Revision Log							
Date	Version	Owner	Approve	Remake			
6/2/2020	v1.00	WB	/	Init version			

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SSD7101A-1_SSD7204_SSD7120_SSD6540_SSD6540M 驱动 器和管理软件安装指南

本指南包含了重要的硬件/软件要求、安装升级过程以及在 Windows 操作系统上使用 SSD7101A-1 / SSD7204 / SSD7120 / SSD6540 / SSD6540M NVMe RAID 控制器的故障排除提示。

前提条件

这部分介绍了 SSD7101A-1 的基本硬件和软件要求/ SSD7204 / SSD7120 / SSD6540 / SSD6540M PCIe 3.0 NVMe RAID 控制器

驱动程序安装

这部分介绍了 SSD7101A-1 / SSD7204 / SSD7120 / SSD6540 / SSD6540M NVMe RAID 控制器的驱动程序的安装、更新和卸载过程

管理软件安装

这部分介绍了在 Windows 操作系统上如何下载和安装 SSD7101A-1 / SSD7204 / SSD7120 / SSD6540 / SSD6540M的 RAID 管理软件,下载内容包括 Web RAID 管理界面(WebGUI)和 CLI (命令行界面)

故障排除

如果您遇到任何关于 SSD7101A-1 / SSD7204 / SSD7120 / SSD6540 / SSD6540M NVMe RAID 控制器的安装或使用问题请参考这部分,它包括对常见报告的技术问题的描述和解决方案

附录

这部分介绍了 SSD7101A-1 / SSD7204 / SSD7120 / SSD6540 / SSD6540M NVMe RAID 控制器的有用信息和网页链接

数据 RAID 配置的前提条件

SSD7101A-1 / SSD7204 / SSD7120 / SSD6540 / SSD6540M 控制器可以支持数据 RAID 阵列,为 了配置 Data-RAID 阵列您需要以下内容:

- 1. **必须安装一个 NVME SSD** 您必须在 SSD7101A-1 / SSD7204 / SSD7120 / SSD6540 / SSD6540M 控制器中至少安装一个 NVME SSD
- 一个具有 x8 或 x16 通道的 PCIe 3.0 插槽 SSD7101A-1 / SSD7204 / SSD7120
 / SSD6540 / SSD6540M 必须安装到具有 x8 或 x16 通道的 PCIe 3.0 插槽中
- 3. 确保为 SSD7000 系列 RAID 控制器主管的 SSD 卸载了任何非 HighPoint 驱动程序 第三方 软件和制造商提供的驱动程序可能会阻止 SSD7000 正常运行

警告:

- 1) 卸载驱动程序时未能删除控制器和 SSD 可能会导致数据丢失
- 2) 在将 SSD7000 系列 NVMe RAID 控制器和 RAID 阵列移至另一个 Windows 系统之前,请确保已安装 SSD7000 驱动程序

卸载 SSD7000 驱动程序后, Windows 操作系统将始终加载默认的 NVMe 支持或者将在未加载 驱动程序时检测到卡的存在——该驱动程序将 NVMe SSD 仅识别为单独的磁盘

如果单独识别 SSD 则其中包含的所有数据都可能会丢失一一其中包括 RAID 配置数据

驱动程序安装

安装设备驱动

以下部分讨论了针对不可启动的 NVMe 配置的驱动程序安装

1. 验证 Windows 是否可以识别控制器

将 SSD7000 控制器安装到主板后,打开计算机电源启动 Windows 操作系统,然后打开 Device Manager.

- A. 展开 Disk drives 选项每个安装到 SSD7101A-1 中/ SSD7120 / SSD7204 / SSD6540 / SSD6540M 控制器的 NVMe SSD 都应在此处显示
- B. 展开 Storage Controllers 选项您将看见每个安装到 SSD7101A-1 中/ SSD7120 / SSD7204 / SSD6540 / SSD6540M 控制器的 NVMe SSD 一个"Standard NVM Express Controller" 条 目



屏幕截图示例 (SSD7101A-1):

2. 下载设备驱动程序

从控制器的软件下载网页上下载适当的 SSSD7000 驱动程序 SSD7101A-1:

http://highpoint-tech.cn/product-detail7101a.html SSD7204:

http://highpoint-tech.cn/product-detail7204.html

SSD7120:

http://highpoint-tech.cn/product-detail7120.html

SSD6540:

http://highpoint-tech.cn/product-detail6540.html

SSD6540M:

http://highpoint-tech.cn/product-detail6540m.html

3. 安装设备驱动程序

- A. 找到并打开下载的驱动程序文件.
- B. 双击 setup.



