

SSD7202 & SSD7103 & SSD7502 & SSD7505 & SSD7540 & SSD7580 Driver & Management Software Installation Guide (Windows)

Version 1.06

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SSD7202 & SSD7103 & SSD7502 & SSD7505 & SSD7540 & SSD7580 Driver & Management Software Installation Guide

This guide includes important hardware/software requirements, installation & upgrade procedures, and troubleshooting tips for using SSD7202, SSD7103, SSD7502, SSD7540, SSD7505 or SSD7580 NVMe RAID controllers with a Windows operating system.

Prerequisites

This section describes the base hardware and software requirements for the SSD7202/SSD7103 PCIe 3.0 NVMe RAID controllers and SSD7502/SSD7505/SSD7540/SSD7580 PCIe 4.0 NVMe RAID controllers.

Driver Installation

This section covers driver installation, driver upgrade and driver uninstallation procedures for SSD7202/SSD7103/SSD7502/SSD7505/SSD7540/SSD7580 NVMe RAID controllers.

Management Software Installation

This section explains how to download and install the SSD7202/SSD7103/SSD7502/SSD7505/ SSD7540/SSD7580 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 SSD7202, SSD7103, SSD7502, SSD7505, SSD7540 and SSD7580 NVMe RAID controller. It includes descriptions and solutions for commonly reported technical issues.

Appendix

A selection of useful information and web links for the SSD7202, SSD7103, SSD7502, SSD7505, SSD7540 and SSD7580 NVMe RAID controllers.

Prerequisites for a Data-RAID Configuration

The SSD7103/7202/7502/7505/7540/7580 controllers can support Data-RAID arrays. In order to configure a Data-RAID array, you will need the following:

- 1. An NVMe SSD must be installed. You must have at least one NVMe SSD installed into the SSD7103/7202/7502/7505/7540/7580 controller.
- 2. A PCIe 3.0/4.0 slot with x8 or x16 lanes.
- 3. Make sure any non-HighPoint drivers are uninstalled for any SSD's hosted by the SSD7000 series RAID controllers. 3rd party software and manufacturer provided drivers may prevent the SSD7000 from functioning properly.

Warnings:

- 1) Failing to remove the controller and SSD's when uninstalling the driver may result in data loss.
- 2) Always make sure the SSD7000 driver is installed before moving a SSD7000 series NVMe RAID controller & RAID array to another Windows system.

Windows operating systems will always load the default NVMe support after the SSD7000 driver has been uninstalled, or if it detects the present of a card when no driver has been loaded – this driver will only recognize the NVMe SSD's as separate disks.

If the SSD's are recognized separately, any data they contain may be lost – this includes RAID configuration data.

Driver Installation

Installing the Device Driver

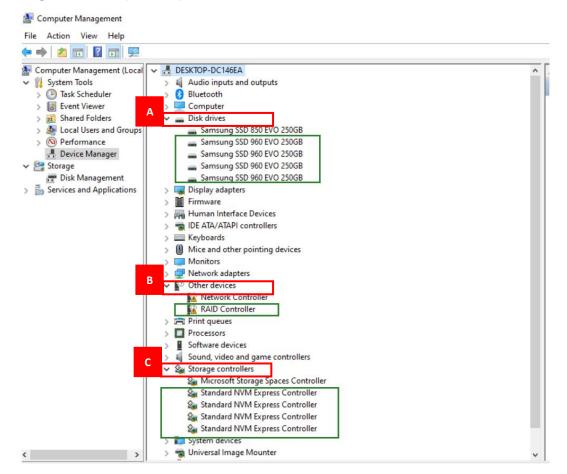
The following section discusses driver installation for a non-bootable NVMe configuration. Note, you will not need to install the driver for a bootable NVMe RAID array – bootable configurations require that the driver be installed during the OS installation procedure.

1. Verify that Windows recognizes the controller

After installing the SSD7000 controller into the motherboard, power on the computer, boot the Windows operating system, and open **Device Manager**.

