



HighPoint SafeStorage User Manual

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1. Overview

HighPoint's SafeStorage solution was developed to work in conjunction with industry-standard SED (Self-encrypted drive) technology supported by OPAL v2.0 compliant M.2 and U.2/U.3 NVMe media, and is based on the OPAL SSC TCG (Trusted Computing Group) specifications. It is designed to protect data assets when physical drives are misplaced or stolen by preventing unauthorized access to stored data.

SafeStorage can be applied to both single-disk and RAID configurations, and is activated via a service known as Disk Security, which can be administered via our software management.

The following is a list of products that support SafeStorage.

Supported products	SSD6780A
	SSD7749M
	SSD7749E
	RocketAIC 7505HW Series
	RocketAIC 7540HW Series
Supported disks	OPAL v2.0 compliant M.2, and U.2/U.3 NVMe media

Important Security Warning: Enabling password protection for the WebGUI and CLI is highly recommended. By default, this security feature is disabled; administrators are not required to enter a name or password when starting the software. If this feature is not enabled, any user with access to the target platform would have the ability to enable or disable Disk Security at will.

2.SafeStorage Workflow

2.1 Enable Enclosure Security

If you want to use SafeStorage, you will first need to enable the Enclosure Security option using the HighPoint RAID Management utility (WebGUI or CLI), and create an Enclosure Security Key.

Note: *The Enclosure Security Key you create will also serve as the Disk Security Key, which will be written to the disk/array.*

Warning: *Be sure to make a record of your Enclosure Security key. If the Security Key is lost or forgotten you will lose access to any encrypted data stored on the disk or RAID array.*

2.2 Enable Disk Security

SafeStorage can only be used with storage media that has SED (self-encrypting disk) capability.

Once Enclosure Security has been enabled, you will be able to use the disk/array's SED capabilities. As mentioned previously, the Disk Enclosure Key is automatically generated when the Enclosure Key is created, and will be written to the disk. These keys are identical.

There are two methods to enable Disk Security.

Method 1: Enabling Disk Security for disks with the Legacy status

Method 2: Enabling Disk Security when creating a RAID array

2.3 Change Enclosure Security key

If you want to change the Enclosure Security key, you must provide the old Enclosure Security key. If you don't know the old Enclosure Security key, you won't be able to change Enclosure Security key.

When Enclosure Security key is changed to the new key, Disk Security key is also changed to the same new key and written to the secured disk.

2.4 Change Disk Security key

If the Enclosure Security Key and Disk Security Key do not match, you will not be able to access data stored on the disk or array.

This ensures that the disk or array will remain inaccessible when removed from the system. In order to access data, the administrator will need to input the original “old” Enclosure Security Key.

To explain, there are two situations in which the Enclosure Security Key and Disk Security Key will not match:

Situation 1: The disk is from another Enclosure.

Situation 2: The disk/array was not present when the Enclosure Security Key was changed.

2.5 Disable Disk Security

If you do not want to encrypt the disks, you can use **Cryptographic Erase** to disable Disk Security.

Warning: *Using the **Cryptographic erase** will delete the Security (Encryption) key from the target disk/ array members. Data stored on these devices will no longer be accessible.*

2.6 Disable Enclosure Security

If you do not want to use the SafeStorage, we provide options to disable Enclosure Security. The Enclosure Security can only be disabled if the target HBA/ enclosure is not hosting any secured disks with the “Legacy” status or secured arrays.

Disable Enclosure Security will perform a Cryptographic Erase operation to disable Disk Security for all secured disks on the Enclosure.

Warning: *After disable Enclosure Security, data stored on these secured disks will no longer be accessible.*

3.How to use SafeStorage in WebGUI

The Web RAID Management (WebGUI), is a simple, and intuitive web-based management tool.

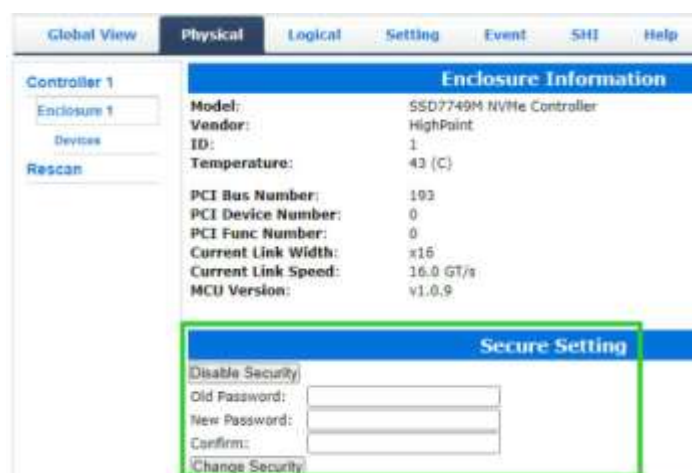
3.1 Enable Enclosure Security

1. Click the **Physical** tab, then click the appropriate “Enclosure” on the left-hand side of the interface.
Note: “Enclosure X” in this instance refers to each SSD series RAID HBA or RocketStor enclosure that is currently installed in to the system. For example, if you are working with a single SSD7749M, the default option is “Enclosure 1”.
2. Next, create a password under **Secure Setting**. The password must be between 8 and 32 characters in length. Enter the password a second time for the “**Confirm**” field.
3. After setting the password, click **Enable Security** to enable the Secure settings.

Example 1 (before enable Enclosure Security setting):



Example 2 (after enable Enclosure Security setting):



Warning: If you forget the security key, you will lose access to your data.

3.2 Enable Disk Security

Note1: Disk security can only be enabled only if you have enabled Enclosure Security.

Note2: First, confirm if your disk supports SED functions. SafeStorage will only work with SED capable storage media.

Example 1 (The device supports SED functions, **SED Capable is Yes**):

Physical Devices Information			
Device_1_E1_1	Model	WDS100T3X0C-00S3G0	Capacity 1.00 TB
Device_1_E1_2	Model	Samsung SSD 980 PRO 500GB	Capacity 500.10 GB
	Revision	3B2QGXA7	PCIe Width x4
	Location	1/E1/2	PCIe Speed Gen 4
	Max Free	0.00 GB	
	Status	Legacy	
	Serial Num	S5GYNG0R205478M	
	Interface	NVME	Type SSD
	SED Capable	Yes	SED Type OPAL
	Secured	No	Cryptographic Erase Capable No

Example 2 (The device does not support SED functions, **SED Capable is No**):

Physical Devices Information			
Device_1_E1_1	Model	WDS100T3X0C-00S3G0	Capacity 1.00 TB
	Revision	102000WD	PCIe Width x4
	Location	1/E1/1	PCIe Speed Gen 3
	Max Free	0.00 GB	
	Status	Legacy	
	Serial Num	184890621671	
	Interface	NVME	Type SSD
	SED Capable	No	SED Type None
	Secured	No	Cryptographic Erase Capable No

There are two methods to enable Disk Security.

1. Method 1: Enabling Disk Security for disks with the Legacy status

- 1) Click the **Logical tab**, and check the **Logical Device** section of the page.
- 2) Click the **Maintenance** option displayed on the right-hand side of each disk.
- 3) Click **Secure** to enable Disk Security.

Logical Device Information						
Name	Type	Capacity	BlockSize	SectorSize	OS Name	Status
Device_1_E1_1	Hard Disk	1.00 TB			HPT_DISK_0_0	Legacy Maintenance
Device_1_E1_2	Hard Disk					Legacy Maintenance
Device_1_E1_3	Hard Disk					Legacy Maintenance
Device_1_E1_4	Hard Disk					Legacy Maintenance

Physical Device Information			
Location	Model	Capacity	Max Free
1/E1/1	Samsung SSD 980 PRO 1TB	1.00 TB	0.00 GB

- 4) Repeat steps 1) through 3) for the remaining disks.

Example 1 (before Disk Security has been enabled):

Physical Devices Information			
Device_1_E1_1	Model	Samsung SSD 980 PRO 1TB	Capacity 1.00 TB
	Revision	3B2QGXA7	PCIe Width x4
	Location	1/E1/1	PCIe Speed Gen 4
	Max Free	0.00 GB	
	Status	Legacy	
	Serial Num	S5GXNG0R905360M	
	Interface	NVME	Type SSD
	SED Capable	Yes	SED Type OPAL
	Secured	No	Cryptographic Erase Capable No

Example 2 (after Disk Security has been enabled):

Global View		Physical	Logical	Setting	Event	SHI	Help
Controller 1		Physical Devices Information					
Enclosure 1		Device 1_E1_1 Model Samsung SSD 980 PRO 1TB Capacity 1.00 TB					
Devices		Revision 3B2QGA7 PCIe Width x4					
Rescan		Location 1/E1/1 PCIe Speed Gen 4					
		Max Free 0.00 GB					
		Status Legacy					
		Serial Num S56XNGBW90S360H					
		Interface NVME Type SSD					
		SED Capable Yes SED Type OPAL					
		Secured Yes Cryptographic Erase Capable Yes					

2. Method 2: Enabling Disk Security when creating a RAID array

Note: this feature is enabled when the array is created. Disk Security cannot be added to an existing array.

