

TOSHIBA

TOSHIBA AMERICA INFORMATION SYSTEMS, INC.

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Issue Alert Letter #25

Dear Toshiba Service Providers and Dealers,

A number of 200CS users have reported a solid failure which prevents the system from booting. The system hangs before anything displays on the screen. In some cases the system will boot only after the RTC battery has been removed and reinstalled or runs down completely.

A service provider should not attempt to repair a 200CS which fails to boot without first removing the AC power and main battery, and then disconnecting the RTC battery. If this procedure corrects the failure, it shows that the failure was initially caused by doing a hardware shutdown with SUSPEND/RESUME enabled, immediately after selecting suspend from the Windows 95 shutdown menu. The use of the two suspend operations in sequence appears to create a configuration error that will continue to cause the boot failure until CMOS is reset by removing and reinstalling the RTC battery. Once the problem has been cleared, CMOS will be reset to the default configuration.

Although this hang problem has been reported on only the 200CS, a number of other models will demonstrate false error symptoms when the combination of suspend options are used. **The Windows 95 suspend option should not be used on these systems.**

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Technical Service and Support