SRD7104DC & SRD7204DC & CRD7104DC Driver & FnL Monitor Software Installation Guide (Windows)

Version v1.01

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SRD7104FDC/SRD7204DC/CRD7104FDC Driver & FnL Monitor Software Installation Guide

This guide includes important hardware/software requirements, installation & upgrade procedures, and troubleshooting tips for using SRD7104FDC/SRD7204DC/CRD7104FDC NVMe AIC RAID Drives with a Windows operating system.

Prerequisites

This section describes the base hardware and software requirements for the SRD7104FDC/SRD7204DC/ CRD7104FDC PCIe 3.0 NVMe AIC RAID Drives.

Driver Installation

This section covers driver installation, driver upgrade and driver uninstallation procedures for SRD7104FDC/SRD7204DC/CRD7104FDC NVMe AIC RAID Drives.

Management Software Installation

This section explains how to download and install the SRD7104FDC/SRD7204DC/CRD7104FDC FnL Monitor Management Software Suite for Windows operating systems. The download includes both the Web RAID Management Interface (FnL Monitor), and the CLI (Command Line Interface).

Troubleshooting

Please consult this section if you encounter any difficulties installing or using the SRD7104FDC/ SRD7204DC/CRD7104FDC NVMe AIC RAID Drives. It includes descriptions and solutions for commonly reported technical issues.

Appendix

A selection of useful information and web links for the SRD7104FDC/SRD7204DC/CRD7104FDC NVMe AIC RAID Drives.

Prerequisites for a Data-RAID Configuration

The SRD7104FDC/SRD7204DC/CRD7104FDC NVMe AIC RAID Drives can support Data-RAID arrays. In order to user a Data-RAID array, you will need the following:

1. **A PCIe 3.0 slot with x8 or x16 lanes.** The SRD7104FDC/CRD7104FDC must be installed into a PCIe 3.0 slot with x16 dedicated lanes, The SRD7204DC can be installed into a PCIe 3.0 x8 or x16 slot.
2. **Make sure any non-HighPoint drivers are uninstalled for any SSD's hosted by the FnL series RAID controllers**. 3rd party software and manufacturer provided drivers may prevent the FnL from functioning properly.

Warnings:

1) **Failing to remove the AIC Drive and SSD's when uninstalling the driver may result in data loss.**
2) **Always make sure the FnL driver is installed before moving a FnL series NVMe AIC RAID Drives & RAID array to another Windows system.**

Windows operating systems will always load the default NVMe support after the FnL driver has been uninstalled, or if it detects the present of a card when no driver has been loaded – this driver will only recognize the NVMe SSD's as separate disks.

If the SSD's are recognized separately, any data they contain may be lost – this includes RAID configuration data.

Installing the Device Driver

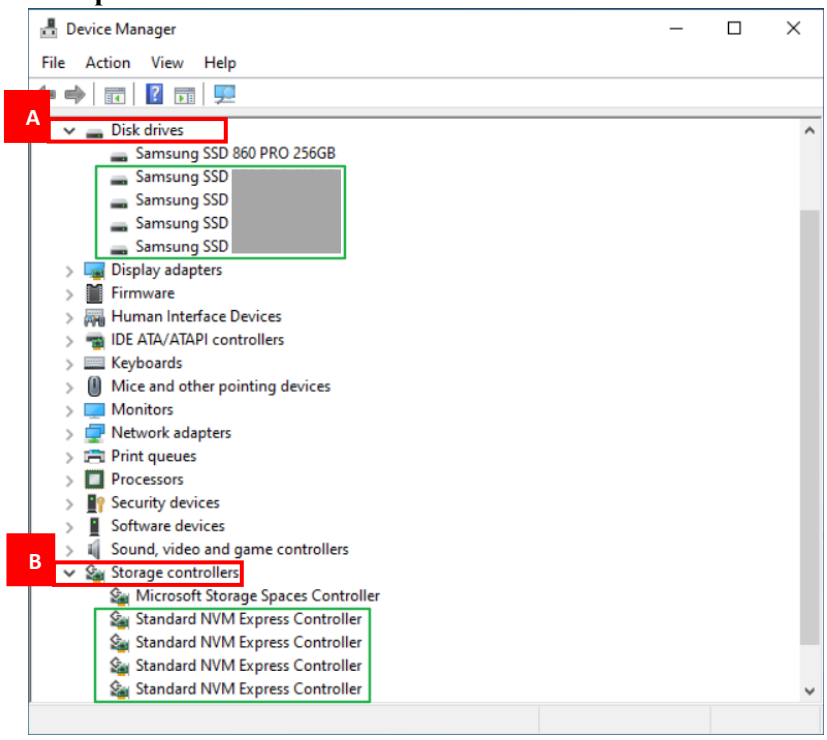
The following section discusses driver installation for a non-bootable NVMe configuration.

1. Verify that Windows recognizes the controller

After installing the FnL controller into the motherboard, power on the computer, boot the Windows operating system, and open **Device Manager**.

A. Expand the **Disk drives** tab. Each NVMe SSD's installed into the SRD7104FDC/SRD7204DC/ CRD7104FDC controller should be displayed here.
B. Expand the **Storage Controllers** tab. You should see a "**Standard NVM Express Controller**" entry for each NVMe SSD that is installed into the SRD7104FDC/SRD7204DC/CRD7104FDC controller.

Example screenshot SRD7104FDC:



2. Download the Device Driver

Download the appropriate FnL driver from the NVMe AIC RAID Drives Software Downloads webpage.

SRD7104FDC：

https://www.fnlnvme.com/srd7104fdc-overview

SRD7204DC:

https://www.fnlnvme.com/srd7204dc-overview

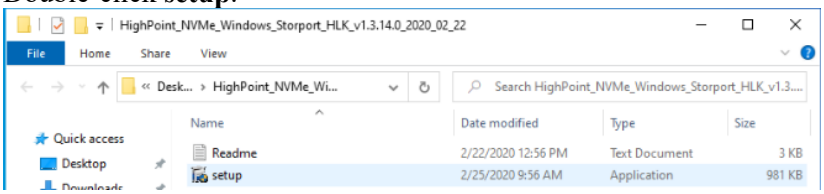
CRD7104FDC:

https://www.fnlnvme.com/crd7104fdc-overview

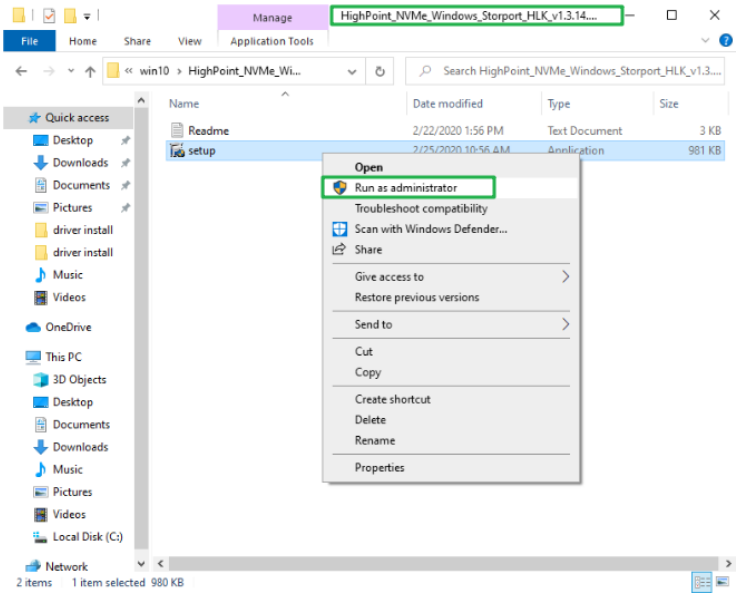
3. Install the Device Driver

A. Locate the driver download and open the file.

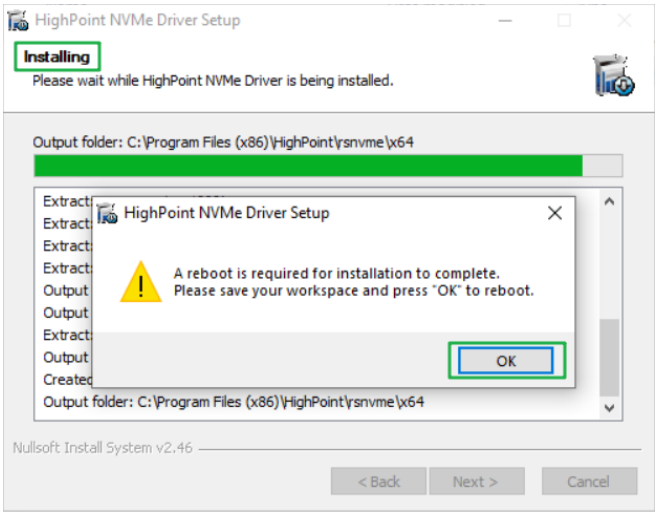
B. Double-click **setup**.



