

RocketStor 6114V

User Manual

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HighPoint Technologies, Inc.

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Notice

Reasonable effort has been made to ensure that the information in this manual is accurate. HighPoint assumes no liability for technical inaccuracies, typographical, or other errors contained herein.

FCC Part 15 Class B Radio Frequency Interference statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment under FCC rules.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

European Union Compliance Statement

This Information Technologies Equipment has been tested and found to comply with the following European directives:

- European Standard EN55022 (1998) Class B
- European Standard EN55024 (1998)

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Product Overview

The RocketStor 6114V utilizes high-performance USB 3.1 Gen 2 Type-C connectivity to directly support up to 4 SATA HDDs or SSDs in one or more RAID storage configurations. The ease of use, universal availability and affordability of USB-C connectivity, combined with the robust bandwidth delivered by USB 3.1 Gen 2 technology, make for a truly a cost-effective high-performance RAID 5 solution for any Mac or PC platform.

Key Features

- The Industry's 1st USB 3.1 Gen-2 Storage Enclosure with RAID 5 Protection!
- 2x Faster than USB 3.0 RAID 5 Storage
- Up to 4x 10 TB Hard Drives
- USB Type-C port
- Backward compatible with USB Type-A Ports
- 1x Quick Installation Guide

Kit Contents

- 1x 4-Bay Tower Enclosure
- 4x Drive Trays
- 1x 10Gb USB Type-C to Type-A Cable (1 meter)
- 1x UL Power Cord
- 16x 3.5" HDD mounting screws
- 16x 2.5" SSD mounting screws
- 1x Quick Installation Guide

Before getting started, check to see if any items are missing, damaged, or incorrect. If you discover any discrepancies, please contact your reseller, or our Support Department via our [Online Web Support Portal](#)

Product Information	RocketStor 6114V
Port Type	USB-C
Number of Ports	1x USB-C Port
RAID Level	0, 1, 5, 10 and JBOD
System Requirements	Computer with a USB Type-A Port Computer with a USB-C or Thunderbolt 3 port (Requires USB-C cable)
	Windows 8 and later Mac OS X 10.9 or later
Max. Capacity	Unlimited
Number Of drives	Up to 4
Drive Interface	SATA
Drive Form Factor	3.5" & 2.5"
Material	Brushed aluminum housing
Dimension	8.43' (H) x 5.28' (W) x 8.66' (D)

Weight	12.9 lbs. (w/o hard disk).
Warranty	3 Years
Advanced RAID Features	Configurable RAID Block Size up to 1MB
	Storage Health Inspector
	Multiple RAID Partitions supported
	Online Array Roaming
	Online RAID Level Migration (ORLM)
	Online Capacity Expansion (OCE)
	RAID Initialization Background/Foreground/Quick
	Global Hot Spare Disk support
	Automatic and configurable RAID Rebuilding Priority
	Disk Format compatible: 512, 512e, 4Kn
	Larger than 2 TB Drive and RAID Array support
	Spin down Massive Arrays of Idle Disks support
	Native Command Queuing
	Write Back and Write Through
Storage Monitoring and Management Suite	
RAID Management Suites	Browser-Based management tool,
Password Secured RAID management Suites	Yes
LED Indicator and button	HDD Power, Present and Active
SMTP Email Alert Notification	Yes
Power Supply	AC INPUT: 100-240V ~ 5A 50/60Hz; DC OUTPUT: 250W
Internal Fan	80x80x25mm
Operating Environment	
Temperature	(operating) 5°C – 45°C
	(non-operating) – 40°C – 65°C"
Relative Humidity	(operating) 8% – 90% RH (Non-condensing)

Section 1: Hardware Installation

Hardware Overview

Panel Layout-Front View



Disk Present LED: Solid Green
Disk Active LED: Flash Blue
Power LED: Solid Blue

Panel Layout-Rear View



System Requirements

1. PC or Mac with a USB or Thunderbolt™ 3 USB-C Port
2. Windows 8 and later
Mac OS X 10.9 and later

Enclosure Setup

1. Place the RocketStor 6114V on a level surface and remove each disk tray.



2. Carefully insert the 3.5" or 2.5" disk into each disk tray and secure them with the provided mounting screws.

For 3.5" disks: use 3.5" screws (black color) to mount the disk to each side of the disk tray.



For 2.5" disks: use the 2.5" Screws (silver color) to mount the disk to the bottom of the disk tray.



3. After installing the hard drives, connect the RocketStor 6114V to a power source.



4. With the power cord connected to the power source, turn on the RocketStor 6114V using the power switch on the rear panel (switch to the “I” position to power on the RocketStor 6114V).



5. Connect the RocketStor 6114V to the host system with the USB Type-C to Type-A or Type-C cable.

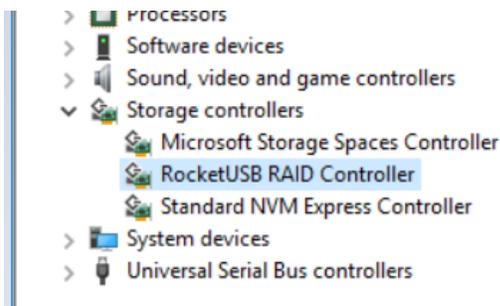


Section 2: Setting up the software for Windows Platforms

Driver Installation

Drivers provide a way for your operating system to communicate with your new hardware. Updating to the latest available driver ensures your product benefits from the most recent performance, stability, and compatibility improvements. Drivers are updated regularly at www.highpoint-tech.com

1. Boot up the Windows operating system.
2. Download the Windows driver package from the HighPoint website:
http://highpoint-tech.com/USA_new/series-rs6114v-download.htm
3. Extract the package and click the setup.exe program to install the driver. The installation program will install the RocketStor 6114V driver, automatically.
4. If prompted by Windows, reboot the system after the driver is installed to complete installation.
5. After rebooting Windows, open the **Device Manager**. Verify that **RocketUSB RAID Controller** should appear under **Storage Controllers**.



Checking your Driver Version

To check if the driver was installed successfully follow the instructions below. The same procedure can be used to determine your driver version.

1. Open **Device Manager**
2. **Note:** Alternatively, you can search Device Manager using your start menu search bar or going to the Control Panel → Hardware and Sound → Devices and Printers → Device Manager.
3. Click the **Storage controllers** tab:
 - If the driver is installed, it will show **RocketUSB RAID Controller**.
 - Click **Properties**, then click the **Driver** Tab to check the version:

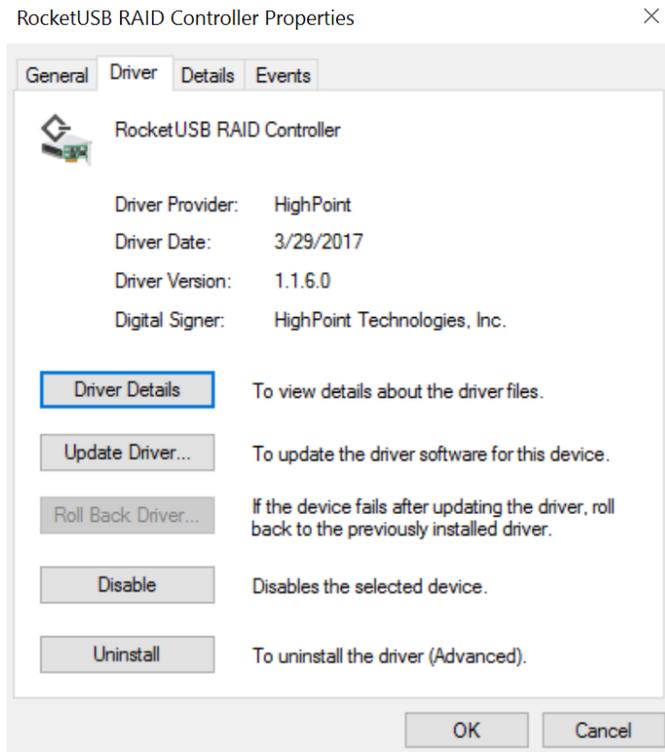


Figure 1: Driver version 1.1.6.0 for a RocketUSB RAID Driver

Updating the Drivers

If the driver was installed previously, the setup will uninstall the driver and reboot the system. You need run the setup.exe again to install the driver.

Uninstalling the Drivers

Please start the Windows Control Panel→Programs→Programs and Features, select and uninstall the “RocketUSB RAID Controller Driver” .

Control Panel Home
View installed updates
Turn Windows features on or off

Uninstall or change a program

To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.

Name	Publisher	Installed On	Size	Version
ELAN Touchpad 15.13.5.2_X64_WHQL	ELAN Microelectronic Corp.	4/11/2017		15.13.5.2
HighPoint RAID Management	HighPoint Technologies, Inc	4/25/2017		
Intel® Graphics Driver	Intel Corporation	4/11/2017	3.41 MB	20.19.15.4454
Microsoft OneDrive	Microsoft Corporation	4/12/2017	84.8 MB	17.3.6799.0327
NVIDIA Graphics Driver 376.67	NVIDIA Corporation	2/14/2017	566 MB	376.67
Realtek High Definition Audio Driver	Realtek Semiconductor Corp.	4/11/2017	45.2 MB	6.0.1.8029
RocketUSB RAID Controller Driver		5/12/2017		
WPS Office (10.1.0.6393)	WPS Office, Inc.	5/4/2017	261 MB	10.1.0.6393

