

Document # 2201

BACKPACK CD-ROM DRIVE TROUBLESHOOTING TIPS

Backpack CD-ROM is supported in DOS/Windows, Windows 95, OS/2, Windows NT 3.51 and NT 4.0* environments only. Backpack CD-ROM drives that shipped with Backpack installation disk Version 2.10(1.02.05) or later provide a SETUP program which automatically detects which operating system is installed on the computer and installs the appropriate 16-bit or 32-bit driver. When this SETUP is run from DOS or Windows 3.1x, the Backpack CD-ROM's 16-bit driver (BPCDDRV.SYS) will be installed into the CONFIG.SYS file. When that same SETUP is run from Windows 95 or Windows NT, the Micro Solutions 32-bit driver will be installed. Information on the Micro Solutions 32-bit driver is available in Technical Support Document #3030. (This SETUP feature does not apply to OS/2. Review [Technical Support Document #2202](#) for instructions on manually installing the Backpack CD-ROM software under OS/2).

Backpack CD-ROM installation diskettes prior to Version 2.10(1.02.05) did not include the single SETUP program or a 32-bit driver. Therefore, installation disk versions prior to 2.10(1.02.05) cannot be installed under Windows NT. Earlier versions of the Backpack CD-ROM installation disk prior to Version 2.10 only provided an INSTALL program which can only install the Backpack 16-bit driver (BPCDDRV.SYS) under DOS, Windows 3.1x, or Windows 95. You can update to the latest version of Backpack CD-ROM drive installation software, which includes the single SETUP program by accessing the Software Library of Micro Solutions' Web Site or BBS under the filename similar to: [BPCD2xx.EXE](#).**

If the sound and video produced by your Backpack appears "choppy" or "broken-up", you may be encountering too slow of a parallel port data throughput. For faster data throughput, make sure that your computer's parallel port provides Enhanced Parallel Port (EPP) capabilities. Some EPP ports must first be activated in the computer's BIOS SETUP. More details on this topic are available in [Technical Support Document # 2701](#).

Most current notebook models and desktop Pentium computers provide Enhanced Parallel Ports (EPP). Some computers claim to have Enhanced Parallel Ports built-in, but have not fully implemented all of the IEEE 1284-EPP requirements. If the Backpack CD-ROM attempts to utilize EPP capabilities on a computer, but experiences read errors, configure Backpack CD-ROM's device driver to ignore the EPP properties on that parallel port. If you experience "lock ups" or read errors on your Backpack CD-ROM drive, be sure to upgrade to the latest version of Backpack CD-ROM software from the Software Library of Micro Solutions' Web Site or BBS. Detailed troubleshooting information on this topic is available in [Technical Support Document #2210](#).




If "lock-ups", "read errors", "not ready reading" errors, or "not detected" errors persist, please refer to Technical Support [Documents #2212](#) and [#2715](#).



Backpack CD-ROM also has a 16-bit Windows-compatible sound board included in Models 16x700. Owners of Backpack Models 163550 (2x), 164550 (4x), 165550 (6x) and 166550 (8x) can upgrade their Backpack CD-ROM with this sound board by purchasing and installing Backpack Sound Board Part # 826. Please refer to Technical Support [Documents #2204](#) and [#2205](#) for questions concerning the Micro Solutions Sound Board.

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* Windows NT support is not available for original Backpack CD-ROM Models 160550 and 162550.

** Backpack CD-ROM models 160550 and 162550 must use Version 1.06 software (filename: [BPCD106.EXE](#)) under DOS, Windows, and Windows 95. 32-bit driver support for Backpack CD-ROM models 160550 and 162550 is not available.

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