IBM® eFlash for Point-of-Sale Windows® Flash BIOS Update Program August 31, 2007 Installation README

This README contains the latest information about updating the system BIOS using the eFlash for Point-of-Sale (POS) program.

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1.0 System Requirements

- Windows 2000 with Service Pack 4 or Windows XP with Service Pack 2, with the latest Windows Installer version (included in Windows service packs). The actual operating system supported may be further restricted by the target system.
- Windows Vista, Windows Longhorn/Server 2008, and Windows Embedded for Point of Service (WEPOS) are not tested or supported at this time
- The InstallShield program will check to verify the OS level requirements
- Administrator privileges are required to install the BIOS update

For more information, refer to the Troubleshooting section of this document.

2.0 Installing the BIOS Update Files

Two installation types are supported: silent and interactive. To install the BIOS update files interactively, follow these steps. For silent installations, see section 4.0.

- Download the Windows BIOS Update package for the target system unit from the IBM RSS Support site: http://www.ibm.com/solutions/retail/store/support
- Execute the downloaded file on the target system under Windows, and select "Next".



3. Read and accept the license agreement, then select "Next". If you do not accept the license agreement, the installation will exit.

🙀 Windows BIOS Update Revision 130) for IBM 4800-XX2 -	InstallShield Wiz	ard 🔀
License Agreement Please read the following license agree	ment carefully.		と
International License Agreement fo	or Non-Warranted P	rograms	
Part 1 - General Terms			
THE PROGRAM YOU AGREE TO YOU ARE ACCEPTING THESE T PERSON OR A COMPANY OR OT AND WARRANT THAT YOU HAV PERSON, COMPANY, OR LEGAL	4: COPYING, ACCES THE TERMS OF T ERMS ON BEHALF FHER LEGAL ENTI 'E FULL AUTHORI' ENTITY TO THES	SSING, OR OSI HIS AGREEME OF ANOTHER TY, YOU REPR TY TO BIND TH E TERMS. IF Y(NG INT. IF ESENT IAT DU DO
• I accept the terms in the license agreer • I do not accept the terms in the license	agreement		Print
InstallShield			
	< <u>B</u> ack	Next >	Cancel

4. Select "Install". The Setup program will extract the BIOS update files to "C:\Program Files\IBM\BIOS" (location may vary on some systems). Any existing files in this folder will be overwritten.

Note: the BIOS update files are copied to the local disk, but the BIOS update is not applied at this time.

🚼 Windows BIOS Update Revision 130 for IBM 4800-XX2 - InstallShield Wizard 🛛 🔀
Ready to Install the Program
The wizard is ready to begin installation.
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield
< <u>B</u> ack [

5. If "Execute the BIOS Update now" is selected (default), the BIOS update process will start when "Finish" is selected. Proceed to section 3.0.

If you do not wish to apply the BIOS update at this time, de-select the check box and select "Finish". Instructions for completing the BIOS update can be found in section 3.0.

🐺 Windows BIOS Update Revision 130 for IBM 4800-XX2 - InstallShield Wizard 🛛 🔀		×
2	InstallShield Wizard Completed	
	The InstallShield Wizard has successfully installed the files for Windows BIOS Update Revision 130 for IBM 4800-XX2. Click Finish to exit the wizard.	
41	▼ Execute the BIOS Update now	
<u> </u>		
	< Back Finish Cancel	

The BIOS update process is performed by eFlash for POS. To install the BIOS update interactively, follow these steps. For silent installations, see section 4.0.

 Start eFlash by opening the desktop icon for "Launch BIOS Update", or by executing "C:\Program Files\IBM\BIOS\biosupdt.exe", then select "OK".

IBM eFlas	sh for POS	×
į)	IBM eFlash for POS v1.00a IBM 4800-XX2 BIOS Update Revision 130 	
	This program will update your system BIOS	
	Copyright (C) IBM Corporation 2007 Copyright (C) Lenovo 2005 All rights reserved	
	Cancel	

2. Select "OK" to continue

IBM eFlas	ih for POS
(i)	IBM eFlash for POS v1.00a IBM 4800-XX2 BIOS Update Revision 130
	Before continuing, please ensure the following: Ensure the AC power cord is firmly attached to the system unit and outlet
	Cancel

3. Close any open applications and save work before continuing. Select "OK" to proceed.

IBM eFlash for POS		×
(į)	IBM eFlash for POS v1.00a IBM 4800-XX2 BIOS Update Revision 130	
	Save all open files and close open applications	
	Cancel	

 Select "OK". The BIOS update process will begin. eFlash will restart windows and perform the BIOS update process, which can take up to 5 minutes.