- 1) Click the **Logical** tab.
- 2) When creating a RAID array, check the box before the **Secure** option.

Global View		Physical	Logical	Setting	Event	SHI	Help
Create Array		Create Array					
Spare Pool		Array Type: RAID 0					
Logical Device		Array Name: Default					
Rescan		Secure: <input checked="" type="checkbox"/>					
		Initialization Method: Keep Old Data					
		Cache Policy:					
		Block Size: 512K					
		Select All Location Model Capacity Max Free					
		Available Disks: <input checked="" type="checkbox"/> 1/E1/1 Samsung SSD 980 PRO 1TB 1.00 TB 0.00 GB					
		<input checked="" type="checkbox"/> 1/E1/2 Samsung SSD 980 PRO 1TB 1.00 TB 0.00 GB					
		Capacity: (According to the max free space on the selected disks)					
		Maximum (MB)					
		Create					

Example 1 (before Disk Security has been enabled):

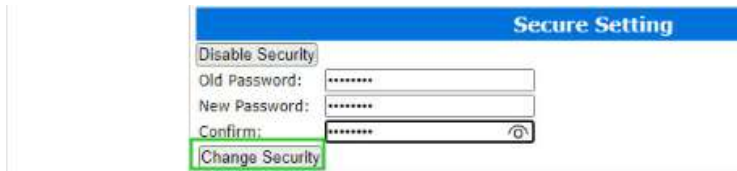
Global View		Physical	Logical	Setting	Event	SHI	Help
Create Array		Logical Device Information					
Spare Pool		Name Type Secured Capacity BlockSize SectorSize OS Name Status					
Logical Device		Device_1_E1_1 Hard Disk No 1.00 TB HPT DISK 0_0 Legacy Maintenance					
Rescan		Device_1_E1_2 Hard Disk No 1.00 TB HPT DISK 0_1 Legacy Maintenance					
		Physical Device Information					
		Location Model Secured Capacity Max Free					
		1/E1/1 Samsung SSD 980 PRO 1TB No 1.00 TB 0.00 GB					
		1/E1/2 Samsung SSD 980 PRO 1TB No 1.00 TB 0.00 GB					

Example 2 (after Disk Security has been enabled):

Global View		Physical	Logical	Setting	Event	SHI	Help
Create Array		Logical Device Information					
Spare Pool		Name Type Secured Capacity BlockSize SectorSize OS Name Status					
Logical Device		RAID_0_0 RAID 0 Yes 2.00 TB 512k 512k HPT DISK 0_2 Normal Maintenance					
Rescan		Physical Device Information					
		Location Model Secured Capacity Max Free					
		1/E1/1 Samsung SSD 980 PRO 1TB Yes 1.00 TB 0.00 GB					
		1/E1/2 Samsung SSD 980 PRO 1TB Yes 1.00 TB 0.00 GB					

3.3 Change Enclosure Security key

1. Click the **Physical** tab, and click the target **Enclosure** entry on the left-side of the interface.
2. Enter the current password under the “**Old Password**” field.
3. Enter a new password under the “**New Password**” field (must contain 8 to 32 characters).
4. After entering a new password, click **Change Security**.



5. Confirm the change by clicking “**OK**” when the pop-up window is displayed.

localhost:7402 says

Change security succeeded.

OK

Note: Changing the **Enclosure Security key** will automatically change the **Disk Security Key**.

3.4 Change Disk Security key

Note: When the **Enclosure Security Key** and **Disk Security Key** do not match, the ability to change the **Disk Security Key** will be displayed. The secured disk is now in the **Yes (Locked)** state.

1. Click the **Physical** tab.
2. Under the **Physical Devices** section, click the name of each disk blue text to view the Secured setting. **Yes (Locked)**.
- Note: Security: Yes (Locked)** indicates that the security of the disk is enabled, but the unlock action failed because the disk's key does not match the key on the controller. This status will prevent access to data stored on the disk.
3. Click **Yes (Locked)**, a new pop-up window providing a **Change Key** option will be displayed.
4. Enter the disk's **old password** and click **Change Key** to unlock the Disk Security key.

Example:



Note: Change Key: input the old Disk Security key to unlock the disk and write Enclosure

Security key to this disk.

