SSD7540_SSD7505_SSD7202_SSD7103 Driver WebGUI Installation Guide (Windows)

v1.05 20/10/16

Contents

SSD7202 & SSD7103 & SSD7505 & SSD7540 Driver & Management Software Installation Guide.	3
Prerequisites for a Data-RAID Configuration	1
Driver Installation	5
Installing the Device Driver	5
1. Verify that Windows recognizes the controller	5
2. Download the Device Driver	5
3. Install the Device Driver	7
Updating the Device Driver)
Uninstalling the Device Driver	<u>)</u>
nstalling the HighPoint RAID Management Software (WebGUI & CLI) 14	1
Iroubleshooting 10	5
The WebGUI will not start after double-clicking the desktop icon	5
BSOD (Blue Screen of Death)	7
How to Turn off Quick Shutdown for Windows18	3
Controller and Drive Detection Issues1)
Appendix)
How to Collect Debug View Logs)
How to Collect INF Logs:	L
How to Collect System Logs:	<u>)</u>
Collecting Windows Dump Files	3

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

This guide includes important hardware/software requirements, installation & upgrade procedures, and troubleshooting tips for using SSD7202, SSD7103 or SSD7505&SSD7540 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 SSD7505/SSD7540 PCIe 4.0 NVMe RAID controllers.

Driver Installation

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

Management Software Installation

This section explains how to download and install the SSD7202/SSD7103/SSD7505/SSD7540 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, SSD7505 and SSD7540 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,SSD7505 and SSD7540 NVMe RAID controllers.

Prerequisites for a Data-RAID Configuration

The SSD7103/7202/7505/7540 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 SSD7103/7202/7505/7540 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/SSD7505 /SSD7540 controller should be displayed here.
- B. Expand the Other Devices tab. For SSD7013/SSD7202, you should see a single "RAID Controller" entry. For SSD 7505/SSD7540 ,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/SSD7505/SSD7540 controller.

Example screenshot (SSD7103):



Example screenshot (SSD7540):



2. Download the Device Driver

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

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

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

3. Install the Device Driver

В.

A. Locate the driver download and open the file.

🛃 ╤ Ie Home Share	View	Manage Application Tools	H	lighPoint_N	WMe_G5_RAID_Windows	_StorPort_v1 —	
) > Highi	Point_NVMe →		v Ö	, Search HighPoin	t_NVMe_G5_RAID_Win	dows_StorPort
Quick access Desktop Downloads	Name k64 Readn	ne			Date modified 4/7/2020 2:10 PM 7/12/2019 5:39 PM	Type File folder Text Document	Size
Documents *	ise setup			Open	7/12/2019 5-37 PM	Annlication	503 K
E Pictures *				Run as ad	ministrator		
driver install				Troublesh	oot compatibility	_	
Music			Ð	Scan with	Windows Defender		
New folder1			Ŀ	Share			
📕 Videos				Give acce	ss to	>	
				Restore p	revious versions		
				Send to		>	
This PC				Cut			
3D Objects				Сору			
Desktop			-	Create sh	ortcut		
Documents				Delete			
Downloads				Rename			
I Music			-	Properties			
Pictures			_		-		
VIDEOS							
Local Disk (C:)							

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.

🐞 HighPoint NVME RAID Controller Driver Setup 🦳 🗌			
	Completing the High RAID Controller Driv	Point N\ er Setur	/ME Wizard
	HighPoint NVME RAID Controller D your computer.	river has beer	n installed on
K	Click Finish to close 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)



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 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> 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>

- 3. 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.

Pome Share View Application Tools ← → ↑ ↑ Ø Ø Ø Ø Ø ← → ↑ ↑ Manne ✓ Ø	iows_StorPort_v1	- 0 ×
 ← → · · · · · · · · · · · · · · · · · ·		~
Image: Construction Name Date modified Image: Construction Image: Construction Image: Construction	Point_NVMe_G5_RAID_V	Windows_StorPort
Music Rename	File folder File folder Test Document Annification	t 4 K
E Pictures Properties		
E Videos		

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

_

🐞 HighPoint NVME RAID Controlle	er Driver Setup
---------------------------------	-----------------

alling ase wait wh	le HighPoint NVME RAID Controller Driver is being in	stalled.
Ri Hi	ghPoint NVME RAID Controller Driver Setup Driver hptnvme is already installed. Click 'OK' to install the new driver or 'Cance installation.	imes I' to cancel this
	ОК	Cancel
ft Install Sy	stem v2.46	Nucla

D. Once complete, click Finish. HighPoint NVME RAID Controller Driver Setup

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

- 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:



G. First, make sure the WebGUI has been installed (see page 22). Open the WebGUI and make sure the SSD.'s arrays are properly recognized.

