

Atari Technical Bulletin
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Product(s) Affected: ABC 286, PC4X
Model: ABC 286/12/16, PC4X-12MHZ, PC4X-16MHZ
Type of ATB: As Needed
ECO #: N/A

Reason for ATB:

- 1.) Field reporting problems with HIMEM not loading after the line 'DEVICE = HIMEM.SYS' is added to the CONFIG.SYS file.
- 2.) This remedy will also cure the problems where software being loaded through an INSTALL program reports 'COMPACT FILE ERRORS'.
- 3.) This procedure will also cure any problem with applications attempting to access protected mode.

Notes:

PC4X-Bios revision 1.7, part numbers C301768-002 and C301769-001 has been identified with this problem.

Symptoms of Problem:

- 1.) If the line 'DEVICE = HIMEM.SYS' is in your CONFIG.SYS file and an error message appears on screen after system MEMORY test:

ERROR: Unrecognized A20 hardware
XMS Driver not installed

- 2.) Software being loaded through an INSTALL program reports:

"COMPACT FILE ERRORS".

- 3.) Errors with applications attempting to access protected mode.

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Tests to Determine if Problem Exists:

TEST for Symptom 1

Turn on computer. While the system is booting, look for the message on the screen:

HIMEM: DOS XMS Driver, Version X.xx - mm/dd/yy
Copyright 19xx, Microsoft Corp.

64K High Memory Area is available

If this message appears, then you do not have a problem. However, if the following error message appears:

ERROR: Unrecognized A20 hardware
XMS Driver not installed

Read and follow the 'SOLUTION' section of this Technical Bulletin.

****NOTE** If neither message appears on the screen (no mention of HIMEM Driver at all) then you will need to add the line:**

'DEVICE = HIMEM.SYS' to your CONFIG.SYS file.

(Be sure the file 'HIMEM.SYS' is in your root directory)

TEST for Symptom 2 and 3

If you are having one of the other problems listed under the 'Symptoms of Problem' heading in this Technical Bulletin, then read and follow the 'Solution' section.

Solution:

- 1.) Boot system from a Cold Boot (from a powered down condition to a powered up condition). After the MEMORY test is completed, Press the DEL key after the message:

Press DEL if you want to run SETUP/EXTD-SET

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Use the down arrow key to highlight RUN XCMOS SETUP, and hit <ENTER>.

****NOTE**** If EXTD-SET option does not exist, you have an earlier BIOS Rom version.

If this is the case, Insert the MS-DOS/Utilities Disk that came with your computer and type:

A: <ENTER>.

At the A > prompt, type cd util <ENTER>.

Now type neat <ENTER>.

2.) Use the down arrow key to highlight:

ADVANCED NEAT CHIPSET REGISTER SETUP, and then hit <ENTER>.

3.) Hit the <ENTER> key again to continue. Use the down arrow key to scroll down to 6FH under the 82C212B heading. Use the right arrow key to highlight Bit 1 of 6FH. The Dialogue Box on the right side of the screen should show:

Miscellaneous Register RB12

Enable CPUA20 onto A20

0=Enable
1=Disable

This definition of the Bit is incorrect. The true definition is:

0=Disable 1=Enable

4.) Use the PgDn key to toggle this bit to a 1. Hit the <Esc> key to return to the MAIN MENU. Use the down arrow key to highlight:

WRITE CMOS REGISTERS AND EXIT

5.) System will re-boot automatically. After the MEMORY test, the screen will display:

HIMEM: DOS XMS Driver, Version 2.04 - 8/17/88
Copyright 1988, Microsoft Corp.

64K High Memory Area is available.