

June 25, 2004 update to course:

## ***RE4810: Selling and Supporting the IBM SurePOS 300 (GK2T-0525)***

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

### **Overview**

A select IBM SurePOS™ 300 Terminal, the SurePOS W2H (32H 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 300 Terminal.

All hardware and equipment features for the SurePOS 300 Series Model W2H are identical to the SurePOS 300 Series Model 32H. 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](http://www.ibm.com/industries/retail/store). Click **POS Systems**, then **SurePOS 500 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](http://www.ibm.com/industries/retail/store). Click **News**, then the preload article.

The SurePOS 300 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 an IBM SurePOS 300 terminal that has 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](mailto: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 number of the terminal that this document applies to is:

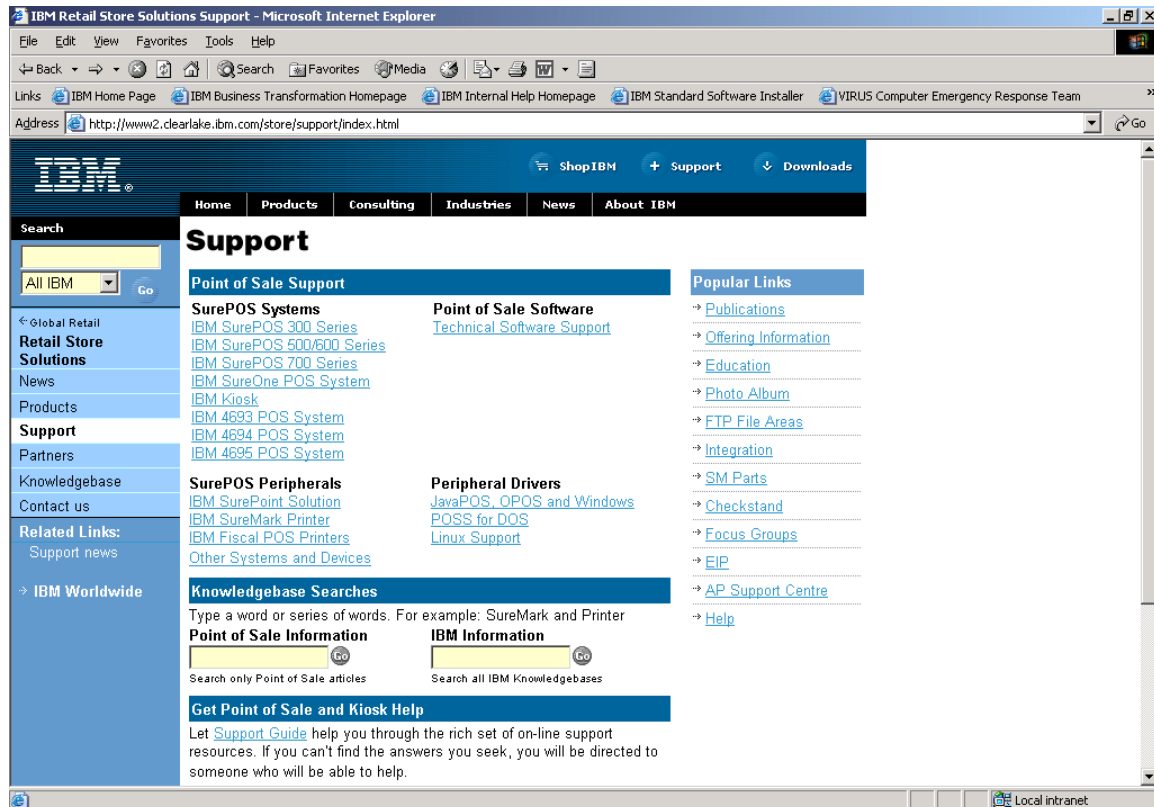
- 4810-W2H

## 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:



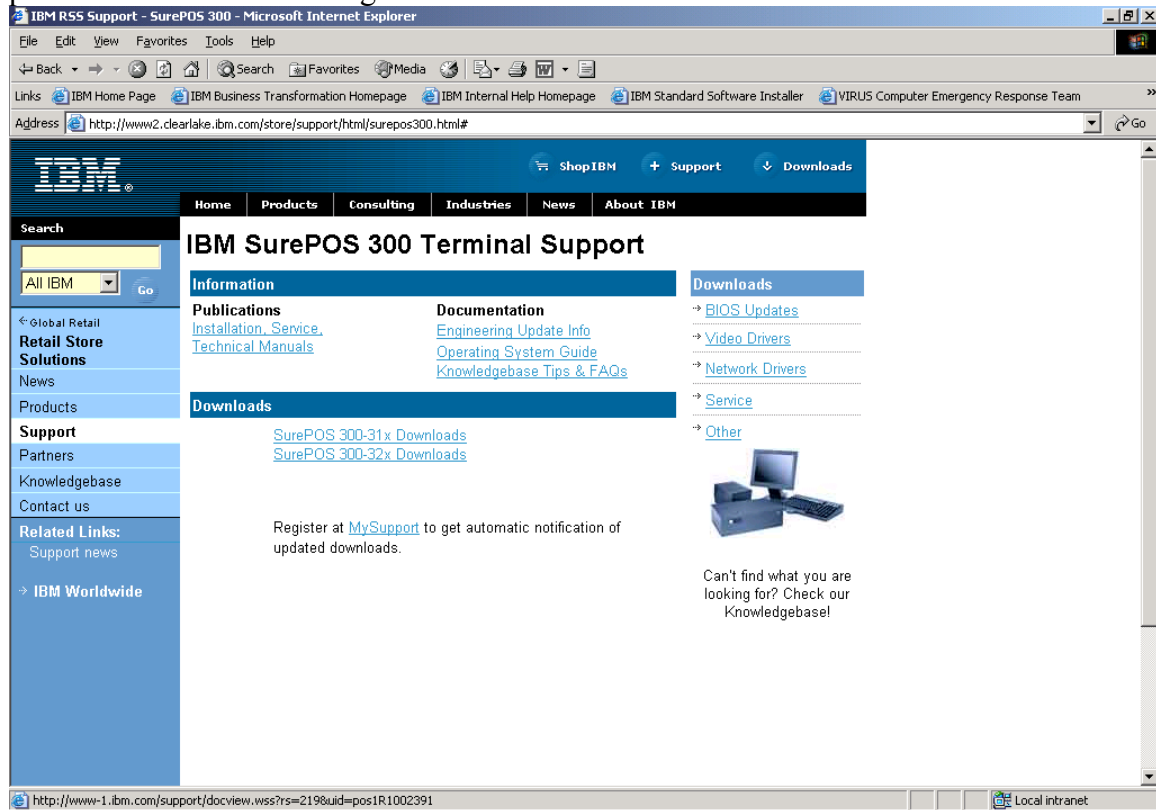
The system unit device drivers can be found by clicking on the IBM SurePOS 300 Series found on the left hand side of the support screen under the headings of SurePOS Systems and Point of Sale Support.

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.

# Machine Type Details

## SurePOS 300 W2H

Choose IBM SurePOS 300 Series, from the main hardware support screen, and you are presented with the following screen:



The SurePOS 300-W2H is identical to the SurePOS 300-32H from a driver support perspective. Choose the SurePOS 300-32x Downloads under the Downloads heading.

You should download the following drivers and follow the installation instructions provided with each driver:

- SurePOS 300-32x PCI Serial & Cash Drawer Driver
- IBM SurePOS 300-31x/32x BIOS Upgrade
- IBM SurePOS 300-31x/32x, IBM 4694-xx7 Network Drivers
- IBM SurePOS 300-31x/32x, IBM 4694-xx7 Video Drivers
- IBM SurePOS 300-31x/32x BIOS Configuration Diskette
- IBM SurePOS 300-31x/32x, IBM 4694-xx7 IDE Controller Patch
- IBM SurePOS 300-31x/32x, IBM 4694-xx7 Audio Driver
- IBM SurePOS 300-31x/32x, IBM 4694-xx7 VIA USB Filter
- Dual Monitor support with ATI Rage XL PCI Video Card
- IBM SurePOS 300-31x/32x, IBM 4694-xx7 VIA 4In1 Drivers

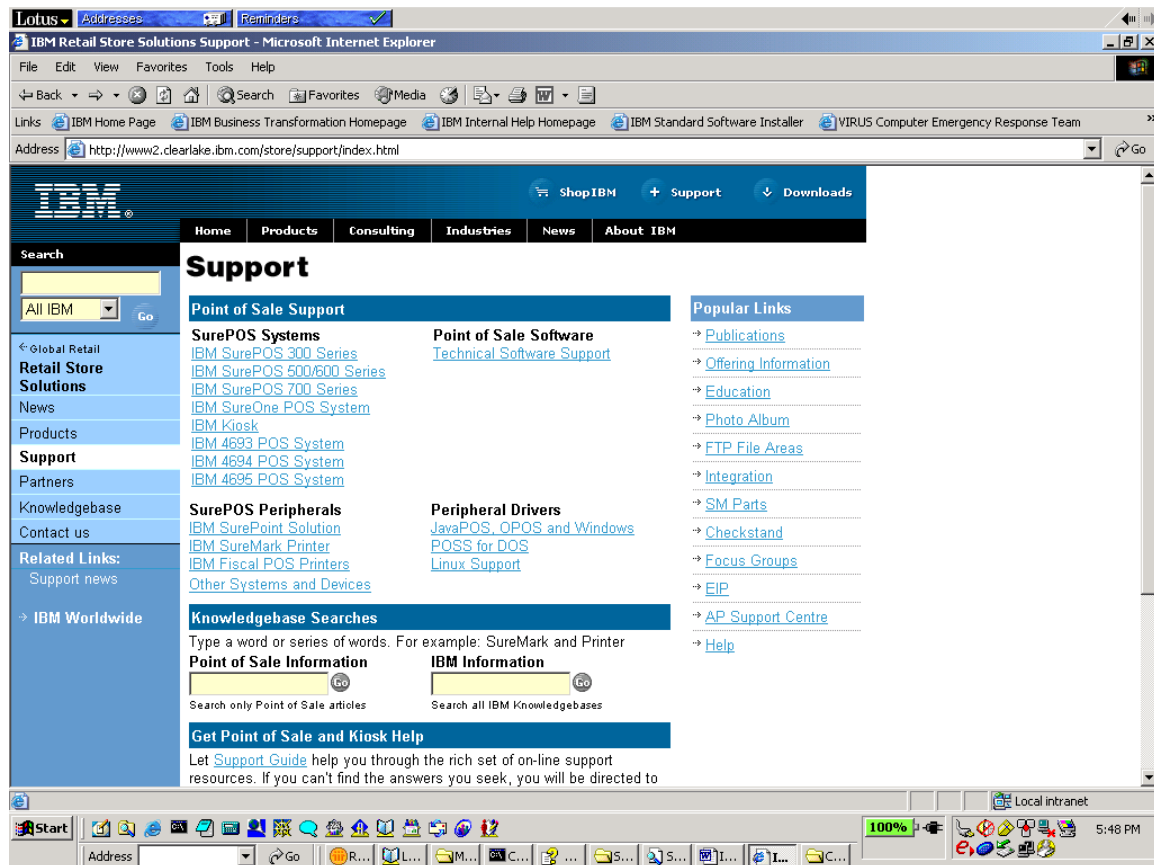
Note that the BIOS upgrade may not be necessary since the machines are shipped with the BIOS. You should check the level of BIOS on the machine to determine if the BIOS on the website is more up to date than the BIOS on the machine.

There is a diagnostic utility diskette on this page you can download and keep on hand. It is the IBM SurePOS 300-31x/32x Service Diagnostic Diskette.

The IBM RSS POS peripheral Point of Sale drivers are also available here. They are identified as IBM OPOS and JavaPOS Drivers for POS Systems.

## 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.