



RocketRAID620/622

SATA 6Gb/s PCI-Express 2.0 RAID Host Adapters

User's Guide

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HighPoint Technologies, Inc.

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HighPointRocketRAID62x HBA

RocketRAID 62x HBA's is the ideal 6Gb/s SATA storage solution for any PC or Mac. Available with 2 SATA/eSATA ports in internal and external configurations, RocketRAID 62x HBA's is capable of supporting point-to-point and Port Multiplier based storage devices. The compact PCB design, available low-profile form factor and industry standard port connectors make any storage upgrade, integration or expansion project a snap.

RocketRAID 62x HBA's deliver HighPoint's Industry-proven Hardware Assisted RAID technology, and a comprehensive RAID Management Suite. Customers can quickly and easily configure a wide-range of storage configurations, including RAID 0, 1, 5, 10 and JBOD arrays.

The HighPoint RAID Management Software provides a user friendly interface to create, manage and maintain your storage solutions.

1 Features and Specifications

Hardware Specifications

- PCI Express 2.0 x1
- 2x SATA 6Gb/s Ports
- Industry standard SATA/eSATA connectors
- Directly supports 2 SATA devices / Up to 10 with port multiplier capable enclosure
- Backwards compatible with HighPoint SATA RAID HBA's
- Low Profile

Monitor, Alerts and LED Indicators

- Hard Drive LED Indicators (Activity and Failed)
- SMTP email notification for events and error reporting
- Alarm/Buzzer alerts for drive/array failure

Advanced RAID Features

- RAID 0, 1, 5¹, 10¹, JBOD
- Redundant RAID Configuration for Array availability
- RAID Initialization Types - Background, Foreground, Quick Initialization and Keep Old Data
- Spin Down Idle Disk
- S.M.A.R.T Support
- Auto Rebuild on spare drive
- HotPlug and HotSwap support
- Larger than 2 TB drive support
- Bootable RAID Array support
- Write Back or Write Through Cache support
- User friendly Browser-based Management Interface
- Easy to use BIOS configuration Tool
- Linux Command Line Interface (CLI)-Scriptable configuration tool
- Hot key (Ctrl-H) boot-up RAID manager via BIOS
- Web browser-based RAID management software (Web GUI)
- Command Line Interface (CLI)

¹ Requires Port Multiplier enclosure with at least 4 HDDs configuration

Operating System Support

- Windows
- Major Linux Distributions
- FreeBSD
- Mac OS X

2 Physical Specifications

Dimensions:

RocketRAID 622/620:72mm x 67mm x 19mm

EMI:

FCC Part 15 Class B and CE

Thermal and Atmospheric Characteristics:

Work Temperature Range: +5°C~+ 55°C

Relative Humidity Range: 5% ~ 60% non-condensing

Storage Temperature: -20°C ~ +80°C

MTBF: 920,585 Hours

Electrical Characteristics:

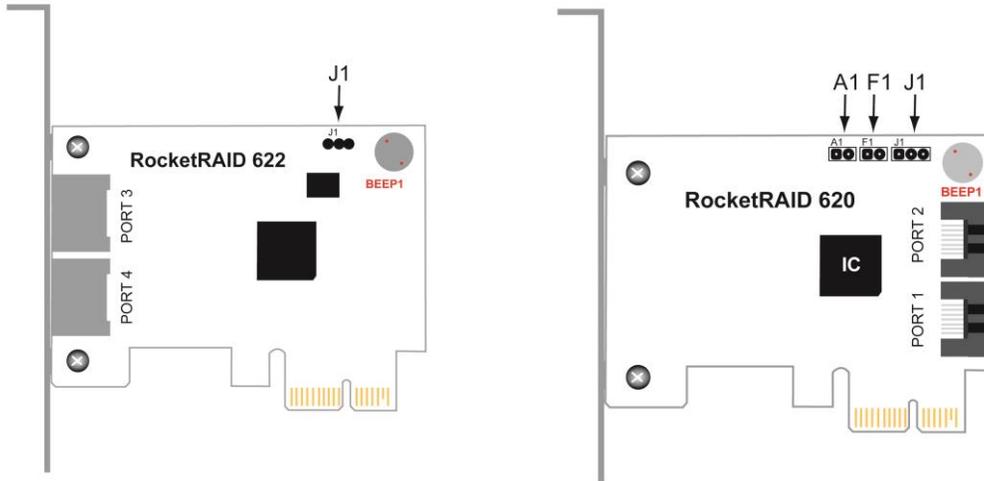
PCI-E	3.3V	12V
Power	4W max	1W max

3 Kit Contents

- RocketRAID 622 / RocketRAID 620 HBA
- Quick Installation Guide
- Highpoint Software CD
- Low-Profile Bracket
- Two SATA 6Gb/s cables (RocketRAID620 only)

4 Hardware Description and Installation

4.1 RocketRAID62x Host Adapter board layout



4.2 Connector and Jumper Description

Connector / Jumper Description	RocketRAID 622	RocketRAID 620
A1	N/A	Active LED PIN
F1	N/A	Fail LED PIN
J1	I2C Connector	
BEEP1	Alarm Buzzer	
PORT1 to PORT4	eSATA connector (PORT3 to PORT4)	SATA connector (PORT1 to PORT2)

Active/FAIL LED PIN connector:

The LED connectors are designed for use with server chassis and backplanes. For more information, please download the LED connection guide:

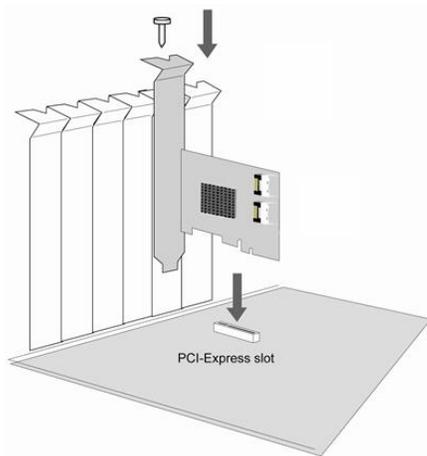
http://www.highpoint-tech.com/PDF/LED_connection.pdf

4.3 Installing the RocketRAID62xHost Adapter

Note: Make sure the system is powered-off before installing the RocketRAIDhostadapter.

The RocketRAID62x HBA may include both standard and low profile brackets. It may be necessary to attach the low-profile bracket in place of the standard bracket, depending upon the chassis design.

1. Open the system chassis and locate an unused PCI-E (2.0/1.0) (x1, x4, x8, x16) slot or (3.0) (x16) slot.
2. Remove the PCI-E slot cover.
3. Gently insert the RocketRAID62xHBA into the PCI-E slot, and secure the bracket to the system chassis.



4. After installing the adapter, attach the hard disks or backplane enclosure to the host adapter using the SATA cables or eSATA cables.
Note: Many server-level chassis include hard-drive hot-swap bays. For these system chassis, cables are attached to the chassis backplane, rather than directly to each individual hard drive. Consult the chassis manual for proper installation procedures.
5. Close and secure the system chassis.

4.4 Verifying Installation

Once the host adapter and hard drives have been installed into the chassis, boot-up the system to verify that the hardware is properly recognized.

1. Power on the system. If the system detects the presence of the adapter, the RocketRAID BIOS Utility will be displayed during boot up.
2. Press "Ctrl+H" key combination to access the RocketRAID62xadapter's BIOS Utility.

5 RocketRAID62xBIOS Utility

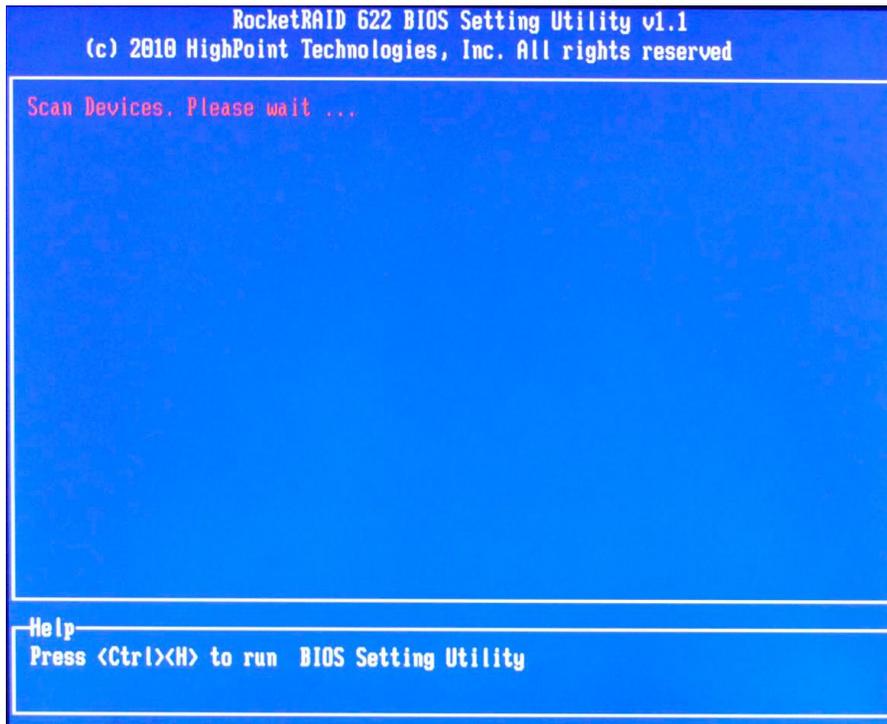
The RocketRAID62xcontroller will display its BIOS screen during the system's boot process. The BIOS Utility will display information about hard drives attached to the adapter. Make sure all attached drives are detected by this utility. If any of the hard drive is not detected, power down the system and check the power and cable connections.

Press "Ctrl+H" key combination to access the RocketRAID62xadapter's BIOS Utility.

5.1 BIOS Settings Overview

The RocketRAID62xcontroller BIOS utility is an interface that provides management commands and controller related settings.

Note: The following screenshots depict the RocketRAID 622 BIOS utility. However, RocketRAID620 models utilize the same interface.



5.2 Using the BIOS Utility

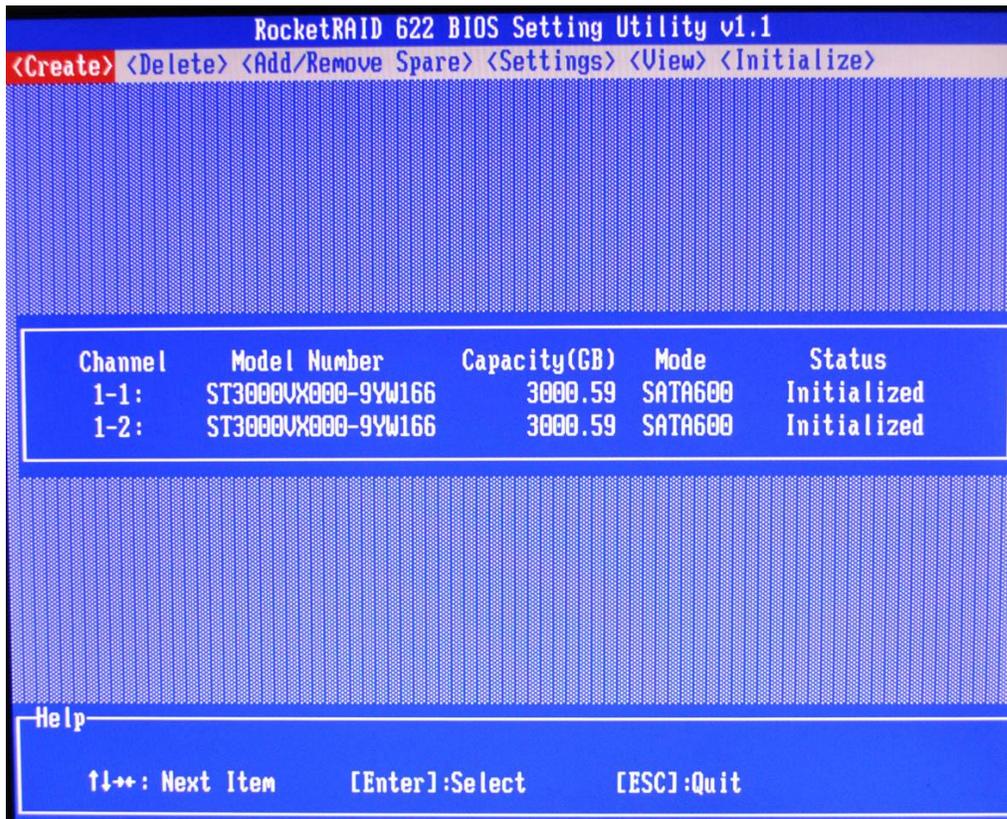
The following keys are utilized by the RocketRAID62x BIOS utility:

Arrow keys – Use these to move between different menu items.

Enter – Open the selected toolbar command/execute the selected command.

Esc – Move back to the previous menu, cancel the selected operation, or exit the BIOS Utility.

5.3 BIOS Commands

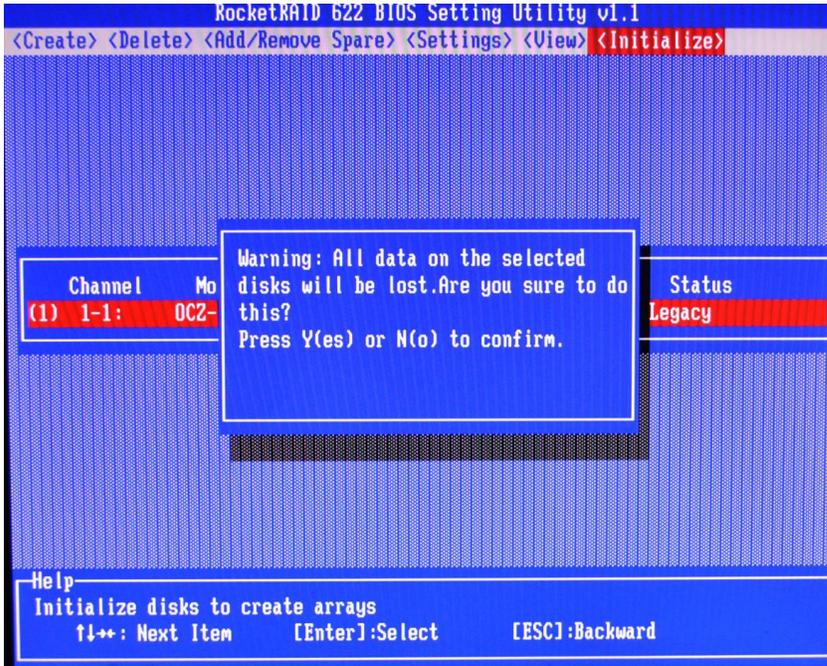


- Create:** This command is used to open the RAID Creation menu.
- Delete:** This command will delete the selected RAID array.
- Add/Remove Spare** This command is used to assign hard disks to function as spare disks. The controller is capable of using spare disks to automatically rebuild broken or faulted RAID arrays.
- Settings** This command opens the settings menu (To selecting the boot disk/array, staggered drive spin up etc.)
- View** This command is used to view hard disk and RAID information.
- Initialize** This command is used to prepare disks for use with RAID arrays. Disks must be initialized before they can be used to create arrays.

5.4 Creating RAID Arrays

Initializing Disks:

Before creating a RAID array, the disks must be initialized. Disk initialization writes necessary RAID configuration information to the hard disks. Select the Initialize command from the toolbar, and press Enter key.



Highlight the target disks using the arrow keys, and then press the Enter key. A numeral will be displayed before each selected disk. Once all target disks have been selected, press ESC key. The utility will display a warning, and ask you to press Y (yes) to initialize, or N (no) to cancel. Once initialized, these disks can be used to create RAID arrays. These disks will be displayed as “Initialized” (under Status).

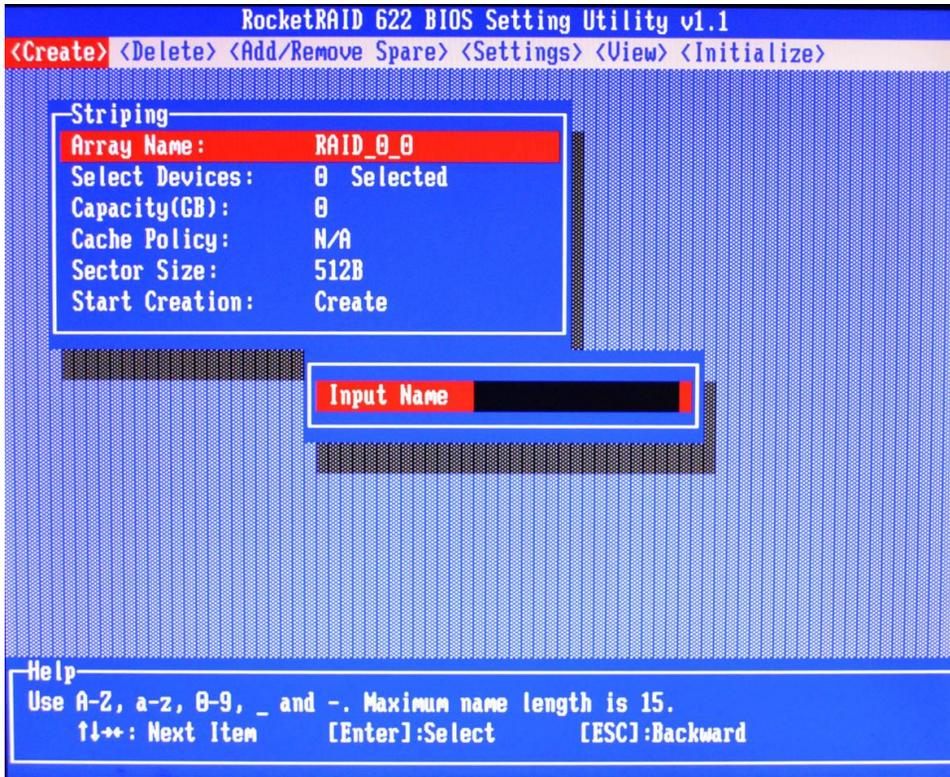
Warning: Initialization will destroy all pre- existing data on the selected hard disks. Only initialize disks that do not contain critical data.

Create Arrays:

Select Create from the toolbar and press Enter key.

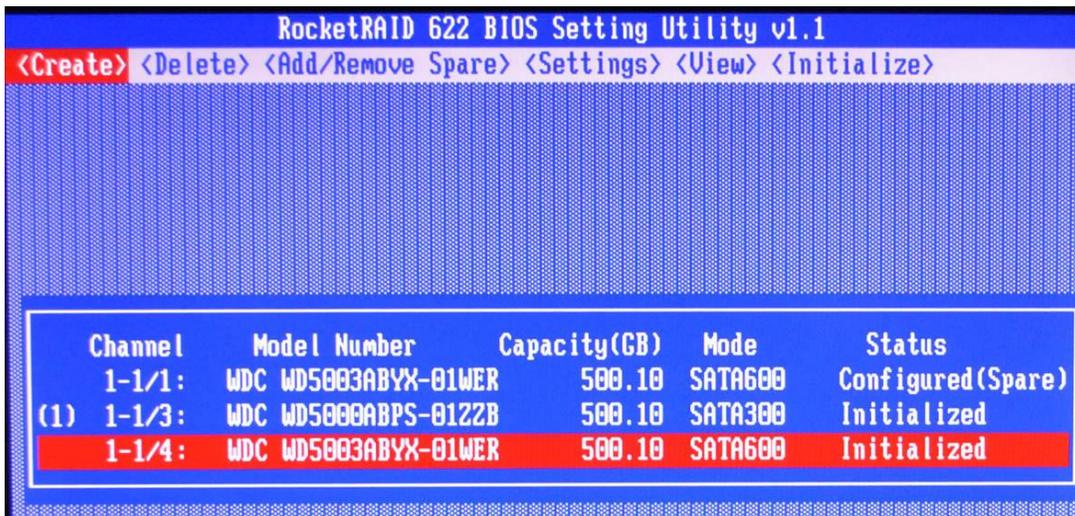


1. Use the arrow keys to select the RAID level and press Enter key.
2. Use the arrow keys to highlight the **Array Name** option and press Enter key. The array name dialogue box will appear. Use the keyboard to input a new Array Name, and press the Enter key.