- After the system restarts, the secure attribute of the disk should change from **Yes (Locked)** to **Yes**, and the disk password is now consistent with the enclosure's password.
Note: Secured: Yes indicates that security for the disk is enabled and unlocked. Data can be accessed.

3.5 Disable Disk Security

We use **Cryptographic Erase** to **disable Disk Security**.

The **Cryptographic Erase** replaces the encryption Key inside each disk; this makes it impossible to ever decrypt data stored on these devices. When executed, data is rendered inaccessible and considered cryptographically erased. The disks can then be reset to an unowned state, and reused once a new Disk Security key is generated.

Warning: Using the **Cryptographic erase** will delete the Security (Encryption) key from the target disk/ array members. Data stored on these disks will no longer be accessible.

Note1: Disabling Disk Security will destroy data on the target disk or RAID array. Please make sure to back up any important data before using this option.

Note2: Disk Security cannot be disabled if the secured disk has the "Legacy" status. If the disk (or disks) has the "Legacy" status, you can remove this by using the "Init" function (initialize).



- Under the **Physical Devices** section of the Physical tab, check the **Secured** status of the target disk. If enabled, this will be displayed as **Yes** or **Yes (Locked)**;
- Click the Secured status (blue text); a pop-up window will be displayed, and will provide a **Cryptographic Erase** button.
- Click the secure attribute of the **Cryptographic Erase** disk from **Yes/Yes (Locked)** to **No**.

Example 1 (click "Yes", popup window, then click "Cryptographic Erase"):



Example 2 (click “Yes (Locked)”, popup window, then click “Cryptographic Erase”):



3.6 Disable Enclosure Security

Note: This setting can only be disabled if the target HBA/ enclosure is not hosting any secured disks with the “Legacy” status or secured arrays.

1. Click the **Physical** tab, then click the target Enclosure entry on the left side of the interface.
2. Under **Secure Setting**, click **Disable Security**.

Example:



4. How to use SafeStorage in CLI

The **CLI** (command line interface) is a powerful, text-only management interface designed for advanced users and professional administrators.

Secure command reference:

```
HPT CLI > help secure
secure Command
  This command is used to set device security.
syntax:
  secure (enclosure id) enable key={password}  Enable device security on the enclosure.
  secure (enclosure id) disable                Disable device security on the enclosure.
  secure (enclosure id) change oldkey={old password} key={new password}  Change all devices' security key on the enclosure.
  secure (device id) legacy                    Secure legacy device.
  secure (device id) changkey key={old password} Change the device's security key to be consistent with all other devices' key on the enclosure.
  secure (device id) secureerase (force)      Erase the device's security configuration and securely erases data.
HPT CLI >
```

4.1 Enable Enclosure Security

Syntax:

secure {enclosure id} enable key={password}

The command is used to enable Enclosure Security.

Example:

secure 1/E1 enable key=00000000

```
HPT CLI > query enclosures
ID   Secure   VendorID   ProductID   NumberOfPVH
-----
1/E1 No       HPT       A1005784    8
HPT CLI > secure 1/E1 enable key=00000000
enable security successfully.
HPT CLI > query enclosures
ID   Secure   VendorID   ProductID   NumberOfPVH
-----
1/E1 Yes       HPT       A1005784    8
```

Note: You can check if enable Enclosure Security is in effect with the command: **query enclosures**. The secure status of enable Enclosure Security is **Yes**, and the secure status of disable Enclosure Security is **No**.

4.2 Enable Disk Security

Note1: Disk security is enabled only if you have enabled Enclosure Security. If you don't enable Enclosure Security first, you will enable Disk Security failure.

Note2: First, confirm if your disk supports SED functions. SafeStorage can only be used with SED capable storage media.

Example 1 (Support SED function, SED Capable is Yes):

```
HPT CLI > query devices 1/E1/2
Mode Number: Samsung SSD 980 PRO 500GB
Serial Number: S5GYNG0R205478M
Firmware Version: 3B2Q6XA7
Capacity(GB): 500.03 TotalFree(GB): 500.03
Status: SINGLE Flag: NORMAL
SED Capable: Yes SED Type: OPAL
Secured: No Cryptographic Erase Capable: No
PCIe Width: x4 PCIe Speed: Gen 4
Temperature (F): 89
Warning Composite Temperature Threshold (F): 179
Critical Composite Temperature Threshold (F): 185
```

Example 1 (Not support SED function, SED Capable is No):

```
HPT CLI > query devices 1/E1/1
Mode Number: WDS100T3X0C-00S3G0
Serial Number: 184890621671
Firmware Version: 102000WD
Capacity(GB): 1000.20 TotalFree(GB): 0
Status: SINGLE Flag: LEGACY
SED Capable: No SED Type: None
Secured: No Cryptographic Erase Capable: No
PCIe Width: x4 PCIe Speed: Gen 3
Temperature (F): 89
Warning Composite Temperature Threshold (F): 176
Critical Composite Temperature Threshold (F): 185
```

There are two methods to enable Disk Security.

