

SSD7000 Series NVMe RAID Solutions
Mac Installation Guide (Data RAID)
Device Driver & Management Software

V1.00 – July, 2020

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1. Overview

This guide includes important hardware/software requirements, installation & upgrade procedures, and troubleshooting tips for using SSD7101A-1, SSD7120 and SSD7204 NVMe RAID controllers, the RocketStor 6661A-NVMe Thunderbolt™ 3 NVMe RAID solution, and SSD6540/6540M RAID enclosures with a macOS operating system.

Prerequisites

This section describes the base hardware and software requirements for SSD7000 series NVMe RAID controllers & enclosures.

Installing the Device Driver

This section covers driver installation, driver upgrade and driver uninstallation procedures for SSD7000 series NVMe RAID controllers & enclosures in a macOS environment.

Installing the RAID Management Software

This section covers installation of the WebGUI management software, including upgrading and uninstalling in a macOS environment.

Troubleshooting

Please consult this section if you encounter any difficulties installing or using SSD7000 series NVMe RAID controllers or enclosures. 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.

1. Prerequisites

- 1) Make sure at least one NVMe SSD's has been installed into the HighPoint NVMe controller or enclosure. The driver will not install properly unless NVMe SSD's are detected by the hardware environment.
- 2) The SSD7101A-1/SSD7120/SSD6540/SSD6540M NVMe device must installed into a PCIe 3.0 slot with x16 dedicated lanes. The SSD7204 can be installed into a PCIe 3.0 x8 or x16 slot.

If you are using the RocketStor 6661A-NVMe or a SSD7000 NVMe RAID controller via the RocketStor 6661A adapter, the RocketStor unit must be plugged into a Thunderbolt™ 3 port.

- 3) Operating System Support: macOS 10.13 or later
- 4) Before installing the driver and RAID Management software, you should log into the system as a System Administrator.
- 5) Identify the system as either T2 or Non-T2 based – if the system has a T2 chip, make sure to follow section 3 before attempting to install any software for the HighPoint NVMe device.

2. Apple T2 security Chip-Disable Secure boot

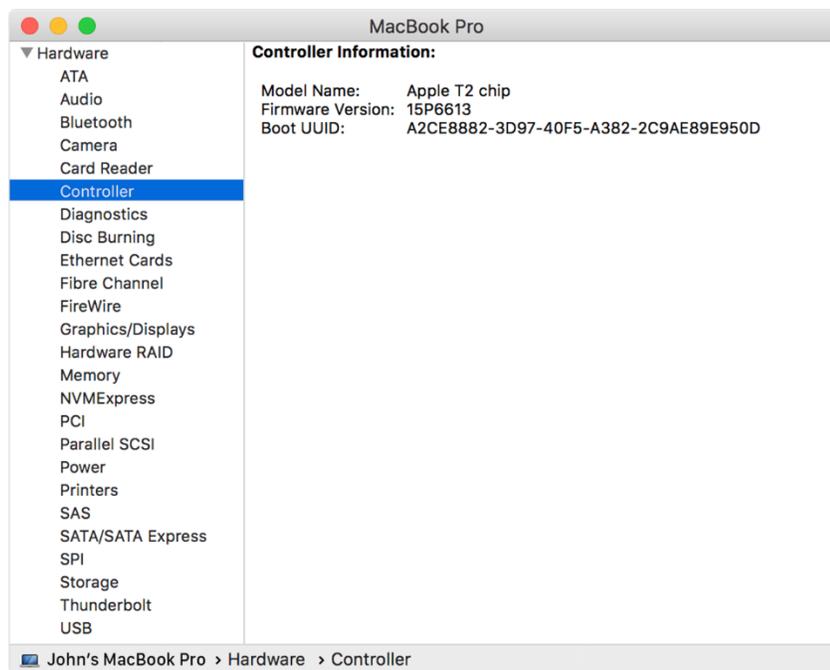
Secure Boot must be disabled on the following products:

Learn more About the Apple T2 Security Chip: <https://support.apple.com/en-us/HT208862>

- iMac Pro
- Mac Pro introduced in 2019
- Mac mini introduced in 2018
- MacBook Air introduced in 2018 or later
- MacBook Pro introduced in 2018 or later

You can also use [System Information](#) to learn whether your Mac has this chip:

1. Press and hold the Option key while choosing Apple () menu > System Information.
2. In the sidebar, select either Controller or iBridge, depending on the version of macOS in use.
3. If you see "Apple T2 chip" on the right, your Mac has the Apple T2 Security Chip.

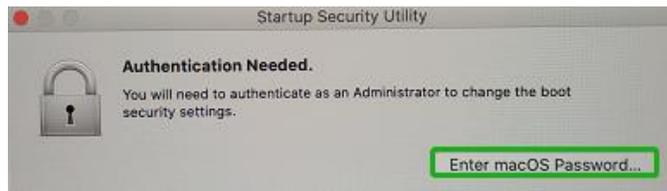


Disabling Secure Boot

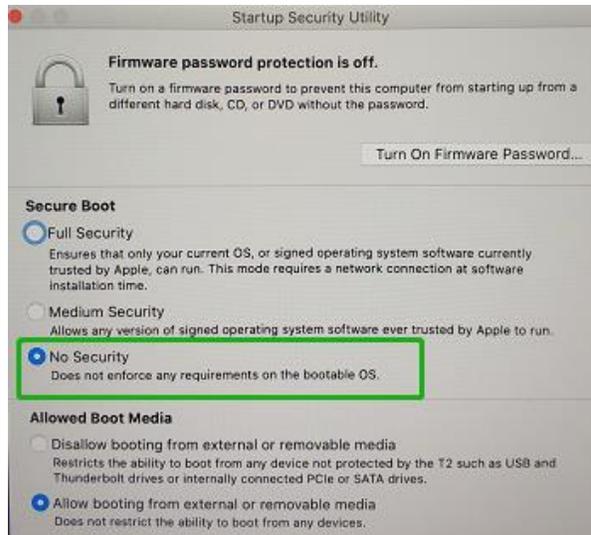
- 1) Restart the computer and then press the **Command + R** keys simultaneously. Keep holding the keys down until the Apple Logo appears.
- 2) **When the menu bar says: "macOS Utilities"**, you have booted into Recovery mode. Launch the **Startup Security Utility** application by selecting it from the Utilities menu.



- 3) A dialog box will appear, telling you that you will need to authenticate as an Administrator to make changes, click **the Enter macOS Password...** button.



- 4) When the Startup Security Utility window appears, select **No Security** under the Secure Boot options.



- 5) Select **Restart** from the Apple menu to restart your Mac, and wait for your normal Desktop to appear.

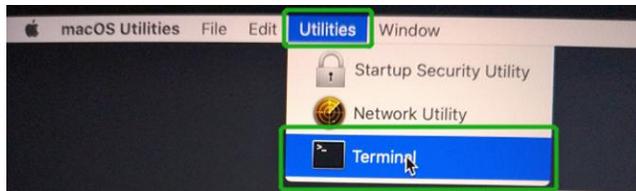
2. Installing the Device Driver

Current drivers can be downloaded from each product's **Software Downloads** webpage.