- A. Expand the Disk drives tab. Each NVMe SSD's installed into the SSD7202/SSD7103/SSD7502/ SSD7505 /SSD7540/SSD7580 controller should be displayed here.
- B. Expand the Other Devices tab. For SSD7013/SSD7202, you should see a single "RAID Controller" entry. For SSD7502/SSD7540/SSD7540/SSD7580, you should see "Mass Storage Controller" and "RAID Controller" The Section indicates that the driver has not been installed.
- C. Expand the Storage Controllers tab. You should see a "Standard NVM Express Controller" entry for each NVMe SSD that is installed into the SSD7202/SSD7103/SSD7502/ SSD7505/SSD7540 /SSD7580 controller.

Example screenshot (SSD7103):



Action View Help	
🔶 📰 🔄 🛛 🗊 💻 💺 🗙 💽	
B DESKTOP-08LT65L	
> 4 Audio inputs and outputs	
> 🚯 Bluetooth	
> 💻 Computer	
🗸 🚃 Disk drives	
Samsung SSD 860 PRO 256GB	_
Samsung SSD 970 PRO 512GB	
🕳 Samsung SSD 970 PRO 512GB	
Samsung SSD 970 PRO 512GB	
Samsung SSD 970 PRO 512GB	
> 🔄 Display adapters	
> Firmware	
Human Interface Devices	
> The ATA/ATAPI controllers	
Keyboards	
Mice and other pointing devices Monitors	
Network adapters	
Other devices	
Mass Storage Controller	-
R Network Controller	-
KAID Controller	
> En Print queues	
Processors	
Software devices	
Sound video and game controllers	
🗸 🚰 Storage controllers	
😪 Microsoft Storage Spaces Controller	
🍇 Standard NVM Express Controller	
🍇 Standard NVM Express Controller	
🍇 Standard NVM Express Controller	
Standard NVM Express Controller	-
Juniversal Serial Bus controllers	

2. Download the Device Driver

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Download the appropriate SSSD7000 driver from the controller's Software Downloads webpage.

SSD7202: https://highpoint-tech.com/USA_new/series-ssd7202-download.htm

SSD7103: https://highpoint-tech.com/USA_new/series-ssd7103-download.htm

SSD7502: https://highpoint-tech.com/USA new/series-ssd7502-overview.html

SSD7505: https://highpoint-tech.com/USA_new/series-ssd7500-download.htm

SSD7540: https://highpoint-tech.com/USA_new/series-ssd7500-download.htm

SSD7580: https://highpoint-tech.com/USA_new/series-ssd7500-download.htm

3. Install the Device Driver

- A. Locate the driver download and open the file.
- B. Double-click setup.

+ 📃 « wi	n10 > Highi	Point_NVMe >	~	õ	,P Search HighPoin	t_NVMe_G5_RAID_Wint	dows_StorPort
A Quick access	Name	^			Date modified 4/7/2020 2:10 PM	Type File folder	Size
Downloads #	Readr				7/12/2019 5:39 PM	Text Document	4 K)
Documents #	The setup			en	7/12/2010 5-17 PM	Annication	503 K
Pictures #			-		Iministrator		
driver install Music New folder1 Videos			Th Sc Let St	oublesh an with	oot compatibility Windows Defender		
OneDrive				store p nd to	revious versions		
This PC 30 Objects Desktop			Ci	nt IPY			
Documents Downloads			De	eate sh slete name	ortcut		
Pictures			Pr	opertie			
Videos							

Note: if installation does not start, you may have to manually start setup using Administrator Privileges. Right-click **setup**, select **Run as Administrator** from the menu, and confirm the popup window to proceed.

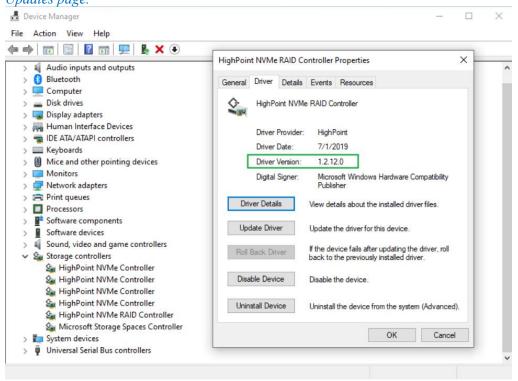
C. After driver installation is complete, click **Finish** to proceed.