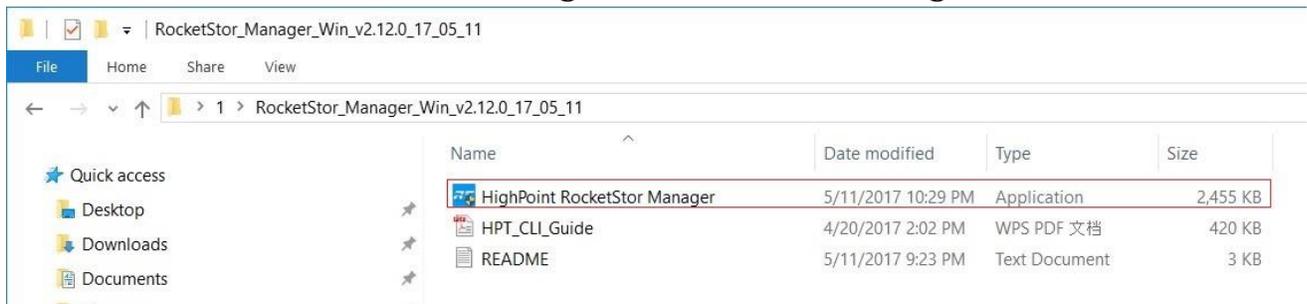
Uninstall/Change

[Installing the HighPoint RocketStor Manager \(HRM\)](#)

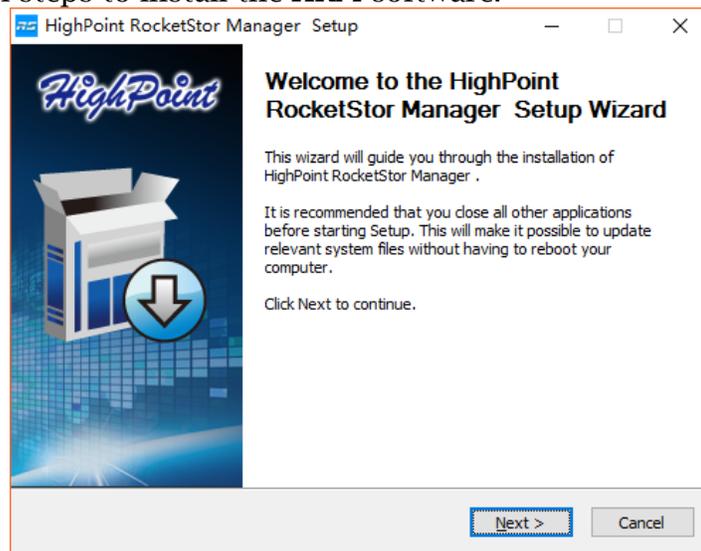
The HighPoint RocketStor Manager (HRM) is the primary link between you and your RAID array. Using the management utilities and menus offered by the HRM, you would be able to access, create, and maintain your RAID arrays.

New features are continually added to the interface; update to the latest version at http://highpoint-tech.com/USA_new/series-rs6114v-download.htm

1. Locate the HRM Setup on our website and download the HRM package. Extract the contents and double click on **HighPoint RocketStor Manager.exe**



Follow the on screen steps to install the **HRM** software.



2. Log into the HRM by double clicking the desktop icon, or by typing <http://localhost:7402> in your preferred web browsers address line (we recommended using the latest version of the browser.)



Formatting the RAID Volumes

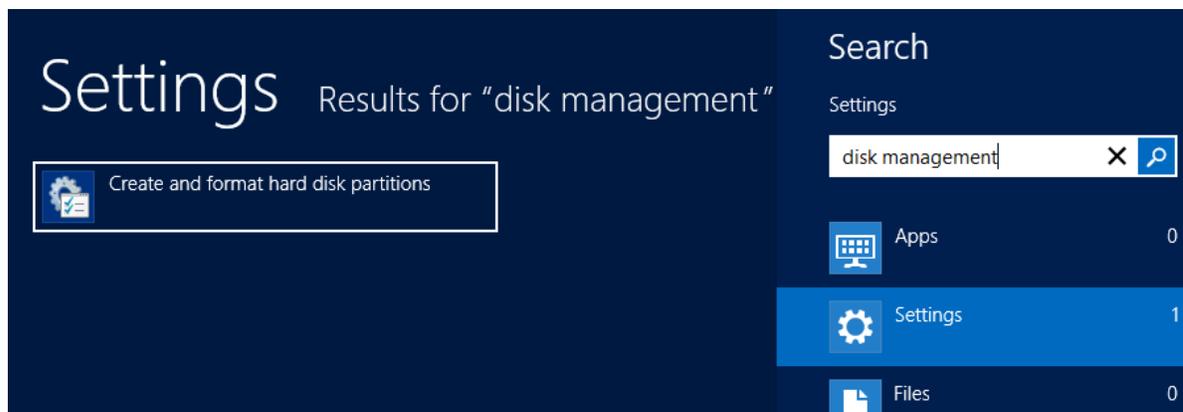
After creating a RAID array, your operating system will recognize that array as a logical disk. However, the array will not be accessible until it is formatted by the operating system.

Format the volume when you have finished the following procedures:

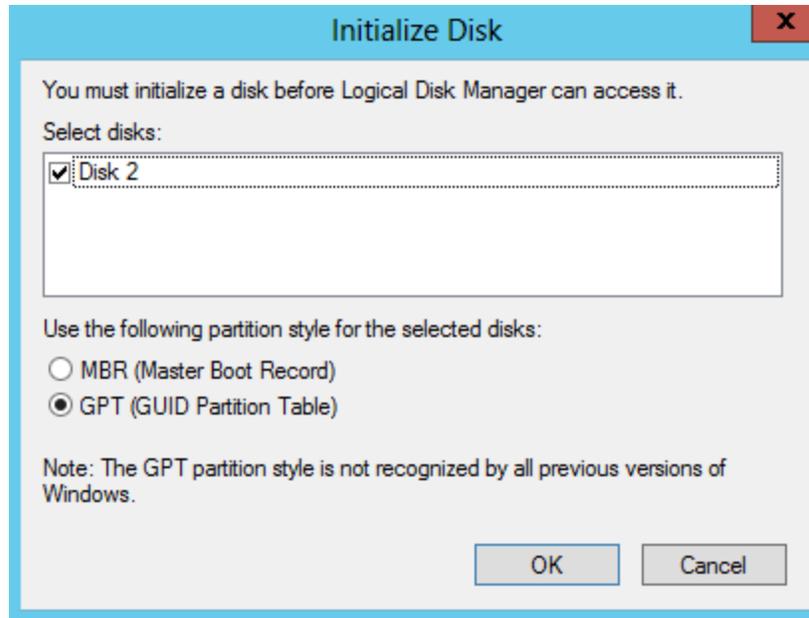
- Set up the Enclosure
- Set up the RAID Controller
- Installed Drivers
- Created an Array

For **Windows** Users:

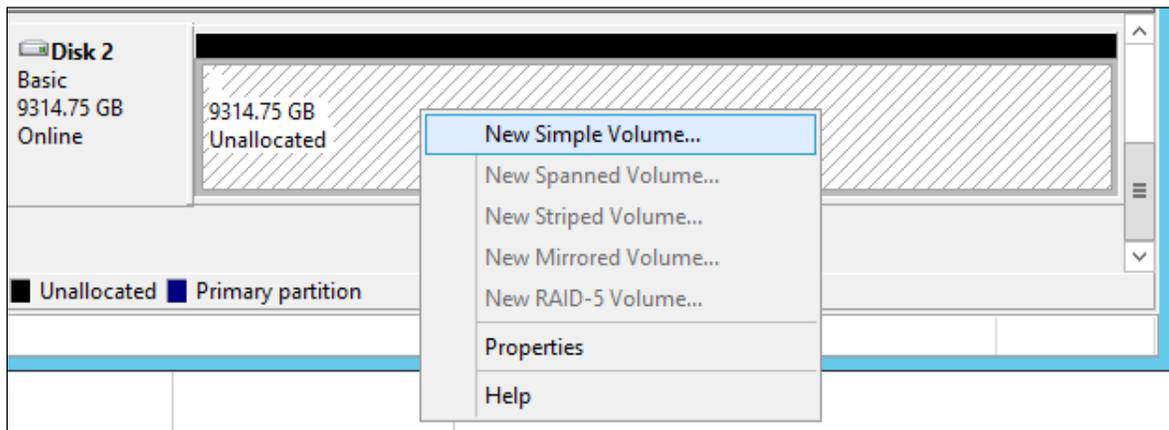
1. Use the Windows Search function and search for **Disk Management**. (Search results may show **Create and format hard disk partitions**.)



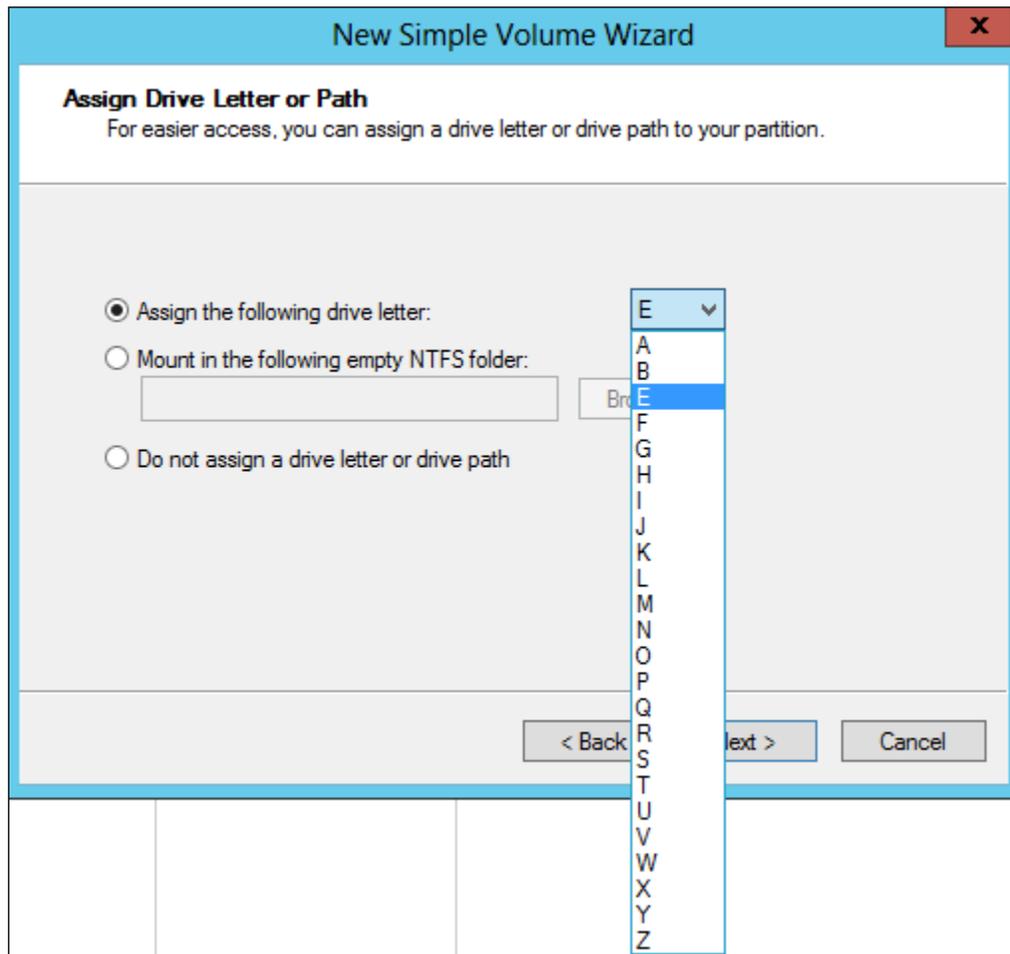
2. Alternatively, Go to **Control Panel**.
3. Under Administrative Tools, click **Create and format hard disk partitions**
 - If you just created the array, a prompt will appear after clicking disk management asking you to initialize the disk
 - MBR partition table is mainly for bootable drives and has a 2 TB limit. If your PC motherboard uses legacy BIOS, you will most likely need to use MBR for bootable drives.
 - GPT partition table has no capacity limit, but cannot be bootable unless your PC motherboard contains UEFI firmware.



