





Cable II PCMCIA Cable II CardBus





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#### Dear User,

welcome to the installation of your **FREECOM Cable II PCMCIA**, **FREECOM Cable II CardBus**. Before installing the drive, please read through the following points regarding its compatibility with your system.

If not noted otherwise, the Cable II CardBus and Cable II PCMCIA are installed in the same way.

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#### Warning !

All rights reserved. The products named in this manual are only used for identification purposes and may be trademarks or registered trademarks of the respective companies. This device was designed for home or office use.

<u>Warning!</u> This device is equipment complying with EN55022 class A. This equipment can cause radio disturbances in a residential area. If this is the case, the user has to take appropriate measures and assume all responsibility and costs for. It may not be used near or with any life-sustaing systems.

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### **General Information**

Reliable performance of the **FREECOM Cable II** cannot be guaranteed for configurations that do not meet the following requirements:

#### Hardware requirements

- min. PC 486DX
- min. 16 MB RAM
- a PCMCIA Interface (type II)
- a CardBus Interface (type II)

#### Software requirements

	DOS/Win 3.x	Win 95	Win 98	Win 2000	Win ME	Win NT 4.0
Cable II PCMCIA	x*	х	х	х	х	х
Cable II CardBus	-	-	х	х	x	-

\* only read mode

### Precautionary measures and operating instructions

- Operate the FREECOM Cable II only in the temperature range from 10 45°C.
- If the FREECOM Cable II is moved from a cool location to a warmer one, wait until the Cable II and your system warms to the <u>ambient temperature</u> before using it, otherwise moisture from condensation could lead to errors.
- Do not use the FREECOM Cable II in a dusty environment.
- Do not drop the FREECOM Cable II or expose it to other types of shocks.
- The FREECOM Cable II should not be used near strong electromagnetic radiation sources (speakers, mobile phones, etc.).

#### **CHAPTER 1: Startup operation - Hardware installation**



- 1. Turn off your computer and all the equipment connected to it.
- 2. Connect the included power supply cable to the rear panel of the FREECOM device.

Do not yet plug the power supply into the power outlet.

- 3. Connect the drive plug of the Cable II to the FREECOM device.
- 4. Attach the other connection on the Cable II to your PC. Following this, plug the power supply of the FREECOM device into a power outlet.
- 5. Turn on your computer again.
- 6. You can now begin installing the software (Chap. 2).

#### "Plug&Play" with the Cable II PCMCIA for Windows 95 / 98, ME and Windows 2000

To use the FREECOM drive for Windows, primary installation must be carried out only once, according to the following software installation.

The FREECOM Cable II PCMCIA is Plug&Play compatible. If you work with Windows, you can attach the PCMCIA while the drive is in use. Your FREECOM drive then appears under "<u>My Computer</u>". Likewise, you can remove the Cable II PCMCIA while the drive is in use, by first cancelling it. The FREECOM drive then disappears from "<u>My Computer</u>". To cancel the PCMCIA, click on "<u>Start</u>", "<u>Settings</u>", "<u>Control</u> <u>Panel</u>", "<u>PC Card (PCMCIA)</u>". Highlight the FREECOM Cable II PCMCIA and click on "<u>Stop</u>". The Cable II PCMCIA can be removed when the command "<u>You may now</u> <u>safely remove the card</u>" appears.

# **CHAPTER 2: Software installation**

#### 2.1 Software installation under Windows 95

No special software is required to install your FREECOM Cable II PCMCIA. We however recommend using the driver on diskette/CD that we have enclosed. This has been specially developed by FREECOM and is faster than the Windows driver.

#### FREECOM HighSpeed Driver (recommended)

# *Note: If you are not prompted to install the driver, Windows will install the default driver automatically. Proceed then as described in the section on later installation of the FREECOM HighSpeed driver.*

To install the FREECOM driver, insert the FREECOM installation diskette/CD in your PC drive.

- 1. Plug the FREECOM Cable II PCMCIA into the PCMCIA slot of your PC.
- 2. The window "Hardware Installation Wizard" opens. The FREECOM Cable II PCMCIA is recognized as "Standard IDE/ESDI Hard Disk Controller". Confirm with "Next" to continue the installation.
- 3. The Freecom driver is found in the next the window. Confirm by clicking "Finish".
- 4. The driver is installed from the disk/CD.
- 5. To finish installing the driver, Windows asks you to restart your computer. After restart your FREECOM drive appears under "My Computer" with new a new drive letter

#### Uninstalling the FREECOM HighSpeed Driver

To uninstall the FREECOM HighSpeed driver, select the file "DriverRemove.exe" on the installation diskette/CD and follow the on-screen instructions.

#### Windows Default Driver

No special software is required to install your FREECOM Cable II PCMCIA.

- 1. Plug the FREECOM Cable II PCMCIA into the PCMCIA slot of your PC.
- 2. The window "Hardware Installation Wizard" opens. The FREECOM Cable II PCMCIA is recognized as "Standard IDE/ESDI Hard Disk Controller". Confirm with "Next" to continue the installation.
- 3. The driver is found in the next window. To install the Windows default driver, click "Finish".
- 4. To finish installing the driver, Windows asks you to restart your computer. After restart your FREECOM drive appears under "My Computer" with new a new drive letter.

#### Later Installation of the FREECOM HighSpeed Driver

# *Note: If you are not prompted to install the driver, your system has automatically installed the Windows default driver for your FREECOM Cable II PCMCIA.*

To install the FREECOM HighSpeed driver, proceed as follows:

- 1. Plug the FREECOM Cable II PCMCIA into the PCMCIA slot of your PC.
- 2. Open the "Device Manager" by right-clicking on the "My Computer" icon. A menu opens. Select "Properties" and click on the "Device Manager" tab.
- 3. Click on the "+" next to the entry "Hard disk controllers".
- 4. Double-click on "Standard IDE/ESDI Hard Disk Controller".
- 5. Open the "Driver" tab. Then click on "Update Driver".
- 6. The "Update Device Driver Wizard" opens. Click on "Next".
- 7. The Freecom driver is automatically found in the next window.
- 8. To start the driver update, click "Finish". To finish installation, Windows asks you to restart your computer. Confirm by clicking "Yes"
- 9. After restart your FREECOM drive appears under "My Computer" with new a new drive letter. Installation is now complete

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#### 2.2 Software installation under Windows 98/ME

No special software is required to install your FREECOM Cable II PCMCIA. We however recommend using the driver on diskette/CD that we have enclosed. This has been specially developed by FREECOM and is faster than the Windows driver.

#### FREECOM HighSpeed Driver (recommended)

#### Note: If you are not prompted to install the driver, Windows will install the default driver automatically. Proceed then as described in the section on later installation of the FREECOM HighSpeed driver.

To install the FREECOM driver, insert the FREECOM installation diskette/CD in your PC drive.

- 1. Plug the FREECOM Cable II PCMCIA into the PCMCIA slot of your PC.
- 2. The window "Hardware Installation Wizard" opens. The FREECOM Cable II PCMCIA is recognized as "Standard IDE/ESDI Hard Disk Controller". Confirm with "Next" to continue the installation.
- 3. In the next window the option for finding the best driver for the device has been selected. Confirm with "Next".
- 4. In the next window a search is performed for the new driver. Select the floppy drive or the CD-ROM drive to install the FREECOM driver. Click on "Next".
- 5. The driver is loaded from the diskette/CD. Click on "Next" to continue the installation.
- 6. After completion of the installation, click on "Finish". Your FREECOM drive appears with a new drive letter under "My Computer". The installation is then complete.

#### Uninstalling the FREECOM HighSpeed Driver

To uninstall the FREECOM HighSpeed driver, select the file "DriverRemove.exe" on the installation diskette/CD and follow the on-screen instructions.

#### Windows 98 Default Driver

No driver software is required to install the Windows default driver.

- 1. Plug the FREECOM Cable II PCMCIA into the PCMCIA slot of your PC.
- 2. The window "Hardware Installation Wizard" opens. Your FREECOM Cable II PCMCIA is recognized as "Standard IDE/ESDI Hard Disk Controller". Confirm with "Next" to continue the installation.
- 3. In the next window the option for finding the best driver for the device has been selected. Confirm with "Next".
- 4. In the next window a search is performed for the new driver. Click on "Next" to install the Windows default driver.
- 5. In the next window, click on "Finish" to conclude the driver installation. Your FREECOM drive now appears with a new drive letter under "My Computer".

#### Later Installation of the FREECOM HighSpeed Driver Windows 98/ME

#### Note: If you are not prompted to install the driver, your system has automatically installed the Windows default driver for your FREECOM Cable II PCMCIA.

