

SSD7000 Series UEFI ROM Update Guide (PC)

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Overview

This guide explains how to update SSD7000 Series NVMe RAID controllers' UEFI ROM using a PC platform.

Prerequisites

This section describes the base hardware and software requirements for SSD7000 Series NVMe RAID Controllers.

Update UEFI ROM

This section describes how to update the UFEI ROM using a PC.

Troubleshooting

Please consult this section if you encounter any difficulties flashing SSD7000 Series NVMe Controller UEFI ROM. It includes descriptions and solutions for commonly reported technical issues.

Appendix

This section describes how to collect trouble shooting information for support cases you have submitted via our Online Support Portal.

Prerequisites

- 1. **NVMe Drives must be removed**. To avoid data loss, please remove all NVMe drives from the SSD7000 Series NVMe Controller.
- 2. **A PCIe 3.0/4.0 slot with x8 or x16 lane.** The SSD7202, SSD7502, SSD7103, SSD7505 SSD7540 or SSD7580 must be installed into a PCIe 3.0/4.0 slot with x8 or x16 lanes.
- 3. The motherboard needs to be booted into UEFI mode. Confirm that the motherboard boots in UEFI mode.
- 4. **USB flash drive: FAT32 format.** Make sure the file system of the USB flash drive is FAT32 format.

Update UEFI ROM

Step 1 Prepare UEFI ROM Package

1. Unzip the SSD7000 Series NVMe Controller UEFI package to the root dir (/) of a USB flash drive (e.g. FAT32), and insert the USB flash drive into the motherboard;

Please download UEFI software on the official website.

Product	Download Page Link
SSD7103	https://www.highpoint-tech.com/USA_new/series-ssd7103-
	overview.htm
SSD7202	https://www.highpoint-tech.com/USA_new/series-ssd7202-
	overview.htm
SSD7505	https://www.highpoint-tech.com/USA_new/series-ssd7505-
	overview.htm
SSD7502	https://www.highpoint-tech.com/USA_new/series-ssd7502-
	overview.html
SSD7540	https://www.highpoint-tech.com/USA_new/series-ssd7540-
	overview.htm
SSD7580	https://www.highpoint-tech.com/USA_new/series-ssd7580-
	overview.htm

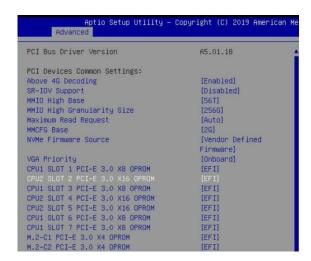
SSD7202:
efi 7202uefi.rom ArrayCreate.efi go.nsh load.efi README
SSD7502:
efi 7502uefi.rom ArrayCreate.efi go.nsh load.efi README
SSD7580:
efi 7580uefi.rom ArrayCreate.efi go.nsh load.efi README

Step 2 Check System EFI Settings

- 1. Insert the SSD7000 series NVMe controller into the motherboard, power on the system, and enter the BIOS.
- 2. Change the UEFI settings (Example: SuperMicro X11DPi-NT motherboard):
 - a. Set 'Boot mode select' to 'UEFI':



b. Set the Slot where the SSD7000 Series NVMe Controller is located to 'EFI'.



3. Save changes and reboot.

Step 3 Flash the UEFI ROM

1. Boot from the UEFI USB flash drive and enter the UEFI interface;

```
Boot Override
UEFI: Built-in EFI Shell
UEFI: ASUS SDRM-OBD2S-U A801
UEFI: aigo U350 1100, Partition 4
Launch EFI Shell from filesystem device
```

2. Enter the following command to flash the UEFI ROM to the SSD7000 NVMe Controller: **go.nsh**

When the message 'Passed' appears, the flash was successful.

