



Subject: TeamPoS 3000 XL - P17 BIOS Downgrade

Overview

The recent P17 BIOS released for the TeamPoS 3000XL and XT terminals was found to have some unforeseen issues with RAID and Image Restore functions. The BIOS will be downgraded to P16 until the issue is resolved.

Problem

The Fastbuild utility does not have the capability of using the restore function on P17 BIOS. In addition, some cases of restoring a Ghost image using a bootable USB key was not possible with P17 BIOS.

Solution

If the customer is running dual disks with a RAID configuration, the BIOS should be downgraded to P16.

Impact

- Production
 - All units manufactured after 9/4/09 will have P16 BIOS loaded.
- Installed Units
 - Downgrade all terminals running in a RAID configuration to P16 BIOS.
 - Time to install ~15 minutes.
- Repair Center
 - Verify all boards (11000021) are at P16 BIOS.
- Service Spares
 - Verify all boards (11000021) are at P16 BIOS.

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