Note: If installation does not start, you may have to manually start setup using Administrator Privileges. Right-click **setup**, select **Run as Administrator** from the menu, and confirm the pop-up window to proceed.



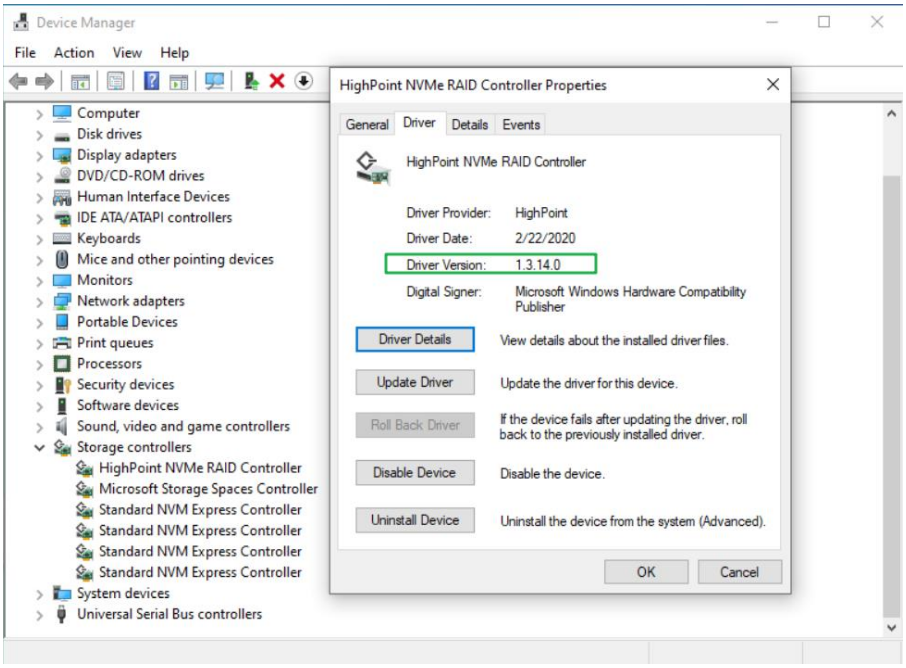
After driver installation is complete, click **OK** to reboot.



C. Once Windows has rebooted, open **Device Manager** to check the status of the driver.

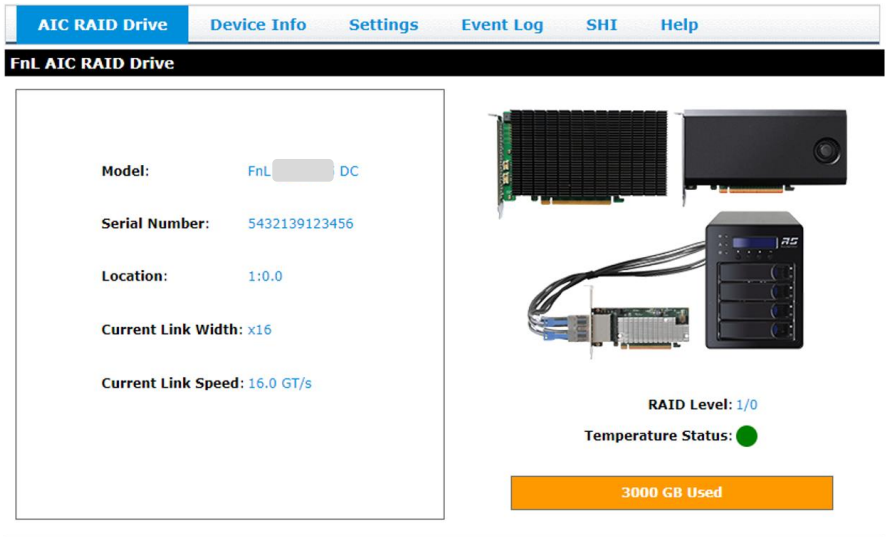
Expand **Storage controllers** and click on the **HighPoint NVMe RAID Controller** entry**.** View the properties and click the **Driver** tab:

Example screenshot (SRD7104FDC/SRD7204DC)



Note: The driver revision shown in the screenshots may not correspond with current software releases. Please make sure to download the latest driver updates from the product's Software Updates page.

D. First, make sure the FnL Monitor has been installed (see FnL Monitor install). Open the FnL Monitor and make sure the SSD.'s / arrays are properly recognized.



Note: Please refer to Appendix A to verify that your Device Manager entries correspond with the driver version you have installed.

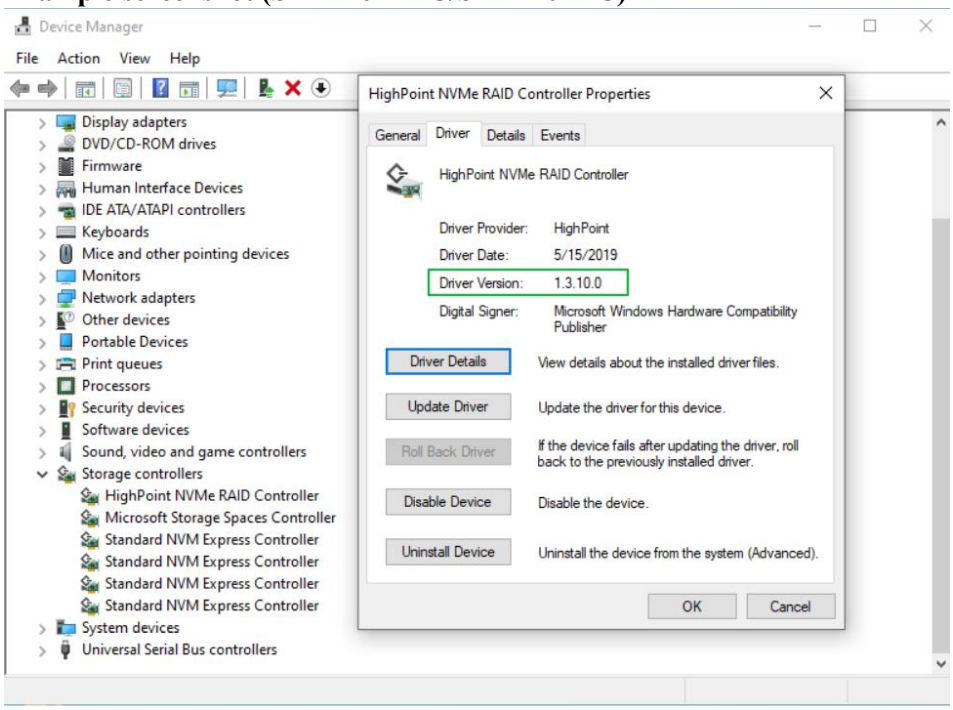
Updating the Device Driver

Note: Before attempting to update the driver entry, ensure that the SRD7104FDC/SRD7204DC/ CRD7104FDC is removed from the motherboard.

1. Check the Driver version

Open **Device Manager** to check the current driver version. Expand **Storage controllers** and click on the **HighPoint NVMe RAID Controller** entry**.** View the properties and click the **Driver** tab:

Example screenshot (SRD7104FDC/SRD7204DC)



2. Download the Device Driver

Download the latest driver from the controller's Software Downloads webpage.

SRD7104FDC：

https://www.fnlnvme.com/srd7104fdc-overview

SRD7204DC:

https://www.fnlnvme.com/srd7204dc-overview

CRD7104FDC:

https://www.fnlnvme.com/crd7104fdc-overview

3. Shutdown and Remove the Device

A. Power down the system and remove the SRD7104FDC/SRD7204DC/CRD7104FDC NVMe AIC RAID Drives from the motherboard.

Note: Failing to remove the FnL controller from the motherboard during the uninstall process may result in data loss.

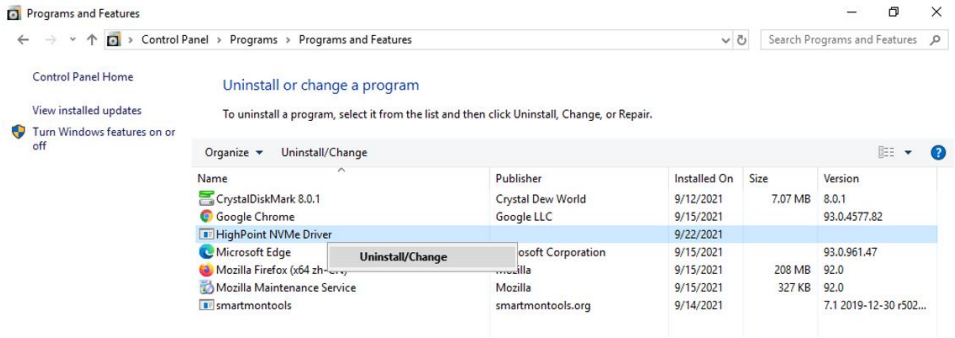
Whenever the driver is uninstalled, Windows will attempt to install the default NVMe support, which may corrupt the RAID configurations and any data stored on SSD's hosted by the FnL controller.

B. Power on the system and boot Windows.

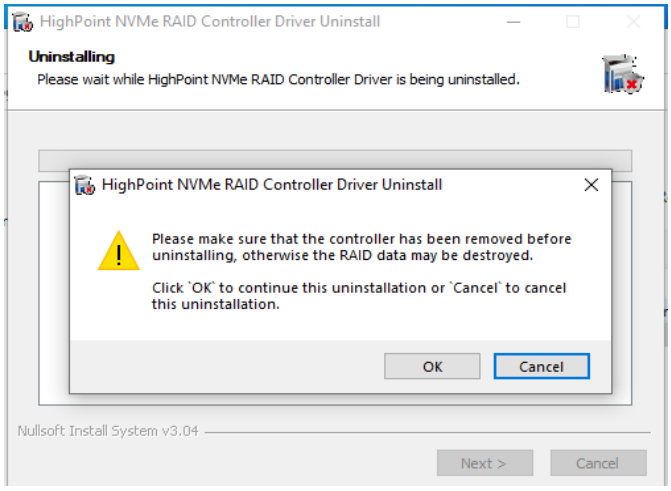
4. Uninstall the old Device Driver

A. Access **Control Panel** and select **Programs→ Programs and Features, and click on the HighPoint NVMe Driver** entry**.**

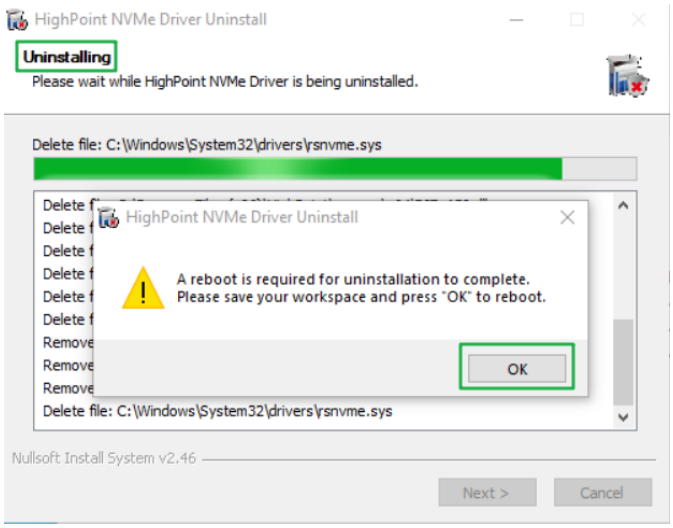
B. Click **Uninstall/Change**



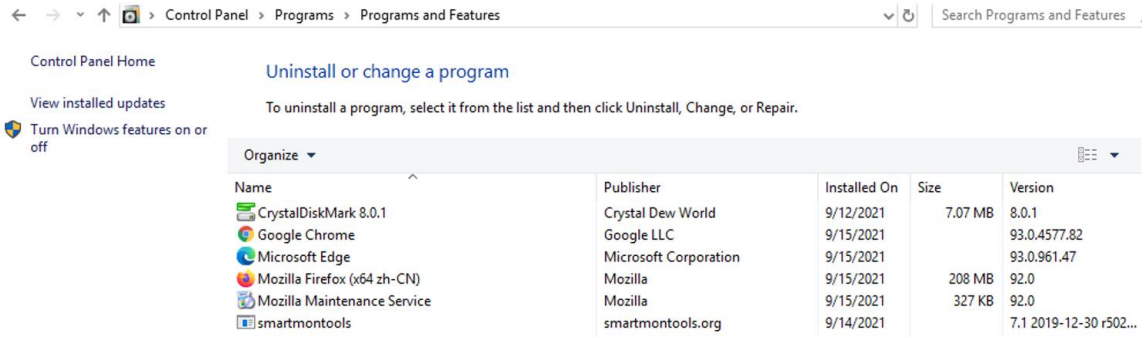
If the HPT controller is not removed from the motherboard during the uninstall process, Windows will notify you that RAID data may be destroyed.



C. After uninstalling the driver, click **OK** to reboot.



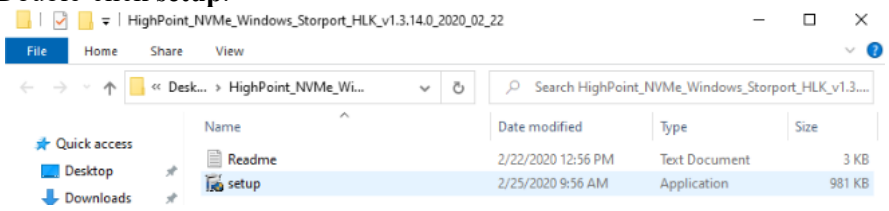
D. After Windows has rebooted, access **Control Panel** to make sure the driver has been uninstalled. If there are no HighPoint NVMe RAID Driver entries present, the driver has been successfully uninstalled:



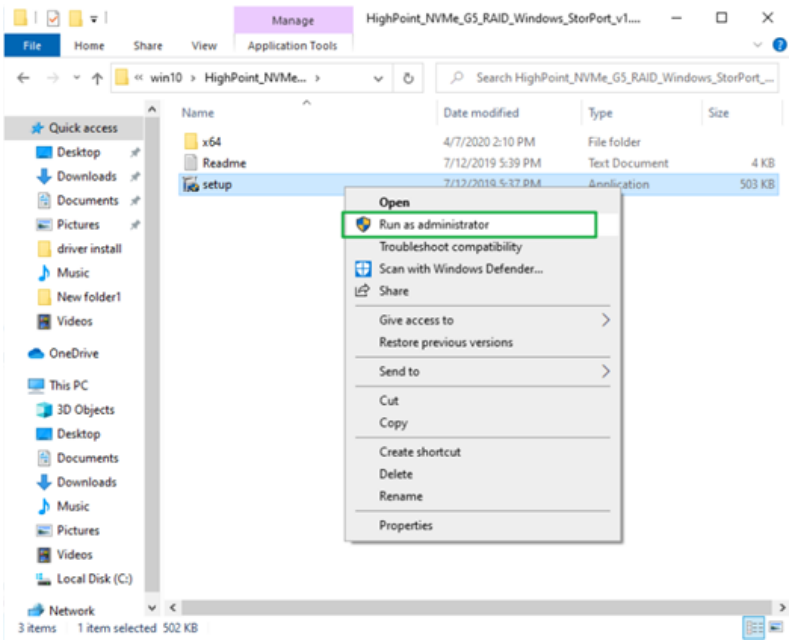
5. Install the new Device Driver

A. Locate the driver download and open the file.

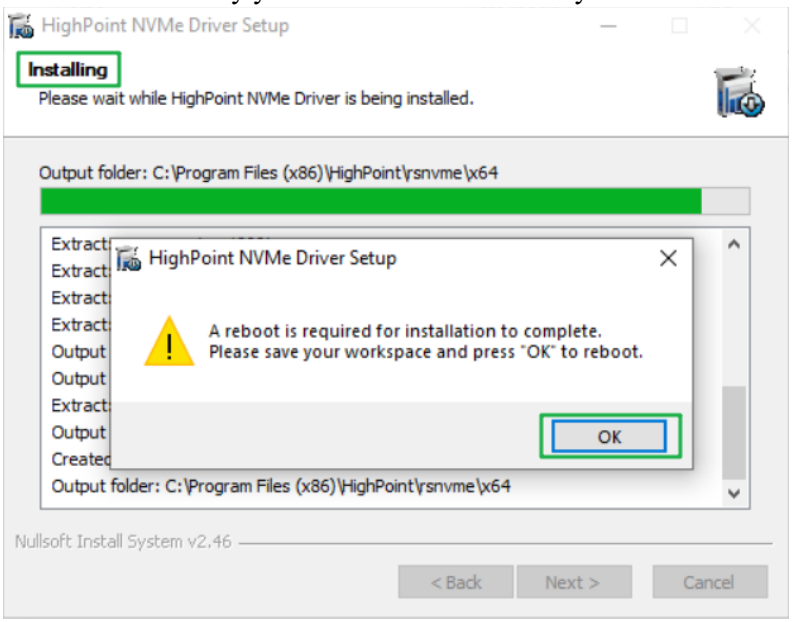
B. Double-click **setup**.



Note: If the update does not start, you may have to manually start setup using Administrator Privileges. Right-click **setup**, select **Run as Administrator** from the menu, and confirm the pop-up window to proceed.



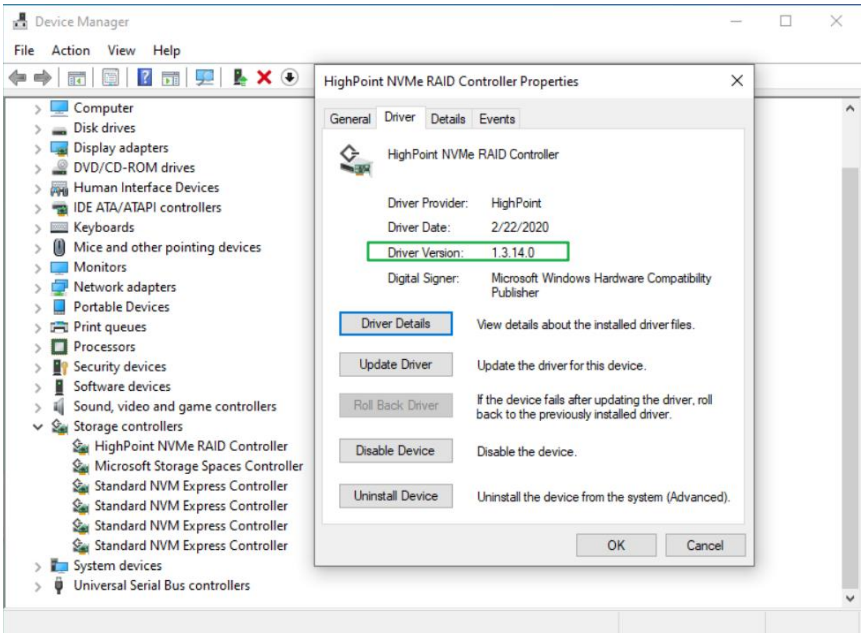
C. Windows will notify you that the driver is already installed. Click **OK** to reboot.



D. After entering the system, **shut down** the system. In the shutdown state, connect the FnL controller to the motherboard.

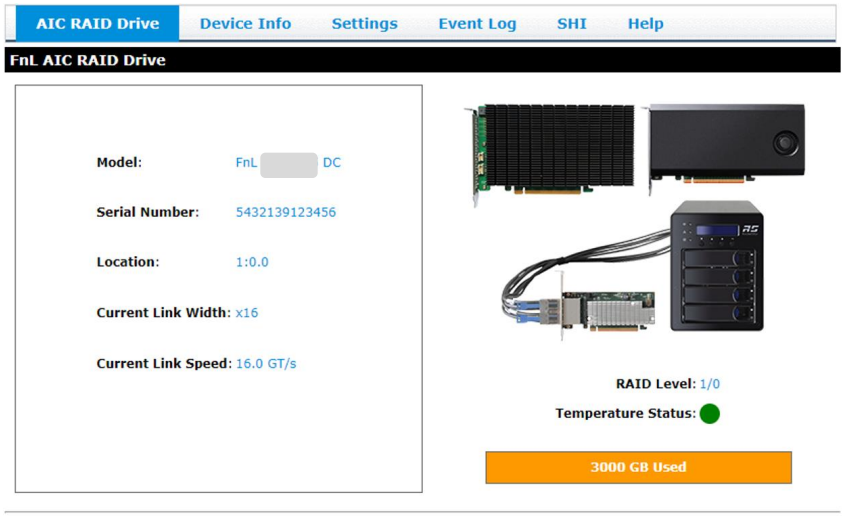
E. Boot into the system.

F. Once Windows has rebooted, open **Device Manager** to check the status of the driver. Expand **Storage controllers** and click on the **HighPoint NVMe RAID Controller** entry**.** View the properties and click the **Driver** tab:



Note: The driver revision shown in the screenshots may not correspond with current software releases. Please make sure to download the latest driver updates from the product's Software Updates page.

G. First, make sure the FnL Monitor has been installed (see FnL Monitor install). Open the FnL Monitor and make sure the SSD.'s / arrays are properly recognized.



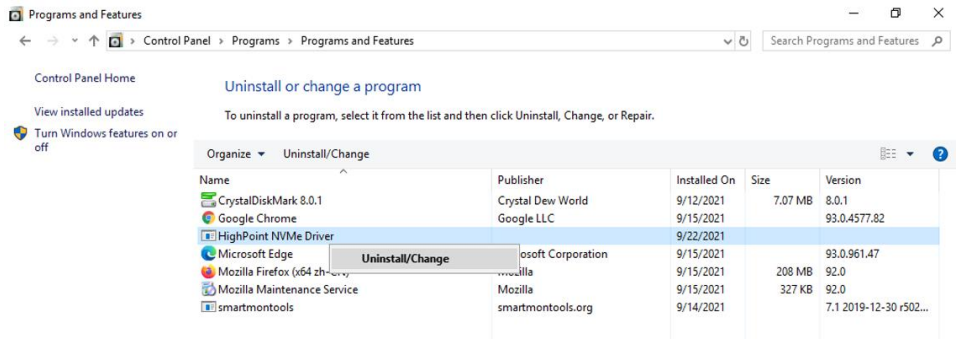
Uninstalling the Device Driver

1. Power down the system and remove the SRD7104FDC/SRD7204DC/CRD7104FDC NVMe AIC RAID Drives from the motherboard.

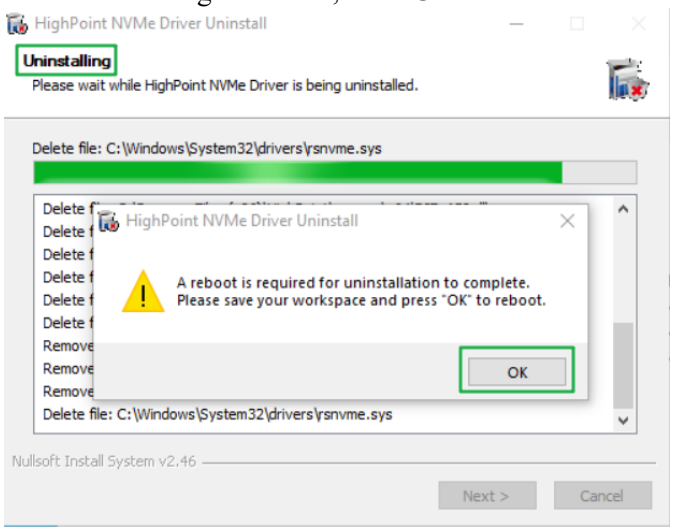
   Note: Failing to remove the FnL controller from the motherboard during the uninstall process may result in data loss. Whenever the driver is uninstalled, Windows will attempt to install the default

NVMe support, which may corrupt the RAID configurations and any data stored on SSD's hosted by the FnL controller.

