

Computer Systems Division

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Issue Alert Letter #19

Dear Toshiba Service Providers and Customers,

We have a number of reports from the field stating that Windows NT hangs during setup on Tecra 700 systems. Product Support has found that one cause for this is that the original pre-install partitioned the 1.2 GB HDD as only 1 GB. A significant number of systems were shipped before this was corrected in the pre-install process. Deleting the current partition using FDISK does not correct the problem.

To prevent hang-ups:

- Create a second partition using the remaining unused portion of the drive, then delete both partitions. Next, create a single partition using 100% of the HDD.

or

- Use DEBUGGER to eliminate the partial partition and zap the partition table. This allows the entire HDD to be partitioned.

The Windows NT setup can then be completed.

The hang-up problem also exists when loading the Debugger Version of Windows NT on the Tecra 700 during setup. At this time there is no fix for this problem; however, Microsoft is currently working on it. This hang does not occur on the 720 series.

The 3COM - 3C562 LAN + Modem card also hangs the system during the driver install. Again, at this time there is no fix for this issue. ESP and 3COM are currently working on this issue.

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