

Pro-face/Xycom Workstation Recovery Media Software Installation Instructions for Microsoft® Windows® 2000

<i>Revision</i>	<i>Description</i>	<i>Date</i>
A	Manual Released	8/01
B	Boot floppy disk creation steps added	4/04
C	Service Pack 4 installation instructions added	8/04
D	Additional installation instructions added.	10/06
E	Name change, correct where applicable with document	4/07

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Overview:

Note

This document is only applicable to units sold with an OS installed by Pro-face. In other words, if the recovery media CD is not labeled as “Recovery Media” for “Software: “XA_WIN_2K_PRO” or “XA_WIN_2K_PRO_wSP4” then Pro-face didn’t install the OS.

The XA_WIN_2K_PRO or XA_WIN_2K_PRO_wSP4 CD DISK, shipped in the documentation kit that came with your unit, will be used for reinstalling Microsoft® Windows® 2000 on your Pro-face/Xycom Industrial PC. This will only be necessary in a few cases, including:

- the hard drive on your unit has failed
- you are replacing your hard drive as part of your preventive maintenance program

Note

Microsoft® Windows® 2000 can be reinstalled using the bootable CD-ROM on your Pro-face/Xycom unit, or you can create a set of backup boot floppy disks and use the disks for reinstalling Windows® 2000.

This procedure will reinstall Windows® 2000 on your Pro-face/Xycom computer. Drive C will be re-formatted as part of this process, and any data files on that drive will be destroyed. You are urged to make copies of any data files on drive C.

The *Pro-face Recovery Media* labeled *XA_WIN_2K_PRO* or *XA_WIN_2K_PRO_wSP4* is a bootable CD disk, which will simplify the reinstallation process on computers with bootable CD-ROM compatible drives. Most Pro-face/Xycom computers ordered with CD-ROM drives support this option. If your Pro-face/Xycom Industrial PC was ordered with a CD-ROM drive, determine whether the BIOS supports this feature or not before continuing. If it does, be sure that the boot order shown in the BIOS will cause the system to check the CD-ROM drive for a bootable image before checking the hard drive for a bootable image (e.g., CD-ROM drive, then floppy drive, then hard drive). In addition, only *XA_WIN_2K_PRO_wSP4* supports reloading from a USB CD-ROM compatible drive, and if you do reload from a USB CDROM drive you must disable USB 2.0 support in the BIOS until 2K has loaded. Once the BIOS is set, follow the instructions under “*How to reinstall Windows® 2000 with the bootable CD-ROM*”.

If your system does NOT have a bootable CD-ROM, or if you are not comfortable making modifications to your BIOS settings, you will use the *XA_WIN_2K_PRO* or *XA_WIN_2K_PRO_wSP4* to make a set of backup boot floppy disks for starting the initial reinstalling process for Windows® 2000. Any desktop, laptop, or industrial PC with a floppy drive, and a CD-ROM drive can be used to create these backup diskettes. To create the set of backup boot floppy disks, follow the instructions on page 3 on “*How to create a set of backup boot floppy disks*”. Then follow the instructions on page 4 for “*How to reinstall Windows® 2000 using the set of backup boot floppy disks and the Recovery CD*” to complete the process.

NOTE

This procedure will destroy data that may exist on the hard disk drive.

NOTE

If you encounter problems setting up Windows® 2000, see the Setup.txt file that comes with Windows®. That file is on the *Pro-face Recovery Media* CD Disk. The path is <CD-ROM drive>:\Setuptxt\Pro1.txt and \Setuptxt\Pro2.txt.

NOTE

When reinstalling your operating system, you will be prompted to install a Microsoft® Windows® 2000 CD or set of backup floppy disks and the CD. Install the *Pro-face Recovery Media* CD labeled *XA_WIN_2K_PRO* or *XA_WIN_2K_PRO_wSP4 CD* or the set of four backup floppy disks labeled *Setup Disk 1*, *Setup Disk 2*, *Setup Disk 3*, *Setup Disk 4* and then the *Recovery Media* CD instead. The Microsoft® Licensing Agreement requires that the Microsoft® name shall not be used on the recovery media label or packaging artwork.

How to reinstall Windows® 2000 with the bootable CD-ROM

You will need:

- your Pro-face/Xycom unit with bootable CD-ROM drive, and
 - the *XA_WIN_2K_PRO* or *XA_WIN_2K_PRO_wSP4* CD shipped with your unit
 - *Microsoft® Windows® 2000 Product Identification number (PID)* for your system. The PID for your system can be found on the Microsoft® sticker attached to the rear chassis of your Pro-face/Xycom Industrial Computer. You will see the PID number in the following format: “XXXXXX-XXXXXX-XXXXXX-XXXXXX-XXXXXX,” where X is an alphanumeric character.
1. Verify that your Pro-face/Xycom unit’s BIOS setup is configured to boot to the CD-ROM drive. If your system’s BIOS does not support booting to the CD-ROM drive, follow the instructions in “*How to create a set of backup boot floppy disks*” and “*How to reinstall Windows® 2000 using a set of backup boot floppy disks and the Recovery CD*”.
 2. Insert the *Microsoft® Windows® 2000* installation CD-ROM, (*XA_WIN_2K_PRO* or *XA_WIN_2K_PRO_wSP4*), into the CD-ROM drive and cycle the power on the system.
 3. The **Welcome to Setup** screen will appear. Press **Enter**.
 4. When prompted, insert the CD labeled *XA_WIN_2K_PRO* or *XA_WIN_2K_PRO_wSP4*. Press **Enter**.
 5. Continue to follow the prompts to complete the installation process.
 6. You will now need to install your drivers. Go to the section “*Device Driver Installation*”.

How to create a set of backup boot floppy disks:

You will need:

- a computer with a floppy drive and a CD-ROM drive (bootable drive optional),
 - the *XA_WIN_2K_PRO* CD, shipped with your unit,
 - 4 blank high-density diskettes labeled:
“Setup Disk 1”, “Setup Disk 2”, “Setup Disk 3”, “Setup Disk 4”
 - *Microsoft® Windows® 2000 Product Identification number (PID)* for your system. The PID for your system can be found in the bag of media shipped with your Pro-face/Xycom Industrial Computer. You will see the PID number in the following format: “XXXXXX-XXXXXX-XXXXXX-XXXXXX-XXXXXX,” where X is an alphanumeric character.
1. Insert the *XA_WIN_2K_PRO* compact disk into a CD-ROM drive, and the first blank, formatted disk (labeled Setup Disk 1) into the floppy drive.
 2. Click Start, and the click Run.
 3. At the prompt, type the following command, replacing “d” with the letter of your CD-ROM drive, and “a” with the letter of your floppy disk drive.

D:\bootdisk\Makeboot.exe a:
 4. Follow the instructions that appear.

NOTE

You can use any computer to create the set of backup floppy boot disks, even your Pro-face/Xycom unit. You do not, however, have to be running Windows® 2000 to create the set of backup boot floppy disks. A directory called \Bootdisk resides in the root of the Windows® 2000 Setup CD, which contains two utilities capable of generating the set of backup boot floppy disks. If you are booted into Windows® 9x, you will need to run the 32-bit version of this utility called makebt32.exe. If you are in DOS, or booted with a Windows® 98 Startup Floppy that has access to the CDROM, you can use the 16-bit version called makeboot.exe.

How to reinstall Windows® 2000 using the set of backup boot floppy disks and the Recovery CD:

1. Verify that your Pro-face/Xycom unit's BIOS is configured to boot first to the floppy drive. This is almost always the case. If it is not, modify the configuration to support booting to the floppy drive.

Note

If you are not comfortable making modifications to the BIOS settings, it is safe to assume that the settings are correct. If you perform step 2 and the installation messages do not appear, call Pro-face Tech Support at 734.944.0482 for assistance.

2. Insert the boot floppy, labeled *Setup Disk 1*, into the floppy drive and power-up the system.
3. When prompted to insert disk #2, insert the *Recovery Media Setup Floppy* disk, labeled *Setup Disk 2* into the floppy drive.
4. Press **Enter**. Continue installation of disks as prompted.
5. Following the installation of all disks you will see the **Welcome to Setup** screen. Press **Enter**.
6. When prompted, insert the Windows 2000 CD insert the CD labeled *XA_WIN_2K_PRO* or *XA_WIN_2K_PRO_wSP4*. Press **Enter**.
7. If the Doc. CD has an Install.txt or Readme.txt file associated with your unit model, then refer to it for additional details about reloading the recovery media. For example, your unit model may have a driver that needs to be loaded during the re-install process to support your hard drive
8. During the installation process, when the "Press F6" prompt appears (to allow you to load additional drivers), you must press the F6 key if you have a unit with a hard drive interface that requires third party driver installation. SCSI, SATA and RAID drives are examples of drive types that may require this. There is no harm done if you press the F6 key, then decide that you don't need to load any third party drivers. If you fail to load a the third party driver on systems that require one for the hard drive, then the hard drive will not be found by the OS when the hard drive partitioning and formatting phase of the install attempts to start and you will have to start the recovery process over again..
9. Continue to follow the prompts to complete the installation process.
10. You will now need to install your drivers. Go to the section "*Device Driver Installation*" on page 5.

Device Driver Installation

1. Insert the Documentation and Support Library CD and navigate to the driver file for items such as a mouse, touch screen, keypad, Ethernet, and/or CD-ROM. Double click that file and the driver will install automatically.

NOTE: The correct device drivers are shipped with your Pro-face/Xycom computer on either floppy or CD-ROM disk. It can also be downloaded from Pro-face at www.profaceamerica.com.

Installing the Service Packs (optional)

Your *Pro-face Recovery Media CD*, *XA_WIN_2K_PRO* or *XA_WIN_2K_PRO_wSP4*, for Microsoft® Windows® 2000 includes one service pack:

- Service Pack 4 (in **Service Pack 4** folder);

If you require a service pack to be installed or re-installed, then perform the following steps to install the service pack of your choice.

1. Start Windows Explorer.
2. Double click on the CD-ROM drive to display the contents of the CD labeled *XA_WIN_2K_PRO* or *XA_WIN_2K_PRO_wSP4*. Note: *XA_WIN_2K_PRO_wSP4* already has SP4 pre-installed as part of the recovery media installation process and typically doesn't need to be re-installed.
3. Copy the desired folder from the CD-ROM disk to the hard disk drive (e.g. **C:**).
4. Double click the new **Service Pack 4 (or SP4)** folder on the hard disk drive to display the contents.
5. The **Service Pack 4** folder will include one executable file. That file is the compressed, self-extracting Microsoft Service Pack.
6. To extract and install the Service Pack, simply double click on the executable file and follow the instructions in the dialog boxes as they appear.

Installing Internet Explorer 6.0 (optional)

Your *Pro-face Recovery Media CD, XA_WIN_2K_PRO or XA_WIN_2K_PRO_wSP4*, for Microsoft® Windows® 2000 includes an updated internet browser:

- Internet Explorer 6.0 which includes SP1 (in **IE60** folder);

If you require IE 6.0 to be installed (e.g. If you are using IWS 6.0 with SP3), then perform the following steps to install this software.

1. Start Windows Explorer.
2. Double click on the CD-ROM drive to display the contents of the CD labeled *XA_WIN_2K_PRO*.
3. Double click the new **IE60** folder on the CD-ROM drive to display the contents.
4. To install the browser, simply double click on the executable file and follow the instructions in the dialog boxes as they appear.

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