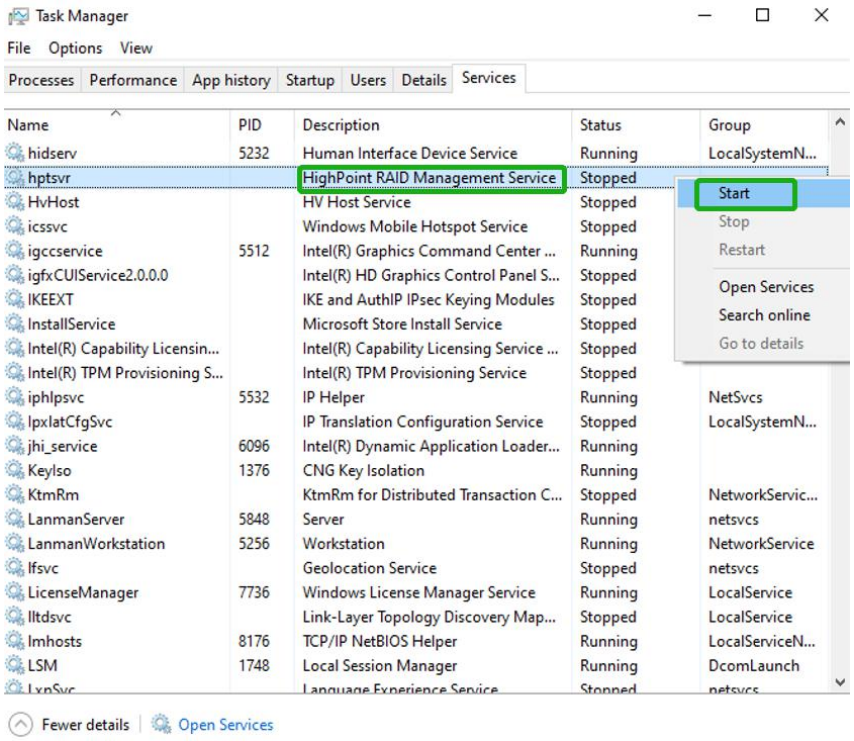
1. This is often the result of a missing driver or improperly installed driver. Open **Device Manager** and check under **Storage Controllers**.
   If the hardware is properly installed, you should see a **Standard NVMe Express Controller** entry under Storage controllers



   If the interface does not display “Standard NVMe Express Controller”, then the motherboard does not recognize the SSD6200.

a. Power down the system, and make sure the SSD6200 controller is securely installed into the PCIe slot.

2. You should also check to make sure **hptsvr** is running under **Task Management → Services**. If the status of **hptsvr** process is **Stopped**, right-click on this entry and select Start from the menu:



3. An Array must be created for the SSD6202/6204 to be connected to the WEBGUI, please refer to Appendix-Create an Array.

Note：Only in Windows Server 2019 system, there is no RAID WEBGUI can also open normally.

If you experience any other WebGUI or CLI related problems, please submit a support ticket using our Online Support Portal, which includes a description of the problem in as much detail as possible, and upload the following:

Appendix

Create an Array

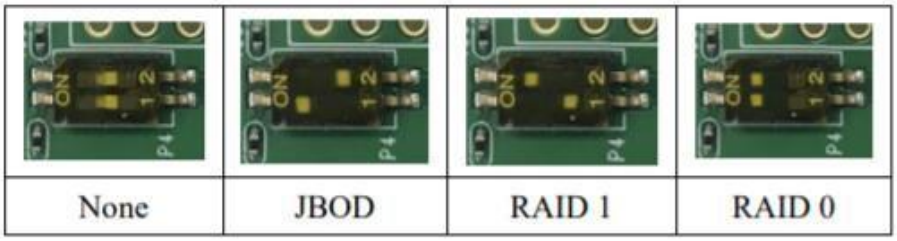
If you would like to configure a RAID array using NVMe SSD's hosted by the SSD6200, please select 1 of the following 3 Methods.

