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PC Compatibility Cards: Errors Installing Video Software (8/96)

Revised: 8/26/96
Security: Everyone

PC Compatibility Cards: Errors Installing Video Software (8/96)

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TOPIC -----

If I follow the Quick Setup instructions on pages 174-175 in the PC Compatibility Card User's manual (either 7-inch or 12-inch), I get an error message that says, "Can't open file E:\VIDEO\DRIVER\EEDATA.EE_".

When I try to install using the "Factory Default" settings I get a different error message.

What do these messages mean? How can I work around them?

DISCUSSION -----

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Can't Open File Error Message
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Issue
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When you get the error message that says, "Can't open file E:\VIDEO\DRIVER\EEDATA.EE_", the installer is trying to create a file on the CD-ROM disc which it cannot do. Also, the installer will modify AUTOEXEC.BAT so it will try to load E:\VIDEO\DRIVER\CUSTOM, which will generate one of several error messages each time the computer is started:

1. Invalid drive specification - if CUSTOM loads before MSCDEX
2. Bad command or file name - if CUSTOM loads after MSCDEX and some CD-ROM disc other than PC Utilities is in the drive
3. CDR101: Not ready reading drive E - if there is no CD-ROM disc in the drive

Workaround

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The workaround is as follows:

Step 1

Run E:\VIDEO\DRIVER\INSTALL and go through the Utilities Installation to install the files into C:\MACH64.

Step 2

Switch to C:\MACH64, run INSTALL, and do the Quick Setup. As long as you do not select the factory default setting it creates EEDATA.EE_ in the C:\MACH64 directory.

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Error Installing "Factory Default"

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Issue

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If you use Quick Setup to configure DOS video and choose the "Factory Default" selection, the installer will not create the EEDATA.EE_ file. However, CUSTOM.COM is still loaded in AUTOEXEC.BAT, and on every restart you get an error which says, "Problem opening file "EEDATA.EE_". CUSTOM is not installed."

Resolution

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The way to resolve this issue is to:

Step 1

Remove the CUSTOM line in AUTOEXEC.BAT

Step 2

Select a different monitor in Quick Setup, then go back and select 'Factory Default'.

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