Incompatible Intel SSD/SATA Driver (RST 11.7.0.1013 - Microsoft® Windows® 7)
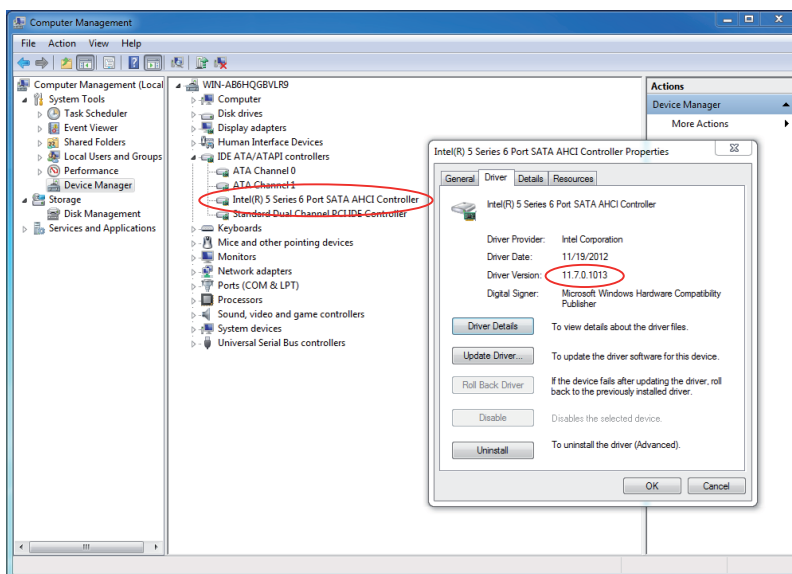
Appendix for Engineering Change Notification released 23 June 2017
http://www.hatteland-display.com/mails/17_2017_ecn.html

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))
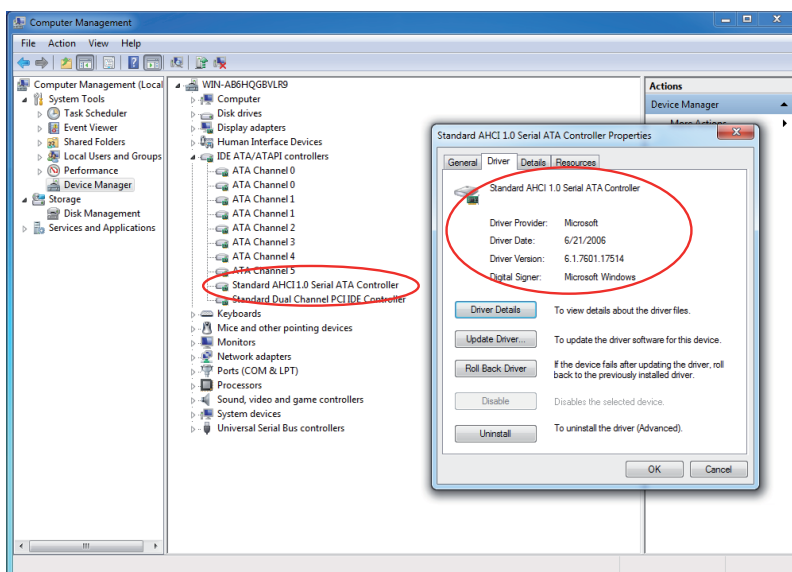- HT B22

(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.**
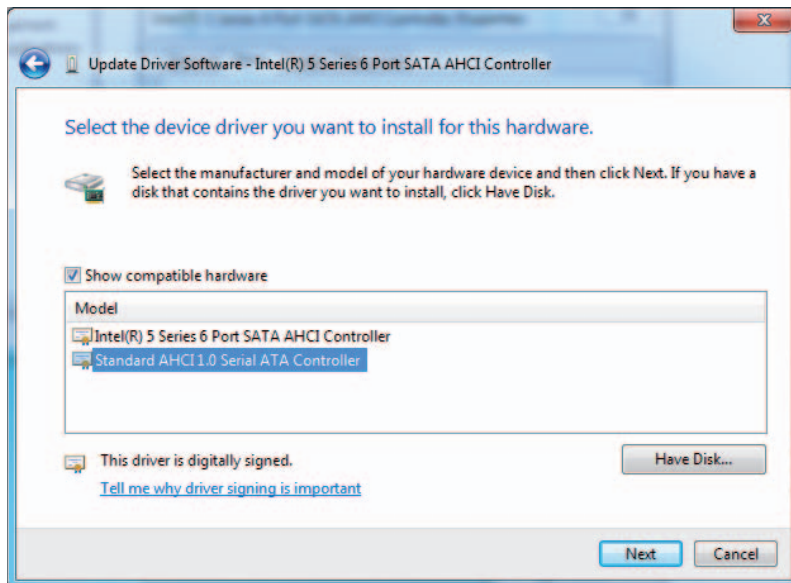

  - If "Standard AHCI 1.0 Serial ATA Controller" is listed, the standard Microsoft AHCI driver is already used and **no further action** is required. See example below:

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:

- 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: