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Issue Alert Letter #8

Dear Toshiba Service Providers and Customers,

A new PS Micom has been released for the 400CDT and 400CS systems. PS Micom version 1.20 modifies the timing between the system and the battery, correcting a problem where the system occasionally fails to recognize the battery after AC power is connected. **This will not correct all of the power and battery-related problems currently being reported on the 400 series computers** relates, specifically, to cases where the failure occurs intermittently, and can be corrected by reseating the main system battery.

This problem has occurred on only a small percentage of systems and upgrading the PS Micom requires a system board replacement. For these reasons we do not recommend the upgrading of systems which do not exhibit the symptoms.

The "TEST400" utility on the Test & Diagnostics (T&D) diskette must be used to display the PS Micom version. The system resident "TDIAGS" utility will not display the Micom version on the SP400 series.

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