To install the FREECOM HighSpeed driver, proceed as follows:

- 1. Plug the FREECOM Cable II PCMCIA into the PCMCIA slot of your PC.
- 2. Open the "Device Manager" by right-clicking on the "My Computer" icon. A menu opens. Select "Properties" and click on the "Device Manager" tab.
- 3. Click on the "+" next to the entry "Hard disk controllers".
- 4. Double-click on "Standard IDE/ESDI Hard Disk Controller".
- 5. Open the "Driver" tab. Then click on "Update Driver".
- 6. The "Update Device Driver Wizard" opens. Click on "Next".
- 7. In the next window the default is selected for finding a better driver than that currently being used. (Recommended.) Confirm with "Next".
- Now you can select where the FREECOM HighSpeed driver is to be installed. Insert the FREECOM driver diskette/CD and select the floppy drive or the CD-ROM drive. Confirm with "Next".
- 9. The FREECOM HighSpeed driver is then searched. Confirm the selection afterwards with "Next". The FREECOM HighSpeed driver is now installed.
- 10. After completion of the installation, click on "Finish". Your FREECOM drive appears with a new drive letter under "My Computer". The installation is then complete.

#### Uninstallation of Windows Default Driver Windows 98

- 1. Plug the FREECOM Cable II PCMCIA into the PCMCIA slot of your PC.
- 2. Open the "Device Manager" by right-clicking on the "My Computer" icon. A menu opens. Select "Properties" and click on the "Device Manager" tab.
- 3. Click on the "+" next to the entry "Hard disk controllers".
- 4. Right-click on "Standard IDE/ESDI Hard Disk Controller" and select the delete option.

#### 2.3 Assigning the drive letter under Windows 95/98/ME

After successfully completing the installation of the FREECOM drive, a new drive letter is assigned automatically (the first available letter after the internal hard drives). This can shift the drive letter of an internal CD-ROM drive (for example, 'D' to 'E'). If this leads to problems, it is possible to change the drive letter assignment as follows:

- 1. Click on "<u>Start</u>" "<u>Settings</u>" "<u>Control Panel</u>".
- 2. Click on "<u>System</u>".
- 3. Select "<u>Device Manager</u>" and click on "<u>CD-ROM</u>" or "<u>Drive</u>".
- 4. Click on the FREECOM drive, then on "<u>Properties</u>" "<u>Settings</u>". (The currently assigned drive letter as well as the reserved drive letters will then be displayed.)
- Under "<u>Reserved Drive Letter</u>" enter a drive letter, for example "F" for the FREECOM device as the "<u>First drive letter</u>" and "F" again as the "<u>Last drive</u> <u>letter</u>".
- 6. Confirm your selection with "<u>OK</u>". When you restart your computer, the FREECOM drive will be assigned the letter F in "<u>My Computer</u>".

#### 2.4 Software installation under Windows 2000

*Note: If you are not prompted to install the driver, Windows will install the default driver automatically. Proceed then as described in the section on later installation of the FREECOM HighSpeed driver.* 

#### FREECOM HighSpeed Driver (recommended)

- 1. To install the FREECOM driver, insert the FREECOM installation diskette/CD in your PC drive.
- 2. Plug the FREECOM Cable II PCMCIA into the PCMCIA slot of your PC.
- 3. The window for searching for new hardware opens. Under Windows 2000, Cable II is recognized as "PCMCIA IDE/ATAPI Controller". Confirm with "Next".
- 4. In the next window, the default option for finding a suitable driver for the device is selected. Confirm with "Next".

Found New Hardware Wizard			
Install Hardware Device Drivers A device driver is a software program that enables a hardware device to work with an operating system.			
This wizard will complete the installation for this device:			
A device driver is a software program that makes a hardware device work. Windows needs driver files for your new device. To locate driver files and complete the installation click Next.			
What do you want the wizard to do?			
Search for a suitable driver for my device (recommended)			
Display a list of the known drivers for this device so that I can choose a specific driver			
< <u>Back</u> Next> Cancel			