Note: The Array Name command is optional – it is not necessary to name the array. The array can be named at a later time, and the name of the array can be changed at any time.

3. On the Create menu, use the arrow keys to highlight the **Select Devices** item and press Enter key. A device list will appear, and display all available hard disk drives.

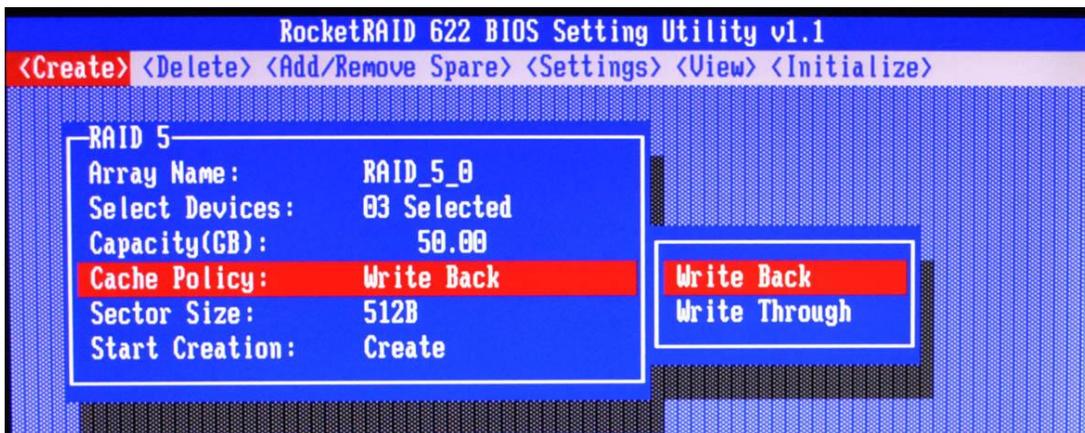


- Highlight the target disks that you want to use, and press Enter key to select them. A numeral will be displayed before each selected disk. This number designates disk order. After all of the disks have been selected and press the ESC key to return to the Create Menu.
- Next, Use the ↓ arrow key to highlight the **Capacity (GB)** option and press Enter key. The total available capacity will be displayed. Press Enter key if you wish to use all available space. If you wish to reserve disk space for additional arrays/single disks, use the keyboard to input the amount of space (in GB) you wish to set aside for this particular array, and press Enter key.



Note: Multiple arrays can be created using the same set of hard disk drives. The Capacity option allows you to set aside disk space that be used to create another array, set as a spare disk, or partitioned to act as a single disk (by the operating system).

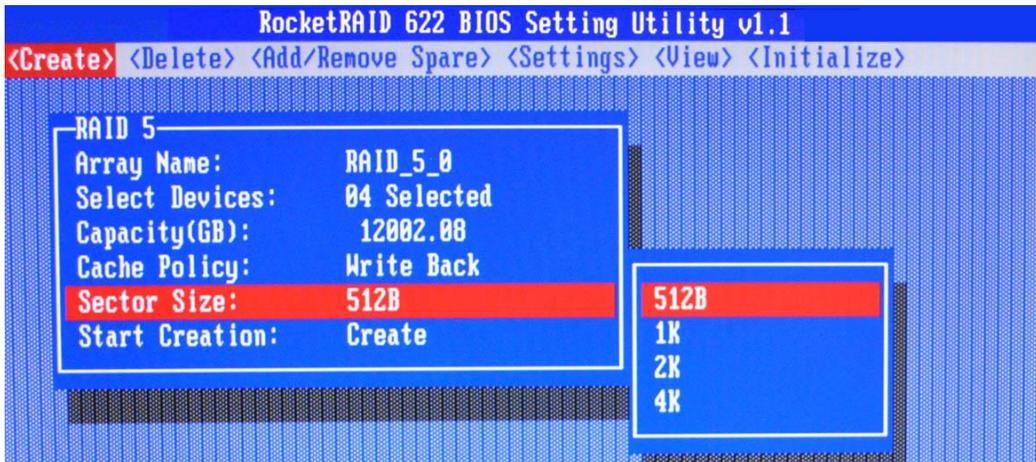
- For redundant RAID arrays (RAID 5, 50), select the **Cache Policy**:



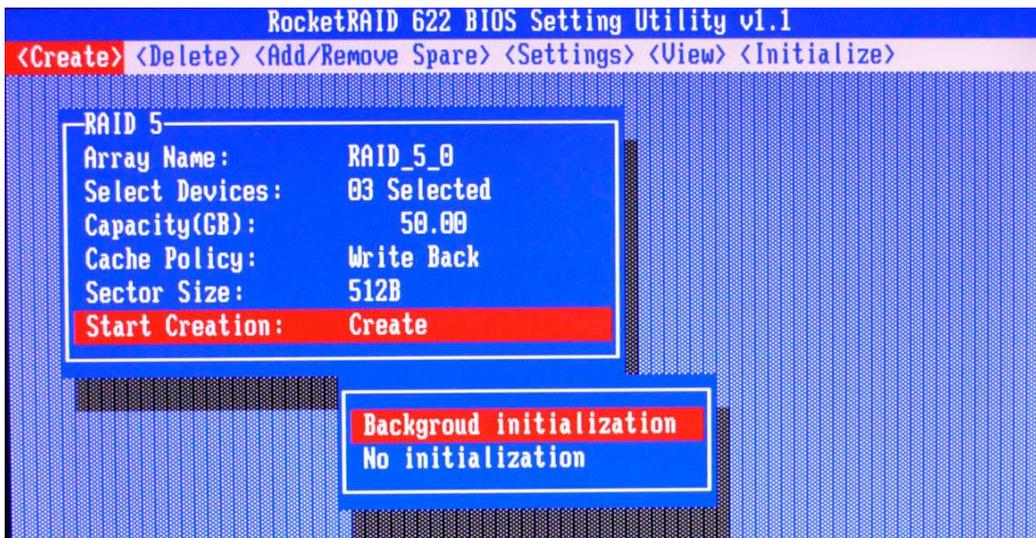
Write Back –Provides higher write performance for redundant RAID arrays. Data is at risk when there is a power failure, system kernel panic and un-responding abnormal conditions.

Write Through – Writes directly to the disks (may reduce the risk of data loss during a critical failure, but at the cost of lower performance).

- Sector Size** – Also known as “Variable Sector Size”. Use this option if you are using an older 32-bit Windows operating system. This allows older operating systems to support volumes over 2TB in size. Do not use if the operating system already supports large volumes (such as GPT).

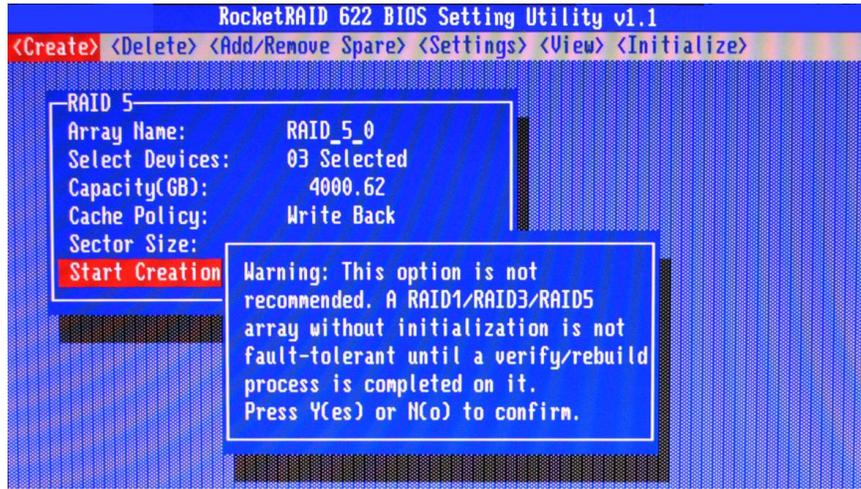


- To complete the creation procedure, use the arrow key to highlight the **Start Creation** item and press Enter key. The Window will show 2 options if create RAID 5: Background Initialize and No initialization.

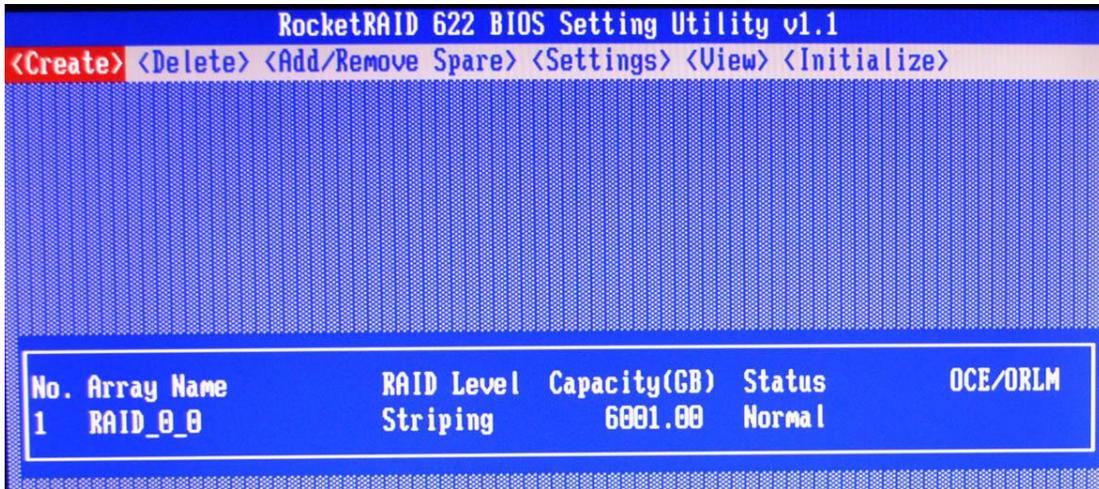


- Background initialization:**
- The RAID array is accessible while disk initialization is being performed.
 - A. This option will delete all content on the disks.
 - B. The initialization time will be longer when compared to "Foreground" but the logical drives can be used during the initialization process.