troller(1): NVMe 😒	HighPoil
Global View Physical Logical Setting	Event SHI Help
3A Properties	Storage Properties
Host Adapter model: HighPoint NVMe RAID Controller	Total Capacity: 2048 GB
Enclosure count: 1	Free Capacity: 0 GB
Physical Drive: 4	
Legacy Disk: 4	
RAID Count: 0	Configured 100.0%

HighPoint RAID Management 2.13.3 Copyright (c) 2018 HighPoint Technologies, Inc. All Rights Reserved

Uninstalling the Device Driver

1. Power down the system and remove the SSD7202/SSD7103/SSD7505/SSD7540 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

-									
	25 DESKTOP-KAROPNU > 44 Audio inputs and outputs				Actions				
					Device Manager				
	> (Bluetooth							
	> 🖳	Computer			More Actions	•			
	2	Disk drives							
	> 5	Display adapters							
	> #	Human Interface Devices	Programs and Features				-		
	5 1	DE ATA/ATAPI controllers							
	5 =	Keyboards	← → * ↑ 🖸 « Prog_)	Programs and Feat	ur v (5 P Search	Programs and Features		
	5.0	Mice and other pointing devices							
	18	Monitors	Control Panel Home						
	1.2	Network adapters	Contract Participante	Uninstall or change a program					
	12	Print ourses	View installed updates						
	C P	Processor	Them instance operates	to uninstall a	a program, select it t	from the list and the	en click Uninstall, Change, or Repair	6	
	1	Cathour components	👽 Turn Windows features on or						
	1	Software de joer	off	Organize *				10 · ·	
	11	Sound vides and same controllers			<u>^</u>				
1		Server server and party reprinting		Name			Publisher	installe	
I	~ 4	storage controllers		 Microsoft On 	eDrive		Microsoft Corporation	4/7/20	
ι	_	Sa Microsoft Storage Spaces Controller		NVIDIA Graph	ics Driver 432.00		NVIDIA Corporation	4/6/20	
	Ζ.	a system dences		Realtek High I	Definition Audio Dvi	ver.	Realtek Semiconductor Corp.	4/7/20	
	> 4	Universal Serial Bus controllers							
			1						

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/SSD7505 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

SSD7505:

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

SSD7540:

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)

Controller(1): NVMe ♥		High Point Technologies, Inc.
Global View	Physical Logical Setting	Event SHI Help
HBA Properties		Storage Properties
Host Adapter mode Controller count: Enclosure count: Physical Drive: Legacy Disk: RAID Count:	el: HighPoint NVMe RAID Controller 1 2 2 0	Total Capacity: 1000 GB Configured Capacity: 1000 GB Free Capacity: 0 GB

HighPoint RAID Management 2.13.3 Copyright (c) 2018 HighPoint Technologies, Inc. All Rights Reserved

Example screenshot (SSD7540)

Controller(1): NVMe \checkmark



Global View	Physical Logical Setting	Event SHI Help
HBA Properties		Storage Properties
Host Adapter mode Controller count: Enclosure count: Physical Drive: Legacy Disk: RAID Count:	el: HighPoint NVMe RAID Controller 1 1 4 4 0	Total Capacity: 2524 GB Configured Capacity: 2524 GB Free Capacity: 0 GB

HighPoint RAID Management 2.13.3 Copyright (c) 2018 HighPoint Technologies, Inc. All Rights Reserved

Troubleshooting

Note: When troubleshooting your SSD7202/SSD7103/SSD7505/SSD7540 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 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/SSD7505/SSD7540 controller, followed by single **HighPoint NVMe RAID Controller** entry:

ile Action View Help	
• 🔿 📰 🔛 🚺 🧊 🖳 💺 🗙 🕒	
> 🖬 Audio inputs and outputs	HighPoint NVMe RAID Controller Properties X
> 🚯 Bluetooth	General Driver Details Events Resources
> 💻 Computer	
> 👝 Disk drives	HighPoint NVMe RAID Controller
> 🙀 Display adapters	<u>∼a¤</u>
> 🐺 Human Interface Devices	Driver Provider: High Point
> 📹 IDE ATA/ATAPI controllers	
> Keyboards	Driver Date: //1/2019
> II Mice and other pointing devices	Driver Version: 1.2.12.0
> 💻 Monitors	Digital Signer: Microsoft Windows Hardware Compatibility
> 🚍 Network adapters	Publisher
> 🚍 Print queues	Driver Details View details about the installed driver files
> Processors	
> Software components	Update Driver Update the driver for this device
Software devices	
Sound, video and game controllers	Roll Back Driver If the device fails after updating the driver, roll
Storage controllers	back to the previously installed driver.
HighPoint NVMe Controller	Disable Device Disable the device
HighPoint NVMe Controller	Disable device.
Sa HighPoint NVMe Controller	
Sa HighPoint NVMe BAID Controller	Uninstall Device Uninstall the device from the system (Advanced).
Microsoft Storage Spaces Controller	
Svstem devices	OK Cancel
Iniversal Serial Bus controllers	