注释:如果安装没有开始,则可能必须使用管理员权限手动启动安装程序。右键单击设置 从菜单中选择以管理员身份运行,然后确认弹出窗口以继续



C. 驱动程序完成安装后,单击 OK 重启



D. Windows 重新启动后打开 Device Manager 检查驱动程序状态 展开 Storage controllers 并单击 HighPoint NVMe RAID Controller 条目,查看属性然后单 击 Driver 选项

屏幕截图示例(SSD7101A-1)



E. 首先,确保已安装 WebGUI(请参阅第 16 页),打开 WebGUI 并查验是否正确识别 SSD

	Help	SHI	Event	Setting	Logical	Physical	Slobal View
	erties	je Prop	Storag				A Properties
2048 GB	Total Capacity:	-	1	ontroller	NVMe RAID Co	el: HighPoint	Host Adapter mode
ity: 2048 GB	Configured Capaci	₽Ĵ—	l Q			1	Controller count:
0 GB	Free Capacity:	T	ų			1	Enclosure count:
						4	Physical Drive:
						4	Legacy Disk:
	afigured 100.0%	Cor				0	RAID Count:

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注释:请参考 Appendix A 验证您的设备管理器条目与您安装的驱动程序版本相对应

更新设备驱动器

注释: 在尝试更新驱动程序条目之前,请确保 SSD7101A-1 / SSD7204 / SSD7120/ SSD6540 / SSD6540M 从主板上卸下

1. 检查驱动程序版本

打开 Device Manager 检查驱动程序版本,展开 Storage controllers 单击 HighPoint NVMe RAID Controller 条目查看属性,然后单击 Driver 项目:



2. 下载设备驱动程序

从控制器的软件下载页面下载最新版本的驱动程序

SSD7101A-1:

http://highpoint-tech.cn/product-detail7101a.html

SSD7204:

http://highpoint-tech.cn/product-detail7204.html

SSD7120:

http://highpoint-tech.cn/product-detail7120.html

SSD6540:

http://highpoint-tech.cn/product-detail6540.html

SSD6540M:

http://highpoint-tech.cn/product-detail6540m.html

- 3. 关闭并卸下设备
 - A. 关闭系统电源, 然后从主板上卸下 SSD7101A-1 / SSD7204 / SSD7120 / SSD6540 / SSD6540M RAID 控制器

*注释: 在卸载过程中未能从主板上卸下 SSD 7000 控制器可能会导致数据丢失*无论何时卸载驱动程序 Windows 都会尝试安装默认的 NVMe 支持,这可能会破坏 RAID 配置以及 SSD 7000 控制器托管的 SSD 上存储的所有数据

B. 打开系统电源并启动 Windows

4. 卸载旧的设备驱动程序

- A. 访问 Control Panel 选择 Programs → Programs and Features 然后单击 HighPoint NVMe Driver 条目
- B. 单击 Uninstall/Change

