Intel® Application Accelerator
Compatibility Issues List

Revision 1.4

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Revision History

Rev	Draft/Changes	Date
1.0	Initial Draft	09/10/01
1.1	Minor grammatical changes and PowerDVD* 3.0 addition	01/11/02
1.2	Updated Norton* Speed Disk* entry	03/08/02
1.3	Addition of drive overlay software issue	03/25/03
1.4	Addition of Stomp* BackUp MyPC* and Castlewood* issues	04/25/03

Introduction

The following applications were reported to have compatibility issues with the Intel® Application Accelerator software. Upon investigation, Intel determined the root cause to not be the Intel Application Accelerator.

The below table is by no means a complete listing of compatibility issues; it represents those issues deemed significant to the needs of our customers. When agreed to by the applicable vendor, Intel's Application Engineers will attempt to work with the vendors in order to resolve compatibility issues.

Windows* 98, Windows 98 Second Edition, and Windows Millennium Edition Issues List:

Issue	Description	Resolution
Intel® Driver Installer	If the Intel® Application Accelerator is being installed by the Intel Driver Installer, the Windows* 98 CAT file will not be copied over if the user installed the OS from the Windows 98 CD. If the "HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\ CurrentVersion\Setup\SourcePath" value points to a read-only device, the CAT file will not be copied to the users hard disk drive.	This is only an issue if the system re-enumerates the HDD controller.
Installation/Configuration	After the Intel Application Accelerator is installed, the DMA checkbox is available to the end-user when it should have been removed during installation.	Having the box checked or unchecked will not have any effect on the functionality of the system. Use the Intel Application Accelerator diagnostic utility to adjust settings.
Un-Installation	Uninstalling under Windows 98 does not restore the previous DMA checkbox settings for either ATA channel.	The default setting for the Microsoft* driver is DMA-disabled. Use the Device Manager to enable DMA on each device.
McAfee* VirusScan* 4.0.0 with Scan Engine* 3.2.0	The hard drive may not spin down when manually set using the Control Panel power applet.	This problem does not show with McAfee VirusScan 4.0.3 with ScanEngine 4.0.35.
ACPI/Power Management	Under Windows Millennium Edition (Me), WebTV* causes a failure to resume from system standby.	This is a known Microsoft issue for Windows Millennium Edition (Me) and is not related to the Intel Application Accelerator.
Adaptec* Easy CD Creator*	CD recording device is not recognized by Adaptec's Easy CD Creator*	This behavior is a known issue and not related to the Intel Application Accelerator. Update to the latest version by going

		to http://www.roxio.com for the latest CD-R/CD-RW device support. Roxio* is now a subsidiary of Adaptec, Inc.
Norton* Speed Disk*	Users running Speed Disk (Symantec* Norton Utilities* 2001or 2002) with the Intel Application Accelerator installed, will receive the following error message: "The Intel Ultra ATA Driver you are using is incompatible with Speed Disk. Update your Driver at http://support.intel.com and run Speed Disk again."	This is a known issue and not related to the Intel Application Accelerator. Symantec has released a patch through their LiveUpdate* feature (built into their software) for Norton* Utilities* 2002 that resolves this issue.
Digital CD audio	A blue screen/lock-up may occur while playing CD audio content if the computer is equipped with any device or software that enables digital CD audio.	This is a known Microsoft ScsiPort issue. Additional information can be found at: http://support.microsoft.com/support/kb/articles/q274/3/70.ASP?LN=EN-US&SD=gn&FR=0&qry=CDVSD&rnk=1&src=DHCS_MSPSS_gn_SRCH&SPR=W98
PowerDVD* 3.0	The DVD drive cannot be chosen when running the System Diagnostics program.	The DVD drive will still function correctly. Update to the latest version by going to http://www.gocyberlink.com.
Drive Overlay software from Ontrack* (DDO)	A system hang (possibly non-recoverable) may occur after installation of Intel(R) Application Accelerator PV 2.3 and previous versions on a system using a DDO to overcome a previous BIOS disk drive capacity limitation.	Update your system BIOS to ensure that the full capacity of your disk drive is understood, then remove the DDO, before installing the Intel Application Accelerator.

Windows* NT* 4.0 Issues List:

Issue	Description	Resolution
Installing via SETUP under Windows* NT* 4.0	Installing via SETUP under Windows NT 4.0 causes "IDE CD-ROM (ATAPI 2.1) DUAL-CHANNEL IDE CONTROLLER [not started]" to show in the SCSI Adapters applet. Instead, the text should read, " Intel® Ultra ATA Controller [started].	Run the SETUP program with the -A setup flag, and manually install the Windows NT 4.0 driver using the SCSI Adapters applet in Control Panel.
Documentation	Although not specifically stated in past revisions of the documentation, installation requires the user be logged on with Administrator rights.	Log on as Administrator or equivalent account to install the Intel Application Accelerator.
Adaptec* Easy CD Creator*	A CD recording device is not recognized by Adaptec's Easy CD Creator	This is a known issue and not related to the Intel Application Accelerator. Update to the latest version by going to

		http://www.roxio.com for the latest CD-R/CD-RW device support. Roxio* is now a subsidiary of Adaptec, Inc.
Event Log Errors	Errors in event viewer log that are related to the Intel Application Accelerator.	These errors are cosmetic and might appear many times. The Intel Application Accelerator logs conditions that are not reported by the native OS supplied DMA driver. These errors do not affect performance of the application.
SuperDisk* LS-120 removable storage devices	SuperDisk LS-120 drives have specific considerations: LS-120 drives may appear as "D, "E," or later drive letters. LS-120 drives will report as removable storage. In the "Format" Dialog box for 1.44MB FDDs: while NTFS and FAT32 are displayed as options in the drop down list box, only FAT32 is supported.	

Windows* 2000 Issues List:

Issue	Description	Resolution
Installation	Windows* 2000 may require two reboots for correct installation of devices (Primary ATA channel and Secondary ATA channel).	This issue is due to the Setup API methods required for installation on Windows 2000 and not the Intel Application Accelerator.
Installation	When installing the Intel Application Accelerator after Easy CD Creator* version 4.02c on systems with Windows 2000 installed, the system will fail to complete installation of the Intel Application Accelerator resulting in a blue screen error. Following this condition, the system will not be bootable and will report an 'Inaccessible Boot Device' error at each subsequent reboot.	This issue can be prevented by first upgrading to version 4.02e (or newer version) of Easy CD Creator before installing the Intel Application Accelerator. Version 4.02e of Easy CD Creator can be obtained from the following Roxio* (now a subsidiary of Adaptec,* Inc.) website: http://www.roxio.com
Un Installation	On Windows 2000 and Windows XP, the Coinstaller DLL component of the storage driver will not be removed during un-install.	This is a Microsoft* design limitation that does not allow the coinstaller to be removed.
Unattended install with Windows 2000	Unattended installation with Windows 2000 does not work.	This issue has been corrected with version 1.1 of the Intel Application Accelerator.
Adaptec* Easy CD Creator*	CD recording device is not recognized by Adaptec's Easy CD Creator	This is a known issue and not related to the Intel Application Accelerator. Update to the latest version by going to http://www.roxio.com for the latest CD-R/CD-RW device support. Roxio is now a subsidiary of Adaptec, Inc.

Event Log	Errors in event viewer log that are related to the Intel Application Accelerator.	These errors are cosmetic and might appear many times. The Intel Application Accelerator logs conditions that are not reported by the native OS supplied DMA driver. These errors do not affect performance of the application.
Stomp* BackUp MyPC* (Formerly Backup Exec Desktop* by VERITAS*)	A blue screen with the error PFN_LIST_CORRUPT appears when performing a system backup with BackUp MyPC if Intel® Application Accelerator is installed on the system.	At this time, we do not recommend using BackUp MyPC in conjunction with the Intel Application Accelerator.

Windows* XP Issues List:

Issue	Description	Resolution
ORB* Castlewood* ORB Removable Storage Drive	System may boot slower than expected or user may not be able to eject disk if Intel® Application Accelerator is installed on a system with a Castlewood ORB removable storage device.	This issue is currently under investigation.