No initialization: When you select the option, will pop up the following warning window.



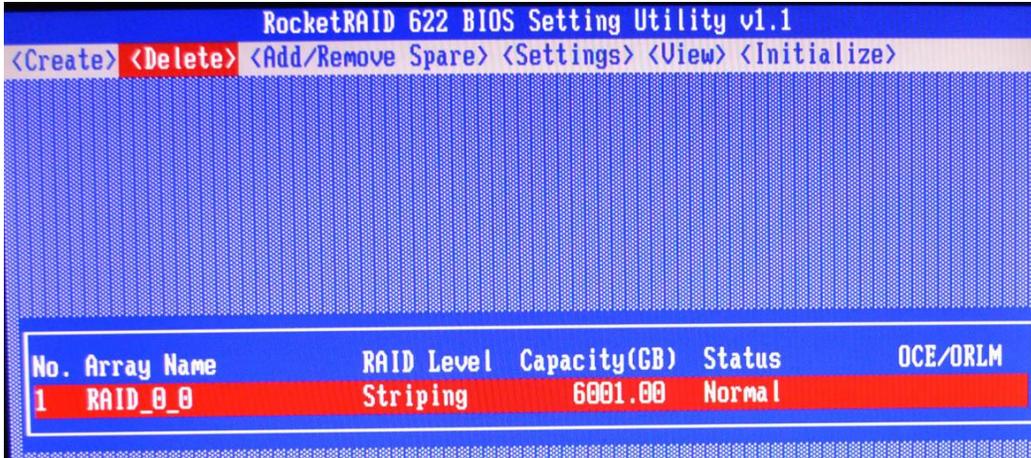
9. Press the **Y** (yes) key to create the array, or **N** (no) key to cancel the creation process. If you press the Y, BIOS will show the following window.



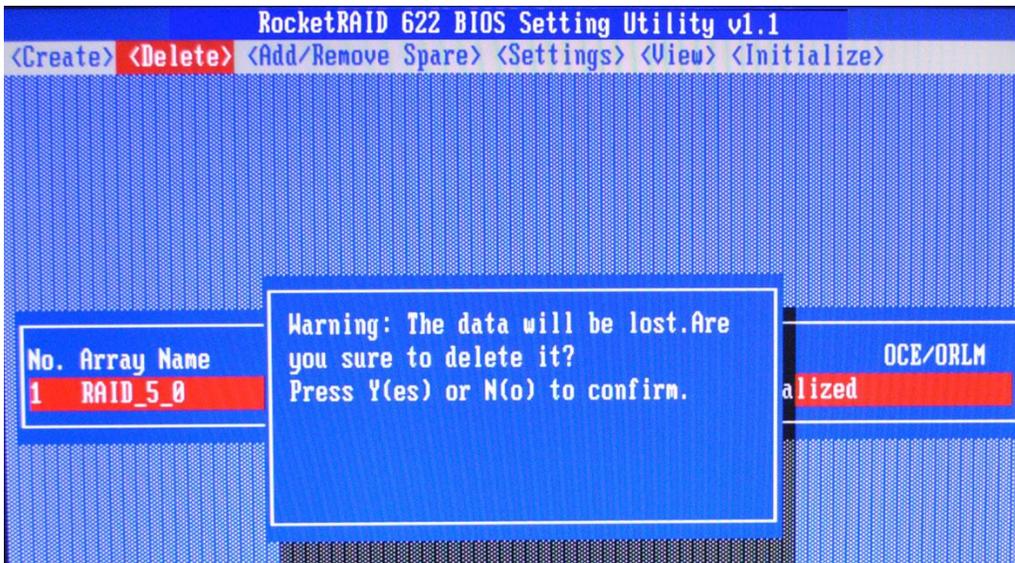
5.5 Delete Arrays

Highlight the Delete command from the toolbar, and press Enter key.

The BIOS utility will display a list of available RAID arrays. Select the array you wish to delete, and press Enter key.



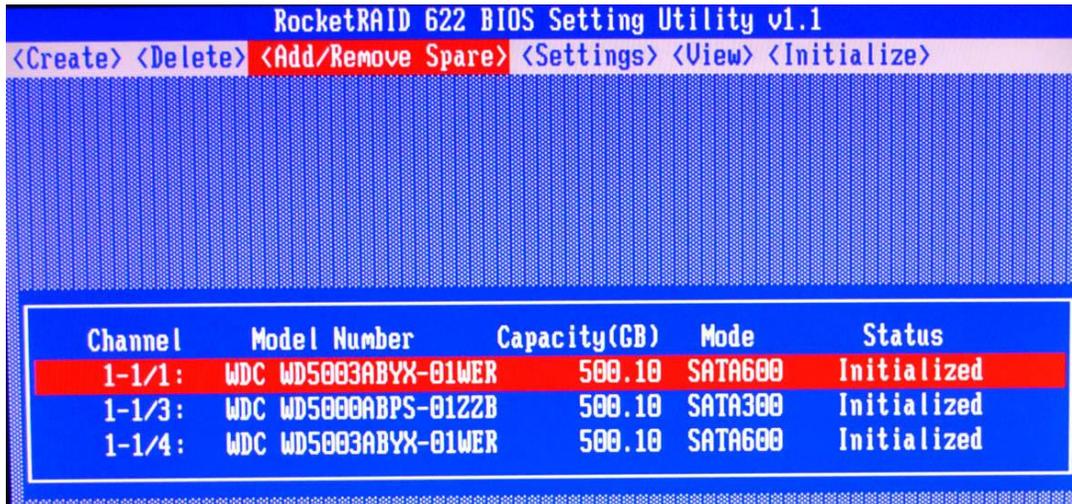
The utility will display a warning message. Press Y (yes) to delete the array, or select N (no) to cancel.



Warning: All data stored on the array will be lost – do not delete if the array contains critical data.

5.6 Add/Remove Spare Disks

This Add/Remove Spare command is used to assign a hard disk to act as a Spare Disk. Spare Disks are used to automatically rebuild Redundant RAID arrays (RAID 1, 5, 10) in the case of disk failure. As with creating RAID arrays, disks must be initialized before they can be used as spares. To set a hard disk to act as a Spare Disk, use the arrow keys to select the target disk from the list of initialized disks, and press Enter key. To remove the Spare Disk setting from a hard disk, highlight the spare disk, and press Enter key.



The screenshot shows the RocketRAID 622 BIOS Setting Utility v1.1 interface. The top menu bar includes options: <Create> <Delete> <Add/Remove Spare> <Settings> <View> <Initialize>. The <Add/Remove Spare> option is highlighted in red. Below the menu is a table listing initialized disks:

Channel	Model Number	Capacity(CB)	Mode	Status
1-1/1:	WDC WD5003ABYX-01WER	500.10	SATA600	Initialized
1-1/3:	WDC WD5000ABPS-01ZZB	500.10	SATA300	Initialized
1-1/4:	WDC WD5003ABYX-01WER	500.10	SATA600	Initialized

Generally, single disks are designated to act as spares (disks that are not configured into RAID arrays). However, in some instances, disks that are members of RAID arrays may also be designated to act as a spare. If the disks in question are part of a RAID array that did not utilize the full available capacity at the time of creation, these disks may be used as spares. For example: a RAID 0 array was created between two 200GB hard disks, but only 200GB of space (out of a grand total of 400GB), was assigned to that array. In this example, 200GB of disk space remains unallocated. This unallocated space would allow these disks to be set as spares for a separate redundant array that falls into the same capacity range (200GB).

5.7 Settings

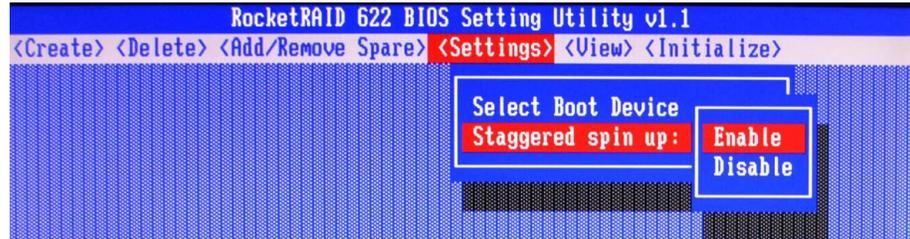
To access the Settings menu, highlight the Settings command from the toolbar, and press Enter key. There are Select Boot Device and Parameter Setting options in the menu.



Select Boot Device: Select which disk or array will act as the boot disk, if the motherboard BIOS instructs the card to act as the boot device.

Staggered Spin up: The default value of this option is disabled. Enabling this setting will instruct the card to power up the hard disks, sequentially (one disk approximately every 2 seconds). Not all disk support this setting – consult the disk documentation for more information.

Warning: Western Digital hard disks do not support this setting. Enabling this setting is not recommended. If enabled, these disks may not be detected by non-RAID controller.

