

Content

1. Why does the motherboard BIOS report an “Out of memory” error when more than one product is installed?

This is related to the motherboard BIOS, and will occur if the motherboard is unable to allocate enough resources to both products.

There are two possible ways to avoid this problem. If the BIOS/firmware download link is not responding, or you are unable to locate the correct file, please contact [Technical Support](#).

- 1) Update each product’s firmware using the “QuickBIOS” download. Please note, bootable NVMe RAID controllers will lose boot capability if this BIOS is installed.
- 2) Update each product’s firmware using the **UEFI BIOS** download.
 - A. After the updates have been completed, reboot the system and enter the motherboard BIOS menu. Change the Boot Mode to “UEFI” or “Dual” and **Storage Option ROM** to **UEFI**.
 - B. **Note:** These Settings are used to trigger UEFI Utility (UEFI CLI and UEFI HII) functions. With these interfaces, you can control the RAID storage controller and configure Bootable RAID configurations. If you do not need to use the UEFI Utility, you can choose not to adjust the motherboard BIOS.

2. Why can't I see the estimated completion time when Rebuilding, Initializing or Verifying a RAID array using the BIOS utility?

Progress bars are not displayed in the BIOS utility. You will to check progress using the WebGUI or CLI.

3. Why does the alarm not sound when a disk fails or is suddenly removed while using the BIOS or UEFI/CLI/HII utilities?

These interfaces do not support the audible alarm. Support can be added to the UEFI utility – if this feature is required, please contact sales@highpoint-tech.com.