Troubleshooting Guide

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Clik!™ Mobile Drive Troubleshooting Guide

Use the information in this Troubleshooting Guide in addition to the "Troubleshooting" section of the *Clik!™ Drive User's Manual*, pages 42-48. See also "How to Get Help" in the *Clik!™ Drive User's Manual*, pages 48-50.

The Clik!™ installation program freezes during the installation process.

The Clik! Mobile Drive must be completely seated in the Clik! Desktop Dock for the installation program to run properly.

The Clik!™ Mobile Drive does not work on my system.

1. Do **not** connect a Clik! Mobile Drive and a Zip® drive together via their pass-through ports. See page 7 (step 9), page 9 ("Daisy Chaining Parallel Port Devices"), and page 43 ("Troubleshooting for Parallel Port Connection") in the *Clik!™ Drive User's Manual* for more information.)

2. Currently, the Clik! Mobile Drive is not compatible with devices running Windows CE® 2.2. Please periodically check our web site (www.iomega.com) for software upgrades.

3. The Clik! Mobile drive is not compatible with the TI 1130 Card Bus Controller chipset found in some notebook computers. To see if you have this card controller follow the instructions below:

   a. Right click on My Computer and select Properties.

   b. Click on the Device Manager tab.

   c. Select Devices by Type and view the entries under PCMCIA Sockets.

   d. If the TI 1130 Card Bus Controller is listed, the Clik! PC Card Adapter and drive will not work on your notebook.

The Clik!™ Mobile Drive is not detected by my system.

Possible solutions when using the Clik! Parallel Port Interface and the Clik! Desktop Dock:

Many troubleshooting tips for this problem can be found in the *Clik!™ Drive User's Manual*, pages 43-44. In addition to that information, you can try any of the following solutions:

1. Be sure the Clik! Mobile Drive is completely seated in the Clik! Desktop Dock; then restart your computer. Verify the green light at the bottom of the dock is on.

2. If you have a printer connected to the pass-through feature of the Clik! Parallel Port Interface, verify that the printer's power is ON; then restart your computer.

3. Verify that the Clik! Desktop Dock is receiving electrical power. (See the Desktop PC Computer Setup—steps 1 through 9—on your Quick Start Card.) If you don't think the Clik! Desktop Dock is receiving electrical power, complete the following steps:

   a. Disconnect the Clik! Parallel Port Interface cable from your Clik! Desktop Dock.

   b. Plug the Clik! Parallel Port Interface cable directly into the bottom of the Clik! Mobile Drive.

   c. Restart your computer.

   d. If the Clik! Mobile Drive is detected by your system without using the Clik! Desktop Dock, you can temporarily use the drive this way; however, you should call Iomega's technical support for further assistance. (You may incur a charge for this assistance. (See the *Clik!™ Drive User's Manual* for technical support policies.)
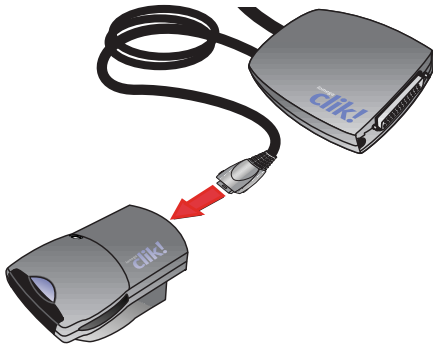
Possible solutions when using the Clik! PC Card Interface and a notebook computer:

1. When you first insert the Clik! PC Card Adapter into your notebook, Windows® will detect the card and attempt to search for a driver.

   a. When you see the prompt "It is recommended that you let Windows search for an updated driver," click Next. (You do not need to insert the Clik! Software CD.)

   b. Windows® should then state that it found the "Standard IDE/ESDI Hard Disk Controller." Click Finish to allow Windows to install the listed driver.

   Caution: Your Clik! PC Card Adapter and Clik! Mobile Drive will not function properly if you cancel this procedure without finishing. If you did cancel the driver search, remove the Clik! PC Card Adapter and reinsert it. If a prompt is received to have Windows® search for a driver, follow the steps above. If the prompt it not received, follow the instructions below:

   a. Right click on My Computer and select Properties.

   b. Click on the Device Manager tab.

   c. Expand the Hard Disk Controllers section, and remove the PCMCIA adapter. This adapter may also be labeled as PCMCIA ATA Controller or something similar. (Do not remove anything from the PCMCIA Sockets section.)

   d. Reboot the system and let Windows® search for the updated driver as outlined above.

2. Uninstall any versions of the CardWorks™ software. The Clik! PC Card Adapter is not compatible with CardWorks.

3. Check for available IRQs (Interrupt Request). You must have an open IRQ for the Clik! Mobile Drive to be detected.

   a. Right click on My Computer and select Properties.

   b. Click on the Device Manager tab.

   c. Select Devices by Type, make sure the Computer icon is highlighted, and click on the Properties button.

   d. Make sure Interrupt Request (IRQ) is selected and review the list of 00-15 IRQ assignments.

   e. If all the IRQs are used, you will need to free an interrupt in order to use the Clik! PC Card Adapter. Hint: Select a device, such as a COM port, that is not currently in use and disable that device. (See Windows Help—Freeing Resource Setting Used by disabled hardware.)

   f. After freeing an IRQ, restart your computer system and insert the Clik! PC Card Adapter.

Possible solutions when using the Clik! PC Card Interface and a Windows CE® device.

1. Verify that the Windows CE® device was connected to the host computer when you installed the Clik! software.

2. If the Clik! PC Card Adapter was inserted in the Windows CE® device while software was being installed, simply remove the Clik! PC Card Adapter and reinsert it.

3. If the Clik! Mobile Drive is not detected when using battery power, be sure to answer "Yes" to the prompt "Do you wish to use the card on battery power."

4. If you are using Windows CE® 1.0 and the Clik! Mobile Drive is not detected, turn off the handheld PC, wait 30 seconds, then turn it back on.

The Clik!™ software installation reassigned my CD-ROM drive letter.

Windows® 95/98 Users: follow the directions found in Windows Help to reassign drive letters. (See "To change the drive letter assignment for a disk or CD-ROM" in Windows Help.)

Windows NT® 4.0 Users: Changing drive letter assignments under Windows NT is complicated and technical. For instructions, refer to the MS Knowledgebase at http://www.microsoft.com/kb/articles/q142/6/35.htm

My system locks up when the Clik!™ Mobile Drive is attached.

Possible solutions when using the Clik! Parallel Port Interface and your desktop computer:

1. Do not attempt to access the drive if the Clik! Mobile drive is not in the Clik! Desktop Dock. If you have already done so, replace the drive in the Clik! Desktop Dock; your system should return to normal.

2. The pass-through feature of the Clik! Parallel Port Interface is not compatible with parallel port CD-ROM writers. Disconnect this device if you connected it to the Clik! Parallel Port Interface. *(See also "Daisy Chaining Parallel Port Devices" on page 9 of the Clik!™ Drive User's Manual.)*

3. Do not attempt to access the Clik! Mobile Drive while you are printing. The Clik! Mobile Drive and your printer share the parallel port and cannot be used at the same time.

Possible solutions when using the Clik! PC Card Interface and your notebook computer:

1. If your system locks up when Windows® is loading, reboot using Safe Mode and follow the instructions below to remove the Clik! Parallel Port driver.

   a. Right click on My Computer and select Properties.

   b. Click on the Device Manager tab.

   c. Select Devices by Type and view the entries under SCSI Controllers.

   d. If "Iomega Clik! Parallel Port Interface" is present with a yellow exclamation point on top of the SCSI icon, highlight it and click Remove.

   e. Restart your system.

2. If your system locks up when you remove the Clik! PC Card Adapter, be sure to follow the Clik! PC Card Adapter removal instructions on page 27 of the *Clik!™ Drive User's Manual.*

I am unable to print.

1. Review the "Printer Troubleshooting for Windows® 95/98" section on page 45 of the *Clik!™ Drive User's Manual.*

2. If you have a printer connected to the parallel port of your notebook, and cannot print, remove the Clik! Parallel Port driver from you system. (Follow the previously givien instructions under *"My System locks up . . . Possible solutions when using the Clik! PC Card Interface and your notebook computer."*)

I'm having trouble getting the Clik!™ Flash Card Reader to read my SmartMedia™ cards.

1. If the "bd" (bad disk) error is displayed after inserting a SmartMedia™ card, remove the SmartMedia card, press the purple button on the Clik! Flash Card Reader once to turn it off; reinsert the SmartMedia card; then press the button again to turn the Clik! Flash Card Reader on.

2. If the SmartMedia™ card is not recognized by the Clik! Flash Card Reader, you may be inserting the SmartMedia card upside down. Be sure to insert the card with the gold (or silver) contact plate face down.

I'm having trouble using Iomega® PhotoPrinter.

1. Only JPEG and 24-bit color bitmap images can be viewed using Iomega® PhotoPrinter. PhotoPrinter does not read GIFs, TIFs, or special proprietary formats from digital cameras.

2. If you are printing images in PhotoPrinter, do not access the Clik! Mobile Drive until the printing process is complete. If you do access the Clik! Mobile Drive while printing, your system may lock up.

3. If the error "Failed to load image file" occurs while using PhotoPrinter, you may need to change your parallel port mode in the BIOS **from** EPP **to** ECP. (See your computer's documentation for information on changing the BIOS setting.)

4. If some of the thumbnails show up as red X's, you may need to change your parallel port mode in the BIOS **from** EPP **to** ECP. (See your computer's documentation for information on changing the BIOS settings.)

I'm unable to perform a long format of a Clik!™ disk on my Windows CE® device.

The Sleep Mode default setting on most Windows CE® devices turns on after five minutes of nonuse. During a full format, large capacity media (like a Clik! disk) would not be completely formatted before the CE device goes into Sleep Mode. If you run into this problem, we recommend any one of the following options:

1. Use the Short Format option rather than the Full Format option.
2. Delete all the files on the disk rather than reformatting the disk.
3. Reformat the Clik! disk using your host computer.
4. Tap the screen of your CE device to keep it from entering sleep mode.
5. Change the Sleep Mode default setting to more than 10 minutes.

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