

*Qik*DRIVE & *Qik*CACHE

Windows 2000 Software Installation

User Guide

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Software Installation

Thank you for purchasing a *QikDRIVE* or *QikCACHE* PCI card. From this point on the *QikCACHE* will be referred as a *QikDRIVE* as installation instructions are the same for both products. The only difference being that the *QikCACHE* does not have secondary power support for retaining information. If you have purchased a *QikCACHE*, ignore references to secondary power.

The *QikDRIVE* is shipped with a driver that supports Microsoft operating systems. The Microsoft operating systems supported are, Windows NT4, Windows '95, Windows '98 and Windows 2000. Follow the instructions below to correctly install the driver for the operating system installed on your system.

New drivers and the latest revision of current drivers for your *QikDRIVE* can be downloaded from the Platypus Technology web page.

www.platypus.net

From this URL select *Support* then *Drivers* to find the latest drivers. If you experience any difficulty, contact Platypus Technology technical support as described on page 7.

Windows 2000

Follow the steps listed below to install the *QikDRIVE* into a system running the Windows 2000 operating system.

1. Turn on the computer and boot Windows 2000.
2. Windows 2000 will detect the new *QikDRIVE* as a SCSI controller and launch the **Found New Hardware Wizard**. Select **<Next>**.
3. Allow the wizard to search for a suitable driver for the device by selecting **<Next>**.
4. Remove the tick in **Floppy Disk Drives** box and add a tick to the **Specify a location** box, then select **<Next>**.
5. A new window will appear, select the **<Browse>** button and the CD-ROM drive then go to the **\driver\windows** directory on the *QikDRIVE* driver CD. **<Open>** this and then select **<OK>**.
6. Windows 2000 will then search for the driver. The system should display a single driver for the Platypus Technology *QikDRIVE*. Click **<Next>** when found.

Note: A digital signature message may appear for the revision of the driver that you have, select **<Yes>** in order to proceed with the *QikDRIVE* installation.

7. When the required driver and service files for the *QikDRIVE* have been copied to the hard disk, a message saying **Windows has finished installing the software for this device** will appear. Select **<Finish>**.
8. You will then be prompted to restart your machine. Remove the driver CD from the CD-ROM drive and click **<Yes>** to reboot your system. Note that after reboot, the system may ask to reboot again, once the system has been restarted your *QikDRIVE* will be accessible as a normal disk device.
9. Each time the *QikDRIVE* is powered up it will format all available memory on the *QikDRIVE* as a FAT16 partition. The maximum partition size is 4GB. If there is more than 4GB of DRAM installed, two FAT16 partitions will be created.

10. You may optionally re-partition and/or re-format your *Qik*DRIVE with any file-system supported by your installation of Windows 2000.
11. The contents of the *Qik*DRIVE (including partitioning information and data files) are preserved whilst powered by the PC or optional plug-pack and/or UPS units.

Determining Windows 2000 Driver Revision

The NT driver for *Qik*DRIVE is called **Qikdrive.sys**. To determine the revision of the driver installed on the system, use the following procedures:

1. Go to the directory where the driver is kept:
C:\winnt\system32\drivers
2. With your mouse click the right button on the driver file (**Qikdrive.sys**). Select **properties** located at the bottom of the new menu. In the **Qikdrive.sys** properties window select **Version**. The driver version information is displayed as:
File version: vx.xx

Diagnostics and Error Logging

Log File

When installed on a Windows 2000 platform, the *Qik*DRIVE driver logs informational and error messages to a diagnostics log file.

Logging is performed by the *Qik*MON service application that was installed with the device driver.

By default, the *Qik*DRIVE log file is created in the ***System32\drivers\etc*** subdirectory of the system root directory (typically C:\WINNT). The name of the log file defaults to ***qiklog.txt***. This log file may be examined at any time.

The log file includes information about the *Qik*DRIVE hardware/firmware and SDRAM DIMM modules installed in the system, the *Qik*DRIVE device driver version, and any SDRAM ECC errors that have been detected.

ECC errors are categorised by SDRAM DIMM module and may be used to quickly identify any suspect or failing memory modules.

The log file contains useful information for the diagnosis of problematic installations. In this case, the log file may be duplicated and forwarded to support engineers to assist in problem solving.

Registry

SDRAM DIMM module access and error statistics are also saved in the system registry. This allows the statistics to be preserved between power-cycles of the machine.

The statistics for each *Qik*DRIVE device can be found in the registry under:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\qikmon\Devices

Contacting Platypus Technology

If you have tried the solutions recommended in this manual and are still experiencing problems with your *QikDRIVE*, please contact Platypus Technology Technical Support using the contact details below.

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