1. Method 1: Enabling Disk Security for disks with the Legacy status

Syntax:

`secure {device id} legacy`

The command is used to enable Disk Security for disks with the Legacy status.

Example:

`secure 1/E1/1 legacy`

```
HPT CLI > query devices
ID Secured Capacity MaxFree Flag Status ModelNumber
-----
1/E1/1 No 1000.20 0 SINGLE LEGACY Samsung SSD 980 PRO 1TB
1/E1/2 No 1000.20 0 SINGLE LEGACY Samsung SSD 980 PRO 1TB

HPT CLI > secure 1/E1/1 legacy
Secure legacy device(1/E1/1) successfully

HPT CLI > query devices
ID Secured Capacity MaxFree Flag Status ModelNumber
-----
1/E1/1 Yes 1000.20 0 SINGLE LEGACY Samsung SSD 980 PRO 1TB
1/E1/2 No 1000.20 0 SINGLE LEGACY Samsung SSD 980 PRO 1TB
```

Note2: You can check if enable Disk Security is in effect with the command: `query devices`. The secured status of enable Disk Security is **Yes**, and the secured status of disable Disk Security is **No**.

2. Method 2: Enabling Disk Security when creating a RAID array

Syntax:

`create RAID* disks=* init=* secure=y`

The command is used to enable Disk Security when creating a RAID array.

Example:

`create RAID0 disks=* init=quickinit secure=y`

```
HPT CLI > query arrays
ID Secured Capacity(GB) Type Status Block Sector Cache Name
-----
1 Yes 1000.25 RAID0 NORMAL 128k 512B NONE RAID0_0

HPT CLI > create RAID0 disks=* init=quickinit secure=y
Create array successfully.

HPT CLI > query array
ID Secured Capacity(GB) Type Status Block Sector Cache Name
-----
1 Yes 1000.25 RAID0 NORMAL 128k 512B NONE RAID0_0
```

Note3: You can check if enable Disk Security is in effect with the command: **query arrays**.
The secured status of enable Disk Security is **Yes**, and the secured status of disable Disk Security is **No**.

4.3 Change Enclosure Security key

Syntax:

```
secure {enclosure id} change oldkey={old password} key={new password}
```

The command is used to change Enclosure Security key.

Example:

```
secure 1/E1 change oldkey=0000000 key=11111111
```

```
HPT CLI > secure 1/E1 change oldkey=00000000 key=11111111  
Change security successfully.
```

4.4 Change Disk Security key

Syntax:

```
secure {devices-id} changekey key={old password}
```

The command is used to Change the Disk Security key to be consistent with all other Disk Security key on the enclosure.

Example:

```
secure 1/E1/2 changekey key=00000000
```

```
HPT CLI > query devices  
ID      Secured  Capacity  MaxFree  Flag  St  
-----  
1/E1/1  Yes      1920.25   1820.25  RAID  NO  
1/E1/2  Yes(locke) 1920.38   0         SINGLE NO  
1/E1/3  Yes      1920.25   1800.25  RAID  NO  
1/E1/4  Yes      1920.25   1900.25  RAID  NO
```

```
HPT CLI > secure 1/E1/2 changekey key=00000000  
Change key successfully.Please restart to take effect.
```

```
HPT CLI > query devices  
ID      Secured  Capacity  MaxFree  Flag  S  
-----  
1/E1/1  Yes      1920.25   1920.25  SINGLE N  
1/E1/2  Yes      1920.25   1920.25  SINGLE N  
1/E1/3  Yes      1920.25   1920.25  SINGLE N  
1/E1/4  Yes      1920.25   1920.25  SINGLE N
```

Note: You can check if change Disk Security key is in effect with the command: **query devices**.
The secured status of successfully change Disk Security key is **Yes**, and the secured status of not successfully change Disk Security is **Yes(locke)**.

4.5 Disable Disk Security

Syntax:

secure {devices-id} secureerase force

The command is used to erase the Disk Security configuration and securely erases data.

