

HighPoint NVMe macOS Installation Guide

Version 1.9.0

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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.

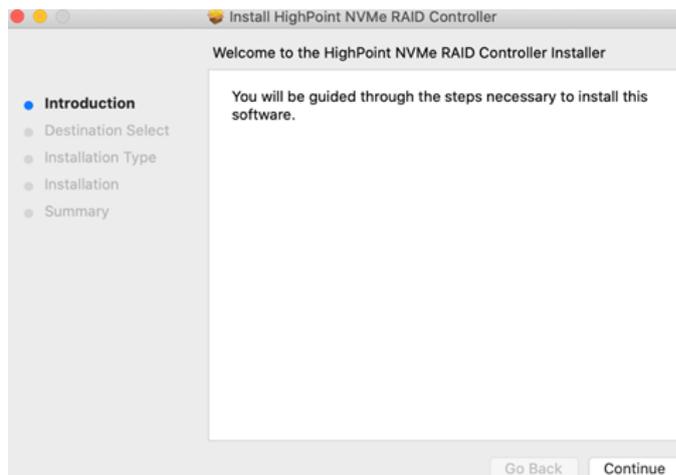
Important: Before installing the software, you should log onto the system as a System Administrator.

2. Installing the package

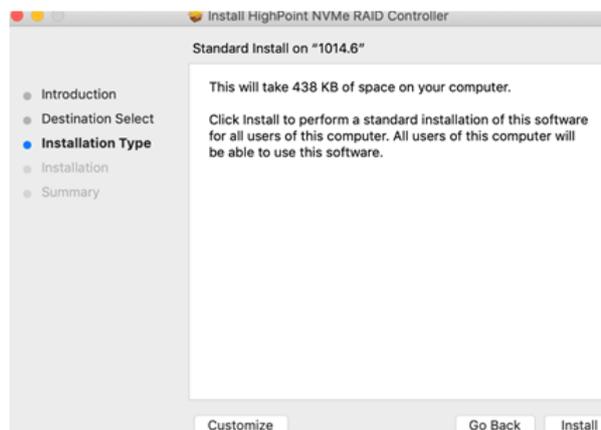
Driver installation steps for macOS (10.14/10.15)

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:

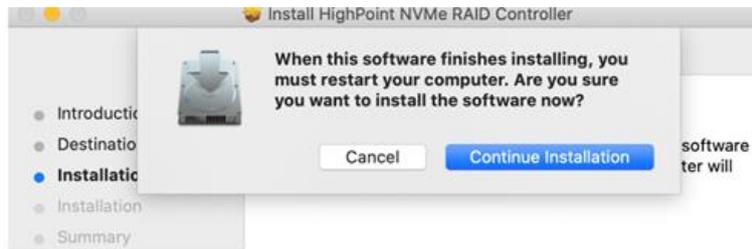
- 1) Locate the download and double click the package to start the installer. Click the **Continue** button:



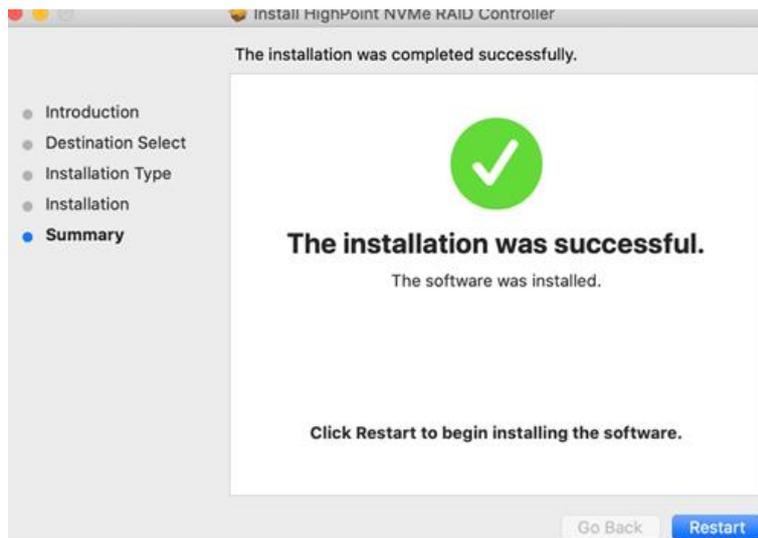
- 2) macOS will prompt you to install the driver. Click **Install** to proceed.



