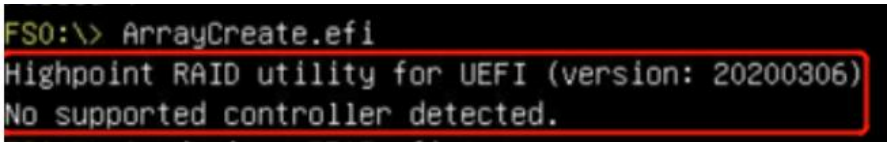
KB Content

Title	**SSD7000 controller cannot create RAID in UEFI**
Products	**SSD7202/ SSD7105/ SSD7505/ SSD7502/ SSD7540/ SSD780A/ SSD7580B/ SSD7749M SSD7749E/ SSD6780A**
Key Words	**create RAID, UEFI, No Supported Controller Detected**

Content

The UEFI Utility Reports No Supported Controller Detected

When attempting to create a RAID array using the UEFI tool, the interface reports that “No Supported Controller Detected”, and can proceed no further.

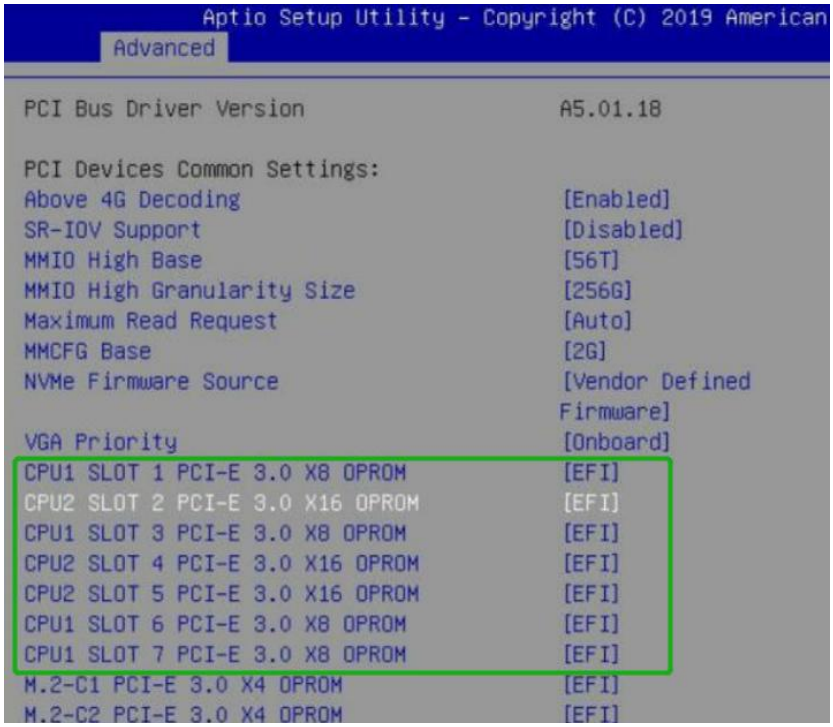


Possible causes

1. The SSD7000 controller is not functioning properly.
2. The SSD controller is not securely installed into the motherboard’s PCIe slot.
3. There is a UEFI version error (you are using an incorrect our outdated version of the UEFI tool).
4. The SSD controller’s ID is incorrect.
5. PCIe slot is not set to allow Storage Option ROM to load or motherboard CSM not set disable.

Known Solutions & Workarounds

1. Make sure the SSD controller is properly installed into the PCIe slot. A loose/insecure connection would prevent the controller from being detected by the motherboard.
2. Consult your motherboard’s User Guide, and check the motherboard’s UEFI BIOS settings – make sure Option ROM settings are enabled for the PCIe slot used by the controller.



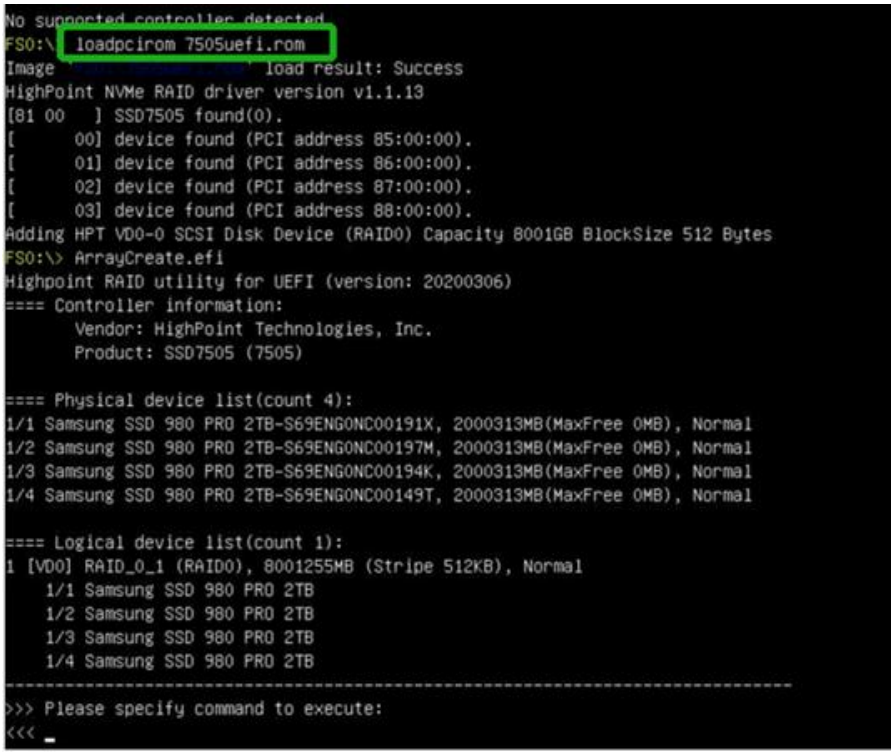
3. Make sure you are using the correct and latest version of the UEFI utility. Check the Software Updates webpage for the SSD7000 controller you are working with, and see if any updates are available.
   SSD7202: https://www.highpoint-tech.com/nvme2/ssd7202
   SSD7105: https://www.highpoint-tech.com/nvme2/ssd7105
   SSD7505: https://www.highpoint-tech.com/nvme1/ssd7505
   SSD7502: https://www.highpoint-tech.com/nvme2/ssd7502
   SSD7540: https://www.highpoint-tech.com/nvme1/ssd7540
   SSD780A: https://www.highpoint-tech.com/nvme2/ssd7580a
   SSD7580B: https://www.highpoint-tech.com/nvme1/ssd7580b
   SSD7749M: https://www.highpoint-tech.com/nvme1/ssd7749m
   SSD7749E: https://www.highpoint-tech.com/nvme1/ssd7749e
   SSD6780A: https://www.highpoint-tech.com/nvme4/ssd6780a
   SSD7103: https://www.highpoint-tech.com/legacy

4. If the controller is detected, but the “No Supported Controller Detected” is still displayed when attempting to create an array, you will need to make sure the controller ID matches the product ID.

Check this by manual loaded driver

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 (Storage Option ROM) files to be loaded.



Support Services

If it still does not work after manual loading, Please collect two copies of the file on the UEFI Shell command side and submit it to Support.

1. Save the driver information by using the following command:

   drivers > drivers.txt

   It will save the driver log to a USB drive with the file name "**drivers.txt**".

2. Save the pci information by using the following command:

   pci > pci.txt

   It will save the pci log to a USB drive with the file name "**pci.txt**".