

HighPoint RR3720C

HighPoint RocketRAID 3720C User Manual

8-Port 12Gb/s PCIe 3.0 x8 SAS/SATA RAID Controller

1. INTRODUCTION

The HighPoint RocketRAID 3720C is an advanced 8-port 12Gb/s SAS/SATA RAID controller designed to provide professional-grade storage solutions. This controller leverages HighPoint's extensive experience in RAID and storage technology, offering robust performance and data protection for various applications. It supports a wide range of RAID configurations, including RAID 0, 1, 5, 6, 1/0, 5/0, and JBOD, accommodating up to 8 SAS or SATA hard drives or SSDs.

This manual provides comprehensive instructions for the installation, operation, maintenance, and troubleshooting of your RocketRAID 3720C controller, ensuring optimal performance and longevity.

2. PRODUCT OVERVIEW

The RocketRAID 3720C controller is engineered for high-performance storage environments, featuring a PCIe 3.0 x8 host interface and eight 12Gb/s SAS/SATA ports. Its flexible design allows for diverse storage configurations, compatible with both SAS and SATA drives.

Key Features:

- **PCIe 3.0 x8 Host Interface:** Ensures high-speed data transfer between the controller and the host system.
- **8x 12Gb/s SAS/SATA Ports:** Provides connectivity for up to eight SAS or SATA storage devices, supporting both 12Gb/s SAS and 6Gb/s SATA speeds.
- **Flexible SAS + SATA Storage Configurations:** Allows for the creation of RAID arrays using a mix of SAS and SATA hard drives or SSDs.
- **Broad Operating System Support:** Compatible with Windows, macOS, and Linux operating systems.
- **Comprehensive RAID Levels:** Supports RAID 0 (Striping), 1 (Mirroring), 5 (Parity), 6 (Dual Parity), 1/0 (Mirrored Striping), 5/0 (Striped Parity), JBOD (Just a Bunch Of Disks), and Single Disk configurations.

Package Contents:

Upon opening the package, verify that all components are present:

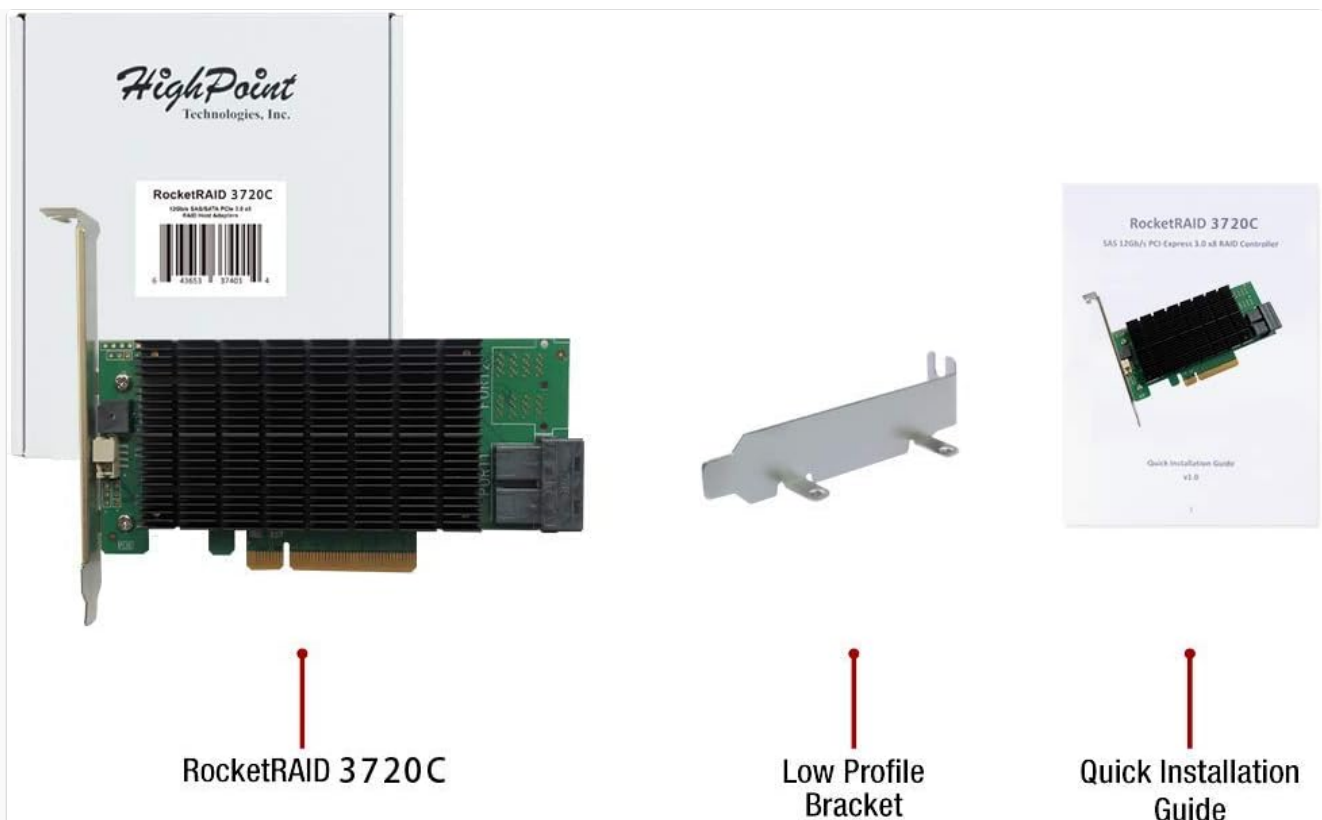


Figure 2.1: HighPoint RocketRAID 3720C Package Contents. This image displays the RocketRAID 3720C controller card, a separate low profile bracket for smaller chassis, and the Quick Installation Guide.

- HighPoint RocketRAID 3720C Controller Card
- Low Profile Bracket
- Quick Installation Guide

If any items are missing or damaged, please contact HighPoint customer support immediately.

Controller Card Layout:

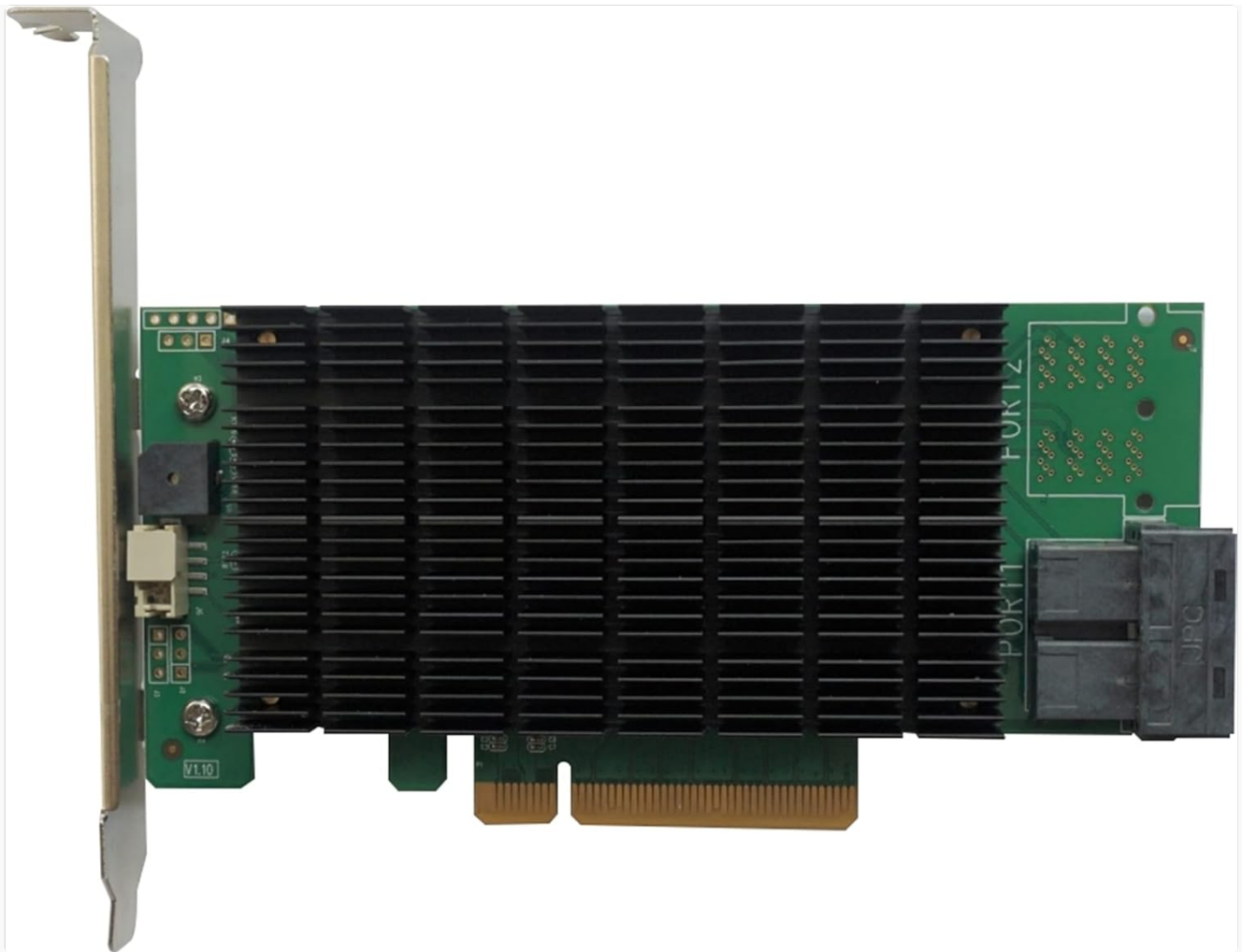


Figure 2.2: Top View of RocketRAID 3720C Controller. This image shows the top of the controller card, highlighting the large heatsink for thermal management and the two SFF-8643 (Mini-SAS HD) connectors for SAS/SATA drives.



Figure 2.3: Angled View of RocketRAID 3720C Controller. This perspective provides a clearer view of the PCIe 3.0 x8 interface, the heatsink, and the two Mini-SAS HD ports, each supporting four SAS/SATA drives.

The controller features a large passive heatsink for efficient heat dissipation, ensuring stable operation. The two Mini-SAS HD (SFF-8643) connectors provide the 8 SAS/SATA ports.

3. SETUP AND INSTALLATION

Before installing the RocketRAID 3720C controller, ensure your system meets the minimum requirements and is powered off.

System Requirements:

- Available PCIe 3.0 x8 or x16 slot
- Compatible operating system (Windows, macOS, Linux)
- Sufficient power supply
- SAS or SATA hard drives/SSDs
- Mini-SAS HD to SAS/SATA breakout cables (not included)

Installation Steps:

1. **Power Off System:** Completely shut down your computer and disconnect the power cord.
2. **Open Chassis:** Remove the computer case side panel to access the motherboard.
3. **Locate PCIe Slot:** Identify an available PCIe 3.0 x8 or x16 slot on your motherboard.
4. **Install Controller:** Carefully insert the RocketRAID 3720C controller into the chosen PCIe slot, ensuring it is

fully seated. Secure the card with the chassis screw or retention clip.

5. **Connect Drives:** Connect your SAS or SATA drives to the controller's Mini-SAS HD ports using appropriate breakout cables. Each Mini-SAS HD port supports up to four drives.
6. **Close Chassis:** Replace the computer case side panel and reconnect the power cord.
7. **Power On System:** Boot your computer.
8. **Driver Installation:**
 - **Windows/Linux:** Download the latest drivers from the HighPoint website and follow the installation instructions.
 - **macOS (Intel):** Drivers are often embedded in macOS 10.12x and later. For newer macOS versions or M1/M2 platforms, download drivers from the official HighPoint website.

4. OPERATING THE ROCKETRAID 3720C

After successful installation and driver setup, you can configure and manage your RAID arrays using HighPoint's management tools.

RAID Configuration:

The RocketRAID 3720C supports various RAID levels to meet different performance and data protection needs:

- **RAID 0 (Striping):** Maximizes performance by striping data across multiple drives. No data redundancy.
- **RAID 1 (Mirroring):** Provides data redundancy by mirroring data across two drives. Excellent for critical data.
- **RAID 5 (Parity):** Balances performance and redundancy. Requires at least three drives.
- **RAID 6 (Dual Parity):** Offers enhanced data protection with two parity blocks. Can withstand two drive failures. Requires at least four drives.
- **RAID 1/0 (RAID 10):** Combines striping and mirroring for both performance and redundancy. Requires at least four drives.
- **RAID 5/0 (RAID 50):** Combines RAID 5 and RAID 0 for improved performance over RAID 5 with redundancy. Requires at least six drives.
- **JBOD (Just a Bunch Of Disks):** Presents individual drives to the operating system without RAID functionality.
- **Single Disk:** Allows individual drives to be used independently.

Management Interfaces:

HighPoint provides multiple interfaces for managing your RocketRAID 3720C controller and RAID arrays:

- **BIOS Level Menus:** Accessible during system boot, allowing for basic RAID array creation and management before the operating system loads.
- **Web-based Management Interface (WebGUI):** An intuitive graphical user interface accessible via a web browser. Ideal for most users, offering comprehensive monitoring and configuration options.
- **Command Line Interface (CLI):** A powerful text-based interface for advanced users and system administrators, enabling scripting and automated management tasks.

Refer to the HighPoint website or the Quick Installation Guide for detailed instructions on using each management interface to create, expand, or manage your RAID volumes.

5. MAINTENANCE

Regular maintenance helps ensure the longevity and reliability of your RocketRAID 3720C controller and the data stored on your RAID arrays.

- **Firmware Updates:** Periodically check the HighPoint website for the latest firmware updates. Firmware updates can improve performance, add features, and resolve known issues.
- **Driver Updates:** Keep your controller drivers updated to ensure compatibility with the latest operating system versions and to benefit from performance enhancements.
- **RAID Verification:** Utilize the management software to schedule regular RAID verification sessions. This process checks the integrity of your RAID array and can detect potential issues before they lead to data loss.
- **Environmental Control:** Ensure your system operates within recommended temperature and humidity ranges. Proper airflow within the chassis is crucial for the passive heatsink on the controller.
- **Data Backup:** While RAID provides data redundancy, it is not a substitute for regular data backups. Always maintain external backups of critical data.

6. TROUBLESHOOTING

This section addresses common issues you might encounter with your RocketRAID 3720C controller.

Common Issues and Solutions:

Problem	Possible Cause	Solution
Controller not detected by system.	Not properly seated in PCIe slot. Faulty PCIe slot. Outdated motherboard BIOS.	Reseat the controller card firmly in the PCIe slot. Try a different PCIe slot. Update your motherboard's BIOS to the latest version.
Drives not detected by controller.	Loose or faulty SAS/SATA cables. Drives not powered. Incompatible drives.	Check all cable connections. Try new cables. Ensure drives are receiving power. Verify drive compatibility with the controller.
RAID array degraded or failed.	Drive failure. Unexpected power loss.	Identify and replace the failed drive(s). Initiate a RAID rebuild process via the management interface. Ensure stable power supply (consider a UPS).
Poor performance.	Outdated drivers/firmware. Incorrect RAID level for workload. Overheating.	Update drivers and firmware. Ensure proper cooling and airflow within the chassis. Consider reconfiguring to a more suitable RAID level if possible (requires data backup and recreation).

If you encounter issues not listed here or require further assistance, please contact HighPoint Technical Support.

7. SPECIFICATIONS

Feature	Detail
Brand	HighPoint
Series	RocketRAID 3720C
Model Number	RR3720C
Host Interface	PCIe 3.0 x8
Ports	8x 12Gb/s SAS/SATA (via 2x Mini-SAS HD SFF-8643 connectors)
RAID Levels Supported	RAID 0, 1, 5, 6, 1/0, 5/0, JBOD, Single Disk
Compatible Devices	Desktop, Laptop (with compatible PCIe slot)
Operating System Support	macOS (10.9 - Monterey 12.x), Windows (7 & later, Server 2008 & later, Hyper-V - 64-bit only), Linux (RedHat/Ubuntu/Fedora, Arch Linux kernel 5.17.5+)
Item Weight	9.9 ounces (approx. 280 grams)
Package Dimensions	8.03 x 6.97 x 1.34 inches (approx. 20.4 x 17.7 x 3.4 cm)
Manufacturer	HighPoint Technologies, Inc.
Country of Origin	China

8. WARRANTY AND SUPPORT

HighPoint Technologies provides technical support and warranty services for the RocketRAID 3720C controller.

Technical Support:

For technical assistance, driver downloads, firmware updates, and detailed product documentation, please visit the official HighPoint Technologies website. The website typically offers a knowledge base, FAQs, and contact information for their support team.

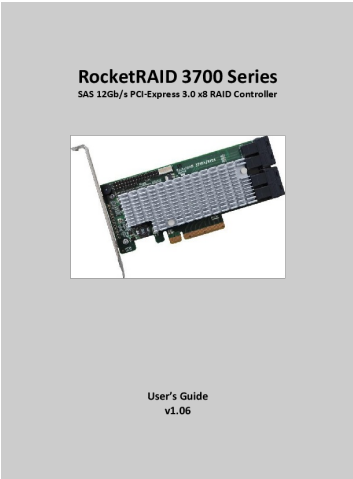
HighPoint Official Website: www.highpoint-tech.com

Warranty Information:

HighPoint products are typically covered by a limited warranty. The specific terms and duration of the warranty may vary by region and product. Please refer to the warranty card included with your product or the warranty section on the HighPoint website for detailed information regarding warranty coverage, limitations, and the return merchandise authorization (RMA) process.

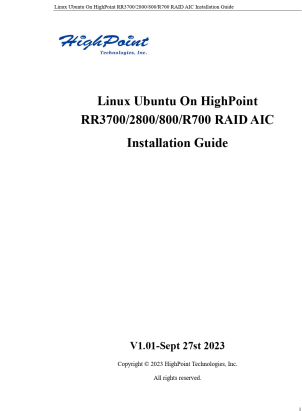
Retain your proof of purchase for warranty claims.





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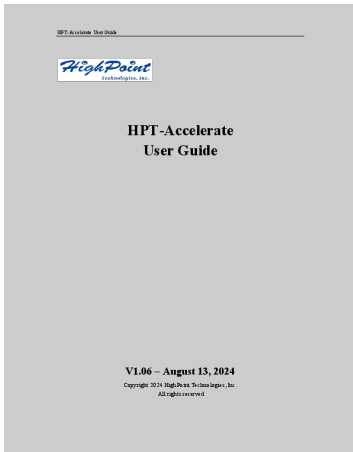


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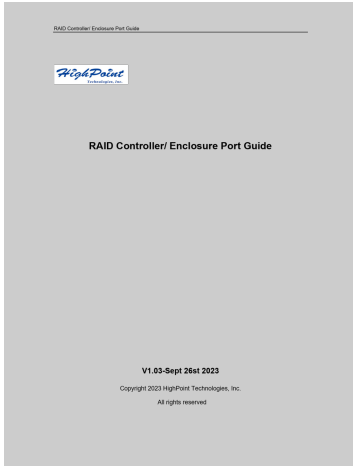


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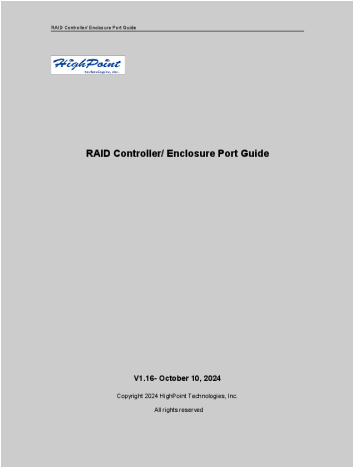
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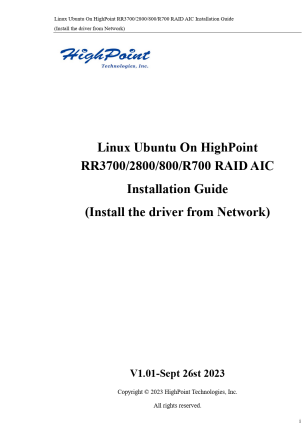
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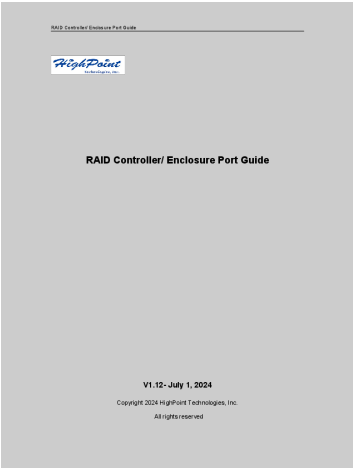
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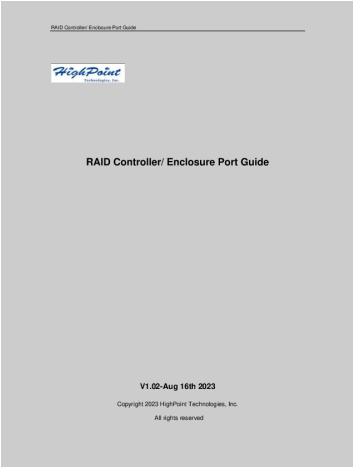
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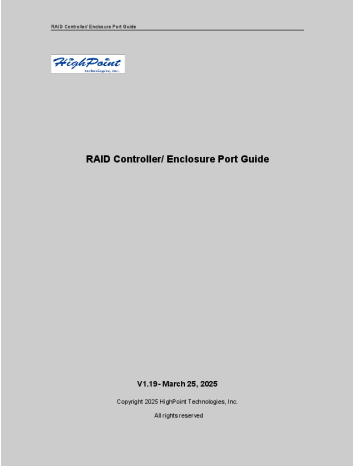
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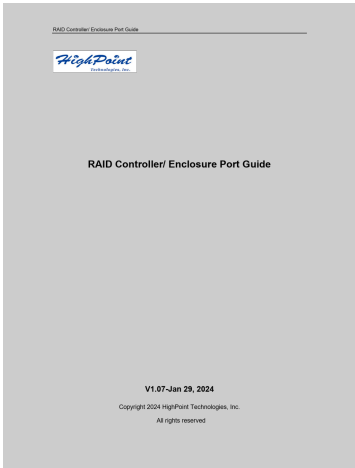
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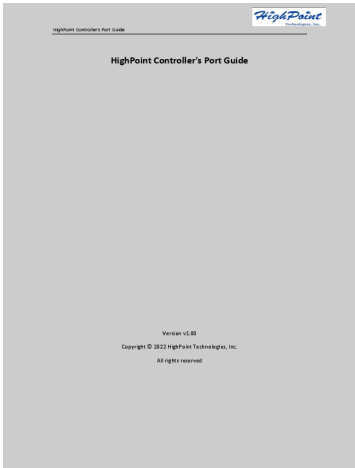
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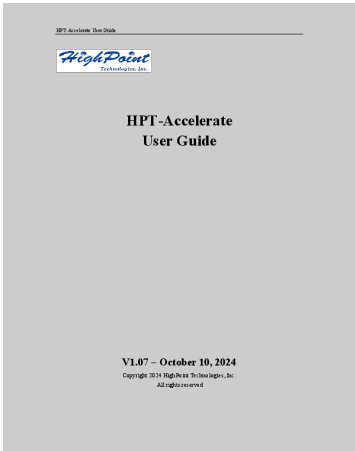
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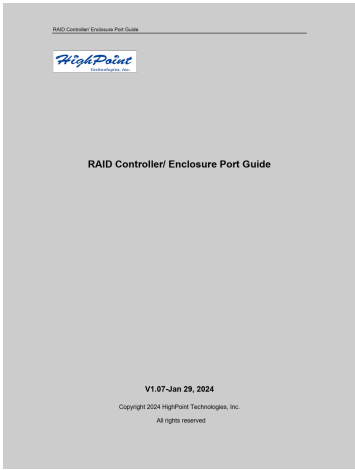


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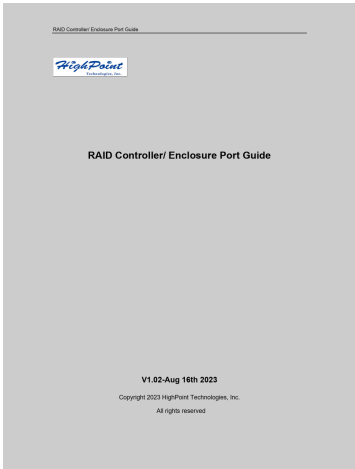
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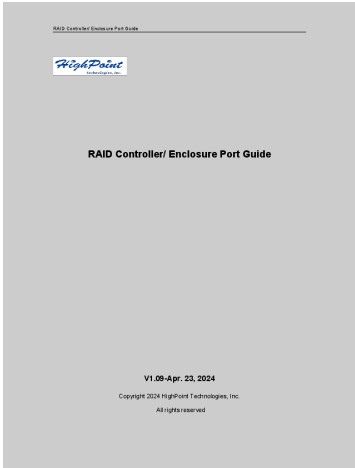
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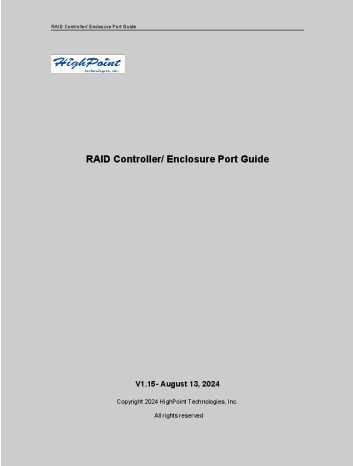
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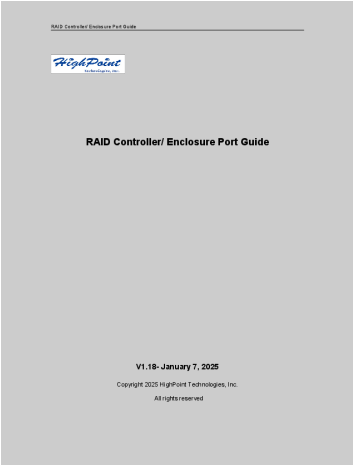
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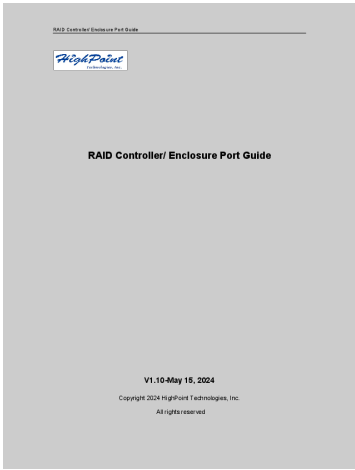
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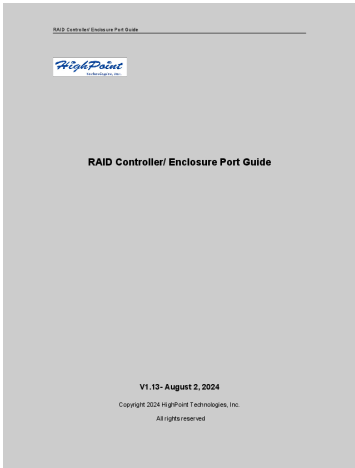
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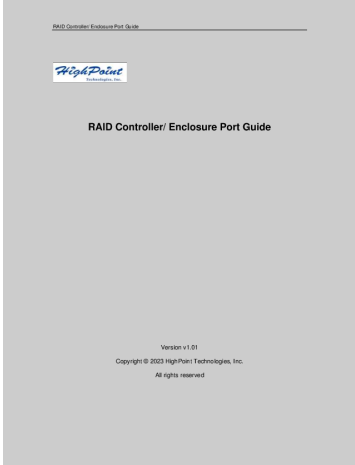


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Product Name	MPN	Product Type	Port Count / Drive Bay	Device Connector Type	Device	File #	File Name	File Description
RocketRAID 7628A	7628A	RAID Controller	4x SATA 6Gbps / 4x SAS 12Gbps	SATA / SAS	RAID Controller	7628A-001	R7628A-001.pdf	RAID Controller 7628A Product Type Ad ... ID 3740C RocketRAID 3720C Rocket 760A Rocket 750A Rocket 740A OLX4-8643-061 Cable RR3742A HBA RR3740C HBA RR3720C HBA R760A HBA R750A HBA R740A HBA N/A SFF-8643 Oculink NVMe N/A 1x Cable HighPoint Certif...
RocketRAID 7608A	7608A	RAID Controller	4x SATA 6Gbps / 4x SAS 12Gbps	SATA / SAS	RAID Controller	7608A-001	R7608A-001.pdf	RAID Controller 7608A Product Type Ad ... ID 3740C RocketRAID 3720C Rocket 760A Rocket 750A OLX4-8643-061 Cable RR3742A HBA RR3740C HBA RR3720C HBA R760A HBA R750A HBA N/A SFF-8643 Oculink NVMe N/A 1x Cable HighPoint Certif...
RocketRAID 7604A	7604A	RAID Controller	4x SATA 6Gbps / 4x SAS 12Gbps	SATA / SAS	RAID Controller	7604A-001	R7604A-001.pdf	RAID Controller 7604A Product Type Ad ... ID 3740C RocketRAID 3720C Rocket 760A Rocket 750A OLX4-8643-061 Cable RR3742A HBA RR3740C HBA RR3720C HBA R760A HBA R750A HBA N/A SFF-8643 Oculink NVMe N/A 1x Cable HighPoint Certif...

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Product Name Rocket 7628A MPN R7628A Product Type Port Count / Drive Bay Device Connector Type ... ketRAID 3720C Rocket 760A Rocket 750A Rocket 740A OLX4-8643-061 Cable RR3742A HBA RR3740C HBA **RR3720C** HBA R760A HBA R750A HBA R740A HBA N/A SFF-8643 Oculink NVMe N/A 1x Cable Hig...

lang:en **score:20** filesize: 287.8 K page_count: 21 document date: 2025-02-11

Product Name	MPN	Product Type	Port Count / Drive Bay	Device Connector Type	Device	File #	File Name	File Description
RocketRAID 7628A	7628A	RAID Controller	4x SATA 6Gbps / 4x SAS 12Gbps	SATA / SAS	RAID Controller	7628A-001	R7628A-001.pdf	RAID Controller 7628A Product Type Ad ... ID 3740C RocketRAID 3720C Rocket 760A Rocket 750A OLX4-8643-061 Cable RR3742A HBA RR3740C HBA RR3720C HBA R760A HBA R750A HBA N/A SFF-8643 Oculink NVMe N/A 1x Cable HighPoint Certif...
RocketRAID 7608A	7608A	RAID Controller	4x SATA 6Gbps / 4x SAS 12Gbps	SATA / SAS	RAID Controller	7608A-001	R7608A-001.pdf	RAID Controller 7608A Product Type Ad ... ID 3740C RocketRAID 3720C Rocket 760A Rocket 750A OLX4-8643-061 Cable RR3742A HBA RR3740C HBA RR3720C HBA R760A HBA R750A HBA N/A SFF-8643 Oculink NVMe N/A 1x Cable HighPoint Certif...
RocketRAID 7604A	7604A	RAID Controller	4x SATA 6Gbps / 4x SAS 12Gbps	SATA / SAS	RAID Controller	7604A-001	R7604A-001.pdf	RAID Controller 7604A Product Type Ad ... ID 3740C RocketRAID 3720C Rocket 760A Rocket 750A OLX4-8643-061 Cable RR3742A HBA RR3740C HBA RR3720C HBA R760A HBA R750A HBA N/A SFF-8643 Oculink NVMe N/A 1x Cable HighPoint Certif...

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