

THEOS[®] 32

Version 4

Operating System Installation Guide



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THEOS Software Corporation
1801 Oakland Boulevard, Suite 315
Walnut Creek, CA 94596-7000

Telephone: 925-935-1118
Fax: 925-935-1177
E-mail: sales@theos-software.com
WWW: <http://www.theos-software.com>

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Table of Contents

1 Introduction	5
About This Manual	5
Hardware Requirements	5
Performance and Compatibility	6
2 Installation	7
Installing THEOS 32 Version 4	7
Your THEOS Package	7
Acquiring an Updated Copy of THEOS 32 Version 4	8
Installation Procedures	9
New Install of THEOS 32 Version 4	10
Completing The Installation	15
Configure VGA Display	16
Emergency Boot Diskette	17
Exit	17
Upgrading from a Prior Version of THEOS	18
Completing The Installation	19
Adding THEOS 32 to an Existing THEOS System	20
Completing The Installation	22
Updating Existing System with THEOS 32	22
Upgrade System Using Service Pack	22
Upgrade PowerStep of Existing THEOS 32 Version 4	23
Change Hard Disk Controller of Existing THEOS 32 Version 4	23

Appendices

A Tips and Troubleshooting	25
B THEOS Service & Support	29

1 Introduction

Welcome to THEOS 32 Version 4, a multiuser, multitasking software platform for your business computing needs. This feature-rich and robust 32-bit operating system incorporates many enhancements requested by THEOS users—plus much more! While THEOS retains its familiar text-based interface, you'll discover many THEOS utilities now offer a three-dimensional, windowed look and feel, including context-sensitive help.

■ About This Manual

This manual is designed to show you how to install THEOS 32 Version 4 on a new system or an existing THEOS Version 3.x system.

■ Hardware Requirements

THEOS 32 Version 4 has the following minimum hardware requirements:

- ▶ Intel 386, 486, Pentium, Pentium Pro, Pentium II or Pentium III processor or equivalent
- ▶ 8MB RAM (32MB or more recommended)
(Only contiguous memory is used. If a memory “hole” is found, no memory above this “hole” is used by the operating system.)
- ▶ IDE or SCSI hard disk with at least 10MB available
- ▶ 3½ floppy disk drive
- ▶ MDA or VGA video display card (VGA recommended)
- ▶ Monochrome or color VGA monitor
- ▶ One or more parallel ports
- ▶ Supported disk and controller. Supported controllers include standard IDE, EIDE, or Adaptec and DPT controllers. A current, complete list of supported disk controllers can be found in the Support area on the THEOS Web site, which can be found at:

<http://www.theos-software.com>

■ **Performance and Compatibility**

Although THEOS 32 Version 4 will run with the minimal hardware requirements listed above, for best performance you will want to use a hardware configuration that provides optimal performance in your working environment. For the latest information on THEOS hardware compatibility, check the Support area on the THEOS Web site, which can be found at:

<http://www.theos-software.com>

2 Installation

To simplify installation, THEOS 32 Version 4 incorporates a text-windowed user interface system that has context-sensitive help for the various menu choices. To get help during the installation process, simply press the **F1** key.

■ Installing THEOS 32 Version 4

This section assumes that you have a working computer system, configured with the hardware that THEOS requires to run. If you attempt to install the operating system on hardware that is not THEOS-compatible, the installation will fail.

Because THEOS is not a DOS-based system, a DOS partition is not required. However, it is helpful to have a small DOS partition for storing DOS utilities to test your hardware. Also, some peripherals come with initialization and setup programs that can only be run from DOS. For instance, if you want to use THEO+Net, the network interface card may have to be configured using the programs supplied with the card. A DOS partition or DOS boot diskette may be required to run this configuration program.

If you are installing THEOS 32 Version 4 on a new system, it is likely that it already has the entire disk allocated to DOS or Microsoft® Windows. If this is the case, during the installation procedure the DOS partition **must be deleted** before installing THEOS. If you have valuable programs and data in the DOS partition, you must back them up **before** you install THEOS. During the installation, we'll show you how to leave some disk space available for a small DOS partition.

Alternately, you can use a program such as "Partition Magic," which allows dynamic resizing of DOS and Windows partitions.

■ Your THEOS Package

The operating system package that you received consists of a set of floppy diskettes, an *authorization code* and a hardware security device called a *software portal*. This portal is a hardware key that is **required** to run THEOS. If the portal is not plugged in during the installation, a "THEOS software portal not found or invalid." message is displayed and the system halts.

The authorization code is supplied on paper. **This is the only copy that you will receive.** Please keep this document with your operating system diskettes and make several copies. Replacement authorization codes can be obtained from your THEOS reseller.

The installation procedures allows you to install THEOS 32 Version 4 either by itself (stand-alone) or with an existing version of THEOS such as THEOS 386/486 Version 3.2. Allowing Version 4 to coexist with another THEOS version is beneficial to THEOS developers who need or want the capability of booting between Version 4 and previous versions of THEOS. Installing Version 4 in stand-alone mode provides you with an additional benefit of supporting a disk volume size of 4GB, compared to the 2GB disk limit of THEOS 3.x.

Both installation procedures describe a minimal THEOS installation on a single hard drive that is 4GB in size or smaller. For details on larger drives or multiple drive THEOS installations, please refer to the *THEOS System Reference* manual.

■ Acquiring an Updated Copy of THEOS 32 Version 4

A system with THEOS 32 Version 4 already installed on it may be updated to a later version by obtaining the most current version from THEOS Software Corporation (resellers) or by downloading the current version from the THEOS Web site (resellers or end users). The THEOS Web site contains the latest version of most software provided by THEOS Software Corporation.

The latest version of the commercial release of the operating system can be found by going to the “Software Library” link in the home page (<http://www.theos-software.com>). Be sure to view the “Installation instructions” link in the download directory entry for THEOS 32 Version 4. A software portal and a matching authorization code are required to install the operating system onto a computer, even if the software was downloaded from the Web site.

The THEOS Web site may also allow you to download a “beta” version of the operating system. A **beta version** of software is a prerelease version and is not intended to be installed on a production system. A beta version may contain errors that could affect data integrity or operation of your system.

■ **Installation Procedures**

Before upgrading an existing system you should use the current system and create a complete archive of the entire system. Write protect this archive and then verify that this is a good and accurate archive of the full system by using the Restore command with option NewFile. This will read the entire archive looking for new files.

When you are sure that you have a good archive of your system, use one of the following sections to install this version of THEOS onto your computer:

▶ **New Install of THEOS 32 Version 4 (page 10)**

Follow these steps when installing THEOS 32 on a system that does not have any version of THEOS installed on it at present.

▶ **Upgrading from a Prior Version of THEOS (page 18)**

Follow these steps when upgrading a system to THEOS 32 Version 4.

▶ **Adding THEOS 32 to an Existing THEOS System (page 20)**

Follow these steps if your system has a previous version of THEOS on it and you want to add THEOS 32 Version 4 to it.

▶ **Updating Existing System with THEOS 32 (page 22)**

Follow these steps when you want to update a system that already has a version of THEOS 32 installed on it.

▶ **Upgrade System Using Service Pack (page 22)**

Follow these steps if the system has an existing version of THEOS 32 installed on it and you are using the Service Pack for the install.

▶ **Upgrade PowerStep of Existing THEOS 32 Version 4 (page 23)**

The PowerStep controls how many users may be started at one time. Follow these steps if the system has the current version of THEOS 32 installed on it and you want to change the PowerStep for the system.

▶ **Change Hard Disk Controller of Existing THEOS 32 Version 4 (page 23)**

Follow these steps if the system has the current version of THEOS 32 installed on it and you have changed the hard disk controller type or have added an additional hard disk controller.

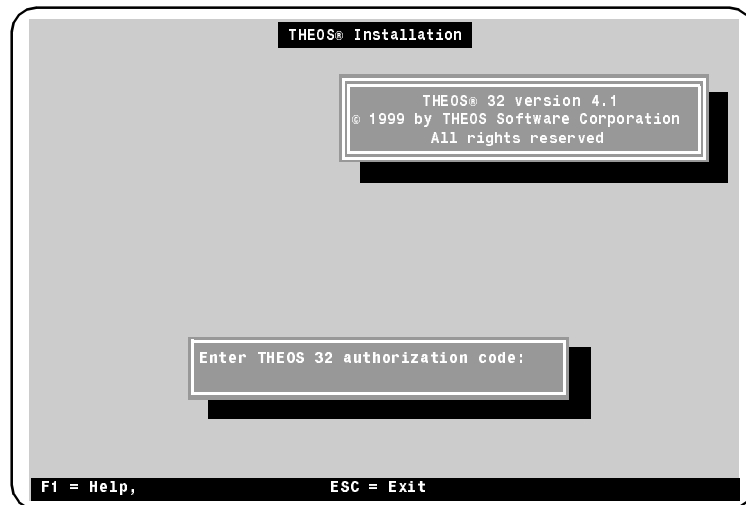
■ New Install of THEOS 32 Version 4

To install THEOS 32 Version 4 as a stand-alone operating system, follow these steps:

1. Plug the software portal into one of the available parallel ports on the system. Although the software portal is a pass-through device, you should only plug a printer into the portal. Connecting other pass-through devices or peripherals may damage the portal.

To protect the portal from inadvertent damage, it can be plugged into a straight-through 25-pin ribbon cable and be placed near the system, out of harm's way.

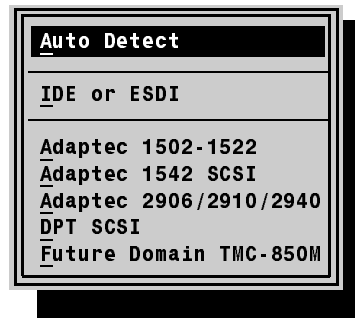
2. Place the THEOS 32 Version 4, Disk 1 (Boot disk) in the drive and boot the system.
3. The THEOS 32 Version 4 installation screen will display and prompt you to enter the authorization code, which was supplied as a document with your operating system.



4. Enter the authorization code in the box and press **[Enter ↵]**. The authorization code can be entered in uppercase or lowercase letters.

If you enter an invalid authorization code, the message: "Incorrect access code!" is displayed. You will be given two more chances to enter a correct code. If a valid authorization code is not entered on the third attempt, you must reboot to try again.

If the code is accepted, the following menu displays:



Other hard disk controllers may be listed if their support has been added since this manual was created.

5. This menu allows you to select the method that THEOS uses to determine the hard disk controller type(s) installed in your system.

Auto Detect. Typically, you should always use this option. When selected, THEOS attempts to determine the controller type(s) that are installed. If you do not want to use auto detect, choose the specific controller type installed in your system.

Note: An IDE device driver is always installed on the system. Use this Auto Detect or one of the specific selections below if you also have a SCSI adapter in the system and want to use it to access a disk, tape or CD-ROM device connected to it.

Auto Detect does not detect the Future Domain TMC-850M adapter.

IDE or ESDI. Use this selection if you don't want THEOS to look for any SCSI controllers. You must have an IDE/EIDE or ESDI disk controller and disk in the system.

Adaptec 1502-1522. Use this selection if you know that you have an Adaptec controller with a model number between 1502 through 1522.

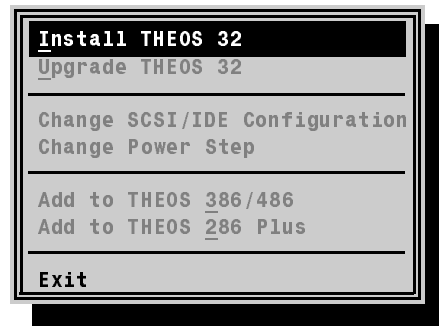
Adaptec 1542 SCSI. This selection is used when you know that you have an Adaptec AHA-1542CF or AHA-1542CP SCSI adapter in your system. The 1540 series is also supported and compatible controllers from other manufacturers.

Adaptec 2906/2910/2940. Use this selection if you know that your system has an Adaptec PCI SCSI controller installed in the system. These adapters use the Adaptec 7800 chipset.

DPT SCSI. Use this selection if you know that you have a DPT SCSI controller in your system.

Future Domain TMC-850M. This selection is used when you have a Future Domain TMC-850M SCSI adapter. This adapter is an 8-bit adapter suitable for tape and CD-ROM devices. This is the only adapter that is not detected by the Auto Detect logic and you must use this selection if you have this adapter in the system.

6. When the hard disk and controller have successfully been detected, the installation program will search for an existing THEOS partition and operating system and displays the following menu:



Install THEOS 32. This selection is used to install THEOS 32 onto a system that does not have any version of THEOS installed on it yet.

Since this selection is used for installing new systems, it always invokes the hard disk format program and allows you to define partitions and to reformat the hard drive.

Upgrade THEOS 32. Use this selection when the system has an existing version of THEOS 32 installed on it and you want to upgrade it to this version. This selection installs and replaces all of the system files on the system except for the configuration files.

Change SCSI/IDE Configuration. This selection allows you to change the installed SCSI controller device driver if you have added or removed a SCSI controller on the system or if you have changed from one brand/model to another.

Change Power Step. This selection allows you to change the power step of an existing, installed THEOS 32 operating system. When selected you will be prompted to enter the new authorization code for the new power step.

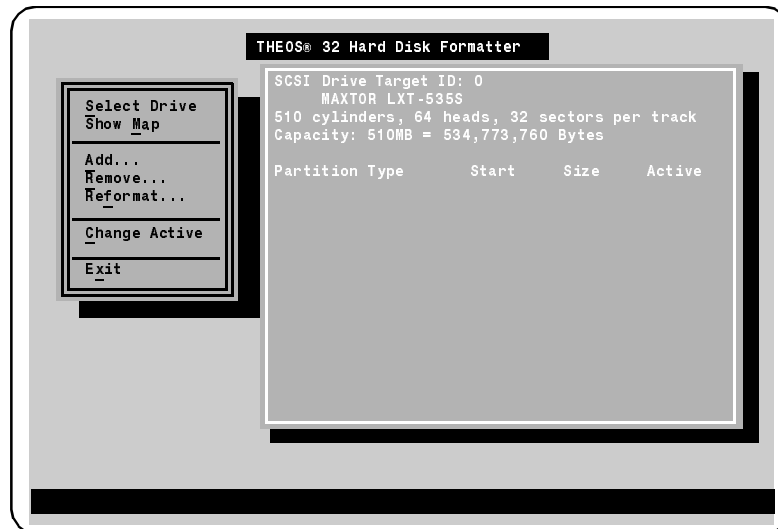
Add to THEOS 386/486. This selection is used when the system has the previous version of THEOS 386/486 Version 3.2 installed on it and you want to keep that version and install this newer version on it. Although both versions of THEOS will be installed on the system,

only one is bootable and used at any one time. The BOOT32 and BOOT40 commands switch between the two versions of the operating system installed on the system.

Add to THEOS 286 Plus. This selection is used when the system has THEOS 286 Plus currently installed on it and you want to add Version 4 to it.

Exit. Use this option if you do not want to install THEOS on this system at this time.

7. Select “Install THEOS 32” from the menu. When selected, the THEOS 32 Hard Disk Formatter screen and menu are displayed.



8. THEOS displays the hard drive data that was located, including any existing disk partitions. If the hard disk is already allocated entirely to DOS, you will need to select “Remove...” from the menu. To remove the DOS partition, select “Other...” from the menu.

9. Next, select “Add...” from the menu. This will display the partition type menu.

THEOS **requires exactly one** primary or bootable partition. The primary partition can be up to 4GB in size. If you have one or more hard disks installed in your system that are larger than 4GB, you will need to use the “Extended” and “Logical” menu options. For more information on these options and the “Spanned” menu option, please refer to the *THEOS System Reference* manual.

10. Select “Primary...” from the menu. Next, you will be asked to specify the partition size. The choices are “Maximum Size,” “Percentage,”

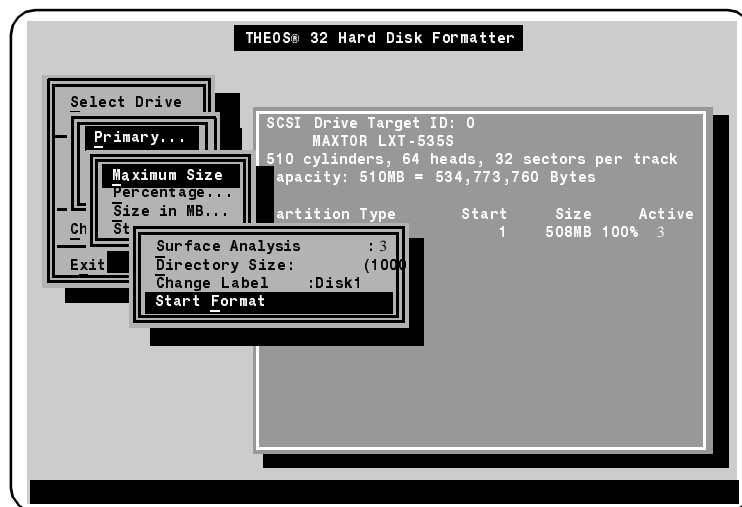
“Size in MB,” and “Start Cylinder.” Select the appropriate option for your system, then press **[Enter ↵]**.

If you want to reserve some disk space for a DOS partition, select the “Start Cylinder” option and specify the starting and ending cylinder numbers for the THEOS partition.

IDE or EIDE drives that do not support LBA (Logical Block Addressing) can only access the first 1,024 cylinders during the operating system boot process. Therefore, when partitioning one of these drives for use by multiple operating systems, be sure to limit the size of the first partition(s). The last partition that might be used to boot one of the operating systems must start below the 1,024 cylinder limit of the ROM BIOS boot process. This may mean that the entire partition may have to be within the 1,024 cylinder limit. Non-bootable, secondary partitions on the drive may start anywhere on the drive. This limitation is not a concern for new technology drives and controllers or for SCSI drives, because their boot process can properly handle the largest drives supported by their controllers.

Remember, context-sensitive help is available using the **[F1]** key.

11. After you have specified a size for the partition, the following screen displays:



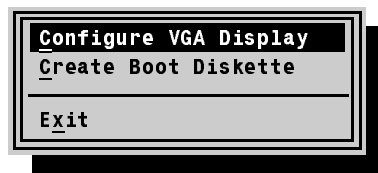
Note that the “Surface Analysis” option is checked by default. When checked, THEOS performs a hard disk verification and automatically prevents any “bad” sectors from being used. Although this option can be toggled off using the **[Enter ↵]** key you should always perform surface analysis when formatting the drive so that it can find and spare out any bad areas of the disk.

If you want to change the directory size to a value other than the default select the “Directory Size:” option.

12. Next, select “Start Format.” This will display a progress bar informing you of the format progress. If the format was successful, you will be returned to the main menu with the highlight bar positioned on “Exit.”
13. Select “Exit” from the menu to begin installing the operating system files. You will be prompted when it is necessary to change diskettes. When all of the files have been copied, you are prompted to remove the final diskette and complete the installation.

■ Completing The Installation

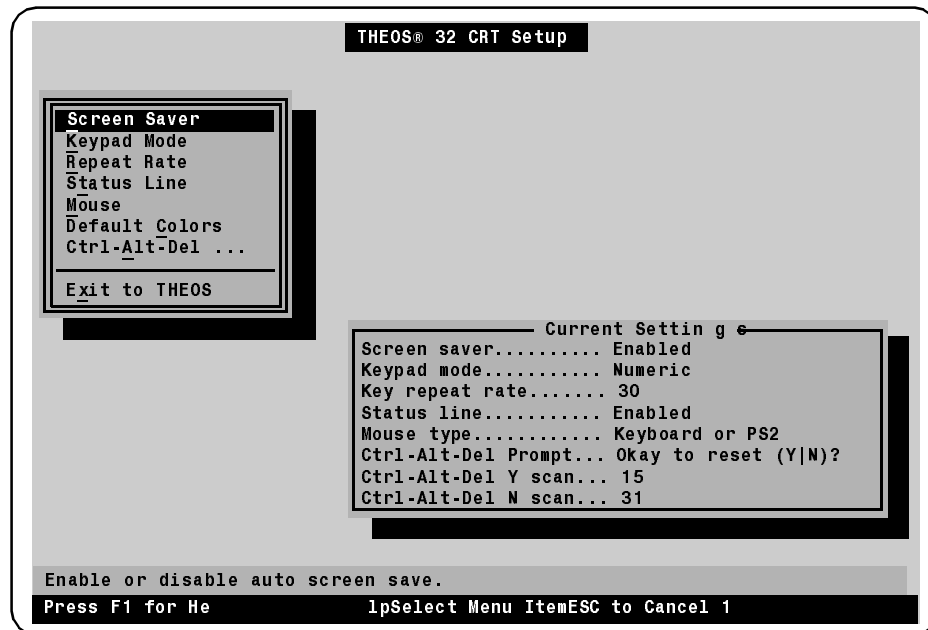
After all of the floppy diskettes have been copied to the hard drive, you are prompted to remove the last diskette. When this is done the following menu is displayed:



This gives you the opportunity to configure the video display, mouse, screen saver and numeric keypad. You can also create an emergency boot diskette, which is the most important of these menu selections. The ***emergency boot diskette*** is a bootable THEOS disk that allows you to operate in single-user mode from the floppy disk. If you have a problem booting from the hard disk, the emergency boot diskette is a handy maintenance and diagnostic tool to have.

- **Configure VGA Display**

Select this option to configure your video display and the features associated with it.



Change any of the display and keyboard parameters desired.

Remember, help information can be displayed for any of these items by positioning to it and pressing **F1**.

- **Emergency Boot Diskette**

THEOS Software strongly recommends that you select this option to create emergency boot diskettes for your system. The emergency boot disks contain the minimal files that THEOS needs to run, along with your basic system configuration including your tape configuration. Should you ever need to restore from a backup tape you can boot from this set of disks, attach the tape, then restore its contents to the hard drive. For more information on this and other error recovery techniques, refer to the *THEOS System Reference* manual.

When selected, THEOS displays:



You have the option of using existing THEOS-formatted floppies (2) or having THEOS format new diskettes. Be sure to have two diskettes available before selecting either option. If you select the “Format” option, the diskettes will be formatted before creating the emergency boot disks.

- **Exit**

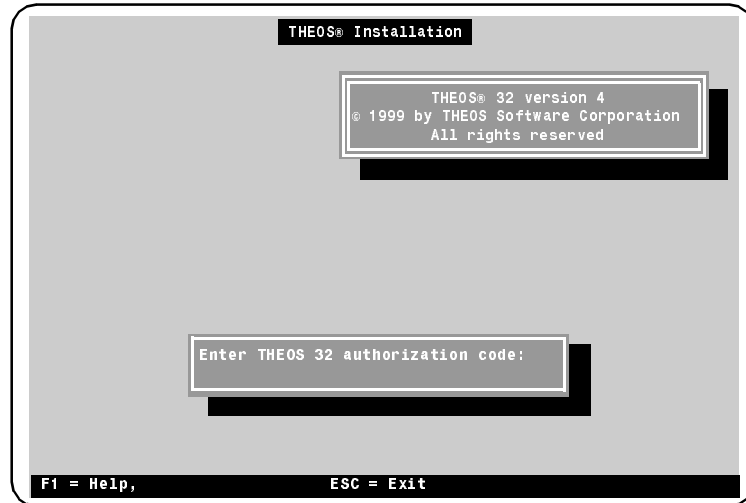
When you have finished with the options on this menu, select “Exit.” This displays a message informing you that the installation is complete and prompts you to press **[Enter ↵]** to reboot the system.

This completes the installation of THEOS 32 Version 4.

■ Upgrading from a Prior Version of THEOS

If the computer system has a previous version of THEOS installed on it (version 3.2, version 286 Plus, version 2.2, etc.), follow these steps:

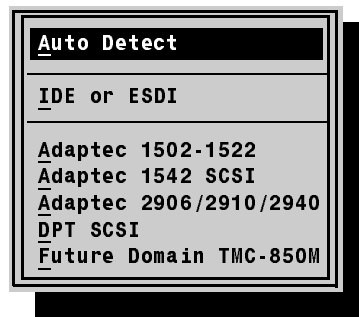
1. Place the THEOS 32 Version 4, Disk 1 (Boot disk) in the drive and boot the system.
2. The THEOS 32 Version 4 installation screen will display and prompt you to enter the authorization code, which was supplied as a document with your operating system.



3. Enter the authorization code in the box and press **[Enter ↵]**. The authorization code can be entered in uppercase or lowercase letters.

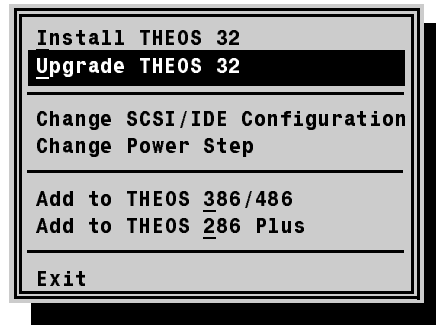
If you enter an invalid authorization code, the message: “Incorrect access code!” is displayed. You will be given two more chances to enter a correct code. If a valid authorization code is not entered on the third attempt, you must reboot to try again.

If the code is accepted, the following menu displays:



Other hard disk controllers may be listed if their support has been added since this manual was created.

4. This screen allows you to select the method that THEOS uses to determine the hard disk controller type installed in your system. Typically you will select the “Auto Detect” menu option. For a description of each of these selections, press the **[F1]** key or read the descriptions on page 11.
5. When the hard disk and controller have successfully been detected, THEOS will search for an existing THEOS partition and its operating system version and displays the following menu:



6. Select “Upgrade THEOS 32” from the menu. This will replace the existing THEOS operating system with the current THEOS 32 Version 4 operating system.

Remember, context-sensitive help is available using the **[F1]** key.

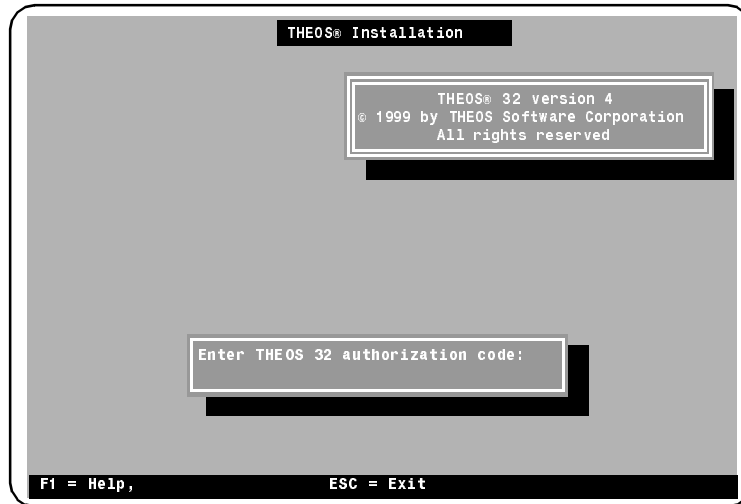
■ Completing The Installation

Refer to the section “[Completing The Installation](#)” on page 15 for information about the remaining steps in the installation.

■ Adding THEOS 32 to an Existing THEOS System

The following procedures install THEOS 32 Version 4 with an existing version of THEOS. The procedures assume that THEOS Version 3.x is already installed on your hard disk and that the software portal is plugged into one of the parallel ports on your system. To begin this installation, follow these steps:

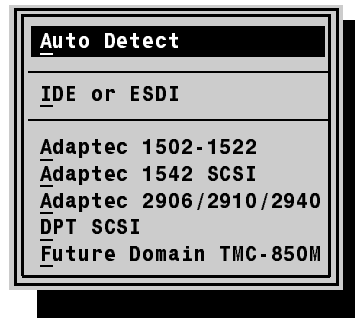
1. Place the THEOS 32 Version 4, Disk 1 (Boot disk) in the drive and boot the system.
2. The THEOS 32 Version 4 installation screen will display and prompt you to enter the authorization code supplied as a document with your operating system.



3. Enter the authorization code in the box and press **Enter**. It can be entered in upper or lowercase letters.

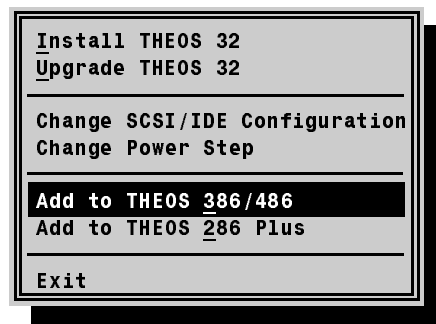
If you enter an invalid authorization code, the message: “Incorrect access code!” is displayed. You will be given two more chances to enter a correct code. If a valid authorization code is not entered on the third attempt, you must reboot to continue.

If the code is accepted, the following screen will display:



Other hard disk controllers may be listed if their support has been added since this manual was created.

4. This screen allows you to select the method that THEOS uses to determine the hard disk controller type installed in your system. Typically you will select the “Auto Detect” menu option. For a description of each of these selections, press the **[F1]** key or read the descriptions on page 11.
5. After the hard disk has successfully been detected, THEOS displays:



6. If no prior version of THEOS 32 Version 4 is found, the cursor is placed on the “Add to THEOS 386/486” menu selection. If a prior version of THEOS 32 Version 4 is found, the cursor is placed on “Upgrade THEOS 32.” If no version of THEOS is found or no THEOS hard disk partition is found, the “Install THEOS 32” is highlighted. Refer to page 12 for a description of this procedure.

In either case, the installation procedure will add or replace the files that THEOS 32 requires to your existing THEOS hard disk partition. This will be done **without** repartitioning and reformatting the hard drive and THEOS 32 Version 4 will be made the bootable operating system. When all of the files have been copied, you will be prompted to remove the final diskette and complete the installation.

When adding Version 4 to an existing, older version of THEOS (version 3.2 or before), the libraries containing the programs and data

files used by the older version are renamed from SYSTEM.* to SYS.=. This allows both sets of files for the two operating systems to reside on the system disk at the same time. Included with THEOS 32 Version 4 are two programs, BOOT32 and BOOT40, which rename the libraries and reboot the appropriate operating system.

■ **Completing The Installation**

Refer to the section “[Completing The Installation](#)” on page 15 for information about the remaining steps in the installation.

■ **Updating Existing System with THEOS 32**


If your system already has a version of THEOS 32 Version 4 installed on it and you want to upgrade to the current version, follow the steps described in “[Upgrading from a Prior Version of THEOS](#)” on page 18.

■ **Upgrade System Using Service Pack**


Instead of performing a full system installation, some maintenance upgrades are released as Service Packs. A **Service Pack** is an update that only replaces or modifies the portions of the operating system that are affected by the maintenance release. Service Packs are easier to install than full releases because they require fewer diskettes—generally only one or two diskettes—and because the Service Pack is installed with the standard INSTALL procedure for software installations, rather than requiring a special boot diskette. Service Packs can be installed easily by end users.

To update your system with a Service Pack, follow these steps:

1. Acquire the Service Pack on diskette from your dealer, or download the Service Pack from the Web site.
2. Place the first diskette in your floppy drive and execute:

```
>install 
```
3. If the Service Pack required multiple diskettes, the installation procedure will prompt you to load the next diskette when it is ready for it.

Since a Service Pack is a maintenance release of the operating system already present on your computer system, no authorization code is required. However, the software portal must still be present. Also, because it is an update, new drivers are not installed, only existing drivers are updated.

After the Service Pack is installed, it will prompt you to press the Enter key to reboot. Be sure to remove the diskette before pressing .

■ **Upgrade PowerStep of Existing THEOS 32 Version 4**

If you need to increase the number of users allowed on your system, follow these steps:

1. Contact your reseller or sales at THEOS Software Corporation and purchase a PowerStep upgrade for your system's serial number. They will send you a new authorization code for your system.
2. Boot from the THEOS 32 Version 4, Disk 1 (Boot disk).
3. The THEOS 32 Version 4 installation screen will display and prompt you to enter the authorization code. Make sure that you use the new authorization code for your upgraded PowerStep.
4. Follow the steps for selecting the hard drive controller.
5. Select "Change SCSI/IDE Configuration" from the next menu. This selection installs the operating system nucleus using the new PowerStep. After the basic components of the system are installed from this first disk it skips to the last step of the installation described on page 15.

■ **Change Hard Disk Controller of Existing THEOS 32 Version 4**

If you change the disk controller in the system, follow these steps to reconfigure the system to use the new controller:

1. Make sure your copy of THEOS 32 Version 4 supports the new disk controller. If support for the controller has been added since you acquired your copy, obtain a new copy of the installation disks from your reseller or the THEOS Web site.
2. Boot from the THEOS 32 Version 4, Disk 1 (Boot disk).
3. The THEOS 32 Version 4 installation screen displays and prompts you to enter the authorization code.
4. If the code is accepted, the disk controller menu displays. Select "Auto Detect" or choose the specific SCSI controller installed on the system.
5. Select "Change SCSI/IDE Configuration" from the next menu. This selection installs the operating system nucleus using the new PowerStep. After the basic components of the system are installed from this first disk it skips to the last step of the installation described on page 15.

Note: This procedure removes any existing SCSI device driver. Also, it reinstalls some other components of the operating system including the nucleus.

A: Tips and Troubleshooting

In addition to the following tips, check the “Frequently Asked Questions” area on the THEOS Web site, which can be found at:

<http://www.theos-software.com>

■ Installation Disk Won’t Boot

If the screen does not display the message “Booting THEOS 32 Version 4,” try booting the system from a DOS floppy to verify that the floppy drive is working properly. If DOS does not boot either it may be the BIOS setting for boot devices. Make sure that the floppy disk is one of the boot devices specified in the BIOS. For this operation, the boot sequence should be A,C so the diskette is checked first, before the hard drive.

If the THEOS boot process never displays this message and the disk drive is working properly, you will need to get a replacement boot diskette from your THEOS reseller. If the disk appears to boot, displays the copyright screen and then fails, be sure that you have **at least** 4MB of memory in your system. If the installation continues to fail, contact your THEOS dealer.

■ THEOS Won’t Find Disk Drive or Controller

Be sure that your system contains one of the supported hard disk host adapters. Supported controllers include standard IDE, EIDE, or Adaptec and DPT controllers. A current, complete list of supported disk controllers can be found in the Support area on the THEOS Web site.

“Auto Detect” does not detect the Future Domain TMC-850M controller. If this controller is installed in your system you must select it manually.

■ **System “hangs” after entering the authorization code with an Adaptec 1542 SCSI host adapter installed**

The host adapter might have a conflict with its default interrupt setting of 11 and its DMA channel setting of 3. Try changing the host adapter interrupt setting to 10.

Changing host adapter settings is done in the host adapter's ROM BIOS. After changing the settings, save them (following the on-screen messages) and reboot from the THEOS installation diskette. Enter the authorization code again and see whether or not installation proceeds normally.

Caution: THEOS “looks” for the host adapter at port address 330, so DO NOT change the default port address setting. Its default setting is 330.

■ **Formatter Reports Incorrect Disk Geometry**

Check the system's ROM BIOS to be sure that the drive parameters are correct. If the ROM parameters are correct but THEOS reports them incorrectly, it is likely that the system has a ROM BIOS dated prior to 1991. Some BIOSs were known to have such problems.

■ **System Locks Up During Controller Detection**

Check the system ROM BIOS date. If it was manufactured prior to 1991, it may not report accurate disk information to THEOS. Although it may be possible to replace an old ROM BIOS, the entire motherboard can likely be upgraded for a similar price.

■ System Interrupt Conflicts

If your computer does not boot the install disk, does not find the disk controllers installed on the system or, after installation, does not boot up on the hard disk, it may be caused by an interrupt conflict. Interrupts cannot be shared on a THEOS system.

Interrupts are numbered 0 through 15.

IRQ	Device	Potential Conflicts
0	CLOCK Timer	DEV5 COM3 (SIO3) 1 st Multiport board Network Interface Card
1	DEV3 Main console keyboard	
3	DEV5 COM2 (SIO2)	
4	DEV5 COM1 (SIO1)	
5		
6	DEV1 Floppy diskette drive	DEV 5 COM4 (SIO4) SCSI Adaptec 7800
7		
8	RealTime Clock	
9		
10		
11		1 st DigiBoard C/X Network Interface Card SCSI Adaptec 1542 or Tekram
12	DEV3 Main console mouse	SCSI DPT controller
13	Coprocessor	
14	DEV2 On board IDE controller	
15	DEV2 On board IDE controller	

Multiport adapters (except for the Maxspeed) should use interrupt 5 for the first board. The default interrupt for the DigiBoard C/X is 10. Although this should not conflict with the default interrupt for an Adaptec or Tekram host adapter, on some Pentium systems interrupt 10 is not available.

COM1 (SIO1) and COM2 (SIO2) use interrupts 4 and 3 respectively.

Tips and Troubleshooting

Parallel ports under DOS use interrupts 5 or 7. However, THEOS doesn't use interrupts for parallel ports so they should never cause an interrupt conflict. THEOS accesses parallel ports by their I/O address, not interrupt number.

B: THEOS Service & Support

Support for THEOS 32 Version 4 and other THEOS products is provided to authorized dealers and resellers of THEOS products. End users should contact their THEOS dealer for questions or problems relating to installation or operation of THEOS operating systems and other THEOS products.

THEOS Support Services for Resellers and Distributors are designed to provide the type of assistance best suited to your needs. Support options range from no-cost / low-cost information services on the THEOS Web site to THEOS on-site training classes, fee-based direct support or an annual support contract. Depending upon your needs and budget, you may choose any one of these options or combine several into a custom program suitable to your requirements.

When contacting Technical Support, include or be prepared to provide the following information:

- ▶ Product name and version number
- ▶ Product patch level (use SHOW VERSION command).
- ▶ Operating system serial number (displayed on bootup or use SHOW SERIAL command).
- ▶ Operating system version number (displayed on bootup or use SHOW VERSION command).
- ▶ Type of hardware being used.
- ▶ What happened and what you were doing when the problem occurred.
- ▶ The exact wording of any messages that appeared on the screen(s).
- ▶ How you tried to solve the problem.

THEOS Service & Support

Dealers and THEOS resellers may contact THEOS Technical Support by mail, fax, telephone or the Internet.

Mail: THEOS Technical Support
THEOS Software Corporation
1801 Oakland Boulevard, Suite 315
Walnut Creek, CA 94596-7000

Fax: 925-935-1177

Telephone: 925-935-1118 ext 211
Hours: Monday-Friday,
8:30am - 4:30pm, Pacific Time

Internet Email: support@theos-software.com

Internet WWW: <http://www.theos-software.com/>