

Windows 10 Hardware/Software Changes

What is it:

This is the next generation of kiosk PC hardware and it only supports Windows 10 and higher. This is a hardware limitation on all new PC motherboards (Premio Only) moving forward from manufacturers. Windows 10 sees a number of changes to both hardware and software. All changes are included on their relevant pages. i.e. differences in Arcus software from Windows 7 to Windows 10 are included on the Arcus Driver Reinstall page.

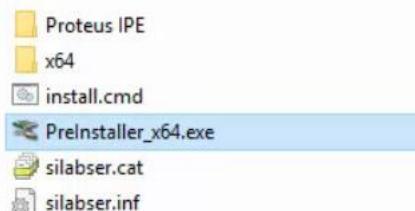
IMPORTANT NOTE ON WINDOWS 10 CHANGES: All software and hardware changes have been captured on this page. If a process or software change is not listed here, assume you should follow the standard relevant process.

Software Changes:

Arcus:

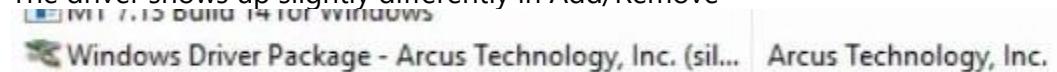
The Windows 10 driver is in the: <C:\Drivers\Redbox\Arcus Driver> and run [PreInstaller_x64.exe](#). If this is missing, call Machine Support for the 'Deploy Win10 Arcus Driver' script.

Note: If you run the windows 7 driver on a Windows 10 PC you will not be able to uninstall the driver and must be escalated to TNT.



Device Manager will only show arcus under Ports, it will **NOT** show under USB Controllers.

The driver shows up slightly differently in Add/Remove



Bios:

If you need the BIOS password for a Windows 10 PC, please contact TNT.

Camera:

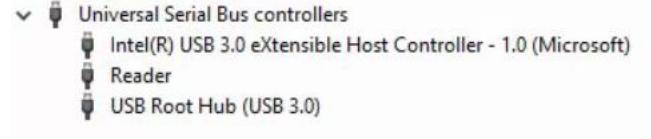
The 5th gen camera is the only camera device that has any changes for Windows 10. In Windows 10 the driver will show up like this:

 VCOMInstall_v2.4.2.0.exe 11/20/2019 12:50 ... Application 14,307 KB

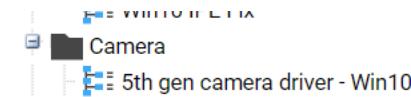
In Windows 10 the driver will show up in Add/Remove Programs after installation as VCOM.

Name	Publisher	Installed C
Kaseya Agent (redbox-44740-1.north_florida_southea...	Kaseya	12/20/202...
McAfee Agent	McAfee, Inc.	12/20/202...
Microsoft .NET Core Runtime - 2.2.1 (x86)	Microsoft Corporation	12/20/202...
Microsoft ASP.NET Core 2.2.1 - Shared Framework	Microsoft Corporation	12/20/202...
MT 7.13 Build 14 for Windows		12/20/202...
VCOM	Code Corporation	12/20/202...
Windows Driver Package - Arcus Technology, Inc. (sil...	Arcus Technology, Inc.	12/20/202...

On windows 10 PCs, the 5th gen will show up as "reader" under Universal Serial Bus Controllers, whereas previous windows installs will show as "CR2010 Scanner"



If the driver is missing from the PC, call Machine Support for Win 10 script (not the Win 7 script):

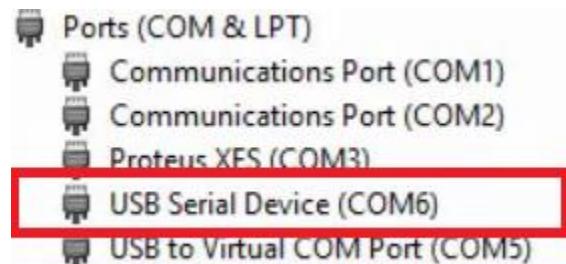


This will show up in the normal driver folder location on the PC:

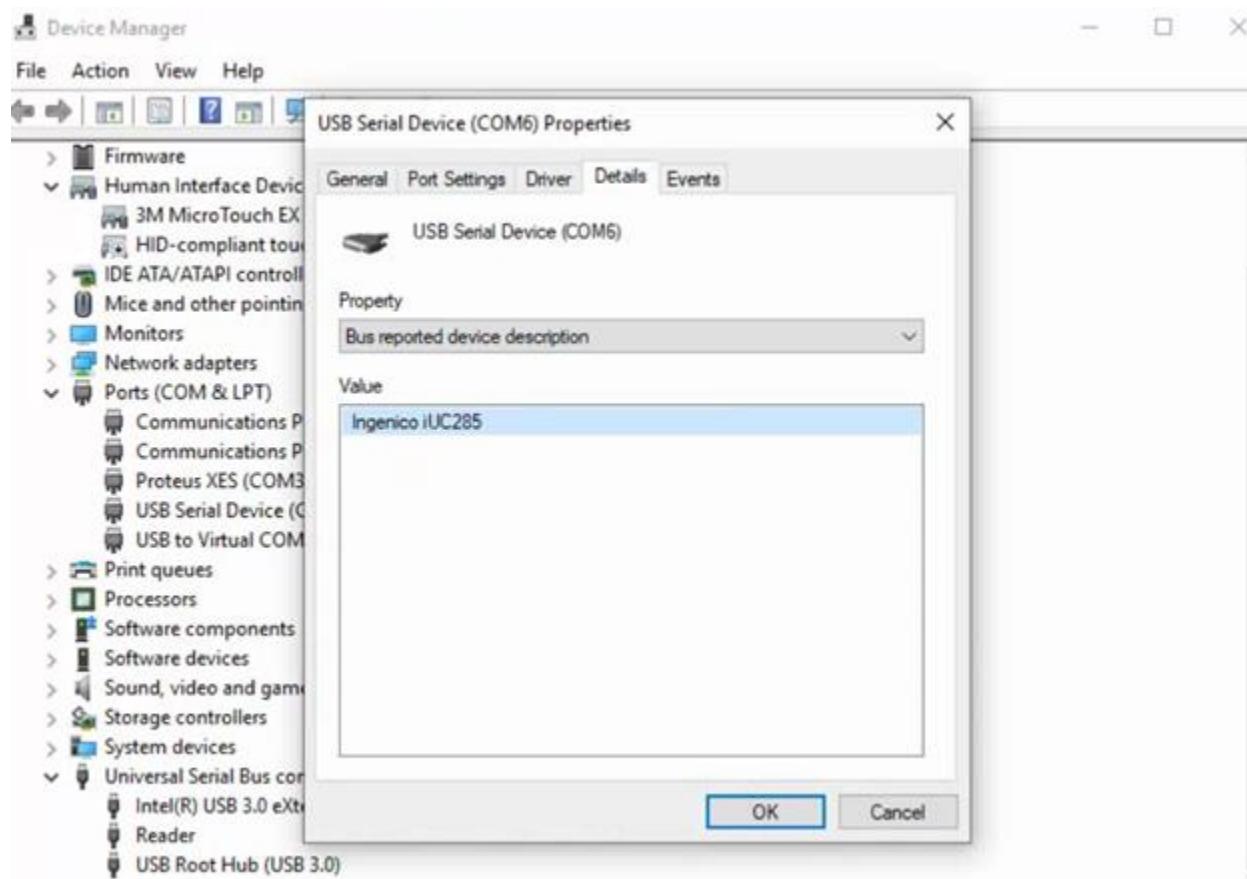


EMV:

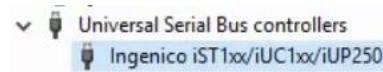
For Windows 10 the EMV will show as USB Serial Device under ports.
Add/Remove Programs will not contain the .net software or the Ingenico driver.



You can confirm this by right clicking -> properties -> Details -> bus reported device description

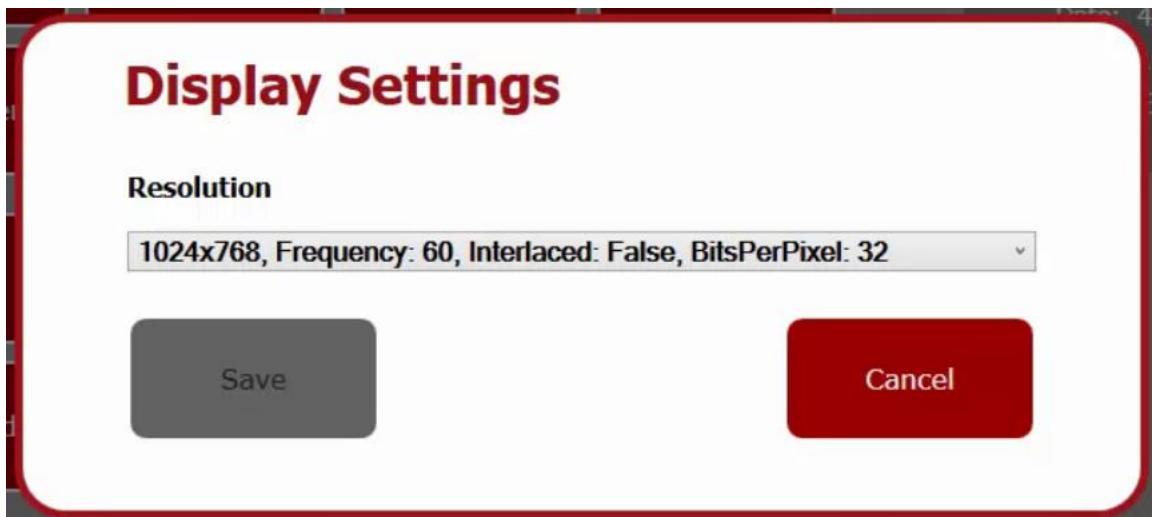


It will also show under Universal Serial Bus controllers



Touchscreen:

Windows 10 PCs will show a drop down option for resolution when clicking 'Display'



During driver installation on Win 10, select the 'digitizer' option.