Control Panel Home	Uninstall or change a program				
View installed updates	To uninstall a program, select it from the list and then	click Uninstall, Change, or Repair.			
off	Organize 🔻 Uninstall/Change				
	Name	Publisher	Installed On	Size	Version
	HighPoint NVMe Driver		6/1/2020		
	HighPoint RAID Management Uninstall/Chang	e chnologies, Inc	5/28/2020		
	Microsoft OneDrive	Microsoft Corporation	5/29/2020	138 MB	20.064.0329.0008
	Whicrosoft Visual C++ 2012 Redistributable (x64) - 11	Microsoft Corporation	5/28/2020	20.4 MB	11.0.50727.1
	Microsoft Visual C++ 2012 Redistributable (x8b) - 11	Microsoft Corporation	5/28/2020	17.3 MB	11.0.50/27.1
	WINDIA Oraphics Driver 432.00	Кулыя согрогацон	3/25/2020		432.00
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卸载驱动程序后 HighPoint NVMe Driver Please wait while HighPoint Delete file: C:\Windows\Sy Delete file: C:\	中古 OK 里后 Uninstall — NVMe Driver is being uninstalled. stem32\drivers\ysnvme.sys NVMe Driver Uninstall State of the uninstallation to complete. se save your workspace and press "OK" to reboo	x ^			
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卸载驱动程序后 HighPoint NVMe Driver Please wait while HighPoint Delete file: C:\Windows\Syn Delete file: C:\Windows\Syn Delete file: C:\Windows\Syn Delete file: C:\Windows\Syn Delete file: C:\Windows\Syn Delete file: C:\Windows\Syn Delete file: C:\Windows\Syn	i 早古 OK 里后 Uninstall — NVMe Driver is being uninstalled. stem 32\drivers\ysnvme.sys VVMe Driver Uninstall poot is required for uninstallation to complete. se save your workspace and press "OK" to rebor	x.			
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D. 电脑重启后,访问 Device Manager – Storage Controllers 和 Control Panel 确保驱动程序 已卸载,如果没有 HighPoint NVMe RAID / Driver 条目,则说明驱动程序已成功卸载

🛃 Device Manager	Programs and Features				-	Į,		×
File Action View Help	6	A X A A K Prog > Programs and Easter at A O Sauch Pr						
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O Bluetooth Gruputer Display adapters Firmware Firmware O Firmware	Control Panel Home View installed updates Turn Windows features on or off	Uninstall or change a p To uninstall a program, select Organize 👻	orograi it from t	m the list and then	click Uninstall, Change, or Repa	ir. 833	•	0
year and other pointing devices Keyboards Monitors Monitors Monitors Portable Devices Portable Devices Portable Devices Portable Devices Portage on the pointing devices Sound years Sound years Sound years Sound years controllers Standard NVM Express Controller		Name Microsoft OneDrive Microsoft OneDrive Microsoft Visual C++ 2012 Red Microsoft Visual C++ 2012 Red Microsoft Visual C++ 2012 Red NVIDIA Graphics Driver 432.00	istributal Istributal	ble (x64) - 11 ble (x86) - 11	Publisher HighPoint Technologies, Inc Microsoft Corporation Microsoft Corporation Microsoft Corporation NVIDIA Corporation		Instal 5/28/ 5/29/ 5/28/ 5/28/ 5/29/	led O 2020 2020 2020 2020 2020 2020 2020

- 5. 安装新的驱动程序
 - F. 找到驱动程序下载并打开文件
 - G. 双击 setup.

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File Home	Share	View						~ 0
$\leftarrow \rightarrow - \uparrow$	« Des	ik → HighPoint_NVMe_Wi	×	õ	, Search HighPoint	_NVMe_Windows_Stor	port_HLK_	v1.3
		Name			Date modified	Туре	Size	
Paultan		Readme			2/22/2020 12:56 PM	Text Document		3 KB
Desktop	*	🐻 setup			2/25/2020 9:56 AM	Application		981 KB

注释:如果更新没有开始,则可能需要使用管理员权限手动启动安装程序。右键单击设置 从菜单中选择以管理员身份运行,然后确认弹出窗口以继续

> * 🕆 📙 « ۱	win10 > Highl	Point_NVMe >	~	õ	,P Search HighPoin	t_NVMe_G5_RAID_Wini	dows_StorPort
	Name	^			Date modified	Type	Size
🖈 Quick access	x64				4/7/2020 2-10 PM	Filefolder	
Desktop 🖈	Reade	ne			7/12/2019 5:39 PM	Text Document	4 K
🕹 Downloads 👒	Tes setup				7/12/2010 5-17 PM	Annlication	503 K
🗄 Documents 🖈			0	en			
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driver install			Tre	oublesh	soot compatibility		
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New folder1			18 Sh	are			
Videos			Gi	ve acce	iss to	>	
			Re	store p	revious versions		
 OneDrive 				odito		5	
This PC			-				
3D Objects			CL	t.			
Desktop				РУ			
Documents			Cr	eate sh	ortcut		
Downloads			De	lete			
h Music			Re	name			
Pictures			Pr	opertie	s		
Videos							