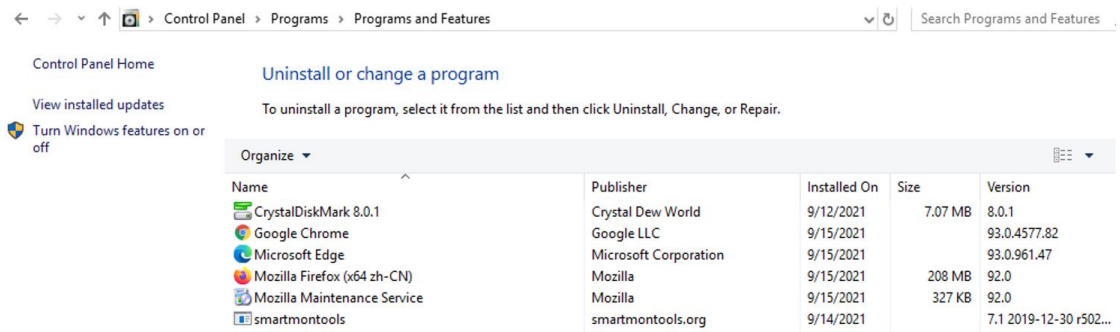
2. Power on the system and boot Windows.
3. Access **Control Panel** and select **Programs→ Programs and Features, and click on the HighPoint NVMe Driver** entry**.**
4. Click **Uninstall/Change**



5. After uninstalling the driver, click **OK** to reboot.



6. After Windows has rebooted, access **Control Panel** to make sure the driver has been uninstalled. If there are no HighPoint NVMe RAID Driver entries present, the driver has been successfully uninstalled



Installing the FnL Management Software (FnL Monitor & CLI)

The HighPoint FnL Management Software (FnL Monitor and CLI utilities) are used to monitor NVMe SSD's hosted by the SRD7104FDC/SRD7204DC/CRD7104FDC NVMe AIC RAID Drives. Download the latest software package from the HighPoint website:

SRD7104FDC：

https://www.fnlnvme.com/srd7104fdc-overview

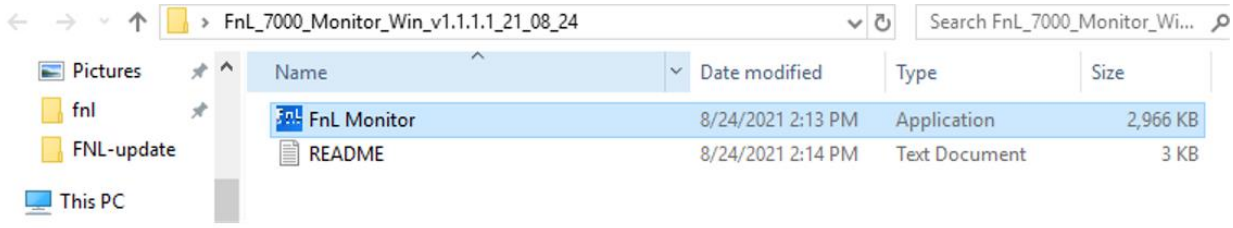
SRD7204DC:

https://www.fnlnvme.com/srd7204dc-overview

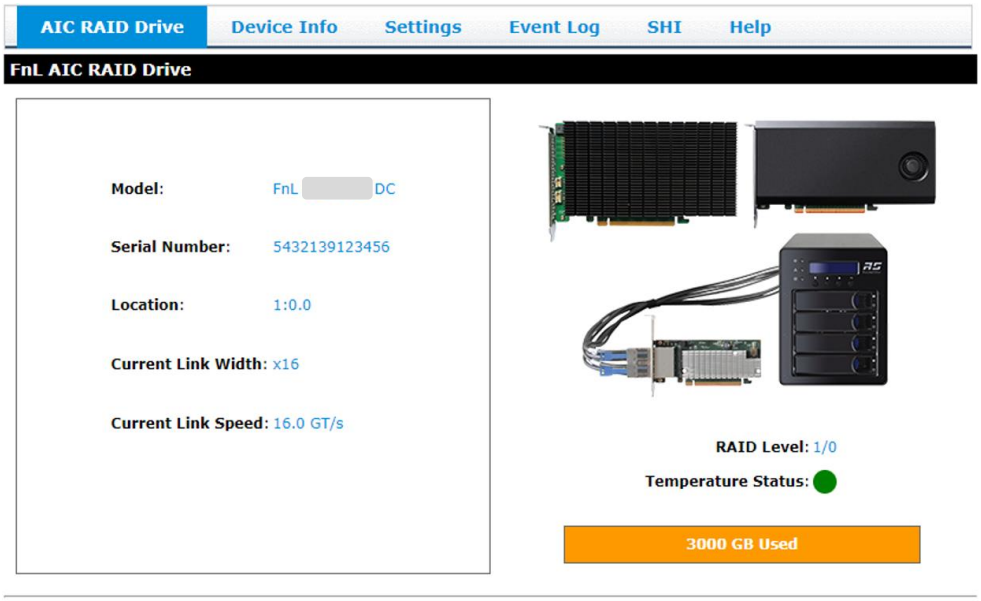
CRD7104FDC:

https://www.fnlnvme.com/crd7104fdc-overview

1. Extract the package and double-click the **FnL Monitor** program to install the software.

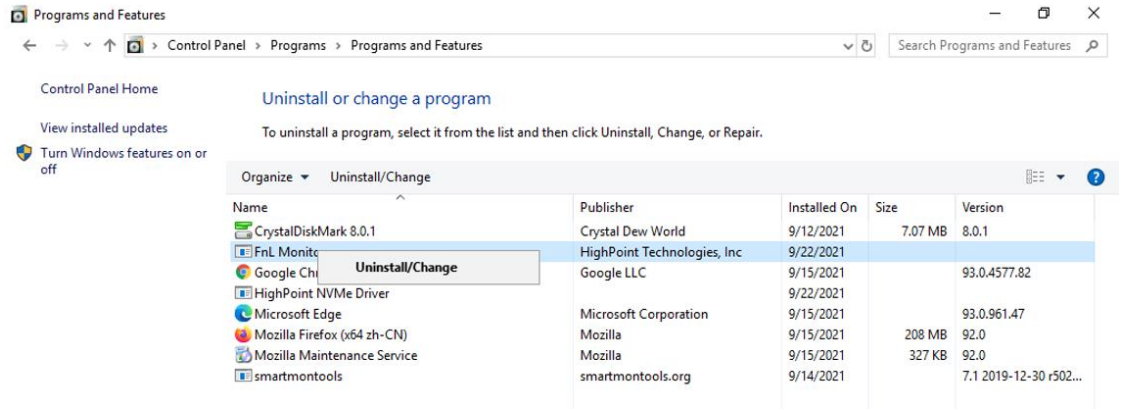


2. Once installed, locate the Management icon on the desktop and double-click to start the FnL Monitor interface.

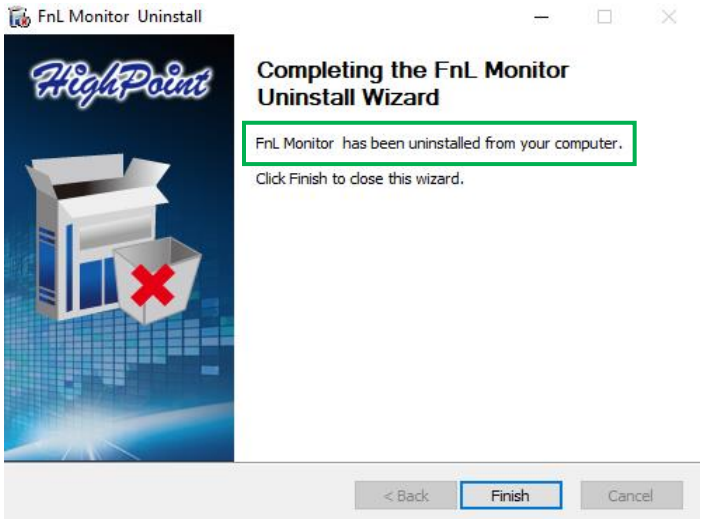


Uninstalling the FnL Management Software

1. Access **Control Panel** and select **Programs→ Programs and Features, and click on the FnL Monitor** entry**.**
2. Click **Uninstall/Change**



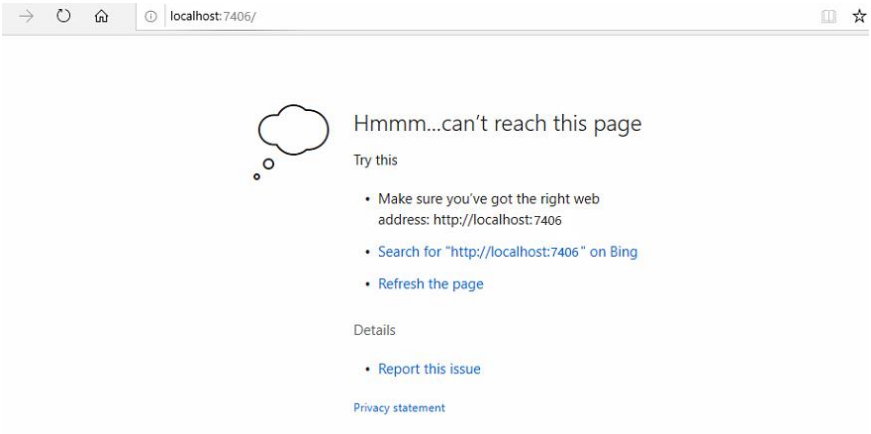
3. After uninstalling the driver, click **Finish**.



