

October 3, 2011

Critical Issue: Installing SSDs on Touchcomputers & IDS Computer Modules: Systems with Microsoft Windows® 7 (or Windows XP/POSReady 2009)

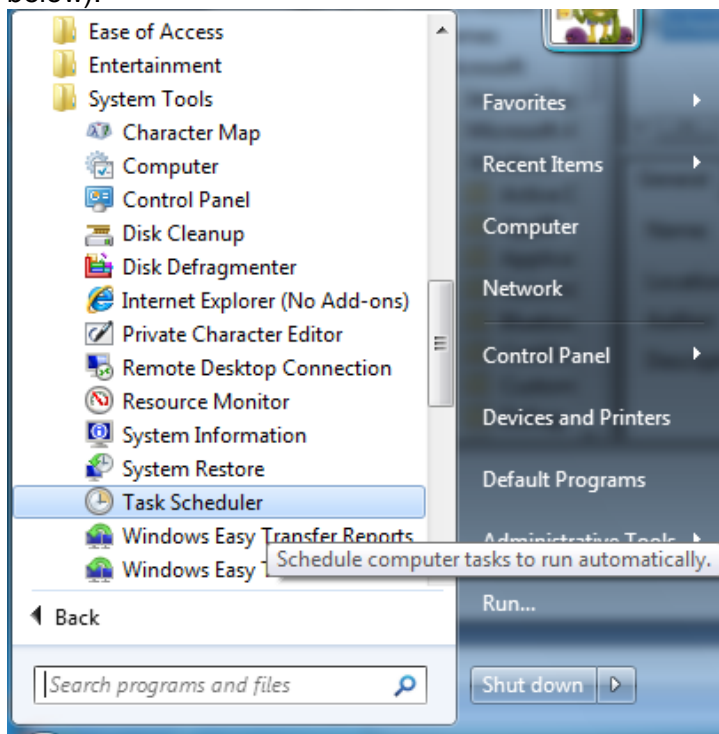
Scenario

If you have ordered an SSD (Solid-State Drive) kit to either replace or supplement the factory-installed HDD (Hard Disk Drive) for your Elo TouchSystems Touchcomputer or IDS Computer Module, you need to take some **VERY IMPORTANT** steps before using it to ensure that it works properly and to prevent permanent and unrecoverable damage to the SSD.

Critical Action Needed:

By default, Windows 7 schedules weekly defragmentation of the HDD/SSD to occur. However, DEFRAGMENTING an SSD will damage and eventually destroy the device! After installing an SSD in a Windows system, as soon as the system is rebooted, you **MUST IMMEDIATELY** take the following steps to ensure that you do not permanently damage the SSD module:

1. In Windows 7, go to: Start → All Programs → Accessories → System Tools → Task Scheduler (see below):



- On the left side, navigate to “Task Scheduler Library → Microsoft → Windows → Defrag” and look for the “ScheduledDefrag”:

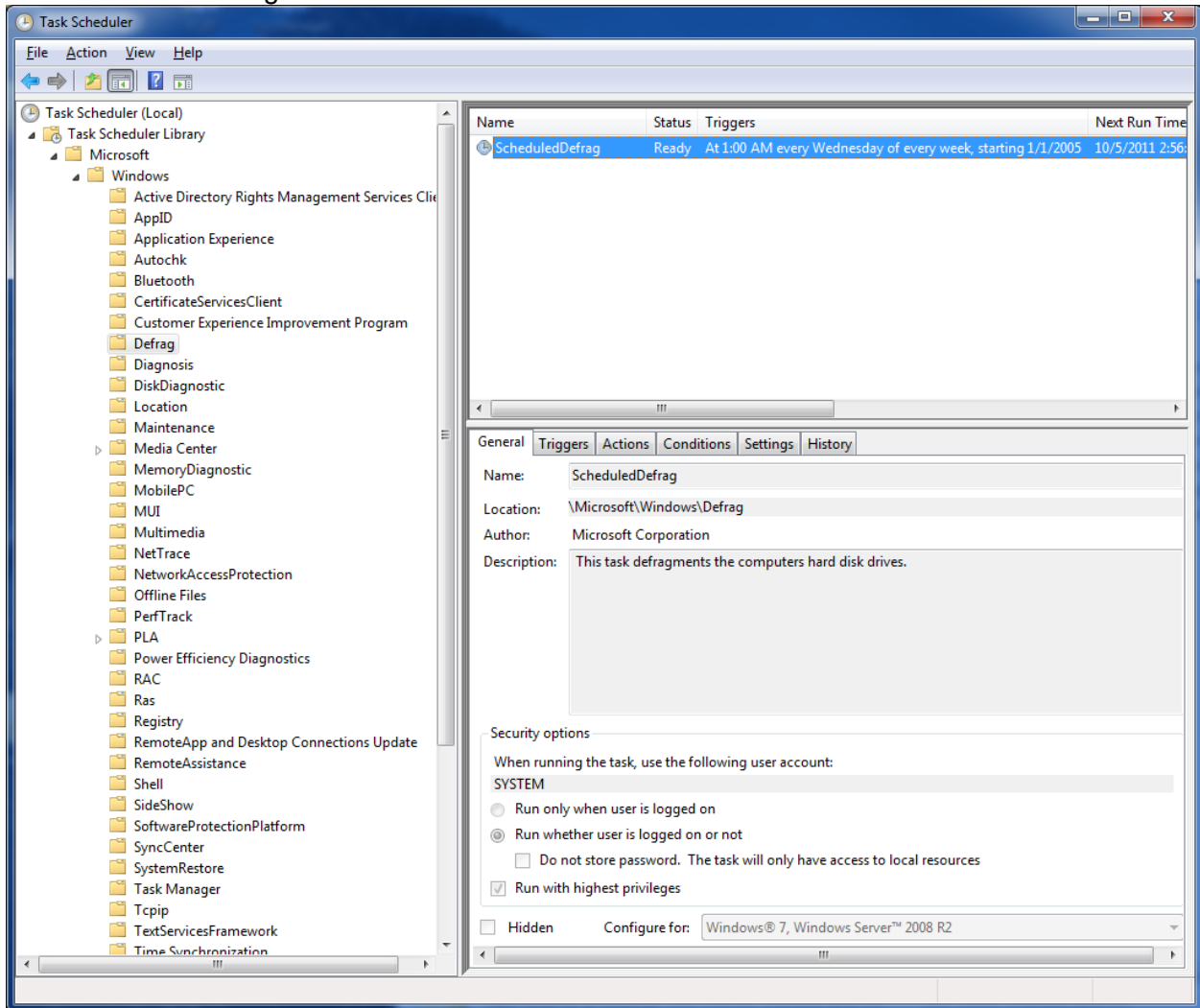
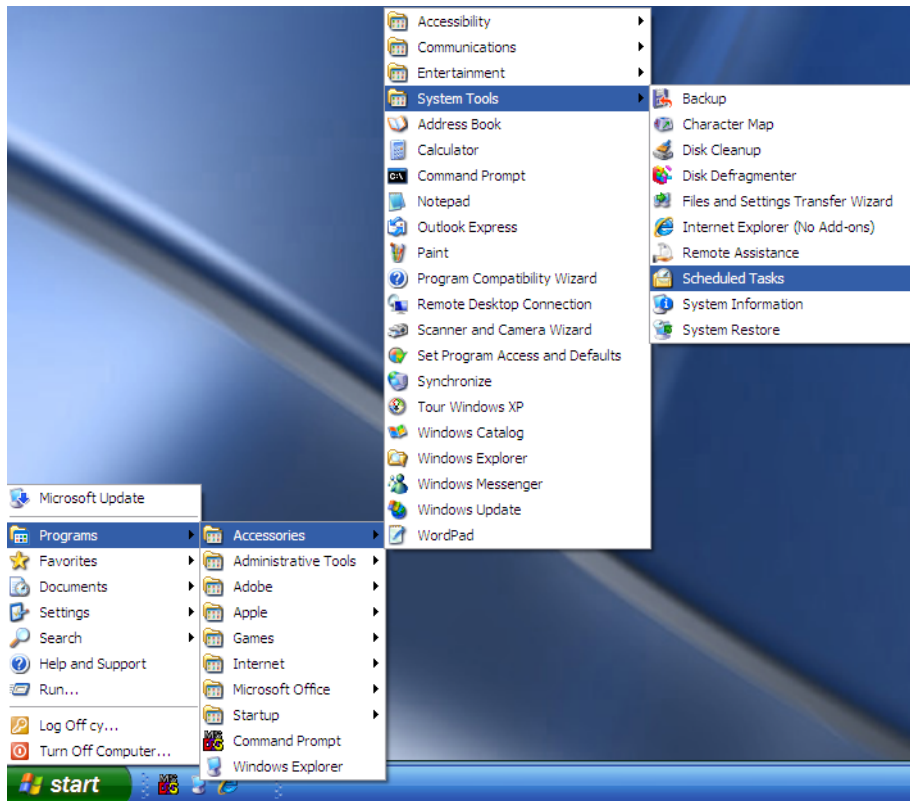


Figure 1. By default, Windows 7 runs a scheduled defrag once a week at 1:00 a.m.