H. Windows 将通知您该驱动程序已安装,单击 OK 重启

HighPoint NVN	le Driver Setup		-	
nstalling	HighPoint NVMe Driver	s being installed		F
FICASE WAIL WI IIIC	nigheoint twite briver	s being installed.		(inter-
Output folder: C:	Program Files (x86) His	ghPoint\rsnvme\x64		
Extract Hi	abPoint NVMe Driver	Setun		× ^
Extract 100 Th	gir one revive briver	betup		^
Extract				
Extract	A reboot is requi	red for installation to c	omplete.	
Output	Please save your	workspace and press "C	OK" to reboot.	
Output				
Extract				
Output			OK	
Created			-	
Output folder:	C:\Program Files (x86)↓	HighPoint\rsnvme\x64		~
llsoft Install Syste	m v2.46			

- I. 进入系统后关闭系统,在关机状态下将 SSD7000 控制器连接到主板
- J. 在系统里启动
- K. Windows 重新启动后打开 Device Manager 检查驱动程序状态,展开 Storage controllers 并 单击 HighPoint NVMe RAID Controller 条目查看属性,然后单击 Driver 选项卡



L. 首先,确保已安装 WebGUI(请参考第16页),然后打开 WebGUI 验证识别 SSD 的阵列

	Help	SHI	Event	Setting	Logical	Physical	lobal View
	erties	je Prop	Storag				A Properties
2048 GB	Total Capacity:		1	ontroller	NVMe RAID Co	el: HighPoint	Host Adapter mode
acity: 2048 GB	Configured Capac	₽Ĵ—	l 🖯			1	Controller count:
0 GB	Free Capacity:	T	ų			1	Enclosure count:
						4	Physical Drive:
						4	Legacy Disk:
	figured 100.0%	Cor				0	RAID Count:

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卸载设备驱动程序

1. 关闭系统电源,然后从主板上卸下 SSD7101A-1 / SSD7204 / SSD7120 / SSD6540 / SSD6540M RAID 控制器

注释: 在卸载过程中,未从主板上卸下 SSD 7000 控制器可能会导致数据丢失无论何时卸载驱动程序,Windows都会尝试安装默认的 NVMe 支持,这可能会破坏 RAID 配置以及 SSD 7000 控制器托管的 SSD 上存储的所有数据

- 2. 打开系统电源并启动
- 3. 访问 Control Panel 选择 Programs → Programs and Features 单击 HighPoint NVMe Driver 条目
- 4. 单击 Uninstall/Change

- → * ↑ O Control P	anel > Programs > Programs and Features			,	・ ひ P Search Prog
Control Panel Home View installed updates	Uninstall or change a program To uninstall a program, select it from the list and t	hen click Uninstall, Change, or Repair.			
Turn Windows features on or off	Organize 💌 Uninstall/Change				
	Name	Publisher	Installed On	Size	Version
	HighPoint NVMe Driver		6/1/2020		
	HighPoint RAID Management Uninstall/Ch Microsoft OneDrive Microsoft Visual C++ 2012 Redistributable (x64) - 1 Microsoft Visual C++ 2012 Redistributable (x86) - 1 Microsoft Visual C++ 2012 Redistributable (x86) - 1 NVIDIA Graphics Driver 432.00	ange hnologies, Inc Microsoft Corporation Microsoft Corporation Microsoft Corporation NVIDIA Corporation	5/28/2020 5/29/2020 5/28/2020 5/28/2020 5/29/2020	138 MB 20.4 MB 17.3 MB	20.064.0329.0008 11.0.50727.1 11.0.50727.1 432.00
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年又与区スリ大主)子) HighPoint NVMe Driver U Ininstalling Please wait while HighPoint I Delete file: C: \Windows\Sys Delete file: C: \Windows\Sys Please HighPoint N	中	日动 			

5.