5. Select the floppy drive or the CD-ROM drive to install the FREECOM driver. Click on "Next".

Found New Hardware Wizard				
Locate Driver Files Where do you want Windows to search for d	river files?			
Search for driver files for the following hardwa	are device:			
FREECOM PCCARD-IDE				
The wizard searches for suitable drivers in its any of the following optional search locations	The wizard searches for suitable drivers in its driver database on your computer and in any of the following optional search locations that you specify.			
To start the search, click Next. If you are sea insert the floppy disk or CD before clicking Ne	rching on a floppy disk or CD-ROM drive, ext.			
Optional search locations:				
Floppy disk drives				
CD-ROM drives				
Specify a location				
Microsoft Windows Update				
[	< <u>B</u> ack <u>N</u> ext> Cancel			

- 6. The driver is loaded from the diskette/CD. Click on "Next" to install the driver.
- 7. If a message appears that no digital signature from Microsoft Windows has been found, confirm with "Yes".
- 8. Confirm completion of the software installation in the window that opens by clicking on "Finish". Your FREECOM drive now appears with a new drive letter under "My Computer". The installation is then complete.

#### Uninstalling the FREECOM HighSpeed Driver

To uninstall the FREECOM HighSpeed driver, select the file "DriverRemove.exe" on the installation diskette/CD and follow the on-screen instructions.

#### Windows Default Driver

If Windows does not automatically install the default driver, proceed as follows. No driver software is required to install the Windows default driver.

- 1. Plug the FREECOM Cable II PCMCIA into the PCMCIA slot of your PC.
- 2. The window for searching for new hardware opens. Under Windows 2000, Cable II is recognized as "PCMCIA IDE/ATAPI Controller" and the drivers are components of the operating systems. Confirm with "Next".
- 3. In the next window, the option appears for finding a suitable driver for the device. Confirm with "Next".
- 4. In the next window, click on "Finish" to conclude the driver installation. Your FREECOM drive now appears with a new drive letter under "My Computer".

#### Later Installation of the FREECOM HighSpeed Driver

#### Note: If you are not prompted to install the driver, your system has automatically installed the Windows default driver for your FREECOM Cable II PCMCIA.

To install the FREECOM HighSpeed driver, proceed as follows:

- 1. Plug the FREECOM Cable II PCMCIA into the PCMCIA slot of your PC.
- 2. Open the "Device Manager" by right-clicking on the "My Computer" icon. A menu opens. Select "Properties". Then click on the "Hardware" tab and start the "Device Manager" from there.
- 3. Click on the "+" next to the entry "IDE ATA/ATAPI Controller".
- 4. Double-click on "PCMCIA IDE/ATAPI Controller".
- 5. Open the "Driver" tab. Then click on "Update Driver".
- 6. The "Update Device Driver Wizard" opens. Click on "Next".
- 7. In the next window, the default option for finding a suitable driver for the device is selected. Confirm with "Next".
- Now you can select where the FREECOM HighSpeed driver is to be installed. Insert the FREECOM driver diskette/CD and select the floppy drive or the CD-ROM drive. Confirm with "Next".
- 9. The FREECOM HighSpeed driver is then searched. Confirm the selection afterwards with "Next". The FREECOM HighSpeed driver is installed.
- 10. After completion of the installation, click on "Finish". Your FREECOM drive appears with a new drive letter under "My Computer". The installation is then complete.

#### Uninstallation of Windows Default Driver

- 1. Plug the FREECOM Cable II PCMCIA into the PCMCIA slot of your PC.
- 2. Open the "Device Manager" by right-clicking on the "My Computer" icon. A menu opens. Select "Properties". Then click on the "Hardware" tab and start the "Device Manager" from there.
- 3. Click on the "+" next to the entry "IDE ATA/ATAPI Controller".
- 4. Right-click on "PCMCIA IDE/ATAPI Controller" and select "Uninstall...".
- 5. Confirm by clicking "OK". Windows removed the driver.

#### 2.5 Software installation under Windows NT 4.0

- 1. Insert the "<u>FREECOM installation diskette</u>" for Windows NT 4.0 operating system into your standard floppy drive.
- 2. Click "<u>Start</u>", "<u>Run</u>" and type "<u>a:lsetup.exe</u>" (Example for disk).
- 3. When you have accepted the agreement, a new window will appear. The setup programme suggests "<u>C:IProgram|FREECOM|Cable II PCMCIA</u>" as the standard default directory. (If you wish to copy the files into another directory, click "<u>Browse</u>" and enter the path name.) Confirm the chosen folder with "<u>Continue</u>".