4. Once initialized, right click the unallocated disk space for your disk
5. click **New Simple Volume**.



6. Follow the instructions on screen to receive a drive letter.



7. Once finished, the drive will appear in your OS with the letter you assigned.

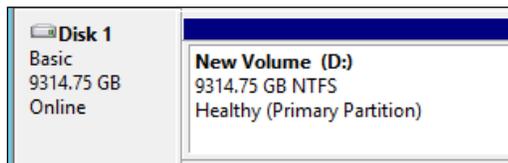
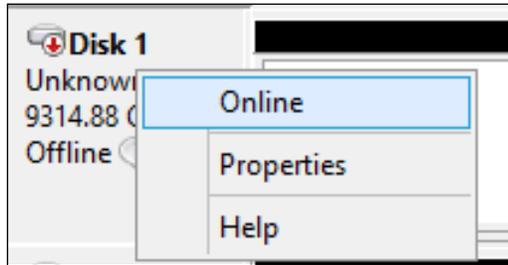


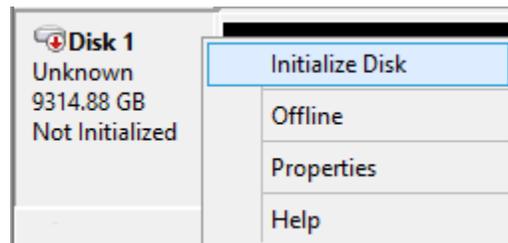
Figure 2. Disk formatted as NTFS and assigned drive letter D:

Your disk may initially appear offline to the operating system, and you may have to bring it online:

1. In Disk Management, right click the disk you wish to bring online.



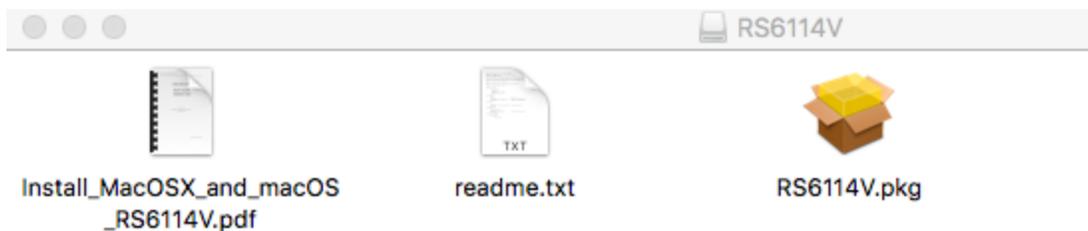
2. The disk status will change to **Not Initialized**; right click the disk again to initialize it.



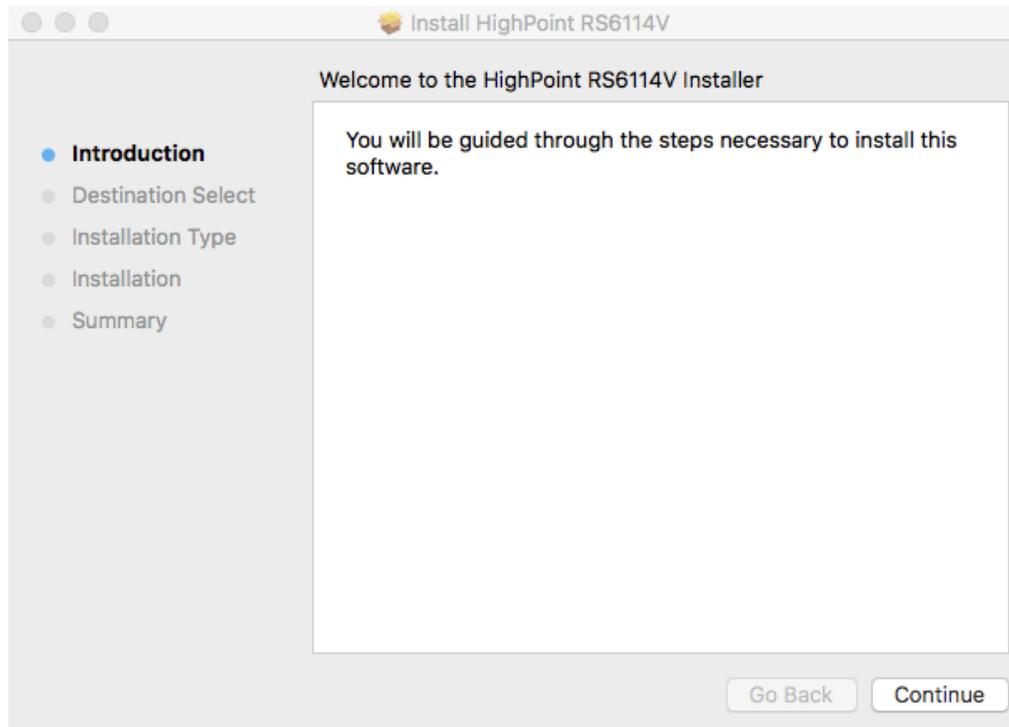
Section 3: Setting up the software for Mac Platforms

Driver Installation

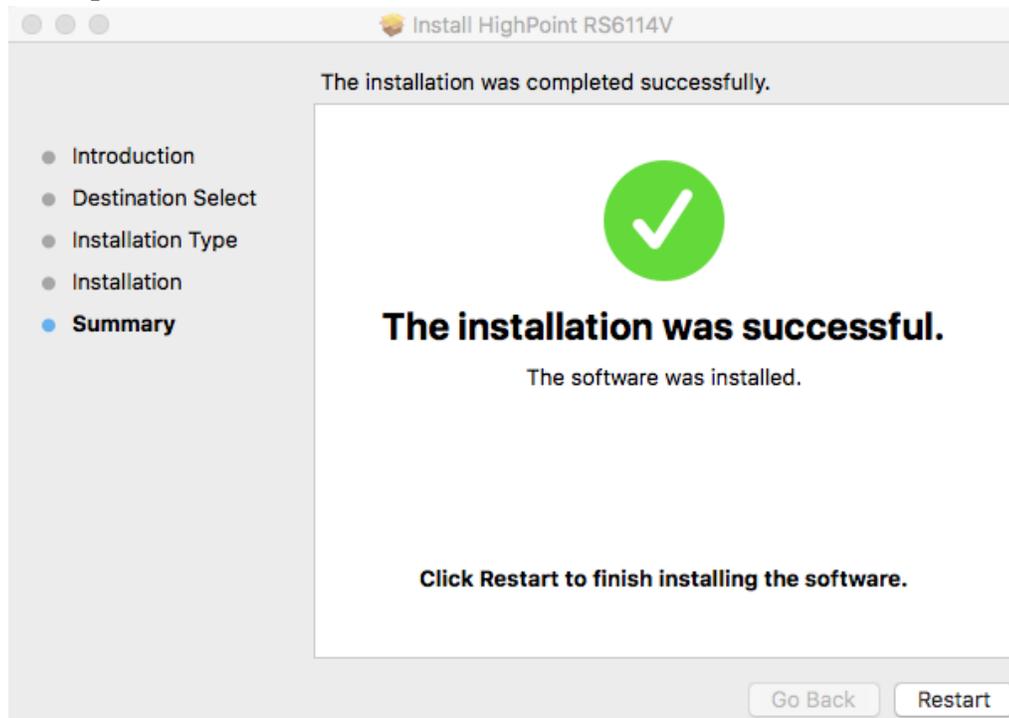
1. Once downloaded, locate the folder you downloaded the driver to and double click on the file named "**RS6114V_xxx.dmg**".
2. The file will be mounted onto the operating system, click on **RS6114V.pkg** located on the mounted drive.



3. Follow the on-screen instructions.



4. **Reboot** computer



5. Make sure **Driver Installed** is **Yes**. To do so, go to the Apple Icon (top left) → About this Mac... → System Report → **Software** → **Extensions** → **rs61xx**.

[Installing the HighPoint RocketStor Manager\(HRM\)](#)

The HighPoint HRM is the primary link between you and your RAID array. Using the management utilities and menus offered by the HRM, you will be able to access, create, and maintain your RAID arrays.

New features are continually added to the interface; update to the latest version at http://highpoint-tech.com/USA_new/series-rs6114v-download.htm

[Using a new RAID Volume](#)

After the new RAID volume has been configured or installed a new disk, OS X will display a pop-up window.



Click the Initialize button to start the disk utility.

