

Experion PKS  
System Initialization Media Software Change Notice

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# 1 About Experion PKS System Initialization media

## **Related topics**

“About this guide” on page 6

“Compatibility with Experion” on page 7

“What is new in Experion PKS System Initialization media” on page 8

“Honeywell OEM-embedded operating systems” on page 9

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## 1.1 About this guide

This Software Change Notice describes the new features and enhancements introduced with the R110.3 release. Additionally, it contains resolved PARs, issues, and special considerations.

### Revision history

Version	Date	Description
A	October 2014	Initial release

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## 1.2 Compatibility with Experion

Experion PKS System Initialization media is compatible with Experion R400.x, Experion R410.x and Experion R430.x.



### Attention

Prior to Experion R400.1, Experion PKS System Initialization media was known as **Experion Client/Server Initialization (EXPPlus) media**. The name change was introduced with Experion R400.1 and is continued in future releases. However, for all Experion 3xx releases, the media is referred as **EXPPlus**.

The Experion R431 release appears on the Dialog Manager of the Experion PKS System Initialization media. You must select this release only when Experion R431 is officially announced.

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## 1.3 What is new in Experion PKS System Initialization media

Experion PKS System Initialization media supports the following:

- HP ProLiant DL360p Gen8 server.
- PERC H310 raid firmware 20.12 for Dell PowerEdge T320 server
- PERC H710 raid firmware 21.2 for Dell PowerEdge T320 server
- PERC H710 mini raid firmware 21.2 for Dell PowerEdge R320 server
- Added EETI SAW USB Touchscreen driver.
- nVIDIA NVS 510 graphic card support and latest driver version 333.11 for all the existing nvidia graphic cards.
- Installs the FTDI driver version to 2.8.28 for Microsoft Windows 7 Professional (32-bit) or Microsoft Windows 7 Professional (64-bit) operating systems.
- Installs RDP8.0 MS hot fix KB2574819 and KB2592687 on Microsoft Windows 7 Professional (32-bit) or Microsoft Windows 7 Professional (64-bit) operating systems.
- Added a placeholder for Naviset 1.1.27.
- Allows Experion PKS System Initialization media to rerun on existing Experion-installed node to support Optimized On-process Migration.



## 1.4 Honeywell OEM-embedded operating systems

With Experion PKS System Initialization media, Honeywell supports the following Original Equipment Manufacturer (OEM)-embedded operating systems.

- Embedded Microsoft Windows 7 Professional (32-bit) Service pack 1.
- Embedded Microsoft Windows 7 Professional (64-bit) Service pack 1.
- Embedded Microsoft Windows Server 2008 Standard Service pack 1.
- Embedded Microsoft Windows Server 2008 R2 Service pack 1.
- Embedded Microsoft Windows 7 Professional (32-bit) Service pack 1 Certificate of Authenticity (COA).
- Embedded Microsoft Windows 7 Professional (64-bit) Service pack 1 Certificate of Authenticity (COA).
- Embedded Microsoft Windows Server 2008 Service pack 1 Certificate of Authenticity (COA).
- Embedded Microsoft Windows Server 2008 R2 Service pack 1 Certificate of Authenticity (COA).



### Attention

- Before you begin Experion installation, ensure that the selected operating system is compatible with the Experion version being installed.

### Usage rights

The operating system supplied with Experion PKS System Initialization media is licensed through Honeywell under Microsoft Embedded program. The embedded licensing states that the computer must be used in conjunction with Honeywell control software. It must not be used as a general-purpose computing device (such as a personal PC) or as a multi-function server.

### Additional licensing requirements and/or usage rights

- **Specific use:** Honeywell has designed this software for a specific use. The software must be used for that purpose only.
- **Other software:** You may use other programs with the software as long as the other programs adhere to the following rules.
  - Directly support the manufacturer's specific use for the media.
  - Provides system utilities, resource management, and antivirus or similar protection.



### Attention

- Do not run software that offers consumer services, business tasks or processes on systems where Experion PKS System Initialization media is used. This includes electronic mail (e-mail), word processor, spreadsheet, database, scheduling, and personal finance software. The systems must use terminal service protocols to access such software running on a server.
- Before using the software, read and accept the End User License Agreement (EULA) present on the Experion PKS System Initialization media at the following location.
  - *<root of the DVD>\PTools\ALP\_WINPREINSTALL\ENVIRON.rtf* for 32-bit operating systems.
  - *<root of the DVD>\PTools\ALP\_WINPREINSTALL\ENVIRON\_X64.rtf* for 64-bit operating systems.

### Upgrade kits for Windows operating systems

Honeywell provides separate Certificate Of Authenticity (COA) upgrade kits for the following operating systems.

- Microsoft Windows 7 Professional (32-bit) (EP-COAWN7)
- Microsoft Windows 7 Professional (64-bit) (EP-COAWN7)
- Microsoft Windows Server 2008 Standard (EP-COA2K8)
- Microsoft Windows Server 2008 R2 (EP-COAR28)

The following table lists the contents of COA upgrade kit for the Microsoft Windows 7 Professional (32-bit) (EP-COAWN7), and Microsoft Windows 7 Professional (64-bit) (EP-COAWN7).

Part/model number	Description	Format
51155281	Experion PKS System Initialization media	DVD
51155287	Experion PKS System Initialization Updates media	DVD
51154526	Embedded Microsoft Windows 7 Professional COA	License
51154757	Microsoft Windows 7 Professional (64-bit) Service Pack 1 HPS operating system reinstallation media	DVD
51154517	Microsoft Windows 7 Professional (32-bit) Service Pack 1 HPS operating system reinstallation media	DVD
51154495	Read Me First-Experion PKS System Initialization media	Document (PDF)

The following table lists the contents of COA upgrade kit for the Microsoft Windows Server 2008 Standard (EP-COA2K8).

Part/model number	Description	Format
51155281	Experion PKS System Initialization media	DVD
51155287	Experion PKS System Initialization Updates media	DVD
51154518	Microsoft Windows Server 2008 Standard HPS operating system reinstallation media	DVD
51154527	Embedded Microsoft Windows Server 2008 Standard COA	License
51154495	Read Me First-Experion PKS System Initialization media	Document (PDF)

The following table lists the contents of COA upgrade kit for the Microsoft Windows Server 2008 R2 (EP-COAR28).

Part/model number	Description	Format
51155281	Experion PKS System Initialization media	DVD
51155287	Experion PKS System Initialization Updates media	DVD
51154758	Microsoft Windows Server 2008 R2 HPS operating system reinstallation media	DVD
51155272	Embedded Microsoft Windows Server 2008 R2 COA	License
51154495	Read Me First-Experion PKS System Initialization media	Document (PDF)

### Verifying the Certificate of Authenticity

Honeywell COA is available on the top side of the CPU. Honeywell COA is valid only if you buy the HPS operating system reinstallation media. The following image displays the location of the COA on the computer case.

### Dell platform



### HP platform





## 2 New features in Experion PKS System Initialization media

### Related topics

- “Supported platforms and operating systems” on page 14
- “Support for Other Honeywell platforms” on page 16
- “Firmware for RAID controllers” on page 17
- “BIOS requirements for platforms” on page 18
- “HPS operating system reinstallation media” on page 21
- “Settings done by Experion PKS System Initialization media” on page 23
- “Operating system reinstallation requirement” on page 27
- “Drivers for Matrox Remote Peripheral Solution (RPS) kit” on page 30
- “List of required drivers” on page 31
- “XPS viewer” on page 32

## 2.1 Supported platforms and operating systems

The Experion PKS System Initialization media supports the installation of the following operating systems.

- Microsoft Windows 7 Professional (32-bit) Service Pack 1
- Microsoft Windows 7 Professional (64-bit) Service Pack 1
- Microsoft Windows Server 2008 Standard
- Microsoft Windows Server 2008 R2

### Dell platforms

The supported Dell platforms are as follows:

Microsoft Windows 7 Professional (32-bit)SP1 /Microsoft Windows 7 Professional (64-bit) SP1	Microsoft Windows Server 2008 Standard/Microsoft Windows Server 2008 R2
Dell Precision P490 workstation	Dell PowerEdge 1800 server *
Dell Precision T5400 workstation	Dell PowerEdge 2850 server
Dell Precision T5500 workstation	Dell PowerEdge 2900 server
Dell Precision T3400 workstation	Dell PowerEdge 2900III server
Dell Precision T3500 workstation	Dell PowerEdge 2950 server
Dell Precision R5500 workstation	Dell PowerEdge 2950III server
Dell Precision T3600XL workstation	Dell PowerEdge SC1430 server
Dell Precision R7610 workstation	Dell PowerEdge T610 server
	Dell PowerEdge R710 server
	Dell PowerEdge T105 server
	Dell PowerEdge T310 server
	Dell PowerEdge T320 server
	Dell PowerEdge R320 server

\* Dell 1800 server platform is not supported on Microsoft Windows Server 2008 R2 operating system.

### ! Attention

- Use the PCIe to PCI expansion chassis to interface PCIC interface card on Dell PowerEdge T310, T610, R710, T320, and R320 servers.  
Honeywell has certified a new PCIe to PCI expansion chassis from Magma Inc. for these interfaces. You must use PCIe to PCI expansion chassis for the following servers if you are using ControlNet (PCIC).
  - Dell PowerEdge T310 server
  - Dell PowerEdge R710 server
  - Dell PowerEdge T610 server
  - Dell PowerEdge T320 server
  - Dell PowerEdge R320 server
- For more information, refer to *Magma PCI Expansion Chassis PE3R Installation Instructions* available at the following HPS support website.  
<https://www.honeywellprocess.com/library/support/Documents/Customer/Magma-Chassis-PE3R-Installation-Instructions.pdf>
- The Dell R710 server now has a PCIe to PCI riser card that must be purchased from Dell through Honeywell. This allows you to use the ControlNet cards in Dell R710.
- The Dell PowerEdge T320 server and Dell PowerEdge R320 server platforms support the latest versions of Experion nodes. The *AM ride-through* feature does not work on APP node (E-APP) and Application Control Environment TPN Connected (ACE-T) node.

### HP platforms

Experion PKS System Initialization media now supports Experion installation on HP platforms.

The supported HP platforms are as follows:

Microsoft Windows 7 Professional (32-bit) SP1 /Microsoft Windows 7 Professional (64-bit) SP1	Microsoft Windows Server 2008 Standard/Microsoft Windows Server 2008 R2
HP Z620 workstation	HP ProLiant DL380 G7 server
	HP ProLiant DL360p Gen8 server

### ! Attention

- The HP ProLiant DL380 G7 server now has a PCIe to PCI riser card that must be purchased from HP through Honeywell which allows a user to use the ControlNet cards on HP ProLiant DL380 G7 server. However, use of Magma PCIe to PCI riser card is not recommended for HP ProLiant DL380 G7 server.
- For HP ProLiant DL360p Gen8 server, the Magma PCIe to PCI converter is required with low profile bracket.
- Ensure to use the **HPS operating system reinstallation media** for HP platforms.

### Virtual platforms

The supported virtual platforms are as follows:

Microsoft Windows 7 Professional (32-bit) SP1 /Microsoft Windows 7 Professional (64-bit) SP1	Microsoft Windows Server 2008 Standard/Microsoft Windows Server 2008 R2
VMware Virtual workstation	VMware Virtual server

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## 2.2 Support for *Other Honeywell platforms*

Experion PKS System Initialization media now supports Experion installation on *Other Honeywell platforms*.

*Other Honeywell platforms* are machines that do not contain configurations and hardware components specific to the Honeywell configuration. These computers are purchased directly (not from the Honeywell vendors) and may not contain the same qualified hardware.

Experion PKS System Initialization media supports other Honeywell platforms with operating system already installed.

The following Experion nodes are installed on *Other Honeywell platforms*.

- Experion Console (ES-C)
- Experion Flex (ES-F)



## 2.3 Firmware for RAID controllers

The following table provides the required firmware version for each of the mentioned RAID controllers.