Method 1：Create a RAID array via RAID Switch settings （Only for SSD6202）

01. Connect two NVMe SSD's to the SSD6202.

Note: Make sure that there is no RAID or residual partitions in the two NVMe SSD's.

02. Create RAID arrays via RAID Switch settings.

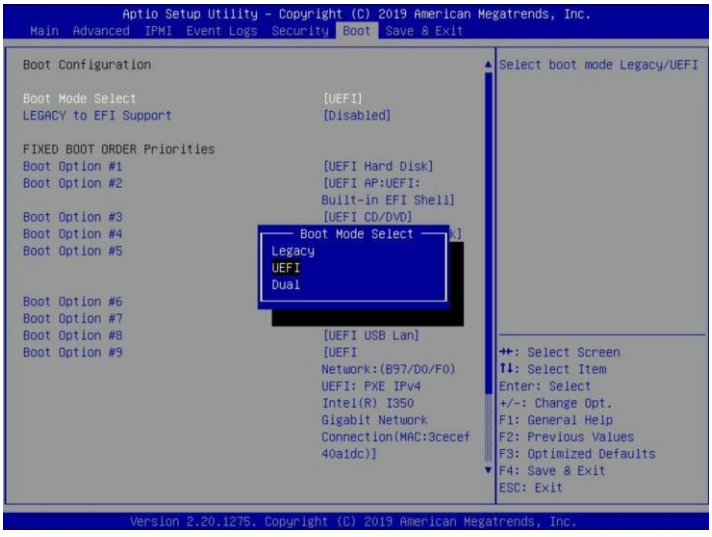


Note: If you don't want to use RAID Switch to create RAID, please make sure the switch setting is None.

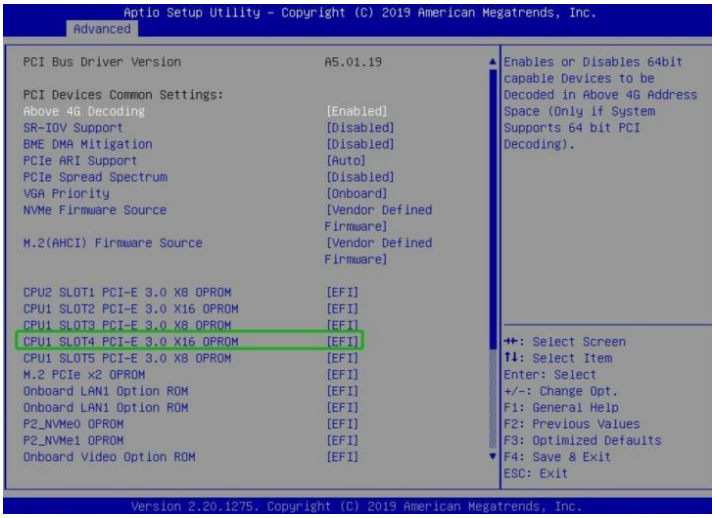
Method 2：Create a RAID array using the Motherboard BIOS

Using the SuperMicro H11DSi motherboard as an example:

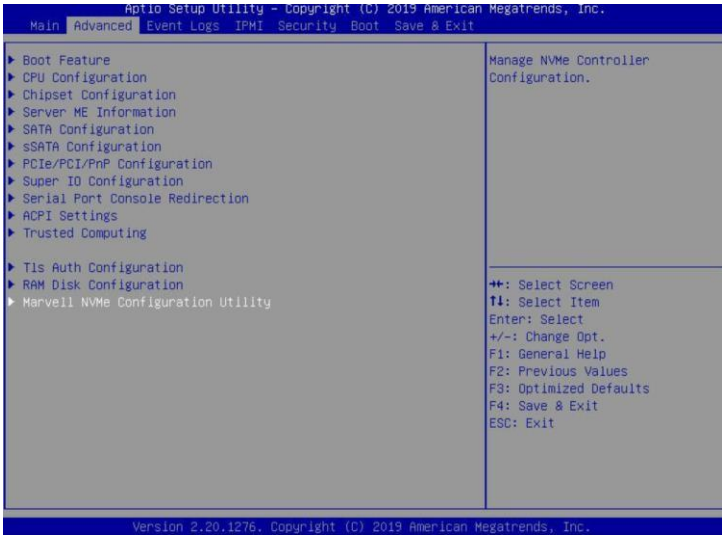
01. Set '**Boot mode select**' to '**UEFI**'.



02. Next, under "**Advanced->PCIe/PCI/PnP** Configuration, change "**CPU Slot x PCI-E OPROM**" to "**EFI**". "x" refers to the slot number (slot 4 was used when the screenshot was taken). Please consult the motherboard manual for more information.

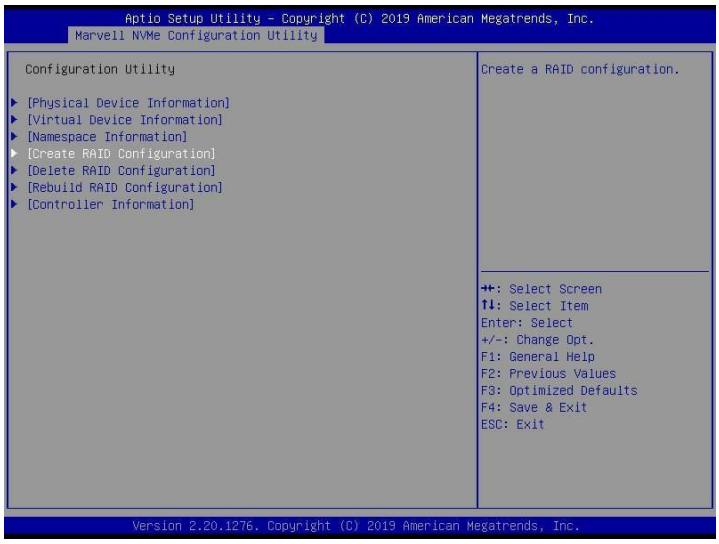


03. Creating the RAID array:
    a. Select "**Advanced→Marvell NVMe Configuration Utility**";

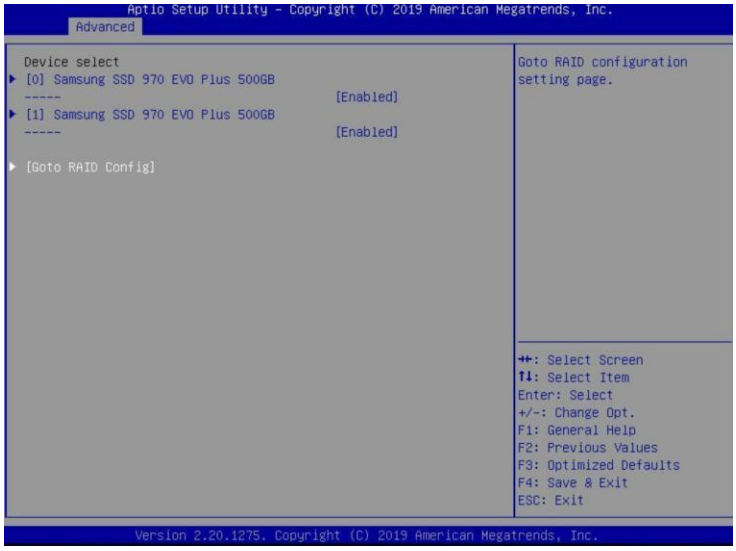


__Note:__ If you cannot find "__Marvell NVMe Configuration Utility__" in the motherboard BIOS under "__advanced__" interface, you will need to create the array using one of the other four methods.

