

Frequently Asked Questions for Robertson - Caruso Technical Support  
 Top Twenty Technical Questions \*\*\*\*\* June 1996

- 1) How do you make WordPerfect 6.0 run under PC-MOS? I get the error  
 " files command needed to run Word Perfect".

Answer:

For PC-MOS 5.01 , run SFT.COM before you start WordPerfect 6.0.  
 Most users create a batch file to start WordPerfect and automatically  
 load SFT.COM.

<WP.BAT>

SFT.COM ; this assumes PC-MOS is included in your path statement  
 CD \WP  
 WP  
 CD\

It is not necessary to turn off SFT.COM. SFT.COM was first released  
 with PC-MOS 4.1. Word Perfect 6.0 is compatible with PC-MOS 4.1 and above.

NOTE: SFT.COM ships with PC-MOS update 6 and greater. If the user does  
 not have SFT.COM, download it from our web site <http://www.once.com/rcc>  
 Additonally, you may want to download updates.exe  
 which contains files for PC-MOS update 6.

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- 2) When I print from WordPerfect the system is very slow.

Answer:

Issue the command "MOS NODIS" and "MOS TSR on"

This problem generally occurs with:

WordPerfect, Lotus, WordStar, Quicken and ALL PFS products .

< batch file to correct slow printing or slow keyboard response>

MOS NODIS  
 MOS TSR on  
 CD WP ( for Word Perfect users)  
 WP  
 MOS DIS ; sets the keyboard status back to the default

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- 3) After running DOS 6.22 setup, my system no longer gives me dual boot.

Answer:

Boot PC-MOS from the floppy. Abort the install (ctrl - break or F10 ).  
 Change to your PC-MOS directory ( on the hard drive and run hdsetup.  
 Make the PC-MOS "SML" a bootable drive by selecting change boot F2.  
 Once complete, press ESC to write changes to disk.  
 Reboot your computer and choose 2 (after Boot Partition ?)

NOTE: DOS 6.0 and 6.22 setup utilities erase the  
 secondary boot partition. DOS 6.0 and 6.22 do not handle  
 secondary boot drives very well.

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- 4) After installing Booster 11, my system runs slow.

Answer:

Add /127 to your updat501.sys driver ( updat501.sys is a required device driver which must be loaded in the config.sys ) ✓

*DONE*

Edit the config.sys

```
device=c:\pcmos=updat501.sys /127
```

Note: patch 127 has been reported by many users to slow down overall system performance; the /127 deactivates patch 127 from updat501.sys.

Note: if the use has update 6 installed and reports the same problem, ( updat501.sys version 124) deactivate patches 122 and 123

```
device=c:\pcmos\updat501\sys /122 /123
###
```

5. After updating to PC-MOS 5.01, my documents don't print.

Answer:

add to the config.sys device=intl7.sys  
if you don not have the file intl7.sys, download it from our website or compuserve.

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6. How do you setup the PC-MOS Spooler ?

Answer: see the text file spool.doc which is an example of setting up two parallel printers under PC-MOS.

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7. Do you support color terminals for PC-MOS ?

Answer:

Yes, you'll need to download the terminal drivers from our web site or Compuserve

color terminal drivers do not ship with PC-MOS.

A) Relysis 170 - requires TRTERM.SYS

B) Wyse 370 - requires W7TERM.SYS

We have reports from the field that new models of the WYSE and Relysis Color terminals are compatible with PC-MOS; however, we not tested in engineering/support to confirm these reports.

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- 8) My system times out after 60 minutes ( PC-MOS 4.1 & 5.01)

Answer:

Get the user four digit init code. Most users read numeric zeros for the letter "o" and numeral one for the letter "i". Have the user read the serial number from their original diskette and the initialization instruction sheet which comes with PC-MOS original diskettes. These numbers should match.

Also, have the user type "rel" from the c:\ prompt. The "rel"

command reports the serial number, version of operating system and the word "EVAL" for all evaluation copies. Be sure to turn off PC-MOS cache before a user reboots. Type mosadm cache off from the command line.

Have the user enter init xxxx, turn off cache ( mosadm cache off ) and reboot. Type rel from the c:\prompt ( after the system boots up. If the correct init code has been issued, the word EVAL will not appear after the serial number. If neither of the above steps work, contact sales to confirm the serial number and init code.

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9) What intelligent serial cards are supported for PC-MOS / MLW ?

Answer:

PC-MOS - Maxpeed series II board which requires MAX2.SYS ver 5.03 driver  
 - Maxpeed 4Plus board which also requires the MAX2.SYS ver 5.03  
 - Stargate ACL board which supports \$ACL.SYS ver 4.10  
 - Digiboard NON intelligent board is supported. We do not have support for any Digiboard that requires a memory address and driver.

MLW - Maxpeed Series II board. A driver is not required. During install the user must indicate MAXPEED as the desired serial port.

- No other intelligent multiport serial cards are supported for MLW at this time.

