

Service Bulletin #2396

Dec 01, 2012

Passport Systems Coverting From IDE TO SATA Devices

The information in this Service Bulletin applies to:

- Passport Troubleshooting
- 8.02+ Hardware
- 8.02+ Software
- Passport 8.02+
- Passport Software
- Passport User Training

Summary

The IDE style of DVD-RW and hard drive within the current Passport™ System is end-of-life and no longer available for production or spare part replacement.

Details

Gilbarco Veeder-Root has received communication from our supplier that the IDE style of DVD-RW and hard drive currently installed in the Passport System is end-of-life. As a result, Gilbarco Veeder-Root has moved to SATA DVD-RW and hard drive. Beginning January, 2013, Passport systems shipped from the factory will be equipped with SATA DVD-RW and hard drive. Listed below are the new spare part numbers and kits required to support the Passport systems going forward. Current supply of IDE CD-RW and hard drive are limited and only available until our current inventory is depleted.

Current IDE Spare Part Numbers:

- M02870B022S CD-RW (Server Device)
- M02870B007S CD-ROM (Client Device)
- Q13086-172F, obsolete replace with Q13086 161FR IDE Hard Drive<

New SATA Spare Part Numbers:

- M02870K006 IDE TO SATA Hard Drive Kit
- M02870K022 IDE TO SATA DVD-RW Kit
- M02870B040 SATA DVD-RW Drive Only
- M02870B039 SATA 250G Hard Drive Only
- M02870B035 IDE TO SATA Adaptor Board Only

More Information

Please refer to MDE-3816 for more information on this change