Completing the HighPoint NVME RAID Controller Driver Setup Wizard
HighPoint NVME RAID Controller Driver has been installed on your computer.
Click Finish to dose this wizard.
< Back Finish Cancel

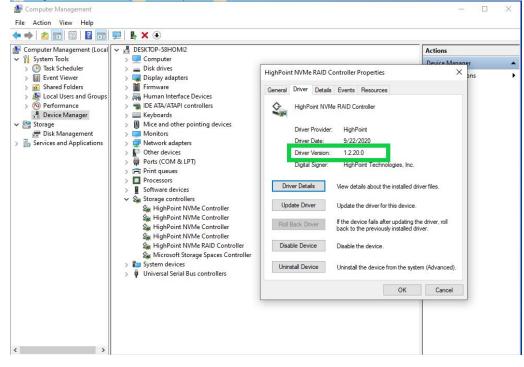
- D. Reboot Windows.
- E. Once Windows has rebooted, open **Device Manager** to check the status of the driver. Expand **Storage controllers** and click on the **HighPoint NVMe RAID Controller entry.** View the properties and click the **Driver** tab:

Example screenshot (SSD7103)

Note: The driver revision shown in the screenshots may not correspond with current software releases. Please make sure to download the latest driver updates from the product's Software Updates page.



Example screenshot (SSD7540)

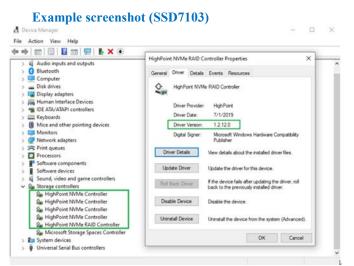


Note: Please refer to <u>Appendix A</u> to verify that your Device Manager entries correspond with the driver version you have installed.

Updating the Device Driver

Note: before attempting to update the driver entry, ensure that the SSD7202/SSD7103/SSD7505 /SSD7540/SSD7580 is installed into the motherboard.

1. Open Device Manager to check the current driver version. Expand **Storage controllers** and click on the **HighPoint NVMe RAID Controller entry.** View the properties and click the **Driver** tab:



2. Download the Device Driver

Download the latest driver from the controller's Software Downloads webpage. SSD7202: <u>https://highpoint-tech.com/USA_new/series-ssd7202-download.htm</u> SSD7103: <u>https://highpoint-tech.com/USA_new/series-ssd7103-download.htm</u> SSD7502: <u>https://highpoint-tech.com/USA_new/series-ssd7502-overview.html</u> SSD7505: <u>https://highpoint-tech.com/USA_new/series-ssd7500-download.htm</u> SSD7540: <u>https://highpoint-tech.com/USA_new/series-ssd7500-download.htm</u> SSD7580: <u>https://highpoint-tech.com/USA_new/series-ssd7500-download.htm</u>

Update the Device Driver
 A. Locate the driver download and open the file.



Note: if the update does not start, you may have to manually start setup using Administrator Privileges. Right-click **setup**, select **Run as Administrator** from the menu, and confirm the popup window to proceed.

The second second							
· · · · · •	win10 > High	Point_NVMe >		~ Õ	,P Search HighPoir	st_NVMe_G5_RAID_Win	dows_StorPort_
	^ Name	^			Date modified	Type	Size
🖈 Quick access	x64				4/7/2020 2:10 PM	File folder	
Desktop 🖈	Reade	ne			7/12/2019 5:39 PM	Text Document	41
🕹 Downloads 🖃	Tes setup				7/17/2010 5-17 PM	Annlication	503 (
🔁 Documents 🥒				Open			
📰 Pictures 👒				Run as a	dministrator		
📙 driver install				Troubles	hoot compatibility		
Music				Scan wit	h Windows Defender		
New folder1			B	Share			
Videos				Give acc	ess to	>	
				Restore	previous versions		
 OneDrive 				Send to		>	
This PC			-		l		
3D Objects				Cut			
Desktop				Сору			
Documents				Create s	hortcut		
Downloads				Delete			
h Music				Rename			
Pictures				Properti	6		
Videos			_	11025-024	040		