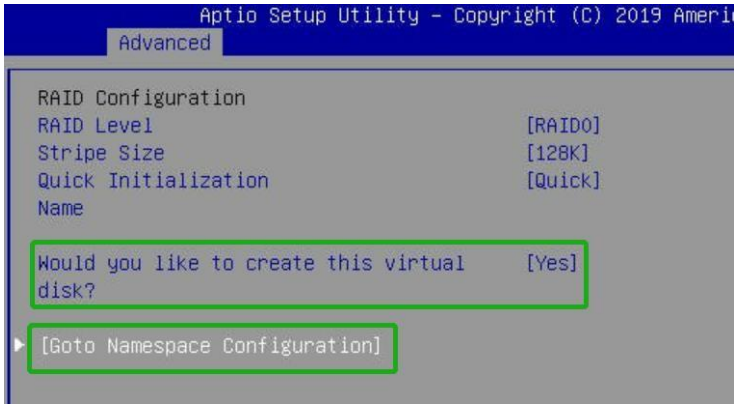
    b. Next, select "**Create RAID Configuration**". Press "Enter" to open the Configuration Utility.



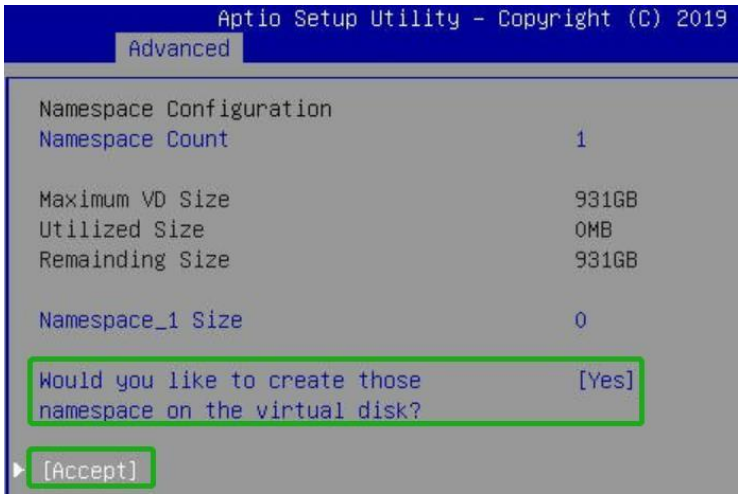
c. Set "**RAID Configuration Menu**" to "**Enabled**", and then select "**Goto RAID Config**".



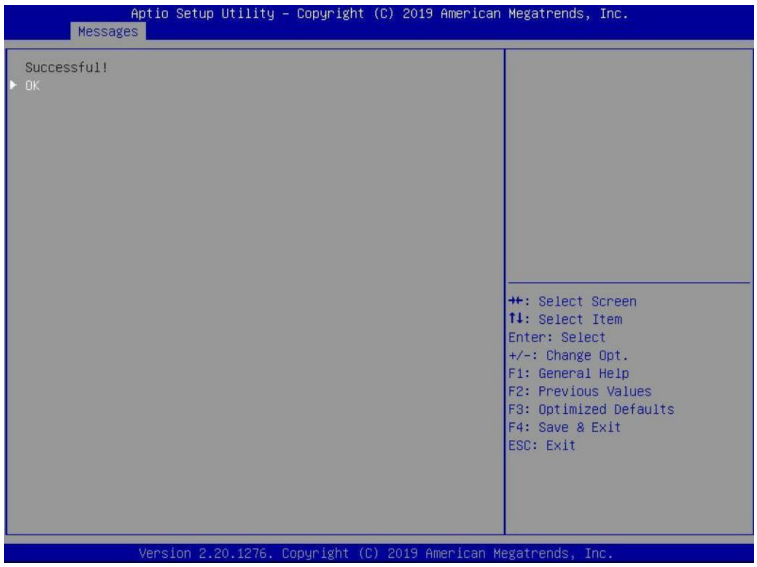
d. For "**Would you like to create this virtual disk**?" select "**Yes**", then select "**Goto Namespace Configuration**".