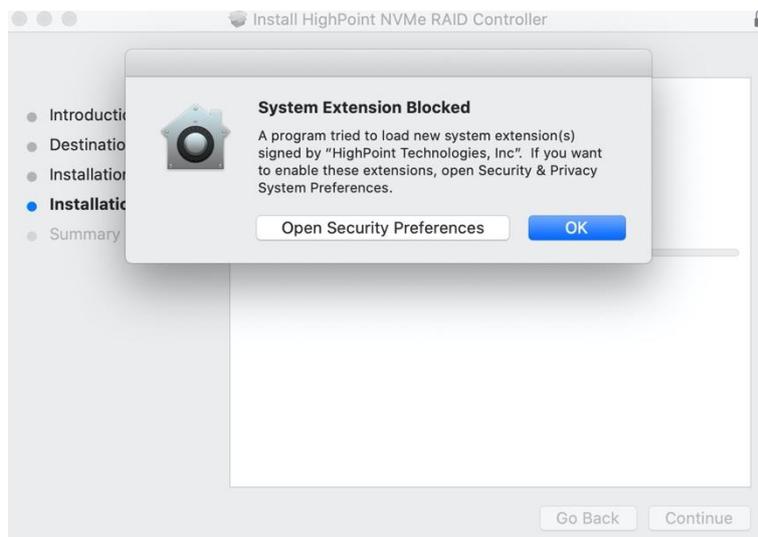
- 3) You will be prompted that a reboot is needed to install the software. Click **Continue Installation**.



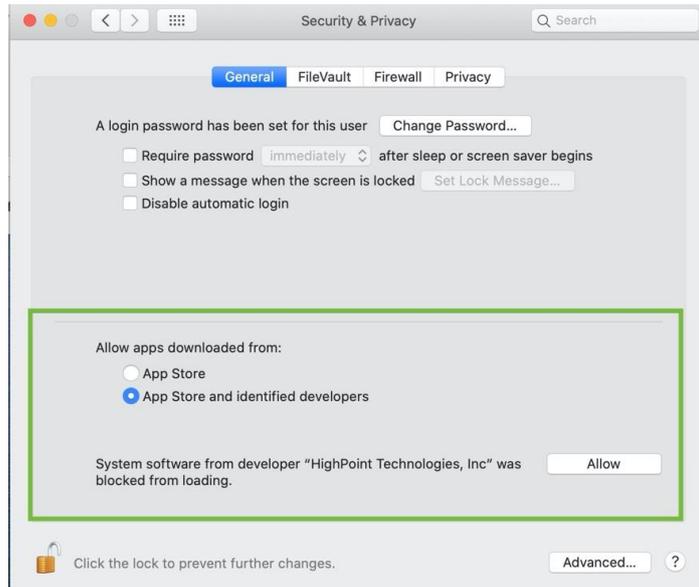
- 4) If no pop-ups appear, please proceed to the next step of installation. Click **Restart**.



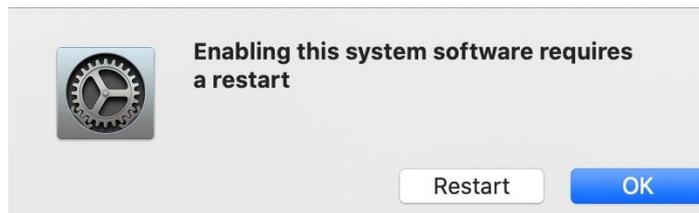
- 5) If you receive a popup window prompting you for permission, click **Open Security Preferences**.