6. Windows 重新启动后,访问 Device Manager – Storage Controllers 和 Control Panel 确保驱动 程序已卸载,如果没有 HighPoint NVMe RAID / Driver 条目,则说明驱动程序已成功卸载



安装 HighPoint RAID 管理软件(Web GUI 和 CLI)

HighPoint RAID 管理软件(WebGUI 和 CLI 实用程序)用于配置和监视 SSD7101A-1 / SSD7204 / SSD7120 / SSD6540 / SSD6540M RAID 控制器主管的 NVMe SSD,从 HighPoint 网站下载最新的软件包:

1. SSD7101A-1:

http://highpoint-tech.cn/product-detail7101a.html SSD7204: http://highpoint-tech.cn/product-detail7204.html SSD7120: http://highpoint-tech.cn/product-detail7120.html SSD6540: http://highpoint-tech.cn/product-detail6540.html

SSD6540M:

http://highpoint-tech.cn/product-detail6540m.html

- 2. 解压软件包,然后双击 HighPoint RAID 管理程序以安装软件
- 3. 安装后,在桌面上找到管理图标,然后双击以启动 WebGUI 界面 屏幕截图示例(SSD7101A-1)

Controller(1): NVMe $\, \smallsetminus \,$



Properties		Storage Properties
lost Adapter mode	l: HighPoint NVMe RAID Controller	Total Capacity: 2048 GB
Controller count:	1	Configured Capacity: 2048 GB
inclosure count:	1	Free Capacity: 0 GB
hysical Drive:	4	
egacy Disk:	4	
AID Count:	0	Configured 100.0%

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故障排除

注释:对 SSD7101A-1 / SSD7204 / SSD7120 / SSD6540 / SSD6540M NVMe RAID 控制器进行故障排除时,请确保已满足所有先决条件,然后再继续

双击桌面图标后 WebGUI 不启动

\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. 这通常是缺少驱动程序或未正确安装驱动程序的结果,打开 Device Manager 然后在 Storage Controllers 下检查

如果已正确安装驱动程序,您应该看到 SSD7101A-1 / SSD7204 / SSD7120 / SSD6540 / SSD6540M 控制器的 HighPoint NVMe Controller 条目,然后是 HighPoint NVMe RAID Controller 条目

屏幕截图示例(SSD7101A-1)

	HighPoint NVMe RAID Controller Properties	
> Computer > Disk drives > Display adapters > Display adapters > DV/CD-ROM drives > DV/CD-ROM drives > IDE ATA/ATAPI controllers > Keyboards 0 Mice and other pointing devices > Portable Devices > Portable Devices > Portable Devices > Portable Devices > Software devices > Software devices > Software devices > Storage controllers & HighPoint NVM RAID Controller & Standard NVM Express Controller & Standard NVM Express Controller & Standard NVM Express Controller & System devices > Vinversal Serial Bus controllers	General Driver Details Events Image: Second Se	

2. 您应该检查 hptsvr 确保它在 Task Management → Services 下运行,如果 hptsvr 状态为 Stopped,请右键单击此条目,然后从菜单中选择启动:

Processes Performance Ap	pp history	Startup Users Details Services			
Name	PID	Description	Status	Group	^
hptsvr		HighPoint RAID Management Service	Storend		
🖓 xbgm		Xbox Game Monitoring	Sto	Start	4.5
🖓 WSearch	6668	Windows Search	Run	Stop	
Carl WMPNetworkSvc		Windows Media Player Network Sha	Sto	Restart	
🔐 wmiApSrv		WMI Performance Adapter	Sto	Onen Seniirer	
😪 WinDefend	4656	Windows Defender Antivirus Service	Rur	Open Services	
🖓 WdNisSvc	7540	Windows Defender Antivirus Networ	Rur	Search online	
😪 wbengine		Block Level Backup Engine Service	Sto	Go to details	
Ca VSS		Volume Shadow Copy	Stopped		-
🖓 vds		Virtual Disk	Stopped		
🖓 VaultSvc	768	Credential Manager	Running		
G UI0Detect		Interactive Services Detection	Stopped		
UevAgentService		User Experience Virtualization Service	Stopped		
C TrustedInstaller		Windows Modules Installer	Stopped		
🖏 TieringEngineService		Storage Tiers Management	Stopped		
Sppsvc		Software Protection	Stopped		
Spooler .	3436	Print Spooler	Running		
🗟 spectrum		Windows Perception Service	Stopped		
SNMPTRAP		SNMP Trap	Stopped		
C SensorDataService		Sensor Data Service	Stopped		
Sense		Windows Defender Advanced Threat	Stopped		
SecurityHealthService	4564	Windows Defender Security Center S	Running		
CamSc	768	Security Accounts Manager	Running		v