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 A	pp history	Startup Users Details Services			
Name	PID	Description	Status	Group	
hptsvr		HighPoint RAID Management Service	Stores		- 1
🔍 xbgm		Xbox Game Monitoring	Sto	Start	
G WSearch	6668	Windows Search	Rur	Stop	
WMPNetworkSvc		Windows Media Player Network Sha	Sto	Restart	
a wmiApSrv		WMI Performance Adapter	Sto		
🔍 WinDefend	4656	Windows Defender Antivirus Service	Rur	Open Services	
G WdNisSvc	7540	Windows Defender Antivirus Networ	Rur	Search online	
wbengine		Block Level Backup Engine Service	Sto	Go to details	
C VSS		Volume Shadow Copy	Stopped		_
🔍 vds		Virtual Disk	Stopped		
Call VaultSvc	768	Credential Manager	Running	1	
UIDetect		Interactive Services Detection	Stopped		
CalevAgentService		User Experience Virtualization Service	Stopped		
TrustedInstaller		Windows Modules Installer	Stopped		
CarringEngineService		Storage Tiers Management	Stopped		
Sppsvc		Software Protection	Stopped		
Spooler	3436	Print Spooler	Running		
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	Rupping		•

BSOD (Blue Screen of Death)

There are three scenarios in which a BSOD may occur with SSD7202/SSD7103:

1. Windows displays a BSOD when the SSD7202/SSD7103 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/SSD7505/SSD7540 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;



- d. Shut down the computer and remove the SSD7202/SSD7103/SSD7505/SSD7540 from the motherboard;
- e. **Restart the system** and open the SSD7202/SSD7103/SSD7505/SSD7540 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/SSD7505/SSD7540 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/SSD7505 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 SSD7202/7103/7505/7540 RAID controller or NVMe SSD's, please shutdown the system and try moving the SSD7202/7103/7505/7540 to another PCIe slot.
- Make sure any unrelated NVMe devices are removed from the motherboard while troubleshooting the SSD7202/SSD7103/7505/SSD7540 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/SSD7505/SSD7540 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/SSD7505/SSD7540 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.