Note1: Disk Security cannot be disabled if the disks has the "Legacy" status. If the disk (or disks) has the "Legacy" status, you can remove this by using the "Init" function (initialize).

```
HPT CLI > init 1/E1/1
Init device(1/E1/1) successfully!
```

Example:

secure 1/E1/1 secureerase force

```
HPT CLI > query devices
ID      Secured  Capacity  MaxFree  Flag  Status  Mod
-----
1/E1/1  Yes     1920.25   1920.25  SINGLE  NORMAL  SAN
1/E1/2  Yes     1920.25   1920.25  SINGLE  NORMAL  SAN
1/E1/3  Yes     1920.25   1920.25  SINGLE  NORMAL  SAN
1/E1/4  Yes     1920.25   1920.25  SINGLE  NORMAL  SAN
1/E1/5  Yes     1920.38   0        SINGLE  LEGACY   SAN
1/E1/6  Yes     1920.38   0        SINGLE  LEGACY   SAN
1/E1/7  Yes     1920.38   0        SINGLE  LEGACY   SAN
1/E1/8  Yes     1920.38   0        SINGLE  LEGACY   SAN
-----
HPT CLI > secure 1/E1/1 secureerase force
secureerase device(1/E1/1) successfully.
HPT CLI > query devices
ID      Secured  Capacity  MaxFree  Flag  Status  Mod
-----
1/E1/1  No       1920.25   1920.25  SINGLE  NORMAL  SAN
1/E1/2  Yes     1920.25   1920.25  SINGLE  NORMAL  SAN
1/E1/3  Yes     1920.25   1920.25  SINGLE  NORMAL  SAN
```

Note2: You can check if disable Disk Security is in effect with the command: **query devices**. The secured status of enable Disk Security is **Yes**, and the secured status of disable Disk Security is **No**.

4.6 Disable Enclosure Security

Syntax:

secure {enclosure id} disable

The command is used to disable Enclosure Security.

Example:

secure 1/E1 disable

```
HPT CLI > query enclosures
ID   Secure   VendorID   ProductID   NumberOfPVH
-----
1/E1 Yes      HPT       55D7749M NVMe Controller 8

HPT CLI > secure 1/E1 disable
Disable security successfully.

HPT CLI > query enclosures
ID   Secure   VendorID   ProductID   NumberOfPVH
-----
1/E1 No      HPT       55D7749M NVMe Controller 8
```

Note: You can check if disable Enclosure Security is in effect with the command: **query enclosures**. The secure status of enable Enclosure Security is **Yes**, and the secure status of disable Enclosure Security is **No**.

5. Troubleshooting

5.1 Why does enable Disk Security fail?

There are two possible causes:

1. A motherboard BIOS setting is incorrect.
2. The proper procedure was not followed, which will result in a "Disk Security fail" status.

5.1.1 Improper motherboard BIOS settings cause enable Disk Security to fail

1. Issue phenomenon:

You have enabled Enclosure Security successfully, but the interface reports that Disk Security has failed.

1) Issue phenomenon in CLI

- a Failed to enable Disk Security for disks with the Legacy status

```
HPT CLI > query devices
ID      Secured  Capacity  MaxFree  Flag  Status  ModelNumber
-----
1/E1/1 No      1000.20   0        SINGLE LEGACY Samsung SSD 800 PRO 1TB
1/E1/2 No      1000.20   0        SINGLE LEGACY Samsung SSD 800 PRO 1TB
1/E1/3 No      1000.20   0        SINGLE LEGACY Samsung SSD 800 PRO 1TB

HPT CLI > query enclosures
Secure  VendorID  ProductID  NumberOfPwM
-----
1/E1 Yes      HPT       SSD740H NvMe Controller  8

HPT CLI > secure 1/E1/1 legacy
ERROR: failed to secure legacy device(1/E1/1)
```

- b Failed to enable Disk Security when creating a RAID array

```
HPT CLI > query devices
ID      Secured  Capacity  MaxFree  Flag  Status  ModelNumber
-----
1/E1/1 No      1000.12   1000.12 SINGLE NORMAL Samsung SSD 800 PRO 1TB
1/E1/2 No      1000.12   1000.12 SINGLE NORMAL Samsung SSD 800 PRO 1TB
1/E1/3 No      1000.12   1000.11 SINGLE NORMAL Samsung SSD 800 PRO 1TB

HPT CLI > query enclosures
Secure  VendorID  ProductID  NumberOfPwM
-----
1/E1 Yes      HPT       SSD740H NvMe Controller  8

HPT CLI > create RAID0 disks=* Init=matchint secure=
ERROR: failed to secure device (1/E1/1).
```

2) Issue phenomenon in WebGUI

- a Failed to enable Disk Security for disks with the Legacy status





b Failed to enable Disk Security when creating a RAID array



2. Issue cause:

The system was unable to load the controller UEFI due to one or more incorrect motherboard BIOS settings.

