

[Go Back](#) | [Tech Support](#) | [Home Page](#) |**Document # 2210****DOS and Windows 3.1 troubleshooting if backpack CD-ROM is "Not Found" or exhibits a "lockup" after installation**

- This document applies to DOS or Windows 3.1 installations using backpack CD-ROM's 16-bit driver loading in CONFIG.SYS. These and other troubleshooting steps, such as adding "LASTDRIVE=", or modifying MSCDEX are covered in the [backpack CD-ROM User's Guide](#) on the backpack CD-ROM installation diskette.
- If you are running Win95/98, WinNT4 or Win2000, this document does not apply to you. Instead, you should install the latest [backpack 32-bit driver](#) and refer to [Tech Support DOC # 3030](#) if additional troubleshooting is needed.
- Backpack must be connected directly to your computer's parallel port (LPT port) in DOS. Backpack PC Card and Backpack USB Adapter are not recognized in DOS or Windows 3.1.

If a "Backpack Not Found" message or a "lockup" occurs during boot, follow the steps below to make changes to backpack's 16-bit device driver, BPCDDRV.SYS, in CONFIG.SYS. EPP BIOS or design differences in some computers' parallel ports might be the source of the problem. To regain access to your computer after a "lockup," unplug the power cable from your backpack CD-ROM drive and restart your computer.

1. Access the BIOS/SETUP for your computer and make sure that the parallel port (LPT Port) is Enabled and uses a setting similar to: EPP, Extended or Enhanced. The parallel port (LPT Port) should not be Disabled or set to Auto. The recommended parallel port Base Address is either 0378h or 0278h. It is not recommended to use backpack on a parallel port [Base Address of 03BCh](#) (default for many IBM brand computers). Try setting the parallel port to LPT2 or LPT3 in your computer's BIOS/SETUP if it is not detected at LPT1.
2. Download and install the latest backpack 16-bit driver. For all backpack CD-ROM models (not including original 160550 or 162550 models), download the file: [BPCD_DOS.EXE](#) Copy the BPCD_DOS.EXE archive file to an empty directory or to a blank diskette and run it to extract all of the SETUP and [LOADCD](#) files.

For backpack 16x700 and 18x200 sound drivers for Windows 3.1, download: [BPSD2xx.EXE](#) instead.

3. If you are unable to obtain the updated backpack software, or if the update does not resolve the issue, use a text editor (such as DOS EDIT or Windows 3.1 SYSEDIT) and add one of these parameters to the backpack device driver line in CONFIG.SYS. Make one change at a time, restarting your computer and the backpack after each change.

```
device=\bpcdrom\bpcddrv.sys /d:bpcddrv$ BUSCLK=0 (the number zero)
(or)
device=\bpcdrom\bpcddrv.sys /d:bpcddrv$ MODE=0 (the number zero)
(or)
device=\bpcdrom\bpcddrv.sys /d:bpcddrv$ NOEPP
(or)
device=\bpcdrom\bpcddrv.sys /d:bpcddrv$ EPP=5
```

Save the CONFIG.SYS changes before rebooting. It is important to reset the power on your computer (turn it "off", then back "on") and unplug and reapply power to the backpack CD-ROM when troubleshooting EPP conflicts.

http://www.micro-solutions.com:80/tech_support/docs/2210.html

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3.1 starts, or if sound-related problems occur, similar EPP adjustments can be made for Backpack Sound. Restart Windows 3.1 with the backpack powered off. Access the Backpack Sound Setup screen by choosing:

Control Panel - Drivers - Micro Solutions BACKPACK Sound - Setup.

Disable the "Test For EPP/ECP" option. Reset the power to the backpack and restart Windows 3.1. If problems persist, check the "Force Unidirectional" option, or uncheck the "Enable Fast-Write" option.

To disable the message "A Backpack Sound Device was not detected" when Windows 3.1 starts, uncheck the "Pause if BACKPACK not found" option within that Backpack Sound Setup screen.

Other related MicroSolutions Technical Support Documents include:

[3030](#) Backpack 32-bit driver Troubleshooting Tips (for installations in Win95/98 and NT)

[2211](#) If Backpack CD-ROM, cd-rewriter or pd/cd doesn't receive a drive letter under Windows 95/98 or Win2000

[2212](#) Backpack CD-ROM is Assigned a Drive Letter, but has Read Errors or "No Files Appear"

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