



# Tech Info Library

## Newton 2.x OS: Known Windows Serial Connection Issues (1/97)

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TOPIC -----

This article provides information on known Windows serial connection issues.

DISCUSSION -----

On some Windows-based computers, customers with Newton OS 2.x units may experience serial connection problems with the Newton Backup Utility for Windows 1.0 and the Newton Package Installer 2.0. Users may experience the following symptoms:

### Newton Backup Utility for Windows 1.0

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- \* does not establish a connection to the unit
- \* drops connections to the unit
- \* completes backs up but does not create the backup file
- \* will not install a package onto a storage card
- \* experiences random serial connection failures

### Newton Package Installer 2.0

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- \* does not establish a connection to the unit
- \* drops connections to the unit
- \* will not install a package onto a storage card
- \* experiences random serial connection failures

### Products with Revised Serial Driver

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The following products incorporate a revised serial driver in the Windows host software that do not exhibit these symptoms

- \* Newton Backup Utility for Windows 1.0.1
- \* Newton Press for Windows 1.0
- \* Newton Connection Utilities for Windows 1.0 (This product is currently a beta product and not supported by Apple's support staff).

Also, the following products are intended for Newton 1.x units and are not affected by this issue

- \* Newton Connection Kit for Windows 1.x and 2.x
- \* Newton Package Installer for Windows 1.1

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