C. Windows will notify you that the driver is already installed. Click **OK** to install the new driver:

HighPoint NVME RAID Controller Driver Setup Driver hptnyme is already installed. Click 'OK' to install the new driver or 'Cancel' to cancel this	e wait while	HighPoint NVME RAID C	controller Driver is being in	stalled.
installation.	High	Driver hptnvme is al	ready installed.	

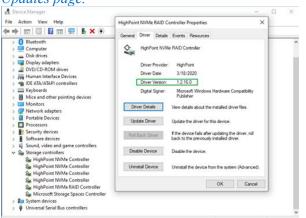
D. Once complete, click Finish.

Completing the HighPoint NVME RAID Controller Driver Setup Wizard
HighPoint NVME RAID Controller Driver has been installed on your computer.
< Back Finish Cancel

- E. Reboot Windows.
- F. Once Windows has rebooted, open **Device Manager** to check the status of the driver. Expand **Storage controllers** and click on the **HighPoint NVMe RAID Controller entry.** View the properties and click the **Driver** tab:

Example screenshot (SSD7103)

Note: The driver revision shown in the screenshots may not correspond with current software releases. Please make sure to download the latest driver updates from the product's Software Updates page.



G. Open the WebGUI and make sure the SSD's arrays are properly recognized. Note: make sure the WebGUI has been installed (see page 15).



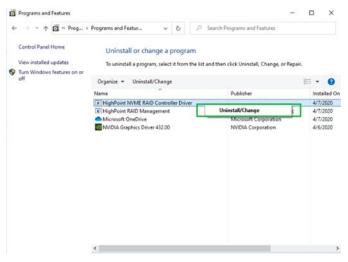
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Uninstalling the Device Driver

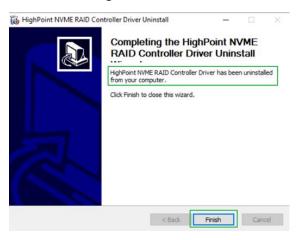
1. Power down the system and remove the SSD7202/SSD7502/SSD7505/SSD7540/SSD7580 RAID controller from the motherboard.

Note: Failing to remove the SSD7000 controller from the motherboard during the uninstall process may result in data loss. Whenever the driver is uninstalled, Windows will attempt to install the default NVMe support, which may corrupt the RAID configurations and any data stored on SSD's hosted by the SSD7000 controller.

- 2. Power on the system and boot Windows.
- 3. Access Control Panel and select Programs → Programs and Features, and click on the HighPoint NVMe RAID Controller Driver entry.
- 4. Click Uninstall/Change



5. After uninstalling the driver, click Finish.



- 6. Reboot Windows to complete the uninstall procedure.
- 7. After Windows has rebooted, access **Device Manager Storage Controllers** and **Control Panel** to make sure the driver has been uninstalled. If there are no HighPoint entries present, the driver has been successfully uninstalled

Al DESKTOP-KAVOPNU Ali Audio inputs and outputs			Actions Device Manager			
O Bluetocth O Computer Disk drives			More Actions	•		
Gisplay adapters Muman Interface Devices Muman Interface Devices Mu DE ATA/ATAPI controllers	Programs and Features				-	
Weyboards Mice and other pointing devices	← → + ↑ 🛱 = Prog >	Programs and Featu	r_ v ð		Programs and Features	
Im Monitors Im Menitors Im Menitors	Centrol Panel Home View installed updates STurn Windows features on or	Uninstall o	r change a progr	am		
Set Print queues Processors F Software components		To uninstall a	program, select it from	the list and the	en click Uninstall, Change, or Repair	
Software components Software devices	eff	Organize +				(E + 1)
Sound video and game controllers		Name Microsoft One	-		Publisher Microsoft Corporation	Install 4/7/2

