June 25, 2004 update to course:

RE4800A: Selling and Supporting the IBM SurePOS 720, 740, and 780

Note: This document is intended to supplement the base course. We recommend that you complete the base course prior to viewing this update.

Overview

Select IBM SurePOS^{TM} 700 Series Terminals, the SurePOS W81 (781 base unit) and W41 (741 base unit) may now be ordered with a Microsoft® Windows® XP Professional preload. The Microsoft Windows XP Professional operating system is licensed for use in a store environment, running retail point of sale applications on the SurePOS Terminal.

All hardware and equipment features for the SurePOS 700 Series Model W81 and W41 are identical to the SurePOS 700 Series Model 781 and 741. You can review the features of these models in the base course or on the Retail Store Solutions Web site at: www.ibm.com/industries/retail/store. Click **POS Systems**, then **SurePOS 700 Series**.

Key prerequisites

Customer review of the licensing terms for the Microsoft Windows XP Professional operating system preload.

Highlights of the license terms:
- Limited use of office applications (that is, browsers, databases, spreadsheets, e-mail, and word processors) is provided for store management operations only.
- The Microsoft Windows XP Professional standard desktop interface may not be used as a Retail Application interface to the end user.
- The ability to overwrite the installed image is limited to the same Windows operating system release. Customers are not authorized to install a different version of a Microsoft Windows operating system.

Key Points

- Ensure that your customer understands and follows the license agreement terms.
- Report any non-compliance situations to management, to help reduce IBM's exposure under this agreement.
- If your customer has unique hardware configurations, requires downgrade rights, wants to preload a different Windows operating system, or cannot comply with the restrictions of this agreement, their requirements can be addressed via RPQ.

The complete license agreement is available for viewing or download at: www.ibm.com/industries/retail/store. Click **News**, then the preload article.

The SurePOS 700 Series portion of the document that ships with all preloaded terminals will provide you additional information on working with the Microsoft Windows XP Professional preload. The document is provided here for your convenience.

Instructions for Use of the IBM Retail Store Solutions Windows XP Preloaded Terminals

These instructions tell you what is needed to complete your solution on IBM SurePOS 700 Series terminals that have been preloaded with Microsoft Windows XP Professional. Generally, you have two choices. You can use the image preloaded on your system as the basis for your final solution image, or you can overwrite the preloaded image with a complete image of your own. This document addresses the situation where you are going to use the preloaded image as the basis for your final solution image.

Microsoft Windows XP Professional with embedded restrictions is preloaded on the hard drive. The End User License Agreement specifies the restrictions placed on the use of the operating system. If you have questions regarding the End User License Agreement, please contact Tamara Garneau of IBM Retail Store Solutions at TGARNEAU@US.IBM.COM.

When booted, the machines come up to a NOTEPAD session with the IBM License Agreement displayed. You have access to the Windows Desktop as a tool to complete your solution image. However, when the complete solution image is constructed, you must prevent access to the Windows Desktop. The terminal sales application running on the terminal owns the entire user interface and provides all the functionality of the machine. Please read the license agreement for the complete view of how the operating system may be used.

There is more software that must be loaded onto the terminal to provide the functionality you expect of a complete solution image.

