

# TOSHIBA

TOSHIBA AMERICA INFORMATION SYSTEMS, INC

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## *Issue Alert Letter*

Dear Toshiba Service Providers and Customers

In an effort to get important product and service issues to the field quickly, we will occasionally be sending this type of Issue Alert Letter to the service providers and affected customers. The official report of product or service issues has always been the Service Bulletin, and this letter is not intended to replace that document format. However, for the sake of accuracy, a service bulletin cannot be released before an issue has been completely resolved.

We realize that getting early warning of potential problems to our service providers is critical in providing quality service to our customers. The Issue Alert Letter is the method we will be using to provide information to the field as soon as it is available. We hope this will be an effective and useful tool in providing the best possible service to our mutual customers.

Toshiba America Information Systems Inc.  
Computer Systems Division  
Technical Service and Support

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**August 21, 1995**

## *Issue Alert Letter #1*

Dear Toshiba Service Providers and Customers

We have recently discovered that the new 400CS and 400CDT products are subject to the password option being spontaneously selected. When this occurs, the system will boot to the password prompt despite the fact that the user has not selected the password option or created a legitimate password. The erroneous password must be removed by an Authorized Service Provider using the parallel port wrap around connector before the system can be accessed.

This problem has been determined to occur only with the use of add on memory, and does not occur on all of the units. At this time the problem has not been confined to a serial number range or specific type of memory module.

As of 8/18/95, Japan has provided a BIOS version (5.1) which they believe corrects this problem. This BIOS version has been successfully tested in engineering at TAIS and is being released on a limited beta test basis to a number of customers. It is expected that the beta testing will be concluded by the first week of September at which time the BIOS will be available on the Toshiba BBS for general release. Assuming that problems are not detected during the beta testing, the general release version of the BIOS will be identical to the beta version, including version number. Once officially released a Service Bulletin will be distributed to all service providers.

To obtain more information about this issue or to request the BIOS as a beta release, service providers should contact Service Engineering through their normal support number. Customers should contact Toshiba's Product Support through their normal support access number.

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