Troubleshooting

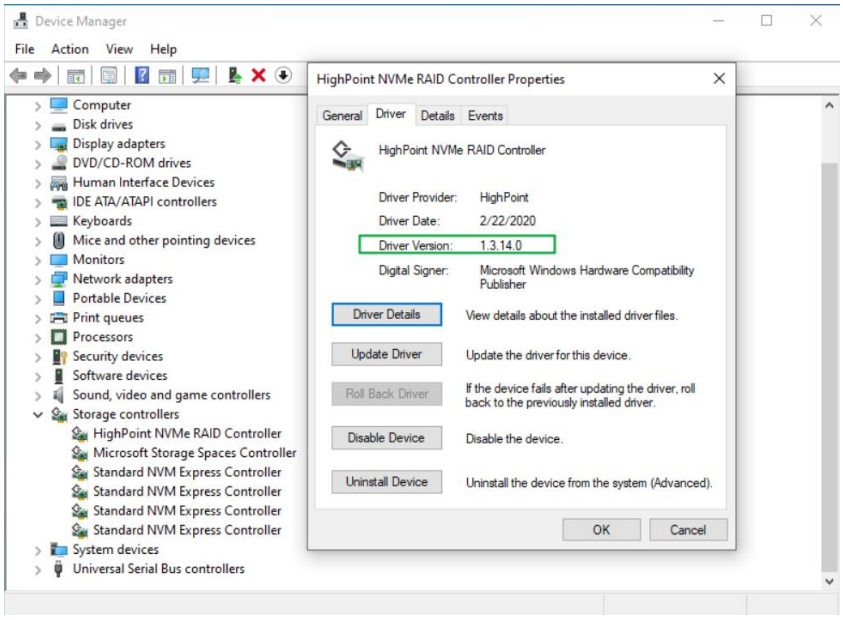
Note: When troubleshooting your SRD7104FDC/SRD7204DC/CRD7104FDC NVMe AIC RAID Drives, make sure all of the Prerequisites have been met before proceeding.

The FnL Monitor will not start after double-clicking the desktop icon.



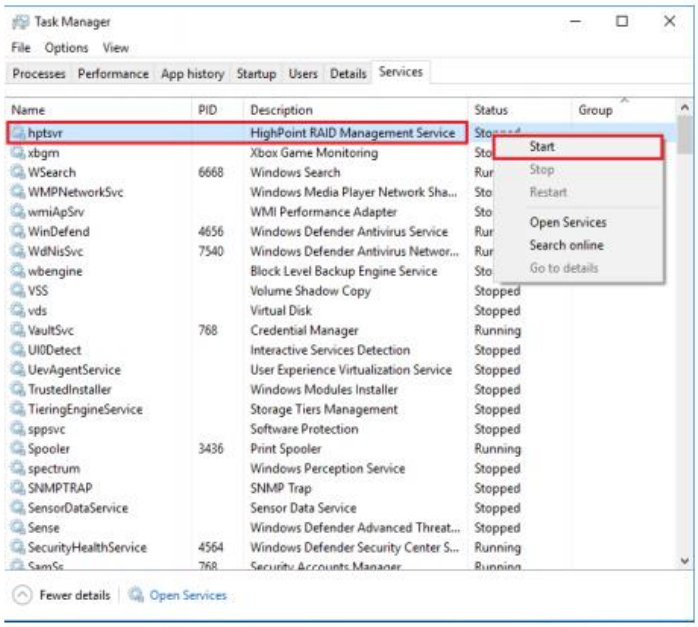
1. This is often the result of a missing driver or improperly installed driver. Open **Device Manager** and check under **Storage Controllers**.
   If the Driver is properly installed, you should see a **HighPoint NVMe Controller** entry for SRD7104FDC/SRD7204DC/CRD7104FDC NVMe AIC RAID Drives, followed by **HighPoint NVMe RAID Controller** entry:

Example screenshot (SRD7104FDC)



Note: The driver revision shown in the screenshots may not correspond with current software releases. Please make sure to download the latest driver updates from the product's Software Updates page.

2. You should also check to make sure **hptsvr** is running under **Task Management → Services**. If the status of **hptsvr** process is **Stopped**, right-click on this entry and select Start from the menu:

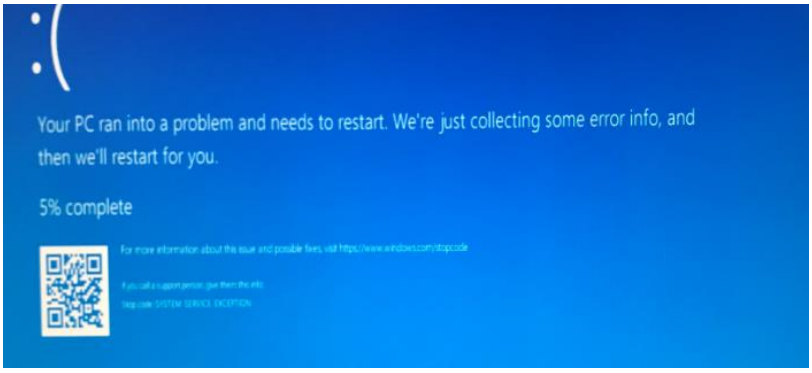


BSOD (Blue Screen of Death)

There are three scenarios in which a BSOD may occur with

SRD7104FDC/SRD7204DC/CRD7104FDC:

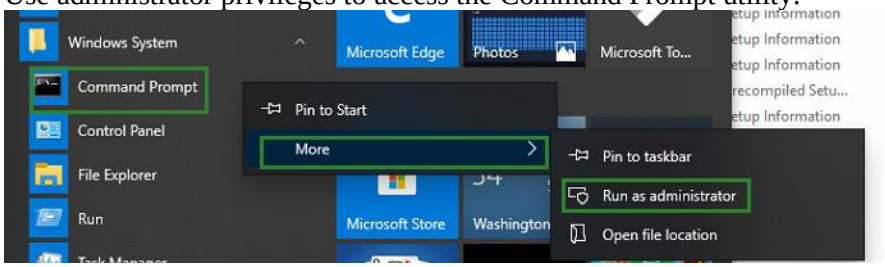
Windows displays a BSOD when the SRD7104FDC/SRD7204DC/CRD7104FDC **is installed.**



If you are running Windows 10, please make sure that any **Quick Shutdown** options are disabled – these features can cause a BSOD when the SRD7104FDC/SRD7204DC/CRD7104FDC is installed into or removed from your motherboard. BSODs can be avoided by **completely powering off** your system.