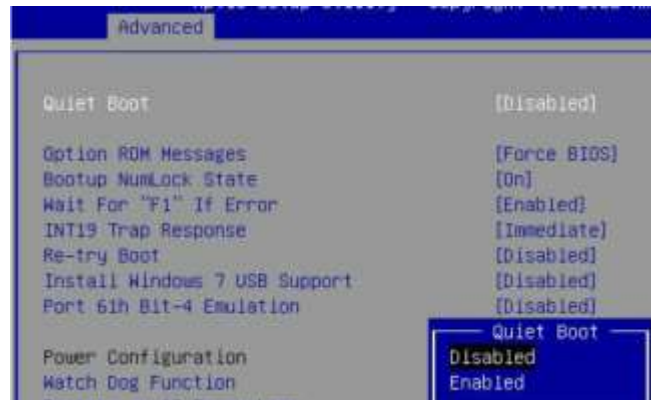
3. Issue Solution:

Two motherboard BIOS menus will be used to explain this issue:

1) Changing the BIOS setting (SuperMicro H12SSL-i motherboard)

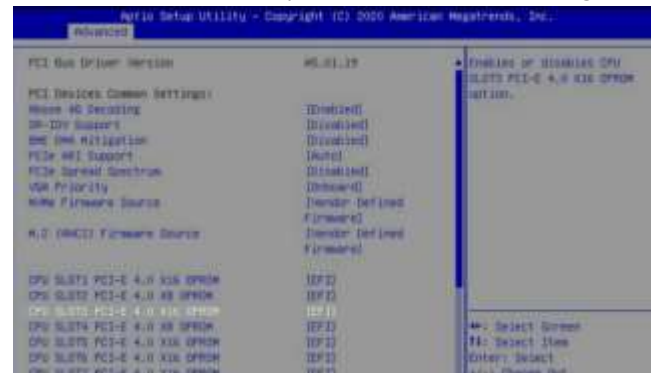
a. **Quiet Boot is Disabled.**

Under **Advanced**→**Boot Feature**, change **“Quiet Boot”** to **“Disabled”**.

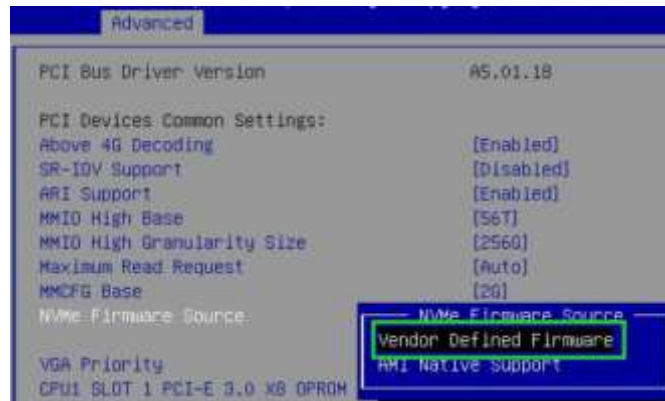


b. CPU Slot x PCI-E **OPROM** is **EFI**.

Under **Advanced**→**PCIe/PCI/PnP Configuration**, change **“CPU Slot x PCI-E OPROM”** to **“EFI”**. “x” represents the PCIe slot assignment.



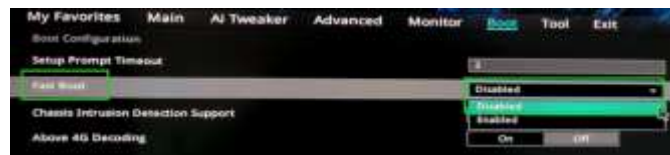
- c. **NVMe Firmware Source is Vendor Defined Firmware.**
Under **Advanced**→**PCIe/PCI/PnP Configuration**, change “**NVMe Firmware Source**” to “**Vendor Defined Firmware**”.



- 2) Changing the BIOS setting (WS WRX80-E SAGE SE WI-FI motherboard)

- a. **Fast Boot is Disabled.**

Under **Boot**, change “**Fast Boot**” to “**Disabled**”.



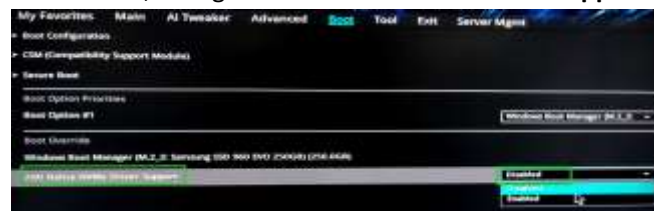
- b. **Boot from Storage Devices is UEFI driver first.**

Under **Boot**→**CSM**, change “**Boot from Storage Devices**” to “**UEFI driver first**”.



- c. **AMI Native NVMe Driver Support is Disabled.**

Under **Boot**, change “**AMI Native NVMe Driver Support**” to “**Disabled**”.



5.1.2 Enabling Disk Security using the CLI causes enable Disk Security to fail

1. Issue phenomenon:

When you enter the command directly in CLI to enable Disk Security, you will not be able to enable Disk Security successfully. CLI prompts that “Enclosure where device(1/E1/1) is located does not enable security”.

```
HPT CLI > query devices
-----
ID      Secured  Capacity  MaxFree  Flag  Status  ModelNumber
-----
1/E1/1  No       512.04    512.04   SINGLE  NORMAL  Samsung SSD 970 PRO 512GB
1/E1/2  No       512.04    512.04   SINGLE  NORMAL  Samsung SSD 970 PRO 512GB
-----

HPT CLI > secure 1/E1/1 legacy
ERROR: Enclosure where device(1/E1/1) is located does not enable security.

HPT CLI > query enclosures
-----
ID      Secure  VendorID  ProductID  NumberOfPVH
-----
1/E1  No     HPT       SSD7749M NVMe Controller  8
-----
```

Note: This issue will only occur when Disk Security is enabled for disks with the “Legacy” status.

2. Issue cause:

You did not enable Enclosure Security before enabling Disk Security.

3. Issue Solution:

- 1) Firstly enable Enclosure Security. (click [here](#) to learn more)

```
HPT CLI > query enclosures
-----
ID      Secure  VendorID  ProductID  NumberOfPVH
-----
1/E1  No     HPT       SSD7749M NVMe Controller  8
-----

HPT CLI > secure 1/E1 enable key=00000000
Enable security successfully.

HPT CLI > query enclosures
-----
ID      Secure  VendorID  ProductID  NumberOfPVH
-----
1/E1  Yes     HPT       SSD7749M NVMe Controller  8
-----
```

- 2) Then enable Disk Security. (click [here](#) to learn more)

```
HPT CLI > secure 1/E1/1 legacy
Secure legacy device(1/E1/1) successfully

HPT CLI > query devices
-----
ID      Secured  Capacity  MaxFree  Flag  Status  ModelNumber
-----
1/E1/1  Yes      512.11    0        SINGLE  LEGACY  Samsung SSD 970 PRO 512GB
1/E1/2  No       512.11    0        SINGLE  LEGACY  Samsung SSD 970 PRO 512GB
-----
```

5.2 Why does disable Enclosure Security fail?

1. Issue phenomenon:

1) Issue phenomenon in CLI

When you enter the command directly in the CLI to **disable Enclosure Security**, you will not be able to enable Enclosure Security successfully. CLI will report that “**ERROR: Secured Legacy device or array exists**”.

```
HPT CLI > secure 1/E1 disable  
ERROR: Secured Legacy device or array exists.
```

2) Issue phenomenon in WebGUI

When the WebGUI is used to directly disable Enclosure Security, the process will fail. A pop-up will prompt that “**Operation not allowed. Secured Legacy device or array exists**”.



2. Issue cause:

The target enclosure is hosting secured disks with the “Legacy” status, or a secured array with Disk security enabled, before disabling Enclosure Security.

3. Issue Solution:

1) Solution (WebGUI):

a. Init the Legacy disks



b. Delete the existing RAID array



2) Solution (CLI):

- a. Init the legacy disks

```
HPT CLI > init 1/E1/1  
Init device(1/E1/1) successfully!  
  
HPT CLI > init 1/E1/2  
Init device(1/E1/2) successfully!  
  
HPT CLI > secure 1/E1 disable  
Disable security successfully.
```

- b. Delete the existing RAID array

```
HPT CLI > delete 1  
Delete array(1) successfully!  
  
HPT CLI > secure 1/E1 disable  
Disable security successfully.
```