Select the RAID volume that has been built, and select Erase on top, name the RAID volume in the center part, and then select Erase on bottom right of the pane to format the RAID volume. After formatting, the RAID volume is ready for use.

Section 4: The HighPoint RocketStor Manager (HRM)

The HRM is a universal, web-based management interface designed for HighPoint RAID storage products and solutions. The HRM is compatible with all mainstream browsers and shares a common interface regardless of hardware or operating system platform.

How to Login:

You can reach the **HRM** log in page either by:

- Double clicking on the **HighPoint RocketStor Manager** icon created on your desktop.



- Opening your preferred web browser and typing <http://localhost:7404> in the address bar.

Remote Login

A user connected to a local network can remotely access the HRM using the IP address of the host device.

To obtain your IP address:

1. Open a command prompt window on the host computer.
2. Type **ipconfig**
3. Look for the section that contains your network adapter information
4. Take **Note** the IP address

```
Administrator: Command Prompt
Windows IP Configuration

Ethernet adapter Ethernet 5:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

Ethernet adapter Ethernet 4:

    Connection-specific DNS Suffix  . :
    Link-local IPv6 Address . . . . . : fe80::c825:4b78:9cc1:2387%17
    IPv4 Address. . . . . : 192.168.1.143
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.1.1

Ethernet adapter Ethernet 3:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

Ethernet adapter Ethernet 2:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :
```

Figure 3. Example: The IPv4 address is under Ethernet adapter Ethernet 4 and is 192.168.1.143

Note: Make sure **Restrict to localhost access** is **disabled** in **HRM Setting** (Refer to **The HRM, Setting** tab).

You can then remotely access the HRM using any other computer that is in your local network by opening any web browser and typing **http://{IP address of host computer}:7404** (default port).

Navigating the HRM

The HRM allows you to do several key things:

- Create and remove arrays
- Monitor disk health
- Update firmware and BIOS
- Change enclosure settings
- Troubleshoot faulty drives
- View general system overview

Tab Name	Function
Over View	View Enclosure and Storage Properties
Quick Config	A quick configuration wizard to create a new RAID array.
Advanced Config.	Manage and create RAID arrays
Settings	Adjust HRM controls settings
Event	Show HRM Event Log
SHI (Storage Health Inspector)	View and schedule S.M.A.R.T monitoring
Help	Online help, Register Product, Configuration Record

Overview Tab

Enclosure(1): RS6114V ▾

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Overview Quick Config. Advanced Config. Settings Event SHI Help

Enclosure Properties



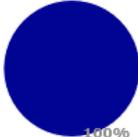
Model: RocketStor 6114V

Disk installed: 4

[Detail](#)

Storage Properties

Total :	32.01 TB
Configured :	32.01 TB
Free :	0 GB
RAID Array:	0
Logical Device:	4
Background Task:	0



100%

■ Configured Capacity
□ Free Capacity

[Advanced Config.](#)

RocketStor RAID Manager 2.12.2
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The GUI Global view provides an overview of what each HighPoint Enclosure connected to your computer detects. It is also the first page you see when logging in.

- Enclosure Properties
- Storage Properties

On the top left of the page is a drop down menu that allows you to select which controller you want to manage (if you have multiple HighPoint controllers connected).

Enclosure Properties

1. Log into the HRM
2. Select the proper controller from drop down menu on the top left
3. Click **Overview**

Enclosure Properties

- **Model:** the model name of the controller
- **Disk installed:** number of drives seen by the controller

Viewing Storage Properties

1. Log into the HRM
2. Select the controller from drop down menu on the top left
3. Click **Overview**

Storage Properties

- **Total:** the combined capacity of each physical disk connected to the controller.
- **Configured:** the amount of space used for creating arrays
- **Free:** total amount of unused space
- **RAID Array:** total amount of the configured RAID array.
- **Logical Device:** total amount of logical device.
- **Background Task:** current running task.

Quick Config.

Quick Config is the easiest and quickest way to configure RAID arrays. Follow the on-screen instructions to configure your array.

The screenshot displays the 'Array configure Wizard' interface. At the top, there is a navigation bar with tabs: Overview, Quick Config. (selected), Advanced Config., Settings, Event, SHI, and Help. Below the navigation bar is a blue header with the text 'Array configure Wizard'. The main content area is divided into three numbered steps: 1. Choose RAID level, 2. Select Disk Type, and 3. Finish. Step 1 is currently active. On the left side of the wizard, there is an image of a server rack. The 'Choose RAID Level' section includes the following options:

- RAID 5: Speed & Security. Protects against 1 drive failure.
- RAID 1: 2 Disks Mirror.
- RAID 0: Maximum Performance. No protection.
- JBOD(Volume): Just a Bunch Of Disks (optimizes capacity).

Below the options is a 'Next' button.

Advanced Config.

1. Log into the HRM
2. Click **Advanced Config.**

Overview	Quick Config.	Advanced Config.	Settings	Event	SHI	Help																																								
Create Array	Logical Device Information																																													
Spare Pool	<table border="1"><thead><tr><th>Name</th><th>Type</th><th>Capacity</th><th>BlockSize</th><th>SectorSize</th><th>OS Name</th><th>Status</th></tr></thead><tbody><tr><td> Device_1_1</td><td>Hard Disk</td><td>8.00 TB</td><td></td><td></td><td>HPT DISK 0_0</td><td>Legacy</td></tr><tr><td> Device_1_2</td><td>Hard Disk</td><td>8.00 TB</td><td></td><td></td><td>HPT DISK 0_1</td><td>Legacy</td></tr><tr><td> Device_1_3</td><td>Hard Disk</td><td>8.00 TB</td><td></td><td></td><td>HPT DISK 0_2</td><td>Legacy</td></tr><tr><td> Device_1_4</td><td>Hard Disk</td><td>8.00 TB</td><td></td><td></td><td>HPT DISK 0_3</td><td>Legacy</td></tr></tbody></table>						Name	Type	Capacity	BlockSize	SectorSize	OS Name	Status	Device_1_1	Hard Disk	8.00 TB			HPT DISK 0_0	Legacy	Device_1_2	Hard Disk	8.00 TB			HPT DISK 0_1	Legacy	Device_1_3	Hard Disk	8.00 TB			HPT DISK 0_2	Legacy	Device_1_4	Hard Disk	8.00 TB			HPT DISK 0_3	Legacy					
Name	Type	Capacity	BlockSize	SectorSize	OS Name	Status																																								
Device_1_1	Hard Disk	8.00 TB			HPT DISK 0_0	Legacy																																								
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Device_1_3	Hard Disk	8.00 TB			HPT DISK 0_2	Legacy																																								
Device_1_4	Hard Disk	8.00 TB			HPT DISK 0_3	Legacy																																								
Logical Device	Physical Device Information																																													
Rescan	<table border="1"><thead><tr><th>Location</th><th>Model</th><th>Capacity</th><th>Max Free</th></tr></thead><tbody><tr><td> 1/1</td><td>ST8000VX0002-1Z6112</td><td>8.00 TB</td><td>0.00 GB</td></tr><tr><td>Unplug</td><td>Revision AV01</td><td>Read Ahead Not Supported</td><td></td></tr><tr><td></td><td>Location 1/1</td><td>Write Cache Not Supported</td><td></td></tr><tr><td></td><td>Max Free 0.00 GB</td><td></td><td></td></tr><tr><td></td><td>Status Legacy</td><td></td><td></td></tr><tr><td></td><td>Serial Num ZA10MCGP</td><td>Identify LED [ON][OFF]</td><td></td></tr><tr><td> 1/2</td><td>ST8000VX0002-1Z6112</td><td>8.00 TB</td><td>0.00 GB</td></tr><tr><td> 1/3</td><td>ST8000VX0002-1Z6112</td><td>8.00 TB</td><td>0.00 GB</td></tr><tr><td> 1/4</td><td>ST8000VX0002-1Z6112</td><td>8.00 TB</td><td>0.00 GB</td></tr></tbody></table>						Location	Model	Capacity	Max Free	1/1	ST8000VX0002-1Z6112	8.00 TB	0.00 GB	Unplug	Revision AV01	Read Ahead Not Supported			Location 1/1	Write Cache Not Supported			Max Free 0.00 GB				Status Legacy				Serial Num ZA10MCGP	Identify LED [ON] [OFF]		1/2	ST8000VX0002-1Z6112	8.00 TB	0.00 GB	1/3	ST8000VX0002-1Z6112	8.00 TB	0.00 GB	1/4	ST8000VX0002-1Z6112	8.00 TB	0.00 GB
Location	Model	Capacity	Max Free																																											
1/1	ST8000VX0002-1Z6112	8.00 TB	0.00 GB																																											
Unplug	Revision AV01	Read Ahead Not Supported																																												
	Location 1/1	Write Cache Not Supported																																												
	Max Free 0.00 GB																																													
	Status Legacy																																													
	Serial Num ZA10MCGP	Identify LED [ON] [OFF]																																												
1/2	ST8000VX0002-1Z6112	8.00 TB	0.00 GB																																											
1/3	ST8000VX0002-1Z6112	8.00 TB	0.00 GB																																											
1/4	ST8000VX0002-1Z6112	8.00 TB	0.00 GB																																											
Beeper Mute																																														

The Advanced Config. tab is where you can edit, delete, and maintain your RAID configurations, as well as review the Physical Device information. The Advanced Config. tab has the following functions:

- Create Array
- Spare Pool
- Logical Device
- Rescan
- Beeper Mute

Creating Array

To create an array:

1. Click **Advanced Config.**
2. Click **Create Array**

An array is a collection of physical disks that will be seen as one virtual drive by your Operating System (OS).