BSOD (蓝屏死机)

SSD7101A-1 / SSD7204 / SSD7120 / SSD6540/ SSD6540M 在三种情况下可能会发生 BSOD:

1. 安装 SSD7101A-1 / SSD7204 / SSD7120 / SSD6540 / SSD6540M 时, Windows 显示 BSOD



如果您运行的是 Windows 10,请确保已禁用所有**快速关机**选项——当将 SSD7101A-1 / SSD7204 / SSD7120 / SSD6540 / SSD6540M 安装到主板或从主板卸下时,这些功能可能 会导致 BSOD。可以通过**完全关闭系统电源**来避免 BSOD

如何关闭 Windows 的快速关机

a. 使用管理员特权访问命令提示符实用程序:



b. 输入以下命令, 然后按 Enter:

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. 要确保已禁用设置,请输入以下命令然后按 Enter:

powercfg / a

```
C:\Windows\system32>powercfg /a
The following sleep states are available on this system:
    Standby (53)
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.
 :\Windows\system32>a
```

- d. 关闭计算机,然后从主板上卸下 SSD7101A-1 / SSD7204 / SSD7120 / SSD6540 / SSD6540M
- e. 重新启动系统并打开 SSD7101A-1 / SSD7204 / SSD7120 / SSD6540 / SSD6540M 驱 动程序下载

- f. 双击 Setup 以重新安装驱动程序;如果系统提示您卸载驱动程序,则需要按照提示 操作并重新启动。重新启动后,再次双击 Setup 以安装驱动程序
- g. 完成驱动程序安装后关闭计算机,将 NVMe SSD 连接到 SSD7101A-1 / SSD7204 / SSD7120 / SSD6540 / SSD6540 M 并插入主板 PCIe 插槽
- h. 打开系统电源, 启动 Windows 并访问 WebGUI。如果 WebGUI 无法连接,则需要 重新启动
- i. 如果第二次启动失败,请访问我们的在线支持门户并提交申请

注释:如果您运行的是 Windows Server 版本,在启动时遇到 BSOD,请汇总以下 信息:Windows 版本、内部版本号和<u>内存转储和系统事件日志</u>

2. 安装驱动程序时遇到 BSOD:

如果在驱动程序安装期间遇到 BSOD,请汇总以下信息:<u>内存转储</u>,<u>INF 日志</u>,<u>调试日志</u>, <u>系统事件日志</u>,并通过我们的在线支持门户网站提交新的申请

3. 如果 Windows 报告驱动安装失败:

a.请汇总这些调试信息: INF 日志, 调试日志, 设备管理器/存储控制器的屏幕快照, 系 统事件日志

注释:如果在安装驱动程序时遇到 BSOD 或错误,请确保未启用任何快速关机选项——从 主板上卸下 SSD7101A-1 / SSD7204 / SSD7120 / SSD6540 / SSD6540M 并插入后,快速关机 会导致 BSOD 返回。完全关闭系统电源可以避免 BSOD

