HighPoint NVMe macOS Installation Guide

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1. Overview

This document describes how to install the HighPoint NVMe RAID Controller Driver on a macOS system. It is assumed that you have physically installed the controller into one of your Mac system's free PCIe slots.

The software download contains one installation package, **HighPointNVMe.pkg**, which contains the NVMe device driver.

Important: Before installing the software, you should log onto the system as a System Administrator.

2. Installing the package

Driver installation steps for macOS (10.14/10.15)

Current drivers can be downloaded from each product's **Software Downloads** webpage. After downloading the appropriate driver, open the driver package by double-clicking the icon, and follow the procedure outlined below:

1) Locate the download and double click the package to start the installer. Click the **Continue** button:

 O	💝 Install HighPoint NVMe RAID Controller
	Welcome to the HighPoint NVMe RAID Controller Installer
 Introduction Destination Select Installation Type Installation Summary 	You will be guided through the steps necessary to install this software.
	Go Back Continue

2) macOS will prompt you to install the driver. Click Install to proceed.

• 0	Install HighPoint NVM	e RAID Controller			
	Standard Install on "101	4.6″			
Introduction	This will take 438 KB	of space on your c	omputer.		
Destination Select	Click Install to perform a standard installation of this software for all users of this computer. All users of this computer will be able to use this software				
Installation Type					
 Installation 	De able to use this so	reware.			
 Summary 					
	Customize		Go Back Install		

3) You will be prompted that a reboot is needed to install the software. Click **Continue Installation**.



4) If no pop-ups appear, please proceed to the next step of installation. Click Restart.



5) If you receive a popup window prompting you for permission, click **Open Security Preferences**.



i. Make sure **App Store and identified developers** is checked, and then click **Allow**.

	eperal FileVault Firewall	Privacy
	Thevault Thewait T	ilvacy
A login password has	been set for this user Change I	Password
Require passw	ord immediately 🗘 after sleep	or screen saver begins
Show a messa	ge when the screen is locked	t Lock Message
Disable autom	atic login	
Allow apps downloade	ed from:	
Allow apps downloade	ed from:	
Allow apps downloade App Store App Store and	ed from: identified developers	
Allow apps downloade App Store App Store and	ed from: identified developers	
Allow apps downloade App Store App Store and	ed from: identified developers	
Allow apps downloade App Store App Store and System software from blocked from loading	ed from: identified developers i developer "HighPoint Technologie	es, Inc" was Allow
Allow apps downloade App Store App Store and System software from blocked from loading.	ed from: identified developers ndeveloper "HighPoint Technologie	es, inc" was Allow

ii. You will receive a popup window, prompting you to restart. Click **OK**.

Enabling this s a restart	system software re	quires
	Restart	ОК

iii. Return to the driver installation window. Click **Restart** to restart the system.



 After the system restarts, the driver's status can be viewed under System Information; The figure below shows that the driver has been loaded normally.

• • •		МасВо	ok Pro				
Hardware RAID	Extension Name		^	Version	Last Modified	Notarized	
Memory	HighPointNVMe			1.1.10	2020/1/2, 4:38 PM	Yes	
NVMExpress	initioFWBridge			456,260,3	2019/8/21, 8:23 AM	Yes	
PCI	Intel82574L			2.7.2	2019/8/21, 8:05 AM	Yes	
Parallel SCSI	IO80211Family			12.0	2019/8/21, 8:14 AM	Yes	
Power	IO80211FamilyV2			12.0	2019/8/21, 8:13 AM	Yes	
Printers	IO80211NetBooter			12.0	2019/8/21, 8:13 AM	Yes	
SAS	IO80211NetBooterV	2		12.0	2019/8/21, 8:13 AM	Yes	
SATA/SATA Express	IOAcceleratorFamily	/2		404.14	2019/8/21, 8:12 AM	Yes	
SPI				0			
Storage	HighPointNVMe]				
Thunderbolt	g.ii eiiiite						
USB	Version:	1.1.10					
▼ Network	Last Modified: 2020/1/2, 4:38 PM						
Firewall	Bundle ID: com.highpoint-tech.kext.HighPointNVMe						
Locations	Loaded:	Yes					
Volumes	Obtained from:	Identified Dev	veloper				
WWAN	Kind:	Intel					
Wi-Fi	Architectures:	x86_64					
▼ Software	Location:	res /Library/Extensions/HighPointNV/Me keyt					
Accessibility	Kext Version:	1.1.10					
Applications	Load Address: 18446743521821000000						
Components	Loadable:	Yes					
Developer	Dependencies:	Satisfied	Application, Lli	abDaint Tach	nalagian Ing (DV6060)		
Disabled Software	Signed by.	Developer ID	Certification A	uthority. Appl	e Root CA	15142),	
Extensions				<i>//</i> · · · · · · · ·			
test's MBP2018_10146 >	Software > Extens	ions > HighP	ointNVMe				