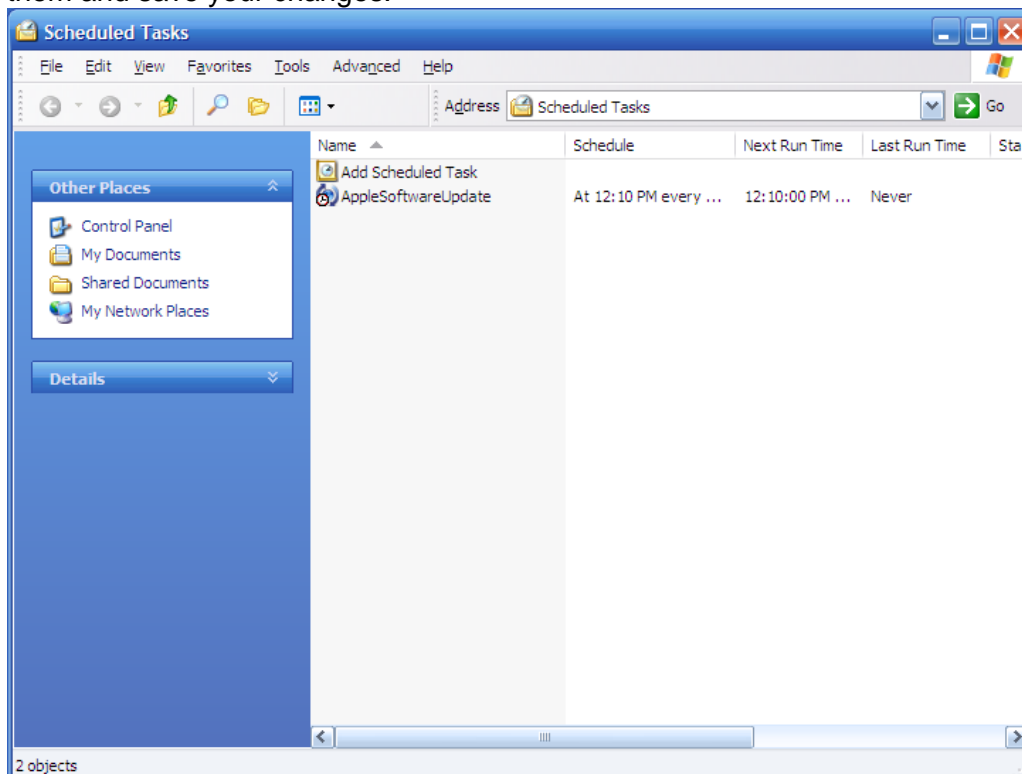
- You must then delete any automatically scheduled defragmentation for the SSD drive!

By default, Windows XP and Windows POSReady 2009 do NOT automatically schedule Disk Defragmentation. However, it is strongly recommended that you verify that there are no automatically scheduled occurrences of the DEFRAG program scheduled. To ensure there are no scheduled defragmentation tasks running in Windows XP or Windows POSReady 2009, the procedure is similar to Windows 7 (see below):

- In Windows XP or Windows POSReady 2009, go to: Start → All Programs → Accessories → System Tools → Task Scheduler (see figure below):



2. Now verify that there are NO scheduled tasks for DEFRAG (see below). If there are, delete/remove them and save your changes.



Contacts

For more information please contact Elo Technical Support for your region for assistance:

<http://www.elotouch.com/Support/TechnicalSupport/tech.asp>

North America

TE Touch Solutions
301 Constitution Drive
Menlo Park, CA 94025-1110
Toll 800-ELO-TOUCH
Tel 1-650-361-4800

customerservice@elotouch.com

www.elotouch.com

Europe

Tel +32 (0)16 35 21 00
Fax +32 (0)16 35 21 01

elosales@elotouch.com

www.elotouch.eu

Asia-Pacific

Tel +81 (45) 478-2161
Fax +81 (45) 478-2180

www.tps.co.jp

Latin America

Tel 305-717-6715
Fax 305-717-4909

www.elotouch.com.ar

www.elotouch.com.br

This document can be found online www.elotouch.com/support and search for "IMPORTANT REQUIREMENTS FOR SSD INSTALLATION". Pricing, specifications, and availability of Elo products may change without notice and no length of product life is specified or implied. Taxes and shipping charges are not included, vary, and are not subject to discount.

Elo TouchSystems, Elo TouchSystems (logo), TE Connectivity, TE Connectivity (logo), and TE (logo) are trademarks of the TE Connectivity Ltd. family of companies.