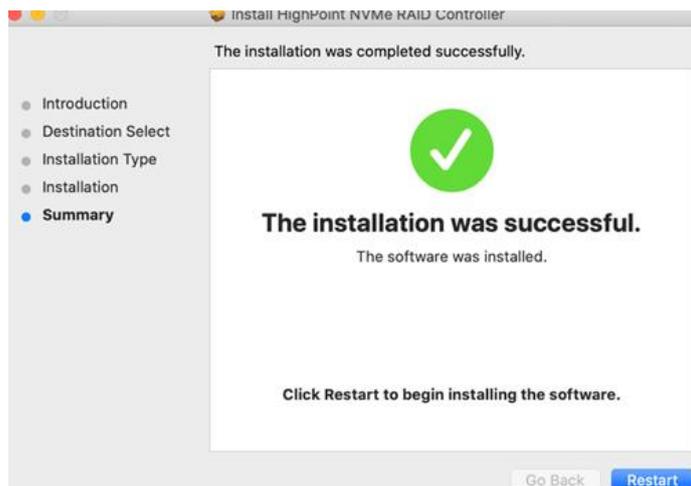
- i. Make sure **App Store and identified developers** is checked, and then click **Allow**.



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

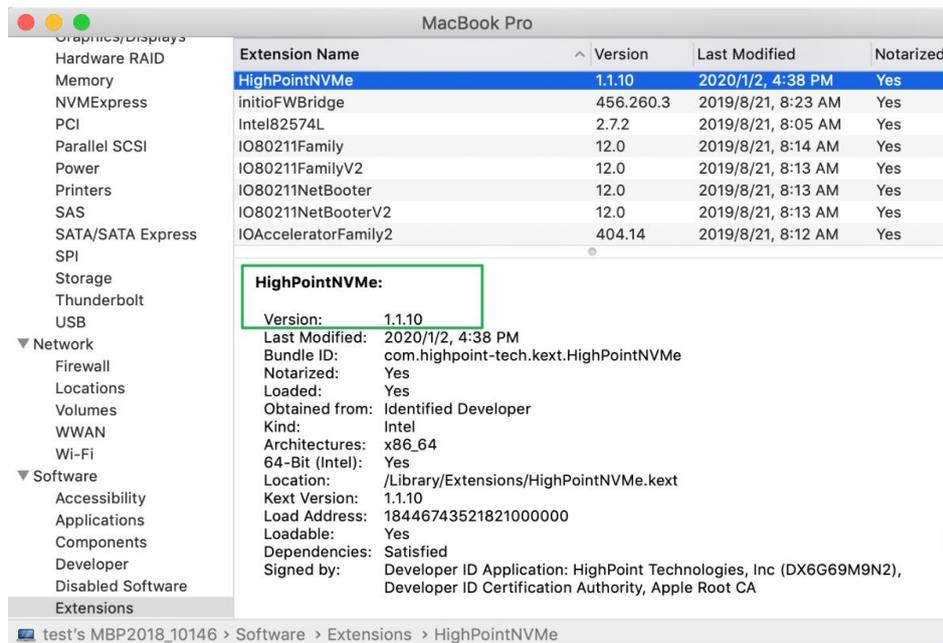


- iii. Return to the driver installation window. Click **Restart** to restart the system.



- 6) 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.