SSD7103:

```
Shell> echo -off
Enter go.nsh to flash the UEFI rom.
FS1:\> go.nsh
FS1:\> load.efi 7103uefi.rom
Load Utility for Flash EPROM v1.0.9
(built at Sep 8 2020 10:52:09)

Found adapter 0x71031103 at PCI 67:0:0
Flash size 0x10000, File size 0xe800
Offset address 0x20000
EPROM Vendor: WINBOND W25X40BV
Erasing .....Suceeded
Flashing ....
Flashing Success (total retry 0)

Verifing ....
Passed !
```

SSD7202:

```
Shell> echo -off
Enter go.nsh to flash the UEFI rom.
FS1:\> go.nsh
FS1:\> load.efi 7202uefi.rom
Load Utility for Flash EPROM v1.0.9
(built at Sep 8 2020 10:52:09)

Found adapter 0x72021103 at PCI 28:0:0
Flash size 0x10000, File size 0xe800
Offset address 0x20000
EPROM Vendor: WINBOND W25X40BV
Erasing ....Suceeded
Flashing ....

Flashing Success (total retry 0)

Verifing ....
Passed !
```

SSD7502:

```
Shell> echo -off
Enter go.nsh to flash the UEFI rom.
FS1:\> go.nsh
FS1:\> load.efi 7502uefi.rom
Load Utility for Flash EPROM v1.0.9
(built at Sep 8 2020 10:52:09)

Found adapter 0x75051103 at PCI 69:0:0
Flash size 0x10000, File size 0xe800
Offset address 0x20000
EPROM Vendor: WINBOND W25X40BV
Erasing .....Suceeded
Flashing ....
Flashing Success (total retry 0)

Verifing ....
Passed !
```

SSD7505:

```
Shell> echo -off
Enter go.nsh to flash the UEFI rom.
FS1:\> go.nsh
FS1:\> load.eri 7505uefi.rom
Load Utility for Flash EPROM v1.0.9
(built at Sep 8 2020 10:52:09)

Found adapter 0x75051103 at PCI 69:0:0
Flash size 0x10000, File size 0xe800
Offset address 0x20000
EPROM Vendor: WINBOND W25X40BV
Erasing ....Suceeded
Flashing success (total retry 0)

Verifing ....
Passed !
```

SSD7540:

```
Shell> echo -off
Enter go.nsh to flash the UEFI rom.
FS1:\> go.nsh
FS1:\> load.efi 7540uefi.rom
Load Utility for Flash EPROM v1.0.9
(built at Sep 8 2020 10:52:09)

Found adapter 0x75401103 at PCI 75:0:0
Flash size 0x10000, File size 0xe800
Offset address 0x20000
EPROM Vendor: WINBOND W25X40BV
Erasing ....Suceeded
Flashing ....

Flashing Success (total retry 0)

Verifing ....
Passed !
```

SSD7580:

```
Shell> echo –off
Enter go.nsh to flash the UEFI rom.
SO:\> go.nsh
SO:\> load.efi 7580uefi.rom
oad Utility for Flash EPROM v1.1.0
(built at Jan 5 2021 13:30:42)
Found adapter 0x75801103 at PCI 145:0:0
Flash size 0x10000, File size 0xe800
Offset address 0x20000
EPROM Vendor: WINBOND W25X40BV
Erasing .....Suceeded
Flashing ....
lashing Success (total retry 0)
Verifing ....
Passed !
FS0:\> _
```

3. Reboot to complete the update process.

Troubleshooting

No supporting host adapter is found

When using the 'go.nsh' command, the procedure does not start and the message 'No supporting host adapter is found' is displayed:

```
Shell> echo -off
Enter go.nsh to flash the UEFI rom.
FS1:\> go.nsh
FS1:\> load.efi 7103uefi.rom
Load Utility for Flash EPROM v1.0.9
(built at Sep 8 2020 10:52:09)

No supporting host adapter is found.
FS1:\> _
```

Solution:

Shutdown the system and move the SSD7000 controller to another PCIe slot, and repeat the flash procedure. If the problem still occurs, please refer to the appendix for collection.

The UEFI Utility Reports No Supported Controller Detected

 Boot from a UEFI device, the drive loads the UEFI BIOS after the old boot. Enter ArrayCreate.efi to create RIAD. The UEFI Utility Reports No Supported Controller Detected.

```
Shell> echo -off
Enter go.nsh to flash the UEFI rom.
FSO:\> load.efi 7505uefi.rom
oad Utility for Flash EPROM v1.1.0
(built at Jan 5 2021 13:30:42)
Found adapter 0x75051103 at PCI 139:0:0
Flash size 0x10000, File size 0xee00
Offset address 0x20000
EPROM Vendor: WINBOND W25X40BV
Erasing .....Suceeded
Flashing ....
lashing Success (total retry 0)
Verifing ....
Passed !
SO:\> ArrayCreate.efi
Highpoint RAID utility for UEFI (version: 20200306)
No supported controller detected.
```

Note: If it cannot be loaded successfully, our UEFI rom is not compatible with the current UEFI environment.