IBM eFlas	sh for POS	×
į)	IBM eFlash for POS v1.00a IBM 4800-XX2 BIOS Update Revision 130 	
	Important: There may be a delay of several minutes while the Windows shutdown screen appears. Please be patient while the system is being prepared.	
	Cancel	

IMPORTANT: Do not interrupt the BIOS update process once initiated. If the update does not complete, contact the Techline by following the link from the main support page listed earlier in this document.

6. The system will automatically restart when the BIOS update has completed. The BIOS update files used by eFlash will be automatically deleted when Windows restarts.

IF PROBLEMS ARE ENCOUNTERED DURING THE UPDATE PROCESS: - Take note of the behavior and any error message. Contact the Techline by following the link from the main support page listed earlier in this document.

4.0 Silent Installation of BIOS Update

Silent installations are useful for environments where the BIOS update may be distributed to target systems from a server and applied programmatically using scripts. To install the BIOS update silently without user interaction, follow these steps.

- Download the Windows BIOS Update package for the target system unit from the IBM RSS Support site: http://www.ibm.com/solutions/retail/store/support
- 2. Copy the downloaded file to a folder on the target system's local storage.
- 3. Execute the downloaded file (using a script, batch file, etc) on the target system using the following command line parameters.

ex: DownloadFile.exe /s /v" /qn"

Note the placement of the quotation marks.

The Setup program will extract the BIOS update files to "C:\Program Files\IBM\BIOS" (location may vary on some systems). Any existing files in this folder will be overwritten.

Note: the BIOS update files are copied to the local disk, but the BIOS update is not applied at this time.

- 4. Execute "silent.bat" (using a script, batch file, etc) in the "C:\Program Files\IBM\BIOS" folder. The eFlash program will restart Windows and perform the BIOS update process silently.
- 5. The system will automatically restart when the BIOS update has completed.

Example batch file to perform silent installation

Downloaded BIOS Update file location: C:\Download\File.exe

```
Batch File contents:
    c:
    c:\Download\DownloadFile.exe /s /v" /qn"
    cd "\Program Files\IBM\BIOS"
    silent.bat
```

5.0 Known Issues

1. SurePOS 500 4846-5X5 and Windows 2000 Professional

Symptom: eFlash has begun the E

eFlash has begun the BIOS update process by shutting down Windows 2000. The onboard display is blank, and the system is not responding. The system has been in this state for more than five minutes.

Cause:

This is a known issue affecting the 4846-5X5 with Windows 2000.

Solution:

A workaround is to disable the Universal Serial Bus (USB) controllers in Device Manager before executing the BIOS Update. A PS/2 keyboard and mouse, or non-USB-attached touch input, will be required to disable the USB controllers.



After the update has completed, Windows restarts automatically. Enable the USB controllers in Device Manager.

6.0 Troubleshooting

1. Error Message From eFlash That Multiple BIOS Images Are Found



Cause

Several BIOS updates were installed in Windows, but a BIOS update was never initiated.

Solution

Delete all files in "C:\Program Files\IBM\BIOS" and reinstall the package. Only install one eFlash for POS BIOS update at a time.

2. Error Message From eFlash That Administrator Privileges Are Required



Cause

This behavior is by design. Both InstallShield and eFlash will verify if the program is being executed from an account with Administrator privileges. If Administrator privileges are not detected, an error Dialog will be shown to the user and the program will exit.

Solution

Execute eFlash with Administrative rights

3. eFlash Program Files Are Missing After a Successful BIOS Update

Cause

This behavior is by design. The eFlash program deletes the local BIOS files from "C:\Program Files\IBM\BIOS", along with the Desktop icon, after eFlash has been launched and has successfully shutdown Windows. To re-run the eFlash BIOS update after it has been installed once, the eFlash BIOS update package must be re-installed in Windows.

Solution

Re-install the eFlash BIOS update package in Windows.

4. Cannot Install eFlash on Windows 98, Windows Me, Windows Vista, or Windows Longhorn/Server 2008

Cause

This behavior is by design. eFlash for POS requires Windows 2000 with Service Pack 4 or Windows XP with Service Pack 2, with the latest Windows Installer version (included in Windows service packs). The actual operating system supported may be further restricted by the target system. Windows Vista or Windows Longhorn/Server 2008 are not supported at this time

7.0 Revision History

eFlash for POS Revision History

Revision: 1.00
Release Date: July 25, 2007
- Initial Revision

8.0 Trademarks and Notices

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