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Building computers with NVMe interfaces on CC4 networks

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Operating System Community Connect 4, MS Windows 10, MS Windows 7

Part No (none)

Summary Provides recommendation for computers with NVMe interfaces on CC4 networks and how best to manage these devices.

:: Symptoms

The CC4 Windows 10 computer build fails at Disk Partitioning

Community Connect® 4 (CC4) Windows 10 build fails at the Disk Partitioning build action on computers with the NVMe interface specification. This is a limitation in build client as it does not recognise the PCI ID string of the NVMe interface and therefore does not recognise the drive. The PCI ID of these devices starts with SCSI\NVMe or similar and the build client will not recognise this. This results in the drive not being recognised at the partitioning stage of the CC4 Windows 10 build.

The CC4 Microsoft Windows 7 build fails at the WinPE3.0 point of the build

Microsoft® Windows 7 (WinPE3.0) build will fail to recognise the drive and fail immediately. NVMe interface support is not inbuilt to Windows 7 or WinPE3.0 so the drive will not be recognised at boot and the build will fail at the WinPE part of the build.

:: Cause

Windows 10 builds on CC4

This issue affects computers with a NVM Express (NVMe) interface. The PCI ID of these devices is similar to: SCSI\DiskNVMe_PM951_NVMe_SAMSUBXV7.

Build client cannot recognise the prefix SCSI\Disk so fails to detect the drive. Native support for the NVMe interface was introduced in Windows 8.1 and continues in Windows 10. We are currently working on a fix for this in Windows 10 builds and this will be delivered by the Windows 10 Build 1511 (Threshold 2) update in Summer 2016. We recommend that, in the interim, you use the Smart Client process to add these computers to a CC4 network.

Microsoft Windows 7 builds on CC4

On Microsoft Windows 7, remedial action is needed to add support for this interface. KB2990941 adds native driver support for the NVM Express (NVMe) interface that uses the PCI Express (PCIe) bus in Windows 7 Service Pack 1 (SP1). This update (and any relevant drivers) needs to be added to the Microsoft Windows 7 (SP1) installation media in order for the drive to be recognised. Once updated, this media can be used to install the operating system and the computer can then be Smartcliented on to the CC4 network.

:: More Information

NVMe devices and CC4

In order to address this issue we plan on modifying the build process for Windows 10 only. For Microsoft Windows 7 devices we recommend only using SATA drives or using our Smart Client process. We have also taken the decision to continue to specify SATA drives in all our CC4 recommended range of hardware to enable you to continue to have a range of compatible computers for Microsoft Windows 7.

:: Other Useful Articles

[How we will deliver Microsoft updates for CC4 Windows 10 build images](#)

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