Overview	Quick Config.	Advanced Config.	Settings	Event	SHI	Help																									
Create Array																															
<ul style="list-style-type: none"> Create Array Spare Pool Logical Device Rescan Beeper Mute 	<p>Array Type: <input type="text" value="JBOD(Volume)"/></p> <p>Array Name: <input type="text" value="Default"/></p> <p>Initialization Method: <input type="text" value="Keep Old Dat"/></p> <p>Cache Policy: <input type="text" value=""/></p> <p>Block Size: <input type="text" value="512K"/></p> <p>Available Disks:</p> <table border="1"> <thead> <tr> <th>Select All</th> <th>Location</th> <th>Model</th> <th>Capacity</th> <th>Max Free</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>1/1</td> <td>ST8000VX0002-1Z6112</td> <td>8.00 TB</td> <td>0.00 GB</td> </tr> <tr> <td><input type="checkbox"/></td> <td>1/2</td> <td>ST8000VX0002-1Z6112</td> <td>8.00 TB</td> <td>0.00 GB</td> </tr> <tr> <td><input type="checkbox"/></td> <td>1/3</td> <td>ST8000VX0002-1Z6112</td> <td>8.00 TB</td> <td>0.00 GB</td> </tr> <tr> <td><input type="checkbox"/></td> <td>1/4</td> <td>ST8000VX0002-1Z6112</td> <td>8.00 TB</td> <td>0.00 GB</td> </tr> </tbody> </table> <p>Capacity: (According to the max free space on the selected disks) <input type="text" value="Maximum"/> (MB)</p> <p>Sector Size: <input type="text" value="512B"/></p> <p style="text-align: right;"><input type="button" value="Create"/></p>						Select All	Location	Model	Capacity	Max Free	<input type="checkbox"/>	1/1	ST8000VX0002-1Z6112	8.00 TB	0.00 GB	<input type="checkbox"/>	1/2	ST8000VX0002-1Z6112	8.00 TB	0.00 GB	<input type="checkbox"/>	1/3	ST8000VX0002-1Z6112	8.00 TB	0.00 GB	<input type="checkbox"/>	1/4	ST8000VX0002-1Z6112	8.00 TB	0.00 GB
Select All	Location	Model	Capacity	Max Free																											
<input type="checkbox"/>	1/1	ST8000VX0002-1Z6112	8.00 TB	0.00 GB																											
<input type="checkbox"/>	1/2	ST8000VX0002-1Z6112	8.00 TB	0.00 GB																											
<input type="checkbox"/>	1/3	ST8000VX0002-1Z6112	8.00 TB	0.00 GB																											
<input type="checkbox"/>	1/4	ST8000VX0002-1Z6112	8.00 TB	0.00 GB																											

Array Type:

- JBOD - Just a Bunch of Disks
- RAID 0 - Striping
- RAID 1 - Mirroring
- RAID 5 - Rotating Parity bit
- RAID 10 - Striping Mirrored array

Each RAID level has its pros and cons based on the application you use it for (Note: Refer to RAID level Quick Reference.)

Array Name: the name that will be displayed in Logical Device Information (**Default:** RAID_<level>_<array number>)

Initialization Method: Initialization of a disk sets all data bits to 0, essentially clearing all the data on the drive. It is important to initialize disks as previous data physically stored on the drive may interfere with new data.

- **Keep Old Data:** This option skips the initialization process and all data on each physical disk of the array will be untouched.
 - **Quick Init:** This option grants immediate access to the RAID array by skipping the initialization process, but it will delete all data. **Note:** Skipping initialization is generally not recommended as residual data on disks may interfere with new data in the future.
 - **Foreground:** The array initialization process will be set at high priority. During this time array is not accessible, but the initialization process will complete
-

much faster.

- **Background:** The array initialization process will have a lower priority. During this time the array will be accessible, but the initialization process will take much longer to complete.

Note 1: Initializing takes a significant amount of time (approximately 2 hours per one TB).

Background and Foreground Initialization

Fully initializing the array will completely zero out the data on the disks, meaning the disk will be completely wiped and every bit on the disk will be set to 0. Foregoing initialization means the array will still be created, and you can still write new data onto the array. But when your array requires rebuilding, residual data left behind may interfere with the process.

Cache Policy (Default: Write Back)

Write Back – Any data written to the array will be stored as cache, resulting in better I/O performance at the risk of data failures due to power outages. Data will be stored as cache before it is physically written to the disk; when a power outage occurs, any data in the cache will be lost.

Write Through – Data written to an array is directly written onto the disk, meaning lower write performance for higher data availability. Without cache acting as a buffer, write performance will be noticeably slower but data loss due to power outages or other failures is significantly minimized.

Block Size (default: 512K)

Adjusting the block size towards your disk usage can result in some performance gain.

In a typical RAID configuration, data of the virtual drive is striped (or spread across) the physical drives. Having a smaller array block size will increase the likelihood of accessing all physical drives when processing large I/O requests. Multiple physical drives working in parallel increases the throughput, meaning better performance.

For smaller I/O requests (512 bytes to 4 kilobytes), it is better to have each individual disks handle their own I/O request, improving the IOPS (I/O per second), rather than having one tiny I/O request being handled by multiple disks.

A block size of 64k is recommended because it strikes a balance between the two I/O usage scenarios.

Capacity (Default: Maximum)

The total amount of space you want the RAID array to take up. When creating RAID levels, disk capacities are limited by the smallest disk.

An example of how disk capacities are limited by smallest disk.

- You have 3 drives connected to the enclosure.
 - The first drive is 6 TB, the second is 4 TB, and the third drive is 2 TB.
 - After creating a RAID level 5 using all three drives and maximum capacity, the first
-

drive will have 4 TB, the second 2 TB, and the third drive 0 TB of free capacity

- The free capacity on the first and second drive can be used to create a separate array.

You may also choose how much space each array will utilize. You can use the remaining space to create another array (up to 4 arrays are supported).

Adding Spare Disks

Spare disks are physical disks that will immediately replace critical disks in an array.

Enclosure(1): RS6114V



Overview Quick Config. **Advanced Config.** Settings Event SHI Help

Create Array
Spare Pool
Logical Device
Rescan
Beeper Mute

Spare Pool

Remove Spare

Available Disks

<input type="checkbox"/>		Device_1_1	ST8000VX0002-1Z6112	8.00 TB
<input type="checkbox"/>		Device_1_2	ST8000VX0002-1Z6112	8.00 TB
<input type="checkbox"/>		Device_1_3	ST8000VX0002-1Z6112	8.00 TB
<input type="checkbox"/>		Device_1_4	ST8000VX0002-1Z6112	8.00 TB

Add Spare

To add spare disks:

1. Click **Advanced Config.**
2. Click **Spare Pool**:

Overview Quick Config. **Advanced Config.** Settings Event SHI Help

Create Array
Spare Pool
Logical Device
Rescan
Beeper Mute

Spare Pool

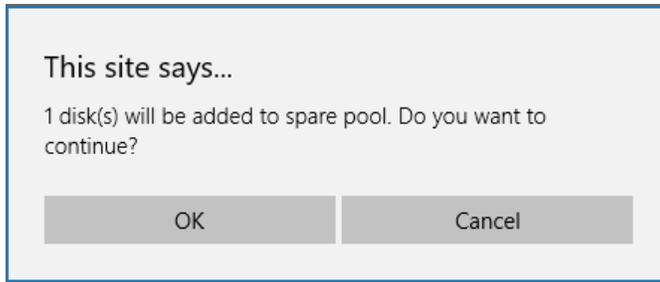
Remove Spare

Available Disks

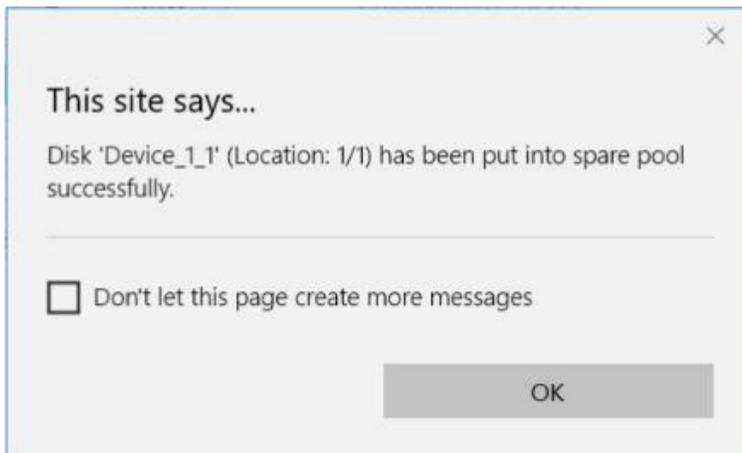
<input checked="" type="checkbox"/>		Device_1_1	ST8000VX0002-1Z6112	8.00 TB
<input type="checkbox"/>		Device_1_2	ST8000VX0002-1Z6112	8.00 TB
<input type="checkbox"/>		Device_1_3	ST8000VX0002-1Z6112	8.00 TB
<input type="checkbox"/>		Device_1_4	ST8000VX0002-1Z6112	8.00 TB

Add Spare

3. Check the box for the disk you want as a spare under **Available Disks**.
4. Click **Add Spare**, and confirm by selecting **OK** from the pop-up window:



5. The disk has now been assigned as a spare. Click **OK** to confirm:



Disks added to the spare pool will be displayed under **Spare Pool** and can be removed by checking the box before the target drive, then clicking the **Remove Spare** button.

Physical drives marked as a spare will automatically be added to an array whenever there is a disk failure. This feature minimizes the chances of a data loss by reducing the time an array is in the critical status.

[Obtaining Logical Device Information](#)

The Logical device including your RAID arrays and the individual disks your system detects.

Logical Device Information

Arrays you create and the properties associated with them will appear here.

Maintenance

Once an array has been created, the Maintenance menu provides options to maintain or edit it. To access the Maintenance menu, click the **Maintenance** button towards the right-hand side of the array name.

Array Information

Clicking on the maintenance button will show you the Array information box. Different array statuses (Normal, critical, disabled) will have different maintenance options.

Array Information & Maintenance Options: Normal Status

Logical Device Information							
Name	Type	Capacity	BlockSize	SectorSize	OS Name	Status	
 RAID_5_0	RAID 5	24.00 TB	512k	512B	HPT DISK 0_0	Normal	Maintenance

Array Information			
 RAID_5_0	<ul style="list-style-type: none">  Device_1_1  Device_1_2  Device_1_3  Device_1_4 	<ul style="list-style-type: none"> Delete Unplug Verify Write Back <input type="button" value="v"/> Change Cache Policy <input type="text" value=""/> Rename JBOD(Volume) <input type="button" value="v"/> OCE/ORLM 	<ul style="list-style-type: none"> Max Free 0.00 GB 0.00 GB 0.00 GB 0.00 GB
			<input type="button" value="Close"/>

Arrays with the **Normal** status are healthy and functioning properly. Arrays with the **Normal** status will have the following options:

Delete - deletes the selected RAID array

Unplug - powers off the selected RAID array - once powered off, the physical disks can be safely removed from the RAID controller

Verify - verifies the integrity of the RAID array

Change Cache Policy - Toggles between Write through and Write back cache

Rename - renames the RAID array.

ORLM (Online Capacity Expansion / Online RAID Level Migration options)-See **Expanding a RAID array** for more information.

Array Information & Maintenance Options: Critical Status

Logical Device Information						
Name	Type	Capacity	BlockSize	SectorSize	OS Name	Status
 RAID_5_0	RAID 5	24.00 TB	512k	512B	HPT DISK 0_0	Critical Maintenance

Array Information		
Location	Model	
 1/1	ST8000VX0002	Max Free
 1/2	ST8000VX0002	0.00 GB
 1/3	ST8000VX0002	0.00 GB
 1/4	ST8000VX0002	0.00 GB

 RAID_5_0	<ul style="list-style-type: none"> Delete Unplug Add Disk Write Back <input type="button" value="v"/> Change Cache Policy JBOD(Volume) <input type="button" value="v"/> OCE/ORLM
<input type="button" value="Close"/>	

Arrays in the **Critical** status can be accessed and utilized, but are no longer fault tolerant. A Critical array should be rebuilt as soon as possible to restore redundancy. A critical status array has all the normal status options except the following:

- The Array can no longer be renamed
- **Add Disk** replaces the **Verify Disk** option

Once the array status changes to critical, the faulty disk will be taken offline and you can either:

- Reinsert the same disk
- Insert new disk

Reinserting the same disk should trigger the rebuilding status, since data on the disk would be recognized.

If you insert a new disk, clicking **Add Disk** will give you the option to select that disk and add it to the array.

If a spare disk is available, an array that has entered the critical state will begin rebuilding using the next available spare disk.

Array Information & Maintenance Options: Disabled Status

The screenshot displays the 'Logical Device Information' window. At the top, a table lists RAID_5_0 with a status of 'Disabled' and a 'Maintenance' link. A popup window titled 'Array Information' is open, showing the RAID_5_0 array structure with four devices: Device_1_1, Device_1_2, Device_1_3, and Device_1_4. A 'Delete' button is visible in the popup. In the background, a table lists the physical disks for the array, showing their locations, models, capacities, and maximum free space.

Name	Type	Capacity	BlockSize	SectorSize	OS Name	Status
RAID_5_0	RAID 5	24.00 TB	512k	512B		Disabled Maintenance

Location	Model	Capacity	Max Free
1/1	ST8000VX0002	00 TB	0.00 GB
1/2	ST8000VX0002	00 TB	0.00 GB
1/3	ST8000VX0002	00 TB	0.00 GB
1/4	ST8000VX0002	00 TB	0.00 GB

An array with the **Disabled** status means that the RAID level does not have enough disks to function.

- Your data will be inaccessible
- Rebuilding will not trigger, since the RAID array does not have enough parity data to rebuild.

Your options in Maintenance are:

- Delete
- Unplug
- Verify

Delete - will delete the array

Unplug - will take the array offline, making it safe to remove

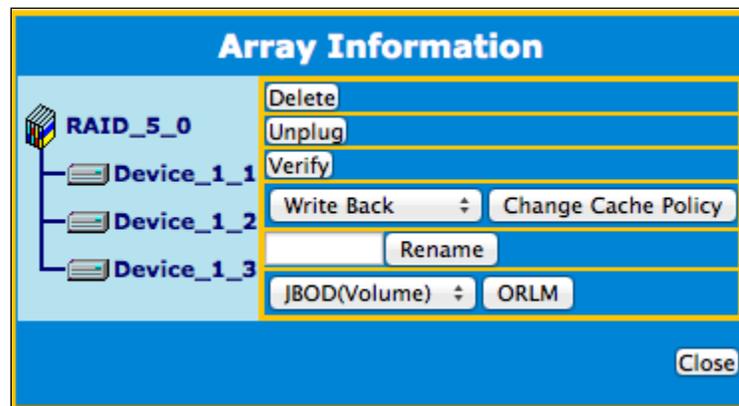
Verify - will attempt to verify the RAID array integrity, only the RAID1, 5 and 10 support this feature.

Expanding an Existing Array

Important: It is recommended that the array be **Verified/Rebuilt** before **Expanding** or **Migrating**. Once you start an **OCE/ORLM** procedure, you *can* stop the process, but it **must** be resumed until completion.

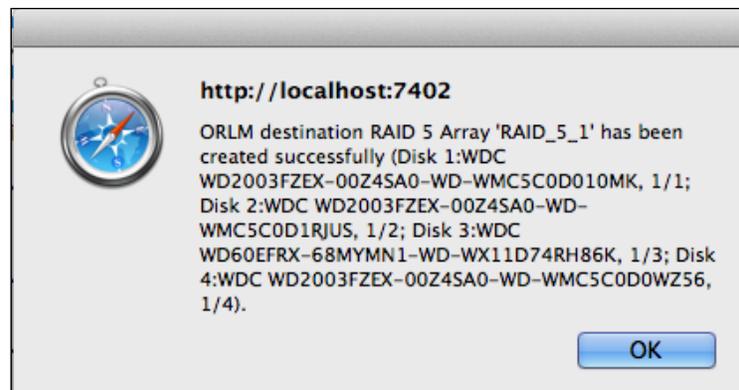
To add more capacity to your current configuration follows these steps:

1. Click **Advanced Config**.
2. Click **Maintenance** for the array you want to change
 - Select a **different** RAID level to **Migrate**. For example, if you want to change a RAID 0 array, you will need to select a different RAID level, such as RAID 5 or 6.
 - Select the **same** RAID level to **Expand**. For example, if you want to expand the capacity of an existing RAID 5 array, you must select RAID 5 from the menu.



3. **Important:** make a note of all the physical drives currently in the target array.
4. Click **ORLM**
5. Select the physical drives you recorded earlier (step 5) and the drives you want to add
6. Click **Submit**

Upon submission, you will receive a prompt stating ORLM has been successfully configured.



The **Logical Device Information** will change the status to **migrating**.

Enclosure(1): RS6114V



Overview	Quick Config.	Advanced Config.	Settings	Event	SHI	Help
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[Create Array](#)

[Spare Pool](#)

[Logical Device](#)

[Rescan](#)

[Beeper Mute](#)

Logical Device Information

Name	Type	Capacity	BlockSize	SectorSize	OS Name	Status
RAID_5_0	RAID 5	16.00 TB	512k	512B	HPT DISK 0_0	Expanding/Migrating 0% Maintenance
RAID_5_1	RAID 5	24.00 TB	512k	512B		Expanding/Migrating 0% Maintenance

Physical Device Information

Location	Model	Capacity	Max Free
1/1	ST8000VX0002-126112	8.00 TB	0.00 GB
1/2	ST8000VX0002-126112	8.00 TB	0.00 GB
1/3	ST8000VX0002-126112	8.00 TB	0.00 GB
1/4	ST8000VX0002-126112	8.00 TB	0.00 GB

Physical Device Information

- **Location** - which controller and port the drive is located in
- **Model** - model number of the drive connected
- **Capacity** - total capacity of the drive
- **MaxFree** - total capacity that is not configured

Overview	Quick Config.	Advanced Config.	Settings	Event	SHI	Help
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[Create Array](#)

[Spare Pool](#)

[Logical Device](#)

[Rescan](#)

[Beeper Mute](#)

Logical Device Information

Name	Type	Capacity	BlockSize	SectorSize	OS Name	Status
Device_1_1	Hard Disk	8.00 TB			HPT DISK 0_0	Legacy
Device_1_2	Hard Disk	8.00 TB			HPT DISK 0_1	Legacy
Device_1_3	Hard Disk	8.00 TB			HPT DISK 0_2	Legacy
Device_1_4	Hard Disk	8.00 TB			HPT DISK 0_3	Legacy

Physical Device Information

Location	Model	Capacity	Max Free
1/1	ST8000VX0002-126112	8.00 TB	0.00 GB
Unplug	Revision AV01 Location 1/1 Max Free 0.00 GB Status Legacy Serial Num ZA10MCGP	Read Ahead Write Cache	Not Supported Not Supported
1/2	ST8000VX0002-126112	8.00 TB	0.00 GB
1/3	ST8000VX0002-126112	8.00 TB	0.00 GB
1/4	ST8000VX0002-126112	8.00 TB	0.00 GB

Rescan

Clicking rescan will force the drivers to report the array status. For any disk(s) you hot plug into the device; do not click rescan until all physical drives are detected and appear under Logical Device Information.

Beeper Mute

The controller emits a beeping sound whenever:

- An array enters a **critical** status
- An array enters **disabled** status
- You unplug a disk
- Your disk fails due to bad sectors
- SMART sensors anticipate drive failure

If the device is currently beeping, clicking **Beeper Mute** will mute the sound immediately. **Note:** This button does not permanently mute the alarm. In order to permanently mute the alarm, go to: **Setting>Enable audible alarm>Disabled**. See Setting Tab for more information.

The following properties are part of the **Physical Devices Information** box under the physical tab.

- **Model** - Model number of the physical drive
- **Capacity** - Total capacity of the physical drive
- **Revision** - HDD device firmware revision number
- **Read Ahead*** - (Enable/Disable) Disk read ahead.
- **Location** - Device location (example: 1/2 states controller 1, channel 2)
- **Write Cache*** - (Enable/Disable) the disk write cache
- **Max Free** - space on the disk that is not configured in an array
- **Status** - (Normal, disabled, critical) status of the disk
- **Serial Number** - serial number of the physical disk
- **Unplug** - Safely ejects the selected disk. Other methods of disk removal will trigger the alarm if enabled.

* Disk properties that can be adjusted.

Read Ahead

Enabling disk read ahead will speed up read operations by pre-fetching data and loading it into RAM.

Write Cache

Enabling write cache will speed up write operations.

Rescan

Clicking rescan will immediately signal the controller to scan for any changes in the connection. Clicking this button will also stop any alarm if currently ringing.

Settings Tab

Enclosure(1): RS6114V ▾



Overview	Quick Config.	Advanced Config.	Settings	Event	SHI	Help
Enclosure	Enclosure Info					
Email Notification	Product Name: RocketStor 6114V					
Security	Serial Number: 123451u123456					
System						

Using this tab, you can change the following:

- Enclosure**
- Email Notification**
- Security**
- System setting**

Enclosure: Review the RocketStor 6114V's S/N

Enclosure(1): RS6114V ▾



Overview	Quick Config.	Advanced Config.	Settings	Event	SHI	Help
Enclosure	Enclosure Info					
Email Notification	Product Name: RocketStor 6114V					
Security	Serial Number: 123451u123456					
System						

Email Notification: Setting up the event notification via SMTP Email server.

Overview Quick Config. Advanced Config. **Settings** Event SHI Help

Enclosure
Email Notification
Security
System

SMTP Setting

Enable Event Notification
Server Address (name or IP):
Mail From (E-mail address):
Login Name:
Password:
SMTP Port:
Support SSL:
[Change Setting](#)

Recipients

E-mail	Name	Event Level
Add Recipient		
E-mail: <input type="text"/>	<input type="text"/>	<input type="checkbox"/> Information <input type="checkbox"/> Warning <input type="checkbox"/> Error
Add Test		

The following topics are covered under email:

- SMTP Setting
- Adding Recipients

You can instruct the controller to send an email out to the recipients of your choosing when certain events trigger (for more information, see Event Tab).

SMTP settings

SMTP Setting

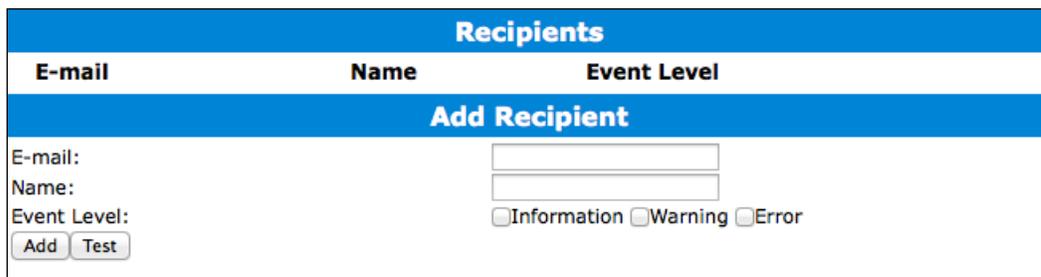
Enable Event Notification
Server Address (name or IP):
Mail From (E-mail address):
Login Name:
Password:
SMTP Port:
Support SSL:
[Change Setting](#)

To set up email alerts:

1. Check the Enable Event Notification box.
2. Enter the ISP server address name or SMTP name
3. Type in the email address of the **sender** (email account that is going to **send** the alert)
4. Type in the account name and password of the sender
5. Type in the SMTP port (default: 25)
6. Check support SSL box if SSL is supported by your ISP (port value will change to 465).

Note: After you click **Change Setting**, the password box will become blank.

How to Add Recipients



The screenshot shows a web interface for adding email recipients. At the top is a blue header with the text "Recipients". Below this is a table with three columns: "E-mail", "Name", and "Event Level". Underneath the table is a blue bar with the text "Add Recipient". Below the bar are three input fields: "E-mail:", "Name:", and "Event Level:". The "Event Level:" field has three radio buttons: "Information", "Warning", and "Error". At the bottom left of the form are two buttons: "Add" and "Test".

You can add multiple email addresses as receivers of a notice.

1. Type the email of the recipient in the **E-mail** text box
2. Type the name of the recipient in the **Name** text box
3. Check which type(s) of events will trigger an email using the respective **Event Level** check boxes.
4. **(Optional)** Click **test** to confirm the settings are correct by sending out a test email
5. Click **add** to add the recipient to recipient list
6. The added recipient will display in under **Recipients**

The email will include the output recorded in the event log.

Example email message:

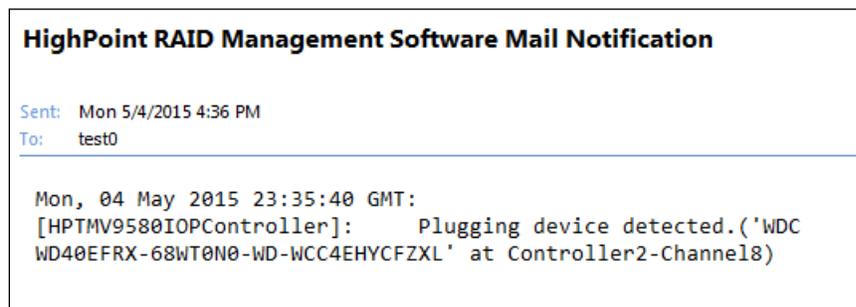


Figure 1. Example event log email

Security: Setting the HRM's log in password, remote log in availability and the port number.

The screenshot shows a web interface with a top navigation bar containing 'Overview', 'Quick Config.', 'Advanced Config.', 'Settings' (highlighted), 'Event', 'SHI', and 'Help'. On the left is a sidebar with 'Enclosure', 'Email Notification', 'Security' (highlighted), and 'System'. The main content area has a blue header 'Security' with the following fields: 'Restrict to localhost access.' with a dropdown menu set to 'Enabled', and 'Port Number:' with a text input field containing '7404' and a 'Submit' button. Below this is another blue header 'Password Setting' with 'Password:' and 'Confirm:' text input fields and a 'Submit' button.

Restrict to localhost access (default: Enabled)

Remote access to the controller will be restricted when **enabled**; other users in your network will be unable to remotely log in to the HRM.

Port Number (default: 7404)

The default port that the HRM listens on is 7404. You may change it to any open port.

Password Settings

Changing your HRM password

Under Password Setting, type your new password, confirm it, and then click **Submit**.

Recovering your HRM password

If you wish to revert to the default password: hpt, delete the file hptuser.dat.

For **Mac** Users:

1. We recommend uninstalling HRM, then reinstalling -this will remove the password requirement and allow you create a new one under the **Setting** tab.

For **Windows** Users:

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

System Tab:

The screenshot shows a web-based management interface with a top navigation bar containing 'Overview', 'Quick Config.', 'Advanced Config.', 'Settings', 'Event', 'SHI', and 'Help'. The 'Settings' tab is selected. On the left, a sidebar lists 'Enclosure', 'Email Notification', 'Security', and 'System', with 'System' highlighted. The main content area is titled 'System Setting' and contains three settings: 'Enable auto rebuild.' set to 'Enabled', 'Enable Continue Rebuilding on error.' set to 'Enabled', and 'Set Rebuild Priority:' set to 'Medium'. A 'Submit' button is located at the bottom of the settings area.

Enable auto rebuild (default: Enabled)

When a physical drive fails, the controller will take the drive offline. Once you re-insert or replace the disk, the controller will not automatically rebuild the array unless this option is enabled.

Enable continue rebuilding on error (default: Enabled)

When enabled, the rebuilding process will ignore bad disk sectors and continue rebuilding until completion. When the rebuild is finished, the data may be accessible but may also be inconsistent, due to any bad sectors that were ignored during the procedure. If this option is enabled, HighPoint recommends checking the event log periodically for bad sectors warnings.

Rebuild Priority (default: Medium)

You can specify the amount of system resources you want to dedicate to rebuilding the array. There are 5 levels of priority [Lowest, Low, Medium, High, Highest].

Event Tab

The event view is a basic error logging tool built into the HRM.

Icon	Name	Definition
	Information	Includes general administrative tasks: <ul style="list-style-type: none">• Create/delete arrays• Configuring spares• Rebuilding arrays• Configuring event notifications• Configuring maintenance
	Warning	Alerts issued by the Host Adapter: <ul style="list-style-type: none">• High temperatures• Sector errors• Communication errors• Verification errors
	Error	Hardware related problems <ul style="list-style-type: none">• Hard disk failure• Broken errors• Memory failure

SHI (Storage Health Inspector)

- S.M.A.R.T Attributes
- Storage Health Inspector Scheduling

SHI outputs information collected using SMART (Self-Monitoring Analysis and Reporting Technology) Hard Drive Technology. The data provided on this tab helps you to anticipate any disk failures based on a variety of monitored hard disk properties.

How to Enable SMART Monitoring

Enclosure(1): RS6114V ▾



[Overview](#) [Quick Config.](#) [Advanced Config.](#) [Settings](#) [Event](#) **SHI** [Help](#)

Storage Health Inspector(SHI)

Enclosure ID	Port#	Device Serial Number	RAID	Temperature	Bad Sectors Found & Repaired	S.M.A.R.T
1	1	ZA10PLV5	RAID_5_0	Normal	None	Detail
1	2	ZA10PMG7	RAID_5_0	Normal	None	Detail
1	3	ZA10PA4J	RAID_5_0	Normal	None	Detail
1	4	ZA10MCGP	RAID_5_0	Normal	None	Detail

[Schedule a task](#)

To access SMART attributes of an individual disk:

1. Log in to the HRM
2. Select the proper controller using the drop down menu on the top left
3. Click the **SHI** tab
4. Click **Enable** to enable SMART monitoring

Disabling SMART monitoring

You have the option the disable SMART monitoring on each individual disk.
To disable:

1. Click the **SHI** tab
2. Click [Detail](#) follow the desired disk
3. Click **Disable**

Note: Disabling SMART monitoring will disable all warnings related to SMART attributes.