Choose Destination	Location 🗵	
	Setup will install FREECOM in the following folder. To install to this folder, click Next.	
-	To install to a different folder, click Browse and select another folder.	
	You can choose not to install FREECOM by clicking Cancel to exit. Setup.	
29	Destination Folder C:\\FREECOM \Cable II PCMCIA Browse	
	< <u>B</u> ack Cancel	

- 4. The set-up programme then suggests the entry "<u>Cable II PCMCIA</u>" as standard in the start menu of the programme folder. (You also have the possibility to create your own folder.) Confirm the chosen entry with "<u>Continue</u>" and the files will then be installed onto your computer.
- 5. The set-up wizard will inform you of the installation process. Follow the onscreen instructions.

After you restart your computer, your FREECOM drive will appear with a new drive letter under "<u>My Computer</u>".

# *Note: Don't forget to remove the FREECOM installation disk <u>before</u> <i>restarting your computer.*

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The installation is now complete. For CD-R / CD-RW drives please refer to the drive manual for installing the CD-R specific mastering software.

#### 2.6 Software installation under DOS / Windows 3.x

The installation under DOS/Windows 3.x is menu-driven to make it as easy as possible to integrate the FREECOM device into your system. You can select the various menu items with the cursor keys and confirm your selection with [ENTER].

#### Installation sequence:

- 1. Exit Windows or other software such as the Norton Commander.
- 2. Insert the driver disk into your disk drive and change to this drive by entering either A: [ENTER] (Example for disk). Start the installation from the DOS prompt by entering: FCINST [ENTER].
- 3. Select the language in which the installation is to be performed.
- 4. Select the type of connection used and the device.
- 5. You can now decide if you want to the installation to proceed automatically whereby the installation program specifies the path and modifies your computer's startup files (Please refer to point 10 of these instructions). However, if you want to modify the settings, select "user-defined." Please observe the further instructions in these instructions.

- 6. Read the following information screen and confirm with the Enter key.
- 7. If you wish to select a different path, you can specify in which directory the FREECOM software is to be installed. Please enter the complete path name including the drive letter! If the directory does not yet exist, it will be created.
- 8. The files will now be copied to the directory you specified.
- 9. After the files have been copied, you will have the opportunity to modify the startup files of your computer (CONFIG.SYS, AUTOEXEC.BAT). You can also display these modifications or cancel the installation.
- 10. The installation updates your startup files and saves the original versions under the name CONFIG.FC and AUTOEXEC.FC.
- 11. After the startup files have been modified, you can leave the installation program . In order for the changes to take effect, you must restart your computer.
- 12. If you want to undo the installation, start the program "UNINST.EXE" in the installation directory.

# *Note: After restarting your computer, additional boot messages are displayed which are generated by the device drivers for the device you just installed.*

At first, the enabler for the PCMCIA (FCPOINT.EXE) in the CONFIG.SYS file is loaded and displays a message similar to the following (depending on your specific device):

```
FREECOM PC Card driver for external ATAPI-IDE Drives Rev:744
Copyright (c) FREECOM GmbH 1996-1997. All rights reserved.
Found PCCARD: FREECOM PCCARD-IDE REV836 V5.0
Initialization using C:\FC\FCPOINT.INI completed!
```

If a different driver message is displayed, this does not indicate that an error has occurred. Please refer to the chapter "Troubleshooting" only if the text contains the word "<u>ERROR</u>" or "<u>WARNING</u>". The driver is then loaded and displays the following – depending on the device (for example FCATAPI.SYS):

```
PW-CD: Freecom CD-ROM Device Driver Rev. K-936DOS
PW-CD: Copyright (C) Freecom Technologies 1995-1998
PW-CD: Drive: Toshiba CD-ROM XM-6202B 1110
PW-CD: CD-ROM drive installation successfully completed
```

The driver assigns the device the first available letter following your last hard disk For example, if you only have one hard drive C:, the device will be assigned the drive letter D:.

The driver MSCDEX.EXE will also be called up for devices with a CD ROM drive. It is responsible for assigning the drive letter to the CD-ROM.

### CHAPTER 3: Troubleshooting - General problems

If you still have problems getting your FREECOM drive to function properly despite having installed it correctly, then please check the following points:

#### Hardware requirements:

• Does your system meets the hardware requirements? (see page 5)

#### Connecting the FREECOM device:

- Is the Cable II correctly connected to your computer and the FREECOM device? Check if the Cable II is plugged in correctly. The Cable II must be firmly seated!
- Is the drive getting power? Determine if the medium can be ejected and if the device is getting power when the system boots.