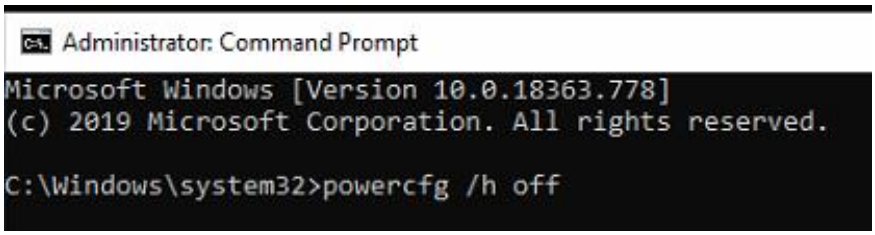
How to Turn off Quick Shutdown for Windows

a. Use administrator privileges to access the Command Prompt utility:



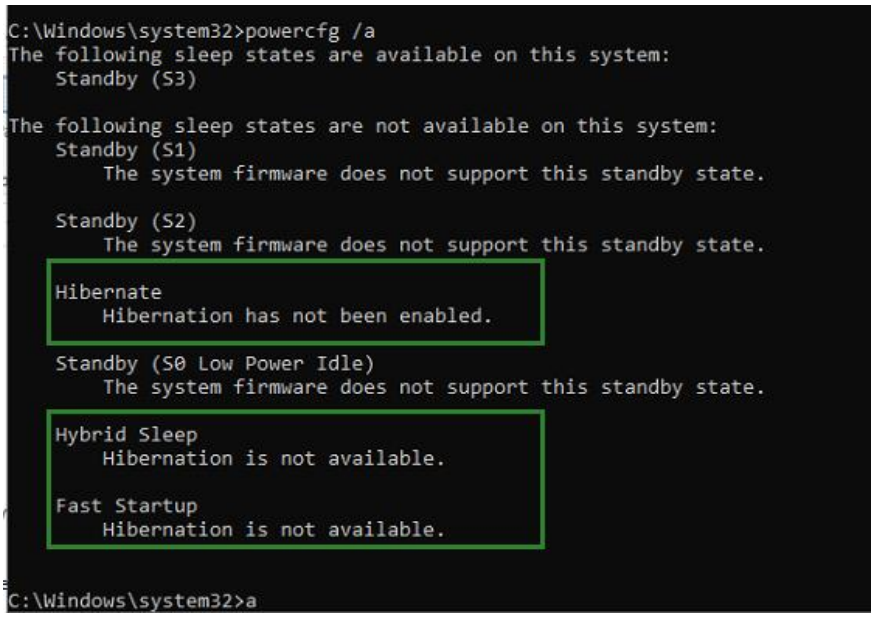
b. Enter the following command and press Enter:

powercfg / h off



c. To make sure the setting has been disabled, enter the following command and press Enter:

powercfg / a



d. Shut down the computer and remove the SRD7104FDC/SRD7204DC/CRD7104FDC from the motherboard;

e. Restart the system and open the SRD7104FDC/SRD7204DC/CRD7104FDC driver download.

f. Double-click **Setup** to reinstall the driver; if you are prompted to uninstall the driver, you will need to follow the prompts and restart. After rebooting, double-click **Setup** once more to install the driver.

g. After the driver installation is complete, shut down the computer. The SRD7104FDC/ SRD7204DC/CRD7104FDC insert into the motherboard PCIe slot.
h. Power on the system, boot Windows and access the FnL Monitor; if the FnL Monitor can't connect, you need to restart again.
i. If it fails to start the second time, please access our Online Support portal and submit a support ticket.

Note: If you are running a Server version of windows, and encounter a BSOD at bootup, please collect the following information: Windows version & build numbers, Memory Dump and System event Log

1. **A BSOD is encountered when installing the driver:**
   If you experience a BSOD during driver installation, please collect the following information: Memory Dump, INF log, Debug Log, System Event log, and submit a new support ticket via our Online Support Portal.

2. **If Windows reports that driver installation has failed:**
   a. Please collect these debugging information: INF log, Debug Log, Device Manager/Storage Controller screen shot, System Event log

Note: If you experience a BSOD or error when installing the driver, please ensure that any **Quick Shutdown** options are **not enabled** – Quick shutdown can cause a BSOD when removing the SRD7104FDC/SRD7204DC/CRD7104FDC from your motherboard, and plugging it back in. BSODs can be avoided by **completely powering off** your system:

Controller and Drive Detection Issues

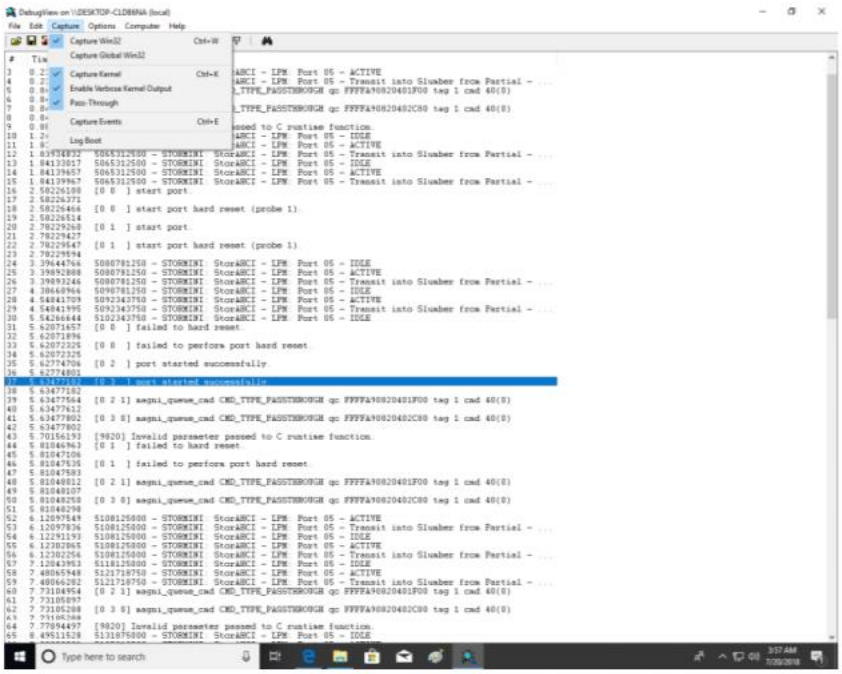
- If your motherboard or Windows is unable to detect the SRD7104FDC/SRD7204DC/ CRD7104FDC NVMe AIC RAID Drives or NVMe SSD's, please shutdown the system and try moving the SRD7104FDC/SRD7204DC/CRD7104FDC to another PCIe slot.
- Make sure any unrelated NVMe devices are removed from the motherboard while troubleshooting the SRD7104FDC/SRD7204DC/CRD7104FDC NVMe AIC RAID Drives.

Appendix

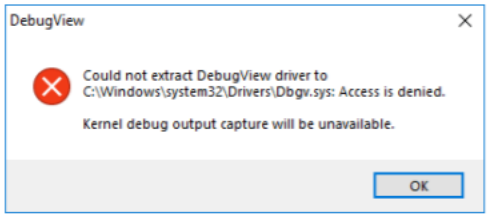
How to Collect Debug View Logs

If other troubleshooting steps fail to solve the problem, we suspect that the driver and management softwa re cannot establish a connection with the SRD7104FDC/SRD7204DC/CRD7104FDC NVMe AIC RAID Drives. We will provide you with a Debug version of the driver to collect information about the problem you are experiencing.
To install the Debug driver, follow the standard driver installation procedure (please refer to the SRD7104FDC/SRD7204DC/CRD7104FDC NVMe AIC RAID Drives User Guide). After installing the driver, follow the steps below:

1. Download the DebugView utility from [https://download.sysinternals.com/files/DebugView.zip.](https://download.sysinternals.com/files/DebugView.zip)
2. Unzip, right-click on the icon, and run DebugView with administrator privileges. Select Capture Win32, Capture Kernel, Enable Verbose Kernel Output, and Pass in the Capture toolbar.



3. If the utility displays an “access denied” message, rename the following file: C:\Windows\System32\drivers\Dbgv.sys For example, rename it to “Dbgv.sys1”, i.e change the file type.

