



# HDP Pro User Manual



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## ➤ Preface

### About This Manual

Congratulations on your selection of the HD-Pro. The HDPro has 8 removable hard drive trays and can be configured for RAID 0, RAID 1, RAID 0+1, RAID 5, RAID 6, and JBOD modes. HDPro is designed for professional users working with video/audio editing; it's also the most affordable solution for small-medium business, digital content creators etc. HDPro's varieties of RAID settings are the ideal choices for users who want protection for their important data while maintain at the lightning speed of True PCI-Express speed. The device is monitored by the CalDigit RaidShield, a Java-based RAID GUI.

### Intended User

This manual is designed and written for users installing and using the CalDigit HDPro. The intended user should have working knowledge of RAID planning and data storage. Please read this manual thoroughly as it is an important part of your HDPro software and hardware installation package. Neglecting to read through this manual and follow the directions herein could possibly result in your HDPro operating abnormally, and out of the specification of the performance for which it was designed. Please pay special care to note any **WARNING** notations or **RED** typeface indicators.

### Organization of The Manual

#### Part One: Introduction

Chapter 1: **Introduction** provides an overview of the HD-Pro and its features.

#### Part Two: Installation – Hardware

Chapter 2: **Hardware installation** provides details of how to setting up the hardware for your HD-Pro.

#### Part Three: Installation – Software

Chapter 3: **Software installation** provides details of how to setting up the software for your HD-Pro.

#### Part Four: Basic Configuration

Chapter 4: **Basic installation** configuration provides details of how to change RAID type and rebuilding

#### Part Five: Information

Chapter 5: **Information** provides warranty details, trouble shooting, etc.

# PART

# ONE

**Introduction**

## ➤ About Us



### **Our Background**

At CalDigit, we know storage. Quality, Performance, and Support are our forte. We have been dedicated to the content creation industry for over ten years. Every product is exclusively designed with the users requirement in mind. CalDigit has a team of world-class software, hardware, and engineers. Closely bonded, the CalDigit Team works to develop the best RAID software and hardware in the industry.

### **Our Goal**

We offer various RAID solutions for people in the multimedia industry. CalDigit is the one source supplier for Video Editors, Photographers, and the Music Industry. We wanted to offer our users a secure, practical, and handy system- let us make your workload easier on you. All of our products have a sleek modular design, which allows us give you an advanced replacement. All of our products can be configured to RAID 0, RAID 1, & JBOD. CalDigit is your complete RAID solution choice, at an affordable price.

### **Quality Is Our Key**

CalDigit emphasizes the use of quality components to produce products that would lessen the chances of component failure, and loss of productivity. Every product undergoes real world testing, cutting it to perfection. We believe in building a trust with our customers, which is why we offer legendary technical support. Our technical support is offered even after warranty date, and is extended to real world application, such as Final Cut Pro.

### **Location/Distribution**

CalDigit Inc. head office is located North Orange County, Southern California. All of our products are tested and assembled in North Orange County, CA.

## ➤ Features and benefits of the HDPro:

- Supports 10 bit Uncompressed HD 1080/60i
- 8 X SATA 3Gb/s Hard Drives
- Available in 2TB - 4TB - 6TB - 8TB Capacities
- Modular Design
- Hot Swappable HDD
- 2 X Hot Swappable Auto-Switching Power Supply with Fan
- RAID 5 pre-configured, can also be set for RAID 0,1,0+1,5,6 & JBOD
- Easy RAID Configuration
- Password Protection
- E-mail notification
- Progressive, Rugged, Modular Sound-Proof and Vibration-Resistant Design
- Aluminum Housing for Excellent Heat Dissipation
- Temperature and Power Warning
- 3 Year Limited Warranty

**Important Info: Any loss, corruption or destruction of data while using a CalDigit solution is the sole responsibility of the user, and under no circumstances will CalDigit be held liable for the recovery or restoration of this data. To help prevent the loss of your data, we highly recommend that you keep TWO copies of your data; one copy on your HDPro, and a second copy on another HDPro unit, for instance.**

## ➤ Specifications:

### **Physical Dimensions:**

10.24" L x 7.05" W x 15.88" H (259.90mm L x 179.00mm W x 403.02mm H) without Rackear

12.23" L x 7.05" W x 16.55" H (310.36mm L x 179.00mm W x 420.02mm H) with Rackear

**Power:** Input 100-240V auto switch 50~64Hz 1.5A, Output 5V 4.2A, 12V 3A

**Operating temperature:** 0-50 Degrees Celsius

**Weight:** 36.0 lb

## ➤ Opening the Box

Remove all components from the shipping container. Retain all boxes and packaging materials in the event that you have to return the product to the manufacturer. Examine the package contents for any shipping damage. Contact the freight carrier immediately if damages were found.

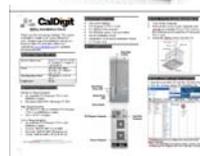
**Important Reminder: Please keep carton, all contents & packing materials in case you need to return unit.**

## ➤ Package Contents

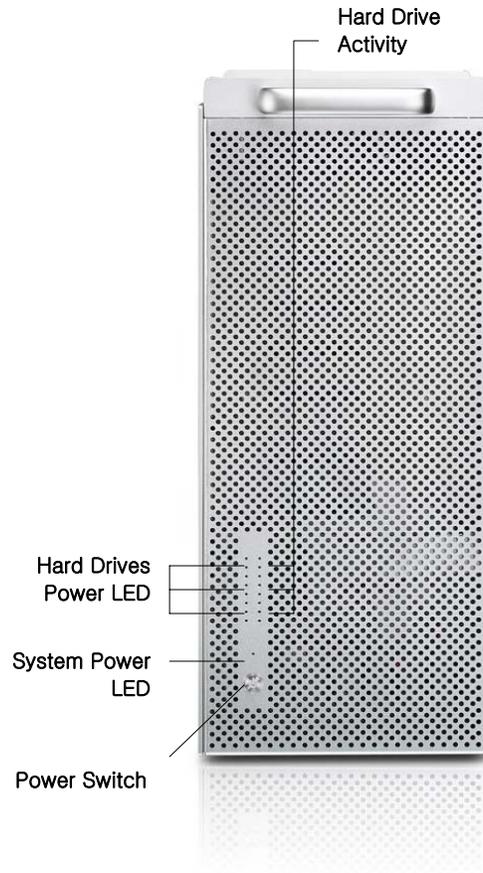
- One unit of HDPro
- PCI-Express Card or PCI-X Connector Card
- PCI-EXPRESS x 4 Cable
- Com-Port Cable
- 8 X Hard drives in tray modules
- Quick Installation Sheet
- Installation CD (includes Application Software and Hardware user manuals)
- Power Cord X 2
- Battery Backup Module – this device stores the cached data in the event of power outage or power supply failure.



Or

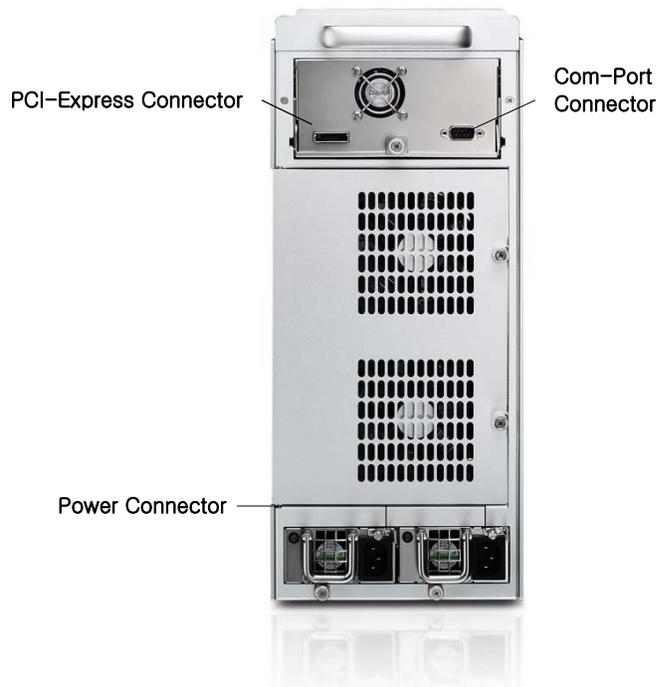


## ➤ Front Panel LED Indicators



Note: It is normal that one or more blue LEDs on the front panel of the HDPro will blink intermittently, or turn off altogether. During the read/write process. Please don't confuse this normal LED operation as an indicator that the drive is bad or failing, as this is not the case.

## ➤ Back Panel View



# PART TWO

**Installation – Hardware**

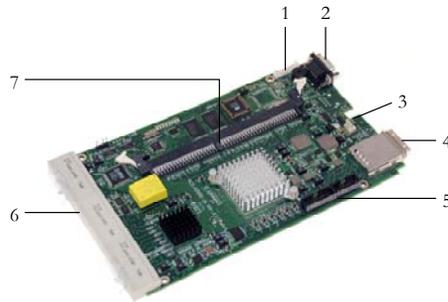
## ➤ Hardware Requirements

- PC or Mac with an available PCI-Express / PCI-X slot 500 Mhz or faster\*\*
- CD-ROM drive
- 1GB of RAM minimum

\*\*Note: You may be able to install the HDPPro solution into an older Mac or PC, however the overall performance will be slower than with newer systems. For uncompressed HD video editing, we recommend a Dual G5 or newer CPU with 1GB machine or better.

## ➤ CalDigit HDPPro RAID controller and PCI-Express / PCI-X Card

HDPPro RAID Controller Card (build within the HDPPro unit)

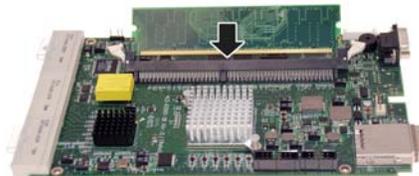


1. Battery backup module connector
2. Serial port
3. Fan connector
4. PCI-Express x 4 connector
5. LCD panel connector
6. Backplane connection
7. DDR RAM Module Socket

### Controller Card Memory Upgrade

DDR RAM is used to expand the cache capabilities of the controller. Follow the instructions below on how to insert the memory module. (DDR 1<sup>st</sup> generation only, DDR2 will **NOT** work!)

1. Undo the white clips on either end of the connector.
2. Slide the DDR RAM module into the connector and push firmly into place until the white clips attach to the DDR RAM module.



### PCI-Express / PCI-X Connector Card

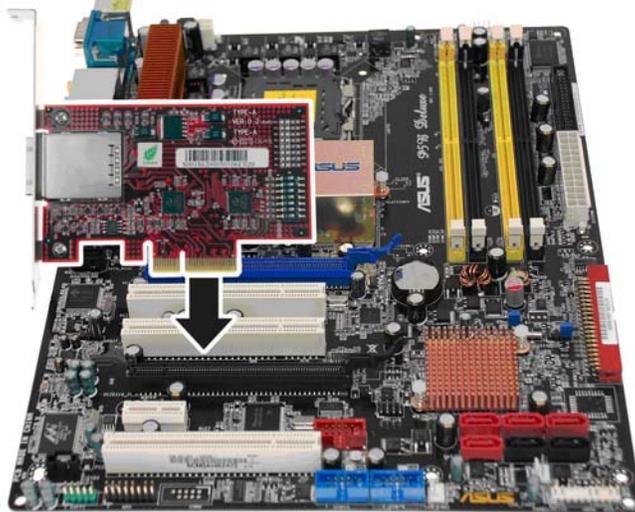


1. DIP switches
2. PCI-Express connector
3. Interface cable connection

## ➤ Installing the PCI-Express / PCI-X Card

Your HDPro comes with a PCI-Express / PCI-X card. You must have this card properly installed in your computer in order for your computer to work with the HDPro Storage System.

1. Turn off your computer and unplug the AC cord, attached to wall or power strip, etc.
2. Remove the cover of your computer and locate an available PCI-e / PCI-X slot on the motherboard & install the required PCI-Express / PCI-X card.



**Important Note:** Many motherboards only come with 1 PCI-Express / PCI-X interface. For more information, please check your motherboard's user manual.

## ➤ Installing the Hard Drive Tray Modules

**Note:** Your HDPro is shipped with the drive modules packaged separately to prevent damage.

1. Examine the corresponding drive number on the hard drive label; slide tray drives into the HDPro.
2. After drive has been installed, check & make sure the drive lever is locked.
3. Repeat with the other drives.
4. Close the hard drive door, and tighten the thumbscrews.



## ➤ Connecting the HDPPro



The HDPPro RAID contains 8 configurable hard drives. After installing the drive trays, connect the HDPPro to the PCI-Express / PCI-X card on your computer via the PCI-e cable.

**Note:** RAID controller is already installed within the HDPPro unit. If you recently upgraded controller card memory; please read through these steps.

1. Attach the RAID Controller to the included chassis using the included screws.
2. Slide the Controller into the RAID chassis.
3. Connect one end of the supplied cable into the rear of the controller and the other end to the connector Card. See below.



1. Attach the HDPPro to the PCI-Express card's PCI-e port with the PCI-e cable.
2. Connect the HDPPro to the AC power outlets & press the power switch of the HDPPro. (Front of unit)
3. Wait approximately 20 seconds & then move on to **Power HDPPro ON/OFF** for the next steps.

### Attaching

Push each end of the cable into the Redrive Card and the controller. Make sure that it **clicks** into place.



### Removing

Using a finger pull the green tab to unclip the cable.



## ➤ Power HDPPro ON/OFF

**Power ON:** Always turn on the HDPPro first, wait 20 seconds, and then power up your computer.

**Power OFF:** Always turn off the computer first and then turn off the HDPPro.



**Please be careful around the power supply. Accidental contact with internal parts while the power supply is powered on could lead to electrical shock.**

# PART THREE

**Installation – Software**

## ➤ Install CalDigit RAIDShield



### **Attention:**

The CalDigit RAIDShield is a Java based program; therefore, your system must have the most recent Java program. You can download the Java program at the support page on [www.caldigit.com](http://www.caldigit.com).

For detail instruction on CalDigit RAIDShield program, please check the CalDigit RAIDShield Manual.

The CalDigit RAIDShield allows user to change the RAID settings on the HDPro. This software is available on the provided installation CD and our website. To install this program, please perform the following steps:

#### **For Microsoft Windows user:**

1. Insert the provided installation CD into the CD-ROM, and open the Windows Driver folder.
2. Select the Windows OS version for your PC, and run the installation files within.

#### **For Mac user:**

1. Insert the provided installation CD into the CD-Rom, and open the Macs Driver folder.
2. Double click and run the .mpkg file within the folder. (This file contains all necessary installation files, RAIDShield, GUI, etc)



### **Attention:**

Operating the HDPro between MAC and Windows OS requires drive format and partition, which will cause data erase. CalDigit does **NOT** recommend frequent OS environment change, as we are **NOT** liable for any damage caused by the data lost. Please confirm with the specialists for the proper OS environment for your project.



## Windows Users

### **Attention:**

Your HDPro is pre-configured under Macintosh OS environment; and Windows does **NOT** recognize the file format on Macintosh OS system. Windows users **MUST** initialize and re-format the HDPro.

### ➤ Initialize and Format HDPro:



**Data on your HDPro will be erased as the initialize and format processes will format the drives. Backing up your data on another HDPro is highly recommended.**



**CalDigit HDPro requires the RAIDShield Server to run in the back ground. The RAIDShield Server is part of the installation file of CalDigit RAIDShield. (For detail, please read the CalDigit RAIDShield Manual.)**

Your HDPro is pre-configured with RAID 5 mode under Mac OS (Out of the box). If you want to change the project for your PC, please follow these steps.

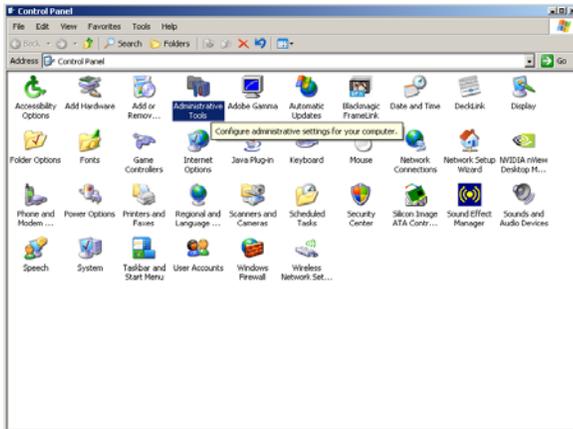
1. Please follow the instructions of Connecting the HDPro to the machine & Power HDPro On/OFF from the sections above.
2. A system message will appear as the Windows mounts the HDPro.
3. (If you are installing the HDPro on to the PC for the first time) please insert the provided installation disc into computer's CD-ROM.
4. Follow the OS hardware wizard's instruction. (HDPro's driver can be found in the CD's windows driver folder)
5. Click 'OK', and system will install the driver and GUI into the system OS.



6. A system confirm message will promote after installation complete. **(Please run the installation file for CalDigit RAIDShield, then restart your computer.)**



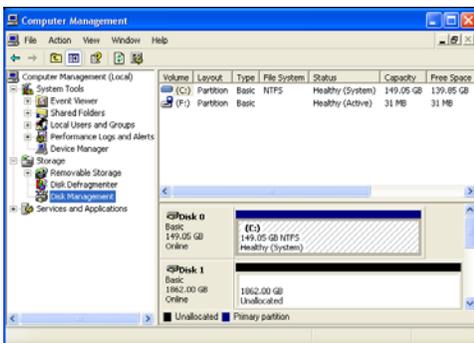
7. Go to the **Control Panel**, and double-click on **Administrative Tools**.



8. Open the **Administrative Tools**, and locate the **Disk Management** on the left menu bar. (Click **Cancel** if a installation wizard message pops up)



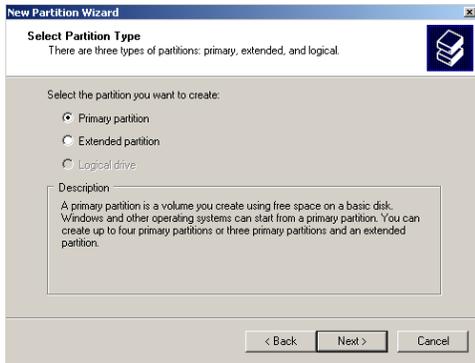
9. Locate the **HDPro** disk, right-click and choose **New Partition**.



10. Click **Next** on the **New Partition Wizard**.

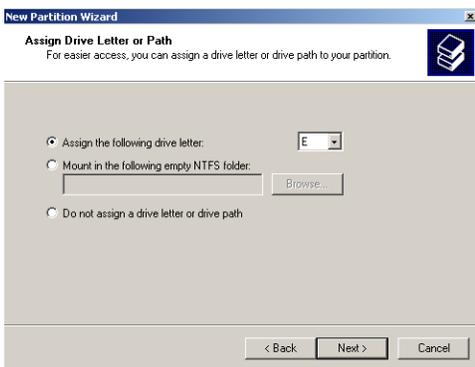


11. Choose **Primary Partition** or **Extended Partition**, and click on **Next**.

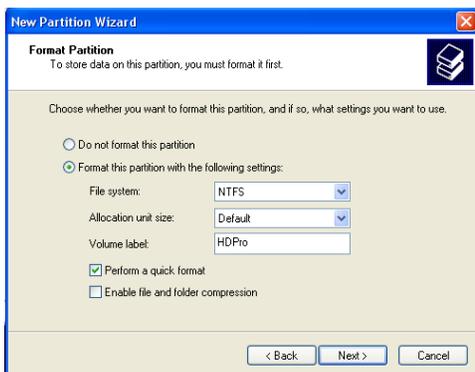


12. Adjust the size of HDPro if needed, then click on **Next**.

13. Assign Drive Letter or Path if needed, then Click on **Next**.

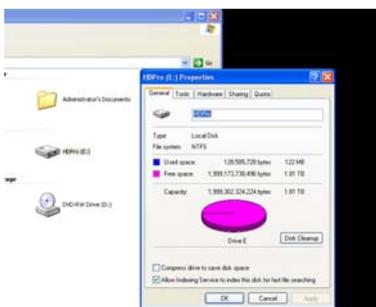


14. Change **Volume Label** and **Quick Format** if needed, and Click **Next**. (Quick Format is recommended)



15. Verify the information, and Click **Finish**. (**HDPro will now be formatted, and all data will be erased!!**)

16. Verify the information on **Disk Management**. (RAID setting remains the same)





## MAC users

### **Attention:**

Your HDPro is pre-configured under Macintosh OS environment. However, if you want to use a Windows configured HDPro on a MAC, you must perform the following processes. MAC does **NOT** recognize the file format on Windows OS system.

### ➤ Initialize and Format HDPro:

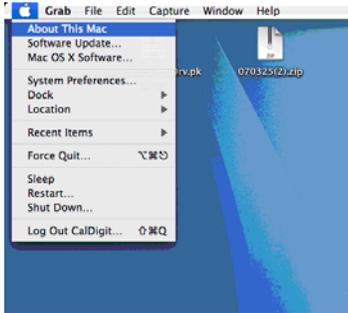


***Data on your HDPro will be erased as the initialize and format processes will format the drives. Backing up your data on another HDPro is highly recommended.***

Your HDPro is pre-configured with RAID 5 mode under Mac OS (Out of the box). However, you used the HDPro under the windows, and wish to re-configure for your MAC. Please follow these steps.

1. Please follow instruction of Connecting the HDPro to the machine & Power HDPro On/OFF from the sections above.

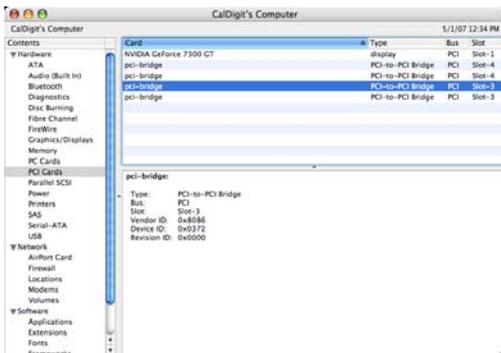
2. (The MAC OS will automatically detect the hardware) Go to Mac menu bar, and click on 'About this Mac'.



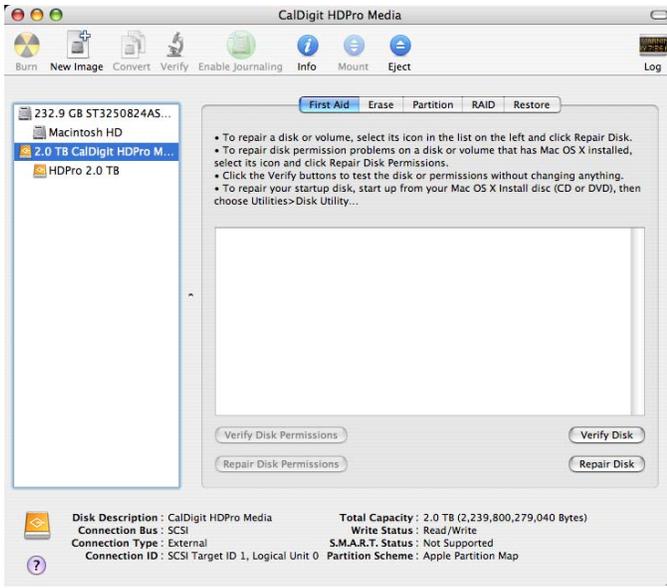
3. Click the 'More Info...' button.



4. Verify the PCI-Express / PCI-X Card.



**5. Open the Disk Utility, and format / partition the HDPro hard drive.**



**6. Your HDPro is ready to use! (RAID Setting remains the same)**



# PART FOUR

## Basic Configuration



**Attention:**

Changing the HDPro's RAID settings requires drive format and partition, which will cause data lost. CalDigit does **NOT** recommend frequent RAID settings change, as we are **NOT** liable for any damage caused by the data lost. If you are not sure which RAID setting best suits your project, please contact with the specialists.

For detail instruction on CalDigit RAIDShield program, please check the CalDigit RAIDShield Manual.

**CalDigit**

**RAID SHIELD**

**CalDigit RAIDShield Manual**

**For CalDigit HDPro (Tower / Rack Mount)**

CalDigit Inc. 1941 Milpitas Ave., Unit 6 Milpitas, CA 95027 USA  
[www.caldigit.com](http://www.caldigit.com)

The information of the products in this manual is subjected to change without prior notice and does not represent a commitment on the part of the vendor, who assumes no liability or responsibility for any errors that may appear in this manual.

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HDPro, RAIDShield, CalDigit name and logo are registered trademarks of CalDigit Inc.  
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## Windows Users

### **Attention:**

Your HDPro is pre-configured under Macintosh OS environment; and Windows does **NOT** recognize the file format on Macintosh OS system. Windows users **MUST** initialize and re-format the HDPro. For instruction on initialize and format, please refer to the section above.

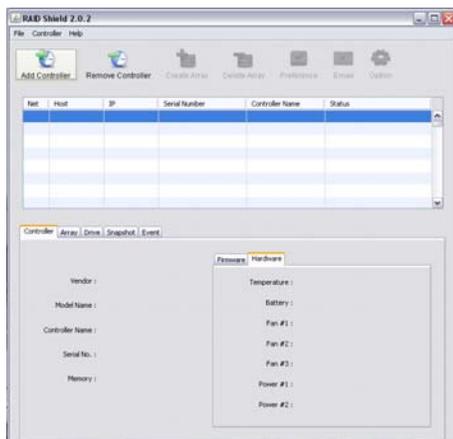
### ➤ Changing RAID settings:



***Data on your HDPro will be erased as the processes will format the drives. Backing up your data on another HDPro is highly recommended.***

Your HDPro is pre-configured with RAID 5 mode under Mac OS (Out of the box). If you want to select a different RAID setting, please follow these steps.

1. Please follow the instructions of Connecting the HDPro to the machine & Power HDPro On/OFF from the sections above.
2. Please follow the instructions of Initialize and Format HDPro from the section above.
3. Run the CalDigit RAID Shield program.



4. Click the 'Add Controller' on the upper left corner.

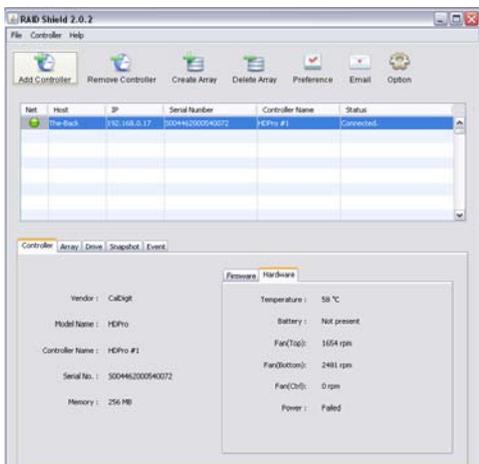


Add Controller

5. Choose the HDPro that you want modify.
6. Verify the information. Enter the password (Default password: 00000000), and Click 'Add' button.



7. CalDigit RAID Shield has mounted the HDPro.

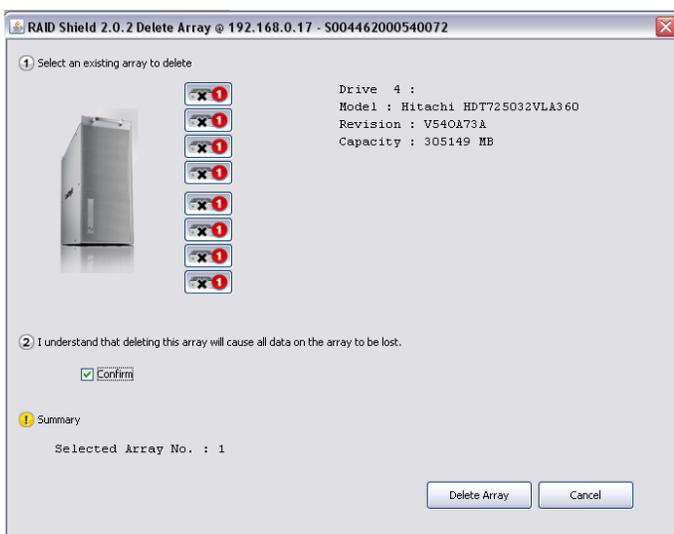


8. Click the 'Delete Array' on the upper menu bar.



9. Click on the Array Drives, and make sure all the appropriate drives are highlighted.

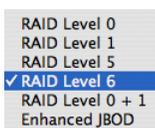
10. Check the confirm box, and click the 'Delete Array' (All data will be erased!!)



11. Click the 'Create Array' on the upper menu bar.



12. Choose the desired RAID settings for the HDPro.

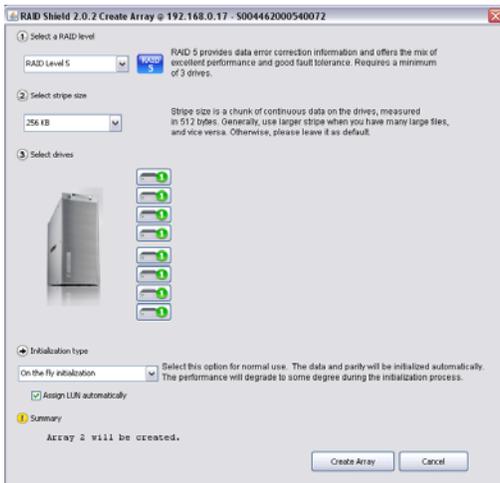


13. Select the Stripe block size (256KB recommended) for the HDPro.

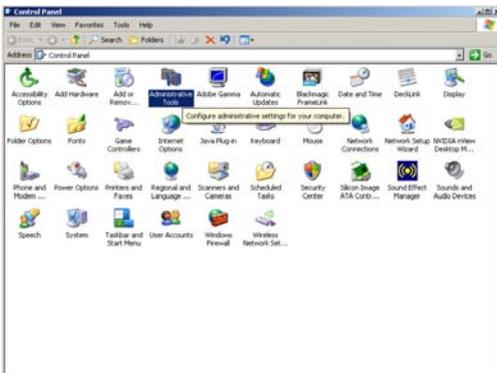
14. Choose the drives (recommend selecting all 8 drives) to create arrays.

15. Select Optional functions ('On The Fly Initialization' & Auto LUN assigned are recommended.)

16. Click the 'Create Array'. (**Please restart the computer after the initialization process is completed!**)



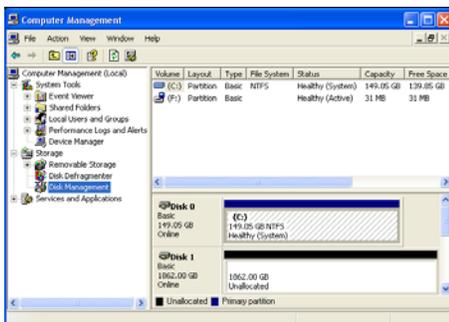
17. Go to the **Control Panel**, and double-click on **Administrative Tools**.



18. Open the **Administrative Tools**, and locate the **Disk Management** on the left menu bar. (Click **Cancel** if a installation wizard message pops up)



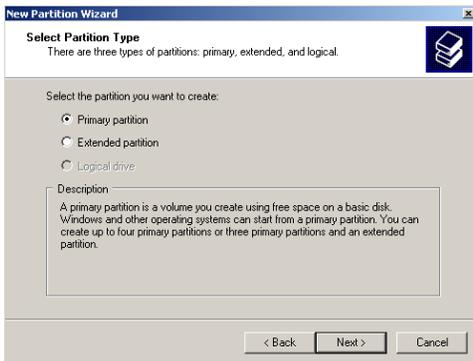
19. Locate the HDPro disk, right-click and choose **New Partition**.



**20. Click Next on the *New Partition Wizard*.**

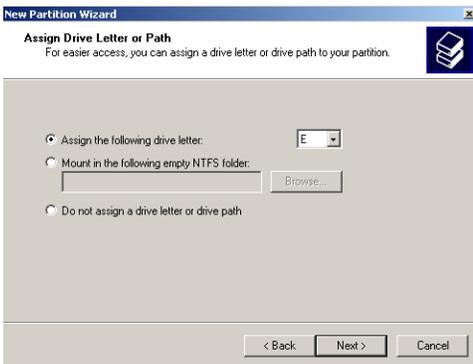


**21. Choose *Primary Partition* or *Extended Partition*, and click on Next.**



**22. Adjust the size of HDPPro if needed, then click on Next.**

**23. Assign Drive Letter or Path if needed, then Click on Next.**

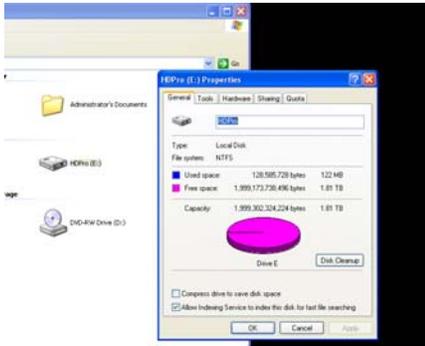


**24. Change *Volume Label* and *Quick Format* if needed, and Click Next. (Quick Format is recommended)**



25. Verify the information, and Click Finish. (HDPPro will now be formatted, and all data will be erased!!)

26. Verify the information on *Disk Management*. (RAID setting remains the same)





## MAC users

### **Attention:**

The following is the basic RAID changing on your HDPPro. Please read through CalDigit RAIDShield Manual for detailed steps and many other functions.

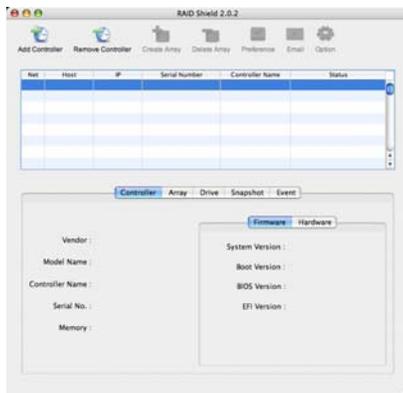
### ➤ Changing RAID Settings:



***Data on your HDPPro will be erased as the processes will format the drives. Backing up your data on another HDPPro is highly recommended.***

Your HDPPro is pre-configured with RAID 5 mode under Mac OS (Out of the box). If you want to select a different RAID setting, please follow these steps.

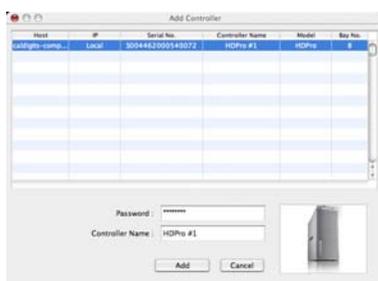
1. Please follow the instructions of Connecting the HDPPro to the machine & Power HDPPro On/OFF from the sections above.
2. Please follow the instructions of Initialize and Format HDPPro from the section above.
3. Run the CalDigit RAID Shield program.



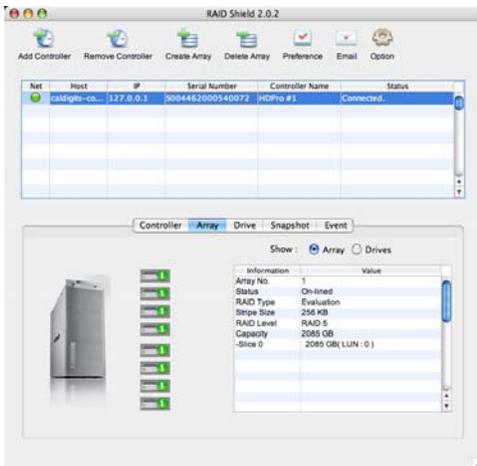
4. Click the 'Add Controller' on the upper left corner.



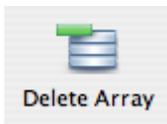
5. Choose the HDPPro that you want modify.
6. Verify the information. Enter the password(Default password: 00000000), and Click 'Add' button.



7. CalDigit RAID Shield has mounted the HDPro.

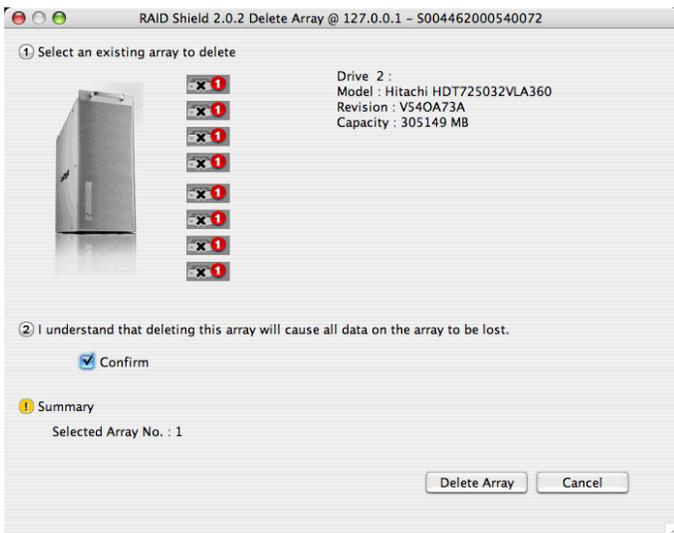


8. Click the 'Delete Array' on the upper menu bar.

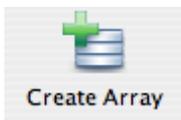


9. Click on the Array Drives, and make sure all the appropriate drives are highlighted.

10. Check the confirm box, and click the 'Delete Array' (All data will be erased!!)



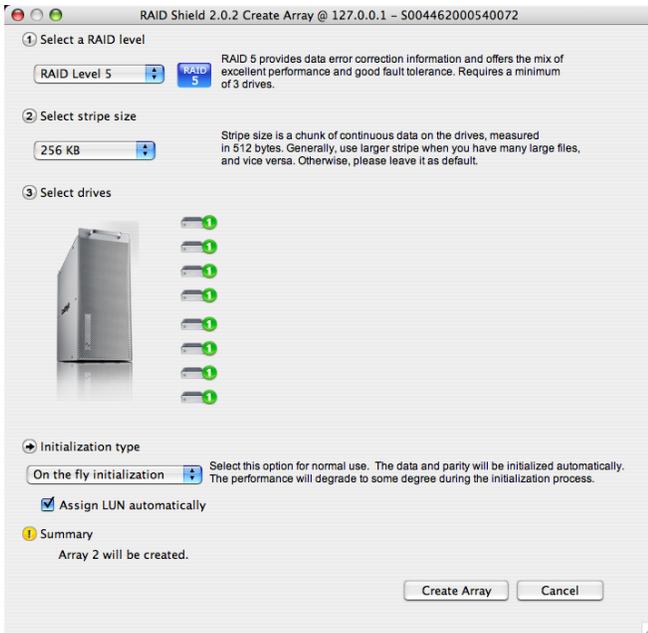
11. Click the 'Create Array' on the upper menu bar.



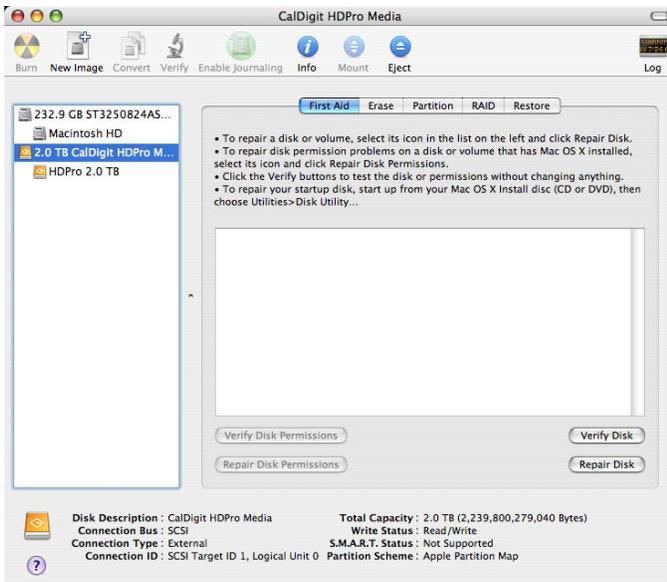
12. Choose the desired RAID settings for the HDPro.

- RAID Level 0
- RAID Level 1
- RAID Level 5
- RAID Level 6
- RAID Level 0 + 1
- Enhanced JBOD

13. Select the Stripe block size (256KB recommended) for the HDPro.
14. Choose the drives (recommend selecting files all 8 drives) to create arrays.
15. Select Optional functions ('On The Fly Initialization' & Auto LUN assigned are recommended.)
16. Click the 'Create Array'. **(Please restart the computer after the initialization process is completed!)**



**5. Open the Disk Utility, and format / partition the HDPro hard drive.**



**6. Your HDPro is ready to use! (RAID Setting remains the same)**



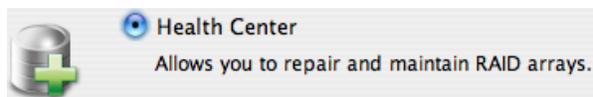
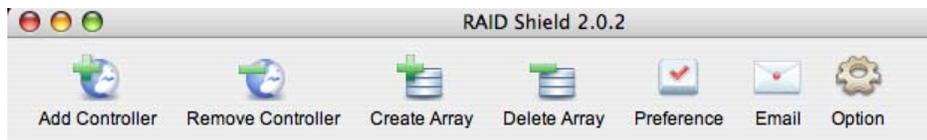


**Important Note: Always back up your important data! Having another copy of your important work is always and highly recommended.**

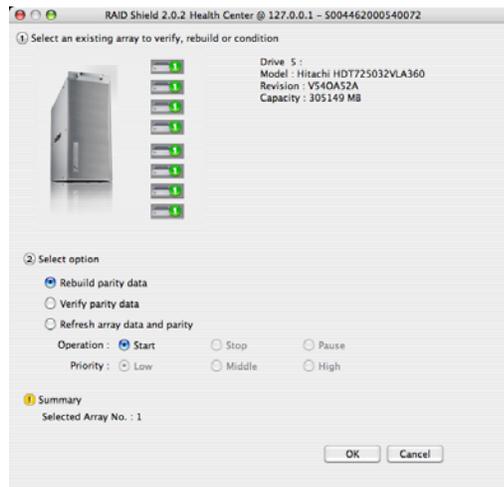
## ➤ Rebuilding Processes Demonstration

CalDigit HDPro offers the highest performance in most uses and superior fault tolerance. It is equipped with the world-leading advanced technology to ensure the safety of your important data. You can rest free knowing that your data is protected by the best technology on the market.

1. When a error alarm / notification e-mail / pop-up warning windows appear, you should check your HDPro.
2. If rebuild is needed, click on the 'Option' icon, and then choose 'Health Center'.



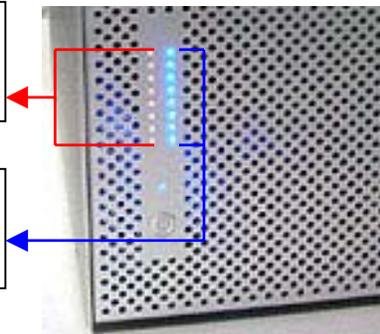
3. Highlight the corresponding array, and choose 'Rebuild parity data' to start rebuilding process.



In the event of drive rebuilding, HDPro will automatically check and rebuild the information from the other drive.

The drives' **Activity LED (RED)** will blink simultaneously as the rebuilding in process.

The **BLUE LED 1** will blink, as indication of the failed *Drive is rebuilding and verifying data from the other Drives.*



## ➤ BIOS (PC Only)

CalDigit HDPro also offers the flexibility for the advance user who prefers using BIOS configuration. Below is the complete file structure of the controller BIOS. Follow the instructions below to access the BIOS.

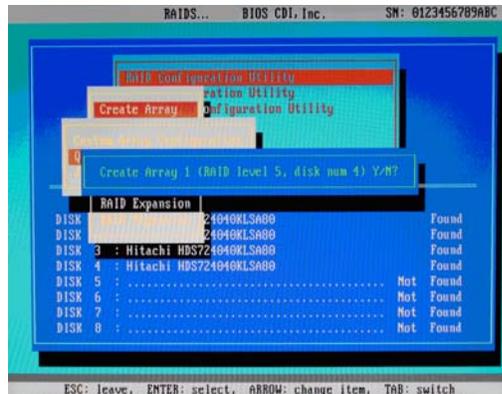
1. Start the server and watch the screen. When it gets to the position shown below press **Enter**.



2. Enter the password (the default is 00000000 (8 zeros) and press **Enter**.

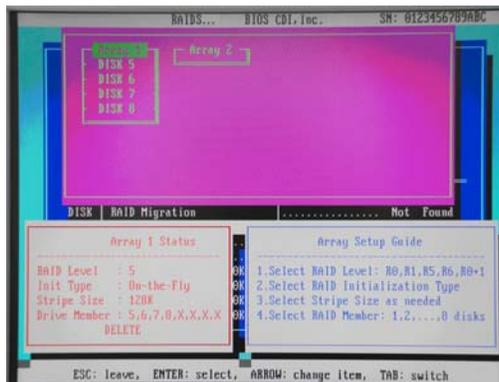
### Quick Array Configuration

For first time use go **RAID Configuration > Create Array > Quick Array Configuration**. The BIOS will recognize how many drives are installed and provide the best solution. Type **Y** to begin configuration.



### Custom Array Configuration

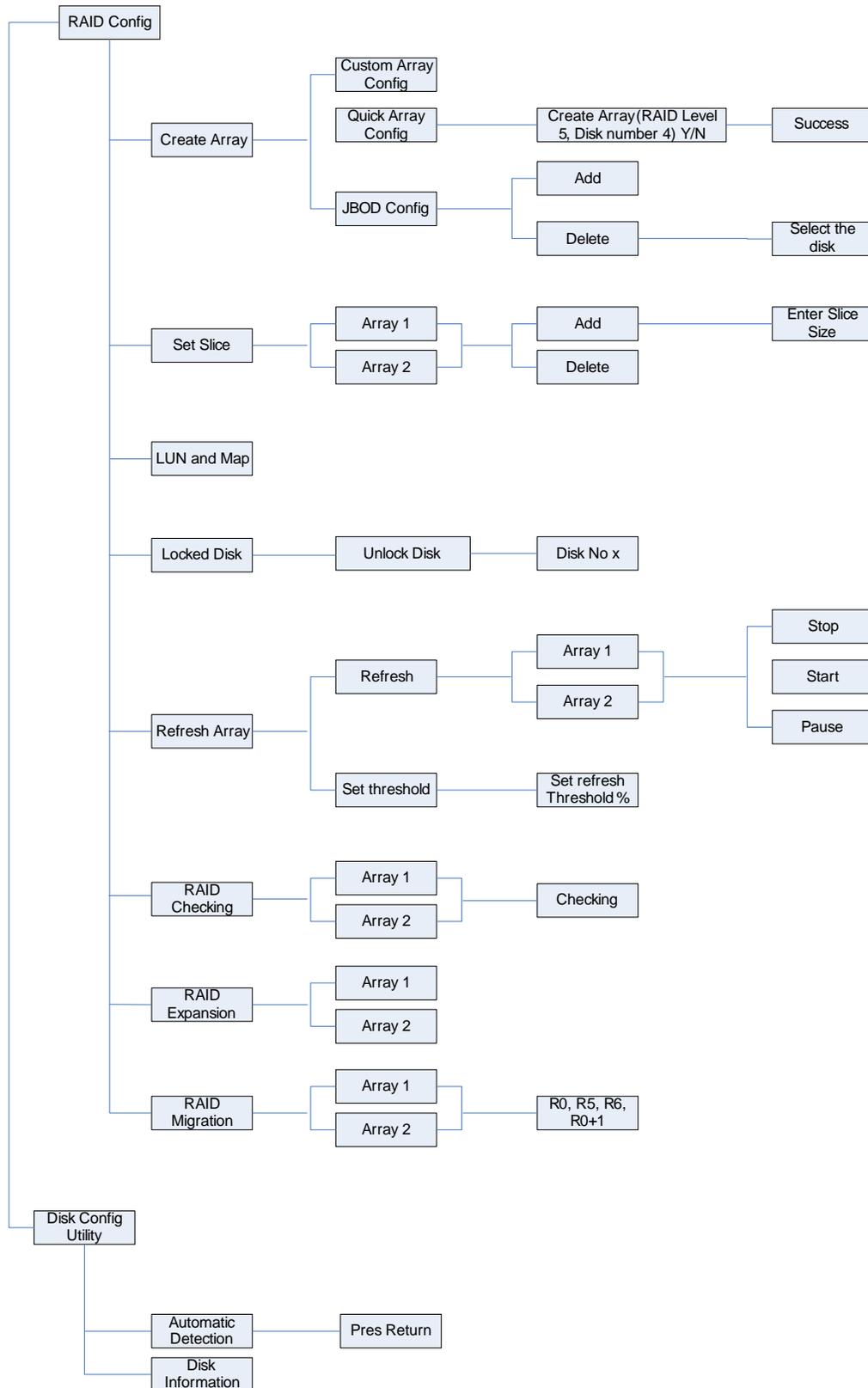
1. To change the details of an Array go to **RAID Configuration > Create Array > Custom Array Configuration**. See the screen below for configuration details.
2. Use the **Tab** button to switch between windows.

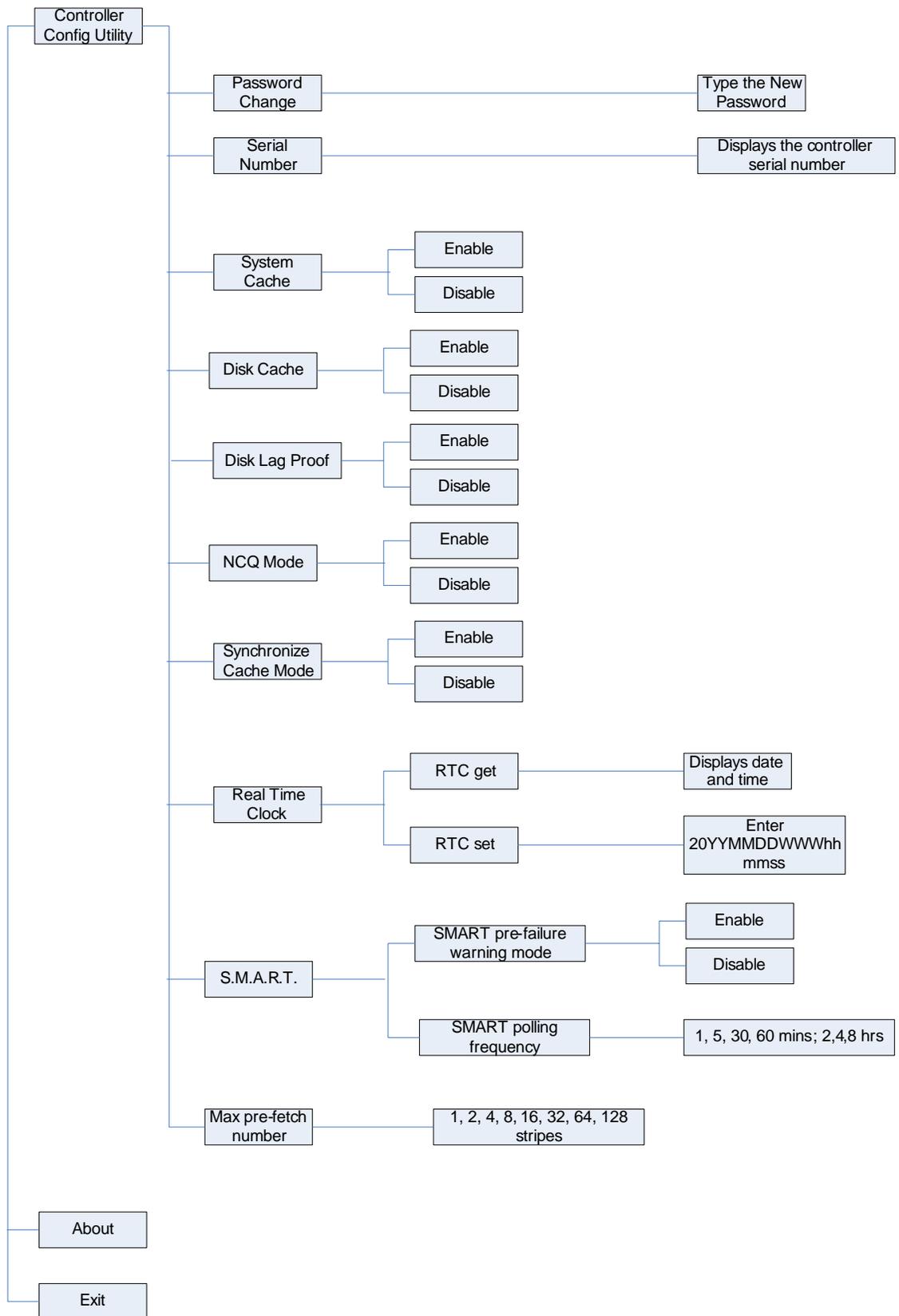


All other features are accessible through the RAIDShield application supplied with the HDPro. See the supplied manual for details on how to use these functions.

## ➤ BIOS Menu Structure

The BIOS menu structure details how the commands in the BIOS relate to each other. The BIOS manages the same information as the RAIDShield application, see it's user manual for further details on these functions.





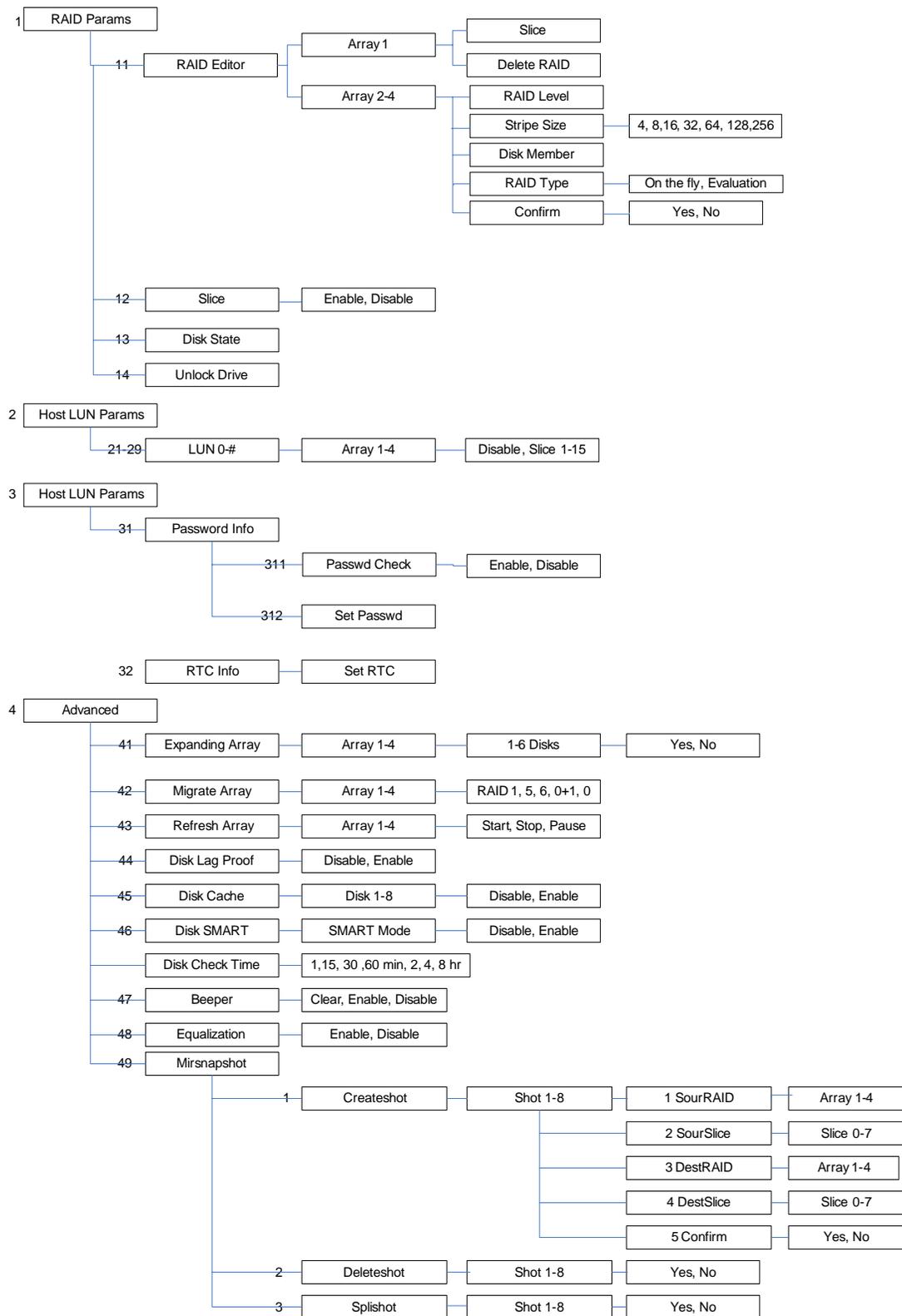
## ➤ BIOS Menu

The menu below gives brief information about the functions of the BIOS menu, for further details see the RAIDGuard X user manual.

<b>RAID Config</b>	
Create Array	Quickly create and array, administer the details of a current and array and configure a JBOD
Set Slice	Add and delete slices
LUN and Map	Display details and sets LUNs and Maps
Locked Disk	Unlock locked disks
Refresh Array	Refresh an array to improve performance
RAID Checking	Check that the RAID is functioning correctly
RAID Expansion	Expand the disks of an array
RAID Migration	Migrate an array from one RAID type to another eg from RAID 5 to RAID 1
<b>Disk Config Utility</b>	
Automatic Detection	Detects installed disks
Disk Information	Displays manufacturer and speed details of the installed disks
<b>Controller Config Utility</b>	
Password Change	Change the BIOS password
Serial Number	Display the serial number of the RAID card
System Cache	Activate and disable the system cache
Disk Cache	Activate and disable disk caching
Disk Lag Proof	Activate and disable disk lag proof mode
NCQ Mode	Activate and disable NCQ mode
Synchronize Cache Mode	Activate and disable synchronize cache mode
Real Time Clock	Display and set the BIOS clock
S.M.A.R.T.	Activate and disable S.M.A.R.T. warnings and polling frequency
Max pre-fetch number	Set the maximum number of stripes that can be pre-fetched by the array
<b>About</b>	Displays the BIOS version and company information
<b>Exit</b>	Exits the BIOS

## ➤ LCD Menu (HDPPro 2U Only)

The menu on the LCD panel follows the structure below, for further details on it's functionality see the RAIDShield user manual.



# PART

# FIVE

**Information**

## ➤ Troubleshooting

In the event that your HDPro is not working properly, please refer to the 4 items below to find out where the problem is coming from. If the steps below do not solve the situation, please check the FAQs on our website [www.caldigit.com](http://www.caldigit.com). One of these FAQs should provide the solution to your specific problem. If you need further assistance, please contact your CalDigit reseller.

### 1. Inspect your HDPro

Make sure the power source of your external device is connecting properly.

### 2. Inspect the cable

Verify the connection with your computer, and try an alternate cable if available.

### 3. Inspect the port

Verify the cable connection with HDPro data port.

### 4. Inspect the PCI card

Re-seat the PCI card if needed.

## ➤ Firmware Update

Firmware updates are made available to maintain compatibility with the latest software releases or correct problems with previous versions. If you are experiencing problems with any CalDigit product, you might want to visit our website at [www.caldigit.com](http://www.caldigit.com) to check for any available firmware updates and download them for your particular product.

## ➤ General Safety Precautions



**Make sure to read all messages with this icon for important information on various important points on the HDPro. Failure to pay attention to these warnings could result in loss of data or other serious consequences.**

1. Do not attempt to service this unit yourself. Opening or removing the side covers will expose you to dangerous voltages or other hazards.
2. Do not use this unit near water – such as: bathtub, sink, in a wet area or near a swimming pool. Doing so will increase the chances of a short circuit or electrocution.
3. Do not place this unit on any unstable surface such as: a cart, stands, bracket or table. The unit may fall causing serious injury and/or damage to the unit.
4. Do not block the front and rear ventilation. Proper airflow is required to ensure reliable operation and to prevent overheating.
5. Do not defeat the safety purpose of the grounded power plug. Use a grounded power outlet and the power connector intended for the unit.
6. Power cord provided is for North America use only. Outside of North America the proper power cord must be procured and used.

## ➤ Technical Support

CalDigit Website: [www.caldigit.com](http://www.caldigit.com)  
CalDigit knowledgebase: go to website, click on Support, click on FAQ  
CalDigit e-mail support: [support@caldigit.com](mailto:support@caldigit.com)

Phone support: 714-572-6668 M-F 9AM – 6PM PST  
Fax: 714-572-9881

## ➤ Serviceability

The HDPro is designed to provide easy disk drive replacement, should a disk drive module need to be serviced, simply unscrew the thumbscrew on the drive door, pull down on the tray handle and pull the drive out. Replace the bad drive module with a new module, sold as a separate accessory item through CalDigit or your authorized reseller/dealer.