控制器和驱动器检测问题

- 如果您的主板或 Windows 无法检测到 SSD7101A-1 / SSD7204 / SSD7120/ SSD6540 / SSD6540M RAID 控制器或 NVMe SSD,请关闭系统,然后尝试将 SSD7101A-1 / SSD7204 / SSD7120 / SSD6540 / SSD6540M 移至另一个 PCIe 插槽
- 在对 SSD7101A-1 / SSD7204 / SSD7120 / SSD6540 / SSD6540M 控制器进行故障排除时,请确保从主板上卸下了所有不相关的 NVMe 设备

附录

如何汇总调试视图日志

如果其他故障排除步骤未能解决问题,则我们怀疑驱动程序和管理软件无法与 SSD7101A-1 / SSD7204 / SSD7120 / SSD6540 / SSD6540M 控制器建立连接,我们将为您提供驱动程序的 Debug 版本,以收集有关您遇到的问题的信息

要安装调试驱动程序,请遵循标准驱动程序安装过程(参考 SSD7101A-1 / SSD7204 / SSD7120 / SSD6540 / SSD6540M RAID 控制器用户指南)。安装完成后,请按照以下步骤操作::

- 1. 从 <u>http://highpoint-tech.cn/product-detail7101a.html</u>下载调试视图实用程序
- 2. 解压缩后用右键单击该图标,然后以管理员权限运行 DebugView,在 Capture 工具栏中选择 Capture Win32, Capture Kernel, Enable Verbose Kernel Output,和 Pass



3. 如果该实用程序显示"拒绝访问"消息,请重命名以下文件:

C:\Windows\System32\drivers\Dbgv.sys For example, rename it to "Dbgv.sys1", ie change the file type



- 4. 保存 DebugView 打印的信息,并将其发送给我们的支持部门
- 5. 如果需要,我们将为 NVMe RAID Manager 接口提供管理软件信息收集工具

如何收集 INF 日志:

1. 打开驱动器 C→ Windows→ INF, 找到 setuppapi.dev 和 setupapi.setup 日志

file Home Sh	are View								~	
to Quick Copy Pas	Cut Copy path Paste shortcut	🔒 Move to 🔹	X De	lete 🕶 name	New folder	Properties	Dopen • Edit History	Sele	ect all ect none ert selection	
Clipbo	ard	Orgai	nize		New	0	pen	S	elect	
🕇 🦲 c	\Windows\INF		~	õ	,O Search	INF				
	Name	^			Date modifie	d	Туре		Size	
🖈 Quick access	sensorsserv	icedriver			3/19/2019 12	:43 PM	Setup Infor	mation	6	KB
Desktop	* 📄 setupapi.de	v.20200429_17012	23		4/29/2020 5:	D1 PM	Text Docum	nent	4,138	КВ
🕹 Downloads	* 📄 setupapi.de	v			4/29/2020 5:	12 PM	Text Docum	nent	243	KB
Documents	🖈 📄 setupapi.of	fline.20190318_21	5229		3/19/2019 12	:52 PM	Text Docun	nent	5,667	KB
Pictures	🖌 📄 setupapi.se	tup			4/27/2020 9:	29 PM	Text Docum	nent	91	KB
Bandicam	isisraid2				3/19/2019 12	:43 PM	Setup Infor	mation	5	KB
FormatFactory	sisraid4				3/19/2019 12	:43 PM	Setup Infor	mation	4	KB
- romatractory	SmartSAM	0			3/19/2019 12	:43 PM	Setup Infor	mation	9	KB
J Music	5 smrdisk				3/19/2019 12	:43 PM	Setup Infor	mation	2	KB

INF 日志可用于检查 Windows 系统中已经安装了哪种软件

2. 请访问设备管理器和存储控制器,检查 HighPoint 条目的属性,单击驱动程序详细信息并 截取屏幕快照——将该屏幕快照与您为支持案例提交的日志文件一起发送

• 🔶 🖄 📷 📓 📓 🔄 🖳 🖳 👫 🗙 💿		Actions
Computer Management (Local 	HighPoint NVMe RAID Controller Properties General Driver WighPoint NVMe RAID Controller Driver Provider: HighPoint Driver Provider: HighPoint Driver Version: 1.3.16.0 Digital Signer: Microsoft Windows Hardw Driver Details View details about the installed Driver File Details View details about the installed Driver File Details HighPoint NVMe RAID Controller Driver File HighPoint NVMe RAID Controller	Actions Device Manager are Compatibility ed driver files.
> 🏣 System devices > 🏺 Universal Serial Bus controllers	Provider: HighPoint Technologies, Inc. File version: v1.3.16.0 built by: WinDDK Copyright: (c) 2020. HighPoint Technologies, Inc.	Cancel