Installing the HighPoint RAID Management Software (WebGUI & CLI)

The HighPoint RAID Management Software (WebGUI and CLI utilities) are used to configure and monitor NVMe SSD's hosted by the SSD7202/SSD7103/SSD7502/SSD7505/SSD7540/SSD7580 RAID controller. Download the latest software package from the HighPoint website:

SSD7103:

http://highpoint-tech.com/USA_new/series-ssd7103-download.htm

SSD7202:

https://highpoint-tech.com/USA_new/series-ssd7202-download.htm

SSD7502:

https://highpoint-tech.com/USA_new/series-ssd7502-overview.html

SSD7505:

https://highpoint-tech.com/USA_new/series-ssd7500-download.htm

SSD7540:

https://highpoint-tech.com/USA_new/series-ssd7500-download.htm

SSD7580:

https://highpoint-tech.com/USA_new/series-ssd7500-download.htm

- 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 (SSD7202)

Global View	Physical Logical Setting	Event SHI Help
A Properties		Storage Properties
Host Adapter mode	el: HighPoint NVMe RAID Controller	Total Capacity: 1000 GB
Controller count:	1	Configured Capacity: 1000 GB
Enclosure count:	1	Free Capacity: 0 GB
Physical Drive:	2	
Legacy Disk:	2	
RAID Count:	0	Configured 100.0%

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Example screenshot (SSD7540)

Global View Physical Logical Se	tting Event SHI Help
A Properties	Storage Properties
Host Adapter model: HighPoint NVMe RAID Control	er Total Capacity: 2524 GB
Controller count: 1	Configured Capacity: 2524 GB
Enclosure count: 1	Free Capacity: 0 GB
Physical Drive: 4	
Legacy Disk: 4	
RAID Count: 0	Configured 100.0%

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Troubleshooting

Note: When troubleshooting your SSD7202/SSD7103/SSD7502/SSD7505/SSD7540/SSD7580 NVMe RAID controller, make sure all of the Prerequisites have been met before proceeding.

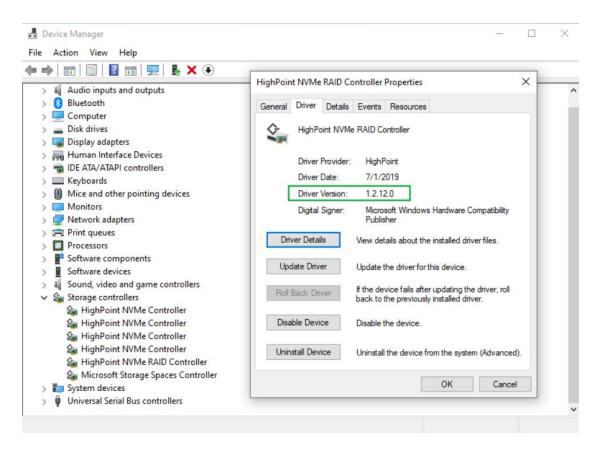
The WebGUI will not start after double-clicking the desktop icon.

\bigcirc	Hmmmcan't reach this page
0	Try this
	 Make sure you've got the right web address: http://localhost:7402
	Search for "http://localhost:7402" on Bing
	Refresh the page
	Details
	Report this issue
	Privacy statement

1. This is often the result of a missing driver or improperly installed driver. Open **Device Manager** and check under **Storage Controllers**.

If the Driver is properly installed, you should see a **HighPoint NVMe Controller** entry for each NVMe SSD's installed into the SSD7202/SSD7103/SSD7502/SSD7505/SSD7540/SSD7580 controller, followed by single **HighPoint NVMe RAID Controller** entry:

Note: The driver revision shown in the screenshots may not correspond with current software releases. Please make sure to download the latest driver updates from the product's Software Updates page.