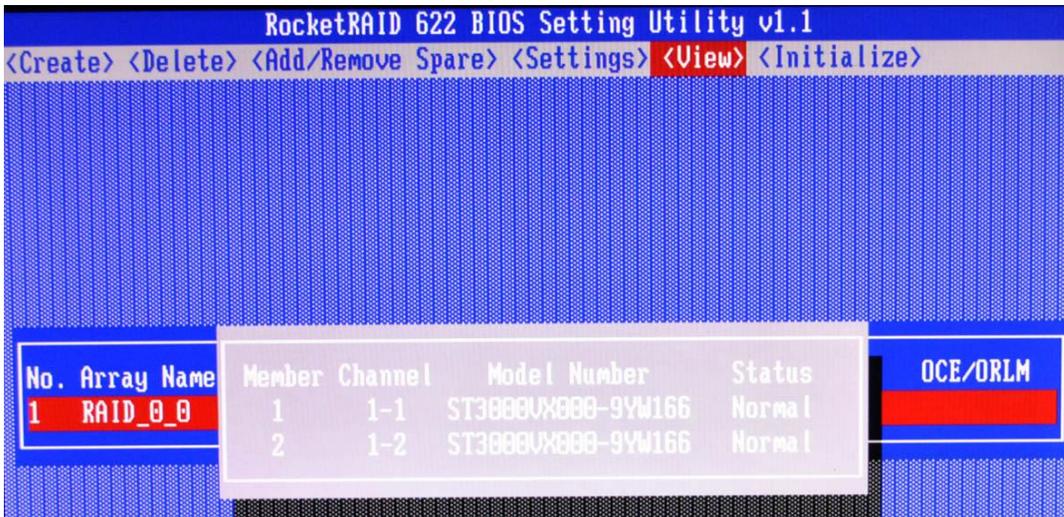


5.8View

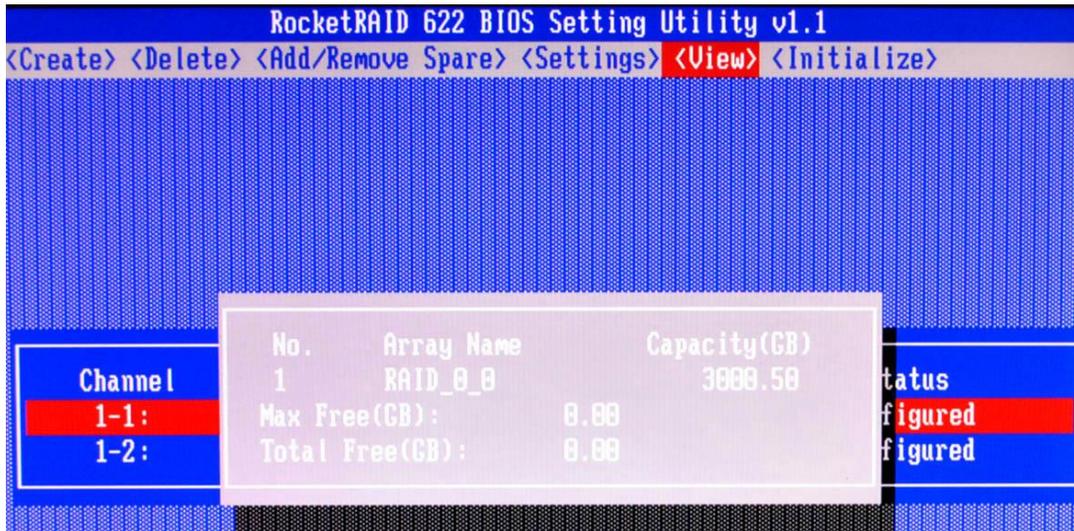
The View menu provides two options:



Devices –This option will display information for each disk hosted by the HBA.



RAID Array –This option will display information about each RAID array hosted by the HBA. Highlight the target device and press Enter to view details about the configuration.



6 RocketRAID62xDriver Installation

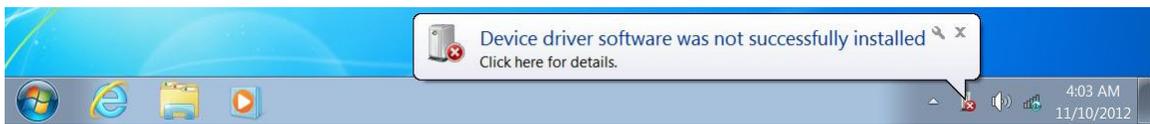
6.1 Driver installation -Microsoft Windows 7, Vista and Windows Server 2003, 2008

Installing the driver for an existing Windows operating system

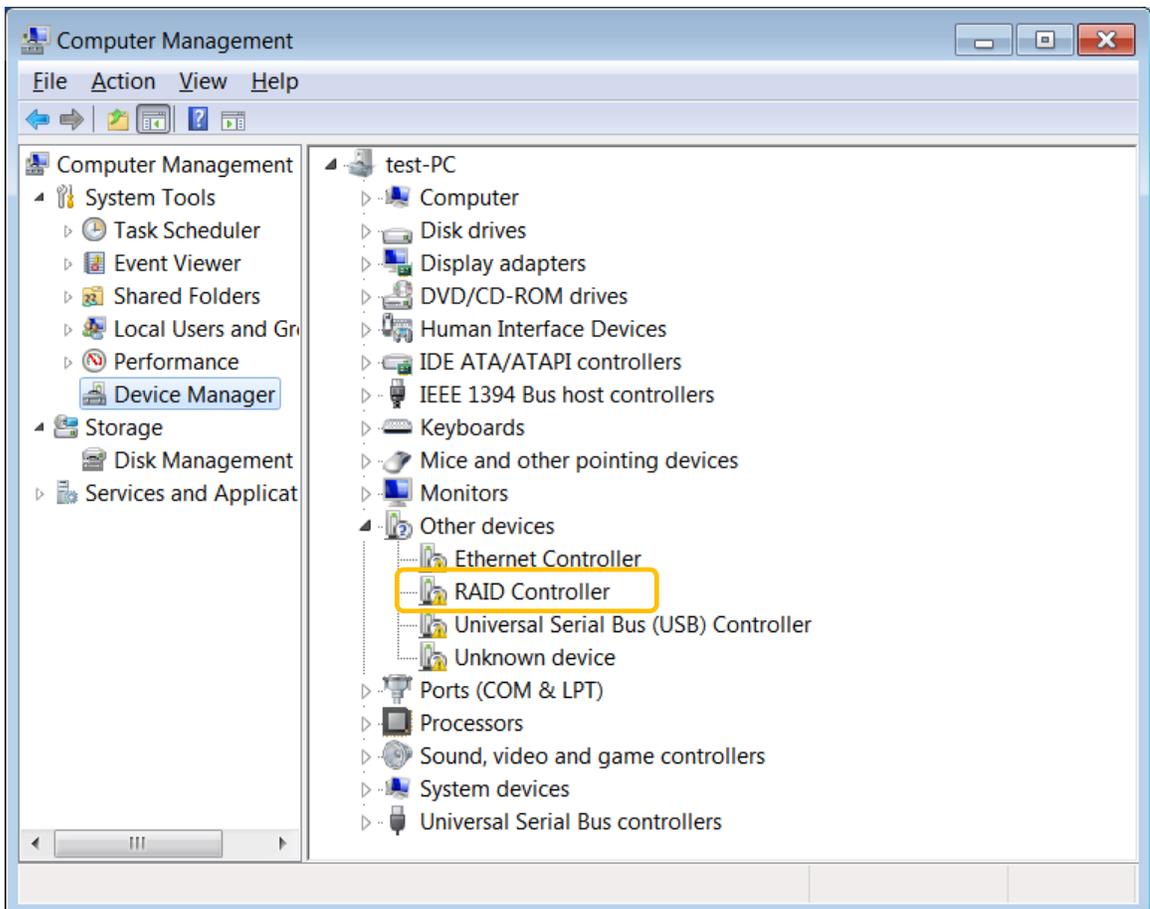
1. Install the RocketRAID62xhost adapter into the PC, then boot up the Windows operating system.
2. Windows will detect the RocketRAID62x HBA and automatically search for the driver.



3. If Windows is unable to locate the driver, the following message will be displayed:



4. Device Manager will display the RocketRAID62x HBA under "Other" devices, with a yellow "!" mark before the "RAID Controller" entry.



5. Insert the HighPoint software CD into a CD/DVD drive. The program should start automatically. Click the Setup.exe icon.

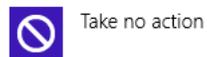
DVD Drive (D:) SAS_SATA S...

Choose what to do with this disc.

Install or run program from your media



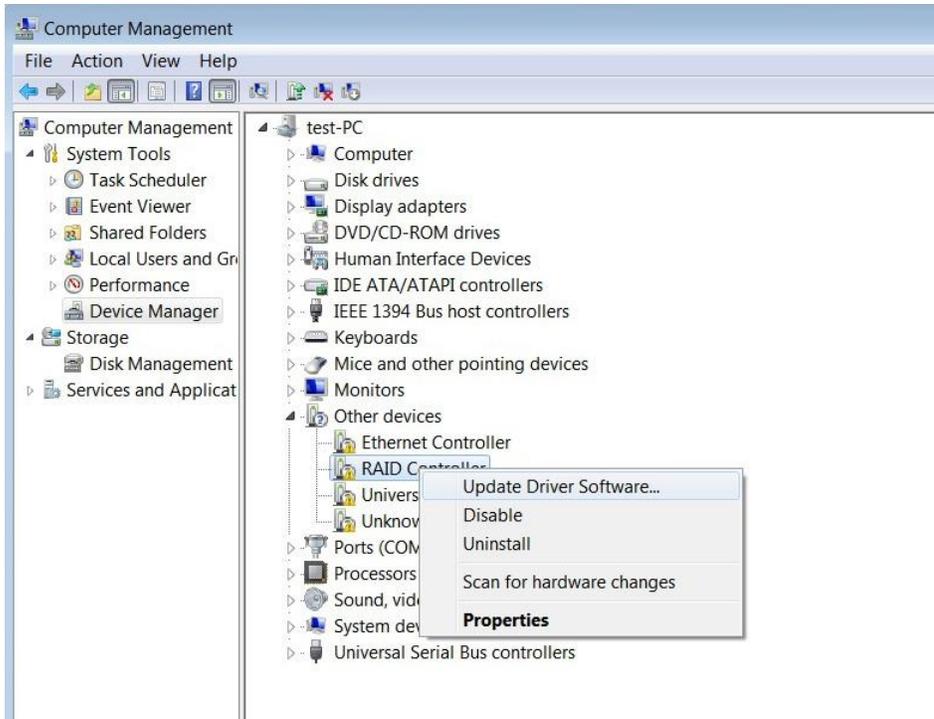
Other choices



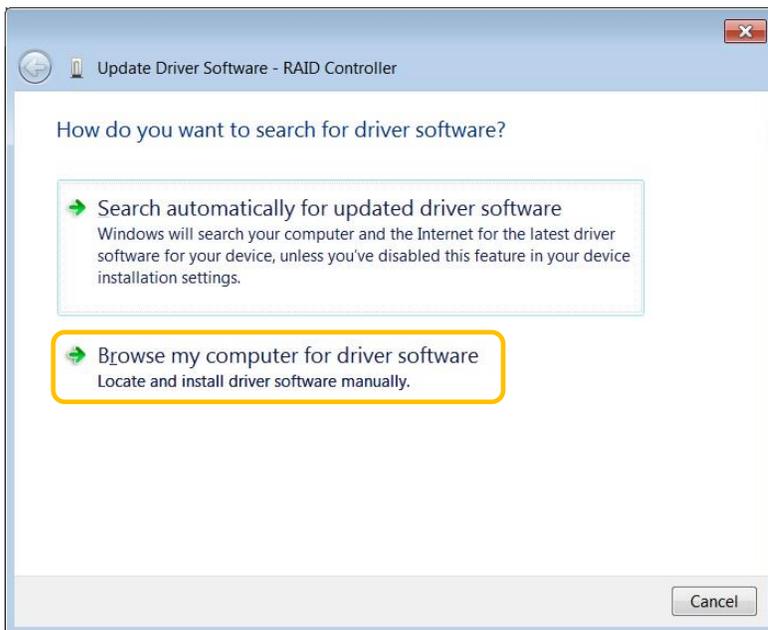
6. The HighPoint software Install program interface will be pop-up. Click the “Install Driver” button to install the Device Driver for RocketRAID 62xseries HBA. The interface will install the driver, automatically.



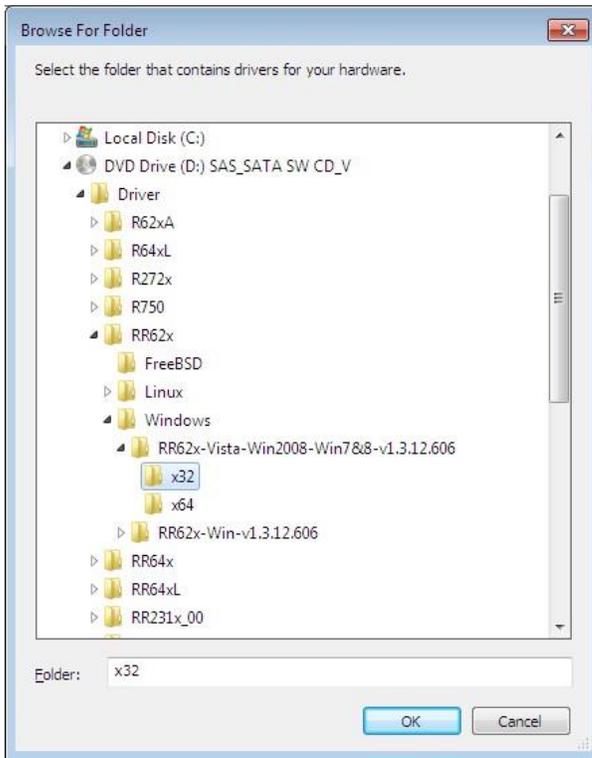
7. You can via the Device Manager entry to install the driver for RocketRAID 62x HBA too.
8. Right-click the “RAID Controller” entry and select “Update Driver Software”.



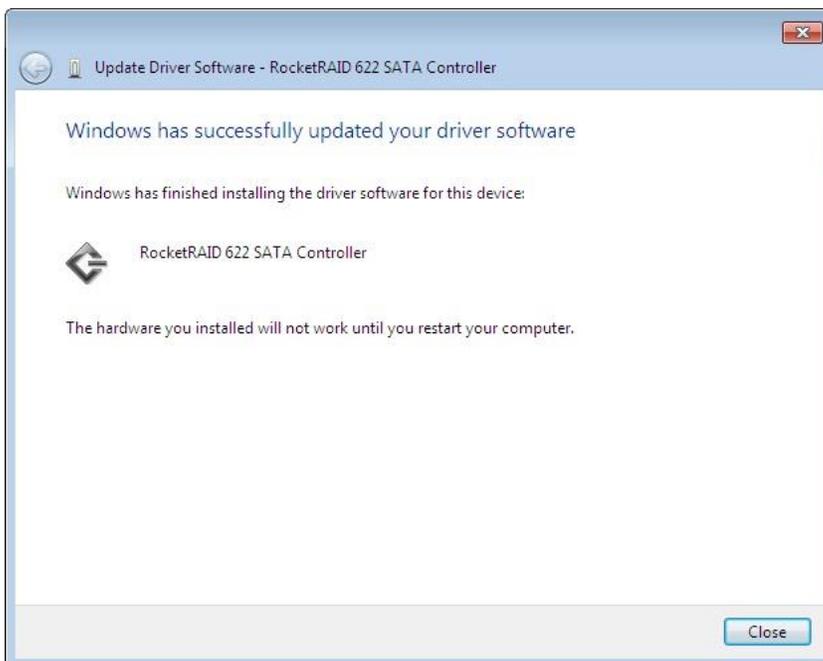
9. Select "Browse my computer for driver software" in the popup window.



10. Browse to the following Software CD folder:
\\Driver\RR62x\Windows
Select the driver option that matches your operating system.



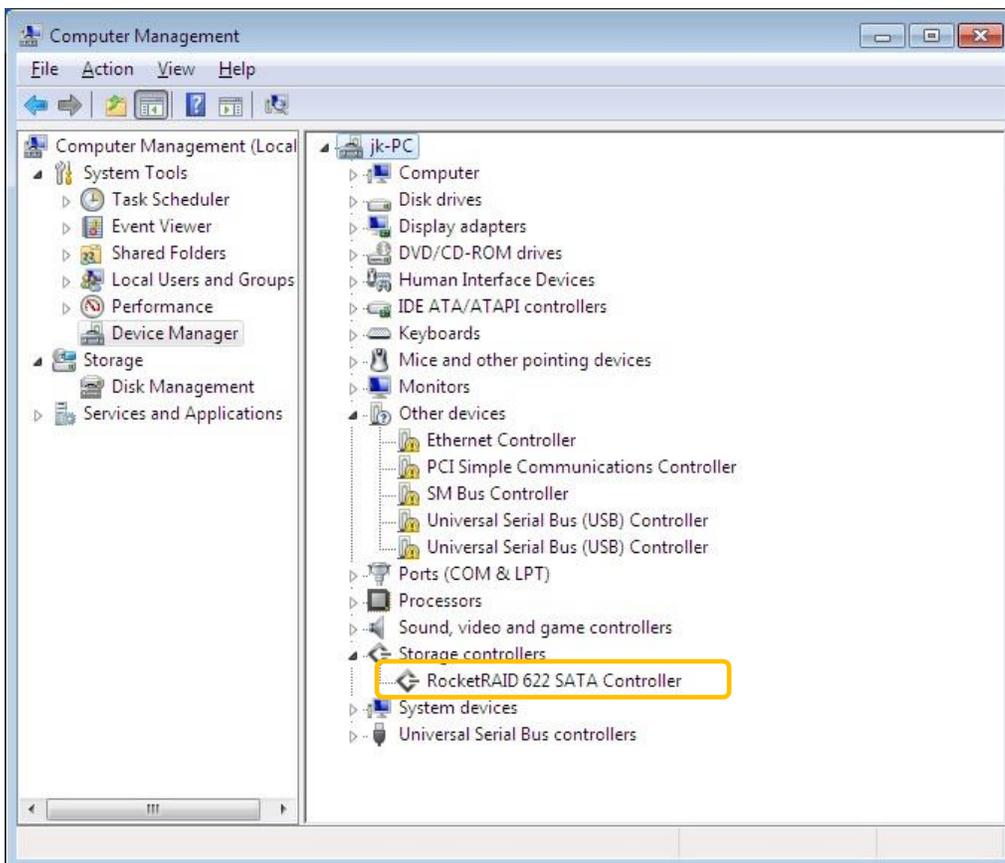
11. Follow the Installation Wizard's prompts to install the RocketRAID62x driver. Click "Close" to exit the Wizard and reboot once the driver has been successfully installed.



12. Once complete, the interface will notify you that the driver has been successfully installed. Click “OK” to reboot the system.

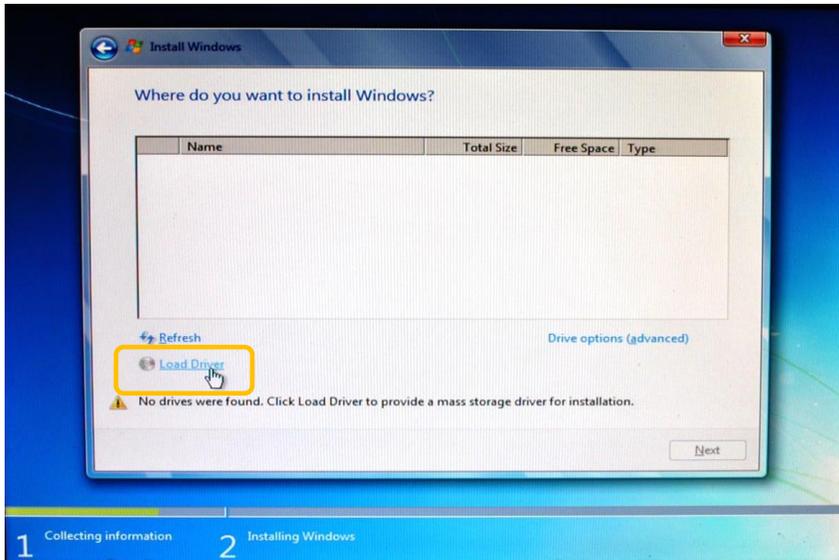


13. After rebooting the system, the RocketRAID62x HBA will be recognized by Device Manager, and listed under “Storage Controllers”.