Product	Download Page
SSD7101A-1	https://www.highpoint-tech.com/USA_new/series-ssd7101a-1-download.htm
SSD7120	https://highpoint-tech.com/USA_new/series-ssd7120-download.htm
SSD7204	https://highpoint-tech.com/USA_new/series-ssd7204-download.htm
SSD6540M	https://highpoint-tech.com/USA_new/series-ssd6540m-download.htm
SSD6540	https://highpoint-tech.com/USA_new/series-ssd6540-download.htm
RS6661A-NVMe	https://highpoint-tech.com/USA_new/series-rs6661a-nvme-download.htm

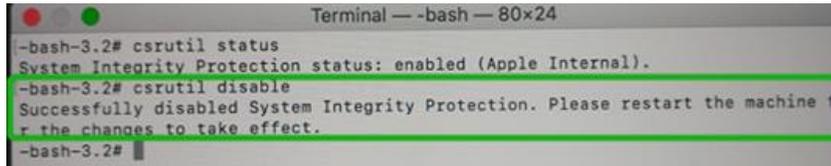
macOS High Sierra 10.13 Driver Installation Procedure

- 1) Restart the computer and then press the **Command + R** keys simultaneously. Keep holding the keys down until the Apple logo appears. Click on **Utilities** in the upper left corner and select **Terminal**.

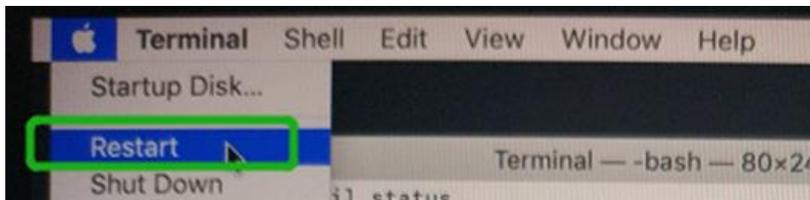


- 2) Open a Terminal window and enter the following command:

csrutil disable

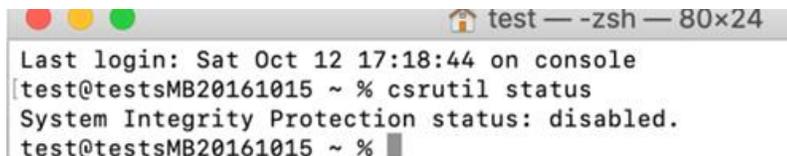


- 3) Select Restart from the Apple menu to restart your Mac, and wait for your normal Desktop to appear.

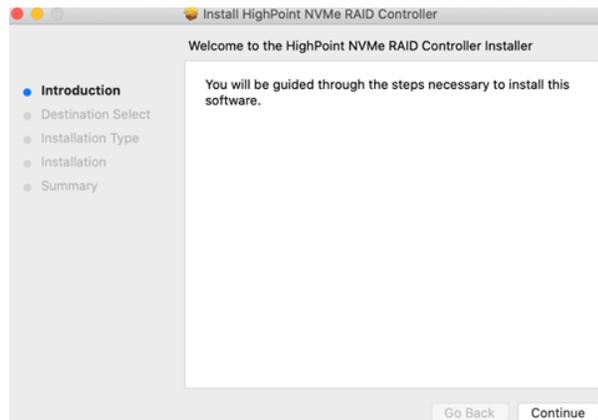


- 4) After rebooting, confirm that SIP is in the disabled state. Open terminal and type the following command:

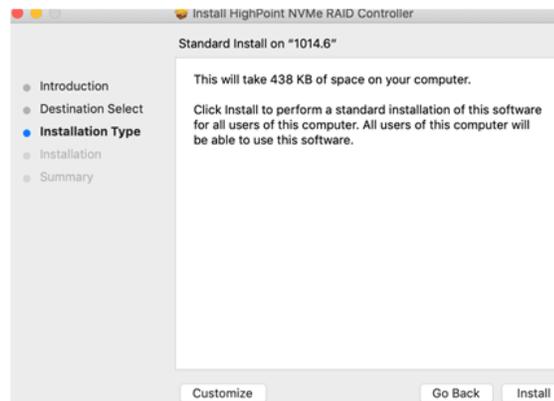
csrutil status



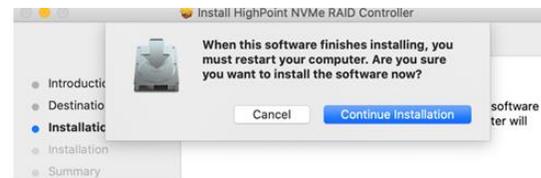
- 1) Next, start the driver installation procedure. Locate the download and double click the package to start the installer. Click the **Continue** button:



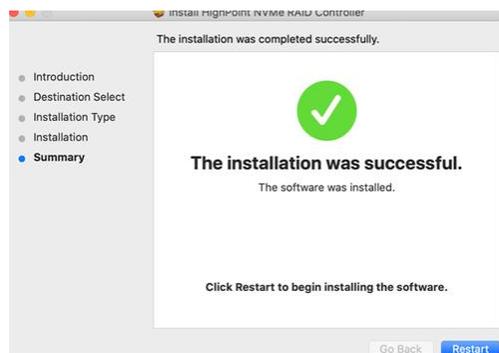
- 2) macOS will prompt you to install the driver. Click **Install** to proceed.



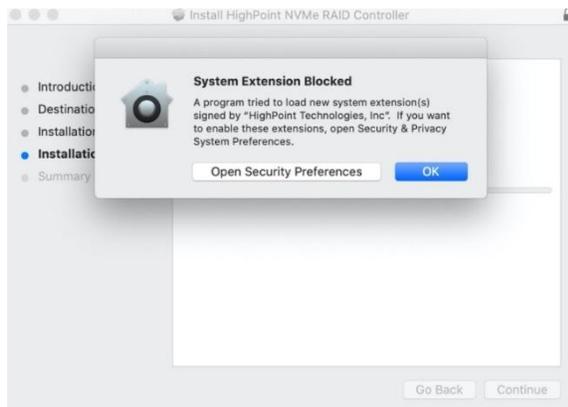
- 3) You will be prompted that a reboot is needed to install the software. Click **Continue Installation**.



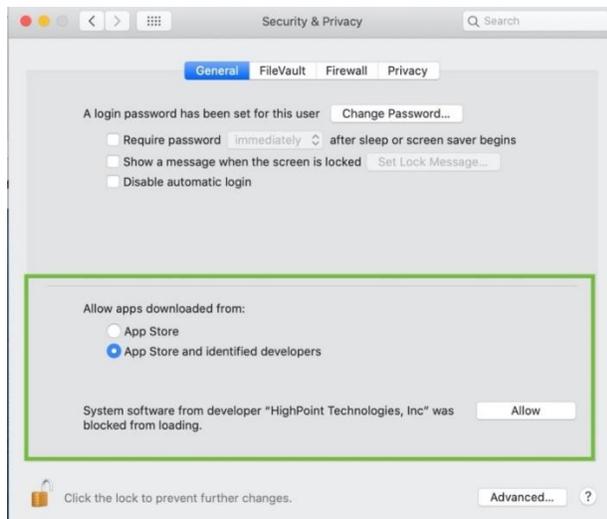
- 4) If no pop-ups appear, please proceed to the next step of installation. Click **Restart**.



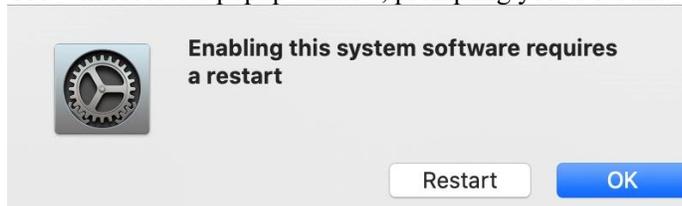
- 5) If you receive a popup window prompting you for permission, click **Open Security Preferences**.



