

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

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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.

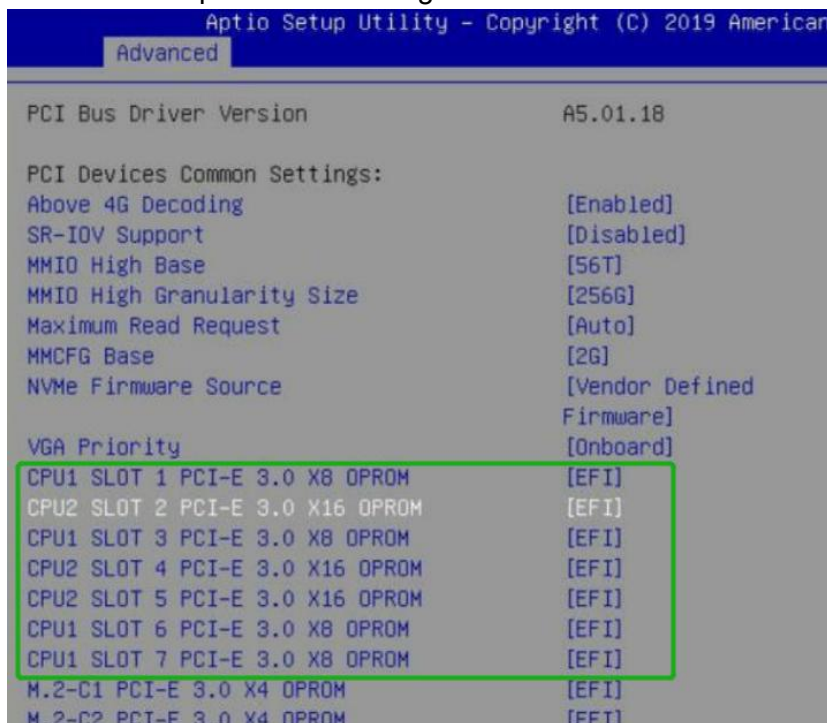
```
FS0:\> ArrayCreate.efi
Highpoint RAID utility for UEFI (version: 20200306)
No supported controller detected.
```

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 There is a UEFI version error (you are using an incorrect our outdated version of the UEFI tool).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.

```
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 80016B 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-S69ENG0NC00191X, 2000313MB(MaxFree 0MB), Normal
1/2 Samsung SSD 980 PRO 2TB-S69ENG0NC00197M, 2000313MB(MaxFree 0MB), Normal
1/3 Samsung SSD 980 PRO 2TB-S69ENG0NC00194K, 2000313MB(MaxFree 0MB), Normal
1/4 Samsung SSD 980 PRO 2TB-S69ENG0NC00149T, 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

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>>> Please specify command to execute:
<<< _
```

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

```
FS0:\> 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

```
FS0:\> pci > pci.txt
```

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