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10) Does Peachtree 8 run under PC-MOS ?

Reply: We have several report that Ptree 8 runs with PC-MOS 5.01 Booster II. In addition to having Booster II, the fix for Ptree 7 is necessary to make Ptree8 run under PC-MOS 5.01 Booster II.

Peachtree 7.0 Fix:

Updat501.sys version 1.28 or above is required. Additionally, From a batch file or the command line, issue the command:

```
adddev t,c:\pcmos\pipe.sys
```

( Or if you have pipe.sys in the config.sys choose:)

```
adddev t,c:\pcmos\term.sys
```

To successfully run Peachtree 7, the user MUST issue the add device command in each partition that wants to run Ptree 7 or 8 and load updat501.sys version 1.28 or greater.

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11) How can I increase my task size with PC-MOS ?

Answer: see tasksize.doc

12) What SCSI and IDE controllers are supported with PC-MOS ?

Answer:

PC-MOS supports up to 1024 cylinders; most generic standard ide controllers work fine with an IDE drive upto 1024 cylinders. For hard drives with more than 1024 cylinders, the following

controllers are generally supported.

I. TEKRAM ( enhanced IDE or SCSI )

ISM, INC.  
510-284-9505  
Tekram dealer/distributor

Two models are available ; ask the ISM sales technician for details

Tekram lets you remap the drive ; yes/no =1024 cylinders or less  
choose yes so that cylinders over 1024 will be seen.

Bus Speed is 8 MHz with disk controller x -  
25mhz bus speed 200%  
better ( 4-5 users)

Check to make sure your adapter cards will support the bus speed.

note: ISM is familiar with PC-MOS and should be able to recommend a  
enhanced IDE model.

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II. PSI Caching Controllers

Perceptive Solutions, Inc. 214-954-1774

SCSI controllers from PSI are compatible. We don't have any new  
information on the PSI IDE controllers, they "should" work with  
PC-MOS 5.01.

III. DPT SCSI controllers - the phone number is not available but users  
should be able to purchase DPT products from reputable computer  
distributors.

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13) How can I determine the version of PC-MOS installed ?

Answer:

PC-MOS Booster II = updat501.sys ver 1.41  
( patchid reports patches applied 1-7)

PC-MOS Booster I = updat501.sys ver 1.36  
( patchid reports patches applied 1-5)

PC-MOS update 6 = updat50.sys ver 1.24  
( patchid reports patches applied 1-4)

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14) How can you determine the version of the updat501.sys driver ?

Answer: see remdev.doc

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15) How to trouble shoot LanLink Professional system locks?

Answer: see LLPRO.doc

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- 16) Does PC-MOS support extended memory, expanded memory or DPMI ?

Reply: PC-MOS does not support extended memory or DPMI. When the PC-MOS memory manager (\$386.sys) loads, all upper memory belongs to the \$386.sys memory manger. That simply means no application can access upper memory in part or whole. \$386.sys uses the upper memory for tasks, cache, system overhead, etc.

#### PC-MOS and Expanded Memory

PC-MOS supports Expanded memory by installing the \$EMS.SYS driver. The \$EMS.SYS driver requires a full 64k window and must load at a 64k boundary i.e. E0000, D0000, etc. The default memory address for \$EMS.SYS is e0000. This address must be free a address (no hardware, drivers, BIOS, can reside there. Once the \$EMS.SYS loads, each user must issue the command mosadm ems limit nnnk (this establishes an EMS value for each user)

If you want 512k EMS for each user, issue the following command in each user's start up batch file. MOSADM EMSLIMIT 512k  
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- 17) Under Windows, I can't get a Windows DOS Box to spool. All of my MLW users spool just fine.

Answer: Edit the system.ini non windows section and add spooldosbox=true  
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- 18) How do I get the MLW Users to come up automatically without a full screen (MINIMIZED)?

Answer: See mlwmini.doc  
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- 19) Does MLW spool to lpt2 ? Can I print to a serial printer with MLW?

Reply: MLW Spool supports spooling to lpt1 or prn devices. It does not currently support printing to lpt2 or serial ports. See page 3-3 of the MLW manual.

When MLW spool is activated, any data going to lpt1 or prn will be trapped by MLW Spooler and routed to the Windows Print Manager. When the user prints to LPT2 from an MLW workstation, the data is handled through DOS...i.e. an MLW workstation is merely a DOS box. If you need to print serial data, that would be handled by DOS using the mode command.

Example - mode com1:96:n,8,1,p 2) mode lpt1=com1  
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- 20) Is there a disk fragmentation program compatible with PC-MOS?

Reply: we suggest most users boot DOS 6.0-6.22 from a floppy and run their favorite disk utility under DOS. Once the optimization is complete. Reboot to PC-MOS. We are not aware of any negative side effects from optimizing the hard disk under DOS,  
Note: this procedure applies to PC-MOS 5.01 users. PC-MOS 4.1 users can use "VOPT" by Golden Bow Systems (located in CA).  
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