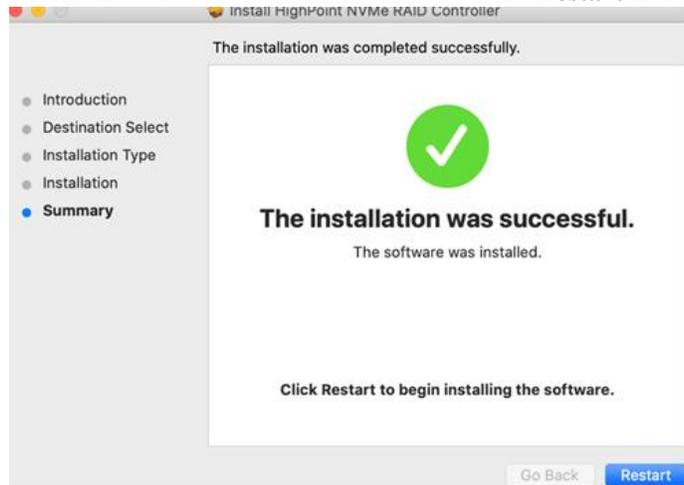
- 6) Make sure **App Store and identified developers** is checked, and then click **Allow**.



- 7) You will receive a popup window, prompting you to restart. Click **OK**.



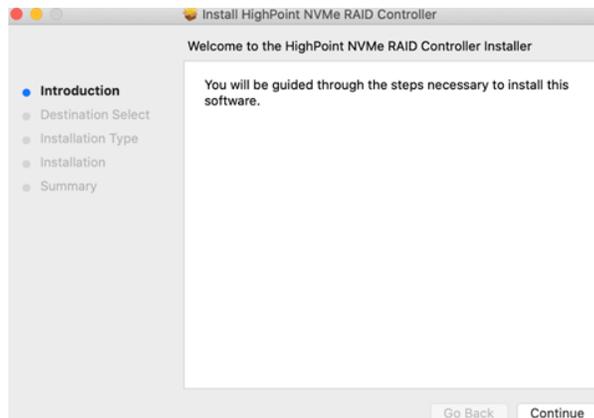
- 8) Return to the driver installation window. Click **Restart** to restart the system.



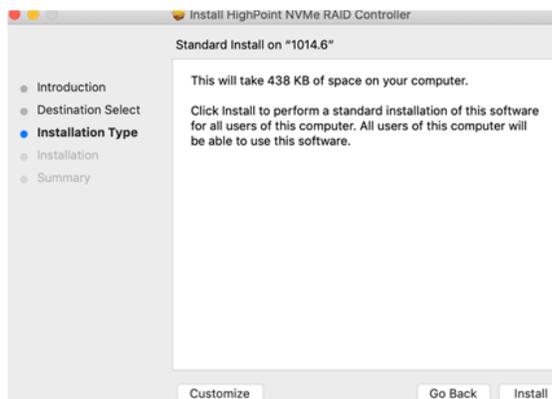
- 9) After restarting the system, install HighPoint RAID management.

macOS Mojave 10.14 and macOS Catalina 10.15 Driver Installation Procedure

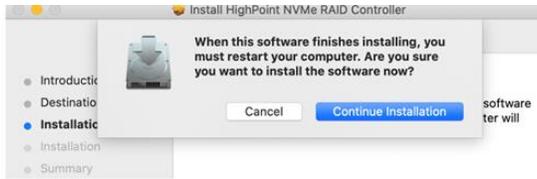
- 1) Locate the download and double click the package to start the installer. Click the **Continue** button:



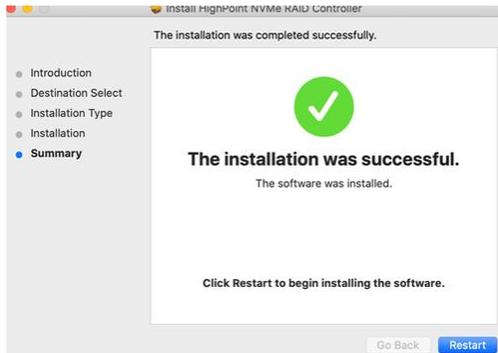
- 2) macOS will prompt you to install the driver. Click **Install** to proceed.



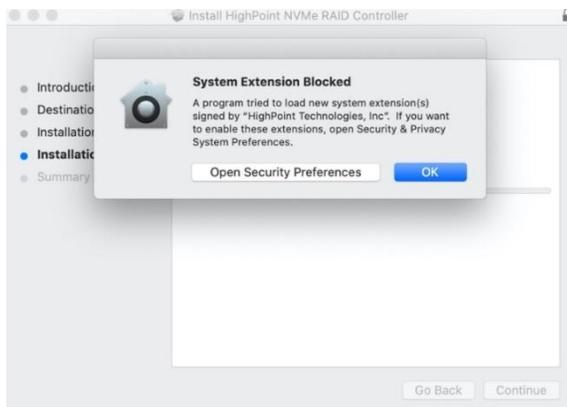
- 3) You will be prompted that a reboot is needed to install the software. Click **Continue Installation**.



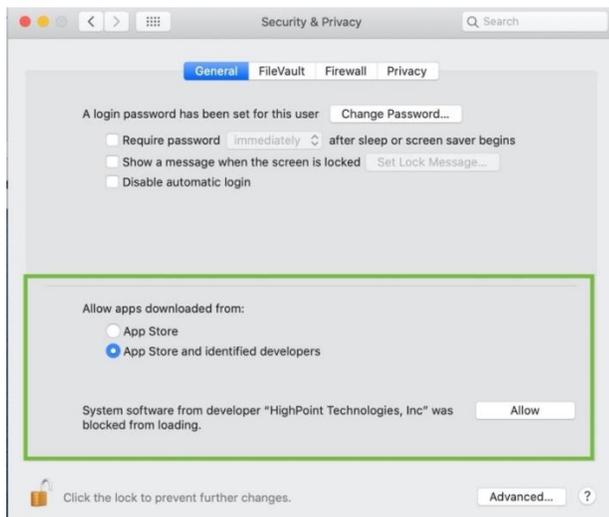
4) If no pop-ups appear, please proceed to the next step of installation. Click **Restart**.



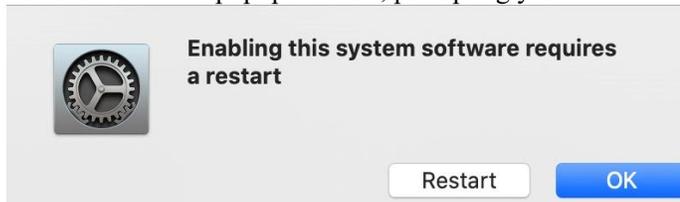
5) If you receive a popup window prompting you for permission, click **Open Security Preferences**.



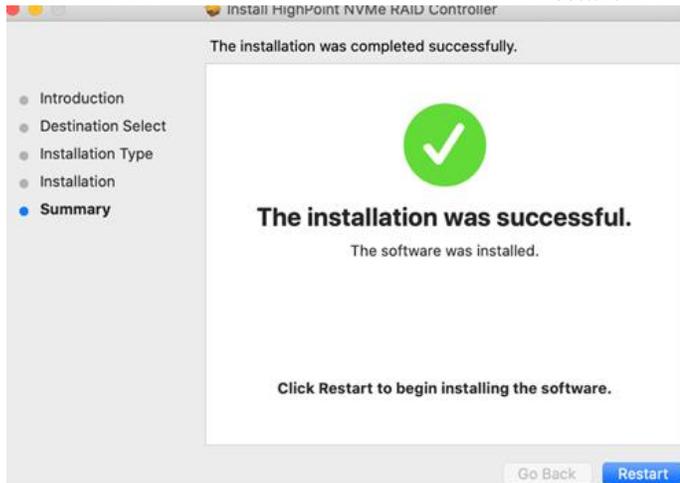
6) Make sure **App Store and identified developers** is checked, and then click **Allow**.



- 7) You will receive a popup window, prompting you to restart. Click **OK**.



- 8) Return to the driver installation window. Click **Restart** to restart the system.



- 9) After the system restarts, the driver's status can be viewed under **System Information**; The following screenshot shows the driver has been loaded:

Extension Name	Version	Last Modified	Loaded
HighPointNVMe	1.1.12	2020/5/19, 7:07 PM	Yes
initioFWBridge	439.70.3	2017/8/25, 1:13 PM	No
IntelI82574L	2.7.2	2017/8/25, 12:56 PM	No
IO80211Family	12.0	2017/8/25, 1:03 PM	No
IO80211FamilyV2	12.0	2017/8/25, 1:01 PM	Yes
IO80211NetBooter	12.0	2017/8/25, 1:01 PM	No
IO80211NetBooterV2	12.0	2017/8/25, 1:01 PM	No
IOAcceleratorFamily2	378.28	2017/8/25, 1:00 PM	Yes

HighPointNVMe:

Version: 1.1.12
 Last Modified: 2020/5/19, 7:07 PM
 Bundle ID: com.highpoint-tech.kext.HighPointNVMe
 Loaded: Yes
 Obtained from: Identified Developer
 Kind: Intel
 Architectures: x86_64
 64-bit (Intel): Yes
 Location: /Library/Extensions/HighPointNVMe.kext
 Kext Version: 1.1.12
 Load Address: 1844674352185580000
 Loadable: Yes
 Dependencies: Satisfied
 Signed by: Developer ID Application: HighPoint Technologies, Inc (DX6G69M9N2), Developer ID Certification Authority, .

3. Updating the Device Driver

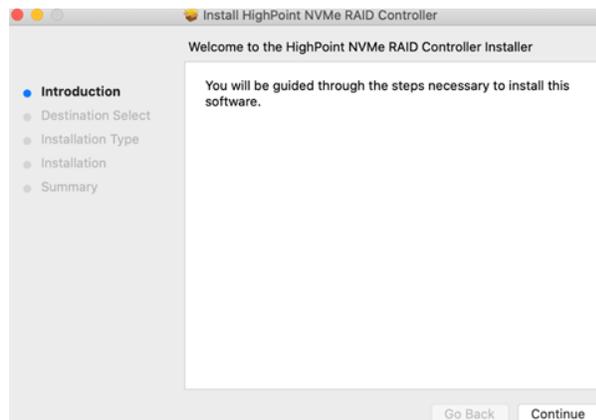
Note: Update the driver, please make sure the RAID controller is connected to the host.

Current drivers can be downloaded from each product's **Software Downloads** webpage.

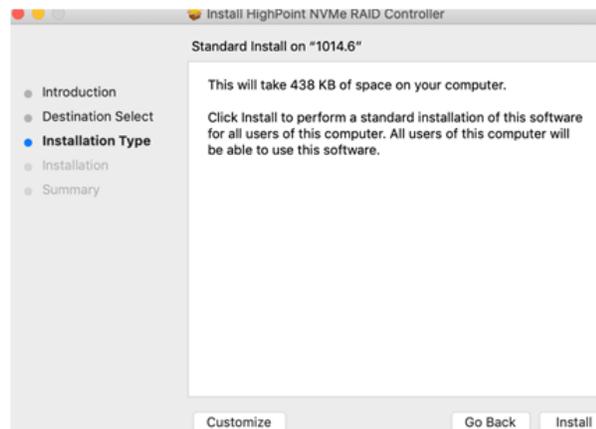
Product	Download Page
SSD7101A-1	https://www.highpoint-tech.com/USA_new/series-ssd7101a-1-download.htm
SSD7120	https://highpoint-tech.com/USA_new/series-ssd7120-download.htm
SSD7204	https://highpoint-tech.com/USA_new/series-ssd7204-download.htm
SSD6540M	https://highpoint-tech.com/USA_new/series-ssd6540m-download.htm
SSD6540	https://highpoint-tech.com/USA_new/series-ssd6540-download.htm
RS6661A-NVMe	https://highpoint-tech.com/USA_new/series-rs6661a-nvme-download.htm

Updating the Device Driver (for macOS 10.13/10.14/10.15)

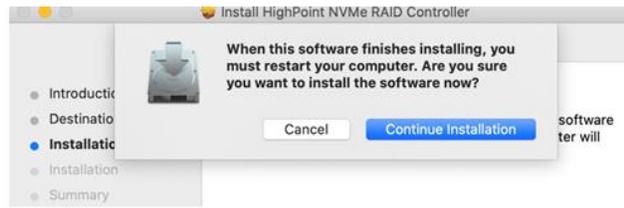
- 1) Locate the download and double click the package to start the installer. Click the **Continue** button:



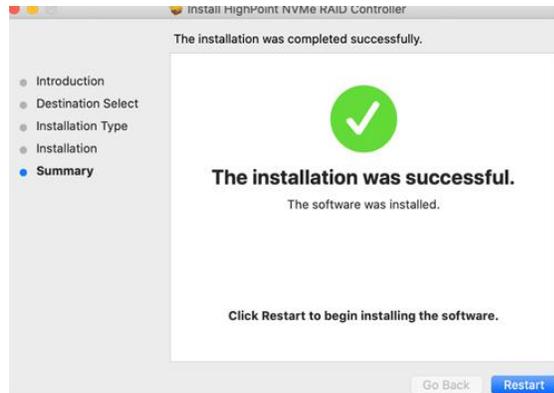
- 2) macOS will prompt you to install the driver. Click **Install** to proceed.



- 3) You will be prompted that a reboot is needed to install the software. Click **Continue Installation**.



- 4) If no pop-ups appear, please proceed to the next step of installation. Click **Restart**.



- 5) After the system restarts, the driver's status can be viewed under **System Information**; the screenshot below shows that the driver has loaded properly.

Extension Name	Version	Last Modified	Loaded
HighPointNVMe	1.1.12	2020/5/19, 7:07 PM	Yes
IntelIoFWBridge	439.70.3	2017/8/25, 1:13 PM	No
IntelI9257AL	2.7.2	2017/8/25, 12:56 PM	No
IO80211Family	12.0	2017/8/25, 1:03 PM	No
IO80211FamilyV2	12.0	2017/8/25, 1:01 PM	Yes
IO80211NetBooter	12.0	2017/8/25, 1:01 PM	No
IO80211NetBooterV2	12.0	2017/8/25, 1:01 PM	No
IOAcceleratorFamily2	378.28	2017/8/25, 1:00 PM	Yes

HighPointNVMe:

Version: 1.1.12
 Last Modified: 2020/5/19, 7:07 PM
 Bundle ID: com.highpoint-tech.kext.HighPointNVMe
 Loaded: Yes
 Obtained from: Identified Developer
 Kind: Intel
 Architectures: x86_64
 64-bit (Intel): Yes
 Location: /Library/Extensions/HighPointNVMe.kext
 Kext Version: 1.1.12
 Load Address: 18446743521855800000
 Loadable: Yes
 Dependencies: Satisfied
 Signed by: Developer ID Application: HighPoint Technologies, Inc (DX6G69M9N2), Developer ID Certification Authority, .

4. Uninstalling the Device Driver

Uninstalling the Device driver for macOS 10.13 and 10.14

To uninstall the NVMe driver, you will need to open a **Terminal** window and enter the following command:

```
sudo rm -rf /Library/Extensions/HighPointNVMe.kext
```



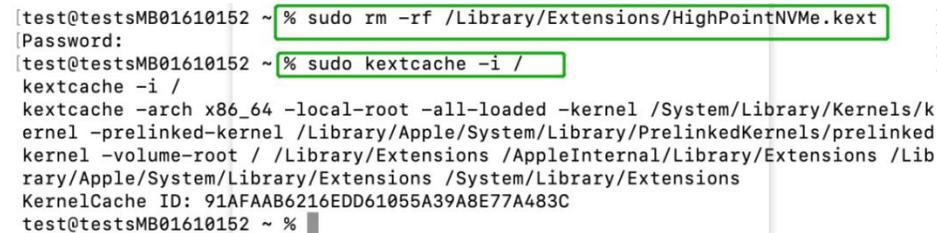
```
test — zsh — 80x24
Last login: Fri Dec 20 19:34:31 on ttys004
[test@testsMB01610152 ~ % sudo rm -rf /Library/Extensions/HighPointNVMe.kext
Password:
test@testsMB01610152 ~ %
```

Uninstalling the Device Driver for macOS 10.15

To uninstall the NVMe driver, you will need to open a Terminal window and enter the following command:

```
sudo rm -rf /Library/Extensions/HighPointNVMe.kext
```

```
sudo kextcache -i /
```

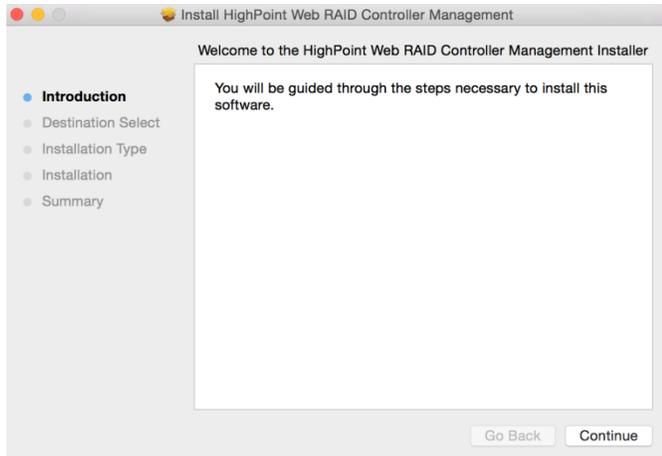


```
[test@testsMB01610152 ~ % sudo rm -rf /Library/Extensions/HighPointNVMe.kext
Password:
[test@testsMB01610152 ~ % sudo kextcache -i /
kextcache -i /
kextcache -arch x86_64 -local-root -all-loaded -kernel /System/Library/Kernels/k
ernel -prelinked-kernel /Library/Apple/System/Library/PrelinkedKernels/prelinked
kernel -volume-root / /Library/Extensions /AppleInternal/Library/Extensions /Lib
rary/Apple/System/Library/Extensions /System/Library/Extensions
KernelCache ID: 91AFAAB6216EDD61055A39A8E77A483C
test@testsMB01610152 ~ %
```

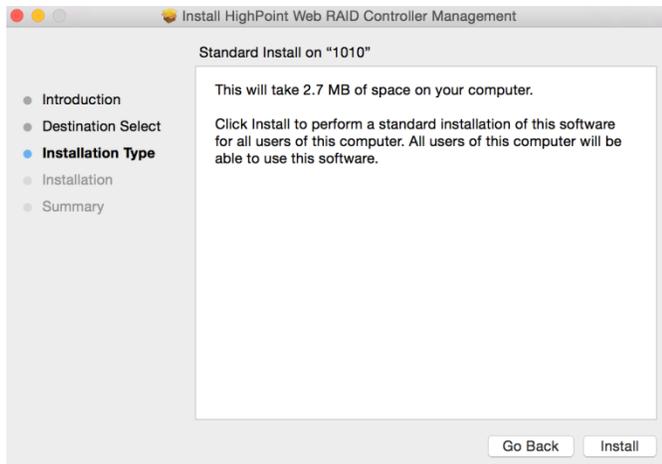
5. Installing the RAID Management Software (WebGUI)

Installing the WebGUI for macOS 10.13/10.14/10.15

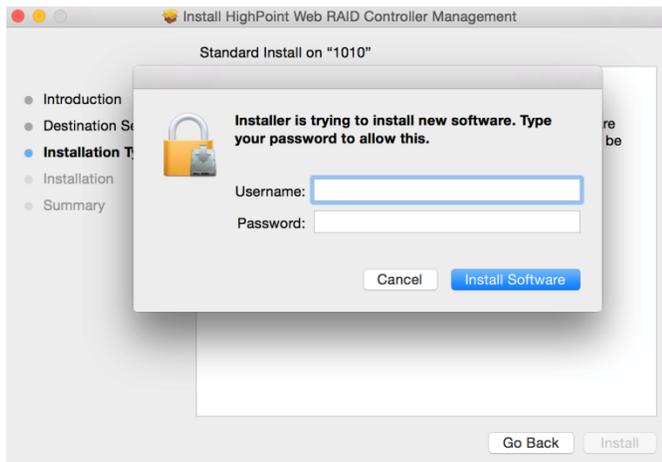
- 1) Double click the package named **HighPointWebGUI.pkg** to start the installer. When the window appears, click the **Continue** button.



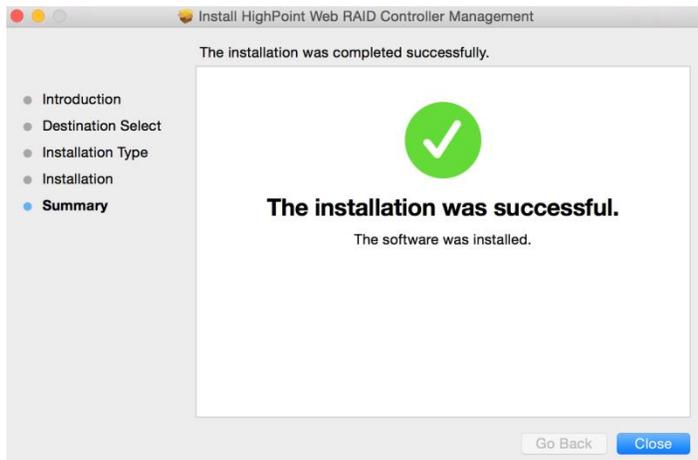
- 2) You will be promoted to click the **Install** button. Click **Install** to continue.



- 3) You will then be prompted to enter the *Administrator* Username and Password. Once these have been entered, click **Install Software** to continue.



- 4) The WebGUI Management software has been installed. Click **Close** to complete the procedure.

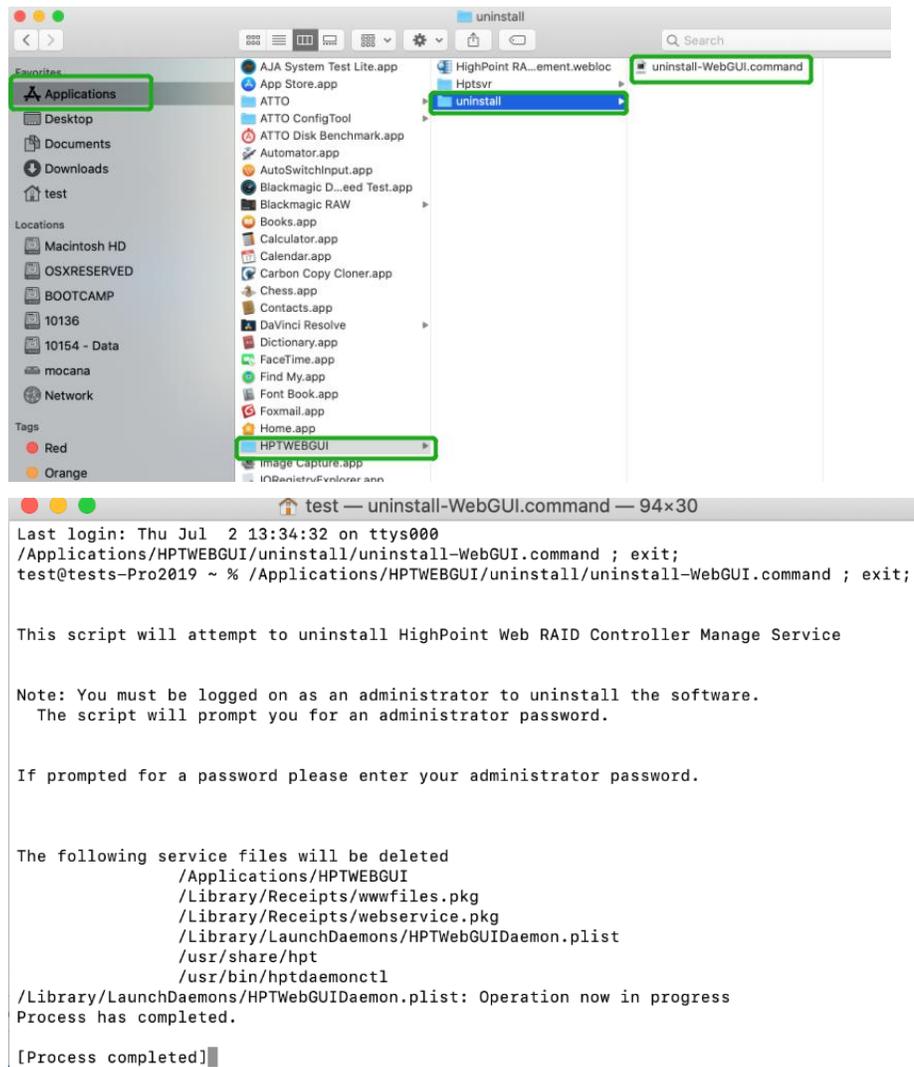


6. Updating the WEBGUI for macOS 10.13/10.14/10.15

- 1) First, uninstall the current WebGUI. Please refer to item 7 below ([Uninstalling the WebGUI](#)).
- 2) After uninstalling the WebGUI, reboot macOS.
- 3) Once the system has rebooted, download the latest version of the WebGUI from the appropriate Software Downloads webpage.
- 4) Locate the download and double click the package named **HighPointWebGUI.pkg** to start the installer. Please refer to Installing the [WebGUI for macOS 10.13/10.14/10.15](#) for more information.

7. Uninstalling the WebGUI for macOS 10.13/10.14/10.15

To uninstall the WebGUI, access Applications, click on HPTWEBGUI, select uninstall, and double-click the uninstall-WEBGUI.command. The uninstall command will automatically open a terminal and uninstall the software:



Extension Name	Version	Last Modified	Loaded
HighPointNVMe	1.1.12	2020/5/19, 7:07 PM	Yes
InitioFWBridge	439.70.3	2017/8/25, 1:13 PM	No
IntelB2574L	2.7.2	2017/8/25, 12:56 PM	No
IO80211Family	12.0	2017/8/25, 1:03 PM	No
IO80211FamilyV2	12.0	2017/8/25, 1:01 PM	Yes
IO80211NetBooter	12.0	2017/8/25, 1:01 PM	No
IO80211NetBooterV2	12.0	2017/8/25, 1:01 PM	No
IOAcceleratorFamily2	378.28	2017/8/25, 1:00 PM	Yes

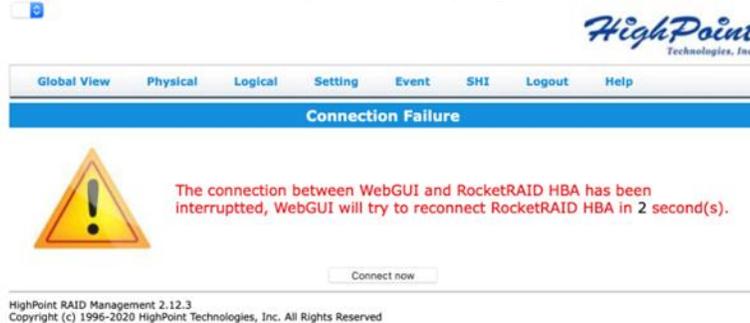
HighPointNVMe:

Version: 1.1.12
Last Modified: 2020/5/19, 7:07 PM
Bundle ID: com.highpoint-tech.kext.HighPointNVMe
Loaded: Yes
Obtained from: Identified Developer
Kind: Intel
Architectures: x86_64
64-Bit (Intel): Yes
Location: /Library/Extensions/HighPointNVMe.kext
Kext Version: 1.1.12
Load Address: 16446743521855800000
Loadable: Yes
Dependencies: Satisfied
Signed by: Developer ID Application: HighPoint Technologies, Inc (DX6G69M9N2), Developer ID Certification Authority, Inc

8. Trouble shooting

Unable to connect to the WebGUI

After the driver and management software are installed, the management software displays a "Connection Failure" warning when attempting to start the interface:



This error can be triggered by one of the following issues:

1. The HighPoint NVMe hardware is not recognized by macOS
2. The HighPoint NVMe device driver is not installed or is not loading properly
3. WEBGUI service is not running.
4. The system's SIP status is incorrect.
5. If you are using a T2 system; Secure Boot may not be disabled

1. Verifying the HighPoint NVMe hardware

Please refer to the [Appendix – Verifying Product Installation](#) (page 23) to make sure the HighPoint NVMe device is properly recognized by macOS.

Note: If you are using the RocketStor 6661A-NVMe:

1. If you are using the RocketStor 6661A-NVMe (RS6661A-NVMe), or another SSD7000 series controller via our RocketStor 6661A adapter and a Thunderbolt™ 3 connection, refer to the [first screenshot](#) displayed under - **Appendix – Verifying Product Installation**. If the RS6661A entry is present, proceed to screenshot #2.
2. If the RocketStor 6661A entry is not displayed, this may be related to a connection problem – move the RS6661A to another Thunderbolt™ 3 port or replace the cable and recheck the entry.

2. Make sure the HighPoint NVMe Driver is loaded

Please refer to the [Appendix - Checking the Driver status and Version](#) (page 24) to make sure the HighPoint NVMe driver is installed properly.

1. If the HighPoint NVMe driver is not loading, proceed to step 3 – Check the SIP status.
2. If the driver is loading properly, but the WebGUI is still unable to start, please try to restart the WEBGUI service. Please refer to [Appendix - WEBGUI service restart](#) (Page 24) make settings.

If WEBGUI is still not connected, please contact our [Support Department](#) to open a support ticket. Please make sure to include any screenshots and system information you are able to collect (see the Appendix for more information).

3. Check the SIP status

1. Please refer to the [Appendix - Checking the SIP Status](#) (page 24).

2. If the settings are not correct for your system, please refer to the driver installation manual for each system to reset the SIP status.

4. For T2 Systems: Make sure Secure Boot is disabled

1. Please refer to the [Appendix - Systems with T2 chipsets – Secure Boot status](#) (page 24). If the setting is incorrect, you will need to reboot the system to change the setting.

If you encounter any problems while checking items 1-4, please refer to the [Appendix](#) to collect information about your system and configuration, and submit a support ticket to our Customer Support department using our Online Support Portal: <http://www.highpoint-tech.com/websupport/>

The WebGUI can't connect to a remote system

If you can't connect to a remote system, make sure **raidman-httpsd** is running on the target system, and confirm that you can access the remote system via a TCP/IP connection. If you have a firewall configured, make sure TCP port 7402 is not blocked.

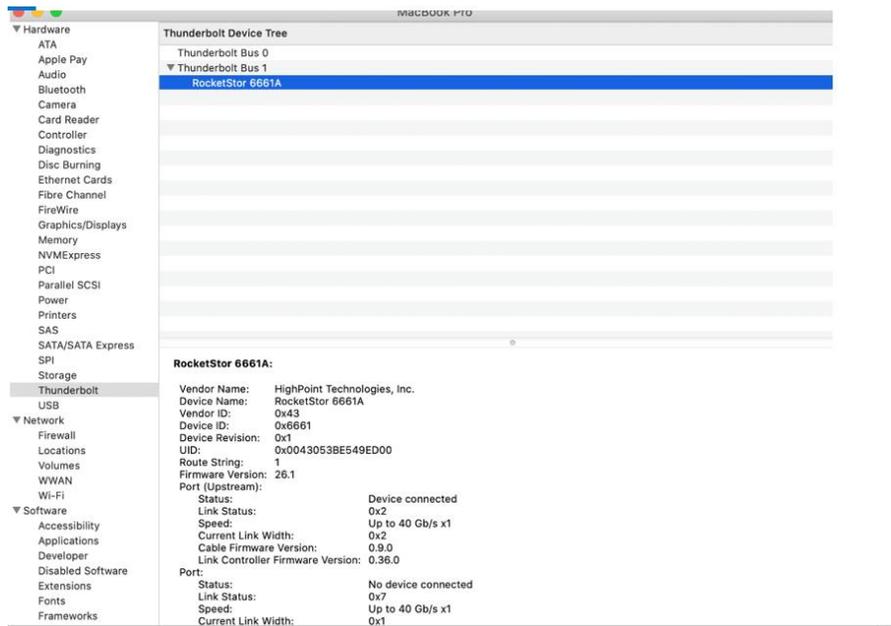
Appendix

When submitting a support ticket via our Online Support Portal, the following information will help our Support Department diagnose and resolve your issue as quickly and efficiently as possible.

Verifying Product Installation

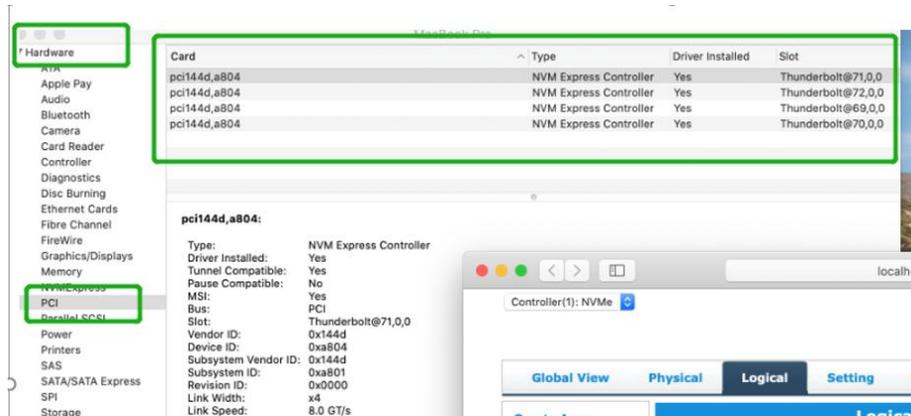
- 1) Click on the **Apple** logo located near the upper left-hand portion of the Desktop, and select “**About this Mac**”.

RocketStor 6661A-NVMe (Thunderbolt entry):



- 2) If you are using a SSD7000 series NVMe RAID controller, check under **Hardware, PCI**. Reference screenshots for each product are show below.

SSD7101A / 7104 / 7204 / 7120 /6540 /6540M, or RS661A-NVMe:



SSD7103:

MacBook Pro

Card	Type	Driver Installed	Slot
pci144d,a808	NVM Express Controller	Yes	Thunderbolt@130,0,0
pci144d,a808	NVM Express Controller	Yes	Thunderbolt@131,0,0
pci144d,a808	NVM Express Controller	Yes	Thunderbolt@138,0,0
pci144d,a808	NVM Express Controller	Yes	Thunderbolt@136,0,0
pci1103,7103	RAID Controller	No	Thunderbolt@137,0,0

pci144d,a808:

Type: NVM Express Controller
 Driver Installed: Yes
 Tunnel Compatible: Yes
 Pause Compatible: Yes
 MSI: Yes
 Bus: PCI
 Slot: Thunderbolt@130,0,0
 Vendor ID: 0x144d

SSD7110:

MacBook Pro

Card	Type	Driver Installed	Slot
pci144d,a804	NVM Express Controller	Yes	Thunderbolt@135,0,0
pci144d,a804	NVM Express Controller	Yes	Thunderbolt@132,0,0
pci144d,a808	NVM Express Controller	Yes	Thunderbolt@134,0,0
pci1103,7110	RAID Controller	No	Thunderbolt@133,0,0

pci144d,a804:

Type: NVM Express Controller
 Driver Installed: Yes
 Tunnel Compatible: Yes
 Pause Compatible: Yes
 MSI: Yes
 Bus: PCI
 Slot: Thunderbolt@135,0,0
 Vendor ID: 0x144d

SSD7202:

MacBook Pro

Card	Type	Driver Installed	Slot
pci144d,a804	NVM Express Controller	Yes	Thunderbolt@135,0,0
pci144d,a804	NVM Express Controller	Yes	Thunderbolt@132,0,0
pci1103,7202	RAID Controller	No	Thunderbolt@133,0,0

pci1103,7202:

Type: RAID Controller
 Driver Installed: No
 Tunnel Compatible: No
 Pause Compatible: No
 MSI: No
 Bus: PCI
 Slot: Thunderbolt@133,0,0
 Vendor ID: 0x1103
 Device ID: 0x7202

WEBGUI Screenshots

Please take screenshots of WEBGUI each Tab (such as Physical, Logical, Event, etc.) and upload these to your support case. In addition, check the Event log tab and save a copy of the current log – please upload this to the support case.

WEBGUI service restart

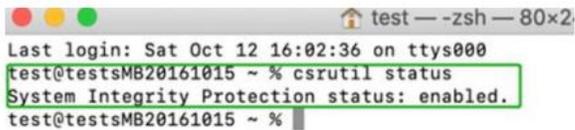
If you can't connect to the WebGUI, please check if a process named raidman-httpsd is running on the system. If it is not running, you can start it manually by opening a terminal window and running the command: “sudo hptdaemonctl restart”.

Checking the SIP Status

Open a Terminal window and enter the following command:

csrutil status

Please take a screenshot of the output, and attach it to a support case (see example below):



```
test — zsh — 80x2
Last login: Sat Oct 12 16:02:36 on ttys000
test@testsmB20161015 ~ % csrutil status
System Integrity Protection status: enabled.
test@testsmB20161015 ~ %
```

The status will vary depending on which version of macOS you are using:

MacOS Version	SIP Status	Driver Status
10.13.x	Disable	Loaded
10.14.x	Enable	Loaded
10.15.x	Enable	Loaded

Systems with T2 chipsets – Secure Boot status

You will need reboot the system and enter Recovery Mode to check the Secure Boot status. This setting should remain disabled.

Checking the Driver status and Version

- 1) Click on the **Apple** logo located near the upper left-hand portion of the Desktop, and select “**About this Mac**”.
- 2) Click on **Extensions**, and then click on **HighPoint NVMe** entry – please take a screenshot and attach it this support case (see the example below):

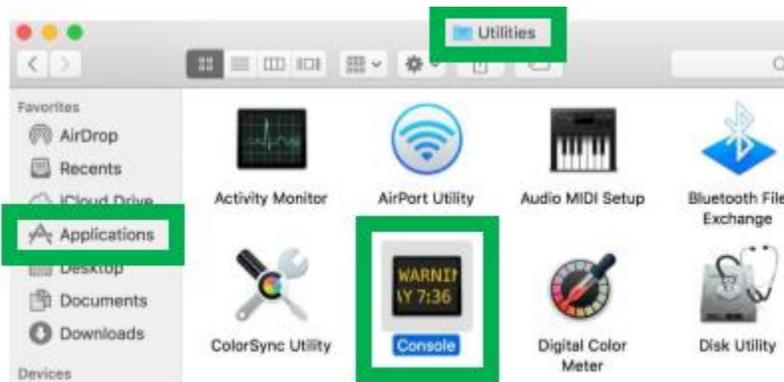
System Information → Software → Extensions → HighPointNVMe

Extension Name	Version	Last Modified	Notarized	Loaded	Obtained from
FWPreferredProtocolSpeed	489.120.1	2019/9/27, 12:50 PM	Yes	No	Apple
GeForce	14.0.32	2019/9/26, 12:33 PM	Yes	No	Apple
HFS	522.100.5	2019/9/26, 11:30 AM	Yes	Yes	Apple
HFSEncodings	1.0	2019/9/26, 11:29 AM	Yes	Yes	Apple
HighPointIOP	4.4.1	2018/5/4, 6:31 AM	Yes	No	Identified Developer
HighPointNVMe	1.1.10	2020/1/2, 4:38 PM	Yes	Yes	Identified Developer
HighPointRA	4.13.0	2019/12/9, 9:40 PM	Yes	No	Identified Developer
initioFWBridge	489.120.1	2019/9/27, 12:49 PM	Yes	No	Apple

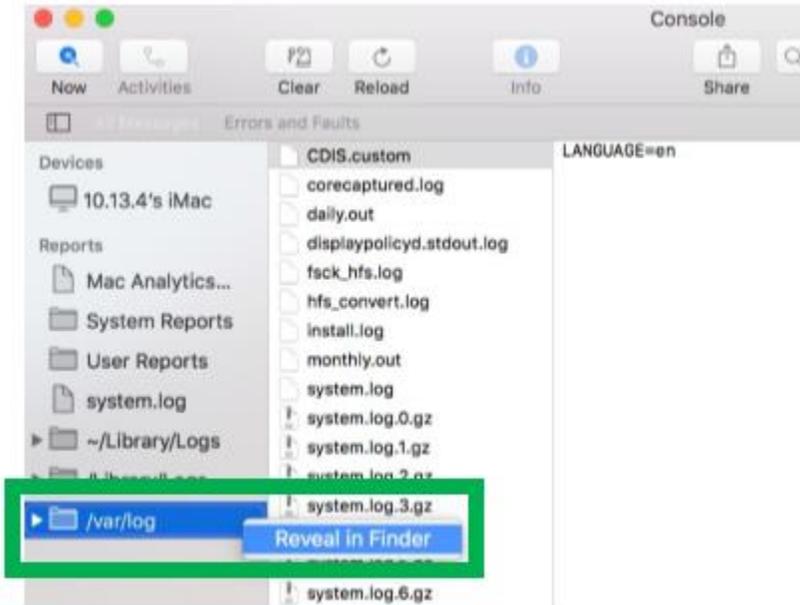
HighPointNVMe:	
Version:	1.1.10
Last Modified:	2020/1/2, 4:38 PM
Bundle ID:	com.highpoint-tech.kext.HighPointNVMe
Notarized:	Yes
Loaded:	Yes
Obtained from:	Identified Developer
Kind:	intel
Architectures:	x86_64
64-Bit (Intel):	Yes
Location:	/Library/Extensions/HighPointNVMe.kext
KeXt Version:	1.1.10
Load Address:	18446743521862550000
Loadable:	Yes
Dependencies:	Satisfied
Signed by:	Developer ID Application: HighPoint Technologies, Inc (DX6G69M9N2), Developer ID Certification Authority, Apple Root CA

How to Collect System Logs

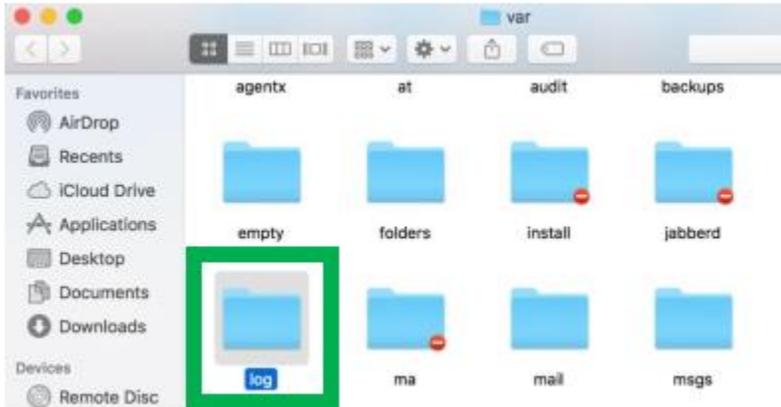
- 1) Please attach a copy of the /var/log folder to your support ticket.
To locate the /var/log Folder: 1. Go to **Applications** → **Utilities** → **Console**:



- 2) On the left side of the Console application, right-click on the /var/log folder and select Reveal in Finder:



- 3) You should then be automatically directed to the log folder in the var directory. Please remember when sending the folder to zip file, you should first direct it to a separate location (such as the desktop).



- 4) In addition to /var/log Folder detailed above, please attach a copy of the errlog.txt file:
- Open terminal and type the following, then press Enter:
log show |grep kernel > hptsyslog.txt

```
test — errlog.command — 69x17
Last login: Tue Dec 11 08:57:48 on ttys000
/Users/test/Desktop/errlog.command ; exit;
tests-iMac2017:~ test$ /Users/test/Desktop/hptsyslog.command ; exit;
HighPoint Collect system log for Mac v1.0.0
Make sure you want to collect system log, press enter to continue.

Collecting system log..
a hptsyslog.txt
hptsyslog.tgz created, you can find it under:/Users/test
logout
Saving session...
...copying shared history...
...saving history...truncating history files...
...completed.

[Process completed]
```

- 5) Please attach the hptsyslog.txt to your support ticket.