#### System settings:

- Do not use any memory manager such as QEMM
- Disable the system's power management.

#### Setting options under DOS

If you cannot access drives (floppy disk, CD) after booting, please check the following:

- Are the entries for the Cable II driver FCPOINT.EXE and the device drivers present in the startup files and have they been correctly installed?
- Do the drivers display error messages during the boot procedure which indicate possible causes?
- Has a formatted disk been inserted?
- Has the DOS command LASTDRIVE been set to make a sufficient number of drive letters available? (for example, insert "LASTDRIVE=Z" into the CONFIG.SYS file)

#### 3.1 FCPOINT.EXE (DOS) driver error messages

When booting, the driver FCPOINT.EXE can display the following error messages.

• ERROR: There is no PCCARD... ERROR: The PCCARD in socket x is not a FREECOM PCCARD

The card has not been plugged in correctly or is defective. Remove the card from the socket, plug it in again <u>as far as it will go</u> and then restart your computer.

Ensure that the entry FCPOINT.EXE is at the beginning (top) of your CONFIG.SYS file. Otherwise, the address segment D000-D0FF must not be reserved by other software (for example, EMM386). Add the parameter "X=D000-D0FF to the end of the line containing EMM386 in the CONFIG.SYS file. As a precautionary measure, save the original file CONFIG.SYS under another name before you make these changes

In case other hardware is using the address segment D000-D0FF, you can specify an alternative address for FCPOINT.EXE with the parameter /A. Example: For the address segment C800-C8FF you would enter /AC8.

#### 3.2 PCMCIA driver (DOS) error messages

When booting your computer, the driver can display the following error messages.

• ERROR: [Drive] not found. (device dependent)

Cause: The drive was not recognized. Either the drive is not getting any power, the Cable II was not properly initialized, or the drive is not working correctly.

Disconnect all devices then reconnect them again carefully and restart your computer.

This problem can also occur if your computer already has two IDE controllers. The FREECOM device can be operated at various addresses. To operate the device at a different address, for example, 300h, add the parameter /P:300 to the end of the line containing FCPOINT.EXE in CONFIG.SYS. In addition, add the same entry to the end of the line of the PCMCIA driver (second FREECOM entry) for your special device.

#### 3.3 DOS driver for PCMCIA

<u>Call:</u>	device=[your device driver].SYS		
	after FCPOINT.EXE in the CONFIG.SYS file		
Function:	Device-specific driver for the drive		
Parameters:	/P:xxx		
	Base address of the IDE port. Starting at this address the driver requires 16 bytes free I/O space.		

*Note: You will find further parameters and information in the file <u>info.txt</u> <i>on the driver disk.* 

#### FREECOM Internet Service

FREECOM Technologies makes the following service available in the Internet at **www.freecom.com** 

- Online information on technical problems
- Current product information
- Drivers, driver updates and software information

#### Support hotline

If you have carefully read the manual and, despite having observed all troubleshooting information, still cannot get your FREECOM device to work properly, you can contact our hotlines:

	Hotline	Email
Deutschland & Österreich	+49 (0) 203 768 0950	supportde@freecom.com
France & Belgique (F)	+33 (0) 1 34 04 72 05	supportfr@freecom.com
Nederland & België (N)	+31 (0) 15 888 0110	supportnl@freecom.com
Schweiz (D)	+41 (0) 848 88 99 10	supportde@freecom.com
Suisse (F)	+41 (0) 848 88 77 10	supportfr@freecom.com
United Kingdom & Ireland	+44 (0) 1423 704 715	supportuk@freecom.com

#### All other countries:

Please apply to your local FREECOM Reseller or email to:

#### supportint@freecom.com

If possible, try to call from a phone near your computer.

Please have the following information ready for your call:

- The serial number from the back of your FREECOM drive and Cable II
- The revision no. of your driver diskette/CD
- Information located on the power pack
- The version number of your operating system and the software you are having problems with
- A precise description of the error and any error messaged displayed
- The name and model of your computer and any installed hardware
- Can the problem be reproduced every time?
- Has this problem occurred before? If it is a new problem, did you recently change your system configuration?