e. For "**Would you like to create those namespace on the virtual disk**?" select "**Yes**", then select "**Accept**" to create the RAID0 array.



f. When the page displays "**Successful!**" select **OK**, to exit the menu;

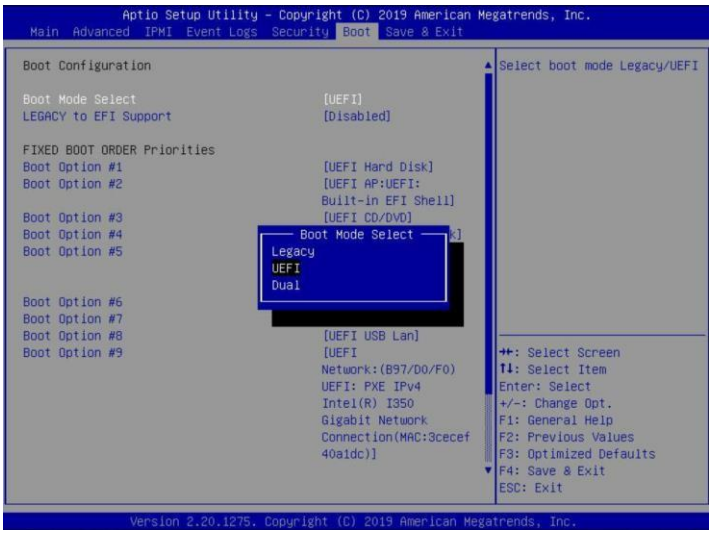


Method 3：Create RAID in UEFI

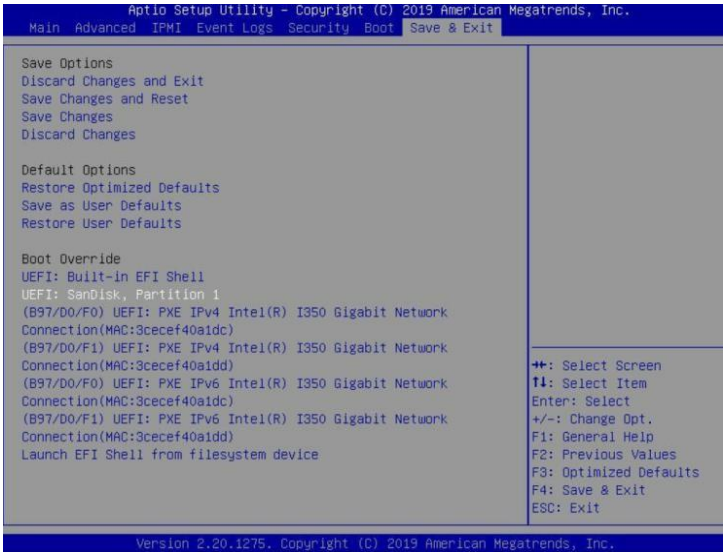
01. First, prepare the UEFI Tool. This file should be copied to the root of a bootable USB flash drive.

Using the SuperMicro H11DSi motherboard as an example:

01. Set '**Boot mode select**' to '**UEFI**';



02. Choose to boot from the USB flash drive (shown as "**UEFI: SanDisk， Partition 1**" for the example below):



03. After entering the UEFI Shell, select "FS0:" to access the USB flash drive: Note: "FS0" is the name of the USB flash drive used for this example

04. Next, locate the "**mnv_cli.efi**" program and run it:

__Note__: if the CLI reports that "No NVMe Controller is found", please see Appendix – Troubleshooting.

05. To create a RAID0 array using two NVMe SSD's, enter the following command:

create -r 0 -d 0,1

For more CLI commands, please download the CLI manual from the product page of the official website.