Incompatible Intel SSD/SATA Driver (RST 11.7.0.1013 - Microsoft® Windows® 7)

Appendix for Engineering Change Notification released 23 June 2017 http://www.hatteland-display.com/mails/17_2017_ecn.html

Applies for the following Hatteland Display products with Intel® BD82QM57 chipset: - HD xxT21 MMC (12,15,17,19,24 and 26 inch Panel Computers Series X (MMC)) - HT B22

(Other products listed in 17_2017 ECN are not affected by the incompatibility mentioned in this document).

Step #1: Check Driver Version installed

- Open Device Manager
- Expand section IDE ATA/ATAPI Controllers
 If "Intel ® 5 Series...SATA AHCI Controller" is listed, the driver must be updated to use standard Microsoft Driver (Standard AHCI 1.0 Serial ATA Controller). Review Step #2 on page 2.



- If "Standard AHCI 1.0 Serial ATA Controller" is listed, the standard Microsoft AHCI driver is already used and **no further action** is required. See example below:



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Step #2:

Procedure to change to standard Microsoft AHCI driver:

- Open Device Manager

- Expand section IDE ATA/ATAPI Controllers (see example picture on page 1, first picture).
- Right-click current Intel SATA AHCI Controller entry and select Properties.
- Go to Driver tab.
- Select Update Driver
- Select Browse my computer for driver software
- Select Let me pick from a list of available device drivers on my computer
- Select Standard SATA AHCI Controller, see screenshot below:

	hardware.
Select the manufacturer and model of your hardware de disk that contains the driver you want to install, click Ha	evice and then click Next. If you have ave Disk.
V Show compatible hardware	
Model	
Standard AHCI1 0 Serial ATA Controller	
This driver is digitally signed.	Have Disk

- Press Next and OK to confirm.

- Reboot unit two times to complete driver change.

After 2nd reboot, confirm the Driver installed is "Microsoft AHCI Driver", example below:

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Computer Management (Local) Computer Management (Local) Deater Construction Deater Construction Deater Construction Deater Construction Deater Management	WIN-AB6HQG6VLR9 Win-AB6HQG6VLR9 Disk drives D	Actions Device Manager Jone Astronomer Standard AHCI 10 Serial ATA Controller Driver Desits Driver Povider: Morasoft Driver Desits To view details about the driver software for this device. Poll Back Driver Disables the selected device. Disables Disables Disables Disables Disables OK	
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