



Subject: New D15 Touch Driver & Other Driver Issues

Overview

The D15 resistive touch LCD's have been experiencing a higher than expected failure rate due to improperly configured/loaded display or touch drivers. In addition, a new version of the Touch Driver is now available:

Current Release:	SR5A
New Release:	MT7.12.1

The Fujitsu posted version of the driver also contains a Users Guide and a ReadMe text file that contains installation information, list of updates and instructions to create a Silent Install. It is available on the FTP site (below) and Support web site (<http://www.fujitsu.com/us/services/retailing/support/drivers/pm/>). The older version (SR5A) has been removed from the Support web site, but is still available on the FTP site for support and archive purposes.

For additional information on the D15 touch panel see Product Support Bulletin PSB-06-012.

Changes from Previous Version

- All MT 7 drivers are now WHQL-certified for the Windows Vista operating system. Since the drivers are now certified, the installer no longer has a problem reacting to a user selecting "Cancel" on the dialog asking to install an uncertified driver. Before, the installer continued installation. – NOTE: FTXS has NOT validated with any Windows Vista OS, the previous is a 3M statement.
- Multiple monitor and touch screen support is now available. The Multiple Monitor Manager tool allows the assignment of touch screens to different monitors.
- The control panel allows selection of a controller to configure. This allows configuring individual controllers when multiple controllers are present. If only one controller is present, that controller is automatically selected.
- The control panel allows assignment of a unique ID number to a controller. This enables the Multiple Monitor Manager to identify the correct controller during mapping. The Advanced Options tab in the control panel allows access to the unique ID number assignment.
- This release provides a new edge adjustment tool. This tool defines a region of the touch screen that positions a touch closer to the edge to compensate for the inability to touch near a bezel.
- The installer is smaller to ease the driver downloading. The process of recording a silent installation and replaying it has changed. Unlike the prior uninstaller, the new uninstaller just uninstalls the product; to upgrade the product, you need to rerun the Setup.exe file. The installer should also resolve all issues with conflicts with older drivers.
- Another enhancement is the controller reset button. This button in the control panel resets the firmware on a touch screen controller. This is mostly a diagnostic tool.

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Warning!

The procedures below are Generic and not for any specific customer/application and based on Windows XP operating system. These are included for information purposes only and may not apply to all installations. Customized instructions may be required for each customer. Contact the Software provider or Sustaining Engineering for assistance. Any changes in terminal software must be approved by the customer and/or application software provider. Some customers also limit the use of USB ports (for a USB Thumb Drive) and/or the CD-ROM drive. The installation process needs to be validated for each specific customer's application and configuration.

Do not attempt these updates without a system backup. It is possible that you may remove the display adapters and end up with a blank screen if the procedure is not followed properly. Updating some versions of Windows (example: XP Embedded SP1) should be approached with caution, especially regarding the display adapters, because it doesn't function in safe mode.

Touch Driver Update Procedure

The previous version of the driver must be completely remove prior to installing the new driver. To complete this process a mouse or a touch pad on the keyboard is needed during the procedure.

Depending upon the specific software image and build process, some customer's software may require additional files to be loaded (in particular when using Windows XP Embedded). These files (if needed) will also be requested during the upgrade and will need to be provided. For that reason, this process will need to be validated for each specific customer or customer image prior to implementation in the field.

1. Go to the Start menu and click on "All Programs"
2. A program called "Touchware" should be loaded. Click on "Uninstall Touchware"
3. When it asks if you are sure you want to remove Touchware, click "Yes"
4. It will then ask you if you want to remove the USB touch screen driver; click "Yes"
5. The screen will then display a message asking you to unplug the USB touch screen to remove it from memory. Click "OK" without unplugging the touch screen
6. A second screen will state that the touch screen software has been removed, and asks you to reboot the system to remove the Touch Screen from memory. Click "OK"
7. The screen will display that the uninstall is successfully completed. Click "OK" and then reboot the terminal
8. When the terminal is finished rebooting it may come up with "Found new Hardware", If it does, click "Cancel"
9. Insert the CD or Thumb-drive with the updated touch driver into the terminal.
10. Right click on the "Start" button and select "Explore"
11. Navigate to the MT 7.12 folder on the CD/Thumb-drive and double click on the "Setup.exe" file.
12. Click "Next" when the welcome screen appears.
13. Click on "Accept" and "Next" when the license agreement is displayed
14. Choose the destination location (Typically C:\Program Files\Microtouch\MT7) and click "Next"
15. When the Setup Type screen is displayed, click on "Custom" and click "Next"
16. Uncheck all the drivers except "Controller Support", "User Interface", and "EXII USB touch". The above three drivers will need to remain checked. You will need to scroll down and uncheck the other device drivers listed on the screen, then click "Next"
17. When the Start Copying Files screen appears the only Controller support should be EXII USB Support. Click "Next"
18. Click on "Finish" to complete the installation
19. IF an error appears, the driver will need to be removed and reinstalled again.
20. Go to Start\All Programs\MicroTouch MT7 and click on "Control Panel"
21. Perform the calibration procedure
22. After calibration is complete, do a restart and verify the touch panel is functioning properly.

Display Adaptor Driver

The latest Display Adapter Driver is v4.0. Previous versions of 1.0.4.437 and 1.0.4.288 will work, but if they are set up with the touch screen on the secondary monitor it will intermittently cause problems when trying to calibrate the display. In addition, the new v4.0 driver is required when the new “M” motherboard is released above revision 16AJ.

To determine if the monitor with the touch screen is set up as the secondary monitor simply go to the control panel and click on the Display icon. Once on the display properties screen click on the “Settings” tab. Under this tab you should see two displays which indicate the terminal was set to run on dual displays. Click on the “Identify” button and a number will appear on the touch monitor. If the touch monitor shows a “2” the wrong monitor was set as primary and the touch screen will have intermittent problems trying to calibrate. This usually (though not always) shows up as a mirror image when trying to calibrate the touch screen. A mirror image is described as touching the top right side of the screen and the cursor jumps to the bottom left side of the screen.

In order to resolve this problem the Display adapters (two of them) need to be removed and the correct display adapters must be loaded.

Display Adaptor Procedure for Windows XP Pro and 2000

1. Make sure you have the correct Display Adapter Driver to load on a CD ROM or USB Thumb Drive.
2. Go into the Device Manager and click on Display Adapters.
3. There should be two display adapters installed.
4. Right click on the top display adapter and click on “Uninstall”.
5. Click “Yes” when asked if you are sure you want to remove adapter.
6. When the screen asked you if you want to do a restart, select “No, not at this time”.
7. Right click on the bottom Display Adapter.
8. Click on “Uninstall”.
9. Click “Yes” when it asks you if you are sure you want to remove the display adapter.
10. After the second Display Adapter is removed insert the CD ROM or USB Thumb Drive with the new Display Adapter (v4.0).
11. Select the correct Display Adapter Driver (for Chevron it is DVI as Primary and Analog as secondary) and double click on “SetUp.exe” in the Utilities folder.
12. If it asks for lqd3dalm.dll file, point to the driver folder of the v4.0 driver
13. This will load the new display adapters into the primary monitor.
14. Repeat this procedure for the Secondary monitor.
15. Do a restart and wait about 5 minutes until all the drivers are updated and found. Perform another restart and verify the new Display Adapters are loaded and the new touch driver is installed.
16. Perform the calibration on the D15 once again.