

FAQ

Q1: I am using the Rocket 720. The WebGUI shows two duplicate port/channels under Physical Device Information. Why is this happening?

A1:

This may occur if the controller firmware has not been updated. Please contact our Technical Support department for a copy of the latest firmware, or download the update from the following website:

<https://u.pcloud.link/publink/show?code=kZVUe9VZTib4ooPyFXLRLj6kLVs3qj4fhfe7>

The screenshot shows the HighPoint RAID Management WebGUI interface. At the top, there is a dropdown menu for 'Controller(1): Rocket 720' and the HighPoint Technologies, Inc. logo. Below this is a navigation bar with tabs: Global View, Physical, Logical, Setting, Event, SHI, Recover, and Help. The 'Logical' tab is selected. On the left side, there is a sidebar with options: Create Array, Spare Pool, Logical Device, Rescan, and Beeper Mute. The main content area is divided into two sections: 'Logical Device Information' and 'Physical Device Information'. The 'Logical Device Information' table has columns: Name, Type, Capacity, BlockSize, SectorSize, OS Name, and Status. It contains one entry: Device_1_1, Hard Disk, 10.00 TB, with OS Name HPT DISK 6_1 and Status Legacy. The 'Physical Device Information' table has columns: Location, Model, Capacity, and Max Free. It contains seven entries for locations 1/1 through 1/7. The entry for location 1/1 is highlighted with a red box and contains two identical rows: TOSHIBA DT01ACA300-V731JVGAS (3.00 TB, 3.00 TB) and ST10000NE0004-2GT11L-ZCH01MEQ (10.00 TB, 0.00 GB). Other entries include ST4000VN008-2DR166-WDH109Q0 (4.00 TB, 4.00 TB), ST14000NM0018-2H4101-ZHZ0Z64 (14.00 TB, 14.00 TB), WDC WD60EFRX-68MYMN1-WD-WX31DB48X74A (6.00 TB, 6.00 TB), ST12000NM0008-2H3101-ZHZ0C2PM (12.00 TB, 12.00 TB), ST14000NM0018-2H4101-ZHZ0Z9JN (14.00 TB, 14.00 TB), and ST8000VX0002-1Z6112-ZA10PA4J (8.00 TB, 8.00 TB).

Logical Device Information						
Name	Type	Capacity	BlockSize	SectorSize	OS Name	Status
Device_1_1	Hard Disk	10.00 TB			HPT DISK 6_1	Legacy

Physical Device Information			
Location	Model	Capacity	Max Free
1/1	TOSHIBA DT01ACA300-V731JVGAS	3.00 TB	3.00 TB
1/1	ST10000NE0004-2GT11L-ZCH01MEQ	10.00 TB	0.00 GB
1/2	ST4000VN008-2DR166-WDH109Q0	4.00 TB	4.00 TB
1/3	ST14000NM0018-2H4101-ZHZ0Z64	14.00 TB	14.00 TB
1/4	WDC WD60EFRX-68MYMN1-WD-WX31DB48X74A	6.00 TB	6.00 TB
1/5	ST12000NM0008-2H3101-ZHZ0C2PM	12.00 TB	12.00 TB
1/6	ST14000NM0018-2H4101-ZHZ0Z9JN	14.00 TB	14.00 TB
1/7	ST8000VX0002-1Z6112-ZA10PA4J	8.00 TB	8.00 TB