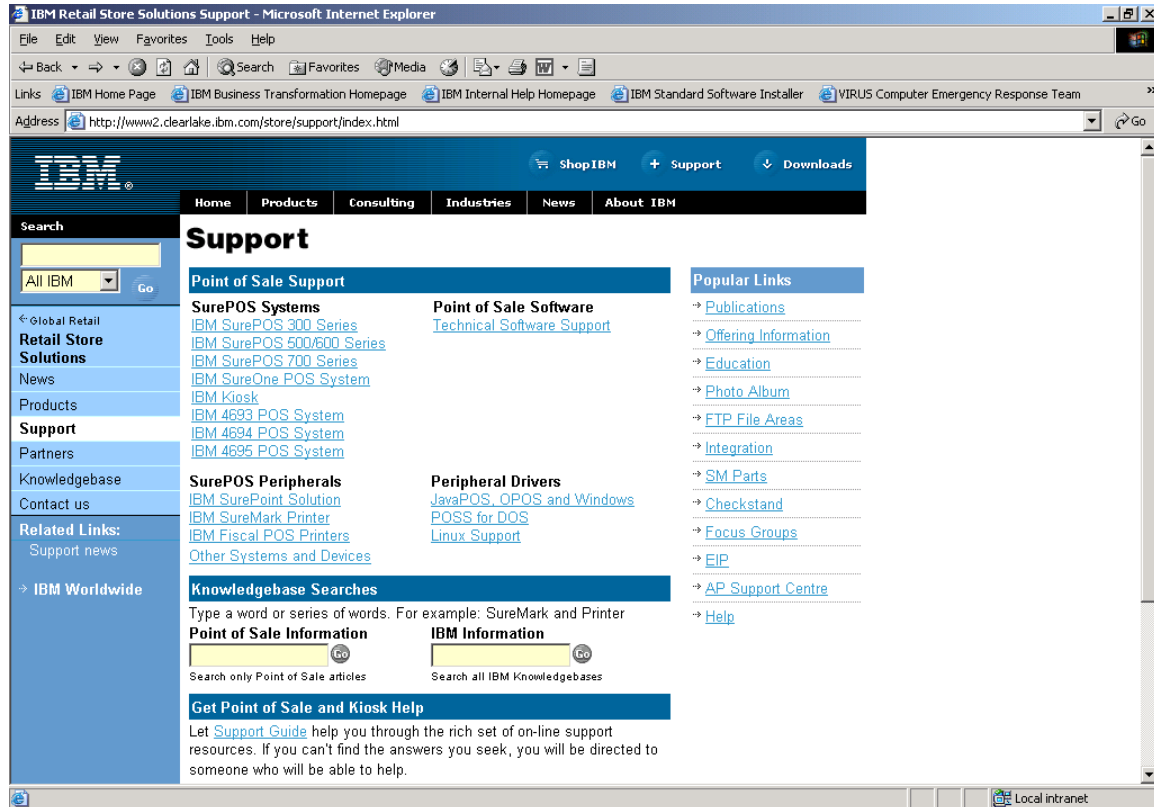The model numbers of the terminals that this document applies to are:
- 4800-W41
- 4800-W81

Install System Unit Device Drivers

System unit device drivers must be installed. The drivers make the system operate more efficiently and at greater performance than the base Windows XP Professional.   You will find these drivers at the following URL:
http://www2.clearlake.ibm.com/store/support/index.html

This is the main screen of the IBM Retail Store Solutions hardware support website:

IBM Retail Store Solutions Support - Microsoft Internet Explorer

File   Edit   View   Favorites   Tools   Help

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Links   IBM Home Page   IBM Business Transformation Homepage   IBM Internal Help Homepage   IBM Standard Software Installer   VIRUS Computer Emergency Response Team

Address   http://www2.clearlake.ibm.com/store/support/index.html   Go

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IBM 4694 POS System
IBM 4695 POS System

SurePOS Peripherals
IBM SurePoint Solution
IBM SureMark Printer
IBM Fiscal POS Printers
Other Systems and Devices

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Technical Software Support

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JavaPOS, OPOS and Windows
POSS for DOS
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→ FTP File Areas
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→ SM Parts
→ Checkstand
→ Focus Groups
→ EIP
→ AP Support Centre
→ Help

Knowledgebase Searches
Type a word or series of words. For example: SureMark and Printer
Point of Sale Information   **IBM Information**
Go   Go
Search only Point of Sale articles   Search all IBM Knowledgebases