Dell PowerEdge server	RAID controller	Description	Firmware version
2850	PERC 4e/Di (LSI Logic)	Embedded PERC 4 Dual Channel Integrated	5B2D
2900	PERC 5i (LSI Logic)	Embedded PERC 5 Integrated	5.2.2
2900	PERC 6i (LSI Logic)	Embedded PERC 6 Integrated	6.3.3
2950	PERC 5i (LSI Logic)	Embedded PERC 5 Integrated	5.2.2
2950	PERC 6i (LSI Logic)	Embedded PERC 6 Integrated	6.3.3
T310	PERC 6i (LSI Logic)	Embedded PERC 6 Integrated	6.3.3
T610	PERC 6i (LSI Logic)	Embedded PERC 6 Integrated	6.3.3
R710	PERC 6i (LSI Logic)	Embedded PERC 6 Integrated	6.3.3
T3600XL	Dell PERC H310	Dell PERC H310 Host card	2.120.14-1504
T320 Standard RAID 5	PERC H310 Controller	PERC H310 Controller card	20.12.1-0002
T320 Performance	PERC H710 Controller	PERC H710 Controller card	21.2.0-0007.A04
R320	PERC H710 mini controller	Integrated PERC H710 mini	21.2.0-0007 A04
HP ProLiant DL380 G7 server	P410i	HP Smart Array	5.70
HP ProLiant DL360p Gen8 server	P420i	HP Smart Array	5.42



### Attention

Dell 12G Mid Life Kicker (MLK) servers with Ivy bridge processors are shipped with new PERC firmware. Following are the PERC firmware details for the Dell 12G MLK servers.

- Dell PE R320 MLK server (PERC H710 mini controller) with 21.2.0-0007 A04 firmware.
- Dell PE T320 MLK Performance server (PERC H710 controller card) with 21.2.0-0007 A04 firmware.
- Dell PE T320 Standard RAID 5 (PERC H310 controller card) with 20.12.1-002 firmware.

## 2.4 BIOS requirements for platforms

The table provides the required BIOS version for each of the mentioned platforms. Experion PKS System Initialization media upgrades the required BIOS version during installation.

Platform	Required BIOS level
Dell Precision 490 workstation	A08
Dell Precision T3400 workstation	A11
Dell Precision T3500 workstation	Honeywell BIOS C52
Dell Precision T5400 workstation	A07
Dell Precision T5500 workstation	Honeywell BIOS C54
Dell Precision R5500 workstation	Honeywell BIOS C61
Dell Precision T3600XL workstation	Honeywell BIOS M2B
Dell Precision R7610 workstation	Honeywell BIOS M46
Dell Precision R5500XL workstation	Honeywell BIOS C62
HP Z620 workstation	J61 v03.50
Dell PowerEdge 1800	A07
Dell PowerEdge 2850 server	A07
Dell PowerEdge 2900 server	2.7.0
Dell PowerEdge 2950 server	2.7.0
Dell PowerEdge SC1430 server	1.4.0
Dell PowerEdge T610 server	Honeywell BIOS 6.1.0 [1.1.45]
Dell PowerEdge R710 server	Honeywell BIOS 6.1.0 [1.1.45]
Dell PowerEdge T310 server	Honeywell BIOS 1.2.1 [1.1.23]
Dell PowerEdge T105 server	1.4.4
Dell PowerEdge T320 server	Tab 51155517-100/200/300: 1.3.5 [Honeywell 1.0.0] Tab 51155517-400/500/600: 2.0.22
Dell PowerEdge R320 server	Tab 51155519-100: 1.3.5 [Honeywell 1.0.0] Tab 51155519-200: 2.0.22
HP ProLiant DL380G7 server	HP P67, 5/6/2011
HP ProLiant DL 360p server	HP P71, 2/11/2014

### ! Attention

- The Experion PKS System Initialization media does not automatically upgrade the BIOS version for the following platforms.

- Dell Precision R5500XL workstation
- HP platforms.

You must manually upgrade the BIOS.

- BIOS for Dell Precision R5500XL workstation is available in the Experion PKS System Initialization media in the following path:

```
<DRIVE>\PACKAGES\FIRMWARE\BIOS\R5500XL\HONEYWELL\C62\8323-C62.EXE
```

In addition, BIOS is also available in the Experion PKS System Initialization media, **Autorun** page, **Utilities** \BIOS section. Click R5500XL-C62, and follow the on-screen instructions to complete the BIOS installation.

- BIOS for HP ProLiant DL380 G7 server is available in the Experion PKS System Initialization media in the following path:

```
- For 32bit: <DRIVE>\PACKAGES\FIRMWARE\BIOS\DL380\HONEYWELL\32BIT
```

```
- For 64bit: <DRIVE>\PACKAGES\FIRMWARE\BIOS\DL380\HONEYWELL\64BIT
```

In addition, BIOS is also available in the Experion PKS System Initialization media, **Autorun** page, **BIOS** section. Click DL380, and follow the on-screen instructions to complete the BIOS installation.

- BIOS for HP ProLiant DL360p Gen8 server is P71.

In addition, BIOS is also available in the following Experion PKS System Initialization media, **Autorun** webpage.

```
<media root>\PACKAGES\FIRMWARE\BIOS\DL360\HONEYWELL\CP023788.EXE
```

Click P71 and follow the on-screen instructions to complete the BIOS installation.

The following Dell 12G MLK servers with Ivy bridge processors are shipped with BIOS version 2.0.22.

- Dell PE R320 MLK server (PERC H710 mini controller)
- Dell PE T320 MLK Performance server (PERC H710 controller card)
- Dell PE T320 Standard RAID 5 (PERC H310 controller card)

### Considerations for 2012-13 Honeywell PC platforms

The 2012-13 Honeywell PC platforms with the Sandy Bridge chipset introduced new logic states that were not recognized by the LCNP4e card. This forced the LCNP4e card to go into a power down state from which it could not recover. If the platform is supporting a node type of T-Node and the platform therefore has an LCNP4e card, the card will not be recognized properly if a Dell or HP BIOS is used on the platforms. If a Dell or HP BIOS is flashed on the platforms, then the LCNP4e card does not work properly.

Dell implemented a workaround in T320 and R320 BIOS to allow Honeywell to continue to offer T-Node support. Further, Honeywell discovered that the Dell BIOS workaround breaks the Application Module (AM) Ride-Through functionality in the ACE-T and E-APP nodes running on the Dell T320 and Dell R320 servers. AM Ride-Through functionality allows the AM (running on the LCNP4e on ACE-T and E-APP) and all its process points to continue to run even when the ACE-T or E-APP server machine is rebooted. The workaround causes a hard reset (powering down the server) when any soft reset (CTRL+ALT+DEL reboot) is issued. This means that upon a soft reset (CTRL+ALT+DEL reboot) of the Dell server, the AM running on the ACE-T or E-APP shuts down. This issue is found on the ACE-T and E-APP nodes that support AM Ride-Through.

The table below summarizes the AM Ride-Through status for the Honeywell 2012-13 PC's.

Node type	Dell T320 server	Dell R320 server	HP DL 380 server
ACE-T	No AM Ride-Through	No AM Ride-Through	OK
E-APP	No AM Ride-Through	No AM Ride-Through	OK

Ensure that you perform one of the following actions as a workaround.

- If a replacement PC is being considered for purchase to run R4xx ACE-T or E-APP, Honeywell recommends that you order the Dell T310 or HP DL380 instead of Dell T320 or R320. The T310 and DL380 G7 support AM Ride-Through

- If the Dell T320/R320 has already been purchased and is running R4xx ACE-T or E-APP, Engineers must inform the operators that their AM will shut down when a soft reset (CTRL+ALT+DEL reboot) is done such as after patching the machines. Refer to the Honeywell Custom BIOS SCN, available on Honeywell Process Solution website on how to apply custom BIOS.

#### To download patch/SCN

1. In a web browser, type the following URL: <https://www.honeywellprocess.com/support>.  
The **Product Support** page appears.
2. If you are a new user, register at this website. Click **Register**, and follow the on-screen instructions.
3. If you are already registered, type your user name and password, and click **Login** on the login page.  
Your account login name appears in the top-right of the page.
4. In the **Search** text box, search for one of the applicable Custom BIOS/SCN.
  - \* Dell R320/T320/T3600XL SCN: Dell 12G Custom BIOS Patch SCN
  - Dell R320 BIOS: Dell R320 Honeywell Custom BIOS 1.0.0 (Applicable only for Pre MLK platforms)
  - Dell T320 BIOS: Dell T320 Honeywell Custom BIOS 1.0.0 (Applicable only for Pre MLK platforms)
  - Dell T3600XL BIOS: Dell T3600XL Honeywell Custom BIOS M27
  - HP DL380 SCN: HP DL380 G7 BIOS Patch SCN
  - HP DL380 BIOS: HP DL380 G7 Honeywell Custom BIOS P67(05/06/2011)



#### Attention

- \* The Dell 12G Custom BIOS Patch SCN is applicable for all three Dell BIOS patches.
-

## 2.5 HPS operating system reinstallation media

Use the HPS operating system reinstallation media for reinstalling operating systems.

Honeywell has an OEM agreement with Microsoft which allows Honeywell to supply Microsoft Windows operating system media for Experion R4xx.x releases. Honeywell provides the following operating system media along with Experion PKS System Initialization media.

Part number	Description	Operating system media number
51154517	Microsoft Windows 7 Professional media	Service pack 1 x86 HPS operating system reinstallation media R111.2 Rev 1
51154757	Microsoft Windows 7 Professional (64-bit) media	Service pack 1 x64 HPS operating system reinstallation media R111.2 Rev 1
51154518	Microsoft Windows Server 2008 Standard media	HPS operating system reinstallation media R111.2 Rev 1
51154758	Microsoft Windows Server 2008 R2 media	HPS operating system reinstallation media R111.2 Rev 1



### Attention

For Experion PKS System Initialization media R110.3, you must use the HPS operating system reinstallation media R111.2 Rev 1 version only. Other HPS operating system reinstallation media apart from version R111.2 Rev 1 does not support operating system installation on any platform.

Experion PKS System Initialization media automatically activates the operating system for the following servers, and workstations.

Server	Workstation
Dell PowerEdge T310 server	Dell Precision T3500 workstation
Dell PowerEdge T610 server	Dell Precision T5500 workstation
Dell PowerEdge R710 server	Dell Precision R5500 workstation
Dell PowerEdge T320 server	Dell Precision T3600XL workstation
Dell PowerEdge R320 server	Dell Precision R7610 workstation
HP ProLiant DL380 G7 server	
HP ProLiant DL360p Gen8 server	

Manual operating system activation is required along with the Experion PKS System Initialization media, for the following servers and workstations.

Server	Workstation
* Dell PowerEdge 1800 server	Dell Precision 490 workstation
Dell PowerEdge 2900 server/Dell PowerEdge 2900 serverIII	Dell Precision T5400 workstation
Dell PowerEdge 2950 server/Dell PowerEdge 2950 serverIII	Dell Precision T3400 workstation
Dell PowerEdge 2850 server	HP Z620 workstation
Dell PowerEdge SC 1430 server	
Dell PowerEdge T105 server	

\* Dell PowerEdge 1800 server platform is not supported on Microsoft Windows Server 2008 R2 Standard operating system.

Perform the following steps to manually activate the operating system.

1. Right-click **Computer**, and choose **Properties**.

The **System** dialog box is displayed.

2. In the **Windows Activation** section, click **You must activate today. Activate Windows now**.

The **Windows Activation** dialog box is displayed.

3. Click **Show me other ways to activate**.

4. Click **Use the automated phone system**.

5. Select the location from the **Click the nearest location** list, and click **Next**.

6. Follow the on-screen instructions, and click **Next**.

The **Windows is already activated. Click OK to exit** message is displayed in the **Windows Product Activation** dialog box.

7. Click **OK** to complete the process.

## 2.6 Settings done by Experion PKS System Initialization media

The following tables list the settings that are set by Experion PKS System Initialization media.

### Video settings for workstations



#### Attention

If the monitor does not support the resolution selected by the user, then Experion PKS System Initialization media sets the resolution to **1024\*768** by default.

Dual monitor configuration settings	Quad monitor configuration settings
<b>P490:</b> Supports <b>ATI FireGL v3400</b> dual port display adapter.	<b>P490:</b> Supports <b>Matrox QID</b> 4 port video adapter and, <b>nVIDIA Quadro NVS 450</b> video adapter.
<b>T5500:</b> Supports <b>nVIDIA Quadro NVS 295</b> display.	<b>T5500:</b> Supports <b>Matrox QID</b> , <b>nVIDIA Quadro NVS 420</b> 4 port video adapters, <b>nVIDIA Quadro NVS 450</b> video adapter, and <b>Matrox Extio2 RPS</b> .
<b>T5400:</b> Supports <b>nVIDIA Quadro NVS FX570</b> display.	<b>T5400:</b> Supports <b>Matrox QID</b> 4 port video adapter, and <b>nVIDIA Quadro NVS 450</b> video adapter.
<b>Dell R5500:</b> Supports <b>nVIDIA Quadro NVS 300</b> display.	<b>R5500:</b> Supports <b>Matrox Extio2 RPS</b> .
<b>T3500:</b> Supports <b>nVIDIA Quadro NVS 295</b> display.	<b>T3500:</b> -NA-.
<b>T3400:</b> Supports <b>nVIDIA Quadro NVS 290</b> display.	<b>T3400:</b> -NA-.
<b>HP Z620/Dell T3600XL:</b> Supports <b>nVIDIA Quadro NVS 300</b> display.	<b>HP Z620/Dell T3600XL:</b> Supports 2 <b>nVIDIA Quadro NVS 300</b> displays, and <b>Matrox Extio2 RPS</b> .
Video resolution (1024x768, 1280x1024, 1600x1200, 1680x1050, 1920x1080, and 1920x1200) is set according to the resolution selected in the <b>Honeywell Experion PKS System Initialization R110.3–DialogManager</b> .	Video resolution (1024x768, 1280x1024, and 1600x1200, 1680x1050, 1920x1080, and 1920x1200) is set according to the resolution selected in the <b>Honeywell Experion PKS System Initialization R110.3–DialogManager</b> .
	<b>Attention</b> Matrox QID supports a resolution of 1600 x 1200 only.
Color depth is set to 32-bit.	Color depth is set to 32-bit.

### Video settings for servers


Single monitor configuration settings
Video resolution is always set to 1280x1024.
Frequency (refresh rate) is always set to 60 Hertz.

### Network settings

FTE settings	Non-FTE settings
First NIC information entered in the <b>Honeywell Experion PKS System Initialization R110.3–DialogManager</b> is assigned to the lower MAC address with IP addresses.	IP addresses entered in the <b>Honeywell Experion PKS System Initialization R110.3–DialogManager</b> are set as primary NIC.
Second NIC that has the higher MAC address is always set to DHCP. (No IP address is set for this card.)	Link speed for NICs participating in non-FTE is set to <b>auto negotiate/100MPS Full duplex</b> . Auto-negotiate can result in significantly degraded network performance with some network hardware. It is recommended to use 100MB/full duplex configuration whenever possible.
Both NICs are set to 100Mbps/full link speed.	<b>NetBIOS over TCP/IP</b> is enabled.

FTE settings	Non-FTE settings
<b>For Broadcom NICs:</b> <ul style="list-style-type: none"> <li>• <b>IPV4 Large TCP Offload</b> is disabled.</li> <li>• <b>Receive Side Scaling</b> is disabled.</li> <li>• <b>Jumbo MTU</b> is set to 1500.</li> </ul>	
<b>For Intel NICs:</b> <ul style="list-style-type: none"> <li>• <b>Large Send Offload V1</b> is disabled.</li> <li>• <b>JUMBO packet</b> is disabled.</li> </ul>	

### Other settings

Settings option	Settings
Games	<ul style="list-style-type: none"> <li>• Option not available on servers.</li> <li>• Disabled on workstations.</li> </ul>
Windows Defender	Disabled on both servers, and workstations.
Windows Media Center	Removed from workstations.
Windows Search	Enabled on servers, and workstations.
User Account Control	To enable the User Account Control, or change the notification levels in workstations, move the slider to the appropriate notification option.
Administrator Account	Disabled on servers, and workstations.
Sidebar and Gadgets	<ul style="list-style-type: none"> <li>• Disabled on workstations.</li> <li>• This option is not available on servers.</li> </ul>
Aero	<ul style="list-style-type: none"> <li>• Option not available on servers.</li> <li>• Disabled on workstations.</li> </ul>
IPV6	<p>Disabled on servers, and workstations.</p> <hr/> <p> <b>Attention</b></p> <p>However, the check box next to IPV6 is not cleared in the <b>Network Interface Properties</b> page. This does not indicate that IPV6 is enabled.</p> <hr/> <p>Perform the following step to check the status of the IPV6.</p> <p>At the Command Prompt, type <b>ipconfig</b> and press <b>ENTER</b>. If the IPV6 address is not displayed in the result, then the IPV6 is disabled.</p>
Application Server Foundation	<ul style="list-style-type: none"> <li>• Set value as <b>ON</b> for servers.</li> <li>• Feature not available on workstations.</li> </ul>
Desktop Experience Feature	<ul style="list-style-type: none"> <li>• Set value as <b>ON</b> for servers.</li> <li>• Feature not available on workstations.</li> </ul>
Windows Firewall	Set value as <b>ON</b> for all servers, and workstations.
DEP	Set value as <b>Turn on DEP for all programs and services except those I select</b> for servers, and workstations.
Performance Settings	<ul style="list-style-type: none"> <li>• Set <b>Adjust for best performance</b> to <b>Programs</b> if Process Client node is being installed on the platform.</li> <li>• Set <b>Adjust for best performance</b> to <b>Background Services</b> for other node types.</li> </ul>
IIS	Enabled if the installed node type is e-Server, or Application server.



Settings option	Settings
Network Discovery	Enabled on servers, and workstations for public networks.
Screen Saver	Set value as <b>OFF</b> for servers, and workstations.
Power Saver (Monitor switch off time)	Set value as <b>OFF</b> for servers, and workstations. Perform the following steps to turn off the Power Saver. 1. Set <b>Power Plan</b> to <b>High Performance</b> . 2. Set <b>Turn off Displays</b> to <b>Never</b> .
Remote Connection	Enables remote connection in servers, and workstations.
Themes	Sets <b>Classic</b> theme in workstations.
OMSA Settings	<ul style="list-style-type: none"> <li>Dell Open Manage Server Administrator (OMSA) is installed only on the PowerEdge servers.</li> <li>The OMSA settings such as, <b>Platform Event Filters, Alerts, Chassis LED, Thermal settings, ASR settings, and SNMP Alert settings</b> are set according to Honeywell recommendations.</li> </ul>
Logical Processors	Enables <b>Hyper Threading (logical processor)</b> in PE 1800 and PE 2850 platforms.
Virtual Memory Settings	Set this option to <b>System Managed Size</b> during server, and workstation installation.
Powershell	Enabled on servers.
SNMP	Enabled on servers.
Telnet Client	Enabled on both servers, and workstations.
File Sharing	Enabled on both servers, and workstations.
Time Zone	Selected based on the time zone selection in Experion PKS System Initialization media Dialog Manager.
Taskbars	<b>Use small icons</b> is selected in the taskbar and menu item properties for workstations.
User Accounts	<ul style="list-style-type: none"> <li>If this option is selected only for system configuration, you are prompted with password for the existing account with Administrator privileges.</li> <li>If this option is selected for both operating system installation and system configuration, you must type the user name and the password.</li> <li><b>Password never expires</b> check box is selected for the user accounts created by the Experion PKS System Initialization media.</li> </ul>
DVD Maker	<ul style="list-style-type: none"> <li>Not available on servers.</li> <li>Disabled in workstations.</li> </ul>
Remote Registry Service	Starts automatically on servers, and workstations.
Customer Name	Sets the <b>Customer Name</b> field with the value that was entered during the Experion PKS System Initialization media installation.
Company Name	Sets the <b>Company Name</b> field with the value that was entered during the Experion PKS System Initialization media installation.
Computer Name	Sets the <b>Computer Name</b> field with the value that was entered during the Experion PKS System Initialization media installation.

Settings option	Settings
Audio	Enable Audio on server operating systems in Virtual Machines.
Enable Hardware acceleration	Set <b>Hardware acceleration</b> on Windows Server 2008 Virtual machines.
Restrict number of Remote Desktop Sessions on Server Operating System	Restricted rdpssessions to 1 for flex, console and console extension nodes installed on Windows Server 2008 for virtual machines.
VMwaretools	Install VMware tools on Virtual machines.

## 2.7 Operating system reinstallation requirement

Use the following table to identify the need to reinstall operating system on your Dell/HP platforms.

For R400.x platforms

If platform is...	Operating system is...	Operating system reinstallation is ...	Experion PKS System Initialization media usage
<ul style="list-style-type: none"> <li>Dell Precision T3400 workstation</li> <li>Dell Precision T3500 workstation</li> <li>Dell Precision T5400 workstation</li> <li>Dell Precision T5500 workstation</li> <li>Dell Precision R5500 workstation</li> <li>Dell Precision 490 workstation</li> <li>Dell Precision T3600XL workstation</li> <li>HP Z620 workstation</li> <li>Dell Precision R7610 workstation</li> </ul>	Microsoft Windows 7 Professional (32-bit) Service pack 1	optional	configure operating system
<ul style="list-style-type: none"> <li>Dell Precision T3400 workstation</li> <li>Dell Precision T3500 workstation</li> <li>Dell Precision T5400 workstation</li> <li>Dell Precision T5500 workstation</li> <li>Dell Precision R5500 workstation</li> <li>Dell Precision 490 workstation</li> <li>Dell Precision T3600XL workstation</li> <li>HP Z620 workstation</li> <li>Dell Precision R7610 workstation</li> </ul>	Any operating system other than Microsoft Windows 7 Professional (32-bit) Service pack 1	mandatory	install, and configure operating system
<ul style="list-style-type: none"> <li>Dell PowerEdge 1800 server</li> <li>Dell PowerEdge 2850 server</li> <li>Dell PowerEdge 2900 server</li> <li>Dell PowerEdge 2900 III server</li> <li>Dell PowerEdge 2950 server</li> <li>Dell PowerEdge 2950 server III</li> <li>Dell PowerEdge SC 1430 server</li> <li>Dell PowerEdge T610 server</li> <li>Dell PowerEdge R710 server</li> <li>Dell PowerEdge T105 server</li> <li>Dell PowerEdge T310 server</li> <li>Dell PowerEdge T320 server</li> <li>Dell PowerEdge R320 server</li> <li>HP ProLiant DL380 G7 server</li> <li>HP ProLiant DL360p Gen8 server</li> </ul>	Microsoft Windows Server 2008 Standard (32-bit)	optional	configure operating system

If platform is...	Operating system is...	Operating system reinstallation is ...	Experion PKS System Initialization media usage
<ul style="list-style-type: none"> <li>• Dell PowerEdge 1800 server</li> <li>• Dell PowerEdge 2850 server</li> <li>• Dell PowerEdge 2900 server</li> <li>• Dell PowerEdge 2900 III server</li> <li>• Dell PowerEdge 2950 server</li> <li>• Dell PowerEdge 2950 server III</li> <li>• Dell PowerEdge SC 1430 server</li> <li>• Dell PowerEdge T610 server</li> <li>• Dell PowerEdge R710 server</li> <li>• Dell PowerEdge T105 server</li> <li>• Dell PowerEdge T310 server</li> <li>• Dell PowerEdge T320 server</li> <li>• Dell PowerEdge R320 server</li> <li>• HP ProLiant DL380 G7 server</li> <li>• HP ProLiant DL360p Gen8 server</li> </ul>	Any operating system other than Microsoft Windows Server 2008 Standard (32-bit)	mandatory	install, and configure operating system

For R410.x/R430.x/R431.x platforms

If platform is...	Operating system is...	Operating system reinstallation is ...	Experion PKS System Initialization media usage
<ul style="list-style-type: none"> <li>• Dell Precision T3400 workstation</li> <li>• Dell Precision T3500 workstation</li> <li>• Dell Precision T5400 workstation</li> <li>• Dell Precision T5500 workstation</li> <li>• Dell Precision R5500 workstation</li> <li>• Dell Precision 490 workstation</li> <li>• Dell Precision T3600XL workstation</li> <li>• HP Z620 workstation</li> <li>• Dell Precision R7610 workstation</li> </ul>	Microsoft Windows 7 Professional (64-bit) Service pack 1	optional	configure operating system
<ul style="list-style-type: none"> <li>• Dell Precision T3400 workstation</li> <li>• Dell Precision T3500 workstation</li> <li>• Dell Precision T5400 workstation</li> <li>• Dell Precision T5500 workstation</li> <li>• Dell Precision R5500 workstation</li> <li>• Dell Precision 490 workstation</li> <li>• Dell Precision T3600XL workstation</li> <li>• HP Z620 workstation</li> <li>• Dell Precision R7610 workstation</li> </ul>	Any operating system other than Microsoft Windows 7 Professional (64-bit) Service pack 1	mandatory	install, and configure operating system

If platform is...	Operating system is...	Operating system reinstallation is ...	Experion PKS System Initialization media usage
<ul style="list-style-type: none"> <li>• Dell PowerEdge 2850 server</li> <li>• Dell PowerEdge 2900 server</li> <li>• Dell PowerEdge 2900 III server</li> <li>• Dell PowerEdge 2950 server</li> <li>• Dell PowerEdge 2950 server III</li> <li>• Dell PowerEdge SC 1430 server</li> <li>• Dell PowerEdge T610 server</li> <li>• Dell PowerEdge R710 server</li> <li>• Dell PowerEdge T105 server</li> <li>• Dell PowerEdge T310 server</li> <li>• Dell PowerEdge T320 server</li> <li>• Dell PowerEdge R320 server</li> <li>• HP ProLiant DL380 G7 server</li> <li>• HP ProLiant DL360p Gen8 server</li> </ul>	Microsoft Windows Server 2008 R2 (64-bit)	optional	configure operating system
<ul style="list-style-type: none"> <li>• Dell PowerEdge 2850 server</li> <li>• Dell PowerEdge 2900 server</li> <li>• Dell PowerEdge 2900 III server</li> <li>• Dell PowerEdge 2950 server</li> <li>• Dell PowerEdge 2950 server III</li> <li>• Dell PowerEdge SC 1430 server</li> <li>• Dell PowerEdge T610 server</li> <li>• Dell PowerEdge R710 server</li> <li>• Dell PowerEdge T105 server</li> <li>• Dell PowerEdge T310 server</li> <li>• Dell PowerEdge T320 server</li> <li>• Dell PowerEdge R320 server</li> <li>• HP ProLiant DL380 G7 server</li> <li>• HP ProLiant DL360p Gen8 server</li> </ul>	Any operating system other than Microsoft Windows Server 2008 R2 (64-bit)	mandatory	install, and configure operating system

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## 2.8 Drivers for Matrox Remote Peripheral Solution (RPS) kit

If you are using Experion PKS System Initialization media to install Experion along with Matrox RPS hardware installation, the media installs Matrox RPS audio and video drivers automatically.

On the **Honeywell Experion PKS System Initialization R110.3-DialogManager**, while configuring the display configuration on the **Network and Input/Output Device Information** page, select the **RPS available** check box. This option does not allow the user to select the display resolution and arrangement. The user must configure the display after completing Experion installation.

For more information about installing the Matrox RPS hardware, and configuring the displays, refer to *Extio1 Remote Peripheral Solution Installation Kit Instructions Guide*, and *Extio2 Remote Peripheral Solution Installation Kit Instructions Guide*, depending upon the hardware installed on your system.



### Attention

- If Matrox Extio1 RPS is installed on your system, during Experion installation using the Experion PKS System Initialization media, a Windows security alert message may be displayed. Ignore the message, and it disappears after sometime.
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## 2.9 List of required drivers

You can get a list of all the drivers supported for each platform from an Excel sheet available at the following Honeywell Process Solutions support website.

<https://www.honeywellprocess.com/library/support/software-downloads/Experion/experion-update-matrix.zip>

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## 2.10 XPS viewer

The component-level/site-specific migration guides are available only as XPS (XML Paper Specification) documents. The XPS viewer is provided to view these XPS documents. The Microsoft Windows 7 Professional and Microsoft Windows Server 2008 R2 operating systems support the XPS viewer. For servers, XPS viewer is enabled during operating system installation using Experion PKS System Initialization media. For client, XPS viewer is enabled automatically.



## 3 Installing standalone SAW touchscreen driver

### **Related topics**

“Installing eGalax SAW touchscreen driver” on page 34

“Installing Elo SAW touchscreen driver” on page 36

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## 3.1 Installing eGalax SAW touchscreen driver

### To install eGalax SAW touchscreen driver

- 1 Plug in the FPDs.
- 2 Insert the latest Experion PKS System Initialization media in the DVD drive.
- 3 For Microsoft Windows 7 Professional (32-bit) or Microsoft Windows 7 Professional (64-bit) navigate to the location `<Driver>\PACKAGES\SOFTWARE\EETITOUCHSCREEN_GUI\SETUP.EXE` on the media.
- 4 Right-click the **SETUP.EXE** and select **Run as administrator**.  
The **User Account Control** window appears.
- 5 Click **Yes**.  
The **eGalaxTouch** dialog box appears.
- 6 Click **Next**.  
The **License Agreement** page appears.
- 7 Click **I agree the terms of the license agreement**.
- 8 Click **Next**.  
The **Setup Type** page appears.
- 9 Clear the **Install RS232 interface driver** check-box and then click **Next**.
- 10 Click **Next**.  
The **eGalaxTouch - InstallShield Wizard** appears.
- 11 Click **OK**.
- 12 Click **Next**.  
The **Choose Destination Location** page appears.
- 13 Click **Next**.  
The **Select Program Folder** page appears.
- 14 Click **Next**.  
The **Setup Type** page appears.
- 15 Clear the **Create a eGalaxTouch Utility shortcut on desktop** check-box and then click **Next**.
- 16 Click **Next**.  
The **Setup Status** page appears.  
The installation progress appears on the screen.
- 17 Once the installation is complete, the **Would you do 4 point calibration now?** message appears.
- 18 Click **No**.  
The message **You must restart your computer to apply changes** appears.
- 19 Click **Restart Now**.  
The system restarts automatically.

### To calibrate the eGalax Touchscreen

- 1 Log on to the system.
- 2 In the notification area, at the far right of the taskbar, right-click the **eGalaxTouch** icon and then click **Calibration Utility**.  
The **eGalaxTouch USB Controller** screen appears.
- 3 In **General** tab, click **Monitor Mapping**.  
The **Please touch here** screen appears.

- 4 Touch the calibration points appearing on the screen.
- 5 On the **eGalaxTouch USB Controller** screen, click the **Tools** tab.
- 6 Click the **4 Points Calibration** option.  
The **4 Points Calibration** screen appears.
- 7 Touch the calibration points appearing on the screen.  
The message **4 point calibration completed** appears.
- 8 Click **OK**.
- 9 In the notification area, at the far right of the taskbar, right-click the **eGalax** icon and then click **Mouse Mode > Click On Touch**.
- 10 Close all open windows.

## 3.2 Installing Elo SAW touchscreen driver

### Prerequisites

You can skip these instructions:

- If the current FPDs are working you must continue using the existing driver (V3.0 Beta 3).
- If the current FPDs are working and you must add or replace a 51199459-400 (desktop) or 500 (console) FPD with the same model FPD then continue using the existing driver (V3.0 Beta 3).

For systems using the 51198787-400 (desktop) or 500 (console) FPD, you must install the driver (ELO\_4.1) as per the following instructions.

### To install Elo SAW touchscreen driver

- 1 Plug in the FPDs.
- 2 Insert the latest Experion PKS System Initialization media in the DVD drive.
- 3 Based on the type of operating system, perform the following:
  - For Microsoft Windows XP (32-bit): navigate to the location `<Driver>\PACKAGES\SOFTWARE\ELOTOUCHSCREEN\32BIT\ELOSETUP.EXE` on the media.
  - For Microsoft Windows 7 Professional (32-bit): navigate to the location `<Driver>\PACKAGES\SOFTWARE\ELOTOUCHSCREEN\32BIT\ELOSETUP.EXE` on the media.
  - For Microsoft Windows 7 Professional (64-bit): navigate to the location `<Driver>\PACKAGES\SOFTWARE\ELOTOUCHSCREEN\64BIT\ELOSETUP.EXE` on the media.
- 4 Right-click the **ELOSETUP.EXE** and select **Run as administrator**.  
The **User Account Control** window appears.
- 5 Click **Yes**.  
The **Elo Touchscreen Setup** dialog box appears.
- 6 Click **Install USB Touchscreen Drivers** and click **Next**.  
The **License Agreement** page appears.
- 7 Click **Yes**.  
The **Setup Complete** page appears.
- 8 Click the **Calibrate Elo Touchscreen monitors** check box.
- 9 Click **Finish**.
- 10 Restart the system.  
This completes the installation of FPD Elo Touchscreen.

### To check the ELO touchscreen settings

- 1 Log on to the system.
- 2 Click **Start > Settings > Control Panel > ELO**.  
The **Elo Touchscreen Properties** window appears.
- 3 Click the **Mode** tab.
- 4 Click the following options, and then click **OK**.
  - **Mouse emulation**
  - **Show tool tray utility**
- 5 Click the **Sound** tab.
- 6 Set the sound properties as required and then click **OK**.

**To calibrate the Elo touchscreen**

- 1 Log on to the system.
- 2 In the notification area, at the far right of the taskbar, right-click the **Elo** icon and then click **Align**.  
The **Calibration** screen appears.
- 3 Touch the calibration points appearing on the screen.
- 4 In the notification area, at the far right of the taskbar, right-click the **Elo** icon and then click **Elo Touchscreen Properties**.  
The **Elo Touchscreen Properties** dialog box appears.
- 5 Click the **Properties** tab and then click **Advanced**.  
The **Advanced** dialog box appears.
- 6 Select the **Enable right click on hold** check box.
- 7 Click **Apply** and then click **OK**.
- 8 Close all open windows.



## 4 Installing Flat Panel Display Naviset utility update (1.1.27)

### To install Flat Panel Display Naviset utility update (1.1.27)

- 1 Plug in the FPDs.
- 2 Insert the latest Experion PKS System Initialization media in the DVD drive.
- 3 For Microsoft Windows 7 Professional (32-bit) and Microsoft Windows 7 Professional (64-bit) navigate to the location *<Driver>\PACKAGES\SOFTWARE\NAVISET\_GUI\SETUP.EXE* on the media.
- 4 Copy the Naviset utility files to a temporary directory (for example, c:\temp) on your GUS.
- 5 Right-click the **SETUP.EXE** and select **Run as administrator**.  
The **User Account Control** window appears.
- 6 Click **Yes**.  
The **Welcome to the NEC NaViset 1.1.27.00 Setup Wizard** appears.
- 7 Click **Next**.  
The **License Agreement** page appears.
- 8 Click **I Agree**.  
The **Detected Display Graphics Adapter** page appears.
- 9 Click **Install**.  
The **Completing the NEC NaViset 1.1.27.00 Setup Wizard** appears.
- 10 Clear the **Show Readme** check box and click **Finish**.  
The **NEC NaViset** window appears.
- 11 Change the setting as required and click **OK**.  
This completes the installation of FPD Naviset utility update (1.1.27).





## 5 Special Considerations

### Related topics

“Considerations for nVIDIA Quadro NVS 420 display (PAR:1-EDS5HT)” on page 42

“nVIDIA Quadro NVS 450 display configuration issue” on page 43

“Considerations for performing dual partition (PAR:1-G1FF77)” on page 46

“Verifying the core settings on T610/R710 platforms” on page 47

“Considerations for systems with Matrox QID” on page 48

“Configuring Matrox QID display driver (PAR# 1-KS3W3F)” on page 49

“Considerations for creating ESIS using Experion PKS System Initialization media (PAR:1-PWFVEJ)” on page 52

“Considerations for performing platform change migration/clean install on HP Z620 workstation/Dell Precision T3600XL workstation/Dell Precision R7610 workstation having Matrox Extio2 RPS as Remote peripheral solution (RPS)” on page 53

“nVIDIA NVS 510 connection details” on page 56

“Considerations for Remote Desktop Protocol” on page 57

## 5.1 Considerations for nVIDIA Quadro NVS 420 display (PAR:1-EDS5HT)

<b>Error Indication</b>	Discrepancy is observed in Quad or Triple display configuration numbers. This occurs if the display connection is made according to the display number on the converter cable.
<b>Cause</b>	<p>When the Honeywell configured Dell T5500 workstation with nVIDIA Quadro NVS 420 display controller connected to Quad or Triple displays is installed with Microsoft Windows 7 Professional, a mismatch between the configuration numbers is observed. This mismatch occurs if the display connection is made according to the display number on the converter cable.</p> <p>Configuration numbering of Quad display is displayed as 1, 3, 2 and 4 instead of 1, 2, 3, and 4. Configuration numbering of Triple display is displayed as 1, 3, and 2 instead of 1, 2, and 3. For the Triple display, the installation terminates with error if the display connections are not according to the required recommendations.</p>
<b>Scope of Impact:</b>	Issue is observed in Dell T5500 (MZ-PCWS42, MZ-PCWS61, MZ-PCWS43, and MZ-PCWS62).
<b>Workaround</b>	This is an acknowledged behavior of nVIDIA Quadro NVS 420 display controller with Microsoft Windows 7 Professional operating system. Perform the connections according to the details in the following table prior to installation using Experion PKS System Initialization media.

### nVIDIA Quadro NVS 420 quad monitor connection

VHDCI to DVI-D converter connector position	Recommended connection
Output – 1	Display 1
Output - 2	Display 3
Output - 3	Display 2
Output - 4	Display 4

### nVIDIA Quadro NVS 420 triple monitor connection

VHDCI to DVI-D converter connector position	Recommended connection
Output - 1	Display 1
Output - 2	Display 2
Output - 3	Not recommended
Output - 4	Display 3

For more information, refer to *T5500 Honeywell Workstation Planning Installation and Service Guide* for information about arranging the displays according to Honeywell standards.

## 5.2 nVIDIA Quadro NVS 450 display configuration issue

### Error Indication:

Honeywell-configured Dell T5500 / T5400 / PWS490 workstations configured with nVIDIA Quadro NVS 450 display controller can be connected to quad or triple displays. In Experion installed on Microsoft Windows 7 Professional operating system, a mismatch of the display numbers occurs if the quad display connections are as per the display number mentioned on the controller.

The Experion PKS System Initialization media does not allow or show an error if the user selects triple/quad monitor arrangement.

### Cause:

After loading the Microsoft Windows 7 Professional operating system on the Honeywell-configured T5500 / T5400 / PWS490 platform, when the quad display connection is made according to the display number mentioned on the controller, the display numbering shows 1, 3, 4, 2 instead of 1, 2, 3, 4.

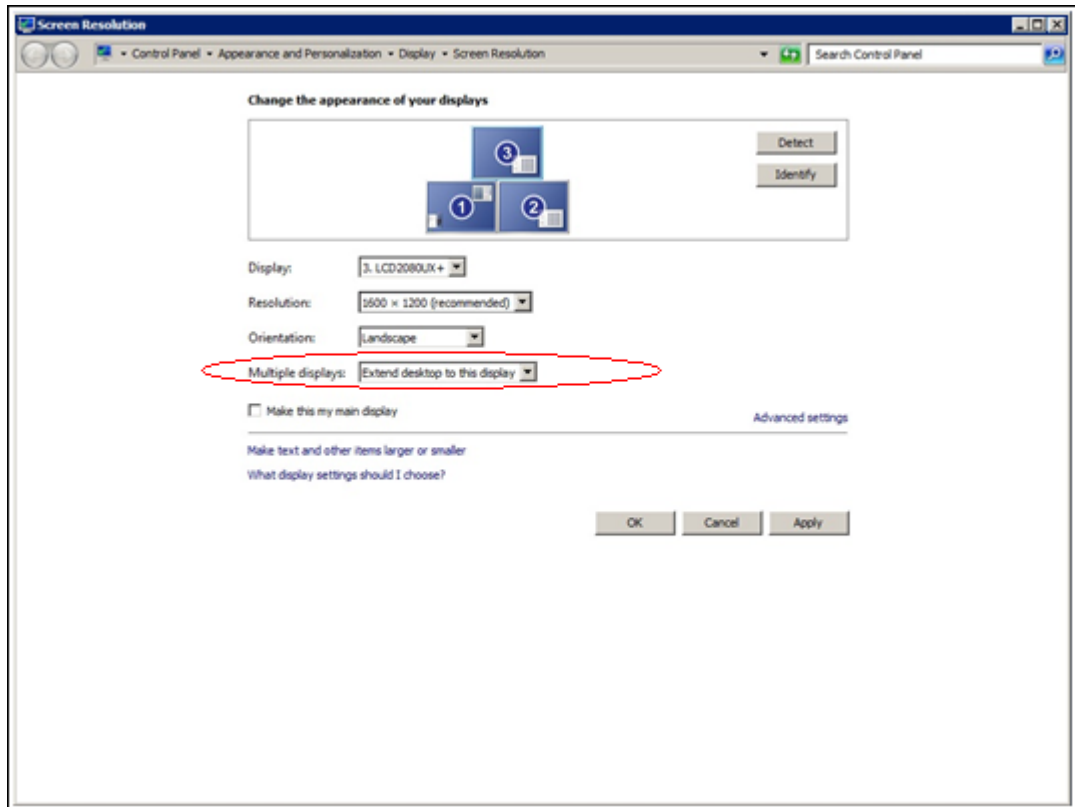
If triple/quad display is connected to the nVIDIA Quadro NVS 450 controller and user chooses **Triple** or **Quad** display configuration in the Monitor arrangement option of the **Experion PKS System Initialization media–Dialog Manager**, the error message, **Required monitor hardware for triple monitor is not attached to the system** is displayed

### Solution:

#### Triple display

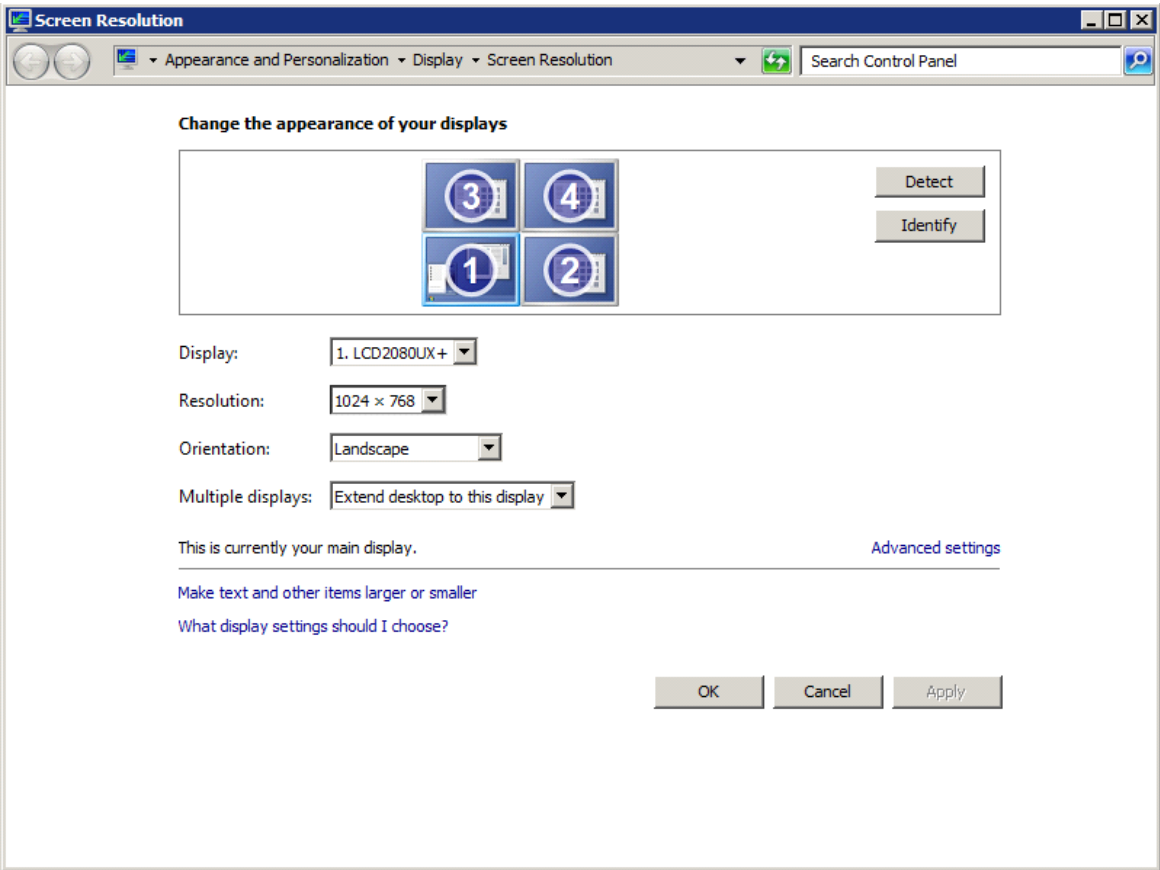
For triple/quad display connected system, choose **Single** display configuration in the Monitor arrangement option of the **Experion PKS System Initialization media–Dialog Manager**.

In addition, for the quad or the triple display configuration, Experion PKS System Initialization media does not arrange the display according to required format and it does not set the screen resolution as selected in **Experion PKS System Initialization media–Dialog Manager**. After completing Experion installation, you must enable the display 2, 3, and 4 by clicking individual display icon in display properties. From the Multiple displays list, choose **Extend desktop to this display**. Arrange the displays according to required format as illustrated in the diagram. Arrange display 1 and 2 in lower tier and 3 in upper tier



### Quad display

For quad display, arrange the displays in the order 1, 2 in the lower tier and 3, 4 in the upper tier as displayed in the following image.



This is a known behavior of nVIDIA Quadro NVS 450 display controller with Microsoft Windows 7 Professional operating system.

The following workaround must be made before using the Experion PKS System Initialization media.

Display port number	Quad display connection for Microsoft Windows 7 Professional operating system
1	1
4	2
2	3
3	4

## 5.3 Considerations for performing dual partition (PAR:1-G1FF77)

<b>Error Indication</b>	Dual disk partition issue is observed if the Experion R3xx (when R3xx is the base release) installation was performed using dual partition option.
<b>Cause</b>	<p>In this scenario, the size of primary partition is less than 45 GB for the Experion installation (C drive system partition) and the secondary extended partition is not partitioned (not partitioned as logical drive). To create a 45 GB space, follow one of the following methods when migrating from R3xx to R4xx.</p> <ul style="list-style-type: none"> <li>Start Experion R4xx.x installation from Experion PKS System Initialization media, and continue with installation.</li> <li>Perform the following steps. <ol style="list-style-type: none"> <li>Install one of the following operating systems. <ul style="list-style-type: none"> <li>Microsoft Windows 7 Professional (32-bit)</li> <li>Microsoft Windows 7 Professional (64-bit)</li> <li>Microsoft Windows Server 2008 Standard</li> <li>Microsoft Windows Server 2008 R2</li> </ul> </li> <li>Start the Experion R4xx.x installation from the <b>Experion PKS System Initialization media</b>.</li> <li>Continue with installation.</li> </ol> </li> </ul>
<b>Workaround</b>	<p>Honeywell recommends that the disk space allotted for Experion R4xx.x must be equal or greater than 45 GB free space. The following workaround is applicable only if you perform the migration using the second method.</p> <p>Perform the following steps to install the operating system for Experion R4xx.x, in 45 GB disk space.</p> <ol style="list-style-type: none"> <li>Insert the <b>HPS operating system reinstallation media</b> (Microsoft Windows 7 Professional (32-bit)/Microsoft Windows 7 Professional (64-bit)/Microsoft Windows Server 2008 Standard/Microsoft Windows Server 2008 R2).</li> <li>Start the system installation from the DVD ROM drive.</li> <li>Read the license agreement, accept it, and click <b>Next</b>.</li> <li>In the <b>Install Windows</b> dialog box, select <b>Drive Option</b>. The existing disk partitions are displayed.</li> <li>Select the space of the extended partition that is not allocated.</li> <li>Click <b>New</b>.</li> <li>Click <b>Apply</b>. This converts the unallocated extended partition into a logical drive partition.</li> <li>Select the <b>Logical Drive</b> partition, and click <b>Delete</b>.</li> <li>Click <b>OK</b> to accept the caution message.</li> <li>Select <b>Primary/System partition</b>.</li> <li>Click <b>Delete</b>, and click <b>OK</b> to accept the caution message.</li> <li>Select the unallocated space, and click <b>New</b>.</li> <li>Type a number greater than 46 GB for operating system installation, and click <b>Apply</b>.</li> <li>Click <b>OK</b> to accept the caution message.</li> <li>Select <b>Primary partition</b>, and click <b>Format</b>.</li> <li>Click <b>OK</b> to accept the caution message.</li> <li>Click <b>Next</b> to continue with the operating system installation.</li> </ol>

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## 5.4 Verifying the core settings on T610/R710 platforms

Before you begin Experion installation on T610, and R710 platforms, ensure that you verify the core settings for these platforms.

### To verify core settings

Perform the following steps to verify the core settings.

1. While restarting the platforms, press **F2** to open the **System Setup** dialog box.
2. Use the **DOWN ARROW** key to select **Processor Settings**.
3. Press **ENTER**.
4. Use the **DOWN ARROW** key to select **Number of Core per Processor**.
5. Press **SPACEBAR** to select **ALL**, if not already selected.
6. Press **ESC** twice.
7. Select **Save changes and exit**.
8. Press **ENTER**.

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## 5.5 Considerations for systems with Matrox QID

The Microsoft Windows 7 Professional (32-bit) or Microsoft Windows 7 Professional (64-bit) operating system and Matrox QID with DVI monitor are installed on the Dell T5500, T5400, and PW490 platforms.

While installing Experion using the Experion PKS System Initialization media on these platforms, the display may not be displayed after the driver is installed. The error may be displayed after flashing the display driver, and logging onto the operating system.

Ensure to use Video Graphics Array (VGA) interface (using DVI to VGA converter) for connecting the monitor with Matrox QID.



## 5.6 Configuring Matrox QID display driver (PAR# 1-KS3W3F)

Error Indication	Honeywell configured Dell T5500 / T5400 / PWS490 workstations with Matrox QID quad display controller can be connected to quad or triple displays. The current Experion PKS System Initialization media configures the displays using windows display management. However, to get a better display control/performance, the OEM vendor recommends configuring displays using <b>PowerDesk-SE</b> software.
Cause	<p>After loading the Microsoft Windows 7 Professional (64-bit) operating system on Honeywell configured T5500 / T5400 / PWS490 systems configured with Matrox QID display controller, when the user inserts the Experion PKS System Initialization media and configures in <b>Network and Input/Output Device Information</b> window, the user is not allowed to select multiple monitors &amp; resolutions. It defaults to single display, and resolution as <b>1280x1024</b>.</p> <p>If the user configures systems using already generated configuration files, after completing the Experion installation, the user must configure the displays using <b>PowerDesk-SE</b> software.</p>
Solution	After completing Experion installation, the user must perform the following steps to configure quad/triple displays using <b>PowerDesk-SE</b> software.

**Triple display configuration**

1. On the task bar, right-click **M (Matrox)** icon, and choose **Multi-Display Setup**.

The **Matrox PowerDesk-SE** dialog box is displayed with the Matrox display devices listed in the left pane.

2. Select **Use advanced Matrox display controls** option and in the multi-display setup section, select **Independent mode**. Select **3 display** from the menu.

**! Attention**

- While using a Matrox display mode, use the Matrox display controls to change the display settings. Corresponding Windows controls are available, but cannot be used.

3. Select the appropriate display resolution from the **Display mode** menu and click **Apply**.

**Your display setup has changed. Do you want to keep these settings** message is displayed.

**! Attention**

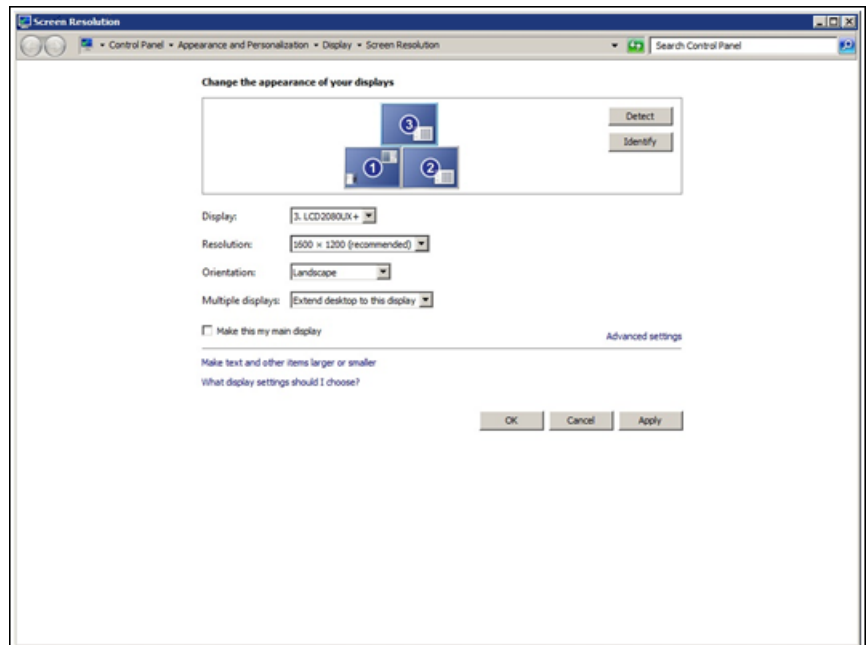
- Ensure that all four displays are at the same resolution and refresh rate.

4. Click **Yes**, and click **OK**.

5. Choose **Start > Control Panel > Appearance and personalization > Display > Adjust resolution**.

The **Screen Resolution** window is displayed.

6. Arrange the displays in the order of 1 and 2 in lower tier, and 3 on top of 1 and 2 as shown.



7. Click **Apply**, and click **OK**.

### Quad display configuration

1. In the task bar, right-click **M (Matrox)**, and choose **Multi-Display Setup**.  
The **Matrox PowerDesk - SE** dialog box is displayed with the Matrox display devices listed in the left pane.
2. Select **Use advanced Matrox display controls** and in the Multi-display setup section select **Independent mode**. Select **4 display** from the menu.

**! Attention**

- While using a Matrox display mode, use the Matrox display controls to change the display settings. Corresponding Windows controls are available, but cannot be used.

3. Select the appropriate display resolution from the **Display mode** menu and click **Apply**.  
The message, **Your display setup has changed. Do you want to keep these settings?** is displayed.

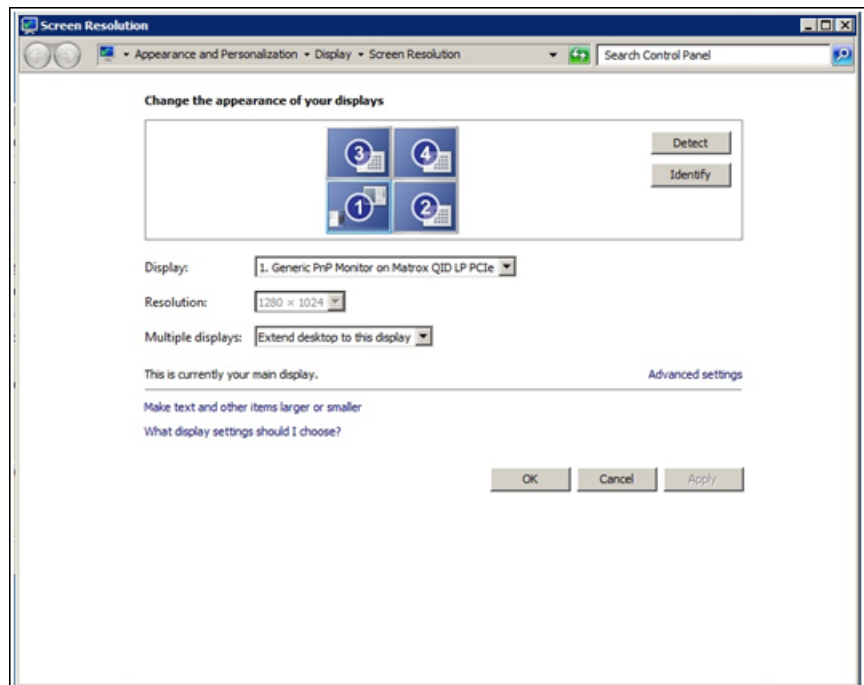
**! Attention**

- Ensure all four displays are at the same resolution and refresh rate. Maximum display resolution supported for four monitor configurations is **1600 x 1200**.

4. Click **Yes**, and click **OK**.
5. Choose **Start > Control Panel > Appearance and personalization > Display > Adjust resolution**.

The **Screen Resolution** window is displayed.

6. Arrange the displays in the order of 1 and 2 in lower tier, 3 on top of 1 and 4 on top of 2, as shown.



7. Click **Apply**, and click **OK**.

---

## 5.7 Considerations for creating ESIS using Experion PKS System Initialization media (PAR:1-PWFVEJ)

<b>Error Indication</b>	The folder <b>D_EXP_UPD</b> , which contains updates for Experion PKS System Initialization media, may not be created automatically while creating ESIS for Experion R400.x.
<b>Cause</b>	
<b>Workaround</b>	<p>Perform the following steps after creating ESIS for Experion R400.x, and if the <b>D_EXP_UPD</b> folder is not created.</p> <ol style="list-style-type: none"><li>1. Create folder <b>D_EXP_UPD</b> manually.</li><li>2. Copy the content of <b>Experion PKS System Initialization Updates media</b> to <b>D_EXP_UPD</b> folder.</li></ol>

## 5.8 Considerations for performing platform change migration/clean install on HP Z620 workstation/Dell Precision T3600XL workstation/Dell Precision R7610 workstation having Matrox Extio2 RPS as Remote peripheral solution (RPS)

### Considerations

- **Firmware patch installation**

Perform this firmware upgrade only if you have one of the following platforms installed with Matrox Extio2 Remote Peripheral Solution (RPS).

- Dell Precision R5500 workstation
- Dell Precision T5500 workstation
- Dell Precision T5400 workstation
- Dell Precision 490 workstation
- Dell Precision T3600XL workstation
- HP Z620 workstation
- Dell Precision R7610 workstation

- Ensure to perform the Firmware patch installation procedure before initiating the Experion migration or after the Experion installation.

- **VBIOS patch installation**

Perform the VBIOS update if you have a system with Matrox Extio2 RPS installed and you are planning for a platform migration (Honeywell supported Matrox Extio2 RPS platform to Dell Precision T3600XL workstation/HP Z620 workstation/Dell Precision R7610 workstation).

- You must perform the VBIOS update on a temporary workstation running Microsoft Windows XP or Microsoft Windows 7 operating system.
- Update the VBIOS of the Matrox Extio2 RPS unit before initiating the migration.
- This VBIOS update is optional for other platforms.

- Ensure to perform the VBIOS patch installation procedure before initiating the Experion migration.

### Firmware patch installation

- 1 Log on to the system using an account with Administrator privileges.
- 2 Copy the patch from the latest version of Experion PKS System Initialization media present in the following location, and extract the ZIP files to a folder on local drive of the system.  
`<Drive>:\PACKAGES\DRIVERS\RPSUI\EXTIO2\EXTIO_F2408_FIRMWARE_UPDATE_1.18.2.zip`
- 3 Identify the current firmware version of the Matrox Extio2 RPS. Perform the following steps.
  - a Choose **Start > Run** and in the **Run** dialog box, type **cmd**.  
Right-click the cmd and choose **Run as administrator**.
  - b In the **Command Prompt**, browse to the **EXTIO\_F2408\_FIRMWARE\_UPDATE\_1.18.2** folder, and run the **MTXAIS.BAT**.
  - c Press **ENTER** to continue.
  - d Press **ENTER** again.
  - e Using the Windows Explorer, browse to the **EXTIO\_F2408\_FIRMWARE\_UPDATE\_1.18.2** folder and open the **MTXAIS.txt** file.
  - f Verify the firmware version of the **Extio Interface Card** and **Extio Display Unit**.
    - If the firmware version is less than **1.18.2**, this firmware package is applicable for your unit.  
For example, if the firmware version is **1.16.11**, this firmware is applicable for your unit.

- If the firmware version is **1.18.2** or later, this firmware package is not applicable for your unit.

For example, if the firmware version is **1.18.2** or **1.18.3**, this firmware is not applicable for your unit.

**g** After verifying the firmware version on your unit in **MTXAIS.txt** file, delete the file from the folder.

- 4 On the **Command Prompt**, type **MTXACU.BAT** and press **ENTER**.

The available options are displayed as follows:

- 0: Exit (default)
- 1: Update Extio devices
- 9: Reset to Factory defaults

- 5 Type **1** and press **ENTER**.

A message indicating Extio devices update has started, appears.

- 6 Type **Y** and press **ENTER**.

- The Extio devices update begins.
- The firmware updates may take several minutes and during the firmware update the, monitor may flicker.
- After the firmware is updated successfully, the system automatically shuts down.

- 7 Power on the system, and log on to the system using an account with Administrator privileges.

- 8 To verify the updated firmware of the unit, perform step “3” on page 53. Ensure that the firmware version of the **Extio Interface Card** and **Extio Display Unit** is **1.18.2**.

#### VBIOS patch installation

- 1 Log on to the system using an account with Administrator privileges.

- 2 Copy the patch from the latest version of Experion PKS System Initialization media present in the following location, and extract the ZIP files to a folder on local drive of the system.

<Drive>:\PACKAGES\DRIVERS\RPSUI\EXTIO2\EXTIO\_F2408\_VBIOS\_UPDATE\_2.7.71.zip

- 3 Browse to the **Extio\_F2408\_VBIOS\_update\_2.7.71** folder to run **PBIOSWIN.EXE**.

- 4 Depending on the operating system installed in the system perform the following steps.

Operating system	Steps
<b>For Windows XP:</b>	Double-click <b>PBIOSWIN.EXE</b> .
<b>For Windows 7</b>	<ol style="list-style-type: none"> <li>1. Right-click <b>PBIOSWIN.EXE</b> and select <b>Run as Administrator</b>. The UAC windows is displayed.</li> <li>2. Click <b>Yes</b>.</li> </ol>

- 5 In the **Matrox BIOS Update Utility** dialog box, identify the current version of Graphics BIOS.

- If the version is less than **994-27, v2.7.71**, this VBIOS patch is applicable for your unit
- If the version is **994-27, v2.7.71** or higher, this VBIOS patch is not applicable for your unit.

- 6 Create a backup of the existing VBIOS.



#### Tip

Honeywell recommends creating a backup of existing VBIOS of your unit. It can be used if the new VBIOS update fails.

- a Select **Create a Matrox BIOS backup file** [Recommended].

- b Browse to the **Extio\_F2408\_VBIOS\_update\_2.7.71** folder.

- c Click **Save** to store the backup of current VBIOS.

A message, **A backup file for your Matrox BIOS has been successfully created** appears.

- d Click **OK**.

- 7 Update the Matrox BIOS.

- a In the **Matrox BIOS Update** utility, select **Update your Matrox BIOS**.
  - b Browse to **Extio\_F2408\_VBIOS\_update\_2.7.71** folder, and open the **994-27.bin** file.  
The **Matrox BIOS Update Utility** dialog box appears.
  - c Click **Yes** to start the VBIOS update.  
The VBIOS update begins.
  - d After the VBIOS upgrade completes successfully, click **Restart** to restart the system.
- 8 Log on to the system using an account with Administrator privileges.
- 9 In the **Matrox PowerDesk** utility, select **About**.  
The **About** page is displayed
- 10 Verify the BIOS version information. The BIOS version must display **994-27, V2.7.71**.

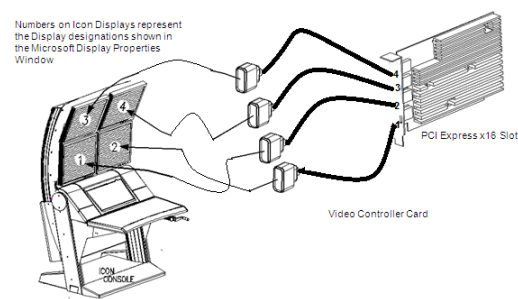
# 5.9 nVIDIA NVS 510 connection details

Ensure to connect the nVIDIA NVS 510 as described in the following table.

**Quad display connection**

Cable port	FPD
1	2
2	1
3	4
4	3

The following image illustrates quad monitor connection using nVIDIA NVS 510.





## 5.10 Considerations for Remote Desktop Protocol

The R110.3 Experion PKS System Initialization media installs RDP 8.0 on all systems running Microsoft Windows 7 Professional operating system. When RDP 8.0 is installed on both the source system and target system, trying to establish a remote desktop connection to the target system fails with an error. You must perform the local group policy settings on the system you want to establish remote desktop connection.

You must update the local group policy setting for enabling the RDP hotfix 8.0. The local group policy setting is applicable only for Microsoft Windows 7 Professional (32-bit) and Microsoft Windows 7 Professional (64-bit) operating systems. Do not perform this setting if you are running Microsoft Windows Server 2008 R2 operating system.

### To update the local group policy

- 1 Log on to the host system using Administrator account.
- 2 Click **Start**.
- 3 In the **Search** field, type **GPEDIT.MSC**, and then press **Enter**.  
The **Local Group Policy Editor** dialog box appears.
- 4 On the left pane, from **Window Configuration** click **Administrative Templates**.  
The **Administrative Templates** screen appears in the right pane.
- 5 Click **Windows Component > Remote Desktop Services > Remote Desktop Session Host > Connection**.  
The **Connection** screen appears.
- 6 Right-click **Select RDP transport protocols** and then click **Edit**.  
The **Select RDP transport protocols** dialog box appears.
- 7 Click **Enabled** check box.
- 8 From **Select Transport Type** list, select **Use both UDP and TCP** option.
- 9 Click **Apply** and then click **OK**.
- 10 In the **Local Group Policy Editor** dialog box; click **Window Configuration > Administrative Templates > Windows Component > Remote Desktop Services > Remote Desktop Session Host > Remote Session Environment**.  
The **Remote Session Environment** screen appears.
- 11 Double-click **Enable Remote Desktop Protocol 8.0**.  
The **Enable Remote Desktop Protocol 8.0** dialog box appears.
- 12 Click **Enabled** check box.
- 13 Click **Apply** and then click **OK**.
- 14 Close the **Local Group Policy Editor** dialog box.
- 15 Restart the host system.
- 16 Log on to the host system using Administrator account.
- 17 Click **Start**, right-click **Computer**, and then click **Manage**.  
The **Computer Management** dialog box appears.
- 18 From the left pane, click **Local Users and Groups**.  
The **Local Users and Groups** appears in the right pane.
- 19 Double-click **Users**.  
A list of users accounts appear.



#### Attention

- If you have more than one user then add all the users to the RDP group.

- 20 Double-click on the appropriate user.  
The selected user **Properties** dialog box appears.

- 21 Click **Member of** tab.
- 22 Click **Add**.  
The **Select Groups** dialog box appears.
- 23 Click **Advanced**.  
The **Select Groups** dialog box appears.
- 24 Click **Find Now**.  
The search results appears at the bottom of the dialog box.
- 25 From **Search results list**, double-click **Remote Desktop users**.  
The selected **Remote Desktop users** appear in the **Enter the object names to select** field.
- 26 Click **OK** and close all the opened dialog boxes.

## 6 Known issues with Experion PKS System Initialization media

PAR	Description
1-MXU7X1	<p><b>Error Indication:</b> Experion PKS System Initialization media installer does not set the Windows theme as <b>Windows Classic</b> when Console, or Flex station is installed on a Microsoft Windows 7 Professional operating system.</p> <p><b>Description:</b> On a system where Experion Console, or Flex station is installed on a Microsoft Windows 7 Professional operating system, and the Windows operating system theme is set as <b>Windows Classic</b>. After installation, and restarting the system, the theme is not set as <b>Windows Classic</b>.</p> <p><b>Recovery:</b> Perform the following steps.</p> <ol style="list-style-type: none"> <li>1. Choose <b>Start &gt; Control Panel</b>.</li> <li>2. In the <b>Appearance and Personalization</b> section, select <b>Change the Theme</b>.</li> <li>3. Select <b>Windows Classic</b> from the list of themes.</li> </ol> <p><b>Workaround:</b> None.</p>
1-E9DTN3	<p><b>Error Indication:</b> An error message, <b>BOOTMGR missing</b> is displayed while performing operating system reinstallation using Experion PKS System Initialization media.</p> <p><b>Description:</b> After starting the server or workstation platform with Experion PKS System Initialization media, and entering all the required details, the system restarts immediately. However, <b>BOOTMGR missing</b> message is displayed.</p> <p><b>Recovery:</b> Perform the following steps.</p> <ol style="list-style-type: none"> <li>1. Perform operating system installation manually.</li> <li>2. Use <b>Experion PKS System Initialization media</b> to perform system configuration with or without product installation.</li> </ol> <p><b>Workaround:</b> Use <b>HPS operating system reinstallation media</b>.</p>
1-N6Z81N	<p><b>Error Indication:</b> The <b>Link speed</b> option on the <b>Network Input/Output Device Information</b> page in <b>Experion PKS System Initialization media–Dialog Manager</b> is displayed when network type is FTE.</p> <p><b>Recovery:</b> None.</p> <p><b>Workaround:</b> Select <b>Link speed</b> as <i>100 Mbps Full Duplex</i>.</p>
1-J7I1XN	<p><b>Error Indication:</b> Monitor resolution is not set for other Honeywell platforms, and VMware virtual platforms.</p> <p><b>Description:</b> While installing operating system on a computer using Experion PKS System Initialization media, the configured monitor resolution is not saved after installation.</p> <p><b>Recovery:</b> None.</p> <p><b>Workaround:</b> Manually set the resolution.</p>

PAR	Description
1-T5B033	<p><b>Error Indication:</b> The USB 3.0 port on HP Z620 workstation does not support SAW serial touch screen/USB touch screen driver installation.</p> <p><b>Description:</b></p> <p><b>Recovery:</b> None.</p> <p><b>Workaround:</b> Use USB 2.0 port for SAW serial/USB touch screen installation.</p>
1-UKXGSA	<p><b>Error Indication:</b> Firewall exception message for Mega raid Storage Manager appears during installation using Experion PKS System Initialization media.</p> <p><b>Description:</b> Firewall Exception message for Mega raid Storage Manager appears while performing system configuration on Dell Precision T3600XL workstation and Dell Precision R7610 workstation platforms using Experion PKS System Initialization media.</p> <p><b>Recovery:</b> None.</p> <p><b>Workaround:</b> No action required. Message automatically disappears during the next reboot.</p>
1-T5MYZ1	<p><b>Error Indication:</b> Monitor resolution is not set for workstations if more than one monitor is selected during installation.</p> <p><b>Scenario 1:</b> While configuring a platform with nVIDIA Quadro NVS 300 using Experion PKS System Initialization media, you can select only one monitor in the <b>Monitor Arrangement</b> option in the <b>Experion PKS System Initialization media–Dialog Manager</b>.</p> <p><b>Description:</b> While installing operating system using Experion PKS System Initialization media, the configured monitor resolution is not saved after installation.</p> <p><b>Recovery:</b> None.</p> <p><b>Workaround:</b> Manually configure the monitor arrangement and resolution according to the requirement after Experion installation.</p> <p><b>Scenario 2:</b> While generating configuration files for platforms installed with nVIDIA Quadro NVS 300, using Experion PKS System Initialization media, all four monitor options are available for selection in the <b>Experion PKS System Initialization media–Dialog Manager</b>. However, you can select only one monitor, since Experion PKS System Initialization media does not perform the monitor arrangement and resolution setting according to the selection in <b>Experion PKS System Initialization media–Dialog Manager</b>.</p> <p><b>Recovery:</b> None.</p> <p><b>Workaround:</b> Manually configure the monitor arrangement and resolution according to the requirement after Experion installation.</p>

PAR	Description
1-1RSDFZH	<p><b>Error Indication:</b> While installing the operating system (both 64-bit and 32-bit) on DL380 platform using Experion PKS System Initialization media, the following error may appear.</p> <p><i>Failed configure hard disk, Windows could not determine the system volume</i></p> <p><b>Description:</b> This error occurs during Experion installation when you boot the system from the Experion PKS System Initialization media with the USB thumb drive (on which the configuration files are saved) connected to the port.</p> <p>During Experion installation, after completing the task on the <b>Experion PKS System Initialization Pre-Install Utility</b> screen, and click <b>Next</b>. The system ejects the Experion PKS System Initialization media and prompts to insert the operating system media. When you insert the operating system media, the system tries to install the operating system on the USB connected to the port displaying the following message</p> <p><i>Failed configure hard disk, Windows could not determine the system volume</i></p> <p><b>Recovery:</b> None</p> <p><b>Workaround:</b> Boot the system from the Experion PKS System Initialization media. Once the <b>Experion PKS System Initialization Pre-Install Utility</b> screen is displayed, connect the USB thumb drive on which the configuration files are save and continue with the Experion installation.</p>
1-3H40OCB	<p><b>Error Indication:</b> R430.1 ESV Ethernet-based installation fails due to network issue observed only on HP ProLiant DL360p Gen8 server.</p> <p><b>Description:</b> The Ethernet-based clean installation of ESV fails due to network issues issue observed only on HP ProLiant DL360p Gen8 server.</p> <p><b>Recovery:</b> None</p> <p><b>Workaround:</b> To continue the installation you must physically move Ethernet connection from LAN Port 1, 2 to LAN Port 3, 4 and restart the installation.</p> <p>Or</p> <p>Configure the LAN settings and assign the IP manually and restart the installation.</p>
1-3H02LCV	<p><b>Error Indication:</b> An Asterisk (*) symbol must be added at the beginning and the end of the Installing Operating System Drivers step using Experion PKS System Initialization media.</p> <p><b>Description:</b> While installing Operating System Drivers using Experion PKS System Initialization media, an Asterisk (*) symbol is added at the beginning of the step. This Asterisk (*) symbol indicates the user that there is a step where they must acknowledge the swapping from Experion PKS System Initialization media to Initialization Utilities media. However, the Asterisk (*) symbol is missing at the end of the step to indicate they must swap the Initialization Utilities media back to Experion PKS System Initialization media.</p> <p><b>Recovery:</b> None</p> <p><b>Workaround:</b> Update the step in the Installing Operating System Drivers procedure to include an Asterisk (*) symbol at the beginning and at the end of the step.</p>
1-3HDK07M	<p><b>Error Indication:</b> The first attempt for Installing Operating System Drivers using Experion PKS System Initialization media fails.</p> <p><b>Description:</b> While migrating an ESC node from R311.3 -R431.1, Experion PKS System Initialization media is used for booting the system to reinstall the system. After the operating system is reinstalled on the system, the installation of Operating System Drivers fails. However, after the system reboots, it is found that the installation of Operating System Drivers is passed on second attempt.</p> <p><b>Recovery:</b> None</p> <p><b>Workaround:</b> None</p>

PAR	Description
1-3GEO2AT	<p><b>Error Indication:</b> BIOS links are not working in the home page of the R110.3 Rev2 Experion PKS System Initialization media.</p> <p><b>Description:</b> On the home page of the R110.3 Rev2 Experion PKS System Initialization media, in the BIOS/Firmware section, the BIOS links are not working.</p> <p><b>Recovery:</b> None</p> <p><b>Workaround:</b> None</p>
1-3LJ6971	<p><b>Error Indication:</b> Init Media needs to always have a Default IP address in Yellow FTE Adapter value not DHCP</p> <p><b>Recovery:</b> None</p> <p><b>Workaround:</b> Always enter default IP address for FTE yellow adapter in Init media Dialogue manager during clean installation for FTE network.</p>

# 7 Notices

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Use this email address to provide feedback, or to report errors and omissions in the documentation. For immediate help with a technical problem, contact your local Honeywell Process Solutions Customer Contact Center (CCC) or Honeywell Technical Assistance Center (TAC) listed in the “Support and other contacts” section of this document.



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## 7.2 How to report a security vulnerability

For the purpose of submission, a security vulnerability is defined as a software defect or weakness that can be exploited to reduce the operational or security capabilities of the software.

Honeywell investigates all reports of security vulnerabilities affecting Honeywell products and services.

To report a potential security vulnerability against any Honeywell product, please follow the instructions at:

<https://honeywell.com/pages/vulnerabilityreporting.aspx>

Submit the requested information to Honeywell using one of the following methods:

- Send an email to [security@honeywell.com](mailto:security@honeywell.com).
- or
- Contact your local Honeywell Process Solutions Customer Contact Center (CCC) or Honeywell Technical Assistance Center (TAC) listed in the “Support and other contacts” section of this document.

## 7.3 Support and other contacts

For support, contact your local Honeywell Process Solutions Customer Contact Center (CCC).

### North America

Country	Phone	Facsimile	Email
Canada and United States	800-822-7673	973-455-5000	askssc@honeywell.com

### Northern Europe

Country	Local Time Business Hours	Phone	Facsimile	Email
Denmark	07:00 – 18:00	80-252165	+45 6980 2349	hpscustomersupport@honeywell.com
Finland	08:00 – 19:00	0800-9-15938	+358 (0)9 2319 4396	hpscustomersupport@honeywell.com
Ireland	06:00 – 17:00	1800939488	+353 (0)1 686 4905	hpscustomersupport@honeywell.com
Netherlands	07:00 – 18:00	0800 020 3498	+31 (0)20 524 1609	hpscustomersupport@honeywell.com
Norway	07:00 – 18:00	800-11478	47-852-287-16	hpscustomersupport@honeywell.com
Sweden	07:00 – 18:00	0200883167	+46 (0)8 509 097 84	hpscustomersupport@honeywell.com
United Kingdom	06:00 – 17:00	08002797226	+44 (0)20 3031 1064	hpscustomersupport@honeywell.com

### Southern Europe

Country	Local Time Business Hours	Phone	Facsimile	Email
Belgium	07:00 – 18:00	080048580	+32 (0)2 791 96 02	hpscustomersupport@honeywell.com
France	07:00 – 18:00	0805100041	+33 (0)1 72 74 33 44	hpscustomersupport@honeywell.com
Luxembourg	07:00 – 18:00	8002-8524	+352 24611292	hpscustomersupport@honeywell.com
Spain	07:00 – 18:00	800099804	+34 91 791 56 25	hpscustomersupport@honeywell.com
Portugal	06:00 – 17:00	800-8-55994	+34 91 791 56 25	hpscustomersupport@honeywell.com

### Eastern Europe

Country	Local Time Business Hours	Phone	Facsimile	Email
Bulgaria	08:00 – 19:00	700 20771	+359 (0)2 489 7384	hpscustomersupport@honeywell.com
Croatia	07:00 – 18:00	0800 80 6392	+420 227 204 957	hpscustomersupport@honeywell.com
Czech Republic	07:00 – 18:00	800 142 784	+420 227 204 957	hpscustomersupport@honeywell.com
Hungary	07:00 – 18:00	06 800 20 699	+36 (06) 1 577 7371	hpscustomersupport@honeywell.com
Poland	07:00 – 18:00	00 800 121 50 46	+48 22 485 35 10	hpscustomersupport@honeywell.com
Romania	08:00 – 19:00	0 800 800 178	+40 (0)31 710 7590	hpscustomersupport@honeywell.com
Russia Federation	09:00 – 20:00	8.10.80 02-412 50 11	+7 495 796 98 94	hpscustomersupport@honeywell.com

Country	Local Time Business Hours	Phone	Facsimile	Email
Slovakia	07:00 – 18:00	0800 002 340	+421 (0)2 3301 0376	hpscusersupport@honeywell.com

### Central Europe

Country	Local Time Business Hours	Phone	Facsimile	Email
Austria	07:00 – 18:00	0800 006438	+43 (0)1 253 6722 4904	hpscusersupport@honeywell.com
Germany	07:00 – 18:00	0800 7239098	+49 (0)30 6908 8463	hpscusersupport@honeywell.com
Greece	08:00 – 19:00	00800 12 9493	+30 21 1 268 6973	hpscusersupport@honeywell.com
Israel	08:00 – 19:00	1 809 407 309	+972 (0)2 591 6148	hpscusersupport@honeywell.com
Italy	07:00 – 18:00	8000 35205	+39 06 96681356	hpscusersupport@honeywell.com
Switzerland	07:00 – 18:00	00 080 035	+41 (0)31 560 41 60	hpscusersupport@honeywell.com

### Middle East and South Africa

Country	Local Time Business Hours	Phone	Email
Bahrain	08:00 – 19:00	8008 1343	hpscusersupport@honeywell.com
Oman	08:00 – 19:00	8007 7595	hpscusersupport@honeywell.com
Qatar	08:00 – 19:00	800 5460	hpscusersupport@honeywell.com
Saudi Arabia	08:00 – 19:00	800 844 5309	hpscusersupport@honeywell.com
South Africa	07:00 – 18:00	0800 983 634	hpscusersupport@honeywell.com
Turkey	08:00 – 19:00	00800 448823587	hpscusersupport@honeywell.com
United Arab Emirates	09:00 – 20:00	8000 444 0300	hpscusersupport@honeywell.com

### Other regions

In other regions, contact your local Honeywell Technical Assistance Center (TAC) for support.

Region	Phone	Facsimile	Email
Pacific	1300-364-822 (toll free within Australia) +61-8-9362-9559 (outside Australia)	+61-8-9362-9564	GTAC@honeywell.com
India	+91-20-6603-2718 / 19 1800-233-5051	+91-20-6603-9800	Global-TAC-India@honeywell.com
Korea	+82-80-782-2255 (toll free within Korea)	+82-2-792-9015	Global-TAC-Korea@honeywell.com
People's Republic of China	+86-21-2219-6888 800-820-0237 400-820-0386		Global-TAC-China@honeywell.com
Singapore	+65-6823-2215	+65-6445-3033	GTAC-SEA@honeywell.com
Japan		+81-3-6730-7228	Global-TAC-JapanJA25@honeywell.com

**World Wide Web**

Honeywell Process Solutions support website:

<http://www.honeywellprocess.com/support>

**Elsewhere**

Contact your nearest Honeywell office.

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## 7.4 Training classes

Honeywell holds technical training classes on Experion PKS. These classes are taught by experts in the field of process control systems. For more information about these classes, contact your Honeywell representative, or see <http://www.automationcollege.com>.

