*Qik*DRIVE

&

*Qik*CACHE

Windows NT4.0 Software Installation

User Guide

P/N: UI00602

Product Use

Platypus Technology Holdings Ltd products are not intended for use in medical, life saving, or life sustaining applications.

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Software Installation

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

The *Qik*DRIVE is shipped with a driver that supports Microsoft operating systems and a driver for the Linux operating system. The Microsoft operating systems supported are, Windows NT 4, 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 *Qik*DRIVE can be downloaded from the Platypus Technology web page.

www.platypus.net

From this URL select *Support* and then select *Software Archive* to find the latest drivers. If you experience any difficulty, contact Platypus Technology technical support as described on page 8.

Windows NT 4.0

Follow the steps listed below to install the *Qik*DRIVE into a system running the Windows NT 4.0 operating system.

1. Turn on the computer and boot Windows NT4.0.

2. Insert the supplied *Qik*DRIVE Driver CD into the CD-ROM drive.

3. Go to Control Panel and select **SCSI Adapters**.

4. Select the **Drivers** tab and then click on the **<Add…>** button.

5. When the system has finished building the driver database, click on the **<Have Disk…>** button.

6. Select the CD-ROM drive that contains the *Qik*DRIVE Driver CD and select **\drivers\windows** and then click **<OK>**.

7. The system should display a single driver for the **Platypus Technology *Qik*DRIVE**. Click **<OK>**.

8. The system should then copy the required driver and service files to the hard disk and prompt to reboot the system. Remove the driver CD from the CD-ROM drive and click **<Yes>** to reboot your system.

9. Each time the *Qik*DRIVE is powered up it will format all available memory on the *Qik*DRIVE 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. When the system has rebooted, your *Qik*DRIVE should be available under Disk Administrator. You may optionally re-partition and/or re-format your *Qik*DRIVE with any file-system supported by your installation of Windows NT.

11. Even without an external plug-pack connected, your *Qik*DRIVE contents will survive a warm-boot (ie. <ctrl-alt-del> or hard reset).

Determining NT Driver Revision

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

Go to the directory where the driver is kept. This is:

C:\winnt\system32\drivers

With your mouse click the right button on the driver file (Qikdrive.sys). Select properties located at the bottom of the menu that appears. 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 NT platform, the *Qik*DRIVE driver logs informational and error messages to a diagnostics log file.

Logging is performed by the QikMon 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 contents of the log file include 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 resolution.

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 having problems getting the *Qik*DRIVE to work properly, please contact Platypus Technology Technical Support as described below.

Contact Via Internet

www.platypus.net

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