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:

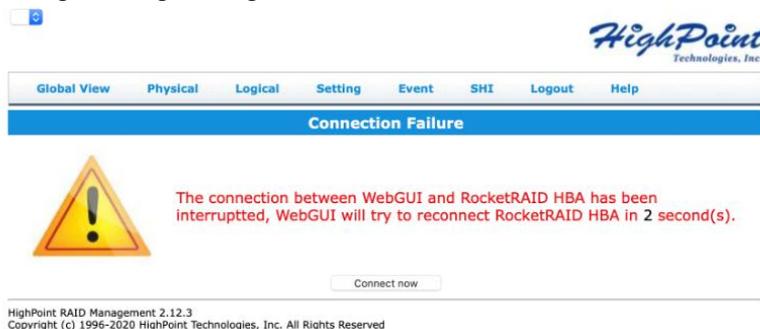
```
sudo rm -rf /Library/Extensions/HighPointNVMe.kext
```

```
test — zsh — 80x24
Last login: Fri Dec 20 19:34:31 on ttys004
test@testMB01610152 ~ % sudo rm -rf /Library/Extensions/HighPointNVMe.kext
Password:
test@testMB01610152 ~ %
```

4. Troubleshooting

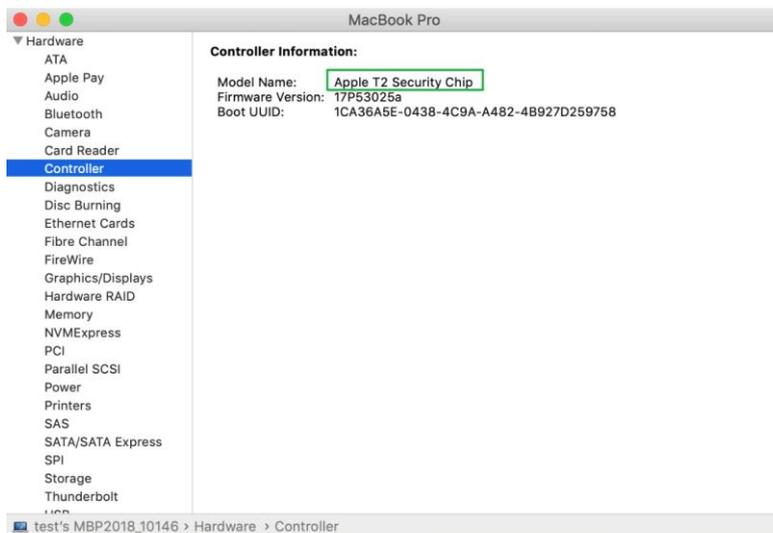
Troubleshooting driver installation

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



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 below;



- ii. **Disabling Secure Boot:** Restart the computer and then press the Command + R keys simultaneously. Keep holding the keys down until the Apple logo appears.

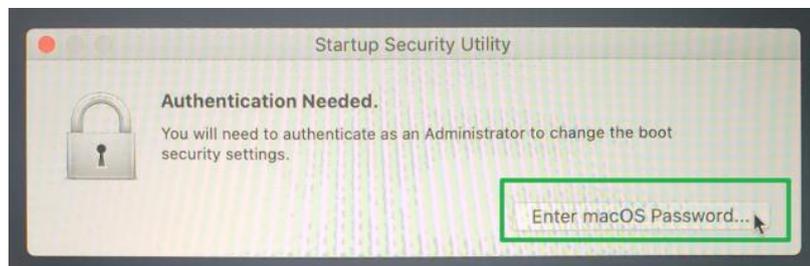
- iii. When the menu bar says: **macOS Utilities**, you are booted into Recovery mode. Launch the **Startup Security Utility** application by selecting it from the Utilities menu.



- 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	Type	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

Physical Device Information				
Location	Model	Capacity	Max Free	
1/E1/1	Samsung SSD 960 EVO 250GB-S3ESNX0J503811E	250.05 GB	0.00 GB	
1/E1/2	Samsung SSD 960 EVO 250GB-S3ESNX0J108493B	250.05 GB	0.00 GB	
1/E1/3	Samsung SSD 970 EVO 2TB-S46ENB0K500703A	2.00 TB	0.00 GB	
1/E1/4	Samsung SSD 970 EVO 2TB-S46ENB0K500695V	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.

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