



Subject: SATA Driver Loading Procedure on a TeamPoS 3000 XL

Overview

There have been reported issues loading software on the TeamPoS 3000 XL terminal from scratch. In most cases the problem is identified as the Windows Operating System not recognizing the hard disk drive. When starting with a new hard drive, a new system without software loaded, or without a Ghost image to copy, the software first needs to identify the hard drive as a SATA drive.

Windows XP and earlier versions of Windows do not include these SATA/RAID drivers. As a result, Windows cannot see the hard disk drive until the proper driver is installed. In order to load the driver the terminal needs to have a floppy drive (external USB) along with the SATA driver.

NOTE: Not all external floppy drivers are created the same and there have been some external USB floppy drives found that are not compatible.

To load the SATA driver you must first have a copy of the SATA driver on floppy and a Windows Operating System. The typical Windows software will ask during the initial setup to press "F6" if you want to load the SCSI/SATA drivers. Use the following steps to load the SATA driver:

- Obtain the SATA driver from the FTP site at the following location:
 - <ftp://ftp.ftxs.fujitsu.com/POS/possustaining/retail/Teampos3000XL/drivers/Teampos3000XL/SATA.zip>
 - Unzip the contents and save everything except the two .pdf documents onto a formatted floppy
- Obtain an external USB floppy drive if one is not installed on the TeamPoS 3000 XL terminal
- Insert the newly created floppy into the floppy drive
- Insert the Windows Operating System into the CD ROM
- Boot up the terminal and press "F12" during POST
- Select CD ROM as the "Boot First Device"
- As Windows first starts hit "F6" to load the SATA driver
- A screen will come up that asks if you want to load SCSI or other drivers press "S"
- Another window will come up asking to select the proper FastTrak controller. Select the FastTrak TX2200/TX4200/579 controller
- Setup will now load the SATA driver and return back to the Windows Setup screen. Hit "enter" to continue.
- Windows can now be loaded onto the SATA hard disk drive.

NOTE: This driver and documentation are all included in all FFNA generated base images.

Impact

- None – Information only

INQUIRIES TO:		DATE
Fujitsu Frontech North America		
Exchange: Sustaining Engineering	Sustaining Engineering	
Mail: Fujitsu USA04, Sustaining Engineering		
FAX: 858-731-4781 (7888-4781)	Product Manager	
Internet: SustainingEngineering@us.fujitsu.com		
FTP: ftp://ftp.ftxs.fujitsu.com/	Author	
Original signature copies maintained by Sustaining Engineering.		