

TN 053 –

**Updating IDE\ATA Drivers for WS\NUC\Client units
base GA-B150N-GSM M.B. and Slim DVD LG GTC0A**

General

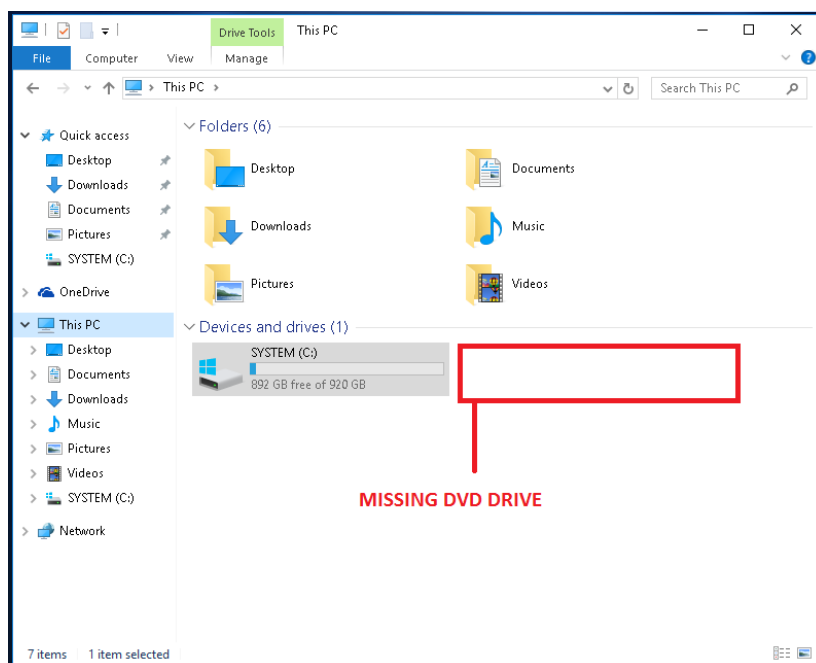
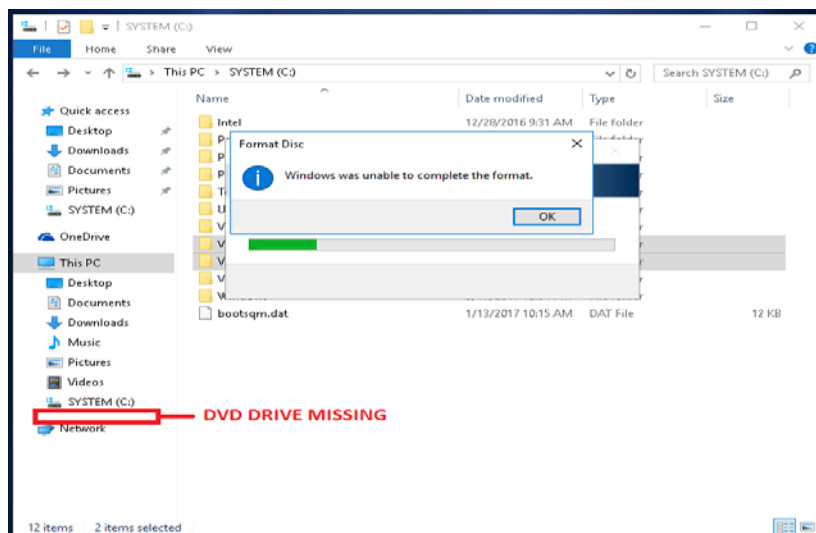
Problem

Customer reporting issues with burning archives to the DVD drive in units with base GA-B150N-GSM M.B. and slim DVD LG GTC0A drives.

Unit is having problems with the DVD burning files in Windows that present multiple issues:

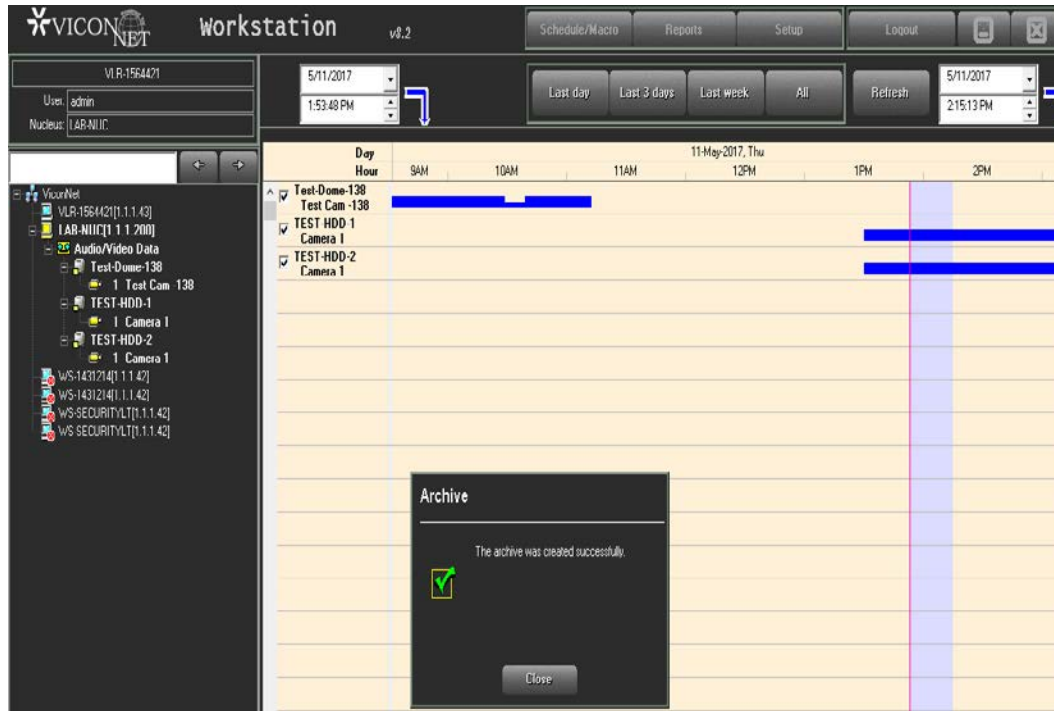
1. Burn-in through Windows:

The DVD drive stops responding, the DVD drive is no longer present in Windows and the DVD drive does not eject the disc until the unit is restarted.



2. Archive through ViconNet:

When attempting to create archives to the DVD in ViconNet, the burn-in process popup message notes as “SUCCESSFUL BURN” and DVD drive responds correctly. However, ViconNet does not eject the disc and the archive fails.

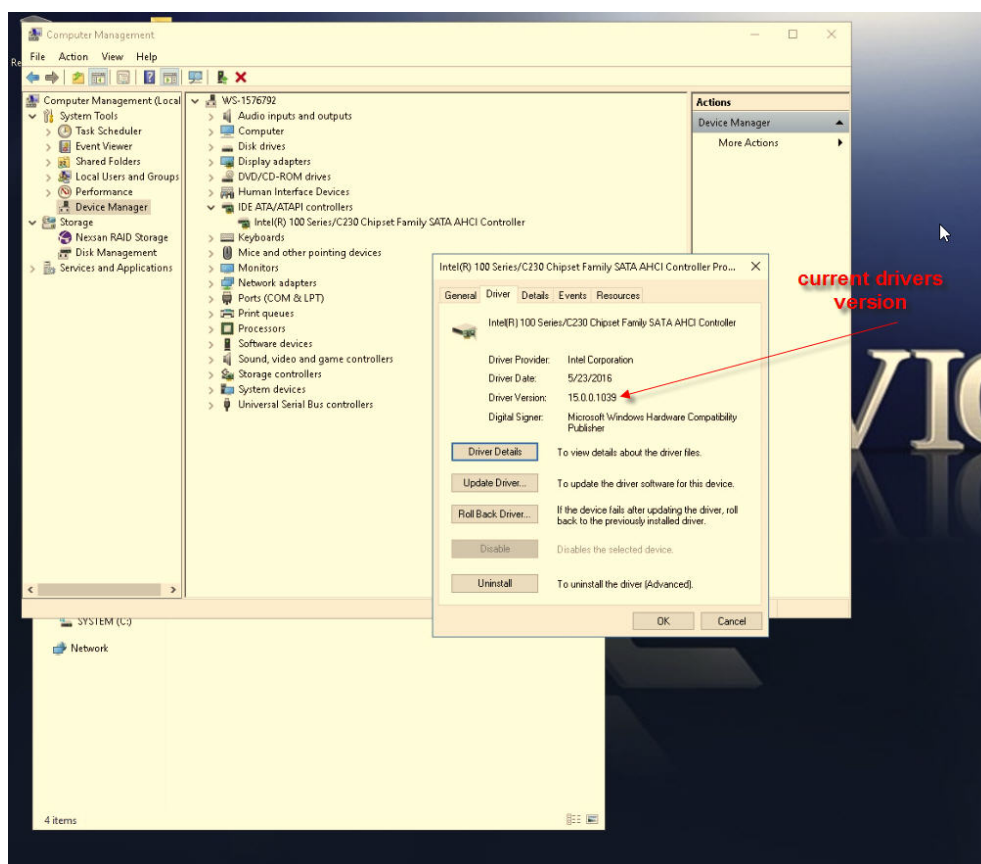


Solution

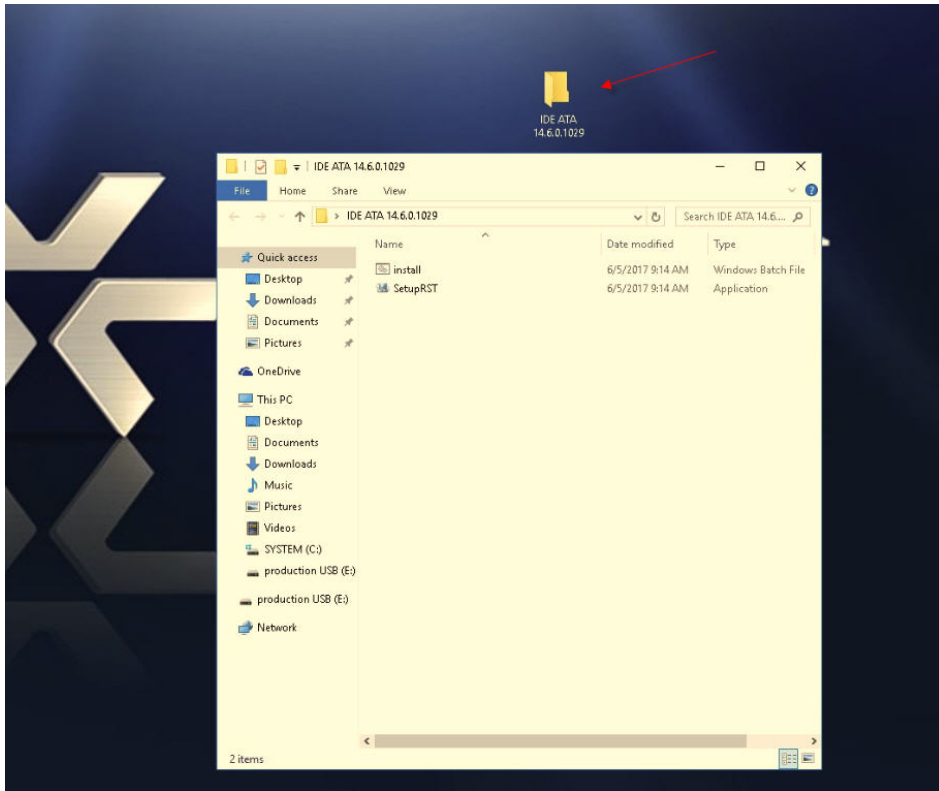
1. **Update IDE\ATA drivers to “older” version 14.6.0.1029.**
Download this version from <https://vicon-cctvdata.sharefile.com/d-sf7a0c32a5bc4a45a>

The following procedure describes the steps required in order to update the IDE\ATA drivers in ViconNet WS\NUC and VALERUS Client-2 with Base GIGABYTE B150N-GSM Motherboard and LG Slim DVD Model GTC0A

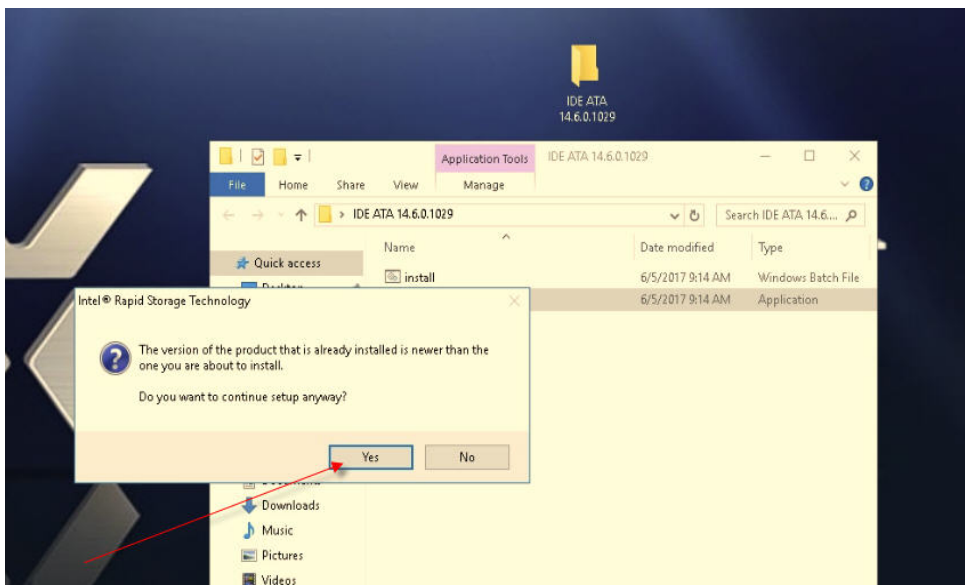
- Go to: Device Manager → IDE\ATA... → Drivers
and verify unit has current version 15.0.0.1039



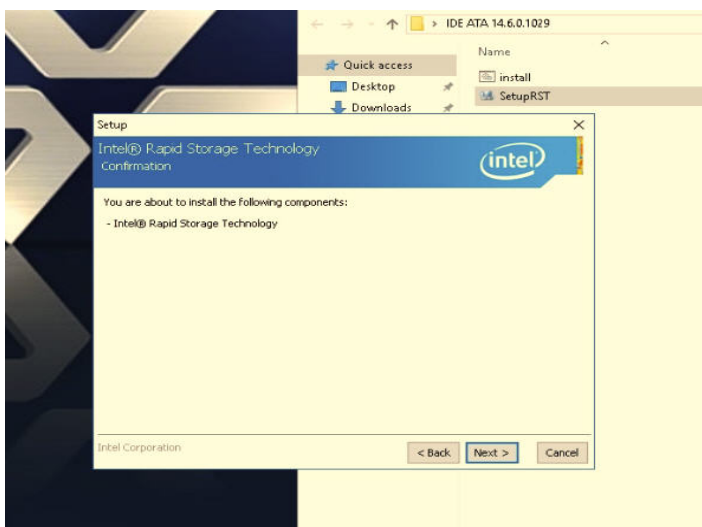
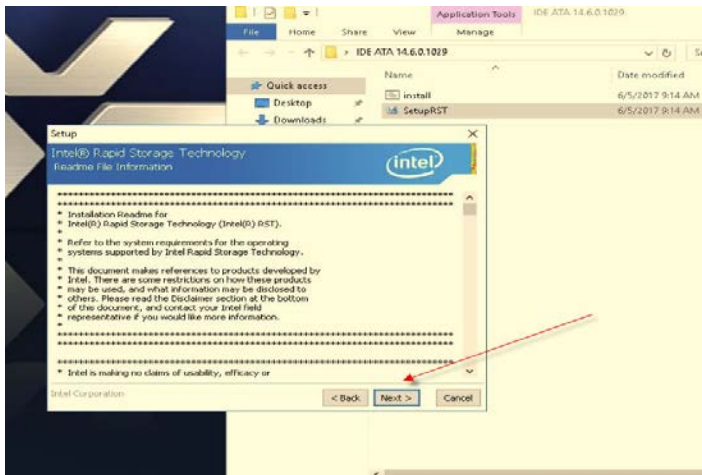
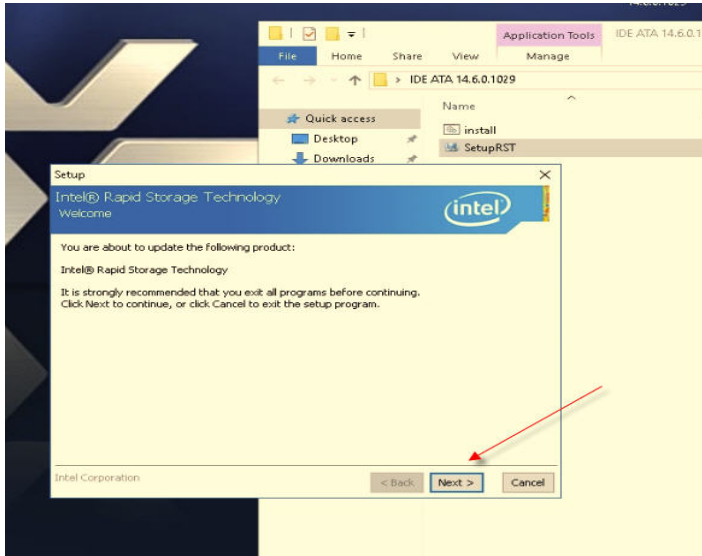
- Copy drivers 14.6.0.1029 version to the desktop.
- Open the file and Run the SetupRST.



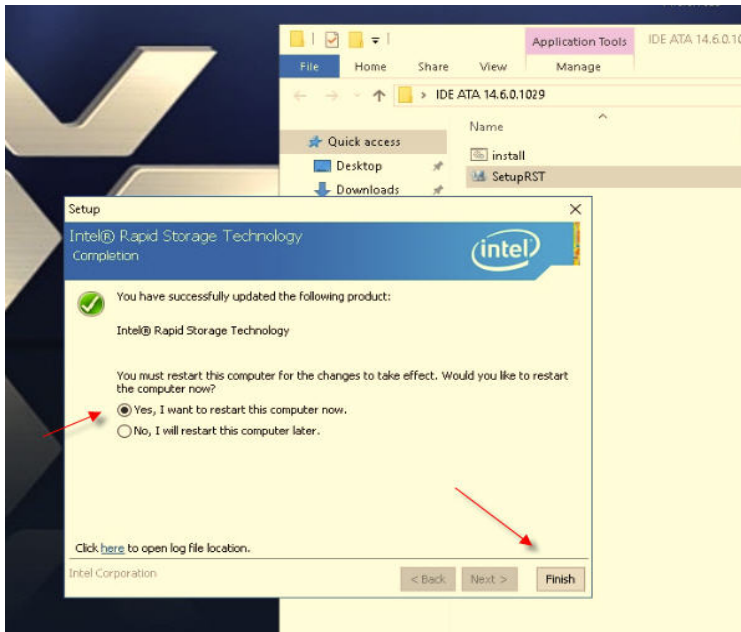
- Click Yes when you get the following message that the current version newer.



- Click → Next → Next → Next.



- Click → Finish.
- Verify that the unit restarts.



- Go to: Device Manager → IDE\ATA... → Drivers and verify that the drivers updated to version 14.6.0.1029.