2. Then enter **loadpcirom xxx.rom** in the UEFI Shell. Based on the output of this command, we can determine whether our UEFI driver is incompatible with your

motherboard. If it can be loaded manually, it means that the BIOS settings do not allow third-party ROM files to be loaded.

Appendix

Collecting SSD7000 Series UEFI information

- 1. Unzip the SSD7000 Series NVMe Controller UEFI package to the root dir (/) of a USB flash drive, and insert the USB flash drive into the PC.
- 2. Make sure the SSD7000 Series NVMe Controller is installed into a PCIe 3.0/4.0 slot with x8 or x16 lanes;
- 3. Boot from the UEFI USB flash drive and enter the UEFI interface;
- 4. At the command prompt, type the following command and press Enter:

drivers



The following information will be displayed:



5. Save the driver information that is displayed on screen using the following command:

drivers > drivers.txt



It will save drivers' log to the USB drive, as the file "drivers.txt".

6. At the command prompt, type the following command and press Enter:

pci



The following information will be displayed:

7. Save the on-screen pci information using the following command:

pci > pci.txt



This will save the pci's log to the USB boot drive, as the file "pci.txt".

8. You can now check the contents of the drivers.txt and pci.txt that were saved to the USB flash drive. The items highlighted in red below file indicate that the SSD7000 Series NVMe Controller was recognized, and the driver loaded normally:

SSD7103:

drivers.txt:

pci.txt:

SSD7202:

drivers.txt:

pci.txt:

SSD7502:

drivers.txt:

pci.txt:

```
00 40 00 00 ==> Mass Storage Controller - Non-volatile memory subsystem
Vendor 18B1 Device 5016 Prog Interface 2
00 43 00 00 ==> Bridge Device - PCI/PCI bridge
Vendor 1000 Device (010 Prog Interface 0
00 44 14 00 ==> Bridge Device PCI/PCI bridge
Vendor 1000 Device (010 Prog Interface 0
00 44 15 00 ==> Bridge Device - PCI/PCI bridge
Vendor 1000 Device (010 Prog Interface 0
00 45 00 => Mass Storage Controller - RAID controller
Vendor 1000 Device 7505 Prog Interface 0
00 50 02 00 ==> Bridge Device - PCI/PCI bridge
Vendor 1000 Device 7505 Prog Interface 0
00 50 02 00 ==> Bridge Device - PCI/PCI bridge
Vendor 8086 Device 2032 Prog Interface 0
00 50 05 00 ==> Bass System Peripherals - Other system peripheral
Vendor 8086 Device 2034 Prog Interface 0
01 50 05 02 ==> Bass System Peripherals - Other system peripheral
Vendor 8086 Device 2035 Prog Interface 0
02 50 05 04 ==> Bass System Peripherals - Other system peripheral
Vendor 8086 Device 2035 Prog Interface 0
03 50 05 04 ==> Bass System Peripherals - PIC
Vendor 8086 Device 2035 Prog Interface 0
04 50 05 04 ==> Bass System Peripherals - PIC
Vendor 8086 Device 2035 Prog Interface 0
05 00 05 04 ==> Bass System Peripherals - PIC
Vendor 8086 Device 2035 Prog Interface 0
06 50 06 ==> Data Acquisition & Signal Processing Controllers - Performance Counters
Vendor 8086 Device 2058 Prog Interface 0
```

SSD7505:

drivers.txt:

```
110 000000000? N N 0 0 DNS Network Service Driver
111 000000000? N N 0 0 DHCP Protocol Driver
112 00000000A ? N N 0 0 DFA Network Service Driver
113 0000000A ? N N 0 0 DFA Network Service Driver
114 0000000A ? N N 0 0 DFA Network Service Driver
115 0000000A ? N N 0 0 DFA Network Service Driver
116 000000A ? N N 0 0 DFA Network Service Driver
117 000000A ? N N 0 0 DFA Network Service Driver
118 000000A ? N N 0 0 DFA Network Service Driver
119 000000A ? N N 0 0 DFA Network Service Driver
110 000000A ? N N 0 0 DFA NETWORK Service Driver
110 000000A ? N N 0 0 DFA NETWORK Service Driver
110 000000A ? N N 0 0 DFA NETWORK Service Driver
110 000000A ? N N 0 0 DFA NETWORK Service Driver
110 000000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
110 000000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
111 000000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
112 000000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
113 000000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
114 000000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
115 000000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
116 000000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
117 000000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
118 000000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
119 000000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
110 000000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
110 000000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
111 0000000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
112 000000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
113 000000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
114 000000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
115 000000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
116 00000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
117 00000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
118 00000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
119 00000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
110 00000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
110 00000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
110 00000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
110 00000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
110 00000A ? N N 0 0 DFA NETWORK SERVICE DRIVER
110 00000A ? N N 0 0 DFA NETWORK SERVICE DRI
```

pci.txt:

SSD7540:

drivers:

pci.txt:

SSD7580:

drivers:

```
197 00000000 D N N 2 0 DNS Network Service Driver 190 0000000 D N N 3 0 DNS Network Service Driver 190 0000000 D N N 3 0 DNS Network Service Driver 190 0000000 D N N 3 0 DNS Network Service Driver 190 0000000 B N N 3 1 4 1PA Network Service Driver 190 0000000 B N N 4 4 1PA Network Service Driver 190 0000000 B N N 4 4 MTFTPA Network Service Driver 190 000000 B N N 4 20 3 4 UDP Network Service Driver 1A1 0000000 B N N 4 24 1PS Network Service Driver 1A2 0000000 B N N 4 24 1PS Network Service Driver 1A2 0000000 B N N 1 24 1PS Network Service Driver 1A3 0000000 B N N 2 2 MTFTPS Network Service Driver 1A3 0000000 B N N 2 2 MTFTPS Network Service Driver 1A3 0000000 B N N 2 0 Service 1A2 0000000 B N N 2 0 Service 1A3 0000000 B N N 2 0 Service 1A3 0000000 B N N 2 0 Service 1A3 0000000 B N N 2 0 Service 1A4 000000 B N N 1 1 Service 1A4 000000 B N N 1 1 Service 1A4 000000 B N N 1 1 Service 1A4 00000 B N N 1 1 Service 1A4 0000 B N N 1 1 Service 1A4 00000 B N N 1 1 Service 1A4 0000 B N N 1
```

pci.txt:

```
00 8A 0C 00 ==> Bridge Device - PCI/PCI bridge
Vendor 1000 Device C010 Prog Interface 0

00 8F 00 00 ==> Bridge Device - PCI/PCI bridge
Vendor 1000 Device C010 Prog Interface 0

00 90 14 00 ==> Bridge Device - PCI/PCI bridge
Vendor 1000 Device C010 Prog Interface 0

00 90 15 00 ==> Bridge Device - PCI/PCI bridge
Vendor 1000 Device C010 Prog Interface 0

00 91 0 00 ==> Bridge Device - PCI/PCI bridge
Vendor 1000 Device C010 Prog Interface 0

00 91 0 00 ==> Mass Storage Controller - RAID controller
Vendor 1103 Device 7580 Prog Interface 0

00 93 00 00 ==> Mass Storage Controller - Other mass storage controller
Vendor 1000 Device C010 Prog Interface 0

00 94 00 00 ==> Non-Essential Instrumentation - Non-Essential Instrumentation Function
Vendor 1022 Device 148A Prog Interface 0

00 94 00 02 ==> Encryption/Decryption Controllers - Other Encrypt/Decrypt
Vendor 1022 Device 1498 Prog Interface 0

00 95 00 00 ==> Non-Essential Instrumentation - Non-Essential Instrumentation Function
Vendor 1022 Device 1485 Prog Interface 0

00 95 00 00 ==> Non-Essential Instrumentation - Non-Essential Instrumentation Function
Vendor 1022 Device 1485 Prog Interface 0

00 95 00 02 ==> Encryption/Decryption Controllers - Other Encrypt/Decrypt
Vendor 1022 Device 1498 Prog Interface 0
```

If you fail to update SSD7000 Series NVMe Controller UEFI ROM, please submit a support ticket using our <u>Online Support Portal</u>, include a description of the problem in as much detail as possible, and upload the **driver.txt** & **pci.txt** information.