

SupremeRAID™ SE

User Guide for Windows

Jul 2026



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INTRODUCTION

SupremeRAID™ SE is the most powerful, high-speed data protection solution specially designed for NVMe SSDs. SupremeRAID™ SE installs a virtual NVMe controller onto the operating system and integrates a high-performance, AI processor equipped PCIe RAID card into the system to manage the RAID operations of the virtual NVMe controller.

This document explains how to install the SupremeRAID™ SE software package for Windows and how to manage the RAID components using the Graphical Management Console.

SPECIFICATIONS & MODES

SupremeRAID™ Driver Specifications	
Supported Models	SE-TU, SE-AM, SE-AD, SE-BW
Supported RAID levels	RAID 0, 1, 5, 10,
Supported OS	Windows Server 2019 Windows Server 2022 Windows Server 2025 Windows 11
Supported GPU models	Turing, Ampere, Ada Lovelace Series, Blackwell
Recommended minimum drive number for each RAID level	RAID 0: at least one drive RAID 1: at least two drives RAID 5: at least three drives RAID 10: at least two drives
Maximum number of physical drives	8
Maximum number of drive groups	4
Maximum number of virtual drives per drive group	8
Maximum size of the drive group	Defined by the physical drive sizes

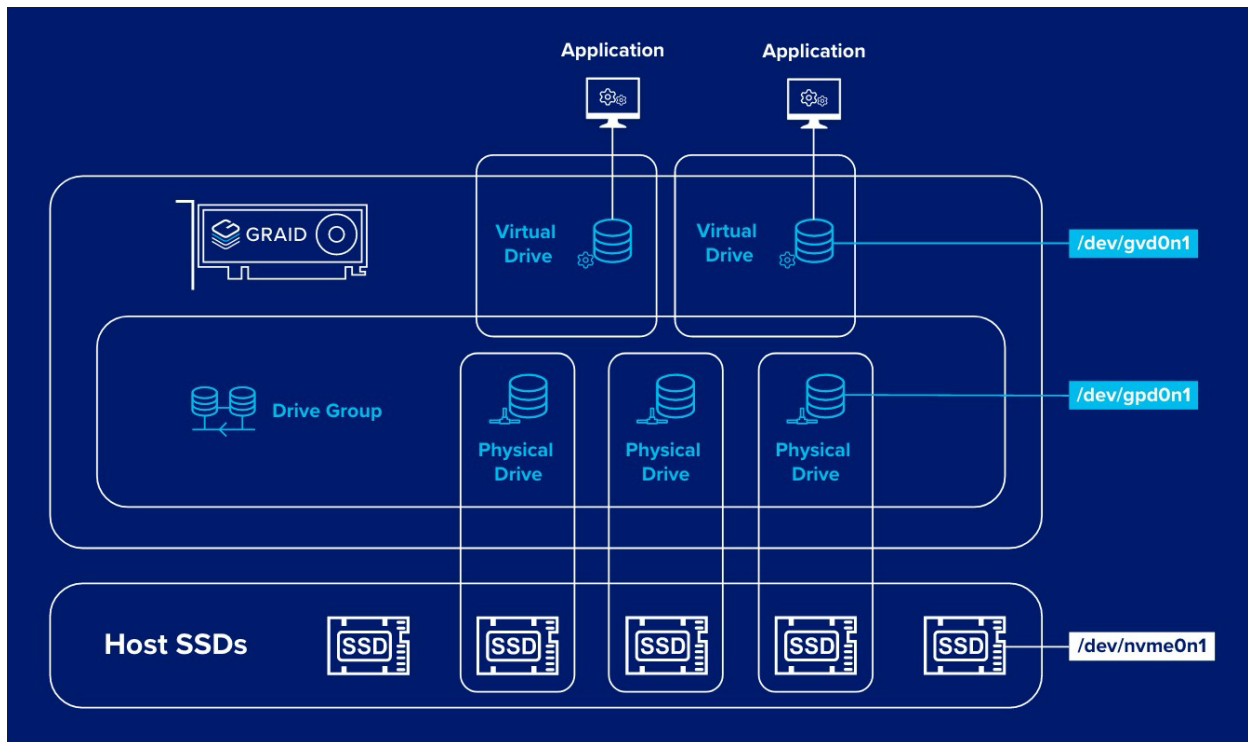
SupremeRAID™ SE offers two different modes: Perpetual and Subscription.

- Perpetual: For licensing inquiries, please contact our [Sales Department](#).
- Subscription: Please refer to the [Sign up for a subscription](#) section.

RAID Components

There are three major RAID logical components in SupremeRAID™ SE:

- Physical Drive (PD)
- Drive Group (DG)
- Virtual Drive (VD)



Physical Drive (PD)

Since NVMe drives are not directly attached to the SupremeRAID™ SE controller, you must tell the controller which SSDs can be managed. Once an SSD has been created as a physical drive, the SupremeRAID™ SE driver unbinds the SSD from the operating system, meaning the device node (`\\.PHYSICALDRIVEx`) will disappear and is no longer accessible. At the same time, a corresponding device node is created by the SupremeRAID™ SE driver. You can check the SSD information, such as the SSD model or SMART logs, using this device node. To control and access the SSD using `nvmeXn1`, you must first delete the corresponding physical drive.

SupremeRAID™ SE supports a maximum 8 physical drives in one Drive Group.

Drive Group (DG)

The main component of RAID logic is a RAID group. When the drive group is created, the SupremeRAID™ SE driver initializes the physical drives with the corresponding RAID mode to ensure that the data and the parity are synchronized. There are two types of initialization processes.

- Fast Initialization: When all the physical drives in the drive group (DG) support the deallocate dataset management command, the SupremeRAID™ SE driver performs fast initialization by default, meaning the drive group state is optimized immediately.
- Background Initialization: Performance will be slightly affected by the initialization traffic, but you can still create the virtual drive and access the virtual drive during a background initialization.

SupremeRAID™ SE supports a maximum of 4 Drive Groups with up to 8 Physical Drives in one Drive Group.

Virtual Drive (VD)

The virtual drive is equivalent to the RAID volume. You can create multiple virtual drives in the same drive group for multiple applications. The corresponding device node (`\\.PHYSICALDRIVEx`) appears on the operating system when you create a virtual drive, and you can make the file system or running application directly on this device node.

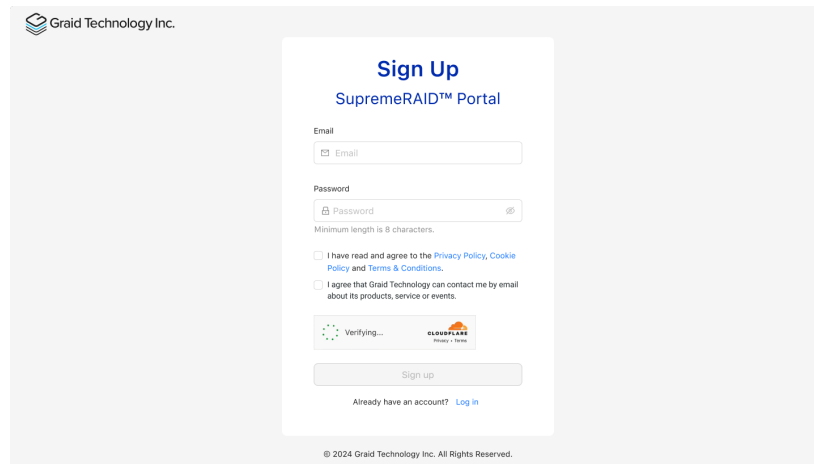
SupremeRAID™ SE supports a maximum of 8 Virtual Drives in each Drive Group.

Precautions

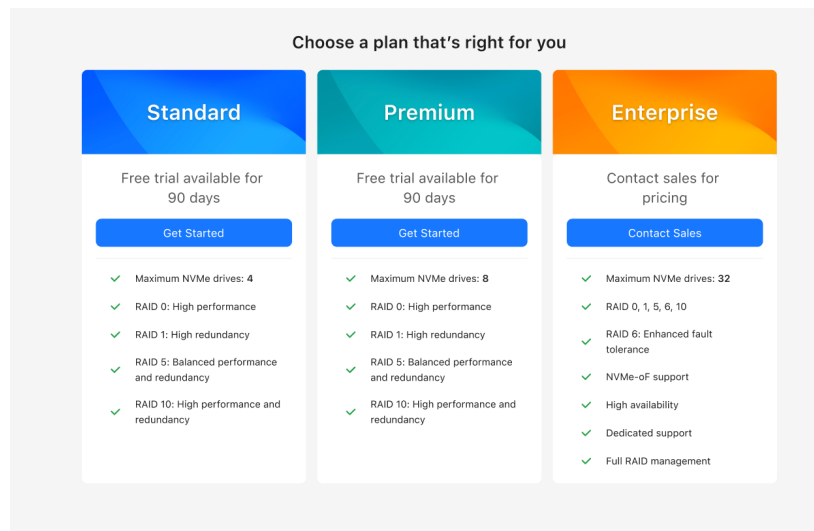
- System suspension and hibernation are currently unsupported due to a limitation in the NVIDIA driver.
- Remote Target for NVMe-oF are not supported by Windows driver.
- SAS and SATA drives are not supported by the Windows driver.
- If you have previously installed other SupremeRAID™ products, executing the SupremeRAID™ SE installation will prevent the restoration of previous product settings.
- For SupremeRAID™ SE Subscription mode, please note that one email account is restricted to a single subscription, machine and GPU. Cross-device usage is not supported. After your subscription expires, you will still be able to access and read your data, but the data cannot be written to the drive.
- For more information, please refer to the [FAQ](#) section.

SIGN UP FOR A SUBSCRIPTION

Step 3 You can sign up for the SupremeRAID™ SE through our [official website](#). Please create an account on the SupremeRAID™ SE Portal.



Step 4 Choose your preferred subscription plan, and you can start using the service after linking your credit card.



Step 5 Upon successful subscription, please follow the steps in the next section to proceed with the installation.

INSTALLATION

This section describes how to install the SupremeRAID™ SE software package for Windows operating systems.

Prerequisites

Before installing the software package, ensure that the system meets the following requirements:

- Minimum system requirements:
 - CPU: 2 GHz or faster with at least 8 cores
 - RAM: 16 GB
 - Supported operating system: see [Supported Operating Systems](#) section on our website.
 - An available PCIe Gen3 or Gen4 x16 slot
- The GPU card must be installed into a PCIe x16 slot.
- Make sure a SupremeRAID™ SE compatible SSD drive is being used. SupremeRAID™ SE supports all form factors of NVMe drives, including M.2, U.2, U.3, EDSFF, and AIC.

BIOS Setting

- It is recommended to enable the P-state option or switch it to 'Native Mode' to prevent any performance issues.
- Optional to disable the IOMMU (AMD) / VT-d (intel) function in the system BIOS (Usually in BIOS Advanced page).

Operating System Setting

- Must Have: Make sure to prevent your system from entering "Sleep/Hibernation/Standby" modes. If the system enters any of these states, it might lead to unforeseen errors.
- Must Have: Disabling the "Fast Startup" option, as it can cause similar issues related to "Sleep/Hibernation/Standby" modes. Ensure that all Intel chipsets are installed to prevent any undefined devices from appearing in the system.

Installing the Software Driver

Note: You must install the NVIDIA driver before installing the SupremeRAID™ SE driver for Windows.

To install the SupremeRAID™ SE driver on Windows systems:

Step 1 Download the latest version of the NVIDIA driver and the SupremeRAID™ SE driver on our website, see [Driver Package](#). Please ensure to download and run the installer corresponding to your respective SupremeRAID™ SE.

Driver Package

SR-SE-TU
SR-SE-AM
SR-SE-AD
SR-SE-BW

- Supported GPU Arch: Turing
- Download Installer: [graid-sr-se-installer-](#)

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md5

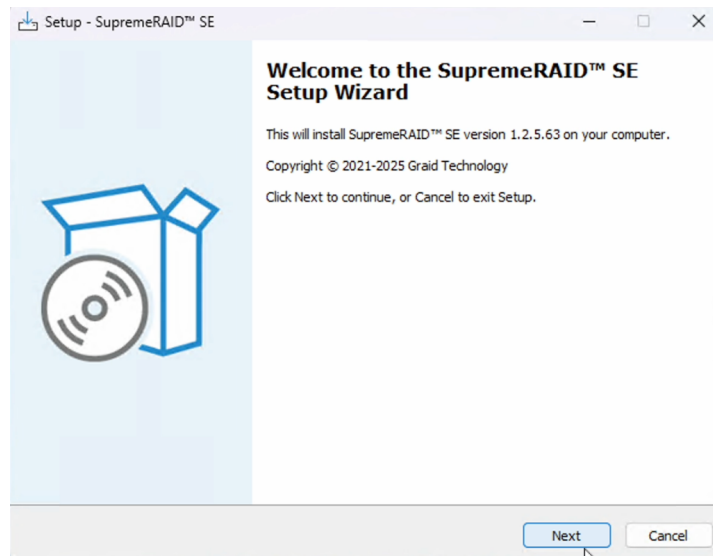
Dependencies and Utilities

	Links
NVIDIA Driver for Windows 10/11	552.22-quadro-rtx-
NVIDIA Driver for Windows Server 2019/2022	552.22-nvidia-rtx-winserv
Visual C++ Redistributable	VC_redist.x64.exe

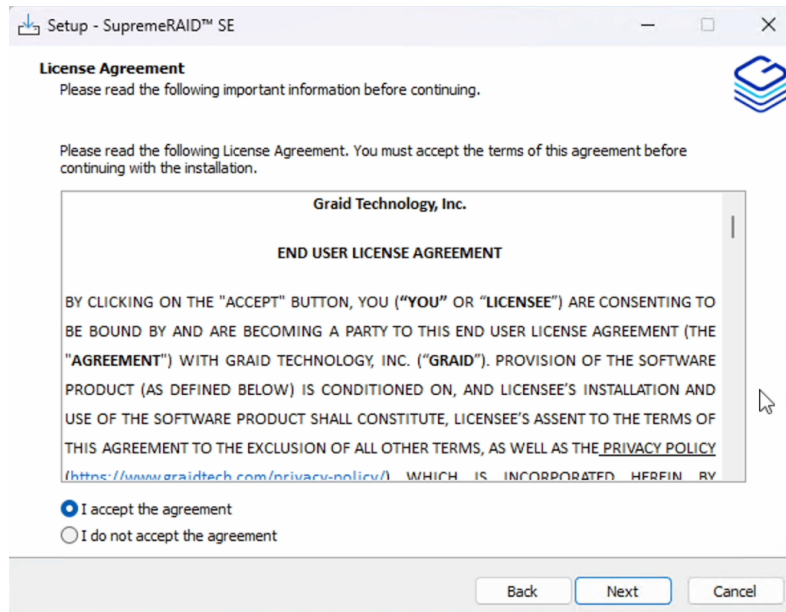
Step 2 Install the NVIDIA driver first and follow the instructions.



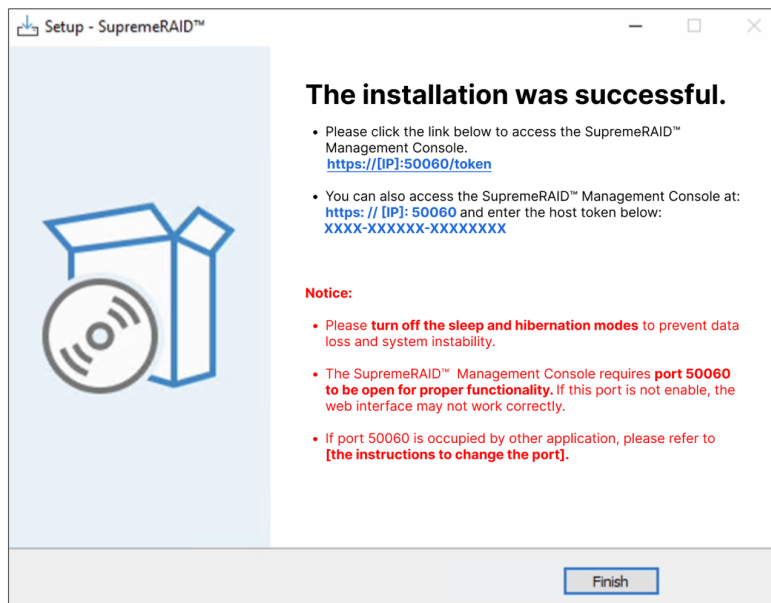
Step 3 Install the SupremeRAID™ SE driver and follow the instructions.



Step 4 In the end-user license agreement page, you can scroll down the license content. After you review the license, accept the agreement, and click Next to proceed.



Step 5 After the installation is completed, please click the link and enter the host token to access the SupremeRAID™ SE Management Console.



Note: Please turn off the sleep and hibernation modes to prevent data loss and system instability.

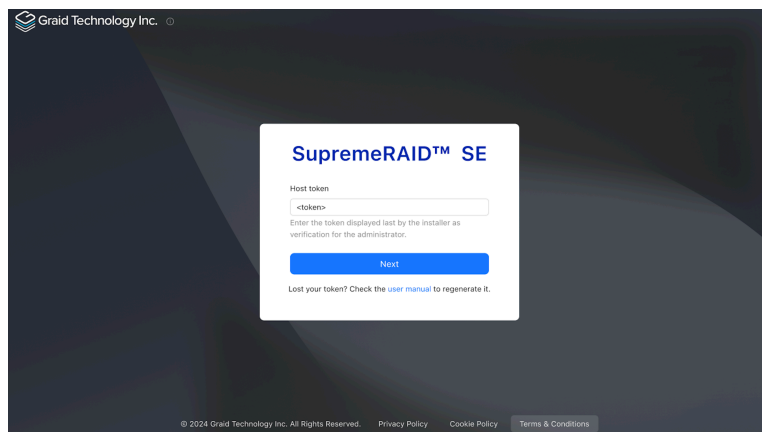
The SupremeRAID™ SE Management Console requires port 50060 to be open for proper functionality. If this port is not enabled, the web interface may not work correctly.

If port 50060 is occupied by another application, to set up your own port and IP, please edit the configuration file `C:\Program Files\SupremeRAID Management Console\conf\service.conf`.

For example, if you want to set the port and IP to 8888 and 123.456.7.889 respectively, it would be as follows:

```
[common]
web_port=8888
web_addr="172.16.12.34"
```

Step 6 Enter the host token and log in to the SupremeRAID™ SE Management Console.



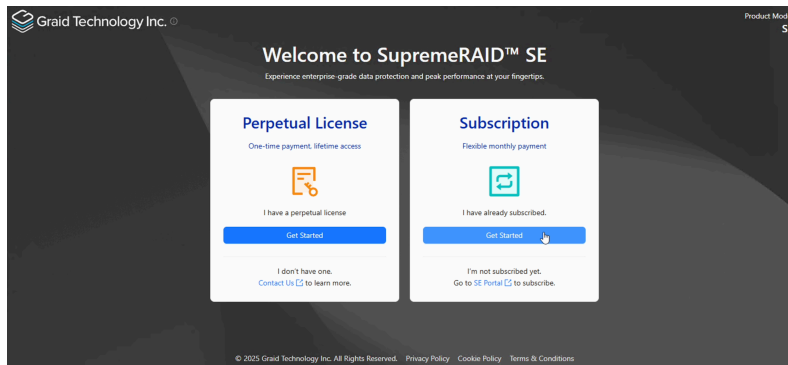
If you have lost the host token, please use the following command to retrieve the host token.

```
graid-mgr.exe host_token gen
```

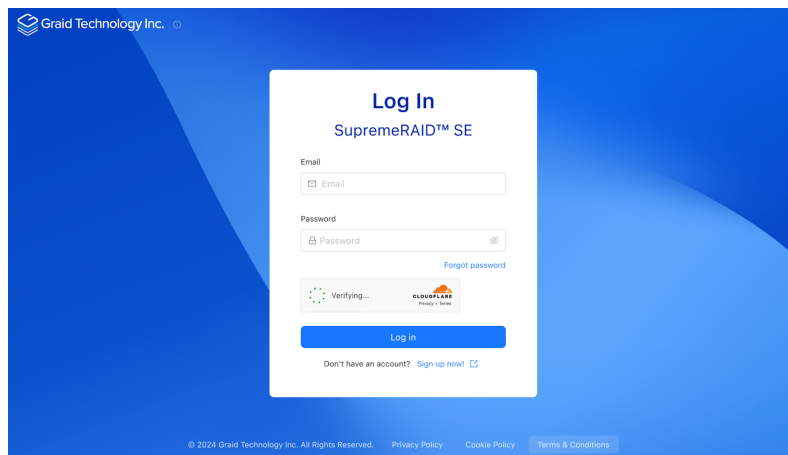
Step 7 Please select your preferred mode. SupremeRAID™ SE offers two different modes: Perpetual and Subscription.

*Perpetual: For licensing inquiries, please contact our [Sales Department](#).

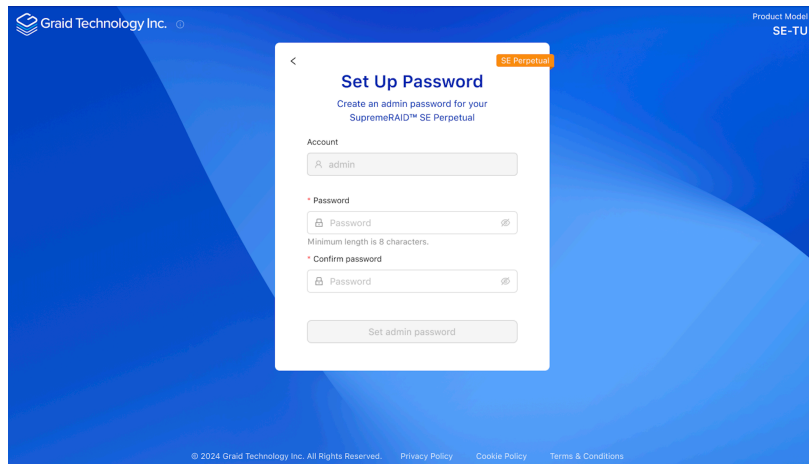
*Subscription: This is a Beta release, provided solely for the purpose of testing and evaluating new features. It is not intended for use in production environments and may exhibit stability or performance issues. We encourage you to use it exclusively for testing and to share your feedback to help us enhance the final version.



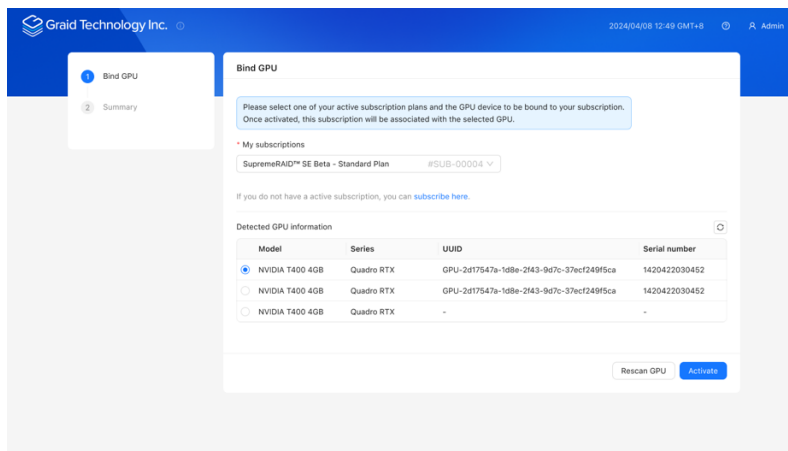
Step 8 If you choose Subscription mode, please log in to the SupremeRAID™ SE Management Console using the email and password you [signed up](#) with.



If you choose Perpetual mode, please set up password.



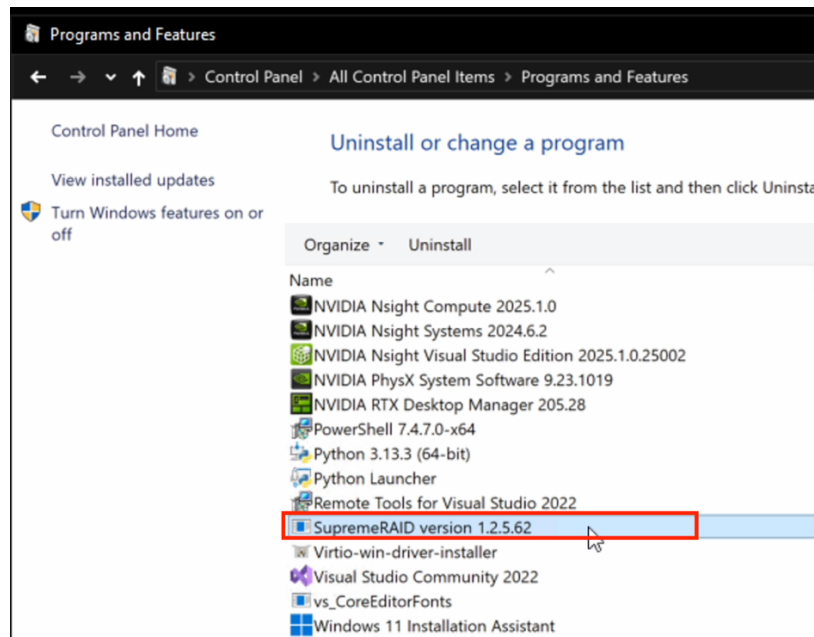
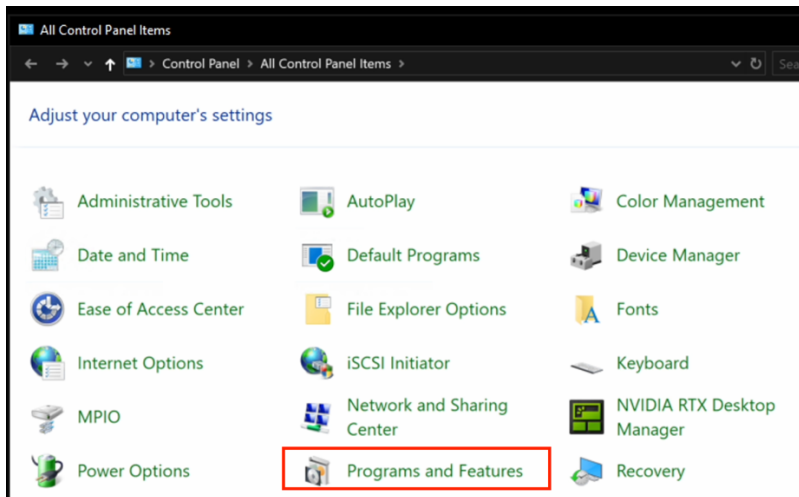
Step 9 Bind your GPU and start the RAID setup.



Uninstalling the Software Driver

Please go to **Control Panel** and select **Programs and Features**. Locate the SupremeRAID™ program and proceed with the uninstallation.

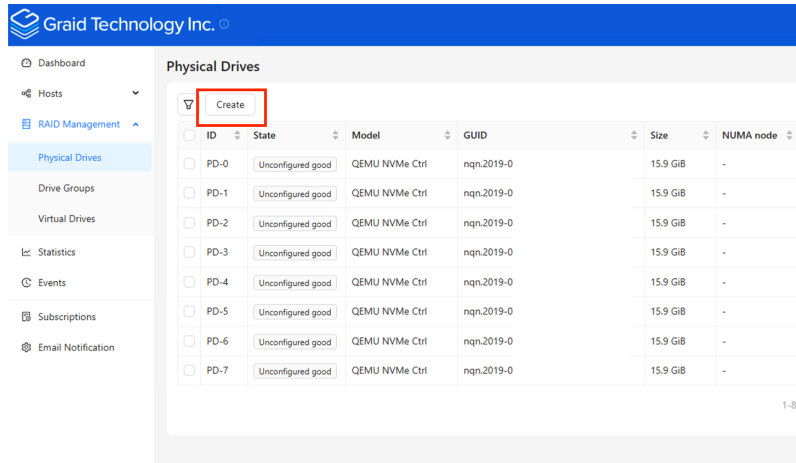
Before uninstalling SupremeRAID™ SE, please make sure to back up and remove any data stored within the application.



Managing Physical Drives

Creating a Physical Drive

To create physical drives, please log in to the SupremeRAID™ SE Management Console, then navigate to the RAID management / Physical Drives section in the sidebar menu and click the “Create” button.

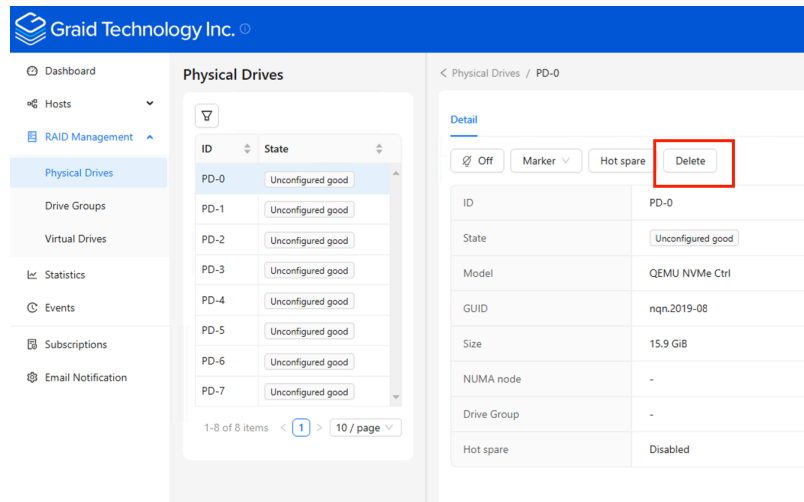


Physical Drive State:

State	Description
ONLINE	Physical drive was added to a drive group and is ready to work.
HOTSPARE	Physical drive is configured as a hot spare drive.
FAILED	Physical drive is detected, but it is not operating normally.
OFFLINE	Physical drive is marked as offline.
REBUILD	Physical drive is being rebuilt.
MISSING	Physical drive cannot be detected.
UNCONFIGURED_GOOD	Physical drive did not join a drive group.
UNCONFIGURED_BAD	Physical drive did not join any drive group and is not operating normally.

Deleting a Physical Drives

To delete physical drives, please select the physical drives you want to delete and click the “Delete” button.



The screenshot displays the RAID Management interface for Graid Technology Inc. The main content area is titled "Physical Drives" and shows a list of drives (PD-0 to PD-7) with their states (Unconfigured good). A "Detail" panel on the right shows the configuration for PD-0, including its ID, State, Model (QEMU NVMe Ctrl), GUID (nqn.2019-08), Size (15.9 GiB), NUMA node (-), Drive Group (-), and Hot spare (Disabled). The "Delete" button in the "Detail" panel is highlighted with a red box.

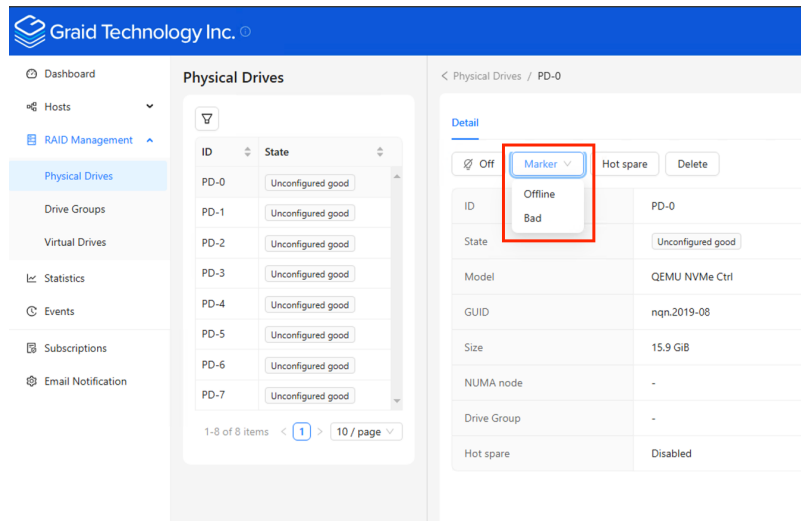
ID	State
PD-0	Unconfigured good
PD-1	Unconfigured good
PD-2	Unconfigured good
PD-3	Unconfigured good
PD-4	Unconfigured good
PD-5	Unconfigured good
PD-6	Unconfigured good
PD-7	Unconfigured good

Detail			
Off	Marker	Hot spare	Delete
ID	PD-0		
State	Unconfigured good		
Model	QEMU NVMe Ctrl		
GUID	nqn.2019-08		
Size	15.9 GiB		
NUMA node	-		
Drive Group	-		
Hot spare	Disabled		

Note: You cannot delete a physical drive which is used by drive group.

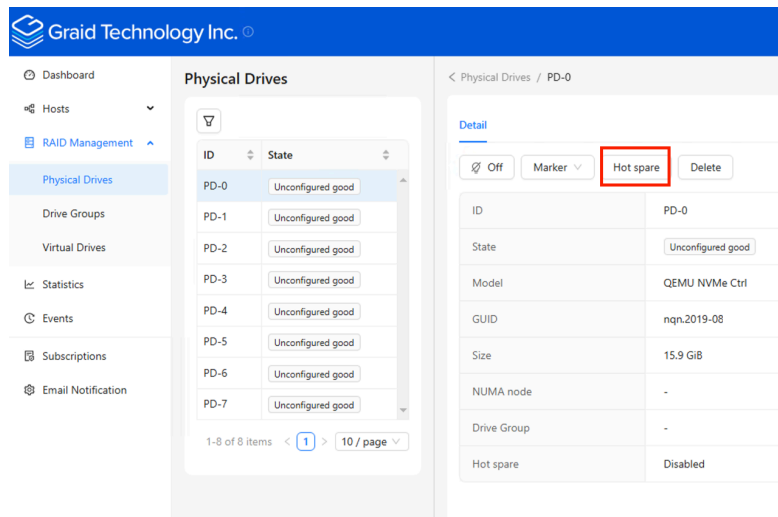
Marking a Physical Drive Online/Offline/Good/Bad

To mark a physical drive as online/offline/Good/Bad, please select the physical drives you want to change and click the “Mark” button.



Assigning a Hot Spare Drive

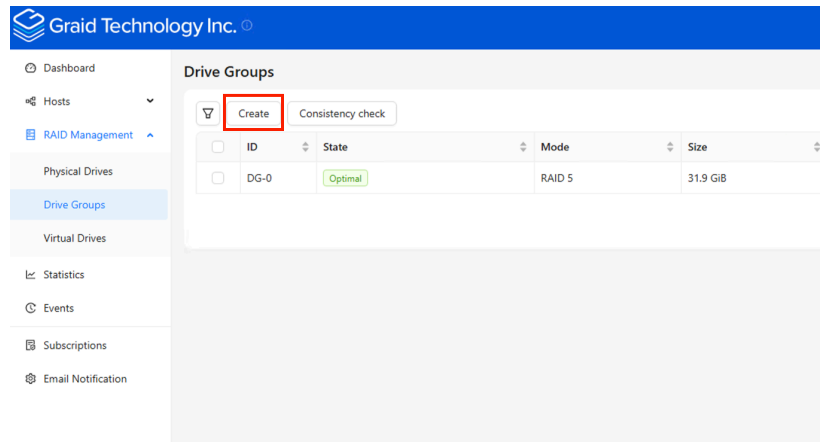
To assign a physical drive as a hot spare, please select the physical drives you want assign and click the “Hot spare” button.



Managing Drive Groups

Creating a Drive Group

To create a drive group, please log in to the SupremeRAID™ SE Management Console, then navigate to the RAID management / Drive Group section in the sidebar menu and click the “Create” button.



Note: Wait for the drive group initialization to complete. DO NOT power-off or reboot the system when the drive_group state is INIT/RESYNC/RECOVERY.

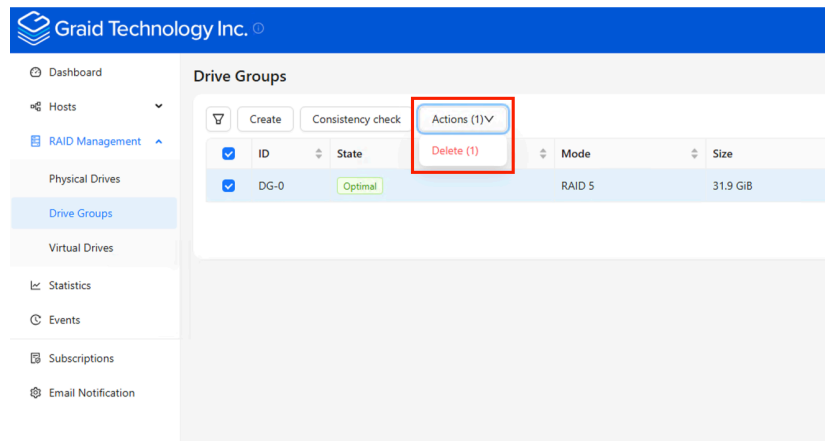
Drive Group State:

STATE	Description
OFFLINE	The drive group does not function normally. This condition is usually caused when the number of damaged physical drives exceeds the limit.
OPTIMAL	The drive group is in optimal state.
DEGRADED	The drive group is available and ready for use, but the number of missing or failed physical drives has reached the limit.
PARTIALLY_DEGRADED	The drive group is available and ready for use, but some physical drives are missing or failed.
RECOVERY	The drive group is recovering.

STATE	Description
FAILED	The drive group does not function normally.
INIT	The drive group is initializing.
RESYNC	The drive group is re-synchronizing and remains available and ready for use. This condition usually occurs when the system encounters an abnormal crash. Do not replace the physical drive in this state until the resynchronization process is complete.
RESCUE	The drive group is in rescue mode and can only be read.

Deleting a Drive Group

To delete a drive group, please log in to the SupremeRAID™ SE Management Console, then navigate to the RAID management / Drive Group section in the sidebar menu. Select the drive group you want to delete and click the “Delete” button.



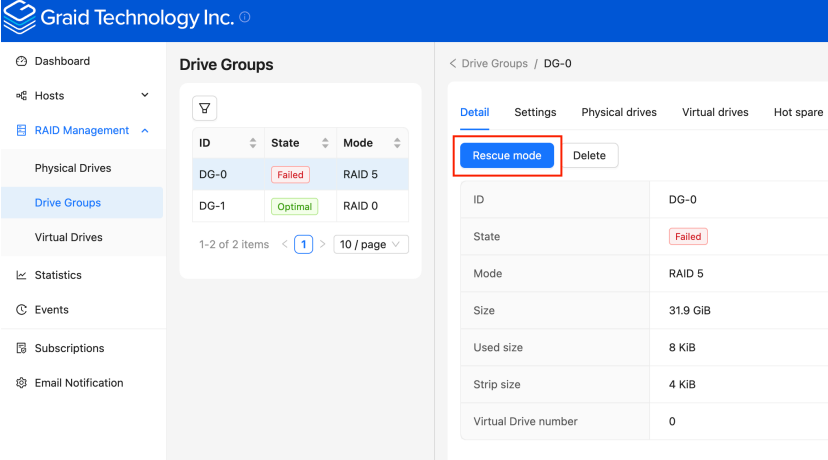
Note: You cannot delete a drive group that contains a virtual drive.

Degradation and Recovery

When multiple drive groups require simultaneous recovery, the drive groups recover individually. When multiple physical drives in the same drive group require rebuilding, the physical drives are rebuilt simultaneously.

Rescue Mode

When a damaged drive group is initialized, or when a recovering drive group encounters an abnormal system crash, the data integrity of the drive group is affected. In this event, the drive group is forced offline to prevent data from being written to the drive group. To read the data from the drive group, force the drive group to go online using Rescue mode.



The screenshot displays the RAID Management interface. On the left is a navigation menu with options: Dashboard, Hosts, RAID Management (expanded), Physical Drives, Drive Groups (selected), Virtual Drives, Statistics, Events, Subscriptions, and Email Notification. The main content area is titled 'Drive Groups' and shows a table with columns for ID, State, and Mode. Two drive groups are listed: DG-0 (Failed, RAID 5) and DG-1 (Optimal, RAID 0). Below the table is a pagination control showing '1-2 of 2 items' and '10 / page'. On the right, the 'Detail' view for DG-0 is shown, with tabs for Detail, Settings, Physical drives, Virtual drives, and Hot spare. The 'Rescue mode' button is highlighted with a red box, and a 'Delete' button is also visible. The detail view includes a table with the following data:

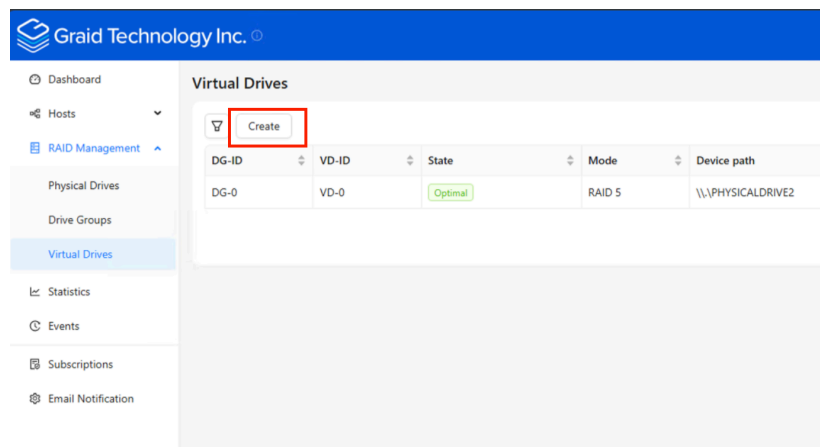
ID	DG-0
State	Failed
Mode	RAID 5
Size	31.9 GiB
Used size	8 KiB
Strip size	4 KiB
Virtual Drive number	0

Note: A drive group in Rescue mode is read-only. Rescue mode cannot be disabled.

Managing Virtual Drives

Creating a Virtual Drive

To create virtual drives, please log in to the SupremeRAID™ SE Management Console, then navigate to the RAID management / Virtual Drives section in the sidebar menu. Please click the “Create” button to select which the drive group you want to create virtual drives.

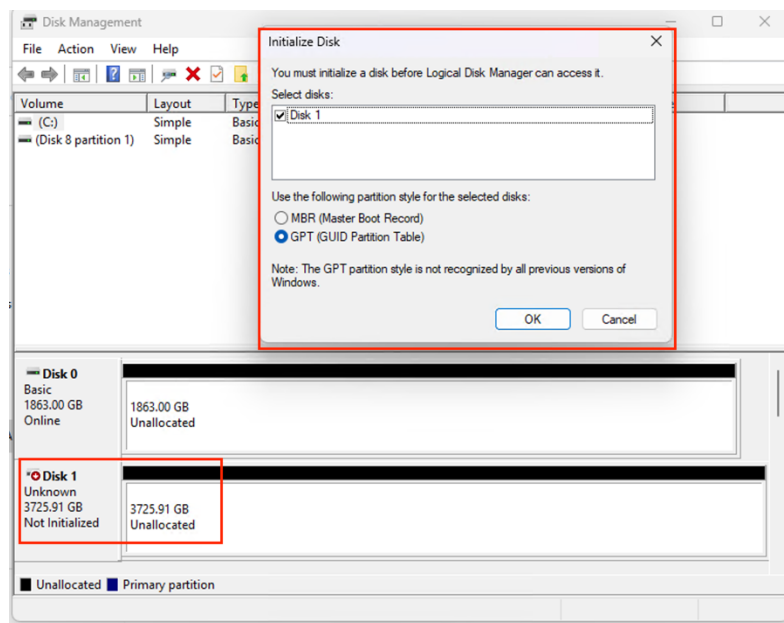


Virtual Drive STATE: Identical to the drive group state.

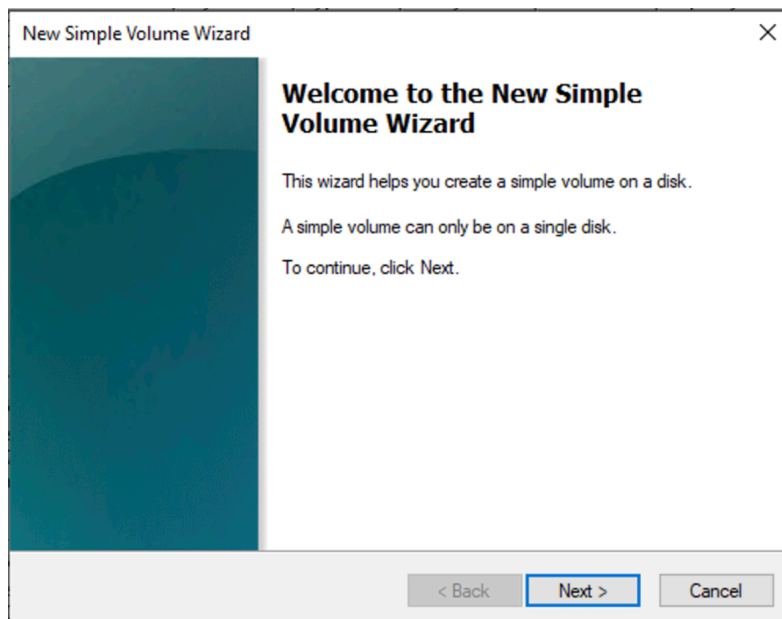
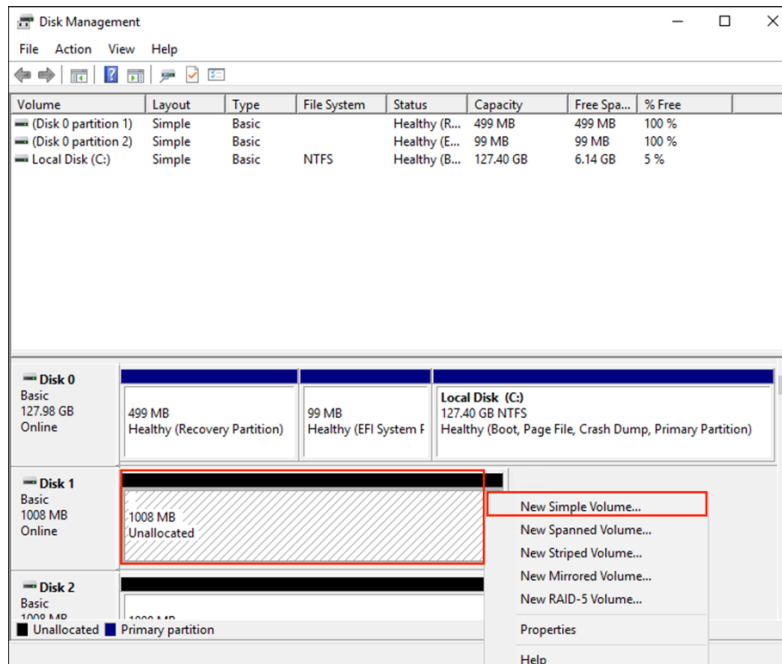
STATE	DESCRIPTION
OFFLINE	The drive group does not function normally. This condition is usually caused when the number of damaged physical drives exceeds the limit.
OPTIMAL	The drive group is in optimal state.
DEGRADED	The drive group is available and ready for use, but the number of missing or failed physical drives has reached the limit.
PARTIALLY_DEGRADED	The drive group is available and ready for use, but some physical drives are missing or failed.

RECOVERY	The drive group is recovering.
FAILED	The drive group does not function normally.
INIT	The drive group is initializing.
RESYNC	The drive group is re-synchronizing and remains available and ready for use. This condition usually occurs when the system encounters an abnormal crash. Do not replace the physical drive in this state until the re-synchronization process is complete.
RESCUE	The drive group is in rescue mode and can only be read.

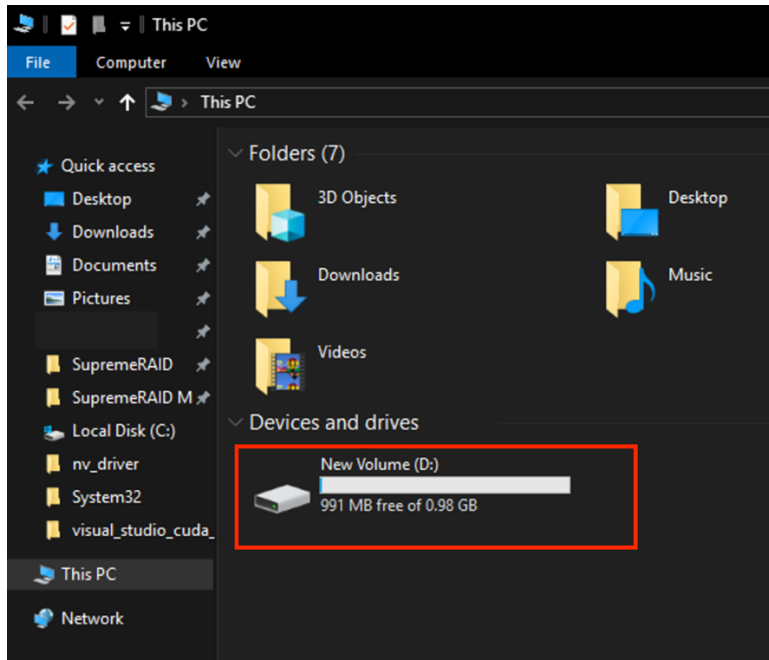
After the Virtual Drive has been successfully created, proceed to Windows/Disk Management. Locate the disk associated with the virtual drive, right-click on it, and select "Initialize Disk.



After the disk has been initialized, right-click on the unallocated space and select "New Simple Volume" to create a simple volume and configure the drive path.

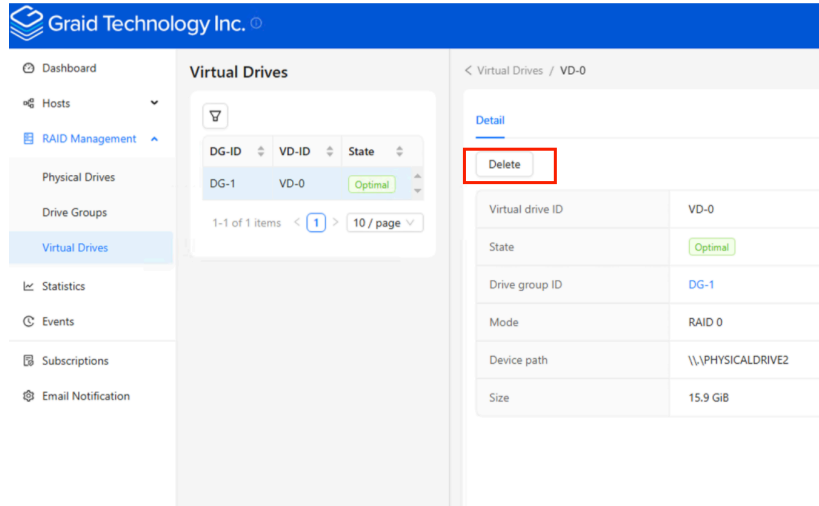


The newly created volume will now appear under the "Devices and Drives" section in Windows File Explorer.



Deleting Virtual Drives

To delete a virtual drive, please log in to the SupremeRAID™ SE Management Console, then navigate to the RAID management / Virtual Drives section in the sidebar menu. Please select the virtual drive you want to delete and click the “Delete” button.



The screenshot displays the SupremeRAID™ SE Management Console interface. The left sidebar menu includes options like Dashboard, Hosts, RAID Management, Physical Drives, Drive Groups, Virtual Drives (highlighted), Statistics, Events, Subscriptions, and Email Notification. The main content area is titled 'Virtual Drives' and shows a table with columns for DG-ID, VD-ID, and State. A single entry is visible: DG-1, VD-0, with a state of 'Optimal'. Below the table, it indicates '1-1 of 1 items' and '10 / page'. To the right, the 'Detail' view for 'VD-0' is shown, with a 'Delete' button highlighted by a red box. The details include: Virtual drive ID: VD-0, State: Optimal, Drive group ID: DG-1, Mode: RAID 0, Device path: \\.\PHYSICALDRIVE2, and Size: 15.9 GiB.

DG-ID	VD-ID	State
DG-1	VD-0	Optimal

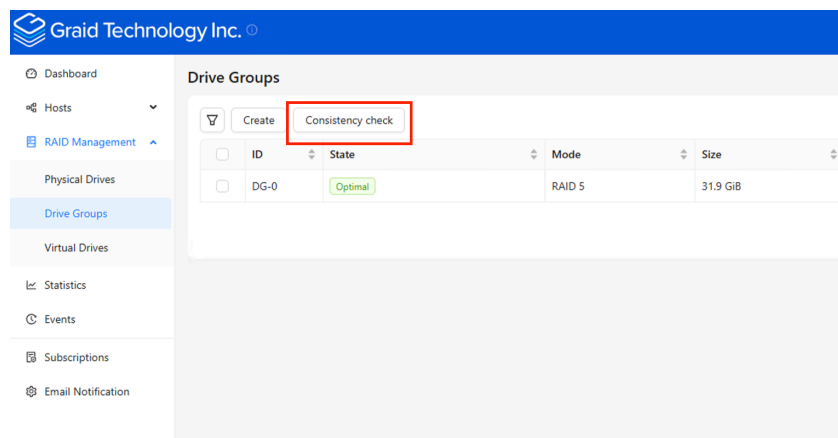
Detail	
Virtual drive ID	VD-0
State	Optimal
Drive group ID	DG-1
Mode	RAID 0
Device path	\\.\PHYSICALDRIVE2
Size	15.9 GiB

Features Overview

Consistency Checks

The consistency check operation verifies that the data is correct in Drive Groups that use RAID levels 1, 5, and 10. In a system with parity, for example, checking consistency calculates the data on one drive and compares the results to the contents of the parity drive.

To start the consistency check, please log in to the SupremeRAID™ SE Management Console, then navigate to the RAID management / Drive Group section in the sidebar menu. Please select the drive group you want to perform the Consistency Check on and click the “Consistency Check” button.



Attachments

Events for SupremeRAID™ SE

Category	Severity	Description
Physical Drive	Warning	Physical Drive <PD_ID> state has transitioned from <STATE_OLD> to unconfigured bad.
	Critical	Physical Drive <PD_ID> state has transitioned from <OLD_STATE> to failed.
	Warning	Physical Drive <PD_ID> state has transitioned from <OLD_STATE> to offline.
	Critical	Physical Drive <PD_ID> state has transitioned from <OLD_STATE> to missing.
	Info	Physical Drive <PD_ID> state has transitioned from <OLD_STATE> to online.
	Info	Physical Drive <PD_ID> state has transitioned from <OLD_STATE> to rebuild.
	Info	Physical Drive <PD_ID> state has transitioned from <OLD_STATE> to unconfigured good.
	Info	Physical Drive <PD_ID> has been successfully created.
	Info	Physical Drive <PD_ID> has been deleted.
	Info	Physical Drive <PD_ID> has been hot-plugged.
	Warning	Physical Drive <PD_ID> has been hot-removed.
	Warning	The temperature of Physical Drive <PD_ID> is currently <CURRENT_TEMP> degrees, which exceeds the Warning threshold of <THRESHOLD_TEMP> degrees. Critical Warning error code: ERROR_CODE.
	Critical	The temperature of Physical Drive <PD_ID> is currently <CURRENT_TEMP> degrees, which exceeds the Critical threshold of <THRESHOLD_TEMP> degrees. Critical Warning error code: ERROR_CODE.
	Critical	The available spare capacity <AVAIL_SPARE> of Physical Drive <PD_ID> has fallen below the threshold <SPARE_THRESHOLD>. Critical Warning error code: <ERROR_CODE>.
Critical	The NVM subsystem reliability of Physical Drive <PD_ID> has been degraded due to significant media related errors or any internal error that degrades NVM subsystem reliability. Critical Warning error code: <ERROR_CODE>.	

	Critical	All of the media of Physical Drive <PD_ID> has been placed in read only mode. Critical Warning error code: <ERROR_CODE>.
	Critical	The volatile memory backup device of Physical Drive <PD_ID> has failed. Critical Warning error code: <ERROR_CODE>.
	Critical	The Persistent Memory Region of Physical Drive <PD_ID> has become read-only or unreliable. Critical Warning error code: <ERROR_CODE>.
	Warning	Physical Drive <PD_ID> is currently experiencing a wearout level of WEAROUT, surpassing the Warning threshold of <THRESHOLD_WEAROUT>.
	Critical	Physical Drive <PD_ID> is currently experiencing a wearout level of WEAROUT, surpassing the Critical threshold of <THRESHOLD_WEAROUT>.
Drive Group	Fatal	Drive Group <DG_ID> state has transitioned from <OLD_STATE> to failed.
	Critical	Drive Group <DG_ID> state has transitioned from <OLD_STATE> to offline.
	Critical	Drive Group <DG_ID> state has transitioned from <OLD_STATE> to degraded.
	Warning	Drive Group <DG_ID> state has transitioned from <OLD_STATE> to rescue.
	Warning	Drive Group <DG_ID> state has transitioned from <OLD_STATE> to partially degraded.
	Info	Drive Group <DG_ID> state has transitioned from <OLD_STATE> to optimal.
	Info	Drive Group <DG_ID> state has transitioned from <OLD_STATE> to recovery.
	Info	Drive Group <DG_ID> state has transitioned from <OLD_STATE> to init.
	Info	Drive Group <DG_ID> state has transitioned from <OLD_STATE> to resync.
	Info	Drive Group <DG_ID> has been successfully created.
	Info	Drive Group <DG_ID> has been deleted.
	Info	Consistency Check for Drive Group <DG_ID> has been manually aborted.
	Info	Consistency Check for Drive Group <DG_ID> has been aborted due to the deletion of the Drive Group.
	Info	Consistency Check for Drive Group <DG_ID> was aborted due to the Drive Group migrating from Controller <CX_OLD> to <CX_NEW>.
Info	Consistency Check for Drive Group <DG_ID> has been aborted due to the Drive Group's state transitioning to <DG_STATE>.	

	Info	Manual Consistency Check for Drive Group <DG_ID> has been completed.
	Info	Scheduled Consistency Check for Drive Group <DG_ID> has completed.
	Info	Manual Consistency Check for Drive Group <DG_ID> has started.
	Info	Scheduled Consistency Check for Drive Group <DG_ID> has started.
	Info	Inconsistency in Drive Group <DG_ID> has been fixed at: Drive Group block range: <DG_INTERS>.
	Critical	Inconsistency detected in Drive Group <DG_ID> at: Drive Group block range: <DG_INTERS>.
	Critical	Consistency Check for Drive Group <DG_ID> has been aborted due to the 'stop_on_error' policy.
	Critical	Consistency Check for Drive Group <DG_ID> has been aborted due to numerous inconsistencies found and fixed.
	Info	Journal Replay for Drive Group <DG_ID> has started.
	Info	Journal Replay for Drive Group <DG_ID> has been completed. Entry replayed <REPLAYNR>.
	Critical	Journal Replay for Drive Group <DG_ID> has been waiting Physical Drive <PD_ID> to be active.
	Critical	Journal Replay for Drive Group <DG_ID> has been aborted due to inconsistency detected on journal.
Virtual Drive	Info	Inconsistency for Virtual Drive <VD_ID> within Drive Group <DG_ID> has been fixed at: Virtual Drive block range: <VD_OFFSETS>.
	Critical	Inconsistency found in Virtual Drive VD_ID of Drive Group <DG_ID> at: Virtual Drive block range: <VD_OFFSETS>.
	Info	Virtual Drive VD_ID for Drive Group <DG_ID> has been created successfully.
	Info	Virtual Drive VD_ID for Drive Group <DG_ID> has been deleted.
	Info	Stripe cache for Virtual Drive <VD_ID> on Drive Group <DG_ID> has been deleted.
	Info	Stripe cache for Virtual Drive <VD_ID> on Drive Group <DG_ID> has been created successfully.

FAQ

Subscription Plans

Question	Answer
<p>How to subscribe SupremeRAID™ SE</p>	<p>1.Prepare Hardware: Ensure you have a compatible GPU card and NVMe SSDs. Please refer to the Release Notes and select the software version to view the complete list of supported devices.</p> <p>2.Sign up for a trial by creating an account with your email in the User Portal. Please note that one user account is restricted to a single subscription, machine and GPU. Cross-device usage is not supported.</p> <p>3. Installation: Follow the instructions in the User Guide to install the SupremeRAID™ SE.</p>
<p>What subscription plans are currently available for SupremeRAID™ SE</p>	<p>There are currently two subscription plans available for SupremeRAID™ SE: the Standard Plan and the Premium Plan.</p> <p>The primary difference between the two lies in the number of supported NVMe SSDs. The Standard Plan supports up to four NVMe SSDs, while the Premium Plan supports up to eight.</p>
<p>Can I upgrade my subscription plan from Standard to Premium</p>	<p>The upgrade feature is not yet available, but it will be gradually rolled out in the future. If you wish to upgrade your plan to support more physical drives, please contact us.</p>
<p>How to cancel my subscription</p>	<p>You may cancel your subscription at any time by logging into the User Portal.</p>
<p>What will happen to my data once the subscription is canceled</p>	<p>After canceling your subscription, the system will stop charging you on the next billing date. Your data will not be lost. Instead, it will be placed in read-only mode. You will still be able to access and read the data within the folder; however, you will no longer be able to write or add new data to the folder.</p>

Supported Operating Systems & Devices

Question	Answer
What kind of GPU does SupremeRAID™ SE support	NVIDIA GPUs. Please refer to the Release Notes to view the complete list of supported GPUs.
What form factor of NVMe drives can I use with SupremeRAID™ SE	SupremeRAID™ SE supports all form factors of NVMe drives, including M.2, U.2, U.3, EDSFF, and AIC.
What kind of Operating Systems does SupremeRAID™ SE support	SupremeRAID™ SE supports both Windows and Linux. Please refer to the Release Notes and select the software version to view the complete list of supported Operating Systems.
Does SupremeRAID™ SE support cross-device usage	Cross-device usage is currently not supported. Each user account is bound to a single subscription, machine and GPU.

Billing & Payments

Question	Answer
What payment methods are available for subscribing to SupremeRAID™ SE	Currently, we only accept credit card payments.
What is the billing cycle	SupremeRAID™ SE is based on a monthly billing cycle.
When is the billing date	You will be automatically charged once a month. For example, if your first payment is on July 5, the renewal charge will be processed automatically on August 5 (depending on the time difference, there may be a difference of one day earlier or later), unless you cancel your subscription plan prior to that date.
Are there any processing fees associated with credit card payments	You may be charged a Cross-Border Fee (CBF). This fee is charged by the credit card issuing organizations (such as Visa or Mastercard). It may apply when the cardholder makes a purchase with an overseas merchant, regardless of whether the transaction currency is the local currency or the cardholder's home currency.

Question	Answer
Where can I view my billing records	You can log in to the User Portal to view the billing amount and billing history.
How can I update my payment information	You can log in to the User Portal to update your credit card information.
Why did my payment fail	Please ensure that the credit card information you provide are correct and that there is sufficient credit available.
What happens after a payment failure	After a payment failure, we will attempt to charge your card again after one day. If the payment still cannot be processed successfully, we will automatically cancel your subscription. You can reactivate your subscription at any time using a valid credit card.

Account Management

Question	Answer
How can I update my account information	You can log in to the User Portal to update your account information.
Can a single user account subscribe to more than one SupremeRAID™ SE plan	Currently, each user account is limited to a single subscription plan.
Can the same account be logged in on different machines	One user account is restricted to a single subscription, machine and GPU. Cross-device usage is not supported.

Product & Service

Question	Answer
<p>What should I do if I want to switch to another SupremeRAID™ product after using the SupremeRAID™ SE</p>	<p>Currently, the SupremeRAID™ SE does not support cross-product data migration. If you wish to use another SupremeRAID™ products, please export your data from the SupremeRAID™ SE beforehand. Please note that once another product is installed, you will not be able to revert to the previous product configuration. If you have previously installed other SupremeRAID™ products, executing the SupremeRAID™ SE installation will prevent the restoration of previous product settings.</p>
<p>Is there a performance difference between Quadro/RTX and GTX series cards</p>	<p>Performance Advantage: Quadro/RTX cards support larger BAR1 memory, enabling direct communication between the GPU and NVMe drives. This significantly benefits performance, especially in Linux environments.</p>
<p>Does the SupremeRAID™ SE driver support system suspension or hibernation</p>	<p>System suspension and hibernation are currently unsupported. Please ensure that the machine does not enter suspension or hibernation mode.</p>
<p>What language versions does SupremeRAID™ SE offer</p>	<p>Currently, only the English version is available.</p>
<p>Does SupremeRAID™ SE support SAS/SATA drives</p>	<p>SAS and SATA drives are not supported by the Windows driver.</p>
<p>Does SupremeRAID™ SE support Remote Target for NVMe-oF</p>	<p>Remote Target for NVMe-oF are not supported by both SupremeRAID™ SE Linux and Windows drives.</p>
<p>If my GPU fails during the subscription period and needs to be replaced, what is the proper procedure</p>	<p>Please contact us.</p>