Get Point of Sale and Kiosk Help
Let Support Guide help you through the rich set of on-line support resources. If you can't find the answers you seek, you will be directed to someone who will be able to help.
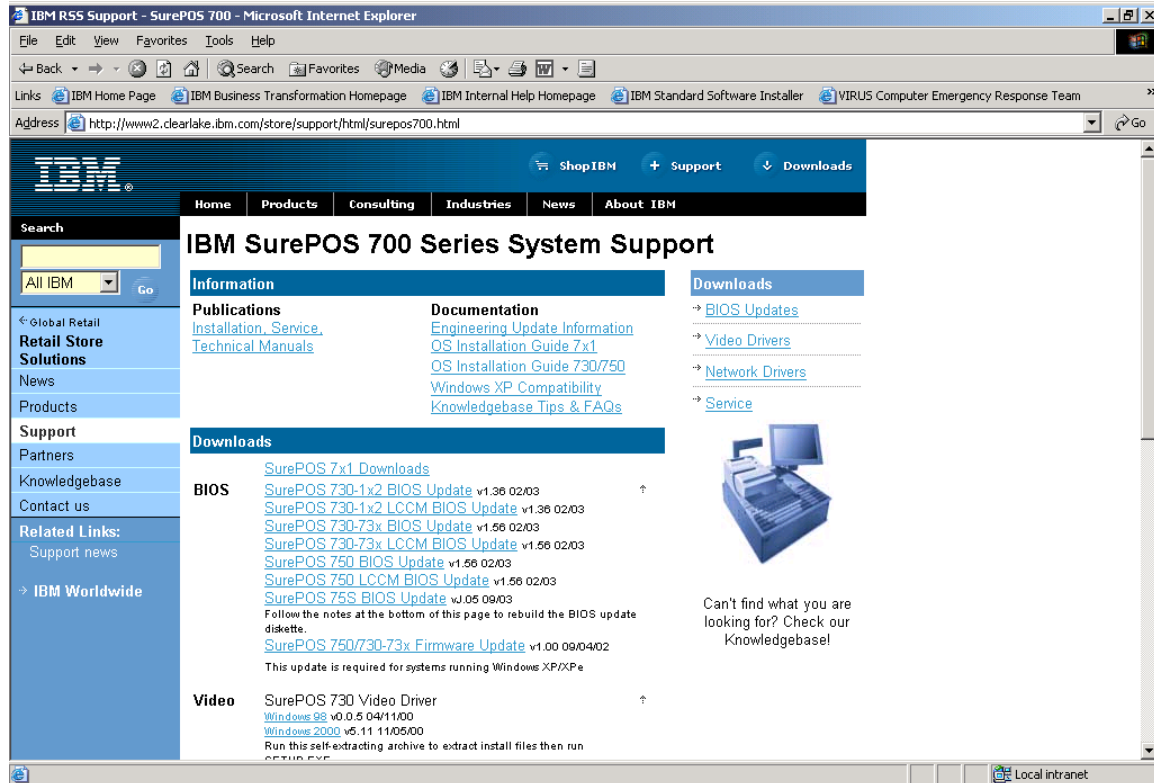
Local intranet

The system unit device drivers can be found by clicking on IBM SurePOS 700 Series, found on the left hand side of the support screen under the headings SurePOS Systems and Point of Sale Support.

You can install all the system unit device drivers through the CD-ROM drive or you can install the network driver first using the CD-ROM drive and then attach the machine to a network and download and install the drivers from the website. The basic image has the support necessary to attach an external CD-ROM drive or to use the internal CD-ROM drive (if your system has an internal drive).

Machine Type Details

SurePOS 700 Models

Choose IBM SurePOS 700 Series, from the main hardware support screen, and you are presented with the following screen:

Click on SurePOS 7x1 Downloads under the Downloads banner to access the drivers for the SurePOS 700-W41 and SurePOS 700-W81 terminals. You should download the following drivers and follow the installation instructions for each one:

- SurePOS 700-7x1, SurePOS 500-xx3, Avance AC'97 Audio Driver
- SurePOS 700-7x1 & SurePOS 500-xx3 Intel Pro/100 Ethernet Driver
- SurePOS 700-7x1 System BIOS (4800)
- SurePOS 700-7x1 & SurePOS 500-xx3 Intel Application Accelerator
- SurePOS 700-7x1, 4800-7x1/C41 PCI Serial Drivers
- SurePOS 700-7x1, 4800-7x1/C41 Ali USB 2.0 Controller Driver
- SurePOS 700-7x1, 4800-7x1/C41 Video Driver
- SurePOS 500-xx3 & SurePoint 4820-2xx/5xx Touch Driver & Configurator
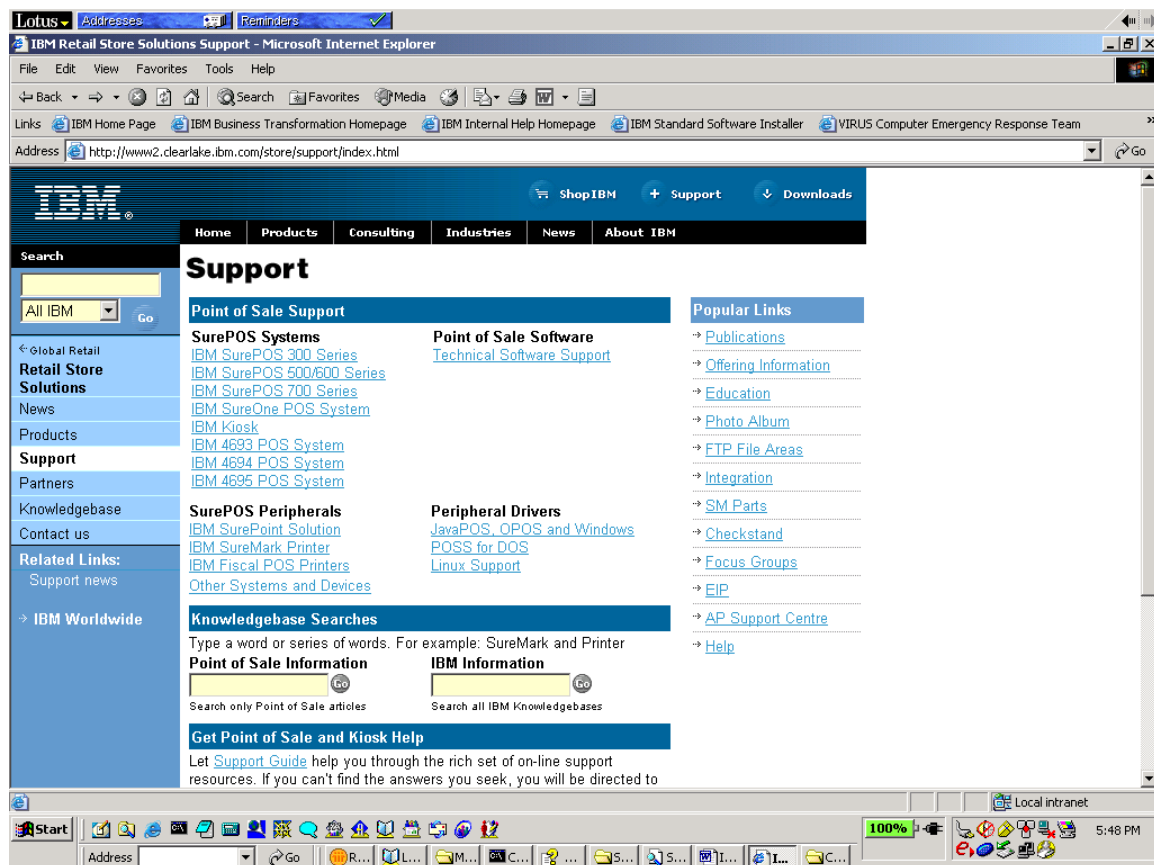
Note that the BIOS upgrade may not be necessary since the machines are shipped with the BIOS. You should check the level of BIOS on the machine to determine if the BIOS on the website is more up to date than the BIOS on the machine.

There are utilities related to this machine type that you will want to consider using:

- SurePOS 700-7x1, 4800-7x1/C41 Service Diagnostic
- SurePOS 700-7x1 & SurePOS 500-xx3 Intel INF Utility
- SurePOS 700-7x1, CMOS/BIOS Configuration Utility

Install Point of Sale Peripheral Drivers

The next level of software that must be installed is the Point of Sale peripheral drivers. You will find them at the same URL identified above.

Look for the section of the web page titled "Peripheral Drivers". The drivers you choose will be dictated by the type of application you are running. C language applications use the OPOS or POSS drivers. Java applications use the JavaPOS drivers.

Install Terminal Sales Application

The final level of software to be installed is the terminal sales application. This is an application you've written yourself or purchased from an application provider. The application provides the total user interface for the terminal. Access to the Windows Desktop is not allowed under the license agreement for this version of Windows.

There may be other software packages you install for your complete solution but the software identified in this document is the minimum necessary for a complete functioning system.

Final Steps

You may be considering making a copy of the image you've constructed which you can apply to the rest of your terminals. If this is the case, there is one more step you will want to take before making a copy of the image.

The following web site contains instructions on the use of the SYSPREP tool:

http://www.microsoft.com/windowsxp/pro/using/itpro/deploying/introduction.asp

The tool will alter the image such that when you boot the machine onto which the image has been placed for the first time, a unique security ID is constructed by Windows uniquely identifying that machine. If this step is not taken, then all your terminals will have the same security ID.

IBM Retail Store Systems Windows XP Recovery CD

A recovery CD is available if you need to recover the original IBM Retail Store Solutions Windows XP image. You can order the recovery CD by contacting IBM Retail Store Solutions PartnerLine at 1-800-426-9990 and ask for POS.

Usually, you would make a copy of your complete image and use that copy rather than using the recovery CD. However, this CD is available as a tool. Please understand that the image is the original image applied to the machine when the machine was shipped from IBM. It does not contain drivers or your applications. You will need to follow the steps outlined in this document to make the recovered image a complete operational image by installing the drivers and applications needed for your environment.

This CD will replace the contents of the hard drive with the base Windows XP image. Usually, the CD is used when you have to replace the hard drive on your system and you want to get back to the base image.