If the cursor is difficult to see and showing as a grey circle after a TS driver install, this can be changed through the windows settings.

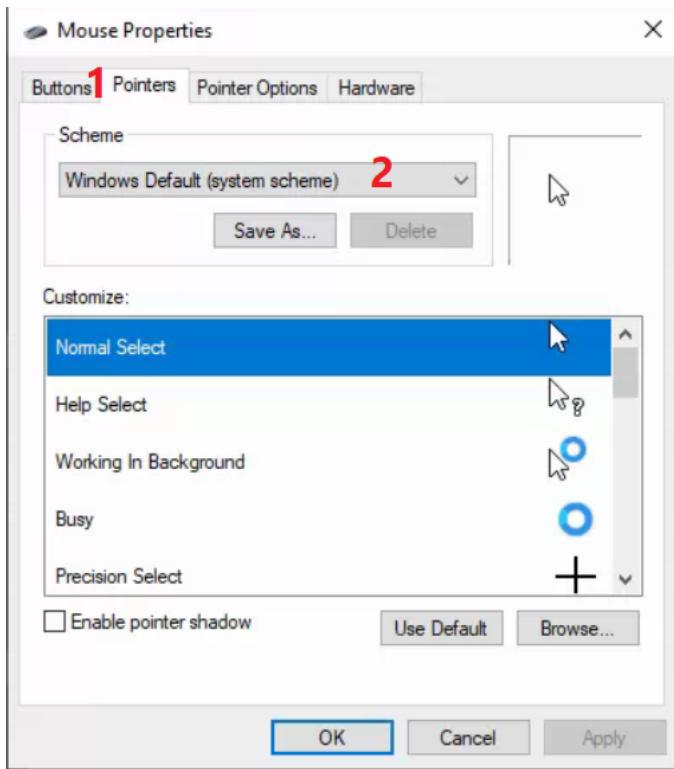
Go to Control Panel



Select 'Mouse'

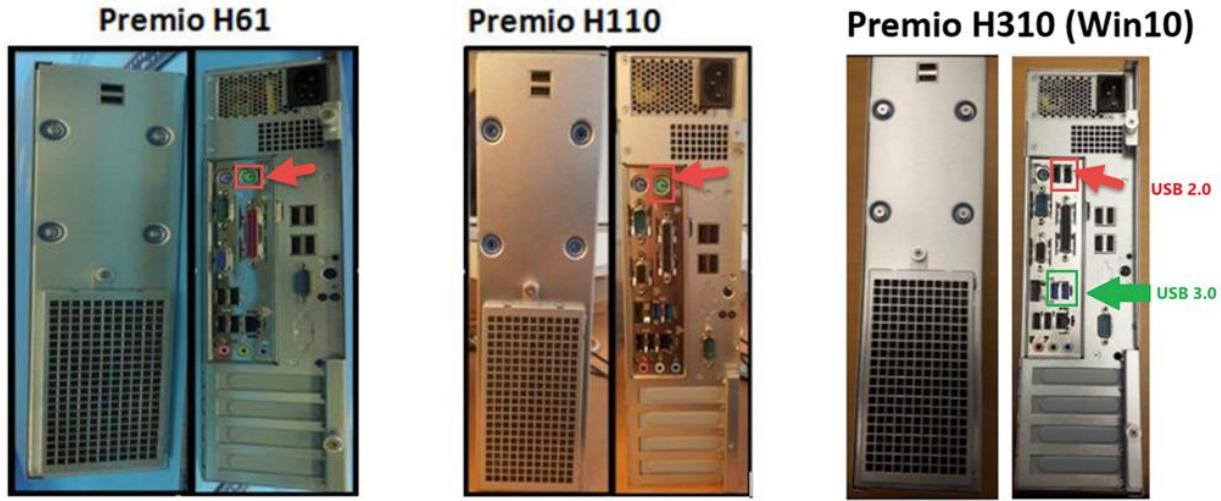


Click on 'Pointers' (1) then from the dropdown (2) select 'Windows Default' and Apply.



Note: Do NOT Install Galatix, only the MT 7.13 driver will work

Hardware Changes:



New PC's will have the following part number and description with these typical labeling locations:

RDBX01679



Important Note: The crossed off USB ports are inactive on Windows 10 models and will be covered with insert-able dust covers. Any device plugged into these ports **will not work**.



The unused serial port should be capped as shown below and labeled with a sticker indicating a Windows 10 PC.