How to Use the Scheduler

Overview	Quick Config.	Advanced Config.	Settings	Event	SHI	Help
--------------------------	-------------------------------	-----------------------------------------	--------------------------	-----------------------	---------------------	----------------------

Tasks List	
Name	Description
<input type="checkbox"/> test0	Check all disks every day at 16:30:0
<input type="button" value="Delete"/>	

New Verify Task	
<input type="radio"/>	RAID_5_0
Task Name:	<input type="text"/>
<input checked="" type="radio"/>	Occurs one time on 2017-5-19 at 0:0:0
Schedule:	<input type="radio"/> Occurs every 1 Day(s) on Sunday 1 at 0:0:0
	Start date: 2017-5-19 <input type="radio"/> End date: 2017-5-19
	<input checked="" type="radio"/> No end date
<input type="button" value="Submit"/>	

Health Inspector Scheduler	
Task Name:	<input type="text"/>
Select a Schedule:	<input type="radio"/> Daily <input checked="" type="radio"/> Weekly <input type="radio"/> Bi-Weekly <input type="radio"/> Monthly
Select a time:	Sunday 1 0:0:0
<input type="button" value="Submit"/>	

The **Scheduler** enables you to schedule disk/array checkups to ensure disks/array are functioning optimally.

How to Create a New Verify Task

All arrays will appear under New Verify Task

1. Log into the HRM
2. Select the proper controller from the top left drop down
3. Click **SHI**
4. Click **Schedule a task**
5. Select the array you want to schedule the verify task
6. Type the name in **Task Name** entry box
7. Choose whether you want to schedule
8. One time verify task on specific date (YYYY-MM-DD) at (HH:MM:SS, 24-hr clock)
9. Or a specific schedule you can adjust based on Daily, Weekly, or Monthly options
10. Click **Submit**

11. Your entry will appear under **Tasks List**

Note: New Verify Task box only appears if you have normal status arrays. If you have a critical array, New Rebuild Task will replace New Verify Task.

Section 5: Troubleshooting

This section provides guidelines to some problems you may encounter:

- Handling Critical Arrays
- Handling Disabled Arrays
- PC hangs when card is installed.

Handling Critical Arrays

When your disk status turns critical, your array as a whole is still accessible, but one or more disks are faulty (depending on your RAID level), and the array is in danger of failing.

Common scenarios for critical status

- **Unplugging a disk that is part of an array**
 - **Bad sector is detected on a disk that is part of an array**
 - **Unrecoverable data during rebuilding**
 - **Defective port or cable interrupts rebuilding process**
-

To recover from this situation,

1. Backup your existing data.
2. Identify which disk is faulty.
 - You can refer to the LED lights on the enclosure
 - Refer to the HRM Logical tab and Event tab.
3. Re-insert the faulty disk or replace with a new disk.
 - The array will rebuild automatically if your auto-rebuild setting is enabled and you reseated the faulty disk. **Note:** Click **Rescan** if the array still does not rebuild automatically.
4. If the new disk is added and it does not automatically start rebuilding, you can manually add the disk in maintenance.
 - Log into the HRM
 - Click **Advanced Config.** Tab
 - Click **Maintenance>Add Disk>** select the appropriate disk
5. Rebuild should now start.
 - If rebuild does not start, click 'Rescan' on the left hand panel.

Note: Rebuilding an array takes on average 2 hours per 1 Terabyte of disk capacity. The process will scan through the entire disk, even if you have very little *used* disk space.

Rebuilding Stops Due to Bad Sectors

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

1. Log into the HRM
2. Click **Settings** tab
3. 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.

Critical array becomes disabled when you removed faulty disk

If this is the case, you may have removed the wrong disk. When you remove the wrong disk from a critical array, the array status may become disabled. Data is inaccessible for disabled arrays. Follow these steps to restore the array to the previous state.

1. Shut down your PC
2. Shut down the RocketStor 6114V Enclosure
3. Place all disks back to original configuration
4. Boot up PC

Your array should be back to Critical status. Identify the correct disk and rebuild from there.

Online Array Roaming

One of the features of all HighPoint RAID controllers is online array roaming. Information about the RAID configuration is stored on the physical drives. So if a card fails or you wish to switch cards, the RAID configuration data can still be read by another HighPoint card.

Help

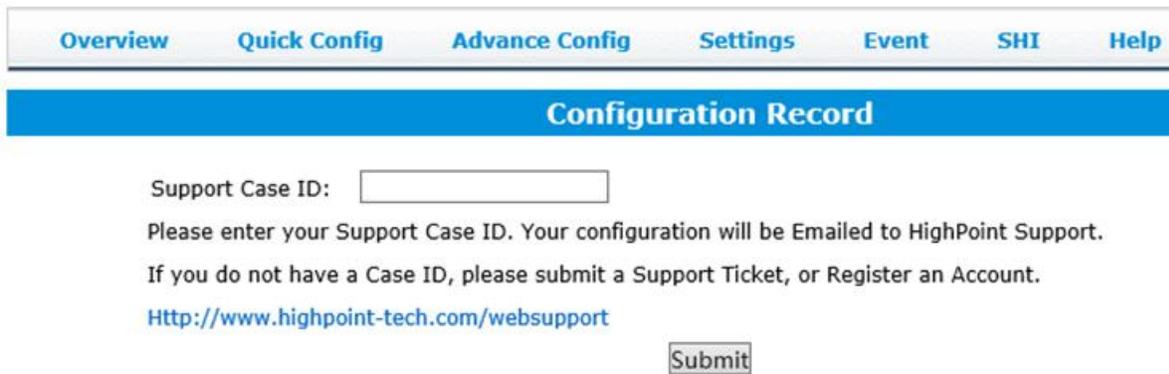
- Online Help
- Register Product
- Configuration Record

Online Help redirects you to additional documentation concerning the HRM.

Register Product takes you to the HighPoint Online Web Support Portal. On this page you can create a new customer profile where you can register your product, or post an online support ticket

Configuration Record: collect the RocketStor's storage information and send it to the HighPoint support team.

It is required to register the product on HighPoint Web Support Portal and request the support ID before submit the Configuration Record:



Support Case ID:

Please enter your Support Case ID. Your configuration will be Emailed to HighPoint Support.
If you do not have a Case ID, please submit a Support Ticket, or Register an Account.

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

Table 1. HRM Icon Guide

	Critical – missing disk A disk is missing from the array bringing it to ‘critical’ status. The array is still accessible but another disk failure could result in data loss.
	Verifying The array is currently running a disk integrity check.
	Rebuilding The array is currently rebuilding meaning you replaced a failed disk or added a new disk to a ‘critical’ state array.
	Critical – rebuild required The array has all disks, but one disk requires rebuilding.
	Disabled The icon represents a disabled array, meaning more than one disk failed and the array is no longer accessible
	Initializing The array is initializing. The two types of initialization are Foreground and Background. (See Initialization)

	Uninitialized The array initialization process has been interrupted, and the process is incomplete.
	Not Initialized Disk is not initialized yet, and needs to be initialized before use
	OCE/ORLM Array is performing a OCE/ORLM operation
	OCE/ORLM has stopped The array expansion process has been stopped.
	Legacy An existing file system has been detected on the disk. These disks are classified as legacy drives.
	Spare The device is a spare drive, it will automatically replace any failed drive part of an array.
	Normal The array status is normal
	Initializing The array is initializing, either foreground or background initialization
	Initialization Stopped The initialization has been stopped. Current status is uninitialized.
	Critical - Inconsistency Data in the array is inconsistent and needs to be rebuilt.
	Critical - missing disk A disk has been removed or experienced failure, and user needs to reinsert disk or add a new disk.
	Rebuilding The array is currently rebuilding.
	Verifying The array is performing a data consistency check. Array status will show

'verifying'.



Disabled

The array does not have enough disks to maintain the RAID level. A disabled array is not accessible.



OCE/ORLM

Array is expanding its capacity or migrating to a different raid level. Status will display 'Expanding/Migrating'



OCE/ORLM stopped

The 'Expansion/Migrating' process has been stopped. The status will display 'Need Expanding/Migrating'



Critical - OCE/ORLM

A disk member is lost during the OCE/ORLM process.



Critical - OCE/ORLM - rebuild

The expanding/migrating array requires a rebuild.

Table 2. RAID Level Reference Guide

Type	Description	Min. disks	Usable space	Advantage	Disadvantage	Application
JBOD	Just a bunch of disk	1	100%	Each drive can be accessed as a single volume	No fault tolerance - failure of one drive results in complete data loss	Backup
RAID 0	Disk Striping	2	100%	Offers the highest performance	No fault tolerance - failure of one drive in the array results in complete data loss	Temporary file, performance driven application.
RAID 1	Disk Mirroring	2	50%	Provides convenient low-cost data redundancy for smaller systems and servers	Useable storage space is 50% of total available capacity. Can handle 1 disk failure.	Operating system, backup, and transaction database.
RAID 10	Disk Mirroring followed by stripe	4	50%	High read performance and medium write performance with data protection for up to 2-drive failures	Useable storage capacity equals total capacity of all drives in the array minus two	Fast database and application servers which need performance and data protection
RAID 5	Disk Striping with Rotating parity	3	67-87%	High read performance, and medium write performance with data protection with a single drive failure	Not recommended for database applications that require frequent/heavy write sessions. Can handle 1 disk failure.	Data archives, and ideal for application that require data protection

HighPoint Recommended List of Hard Drives or SSDs

HighPoint maintains a list of tested hard drives suitable for RAID applications. Since not every hard drive in the market can be tested, this list is meant to be a general guideline for selecting hard drives operating in a RAID environment. Regular, desktop grade drives are highly not recommended for RAID use.

[Hard Drive Compatibility list](#)
[SSD Compatibility list](#)

Contacting Technical Support

For any help and support, submit a support ticket online at <http://www.highpoint-tech.com/websupport/> .

You may also call us during our regular business hours:
Monday - Friday (Excluding Holidays), 9 AM to 6 PM