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DOS Compatible Products: Frequently Asked Questions (4/97)

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DOS Compatible Products: Frequently Asked Questions (4/97)

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TOPIC -----

This document contains the answers to frequently asked questions (FAQ) about Apple's cross-platform (DOS compatible) products.

Questions In this FAQ:
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- I have an AppleCD 300e Plus CD-ROM drive and want to use it on a PC-compatible computer. Where can I get the drivers for it?
- I have a DOS Compatibility Card and am getting an error message at startup: "PC Network Extension: AgentOpen () returned -1." How can I stop this?
- I have a DOS Compatibility Card and when I try to switch to the PC side, I get an this error, "Diskette error-correct problem and press any key to retry." Why?
- What operating systems does the DOS Compatibility Card support?
- What kind of memory does the DOS Compatibility Card use?
- How do I install the DOS mouse driver on my DOS compatible?
- Can I use a third-party CD-ROM drive with my DOS Compatibility Card?

DISCUSSION -----

Question: I have an AppleCD 300e Plus CD-ROM drive and want to use it on a PC-compatible computer. Where can I get the drivers for it?

Answer: Apple does not write MS-DOS software drivers for any AppleCD player.

MS-DOS drivers are written by other developers for Apple. The Apple Multimedia Kit for Windows includes a third-party SCSI adapter card with the appropriate CD-ROM driver software. The software can only be distributed with the Apple Multimedia Kit. You may want to look in the Redgate Macintosh Product Registry to locate a possible third-party solution. Corel and Trantor are two possible suppliers of CD-ROM driver software.

Question: I have a DOS Compatibility Card and am getting an error message at startup: "PC Network Extension: AgentOpen () returned -1." How can I stop this?

Answer: The PC Network Extension lets the DOS Compatibility Card access built-in Ethernet. The error message results when the PC Network Extension is looking for a network that is not present. Usually this is because AppleTalk is off. To eliminate the error at startup, you have three options.

- (1) Upgrade to version 1.0.7 of the PC Setup software.*
- (2) Use the Chooser to turn AppleTalk on.
- (3) Drag the PC Networking Extension from the Extensions folder to the Trash (provided that you are not using a PC network).

The PC Network Extension is not required unless you plan on using network services on the DOS Compatibility Card. If you are using the DOS Compatibility Card's networking capabilities, make sure AppleTalk is active.

***NOTE:**

PC Setup software v1.0.7 is not compatible with the DOS Compatibility Card for the Macintosh Quadra 610 or Centris 610.

Question: I have a DOS Compatibility Card and when I try to switch to the PC side, I get an this error, "Diskette error-correct problem and press any key to retry." Why?

Answer: You are getting the disk error because there is no drive container selected. Open the PC Setup control panel and make sure that the C:\> option does not say None. If it does, pull down that C:\> menu and select another drive file. Look for a file named PC Drive File. That is the factory installed drive container. If you can not find it, you need to create a new drive container. Consult your DOS Compatibility Card User's Manual for complete instructions.

Question: What operating systems does the DOS Compatibility Card support?

Answer: Apple supports only the following operating systems on the DOS Compatibility Card:

DOS 6.22
Windows 3.1
Windows 95*

Any operating system that accesses hardware directly fails on the DOS Compatibility Card. Windows NT, Windows for Workgroups**, and OS/2 fall into this category, so they do not work.

*NOTE: Although Windows 95 is compatible with Apple's DOS Compatibility Card, it is supported by Microsoft, not by Apple.

**NOTE: Windows for Workgroups works in a limited fashion on the DOS Compatibility Card, however Apple does not support this operating system on the DOS Compatibility Card.

Question: What kind of memory does the DOS Compatibility Card use?

Answer: The DOS Compatibility Card has a slot for one SIMM. It can be filled with a 72-pin, 80 nanosecond, non-Composite SIMM. The DOS Compatibility Card can accommodate up to 32 MB of RAM.

Question: How do I install the DOS mouse driver on my DOS compatible?

Answer: The following information has not been fully tested by Apple, so this method is not supported by Apple Computer.

You can install a DOS mouse driver by inserting Windows disk #4 into the floppy drive and typing the following at the c:\> prompt:

```
EXPAND A:MOUSEHP.CO_ C:\WINDOWS\MOUSEHP.COM <RETURN>
```

Then add the following line to the end of your AUTOEXEC.BAT file:

```
MOUSEHP
```

Question: Can I use a third-party CD-ROM drive with my DOS Compatibility Card?

Answer: Some third-party drives work and others do not, depending on the software provided by the vendor. You should call the vendor of any peripheral you plan on purchasing to verify compatibility with your other products.

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