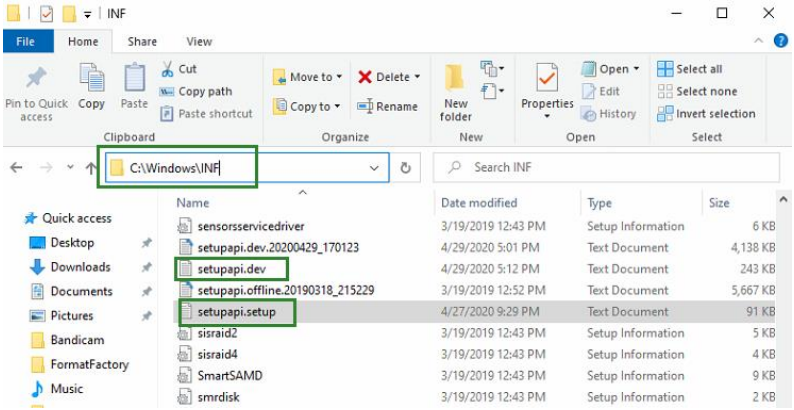


4. Save the information printed by DebugView and send this to our support department.

5. If required, we will provide management software information collection tools for the NVMe RAID Manager interface.

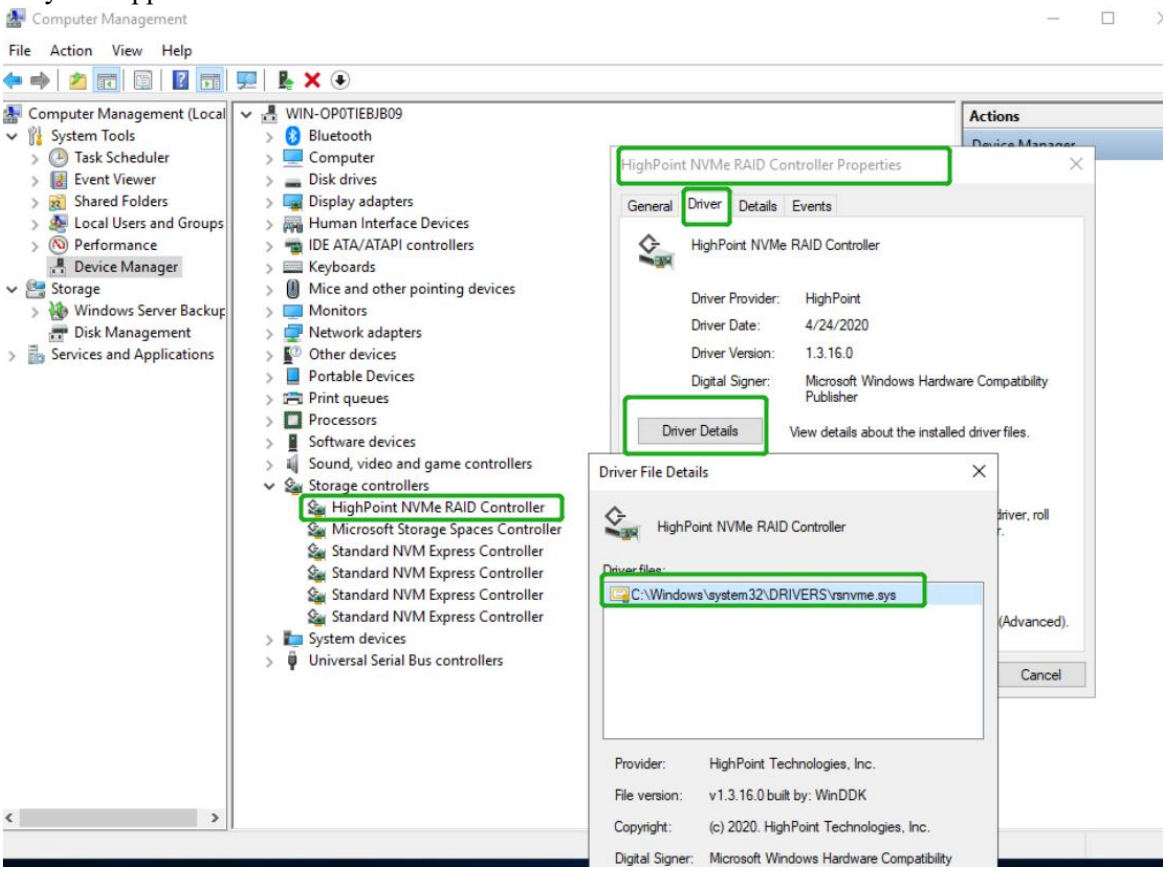
How to Collect INF Logs

1. Go to drive C→ Windows→ INF, and locate the **setuppapi.dev** and **setupapi.setup** logs:



INF logs can be used to check what kind of software has been installed into the Windows systems.

2. Please access Device Manager, Storage Controllers, and check the properties for the HighPoint entry. Click on Driver Details and take a screenshot – include this with the log files you submit for your support case.

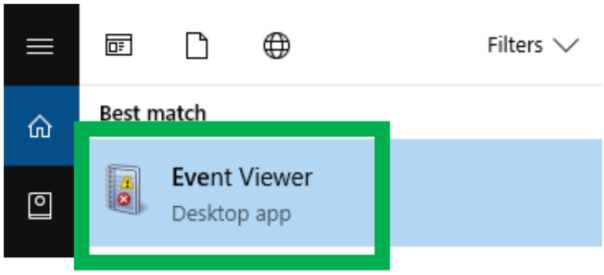


How to Collect System Logs

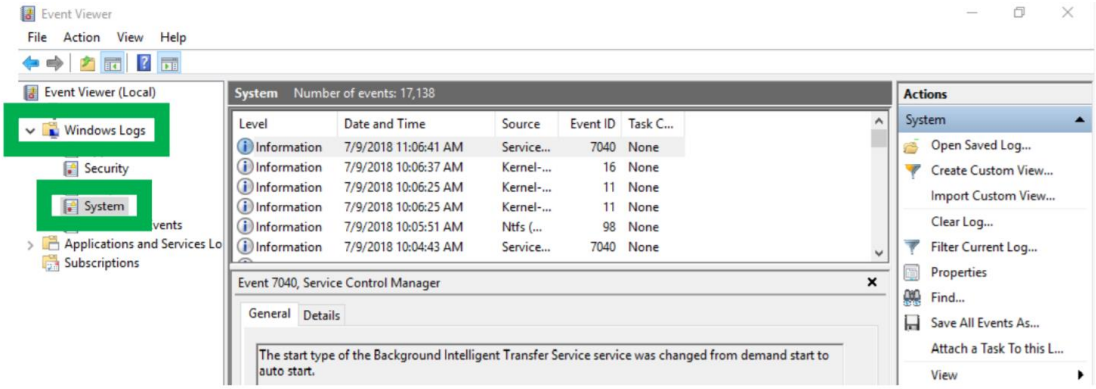
In addition to DebugView logs, System Logs can aid our Support department diagnose and resolve the support issues you have submitted. The System Log typically records errors, device failures, and software or driver related incidents. This information can help our engineers narrow down or even identify the source of the problem you are experiencing.

System Log

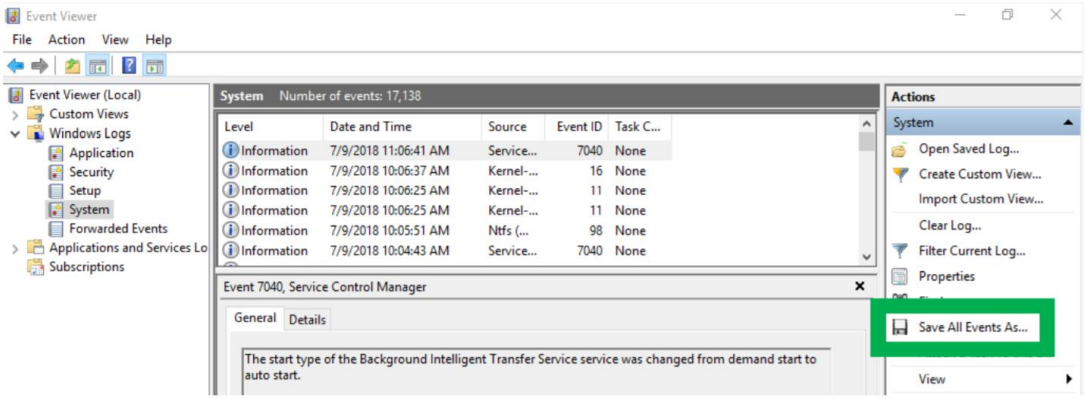
1. Click the **Windows** button towards the bottom left-hand corner of your desktop, and click on the Search field.
2. Type **Event Viewer** and click the icon as shown below:



3. Expand the Windows Log folder and select **System**:



4. Select **Save All Events as…** and save the **.evtx** file in an easy to find location.



Collecting Windows Dump Files

Windows Dump files are snap shots that show which processes were running at the time of the event or failure. If possible, locate and upload the following files to your support case:

- Memory.dmp
- Minidump.dmp

To locate the dump files, check the C:\Windows directory and search for Memory.dmp and Minidump.dmp: