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For Help on Help, Press F1

Setup Cannot Locate the Zip "tools" Disk ...

In order to install Zip Tools software, you must use **both** an **Install** floppy for Windows/DOS and a 100MB Zip "tools" disk which contains all the Zip Tools software files for Windows/DOS systems. If the Setup program cannot locate the Zip "tools" disk, check the following:

- Make sure your 100MB "tools" disk is inserted in the Zip drive.
- Make sure the "tools" disk has not been used to install Zip Tools software on a Macintosh. Installing Zip Tools on a Macintosh automatically erases the Windows/DOS portion of the disk. If your tools disk has been used for installation on a Macintosh, you will need to purchase a second "tools" disk in order to install Zip Tools on your PC. Call Iomega at 1-800-MY-STUFF to order a disk.
- If you are reinstalling Zip Tools software, make sure none of the original Zip Tools files for Windows/DOS have been deleted from the "tools" disk. Also make sure the disk is labeled with the original volume name (Zip_Tools_).

If you have a new Zip "tools" disk inserted in the Zip drive but the Setup program cannot locate it, you probably have a hardware installation problem. Refer to [Hardware Installation Problems](#) for additional help.

You may have a hardware installation problem ...

If the Zip "tools" disk is inserted in the Zip drive but the Setup program cannot locate it, you probably have a hardware installation problem. The problem solving information you need depends on which model of the Zip drive you are installing.

If you are installing an internal model of the Zip drive (one that fits inside the computer), refer to:

[Problem Solving for a Zip Insider Installation.](#)

If you are installing a portable SCSI Zip drive (one that sits outside the computer), refer to:

[Problem Solving for a SCSI Zip Installation.](#)

If you are installing a parallel port Zip drive (one that connects to the computer's printer port), refer to:

[Problem Solving for a Parallel Port Zip Installation.](#)

Problem Solving for a Zip Insider Installation

- Make sure a power lead from the computer's power supply is securely connected to the Zip drive as shown in the Installation Guide.
- Make sure that the stripe on the side of the data cable lines up with pin one on both your Zip zoom adapter and your Zip Insider drive. (See the illustrations in your [Zip Installation Guide](#) for more information on pin one orientation.)
- Make sure that all cable connections are straight and fully seated.
- If your Zip drive is part of a SCSI chain, make sure each device in the chain has a different SCSI ID number (no duplicates). If you need to change a SCSI ID setting, turn the computer off and power down all devices, change the conflicting SCSI ID, and power up again. (In order to change the SCSI ID on the Zip Insider, you must remove and reinstall the drive.)
- If the Zip drive is the only or last device on the internal SCSI connection, make sure the jumper setting on your Insider has termination **ON**. If your Zip Insider is in the middle of the SCSI chain you will need to remove the jumper from the "term on" jumper. (For information on jumper settings see the illustration in the [Zip User's Guide](#).)

After checking your hardware installation, make sure the 100MB Zip "tools" disk is inserted into the Zip drive, then rerun the Setup program from the "Install" floppy diskette.

Problem Solving for a SCSI Zip Installation

- Make sure you are using an Iomega Zip power supply and that it is connected to the Zip drive as shown in the installation guide. Make sure the power supply is plugged into a working power outlet. (The green power light on the front of the drive should be ON.)
- Make sure the data cable for the Zip drive is connected as shown in the installation guide, and that the cable connections are straight and secure. Tighten all connector screws firmly and evenly, both on the connection to the Zip drive and to the computer.
- Make sure the Zip drive is connected to a SCSI connection on the computer (use a host adapter installed inside the computer). This model of the Zip drive will not work if it is connected to a parallel (printer) port.
- If you have connected other SCSI devices to your Zip drive, make sure that each one has a different SCSI ID number (no duplicates). If you need to change a SCSI ID setting, turn the computer off and power down all devices, change the conflicting SCSI ID, and power up again.
- Make sure the SCSI chain is properly terminated at each end and that termination is OFF (or removed) for other devices in the chain.

After checking your hardware installation, make sure the 100MB Zip Tools disk is inserted into the Zip drive, then rerun the Setup program from the Zip Install floppy disk.

If there is more than one SCSI adapter installed in the computer, you should also check the problem solving information under [Two or more adapters in the computer](#).

See also [Step-By-Step Troubleshooting Flow Charts](#).

Problem Solving for a Parallel Port Zip Installation

- Make sure you are using an Iomega Zip power supply and that it is plugged into a working power outlet.
- Turn off your computer and disconnect power from the Zip drive. Turn on the computer first, then immediately connect the Zip power (or use a power strip to turn on both at the same time). (The green power light on the front of the drive should be ON.)
- Make sure you are using the data cable that came with the drive.
- Make sure the data cable for the Zip drive is connected as shown in the installation guide, and that the cable connections are straight and secure. Tighten all connector screws **firmly** and **evenly**, both on the connection to the Zip drive and to the computer.
- Make sure the Zip drive is connected to a parallel port (printer port) connection on the computer. This model of the Zip drive will not work if it is connected to a serial port or to a SCSI connection.

After checking your hardware installation, make sure the 100MB Zip "tools" disk is inserted into the Zip drive, then rerun the Setup program from the "Install" floppy disk.

NOTE: If the computer still doesn't recognize the Zip drive, the parallel port on the computer may not be compatible with the Zip drive. (This happens very rarely.) Try installing the Zip drive on a different computer. If a different computer recognizes the Zip drive, the problem could be an incompatible parallel port. To solve this problem, you need to add a new parallel port to your computer. If neither computer recognizes the Zip drive, contact Iomega Customer Service as described on the back cover of your [Zip Installation Guide](#).

See also [Step-By-Step Troubleshooting Flow Charts](#).

Insufficient disk space ...

If you do not have enough space to install the entire Zip Tools software package, try deselecting [Zip Tour](#). Even if you do not install Zip Tour, the Setup program will create an icon in the [Iomega Zip Tools](#) group that will allow you to run Zip Tour from the 100MB Zip "tools" disk.

If you still do not have sufficient disk space, first deselect [Copy Machine](#) and then [FINDIT](#). After the Zip Driver is installed on your hard drive, you can rerun Setup and install the remaining Zip Tools to a Zip disk.

No drive letter available ...

Zip Tools software cannot be installed if your system lacks an available drive letter for the Zip drive. This could be the case if your system already has drives or drive partitions using drive letters a: through e: and you do not have a [LASTDRIVE](#) statement in the computer's [CONFIG.SYS](#) file. Your system will also lack an available drive letter if you have a LASTDRIVE statement, but are currently using all of the drive letters specified in the statement.

If your system does not have a drive letter available for the Zip drive, follow the instructions below to fix the problem and then rerun the Zip Setup program. If you have a printer connected to your computer, you can print these instructions by selecting [Print Topic](#) from the [File](#) menu.

Step 1: Use a text editor to open your CONFIG.SYS file.

The CONFIG.SYS file is a text file located in the root directory on the computer's boot drive (C:). You can use the Notepad in Windows, the DOS EDIT program, or any other ASCII text editor to edit the file.

Step 2: Add the following line to the end of the CONFIG.SYS file.

LASTDRIVE=m

This will provide ten additional drive letters for any new drives you want to add to your system, including your Zip drive. If you do not need all of the drive letters between d: and m: for physical drives, you can use a letter earlier in the alphabet in place of the letter m; however, make sure you provide enough drive letters after e: to accommodate your Zip drive and any other drives you may add to your system. If your CONFIG.SYS file already has a LASTDRIVE line, change the last drive letter to a letter further down the alphabet. Do **not** set the last drive letter to a letter late in the alphabet, such as X, Y, or Z.

Step 3: Save the changes to the CONFIG.SYS file and exit the text editor.

If you are using an editor that has a variety of file formats, be sure to save the CONFIG.SYS file as ASCII text or DOS text.

Step 4: Reboot your computer.

Rerun the Zip Setup program after the computer boots.

Network Users: You may have to relocate your network drive letter.

Ask your network administrator for help, or refer to the following instructions:

Your first network drive letter will be the letter following the one used in the LASTDRIVE statement in your CONFIG.SYS file. For example, if you used **LASTDRIVE=m**, the first network drive letter will be **n:**.

Applications you are running from the network (such as Windows or other applications that reference specific drive letters) may fail to work correctly unless they are reinstalled or adjusted for the drive letter change. If you use a batch file to connect to the network, it will need to be adjusted to the new drive letter. Your network login script may need to be revised if it refers to a specific drive letter for your network drive. Check the following:

- Edit the Path statement in your AUTOEXEC.BAT file to correctly reference your new network drive letter.
- Edit any batch files which load shells or applications from a network (including AUTOEXEC.BAT) to correctly reference new drive letter assignments.
- Edit your Windows "INI" files and your Windows groups to correctly reference your new drive letters.
- Check other application setup files. Rerun the setup if drive letters cannot be edited.
- Check your user login script for references to specific network drive letters.

Reboot your computer and check your applications. Applications that do not work with the new drive letter may need to be reinstalled.

Two or more adapters in the computer ...

When there are two or more SCSI adapters present in the computer, the Guest program, [GUEST.EXE](#), may be unable to assign a drive letter to a Zip drive which is connected to one of the adapters. To solve this problem, you need to edit the [GUEST.INI](#) file which is located on the "Install" floppy diskette, and specify which [ASPI manager](#) Guest needs to use to access the Zip drive.

Use the following procedure to edit the GUEST.INI file:

Step 1: Copy all files on the Zip "Install" floppy for Windows/DOS to another disk.

The Install floppy disk is permanently write-protected, so in order to edit the GUEST.INI file and use the new file to run the Guest program, you must copy the files to another disk. You can copy the files to another floppy disk or to the hard disk on the computer where you will be using the Guest program. If you need instructions on copying files, refer to the documentation that came with your Windows or DOS programs.

Step 2: Use a text editor to open the GUEST.INI file.

Locate the GUEST.INI file on your copy of the Install floppy disk. The GUEST.INI file is a text file, so you can use the Notepad in Windows, the DOS EDIT program, or any other ASCII text editor to edit it.

Step 3: Locate the ASPI manager line for the SCSI host adapter being used by the Zip drive.

For example, if your Zip drive is connected to an lomega PC1600 adapter, the Guest program needs to load the line that reads "ASPI=ASPIPC16.SYS". Use the following table to help you identify the correct ASPI manager line:

lomega Adapter	ASPI Manager
Zip zoom SCSI accelerator	ASPIPC16.SYS
PPA-3 adapter or parallel port Zip drive	ASPIPPM1.SYS
PC1616 adapter	ASPI1616.SYS
PC1600 adapter	ASPIPC16.SYS
PC800 adapter	ASPIPC8.SYS
PC2 adapter	ASPIPC2.SYS
PC4 adapter	ASPIPC4.SYS

Step 4: Remark out the ASPI manager lines not needed for the Zip drive by inserting "rem " at the start of each line.

For example, if your Zip drive is connected to an lomega PC1600 adapter, you would need to remark out all ASPI manager lines EXCEPT the ASPIPC16.SYS line:

```
rem ASPI=ASPIPPM1.SYS
rem ASPI=ASPI1616.SYS
ASPI=ASPIPC16.SYS
rem ASPI=ASPIPC8.SYS
rem ASPI=ASPIPC2.SYS
rem ASPI=ASPIPC4.SYS
```

Step 5: Save the changes to the GUEST.INI file and exit the text editor.

If you are using an editor that has a variety of file formats, be sure to save the GUEST.INI file as ASCII text or DOS text.

Step 6: Rerun the Setup program from your edited copy of the Install floppy disk.

NOTE: If you later need to install Zip Tools software on a different computer, use the original Zip "Install" floppy diskette.

ASPI Manager Reference: Detailed reference information on the ASPI managers used by the Guest driver is located in the electronic [Installation Manual](#).

Printing Help Information

If you have a printer connected to your computer which is set up to print from Windows, you can print the instructions for any help topic. Simply load the topic you want to print, and select **Print Topic** from the **File** menu at the top of the [Installation Help](#) window.

Step-By-Step Troubleshooting Flow Charts

For your convenience, Iomega Customer Service has created an Automated FAX Help service. If [Setup](#) cannot find the Zip "tools" disk on your machine, you can call this automated service at 1-(801)-778-5763 to get a step-by-step troubleshooting guide.

- For help with SCSI Zip drives request Automated FAX#: **2069**
- For help with parallel port Zip drives request Automated FAX#: **2070**
- For additional troubleshooting information you may also request a Zip fax catalog which contains a listing of all troubleshooting flow charts available from Iomega Customer Service.

ASPI Manager

Software which controls a specific SCSI host adapter. An ASPI manager allows the GUEST driver to communicate with drives connected to the adapter (such as the Zip drive) through a standard interface.

GUEST.INI

A file used by GUEST.EXE each time it loads. Most of the information in the GUEST.INI file relates to the ASPI managers available for the Guest driver to use.

GUEST.EXE

A portable driver program which enables the computer to communicate with the Zip drive. The Setup program on the Zip Install floppy disk uses GUEST.EXE so that it can install the Zip Tools software which is located on the 100MB Zip Tools disk.

Electronic Installation Manual

You can find the electronic Installation Manual (MANUAL.EXE) on the "Install" floppy for Windows/DOS, in the DOSSTUFF directory on the Zip "tools" disk, or in the ZIPTOOLS directory on drive C: after you have installed Zip Tools software. To access the manual from the "tools" disk, insert the Zip "tools" disk into the Zip drive, go to the DOS prompt and type:

```
D: <Enter>    (where D: is the drive letter for your Zip drive)
cd \DOSSTUFF <Enter>
MANUAL <Enter>
```

You can also run the manual from the Windows File Manager by selecting the drive letter for your Zip drive, and then double-clicking on MANUAL.EXE in the DOSSTUFF directory.

If you are unable to run the manual from the "tools" disk or from C:\ZIPTOOLS, insert the "Install" floppy for Windows/DOS into the computer's floppy drive, go to the DOS prompt and type:

```
A: <Enter>          (use b: in place of a: if the Install floppy is in drive b:)
MANUAL <Enter>
```

The manual will run much faster from the Zip "tools" disk or from C:\ZIPTOOLS than from the "Install" floppy.

CONFIG.SYS file

A file DOS uses to configure the system each time the computer is started or rebooted.

LASTDRIVE statement

A DOS command used in the CONFIG.SYS file to increase the number of logical drives that the system recognizes.