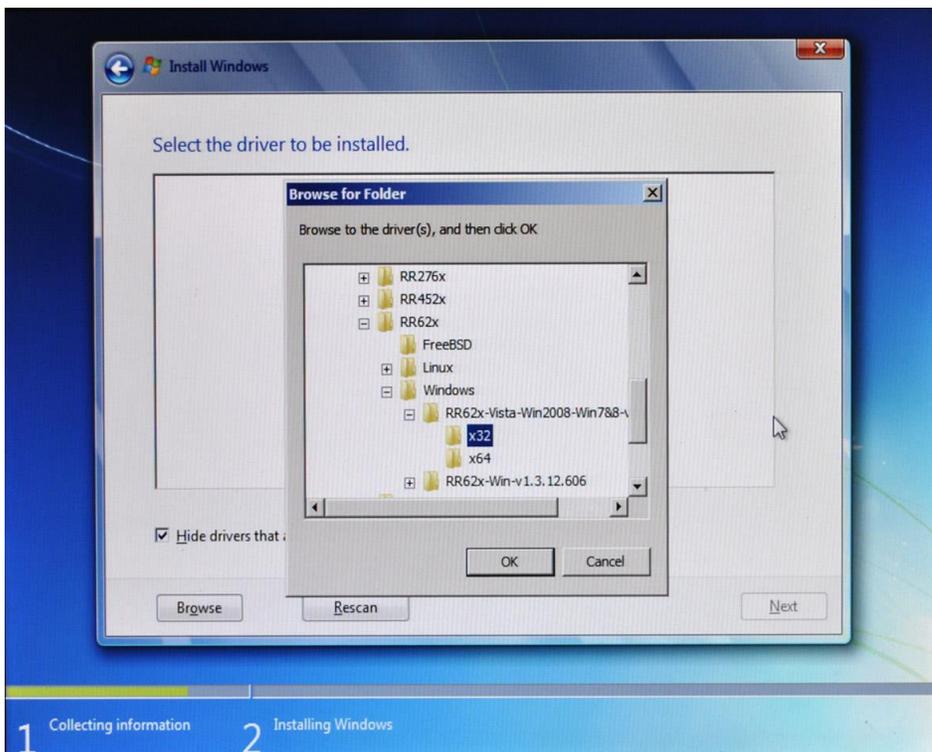


Installing the driver during a fresh Windows OS installation

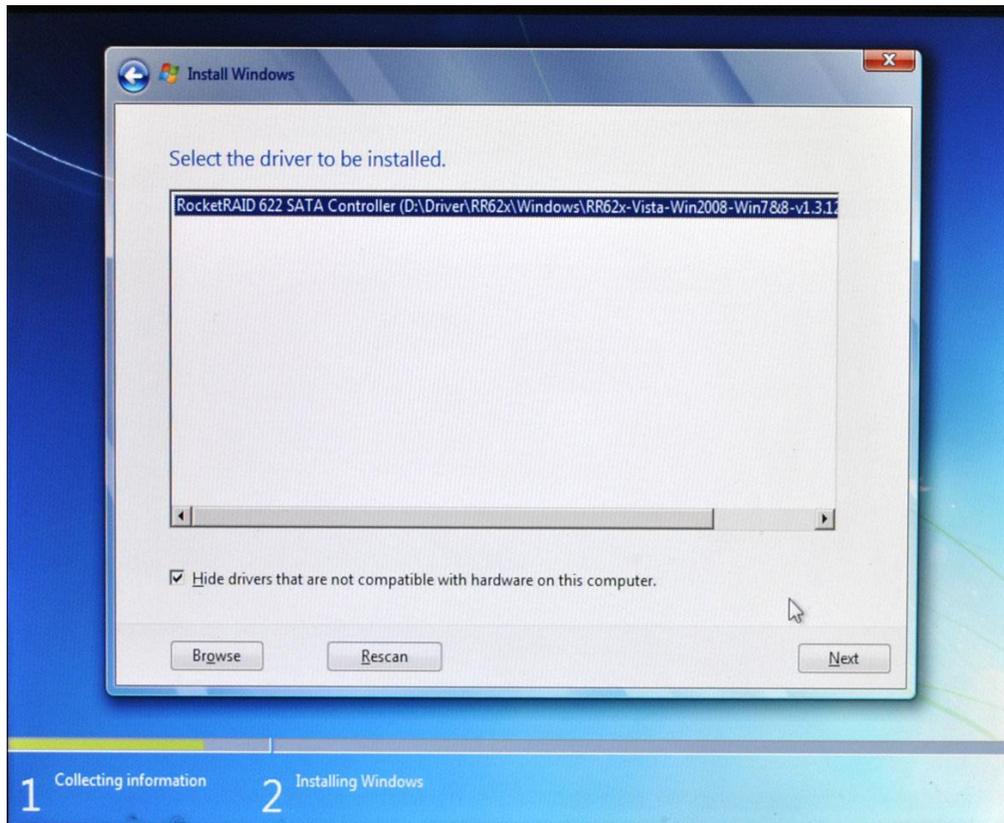
1. Boot from the Windows Installation DVD.
2. When the following window is displayed, please insert the HighPoint software CD into the CD/DVD drive. Select "Load Driver" item.



3. Browse to the following software CD folder:
\\Driver\RR62x\Windows
Select x32 or x64 according with your windows OS.



4. Follow the Installation Wizard's prompts to continue the installation process.
5. Windows should display the following entry after locating the driver. Click "Next" to install the RocketRAID62x driver.



6.2 Driver installation -Linux and FreeBSD

Please refer to the Driver Installation Guide or README file included with the driver packages for the more information.

Linux driver packages are included with the Software CD:

\Driver\RR62x\Linux

Before Installing – make sure you have the latest driver updates:

Visit the HighPoint website for the latest driver updates and documentation:

<http://www.highpoint-tech.com>

7 HighPointWeb RAID Management Software

The HighPoint RAID Management software provides RAID configuration and management features. The software can be installed from the HighPoint software CD.

7.1 Installing / Uninstall the Web RAID Management Software-Microsoft Windows

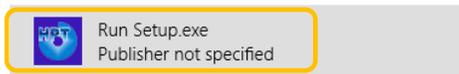
Install the Web RAID Management Software

1. Insert the HighPoint software CD into the CD/DVD drive. The program should start automatically. Click the Run Setup.exe icon.

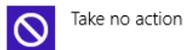
DVD Drive (D:) SAS_SATA S...

Choose what to do with this disc.

Install or run program from your media



Other choices



2. The HighPoint Software Install window should be displayed. Click the “Install WebGUI” button. And click RocketRAID4500/2700/2600/600 Series icon in the window.



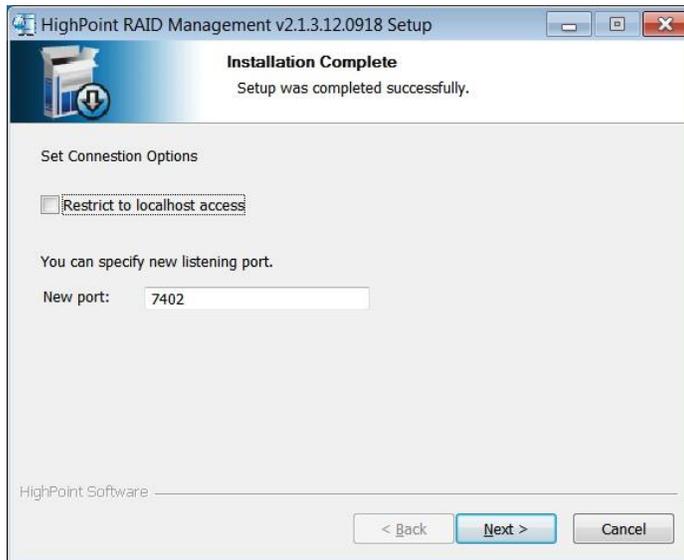


3. Follow the Installation Wizard's prompts to install the HighPoint RAID Management interface.



4. Please use the default settings.

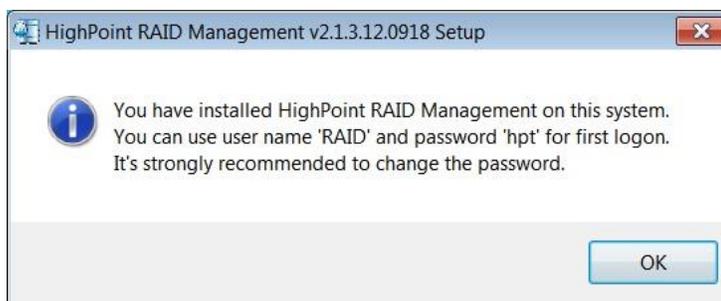
Restrict to localhost access – This setting will restrict the HighPoint RAID Management interface to the local network (the RocketRAID HBA cannot be managed remotely).