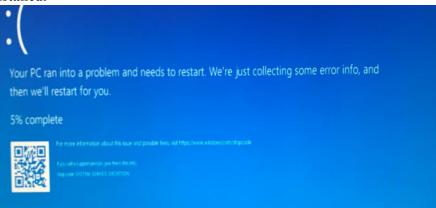
2. You should also check to make sure hptsvr is running under Task Management \rightarrow Services. If the status of hptsvr process is Stopped, right-click on this entry and select Start from the menu:

Processes Performance Ap	pp history	Startup Users Details Services				
Name	PID	Description	Status	0	iroup	^
hptsvr		HighPoint RAID Management Service	Stopped			- 1
🖓 xbgm		Xbox Game Monitoring	Sto	Start		- 1
G WSearch	6668	Windows Search	Rur	Stop		
Carl WMPNetworkSvc		Windows Media Player Network Sha	Sto	Restart		
🔍 wmiApSrv		WMI Performance Adapter	Sto	Open Sen	line .	_
🖓 WinDefend	4656	Windows Defender Antivirus Service	Rur			
🗟 WdNisSvc	7540	Windows Defender Antivirus Networ	Rur	Search on		
🗟 wbengine		Block Level Backup Engine Service	Sto	Go to deta	ails	
🖏 VSS		Volume Shadow Copy	Stopped			-
🖓 vds		Virtual Disk	Stopped			
🔍 VaultSvc	768	Credential Manager	Running			
Cill Ul0Detect		Interactive Services Detection	Stopped			
🔍 UevAgentService		User Experience Virtualization Service	Stopped			
R TrustedInstaller		Windows Modules Installer	Stopped			
CarlieringEngineService		Storage Tiers Management	Stopped			
a sppsvc		Software Protection	Stopped			
Spooler	3436	Print Spooler	Running			
a spectrum		Windows Perception Service	Stopped			
SNMPTRAP		SNMP Trap	Stopped			
SensorDataService		Sensor Data Service	Stopped			
Sense		Windows Defender Advanced Threat	Stopped			
SecurityHealthService	4564	Windows Defender Security Center S	Running			
SamSe	768	Security Accounts Manager	Running			

BSOD (Blue Screen of Death)

There are three scenarios in which a BSOD may occur with SSD7202/SSD7103/SSD7502/SSD7505/SSD7540/SSD7580:

1. Windows displays a BSOD when the SSD7202/SSD7103/SSD7505/ SSD7540/SSD7580 is installed.



If you are running Windows 10, please make sure that any **Quick Shutdown** are disabled – these features can cause a BSOD when the SSD7202/SSD7103/SSD7502/SSD7505/ SSD7540/SSD7580 is installed into or removed from your motherboard. BSODs can be avoided by **completely powering off** your system.

How to Turn off Quick Shutdown for Windows

a. Use administrator privileges to enter cmd in the system;



b. Enter the command in cmd to close the quick shutdown; **powercfg / h off**

Administrator: Command Prompt Microsoft Windows [Version 10.0.18363.778] (c) 2019 Microsoft Corporation. All rights reserved. C:\Windows\system32>powercfg /h off

c. Enter the command to check that the quick shutdown is turned off;

```
powercfg / a
```

```
C:\Windows\system32>powercfg /a
The following sleep states are available on this system:
    Standby (S3)
The following sleep states are not available on this system:
    Standby (S1)
        The system firmware does not support this standby state.
    Standby (S2)
        The system firmware does not support this standby state.
    Hibernate
        Hibernation has not been enabled.
    Standby (S0 Low Power Idle)
        The system firmware does not support this standby state.
    Hybrid Sleep
        Hibernation is not available.
    Fast Startup
        Hibernation is not available.
C:\Windows\system32>a
```

- d. Shut down the computer and remove the SSD7202/SSD7103/SSD7502/SSD7505/ SSD7540/SSD7580 from the motherboard;
- e. **Restart the system** and open the SSD7202/SSD7103/SSD7502/SSD7505/ SSD7540/SSD7580 driver download.

- f. Double-click **Setup** to reinstall the driver; if you are prompted to uninstall the driver, you will need to follow the prompts and restart; after rebooting, double-click Setup once more to install the driver.
- g. After the driver installation is complete, shut down the computer. Connect the NVMe SSD's to the SSD7202/SSD7103/SSD7502/SSD7505/SSD7540/SSD7580 and insert it into the motherboard PCIe slot.
- h. Power on; boot Windows and access the WebGUI; if the WebGUI can't connect, you need to restart again
- i. If it fails to start the second time, please access our Online Support portal and submit a support ticket.

Note: If you are running a Server version of windows, and encounter a BSOD at bootup, please collect the following information: Windows version & build numbers, <u>Memory Dump and</u> <u>System event Log</u>

2. A BSOD is encountered when installing the driver:

If you experience a BSOD during driver installation, please collect the following information: <u>Memory Dump</u>, <u>INF log</u>, <u>Debug Log</u>, <u>System Event log</u>, and submit a new support ticket via our Online Support Portal.

3. If Windows reports that driver installation has failed:

a) Please collect these debugging information: <u>INF log</u>, <u>Debug Log</u>, <u>Device Manager/Storage</u> <u>Controller screen shot</u>, <u>System Event log</u>

Note: If you experience a BSOD or error when installing the driver, please ensure that any **Quick Shutdown** options are **not enabled** – Quick shutdown can cause a BSOD when removing the SSD7202/SSD7103/SSD7502/SSD7505/SSD7580 from your motherboard, and plugging it back in. BSODs can be avoided by **completely powering off** your system:

Controller and Drive Detection Issues

- If your motherboard or Windows is unable to detect the SSD7202/7103/7502/7505/7540/7580 RAID controller or NVMe SSD's, please shutdown the system and try moving the SSD7202/7103/7502/7505/7540/7580 to another PCIe slot.
- Make sure any unrelated NVMe devices are removed from the motherboard while troubleshooting the SSD7202/7103/S7502/7505/7540/7580 controller.

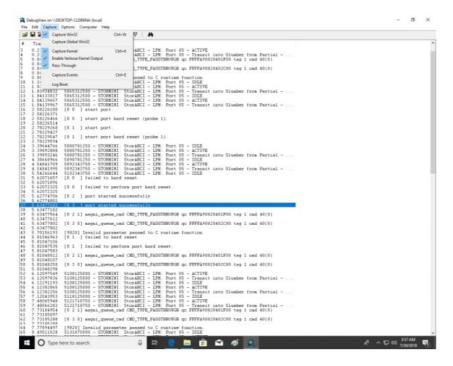
Appendix

How to Collect Debug View Logs

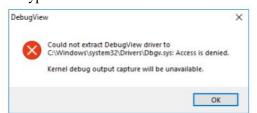
If other troubleshooting steps fail to solve the problem, we suspect that the driver and management software cannot establish a connection with the SSD7202/SSD7103/ SSD7502/SSD7505 /SSD7540/SSD7580 controller. We will provide you with a Debug version of the driver to collect information about the problem you are experiencing.

To install the Debug driver, follow the standard driver installation procedure (please refer to the SSD7202/SSD7103/SSD7502/SSD7505/SSD7540/SSD7580 RAID controller User Guide). After installing the driver, follow the steps below:

- 1. Download the DebugView utility from https://download.sysinternals.com/files/DebugView.zip.
- 2. Unzip, right-click on the icon, and run DebugView with administrator privileges. Select Capture Win32, Capture Kernel, Enable Verbose Kernel Output, and Pass in the Capture toolbar.