如何汇总系统日志:

除了 DebugView 日志外,系统日志也可以帮助我们的支持部门诊断并解决您提交的问题。系统日志通常记录错误、设备故障以及与软件或驱动程序有关的事件,这些信息可以帮助我们的工程师缩小范围,甚至确定您遇到的问题的根源

系统日志

- 1. 单击桌面左下角的 Windows 按钮然后点击搜索
- 2. 输入 Event Viewer 然后单击图标,如下图所示:



3. 展开 Windows 日志文件夹选择 System

Image: Image: Second							- 0 ×
Event Viewer (Local)	System Number	er of events: 17,138					Actions
Windows 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	(i) Information	7/9/2018 10:06:37 AM	Kernel	16	None		Create Custom View
	(i) Information	7/9/2018 10:06:25 AM	Kernel	11	None		Import Curtom View
😭 System	(i) Information	7/9/2018 10:06:25 AM	Kernel	11	None		import Custom view
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	control Manager				~	Properties
	Event 7040, Servia	Le Control Manager				<u> </u>	A Find
	General Detai	ls					Save All Events As
							Attach a Task Taskial
	The start type	e of the Background Intellig	ent Transfer S	ervice servi	ce was changed from der	mand start to	Attach a lask to this L
	auto start.						View

4. 选择 Save All Events as...并保存.evtx 文件在易查找的位置

Event Viewer (Local)	System Number of events: 17,138						Actions	
Vindows Logs	Level	Date and Time	Source	Event ID	Task C	^	Syst	em
Application	(i) Information	7/9/2018 11:06:41 AM	Service	7040	None		6	Open Saved Log
Security	(i) Information	7/9/2018 10:06:37 AM	Kernel	16	None		-	Create Custom View.
Setup	(1) Information	7/9/2018 10:06:25 AM	Kernel	11	None		· ·	Import Curtom View
System	(i) Information	7/9/2018 10:06:25 AM	Kernel	11	None			import custom view.
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	~	7	Filter Current Log
Jan Subscriptions	Event 7040, Servi	e Control Manager				×		Properties
	Event 7040, Servio General Detai	e Control Manager				×		Properties

收集 Windows 转储文件

Windows Dump 文件是快照,显示事件或失败时正在运行的进程,请尽可能找到以下文件并将 其上传到您的申请中:

- Memory.dmp
- Minidump.dmp

找到转储文件检查 C:\Windows directory and search for Memory.dmp 和 Minidump.dmp

📙 🛃 📑 🖛 Window	/S		-	- 🗆	×
File Home Sha	re View				~ 🕐
← → • ↑ 📕 · 1	This PC → Local Disk (C:) → Windows	~	ල් Search Windows		Q
🖈 Quick access	Name	Date modified	Туре	Size	^
Desktop #	hpttask.dat	10/8/2018 7:36 AM	DAT File	1 KB	
- Downloads	hptuser.dat	10/16/2018 11:06	DAT File	1 KB	
Documents		9/21/2018 6:19 AM	Text Document	2 KB	
Pictures #		4/12/2018 7:34 AM	BIN File	435, 133 KB	
b Music	🧾 notepad	4/12/2018 7:34 AM	Application	240 KB	
QYT	NvContainerRecovery	10/28/2017 12:36	Windows Batch File	2 KB	
SSD7102m_UEFI_v	I. PFRO	10/16/2018 11:04	Text Document	13 KB	
temp	🔮 Professional	4/12/2018 7:33 AM	XML Document	36 KB	
	ProfessionalEducation	4/12/2018 7:33 AM	XML Document	36 KB	
a OneDrive	ProfessionalWorkstation	4/12/2018 7:33 AM	XML Document	36 KB	