TOSHIBA

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Issue Alert Letter #21

Dear Toshiba Service Providers and Dealers,

Toshiba has found that a number of Tecra 500 systems may be subject to intermittent system lock ups when booting Windows 95. The problem occurs when the mouse driver includes a COM port, previously assigned to the modem, in the mouse device search. The System Registry, created during the original system setup, would assign COM 2 as the modem. As part of the mouse driver load, the system would then search both COM 1 and COM 2 for a serial mouse attachment. This search process can intermittently cause the system to hang.

The problem will be corrected by removing COM 2 from this device search path. A BATCH file, called MOUSEFIX.BAT, has been created by Toshiba to make the system registry correction automatically. This file, along with the required support files, are available on the BBS through a self-extracting ZIP file called MOUSEFIX.EXE.

Running the MOUSEFIX BATCH file prompts the user to assign the COM port to the modem. COM 2 is the recommended selection unless it is specifically required for another device. The program will then set up a System Registry file with the selected COM port omitted from the mouse device search path.

All Tecra 500s shipped after September 6 will have this change implemented in the software bundle.

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