3. Uninstalling the package

Driver uninstallation steps for macOS (10.14/10.15)

1) To uninstall the NVMe driver, you will need to open a **Terminal** window and enter the following command:

sudo rm -rf /Library/Extensions/HighPointNVMe.kext

```
Last login: Fri Dec 20 19:34:31 on ttys004

Lest@testsMB01610152 ~ % sudo rm -rf /Library/Extensions/HighPointNVMe.kext

Password:

test@testsMB01610152 ~ %
```

4. Troubleshooting

Troubleshooting driver installation

The product does not work after installing the driver, and the WEBGUI page displays the following warning message:

A DECEMBER OF THE OWNER OF	Logical	Setting	Event	SHI	Logout	Help	
		Connecti	ion Failur	re			
inter	ruptted, We	bGUI will t	ry to reco	nnect Ro	cketRAID	HBA in 2 sec	ond(s)

To resolve this issue:

- 1) **Make sure the latest version of macOS has been installed.** If an update is required, update macOS as promoted. Once complete, reinstall the driver: Repeat the steps outlined in section 2.
- 2) If your Mac has a T2 chip, select "No Security" under the "Startup Security Utility" options.
 - i. **Determining if your Mac has a T2 chip:** If it says **Apple T2 Security chip** in the righthand column, continue on to the **Disabling Secure Boot** section bellow;

	MacBook Pro	
Hardware ATA Apple Pay Audio Bluetooth Camera Card Reader Controller Diagmostics Disc Burning Ethernet Cards Fibre Channel FireWire Graphics/Displays Hardware RAID Memory NVMExpress PCI Parallel SCSI Power Printers SAS SATA/SATA Express SPI Storage Thunderbolt	Controller Information: Model Name: <u>Apple T2 Security Chip</u> Firmware Version: TP53025a Boot UUID: 1CA36A5E-0438-4C9A-A482-4B927D259758	

 Disabling Secure Boot: Restart the computer and then press the Command + R keys simultaneously. Keep holding the keys down until the Apple logo appears. iii. When the menu bar says: macOS Utilities, you are booted into Recovery mode. Launch the Startup Security Utility application by selecting it from the Utilities menu.



iv. When the Startup Security Utility window appears, select **No Security** under the **Secure Boot** options.



v. A dialog box will appear, telling you that you will need to authenticate as an Administrator to make changes, click the **Enter macOS Password...** button.



- vi. Select **Restart** from the Apple menu to restart your Mac, and wait for your normal Desktop to appear.
- 3) If the product is still not working after updating to the latest official version of macOS, please contact our Customer Support Department.

Web Support: http://www.highpoint-tech.com/websupport/

Troubleshooting driver uninstallation

The product still works after uninstalling the driver, and the WEBGUI can be used normally.

Logical Device Information							
Name		Туре	Capacity	BlockSize	SectorSize	OS Name	Status
Device_1	_E1_1	Hard Disk	250.05 GB			HPT DISK 5_0	Legacy
Device_1	_E1_2	Hard Disk	250.05 GB			HPT DISK 5_1	Legacy
Device_1	_E1_3	Hard Disk	2.00 TB			HPT DISK 5_2	Legacy
Device_1_E1_4		Hard Disk	2.00 TB			HPT DISK 5_3	Legacy
		Ph	ysical De	vice Info	rmation		
Location	Model					Capacity	Max Free
╘ ा 1/Е1/1	Samsur	ng SSD 960 E\	/O 250GB-S3	ESNX0J5038	11E	250.05 GB	0.00 GB
└== 1/E1/2	Samsur	ng SSD 960 E\	/O 250GB-S3	ESNX0J1084	93B	250.05 GB	0.00 GB
└== 1/E1/3	Samsur	ng SSD 970 E\	/O 2TB-S46E	NBOK500703	A	2.00 TB	0.00 GB
🔚 1/E1/4	Samsur	ng SSD 970 E\	/O 2TB-S46E	NBOK500695	v	2.00 TB	0.00 GB

Please open a Terminal window and use the following command to uninstall the

driver:

sudo rm -rf /Library/Extensions/HighPointNVMe.kext

sudo kextcache --i /

```
test@testsMB01610152 ~% sudo rm -rf /Library/Extensions/HighPointNVMe.kext
Password:
test@testsMB01610152 ~% sudo kextcache -i /
kextcache -i /
kextcache -arch x86_64 -local-root -all-loaded -kernel /System/Library/Kernels/k
ernel -prelinked-kernel /Library/Apple/System/Library/PrelinkedKernels/prelinked
kernel -volume-root / /Library/Extensions /AppleInternal/Library/Extensions /Lib
rary/Apple/System/Library/Extensions /System/Library/Extensions
KernelCache ID: 91AFAAB6216EDD61055A39A8E77A483C
test@testsMB01610152 ~ %
```

If the driver still works after executing the above command, please contact our Customer Support Department.

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