

# Addendum to User's Guide

## **Sytos Plus<sup>®</sup>** **File Backup Manager**

### **Version 1.4 for DOS**

This Addendum contains information that changed or became available after the *Sytos Plus User's Guide* was released. Please keep the Addendum with your *Sytos Plus User's Guide*.

*NOTE: Please review and print README.TXT, included on the Sytos Plus diskettes. The README file contains up-to-date information about Sytos Plus not contained elsewhere.*

**Sytron<sup>®</sup>**

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## Bulletin Board Services

Technical and product information is available 24 hours a day through Sytron's Bulletin Board. Using the Bulletin Board, you can:

- Request an upgrade form
- Request technical information and receive answers to technical questions
- Receive Device Support Lists
- Receive Product briefs and marketing literature

Call the Bulletin Board at (508) 898-2608. Make sure your modem software has the following settings:

- Run at 9600, 2400, or 1200 baud
- Full Duplex
- Data Bits = 8
- Parity = None
- Stop Bits = 1

## Installing Sytos Plus

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### Installing on Systems with Backup Devices that Use SCSI Host Adapters

If your backup device uses a SCSI host adapter and the adapter driver is included with your version of Sytos Plus, Sytos Plus automatically installs the adapter driver and modifies CONFIG.SYS.

*NOTE: If you are using a Future Domain 8-bit SCSI Adapter, you need to make additional changes to CONFIG.SYS. Refer to the section entitled, "Checking CONFIG.SYS if Your Backup Device Uses a Future Domain SCSI Adapter."*

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### New Steps to Install Device Drivers

The Sytos Plus Install utility included with Sytos Plus versions 1.41 and later installs only those drivers you choose. Instructions for installing Sytos Plus are provided in Chapter 2 of the *Sytos Plus User's Guide*.

New instructions to install device drivers and choose a default backup device are provided below. Use the following steps instead of Step 5 on page 2-10 of the *User's Guide*.

Step	Action
1	<p>Choose a default BACKUP DEVICE to be used with Sytos Plus. If you choose only one device, it automatically becomes the default backup device. If you choose more than one device, the first device you choose becomes the default backup device.</p> <p>The default device name appears next to <b>Current default:</b> in the Choose Backup Devices window.</p> <p><i>NOTE: You must select at least one device driver to continue installing Sytos Plus.</i></p>
2	<p>If you want to change the default backup device before leaving the screen, select a driver name and press <b>Make Default</b>.</p> <p><i>NOTE: <b>Driver disk</b>, an option in previous releases, is no longer available during installation. Instead, Sytos Plus prompts for another installation diskette if necessary.</i></p>
3	<p>Sytos Plus prompts you to confirm the selections. If you want to change the default device or driver selections at this point, you are returned to the Choose Backup Devices screen, and must re-select any drivers you selected in Step 1.</p>
4	<p>Press <b>Enter</b> to continue.</p>
5	<p>Sytos Plus may present a screen to let you select an adapter driver. The Choose an Adapter Driver screen appears when the following two conditions are met:</p> <ul style="list-style-type: none"> <li>• Your backup device requires an adapter driver and there is more than one adapter driver that can be used with your device driver.</li> <li>• The adapter driver is included with Sytos Plus.</li> </ul>

Continue with Step 6 in Chapter 2 of the *User's Guide*. Step 6 provides instructions to choose a default Volume Name and continue the installation.

*NOTE: Reboot your system after installing Sytos Plus if CONFIG.SYS has been modified, to allow the changes to CONFIG.SYS to take effect.*

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## Checking CONFIG.SYS if Your Backup Device Uses a Future Domain SCSI Adapter

In order for Sytos Plus to access a backup device that uses a Future Domain SCSI adapter, a DEVICE= line for the adapter driver must appear in CONFIG.SYS. If you did not let Sytos Plus modify your CONFIG.SYS file during installation, you must add the DEVICE= line.

### Modifying CONFIG.SYS for a 16-bit SCSI Adapter

To add a DEVICE= line in CONFIG.SYS for the 16-bit adapter, use the following steps:

Step	Action
1	Ensure that the DEVICE= line for DCAM1800.EXE is included in CONFIG.SYS. The following is an example CONFIG.SYS entry for a DCAM1800.EXE driver installed in the root directory:  DEVICE=C:\DCAM1800.EXE
2	Reboot your system so that the changes to CONFIG.SYS can take effect.

### Modifying CONFIG.SYS for an 8-bit SCSI Adapter

If your backup device uses a Future Domain 8-bit SCSI adapter, check the DEVICE= line in your CONFIG.SYS file. The following is an example CONFIG.SYS entry for an 8-bit adapter driver installed in the root directory:

DEVICE=C:\DCAM950.EXE / CA00 3

The DEVICE= line must include the memory address and interrupt request number (IRQ) for each 8-bit SCSI adapter installed.

To check your CONFIG.SYS file, follow these steps:

Step	Action
1	<p>Ensure that the DEVICE= line for DCAM950.EXE includes the memory address and interrupt line number (IRQ) for each 8-bit adapter.</p> <p>If you installed more than one adapter, the memory address and IRQ can be listed on one line as shown below:</p> <pre>DEVICE=C:\DCAM950.EXE /xxxx i /xxxx i</pre> <p>where "/xxxx" is the memory address and "i" is the IRQ number.</p> <p>Possible memory addresses include /CA00, /C800, /CE00, and /DE00.</p> <p>Possible IRQ numbers include 3, 4, 5, 10, 11, 12, 14, and 15.</p>
2	<p>Reboot your system so that the changes to CONFIG.SYS can take effect.</p>

## Compatibility Information

### Syotos Plus is Not Supported in a Windows DOS Session

Syotos Plus has been tested with various hardware configurations, running as a Windows DOS session. Syotos Plus is sometimes unable to complete a Procedure, or provides unpredictable results when running as a Windows DOS session. Therefore, we do not recommend running Syotos Plus under Windows.

To avoid any problems, run Syotos Plus from your DOS prompt or from a batch file.

## Running Sytos Plus on Systems with Windows Installed

When running on systems that have Windows installed, it is important for your system to be configured correctly in order for Sytos Plus to operate properly. Use the following guidelines:

- Use the Windows Setup program to install Windows correctly.
- Check your CONFIG.SYS and AUTOEXEC.BAT files to ensure that the required statements are included in the recommended order.

The *Sytos Plus User's Guide* provides general guidelines on page 13-39 for your CONFIG.SYS and AUTOEXEC.BAT files. Additional guidelines are provided in the following sections.

*NOTE: Install the Windows versions of memory managers rather than the DOS versions.*

### Using a SCSI or ESDI Hard Drive

If you are using a SCSI or ESDI hard drive and a SCSI backup device, ensure that the double buffering feature is enabled for Windows SMARTDrive. Refer to your Windows User's Guide if you need additional information.

If you encounter problems using 386 enhanced mode or receive system error messages when using double-buffering, add a plus sign (+) to the SMARTDRV.EXE command line as shown in the example in the following section.

### Example CONFIG.SYS File

The following example of a recommended CONFIG.SYS file includes statements for an Adaptec SCSI host adapter and for extended and expanded memory managers (HIMEM.SYS and EMM386.EXE).

```

DEVICE=C:\ADAPTEC\ASPI4DOS.SYS
DEVICE=C:\WINDOWS\HIMEM.SYS
DEVICE=C:\WINDOWS\EMM386.EXE RAM
1024 DEVICE=C:\WINDOWS\SMARTDRV.EXE /DOUBLE_BUFFER+
DOS=HIGH,UMB
SHELL=C:\DOS\COMMAND.COM /E:600 /p
BREAK=ONFILES=40
BUFFERS=30
STACKS 9,256
LASTDRIVE=P

```

Refer to your Windows or DOS 5.0 documentation for instructions to install EMM386.EXE, especially if your system has a network board installed.

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## Running Sytos Plus on Systems with Windows 3.1 and Smartdrive 4.0 Installed

If your system appears to hang when running Sytos Plus, SMARTDrive may not be loaded properly. Proceed through the following suggestions in the order they are presented until the problem is corrected.

Step	Action
1	Do not use another disk cache at the same time you are using SMARTDrive.
2	Load SMARTDRV.EXE into conventional memory (SMARTDRV.EXE loads by default into extended memory).  Add "/L" to the end of the SMARTDRV.EXE command line in AUTOEXEC.BAT, as shown in the example below:  C:\WINDOWS\SMARTDRV.EXE 2048 1024 /L

3	<p>If your system continues to hang with SMARTDrive loaded in conventional memory, disable the SMARTDrive write cache for each hard drive partition.</p> <p>Add the letter for each drive partition to the command line in AUTOEXEC.BAT as shown in the following example:</p> <pre>C:\WINDOWS\SMARTDRV.EXE 2048 1024 c d</pre>
4	<p>Disable read and write cache for each hard drive partition.</p> <p>Add a hyphen (-) after the drive letter as shown in the following example.</p> <pre>C:\WINDOWS\SMARTDRV.EXE 2048 1024 c- d-</pre> <p>If disabling read and write cache corrects the problem, activate one drive at a time by removing the hyphen, until you find the drive causing the problem.</p> <p>Leave the hyphen for that drive letter in the command line.</p>
5	<p>If SMARTDRV.EXE still causes a problem, try using the SMARTDRV.SYS file that came with MS-DOS 5.0 or Windows 3.0, whichever is the later version.</p> <p>Remove the SMARTDRV.EXE lines from CONFIG.SYS and AUTOEXEC.BAT and add a command line for SMARTDRV.SYS in CONFIG.SYS.</p> <p>The following is an example line in CONFIG.SYS for the DOS 5.0 SMARTDRV.SYS.</p> <pre>DEVICE=C:\DOS\SMARTDRV.SYS 1024 256</pre> <p><i>NOTE: Refer to the next section for additional information when running Sytos Plus with DOS 5.0 and SMARTDRV.SYS.</i></p>

## Running Sytos Plus with DOS 5.0 and SMARTDRV.SYS on Disks with More Than 1024 Cylinders

If you experience system hangs or disk errors when running Sytos Plus with SMARTDRV.SYS and DOS 5.0, check to see if your hard drive has more than 1024 cylinders. Refer to the documentation that came with

your hard drive, or check with the manufacturer. SMARTDRV.SYS may behave unpredictably with hard drives that have more than 1024 cylinders.

## Miscellaneous

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### Backing Up and Restoring a LANtastic® Network

In order to recover the complete LANtastic network, you must back up and restore the LANtastic network control directory, \LANTASTI.NET. The directory LANTASTI.NET contains the hidden subdirectories:

```
\LANTASTI.NET\SPPOOL.NET
\LANTASTI.NET\SYSTEM.NET.
```

Syotos Plus automatically backs up hidden subdirectories under DOS.

*NOTE: To restore the hidden subdirectories, select the checkbox for the **Restore directory information** option in the Restore Options window of your Restore Procedure.*

To recover a LANtastic network, use the Backup and Restore steps detailed in the Syotos Plus User's Guide, and follow these guidelines:

Step	Action
1	Prior to running a Backup, shut down the server using the NET SHUTDOWN \\SERVERNAME command. This ensures that all critical network files are accessible during the Backup Procedure.
2	After completing the Restore Procedure, run a full system Compare Procedure.

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## Unattended Compare on Multiple Tape Backups

If you are running an Unattended Backup with Compare that spans more than one tape, Sytos Plus compares only the last tape, and does not prompt for the first tape. This enables Sytos Plus to complete an Unattended Backup without waiting for tapes to be changed. A status message stating that the Compare completed without errors is true only for the last tape, because other tapes were not compared.

Always run a separate Compare after the Backup to ensure that all tapes are compared.

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## Special Note About Encryption

Please note that this version of Sytos Plus does not support the Encryption feature.

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## Using the Default Procedure If the Backup Device is a Fixed Disk

If you select a fixed disk as your backup device, the first time you open the Startup screen after installing Sytos Plus, you will not be able to run the default Procedure.

Check that you have allocated space for the fixed device. Follow instructions in the section "Configuring Backup Devices," in the *Sytos Plus User's Guide* to allocate space for the drive using the Utilities: Backup Device Setup window.

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## Documentation Changes

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### User's Guide (August 1992): Sytron Message Center Telephone Number

The telephone number listed in the User's Guide on pages 1-7 and 13-6 is incorrect. The correct number is (508) 898-0100, extension 8450. You may leave your name and address or FAX number, and a request for an updated device support list.

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## User's Guide (August 1992): Example Configuration File, Page 13-39

The SHELL statement in the example CONFIG.SYS file on page 13-39 should not have the switch "/f" at the end. The following is an example SHELL statement:

```
SHELL=C:\DOS\COMMAND.COM /E:600 /p
```

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## User's Guide (August 1992): Beginning Installation, Page 2-10, Step 5

Step 5 on Page 2-10 is not correct. Refer to the section in this Addendum entitled "New Steps to Install Device Drivers," for updated instructions to install device drivers and choose a default backup device.

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## User's Guide (August 1992): Copying Device Drivers from a Diskette, Page 11-19

Steps 4, 5, and 6 on page 11-19 are replaced with the following steps 4, 5, 6 and 7:

Step	Action
4	At the <b>Select Backup Device Drivers</b> window, select each driver that you want to add to your driver list, by highlighting the driver name and pressing <input type="text" value="Spacebar"/> . When you have finished selecting drivers, choose <input type="button" value="OK"/> .
5	<p>Sytos Plus may present a screen to let you select an adapter driver. The <b>Choose an Adapter Driver</b> window appears when the following two conditions are met:</p> <ul style="list-style-type: none"> <li>● Your backup device requires an adapter driver and there is more than one adapter driver that can be used with your device driver.</li> <li>● The adapter driver is included with Sytos Plus.</li> </ul>

6	<p>At the <b>Backup device setup...</b> window, select <b>Add new device</b> to add a backup device to the list.</p> <p>Reboot your system if CONFIG.SYS has been modified.</p>
7	<p>Select and configure the backup device using the instructions in the following sections that are appropriate to the type of device you are configuring.</p>





## Attention Anti-Virus Software Users!

If you are running Central Point Anti-Virus with VSafe, VWatch, or VDefend in memory, you *must* have Central Point TSR Manager loaded when you run the Central Point Backup Setup program. Trying to install Central Point Backup without the TSR Manager loaded under these conditions will result in an error message.

This error message occurs because Setup is trying to run while Central Point Anti-Virus is checking for viruses. Since Windows is running and the TSR Manager is not loaded, a Setup error message appears.

To remedy this, double-click the TSR Manager icon in the PC Tools or Central Point Anti-Virus group window. This loads the TSR Manager and permits the successful launch of the Setup program.

### ***To load TSR Manager automatically every time you run Windows:***

1. Open your WIN.INI file with any text editor, such as Notepad or Write. (Your WIN.INI file is in your WINDOWS directory.)
2. Find the [windows] section of the file, which is usually located at the beginning.
3. Find the load= line:
4. Add the following phrase to the end of the line:  
`path\wntsrman.exe`  
(*path* means the directory where wntsrman.exe is located.  
For example, `c:\cpav\wntsrman.exe` )
5. Save the new information, then exit the text editor.

### ***Other Anti-Virus Programs***

If you are running anti-virus programs other than Central Point Anti-Virus, you need to disable them until you have installed Central Point Backup.