DebugView on \\DESKTOP-CLD86NA (local)		-	a	\times
File Edit Capture Options Computer Help				
📽 🖬 🖅 Capture Win32 Chf+W 🐺	A			
# Tia Capture Global Win32				*
3 0.2. V Capture Kernel Cht-K AR	BCI = LPM: Fort 05 = ACTIVE BCI = LPM: Fort 05 = Transit into Sluaber from Partial = THE RESERVOID or TREAMO20400100 ten 1 and 40(0).			
6 0.8 V Pass-Through	THE DISCHERMONT OF PEPERSONALINGS and total total			
8 0.8 Capture Events Chi+E	irs_raccimetova do protacionoroactico teg i can an(n)			
9 0.81 10 10 1.2 Ins Bost 14	Hed to C runtime function. HCI - LPM: Port 05 - IDLE			
11 1.0. PAR 12 1.83934E32 5065312500 - STORWINT: Short-1	CI = LPM: Port 05 = ACTIVE NT = TPM: Port 05 = Transit into Slumbar from Partial =			
13 1.84133017 5065312500 - STORMINI: Storks	CI - LFM: Port 05 - IDLE			
14 1.84139657 5065312500 - STORMINI: Storag	SLI = LFM: Fort 05 = #CIIVE SCI = LFM: Fort 05 = Transit into Slumber from Fartial =			
16 2.50226100 [0 0] start port.				
18 2.58226466 [0 0] start port hard reset	(probe 1).			
20 2.78229260 [0 1] start port.				
21 2.78229427 23 2.78229427 (0.1.) stort hard seet	(mode 1)			
23 2.78229594 [0 x] start purt hard reset	c (proce z).			
24 3.39644766 5000701250 - STORMINI: Stork	CI = LPM: Port 05 = IDLE			
26 3.39893246 5080781250 - STORMINI: Stor48	CI - LPM: Port 05 - Transit into Slumber from Partial			
27 4.38668966 5090781250 - STORMINI: StorAB	CI - LPM: Port 05 - IDLE			
29 4.54841995 5092343750 - STORWINI: Stora	0.1 - LPM: Port 05 - #L11Vm 01 - LPM: Port 05 - Transit into Slubber from Partial			
30 5.54266644 5102343750 - STORMINI: Storas	CI - LPM: Port 05 - IDLE			
31 5.62071657 [0 0] failed to hard reset.				
33 5.62072325 [0 0] failed to perform por	t hard reset.			
34 5.62072325				
35 5.62774706 [0 2] port started successf 36 5.62774801	tully.			
37 5.63477182 [0 3] port started successf	Gily.			
38 5.63477182 39 5.63477564 [0 2 1] magni gueue cad CMD 7	TYPE_PASSTEROUGH gc FFFFA90020401F00 teg 1 cmd 40(0)			
40 5.63477612				
41 5.63477802 [0 3 0] sagni_queue_chd ChD_1 42 5.63477802	Tri_rabineousi do Fifradoscosocco (sej 1 cm2 40(0)			
[43 5.70156193 [9820] Invalid parameter pass 44 5.81046963 [0 1] failed to hard reset.	ed to C runtime function.			
45 5.01047106 46 5.01047535 [0 1] failed to perform por	rt hard reset.			
47 5.81047583 48 5.81048012 [0 2 1] magni_gueue_cad CMD_T	TYPE_PASSTEROUGH qc FFFFA90020401F00 tog 1 cmd 40(0)			
49 5.81048107 50 5.81048253 [0.3.0] segni grane cad CMD 7	TPE PASSTEROUGH on FFFFA90020402010 teg 1 cmd 40(0)			
51 5.01040290 53 5.10002540 5100135000 CTOPATHT, Charles	277 - TDM - Duret Of - 1/9790			
53 6.12097836 5108125000 - STORMINI: Stork	BCI - LPM: Port 05 - Transit into Slumber from Partial			
54 6.12291193 5108125000 - STORMINI: Storks	BCI = LFM: Port 05 = IDLE			
56 6.12302256 5108125000 - STORMINI: Storag	<pre>NL = LPM: Fort 05 = Transit into Sluaber from Partial =</pre>			
57 7.12043953 5118125000 - STORMINI: Storal	CI = LPM: Port 05 = IDLE			
58 7.48065948 5121718750 - STORMINI: Storks	BCI - LPM: Port 05 - ACTIVE			
59 7.48066282 5121718750 - STORMINI: Storks	CI = LPN: Fort 05 = Transit into Slumber from Fartial = TYPE PASSTERODER on FFFFA00820401F00 tag 1 cad 40(0)			
61 7.73105097				
[62 7.73105208 [0 3 0] magni_queue_cnd CHD_T 63 7.73105288	TYPE_PASSTERCOGH qc FFFFA30020402C00 tag 1 cmd 40(0)			
64 7.77894497 [9820] Invalid parameter pass 65 8.49511528 5131875000 - STORMINI: Storag	ed to C runtime function. SCI = LFM: Port 05 = IDLE			~
O Type here to search	0 H 🤮 🗖 🖻 🗣 🚿	x ^A ∧ 1⊒ ¢0 ³⁵ 7/2	7AM /2018	5

 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:

🛃 Event Viewer								- 0 ×
File Action View Help								
<table-cell-rows> 🔿 🖄 🖬</table-cell-rows>								
🛃 Event Viewer (Local)	System Numbe	er of events: 17,138						Actions
Vindows Logs	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
Security	Information	7/9/2018 10:06:37 AM	Kernel	16	None			Y Create Custom View
	 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			
vents	 Information 	7/9/2018 10:05:51 AM	Ntfs (98	None			Clear Log
Applications and Services Lo	 Information 	7/9/2018 10:04:43 AM	Service	7040	None		~	🔻 Filter Current Log
Subscriptions	Event 7040 Service	e Centrel Manager					_	Properties
	Event 7040, Servic	e Control Manager				· · · · · · · · · · · · · · · · · · ·	<u> </u>	A Find
	General Detail	s						Save All Events As
The start type of the Background Intelligent Transfer Service service was changed from demand start to							Attack a Tack Ta this I	
							Attach a Task To this L	
	auto start.							View 🕨

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

🛃 Event Viewer								– 0 ×
File Action View Help								
🗢 🏟 🙍 📰 🚺 🖬								
🛃 Event Viewer (Local)	System Numbe	er of events: 17,138						Actions
> 📑 Custom Views 🗸 🚺 Windows Loas	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	(i) Information	7/9/2018 10:06:37 AM	Kernel	16	None			Y Create Custom View
Setup	 Information 	7/9/2018 10:06:25 AM	Kernel	11	None			Import Custom View
💽 System	 Information 	7/9/2018 10:06:25 AM	Kernel	11	None			
Forwarded Events	 Information 	7/9/2018 10:05:51 AM	Ntfs (98	None			Clear Log
> 💾 Applications and Services Lo	 Information 	7/9/2018 10:04:43 AM	Service	7040	None		<u> </u>	Filter Current Log
📑 Subscriptions							-	Properties
	Event 7040, Servio	e Control Manager					×	
	General D							
	General Detai	IS						Save All Events As
The start type of the Background Intelligent Transfer Service service was changed from demand start to								
	auto start.							View

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:

