



# HighPoint NVMe UEFI ROM Update Guide (PC)

**V1.06– Aug 16th 2023**

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## Overview

This guide explains how to update NVMe products' UEFI ROM using a PC platform.

The following is a list of supported NVMe products.

Supported Controller	SSD7202
	SSD7502
	SSD7105
	SSD7505
	SSD7540
	SSD7580A
	SSD7580B
	SSD7749M
	SSD7749E
	RocketAIC 7505HW Series
	RocketAIC 7540HW Series
	RocketAIC 7749EW Series
	RocketAIC 7502HW Series
	RocketAIC 7105HW Series
Supported Enclosure	SSD6780A

### Prerequisites

This section describes the base hardware and software requirements for NVMe products.

### Update UEFI ROM

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

### Troubleshooting

Please consult this section if you encounter any difficulties flashing NVMe products 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

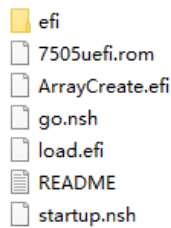
1. **NVMe Drives must be removed.** To avoid data loss, please remove all NVMe drives from the NVMe products.
2. **SSD6780A NVMe Enclosure requires power on.** The SSD6780A requires an integral connection to the PCIe slot and the chassis to be powered on.
3. **A PCIe 3.0/4.0/5.0 slot with x8 or x16 lane.** The NVMe products must be installed into a PCIe 3.0/4.0/5.0 slot with x8 or x16 lanes.
4. **The motherboard needs to be booted into UEFI mode.** Confirm that the motherboard boots in UEFI mode.
5. **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 NVMe products 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.

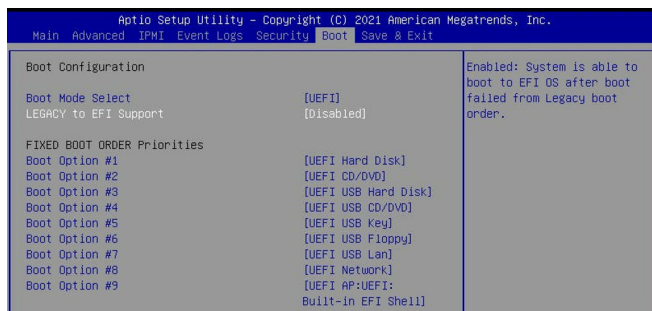
### Example screenshot



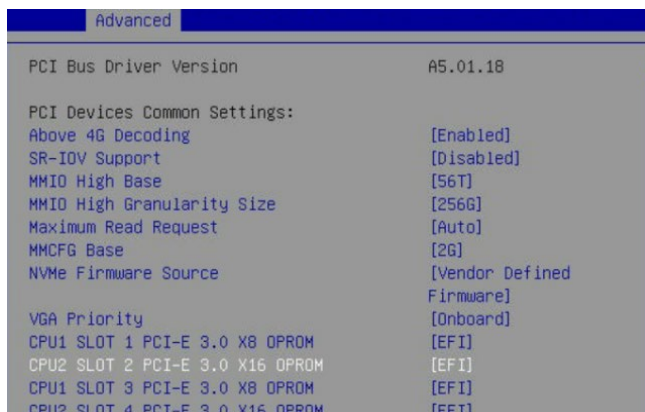
*Note: the picture is only for reference*

## Step 2 Check System EFI Settings

1. Insert the NVMe products 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 NVMe product 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 SDRW-08D2S-U A801
UEFI: aigo U350 1100, Partition 4
Launch EFI Shell from filesystem device
```

2. Enter the following command to flash the NVMe products: **go.nsh**  
When the message ‘**Passed**’ appears, the flash was successful.

#### Example screenshot

```
Shell> echo -off
Enter go.nsh to flash the UEFI rom.
FS1:\> go.nsh
FS1:\> load.efi 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 ....Succeeded
Flashing ....

Flashing Success (total retry 0)

Verifying ....

Passed !
```

**Note:** the picture is only for reference, please make the object as the standard.

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.

#### Example screenshot

```
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 controller to another PCIe slot, and repeat the flash procedure. If the problem still occurs, please contact our Support Department. Refer to the Appendix for more information about which files and information should be included with your support case.

### The UEFI Utility Reports No Supported Controller Detected

1. 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**.

#### Example screenshot

```
Shell> echo -off
Enter go.nsh to flash the UEFI rom.
FS0:\> load.efi 7505uefi.rom
Load 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 ....Succeeded
Flashing ....

Flashing Success (total retry 0)

Verifying ....

Passed !
FS0:\> 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.

### Example screenshot

```
No supported controller detected.
FS0:\ loadpcirom 7505uefi.rom
Image load result: Success
HighPoint NVMe RAID driver version v1.1.13
[81 00 ] SSD7505 found(0).
[ 00] device found (PCI address 85:00:00).
[ 01] device found (PCI address 86:00:00).
[ 02] device found (PCI address 87:00:00).
[ 03] device found (PCI address 88:00:00).
Adding HPT VD0-0 SCSI Disk Device (RAID0) Capacity 8001GB BlockSize 512 Bytes
FS0:\> ArrayCreate.efi
Highpoint RAID utility for UEFI (version: 20200306)
==== Controller information:
Vendor: HighPoint Technologies, Inc.
Product: SSD7505 (7505)

==== Physical device list(count 4):
1/1 Samsung SSD 980 PRO 2TB-S69ENGONC00191X, 2000313MB(MaxFree 0MB), Normal
1/2 Samsung SSD 980 PRO 2TB-S69ENGONC00197M, 2000313MB(MaxFree 0MB), Normal
1/3 Samsung SSD 980 PRO 2TB-S69ENGONC00194K, 2000313MB(MaxFree 0MB), Normal
1/4 Samsung SSD 980 PRO 2TB-S69ENGONC00149T, 2000313MB(MaxFree 0MB), Normal

==== Logical device list(count 1):
1 [VD0] RAID_0_1 (RAID0), 8001255MB (Stripe 512KB), Normal
  1/1 Samsung SSD 980 PRO 2TB
  1/2 Samsung SSD 980 PRO 2TB
  1/3 Samsung SSD 980 PRO 2TB
  1/4 Samsung SSD 980 PRO 2TB
-----
>>> Please specify command to execute:
<<< -
```



## Appendix

### Collecting NVMe products UEFI information

1. Unzip the NVMe products UEFI package to the root dir (/) of a USB flash drive, and insert the USB flash drive into the PC.
2. Make sure the NVMe product is installed into a PCIe 3.0/4.0/5.0 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**

```
FS0:\> drivers
```

The following information will be displayed:

```
141 0000000A 0 N N 1 0 FAT File System Driver Fv(SD60F367-A505-419A-859E-2A4FF6C6A6F)
E5)/FvFile(961578FE-B667-44C3-AF35-68C705CD281F)
142 0000000A 0 N N 2 0 SCSI Driver Fv(SD60F367-A505-419A-859E-2A4FF6C6A6F)
E5)/FvFile(86CDDF93-4872-4597-8AF9-A35AE4D3725F)
143 0000000A 0 N N 2 0 SCSI Driver Fv(SD60F367-A505-419A-859E-2A4FF6C6A6F)
E5)/FvFile(01670CC4-00F7-4F21-A3EF-3E64870DC8B8)
145 0000000A 7 N N 0 0 SCSI Bus Driver Fv(SD60F367-A505-419A-859E-2A4FF6C6A6F)
E5)/FvFile(0A66E322-3740-4CDE-A062-B0172CECC835)
146 0000000A 7 N N 0 0 SCSI Disk Driver Fv(SD60F367-A505-419A-859E-2A4FF6C6A6F)
E5)/FvFile(0A66E322-3740-4CDE-A062-B0172CECC835)
14A 0000000B 7 N N 0 0 Intel(R) VROC with VMD Technology 6 Fv(SD60F367-A505-419A-859E-2A4FF6C6A6F)
E5)/FvFile(117826F1-D870-4BC1-8B56-3A954FED5121)
14B 00000001 7 N Y 0 0 Volume Management Service Driver Fv(SD60F367-A505-419A-859E-2A4FF6C6A6F)
E5)/FvFile(217828C1-0A75-58C1-7B58-31554FED0101)
14C 0001007F 7 N Y 0 0 Intel(R) DCPM 1.0.0.3455 Driver Fv(SD60F367-A505-419A-859E-2A4FF6C6A6F)
E5)/FvFile(5038F34E-0774-47A0-A5EF-4B94AF1A43DA)
14D 0001007F 7 N Y 0 0 Intel(R) DCPM 1.0.0.3455 HII Drive Fv(SD60F367-A505-419A-859E-2A4FF6C6A6F)
E5)/FvFile(5038F34E-0774-47A0-A5EF-4B94AF1A43DA)
1B4 00000010 7 N N 0 0 ACPI COM Block I/O Driver Fv(SD60F367-A505-419A-859E-2A4FF6C6A6F)
E5)/FvFile(25ACF158-0061-4E64-9A49-55851E9A26C7)
1B5 00000024 7 N N 0 0 BIOS [INT10] Video Driver Fv(SD60F367-A505-419A-859E-2A4FF6C6A6F)
E5)/FvFile(29CF55F8-B675-4F5D-8F2F-B07A3ECFD063)
1B6 00000010 7 N N 0 0 cnu11 string>
1FA 00009803 8 N N 1 1 ASPEED Graphics Driver PciRoot(0x0)/Pci(0x1C,0x5)/Pci(0x0,0x0)
0)/Pci(0x0,0x0)/MemoryMapped(0x3,0x64272019,0x6427C498)
354 02040500 8 N Y 1 1 Intel(R) 40GBE 2.4.05 PciRoot(0x1)/Pci(0x0,0x0)/Pci(0x0,0x0)
/Pci(0x3,0x0)/Pci(0x0,0x0)/Offset(0x11038,0x341FF)
355 02040500 8 N Y 1 1 Intel(R) 40GbE 2.4.05 PciRoot(0x1)/Pci(0x0,0x0)/Pci(0x0,0x0)
/Pci(0x3,0x0)/Pci(0x0,0x1)/Offset(0x11038,0x341FF)
356 0000FFFF 7 N N 0 0 HighPoint SSD7xxx NVMe driver PciRoot(0x3)/Pci(0x0,0x0)/Pci(0x0,0x0)
/Pci(0x11,0x0)/Pci(0x0,0x0)/Pci(0x3,0x0)/Pci(0x0,0x0)/Offset(0x30,0xFDF)
FS0:\>
```

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

**drivers > drivers.txt**

```
FS0:\> 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**

```
FS0:\> pci
```

The following information will be displayed:

```

00 07 05 02 ==> Base System Peripherals - Other system peripheral
Vendor 8086 Device 2035 Prog Interface 0
00 07 05 04 ==> Base System Peripherals - PIC
Vendor 8086 Device 2036 Prog Interface 0
00 07 0E 00 ==> Data Acquisition & Signal Processing Controllers - Performance Counters
Vendor 8086 Device 2058 Prog Interface 0
00 07 0E 01 ==> Base System Peripherals - Other system peripheral
Vendor 8086 Device 2059 Prog Interface 0
00 07 0F 00 ==> Data Acquisition & Signal Processing Controllers - Performance Counters
Vendor 8086 Device 2058 Prog Interface 0
00 07 0E 01 ==> Base System Peripherals - Other system peripheral
Vendor 8086 Device 2059 Prog Interface 0
00 07 12 00 ==> Data Acquisition & Signal Processing Controllers - Performance Counters
Vendor 8086 Device 204C Prog Interface 0
00 07 12 01 ==> Data Acquisition & Signal Processing Controllers - Performance Counters
Vendor 8086 Device 2040 Prog Interface 0
00 07 12 02 ==> Base System Peripherals - Other system peripheral
Vendor 8086 Device 204E Prog Interface 0
00 07 15 00 ==> Data Acquisition & Signal Processing Controllers - Other system peripheral
Vendor 8086 Device 2018 Prog Interface 0
00 07 15 01 ==> Data Acquisition & Signal Processing Controllers - Performance Counters
Vendor 8086 Device 2088 Prog Interface 0
00 07 16 00 ==> Base System Peripherals - Other system peripheral
Vendor 8086 Device 2018 Prog Interface 0
00 07 16 01 ==> Data Acquisition & Signal Processing Controllers - Performance Counters
Vendor 8086 Device 2088 Prog Interface 0
00 07 16 04 ==> Base System Peripherals - Other system peripheral
Vendor 8086 Device 2018 Prog Interface 0
00 07 16 05 ==> Data Acquisition & Signal Processing Controllers - Performance Counters
Vendor 8086 Device 2088 Prog Interface 0
    
```

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

**pci > pci.txt**

```

FS0:\> 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 green below file indicate that the NVMe product was recognized, and the driver loaded normally:

### Example screenshot

**drivers.txt:**

```

110 00000000 ? N N 0 0 DNS Network Service Driver Fv(SC60F367-A505-419A-859E-2A4FF6CA6FE5)/FvFile(94734718-08BC-47F8-96A5-EE7A5AE6A2AD)
111 00000000 ? N N 0 0 DHCP Protocol Driver Fv(SC60F367-A505-419A-859E-2A4FF6CA6FE5)/FvFile(9F81A1F3-3B71-4324-B39A-745CB0015FFD)
112 00000000 ? N N 0 0 IP4 Network Service Driver Fv(SC60F367-A505-419A-859E-2A4FF6CA6FE5)/FvFile(DC364188-2FA8-4ED3-BC1F-F9962A034548)
113 00000000 ? N N 0 0 HTTP4 Network Service Fv(SC60F367-A505-419A-859E-2A4FF6CA6FE5)/FvFile(6D6963A8-996D-4A65-A7CA-8D48E5D6AF28)
114 00000000 ? N N 0 0 IP6 Network Service Driver Fv(SC60F367-A505-419A-859E-2A4FF6CA6FE5)/FvFile(58E0B5CC-D830-4EB2-8742-2D4CC0954FC2)
115 00000000 ? N N 0 0 IP6 Network Service Driver Fv(SC60F367-A505-419A-859E-2A4FF6CA6FE5)/FvFile(D912C7BC-F098-4367-92BA-E911883780E)
116 00000000 ? N N 0 0 UDP6 Network Service Driver Fv(SC60F367-A505-419A-859E-2A4FF6CA6FE5)/FvFile(95E36690-348E-4775-A651-7EA41B69D89E)
117 00000000 ? N N 0 0 DHCP6 Protocol Driver Fv(SC60F367-A505-419A-859E-2A4FF6CA6FE5)/FvFile(99F03B99-98D8-490D-A8D3-3219D0FFFA1E)
118 00000000 ? N N 0 0 HTTP6 Network Service Driver Fv(SC60F367-A505-419A-859E-2A4FF6CA6FE5)/FvFile(961578FE-B6B7-44C3-AF35-68C705CD2B1F)
118 00000000 D N N 2 0 FAT File System Driver Fv(SC60F367-A505-419A-859E-2A4FF6CA6FE5)/FvFile(86CDDF93-4872-4597-BAF9-A35AE4D3725F)
11C 00000000 ? N N 0 0 SCSI Driver Fv(SC60F367-A505-419A-859E-2A4FF6CA6FE5)/FvFile(0167CCCA-D0F7-4F21-A3EF-9E6487DC68B)
11D 00000000 ? N N 0 0 SCSI Driver Fv(SC60F367-A505-419A-859E-2A4FF6CA6FE5)/FvFile(0A66E322-3740-4CCE-AD62-BD172CECC35)
11F 00000000 ? N N 0 0 SCSI Bus Driver Fv(SC60F367-A505-419A-859E-2A4FF6CA6FE5)/FvFile(5038F34E-0774-47A0-A5EF-4894AF1A43DA)
120 00000000 ? N N 0 0 Scsi Disk Driver Fv(SC60F367-A505-419A-859E-2A4FF6CA6FE5)/FvFile(5038F34E-0774-47A0-A5EF-4894AF1A43DA)
124 00010092 ? N Y 0 0 Intel(R) DCPMM 1.0.0.3474 Driver Fv(SC60F367-A505-419A-859E-2A4FF6CA6FE5)/FvFile(5038F34E-0774-47A0-A5EF-4894AF1A43DA)
125 00010092 ? N Y 0 0 Intel(R) DCPMM 1.0.0.3474 HII Drive Fv(SC60F367-A505-419A-859E-2A4FF6CA6FE5)/FvFile(25ACF158-D061-4E64-9A49-55851E9A26C7)
182 00000010 ? N N 0 0 AMI CSM Block I/O Driver Fv(SC60F367-A505-419A-859E-2A4FF6CA6FE5)/FvFile(29CF55F8-B675-4F5D-8F2F-B87A3ECFD063)
183 00000024 B N N 1 1 BIOS[INT18] Video Driver
184 00000010 ? N N 0 0 <null string>
2EF 00000011 B N N 1 2 HighPoint NVMe RAID driver v1.1.11 PciRoot(0x2)/Pci(0x0,0x0)/Pci(0x0,0x0)/Pci(0xC,0x0)/Pci(0x0,0x0)/Pci(0x14,0x0)
/Pci(0x0,0x0)/Offset(0x90,0xE7FF)
    
```

**pci.txt:**

```

Vendor 1000 Device C010 Prog Interface 0
00 44 14 00 ==> Bridge Device - PCI/PCI bridge
Vendor 1000 Device C010 Prog Interface 0
00 44 15 00 ==> Bridge Device - PCI/PCI bridge
Vendor 1000 Device C010 Prog Interface 0
00 45 00 00 ==> Mass Storage Controller - RAID controller
Vendor 1103 Device 7505 Prog Interface 0
00 47 00 00 ==> Mass Storage Controller - Other mass storage controller
Vendor 1000 Device C010 Prog Interface 0
00 5D 02 00 ==> Bridge Device - PCI/PCI bridge
Vendor 8086 Device 2032 Prog Interface 0
00 5D 05 00 ==> Base System Peripherals - Other system peripheral
Vendor 8086 Device 2034 Prog Interface 0
00 5D 05 02 ==> Base System Peripherals - Other system peripheral
Vendor 8086 Device 2035 Prog Interface 0
00 5D 05 04 ==> Base System Peripherals - PIC
Vendor 8086 Device 2036 Prog Interface 20
    
```

If you fail to update NVMe product UEFI ROM, please submit a support ticket using our [Online Support Portal](#), include a description of the problem in as much detail as possible, and upload the **driver.txt** & **pci.txt** information.