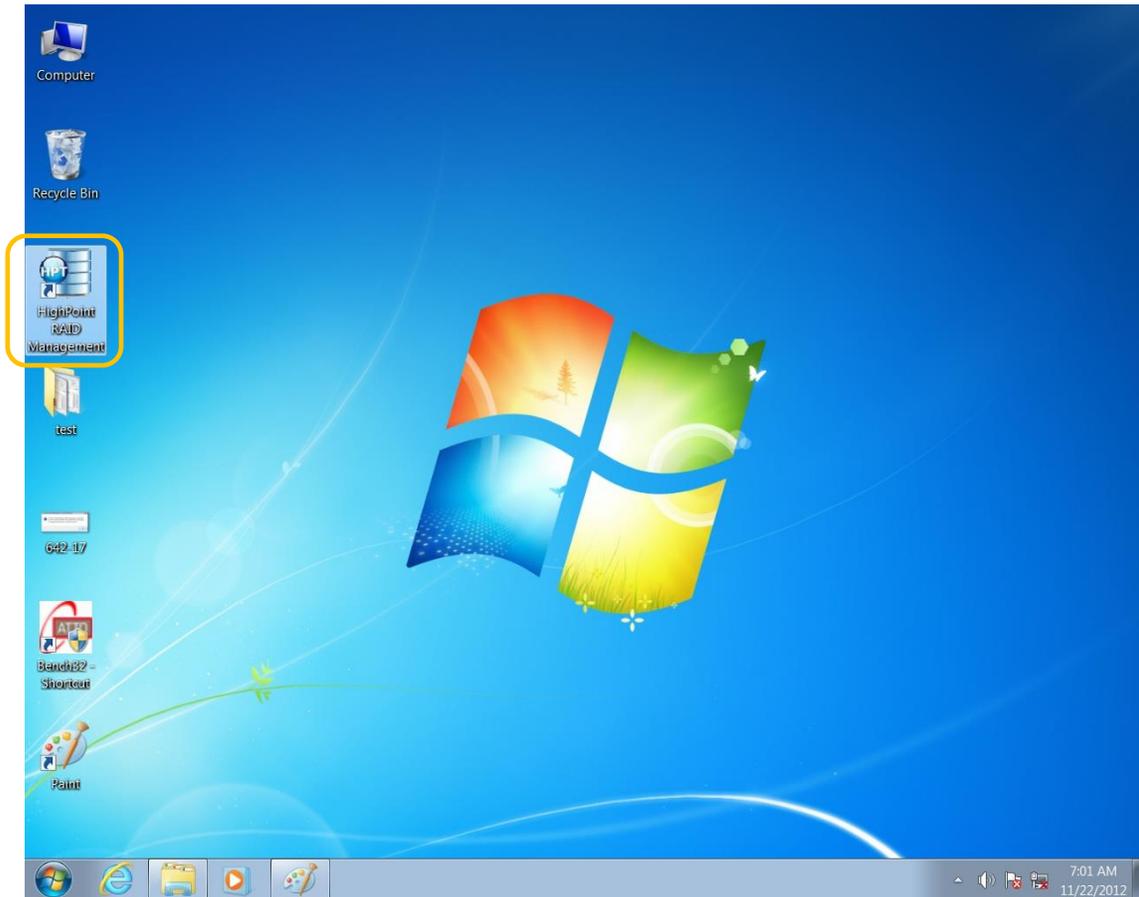
5. Click the "Finish" button to complete the installation procedure.



6. **Important:** The interface will display the default user name and password after installation is complete.



7. To start the RAID Management Interface, double-click the “HighPoint RAID Management” icon that was placed on the desktop during the installation procedure.



8. Or, start the utility manually by opening your web browser. Enter the following URL address:
<http://localhost:7402>

HighPoint RAID Management 2.1.4.12.1026
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Note: If you are accessing the RAID Management interface using a remote system, please update “localhost” to the server’s address.

If you are unable to connect to the local system, please make sure `hptsvr.exe` is running on that system (check using Windows Task Manager). If it is not running, you can start it manually using the “net start hptsvr” command from a Windows command prompt window.

In addition, make sure you are able to access the remote system via a TCP/IP connection, and make sure the firewall (if configured) is not blocking TCP Port 7402.

Uninstall the Web RAID Management Software

1. Go to Start → All Programs → HighPoint RAID Management, click Uninstall HighPoint RAID Management.



2. Follow the Installation Wizard's prompts to uninstall the HighPoint RAID Management interface.



7.2 Installing / Uninstalling the Web RAID Management Software-Linux

Install the Web RAID Management Software

Please refer to the Web RAID Management Installation Guide or README file under the following folder for the installation procedure.

Software location:

`\Management_Software\RocketRAID_45xx27xx26xx6xx\Linux`

And the location of CLI is as the follow.

`\Management_Software\Command_Line_Interface\Linux`

Before Installing – make sure you have the latest driver updates:

Visit the HighPoint website for the latest driver updates and documentation:

<http://www.highpoint-tech.com>

Uninstall the Web RAID Management Software

Open a terminal, and use the following command:

```
# rpm -e hptsvr-https
```

7.3 Using the Web RAID Management Software

Please refer to the online help of “How to Use Web RAID Management Software”:

<http://www.highpoint-tech.com/help/>

9 Troubleshooting

If you face any software related issues involving the HighPoint RAID Management (WebGUI), refer to the following sections for troubleshooting tips. For all other problems, submit a support ticket at www.highpoint-tech.com/websupport.

9.1 Troubleshooting - Software

WebGUI – Connection cannot be established

1. Make sure the RocketRAID hardware and device driver are installed and detected by the operating system.
 - a. **For Windows Users:**
 - i. Open Device Manager.
 - ii. Click on the Storage Controller tab.
 - iii. Check to see if RocketRAID 62x Controller is listed.
 - iv. If RocketRAID 62x Controller is not listed, check to see if the RAID Controller is listed under Unknown Devices.
 - v. If RAID Controller is under Unknown Devices, install the RocketRAID driver (refer to Page 20).
 - vi. If no RAID Controller is present, power down the system and make sure the RocketRAID controller is securely installed into the PCIe slot, or try another slot if available.
 - b. **For Mac Users:**
 - i. Click the Apple Icon on the menu bar.
 - ii. Click About this Mac > System Report.
 - iii. Click PCI.
 - iv. Check to see the **Type: RAID Controller** and **Driver Installed: Yes**.
 - v. If Driver Installed is **No**, re-install the drivers.
 - vi. If no RAID controller is present, recheck your hardware and cables.
2. Uninstall and reinstall the WebGUI if the WebGUI cannot connection.

9.2 Troubleshooting – RAID

Critical Arrays

The “Critical” status is assigned to arrays when one or more disks are faulty or unresponsive. Critical arrays can still be accessed, but should be rebuilt as soon as possible to avoid further damage to the array and/or data loss.

Common scenarios for critical status	<ul style="list-style-type: none">• Unplugging a disk that is part of an array• A bad sector is detected on a disk that is part of an array• Unrecoverable data is encountered during the rebuild process• A defective port or cable interrupts the rebuild process
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To recover from this situation,

1. Backup your existing data.
2. Identify which disk is faulty.
 - Refer to the WebGUI Logical tab and Event tab.
3. Replace the faulty disk
4. Once a new disk is added, add the new disk into the critical array.
 - Log into WebGUI.
 - Click the **Logical** Tab.
 - Click **Maintenance>Add disk>**and select the appropriate disk.
5. The Rebuild process should start automatically.
 - If the rebuild process does not start, click 'Rescan' on the left hand panel.

Note: On average, rebuilding an array requires 2 hours per Terabyte of disk capacity. The process must scan the entire disk, even if only a small portion of the disk contains useable data.

Rebuild failed

If rebuilding fails to complete due to disk sector errors (check in the Event Log), there is an option to continue rebuilding on error in HighPoint WebGUI.

1. Log in to the WebGUI.
2. Click the **Setting** tab.
3. Under **System Setting**, change **Enable Continue Rebuilding on Error** to **Enabled**.

This option will enable rebuilding to ignore bad sectors and attempt to make your data accessible. It is important to backup immediately after backup is complete and replace or repair the disks with bad sectors.

A Critical Array becomes disabled after replacing the incorrect disk

Make sure to remove and replace the correct disk when an array is Critical. Removing the incorrect disk may result in a disabled array. Disabled arrays cannot be accessed. To restore the Critical status follow the steps below:

1. Shut down your PC.
2. Shut down the Storage.
3. Return the disks to their original configuration.
4. Boots up the PC.
5. Once the Critical status is restored identify the correct disk and replace it.

Disabled Arrays

If two or more disks in your array go offline due to an error or physical disconnection, your array will become **disabled**.

If the original disks of the disabled RAID Array cannot be detected, the RAID array cannot be

recovered.

If all of the disks are still detected, please recreate the array using the “Keep old Data” initialization option.

1. Delete the disabled RAID array from Logical page.
2. Recreate the RAID array with the original configuration (RAID level, disk order, sector size)
Note: Please make sure use the “Keep old data” initialize option to recreate the RAID.

Lost/forgotten WebGUI Password

Please follow below steps to restore the default User name: **RAID** and Password: **hpt**

For **Mac** Users:

1. Open **Terminal**
2. Type or navigate to `cd /usr/share/hpt`
3. Type `rmhptuser.dat`, to remove the file
4. Reboot

For **Windows** Users:

1. Open file explorer
2. Navigate to **C:/Windows/**
3. Delete **hptuser.dat**
4. Reboot

The Windows WebGUI Installer has stalled or has reported an error

Solution:

1. Uninstall the existing HighPoint RAID Management software.
2. Reboot Windows and delete the HighPoint RAID Management software folder under:
C:\Program Files
3. Reinstall the WebGUI

10 Thank You

Thank you for purchasing the RocketRAID62xSATA 6Gb/s RAID Host adapter. We appreciate your support, and welcome any questions, comments or product suggestions you may have.

11 Customer Support

If you encounter any problem while utilizing RocketRAID series host adapters, or have any questions about this or any other HighPoint Technologies, Inc. product, feel free to contact our Customer Support Department.

HighPoint Technologies, Inc. websites:

<http://www.highpoint-tech.com/>

Web Support:

<http://www.highpoint-tech.com/websupport/>