 If the utility displays an "access denied" message, rename the following file: C:\Windows\System32\drivers\Dbgv.sys For example, rename it to "Dbgv.sys1", ie change the file type

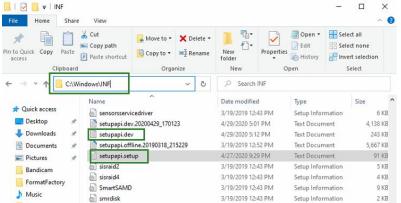


4. Save the information printed by DebugView and send this to our support department.

5. If required, we will provide management software information collection tools for the NVMe RAID Manager interface.

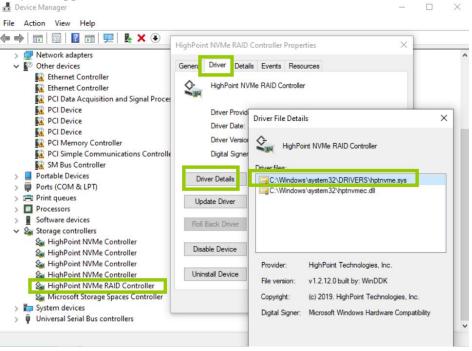
How to Collect INF Logs:

1. Go to drive $C \rightarrow$ Windows \rightarrow INF, and locate the **setuppapi.dev** and **setuppapi.setup** logs:



INF logs can be used to check what kind of software has been installed into the Windows systems.

2. Please access Device Manager, Storage Controllers, and check the properties for the HighPoint entry. Click on Driver Details and take a screenshot – include this with the log files you submit for your support case.

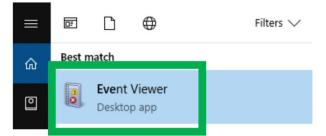


How to Collect System Logs:

In addition to DebugView logs, System Logs can aid our Support department diagnose and resolve the support issues you have submitted. The System Log typically records errors, device failures, and software or driver related incidents. This information can help our engineers narrow down or even identify the source of the problem you are experiencing.

System Log

- 1. Click the **Windows** button towards the bottom left-hand corner of your desktop, and click on the Search field.
- 2. Type Event Viewer and click the icon as shown below:



3. Expand the Windows Log folder and select System:

e Action View Help							
 Event Viewer (Local) Windows Logs Security System 	System Numbe	Actions					
	Level	Date and Time	Source	Event ID	Task C	^	System
	(i) Information	7/9/2018 11:06:41 AM	Service	7040	None		🧉 Open Saved Log
	(i) Information	7/9/2018 10:06:37 AM	2018 10:06:37 AM Kernel 16 None		Treate Custom View.		
	(i) Information	7/9/2018 10:06:25 AM	Kernel	11	None		Import Custom View.
	(i) Information	7/9/2018 10:06:25 AM	Kernel	11	None		
vents	(i) Information	7/9/2018 10:05:51 AM	Ntfs (98	None		Clear Log
Applications and Services Lo	(i) Information	7/9/2018 10:04:43 AM	Service	7040	None	~	Filter Current Log
🚰 Subscriptions	Event 7040 Service	ce Control Manager				×	Properties
	Event 7040, Servit	e control Manager				<u>^</u>	Find
	General Detai	ls					Save All Events As

4. Select Save All Events as... and save the .evtx file in an easy to find location.

■ Event Viewer (Local) > ➡ Custom Views ♥ ➡ Windows Logs	System Number	Actions					
	Level	Date and Time Source Event ID Task C	^	System			
Application	(i) Information	7/9/2018 11:06:41 AM	Service	7040	None		👩 Open Saved Log
Security	(1) Information	7/9/2018 10:06:37 AM	Kernel	16	None		Treate Custom View
Setup	(i) Information	7/9/2018 10:06:25 AM	Kernel	11	None		Import Custom View.
💽 System	(i) Information	7/9/2018 10:06:25 AM	Kernel	11	None		
Forwarded Events	(i) Information	7/9/2018 10:05:51 AM	Ntfs (98	None		Clear Log
Applications and Services Lo	(i) Information	7/9/2018 10:04:43 AM	Service	7040	None	~	Filter Current Log
Subscriptions		Properties					
	Event 7040, Servio	ce Control Manager				×	00

Collecting Windows Dump Files

Windows Dump files are snap shots that show which processes were running at the time of the event or failure. If possible, locate and upload the following files to your support case:

- Memory.dmp
- Minidump.dmp

To locate the dump files, check the C:\Windows directory and search for Memory.dmp and Minidump.dmp:

