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Intel® Ultra ATA Storage Driver
Compatibility Issues List

Revision 0.9

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Revision History

Rev	Draft/Changes	Date
0.9	• Initial Draft	04/10/01

Introduction

The following applications were reported to have compatibility issues with the Intel®
Ultra ATA Storage Driver software. Upon investigation, Intel determined the root cause
not to be the Intel Ultra ATA Storage Driver.
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 engineers will attempt to work with the vendors to resolve
compatibility issues.

Windows* 98, Windows 98 Second Edition* (SE), and Windows Millennium Edition* (Me) Issues List:

Issue Effects	Description	Resolution
Intel® Driver Installer	If the Intel® Ultra ATA Storage Driver 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 Ultra ATA Storage Driver 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® Ultra ATA Companion 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 disk may not spin down when manually set using the Control Panel power applet.	This issue does not appear with McAfee VirusScan 4.0.3 with Scan Engine 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 Ultra ATA Storage Driver.
Adaptec* Easy CD Creator*	CD recording device is not recognized by Adaptec Easy CD Creator	The behavior is a known issues and not related to the Intel Ultra ATA Storage Driver. 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*	Some customers have reported issues using the Intel® Ultra ATA Storage Driver with Norton Speed Disk. The main issue reported has been corrupted files.	At this time, we recommend that users do not use Norton Speed Disk with the Intel Ultra ATA Storage Driver.
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 and 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

Windows* NT* 4.0 Issues List:

Issue Effects	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® Ultra ATA Storage Driver.
Adaptec* Easy CD Creator*	A CD recording device is not recognized by Adaptec Easy CD Creator	The behavior is a known issue and is not related to the Intel Ultra ATA Storage Driver. 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 Ultra ATA Storage Driver	These errors are cosmetic and might appear many times. The Intel Ultra ATA Storage Driver logs conditions that aren't reported by the native OS supplied DMA driver. These errors do not affect performance of the driver.

Windows* 2000 Issues List:

Issue Effects	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 installing on Windows 2000 and not the Intel® Ultra ATA Storage Driver.

Installation	When installing the Intel Ultra ATA Storage Driver after Easy CD Creator* version 4.02c_s10 on systems with Windows 2000 installed, the system will fail to complete installation of the Intel Ultra ATA Storage Driver 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.	Resolution: This issue can be prevented by first upgrading to version 4.02e (or newer version) of Easy CD Creator before installing the Intel Ultra ATA Storage Driver. 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
Installation	IDE devices (such as hard drives) will appear as 'SCSI' devices in Device Manager.	This is a cosmetic issue that is fixed in driver version 6.10 and later.
Unattended install with Windows 2000	Unattended install with Windows 2000 does not work.	This is a known Microsoft issue and is not related to the Intel Ultra ATA Storage Driver. Check http://support.microsoft.com for more information.
Device Manager	On the 82801BA (ICH2) ATA controller, the "Intel(r) 82801BA Ultra ATA Controller" device under "IDE ATA/ATAPI controllers" in the Device Manager may have a yellow exclamation mark (!).	Note that the driver will still function correctly.
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.	See Description
Adaptec* Easy CD Creator*	CD recording device is not recognized by Adaptec Easy CD Creator	The behavior is a known issue and is not related to the Intel Ultra ATA Storage Driver. 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 Ultra ATA Storage Driver	These errors are cosmetic and might appear many times. The Intel Ultra ATA Storage Driver logs conditions that aren't reported by the native OS supplied DMA driver. These errors do not affect performance of the driver.