

TOSHIBA

TOSHIBA AMERICA INFORMATION SYSTEMS, INC .

Computer Systems Division
9740 IRVINE BOULEVARD
P.O. BOX 19724
IRVINE, CALIFORNIA 92713-9724
TELEPHONE: (714) 583-3000
TELEX: 183-812 (Toshiba IRVN)

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Issue Alert Letter #20

Dear Toshiba Service Providers and Customers,

Two separate compatibility problems have been discovered between some EDO memory cards and specific Toshiba computers. The first problem exists with **EDO memory cards populated with IBM memory chips**. When one of these memory cards, regardless of memory size, is used in a **Tecra 720 or 710**, with resume enabled, a RESUME FAILURE will occur each time the system is powered on. This problem does not occur when SEC populated memory cards are used.

At this time approximately 40% of the Noteworthy 8MB (NW2031U), 16MB (NW2032U), and 32MB (NW2034U) cards use the IBM chip. These cards can be easily identified by inspecting the individual memory chips. If "SEC" is not printed across the top of the chip, it is manufactured by IBM. By July 12 Toshiba's inventory will be sorted and an "X" will be added to the part number on the IBM version cards (8MB = NW2031UX, 16MB = NW2032UX, and 32MB = NW2034UX). This part number will not be listed as compatible with the Tecra 720/710 series

The second problem is related to Noteworthy cards populated with SEC chips using 1K refresh. The majority of the SEC populated cards use a chip with a 4K refresh. These have no problems running with any of the compatible systems. The 1K version of the chip, however, will exhibit intermittent memory errors when used in the 420 or 110 series computers.

The REFRESH version of the memory can be identified by the memory chip part number.

4K refresh chip - SEC - KM416V**1004**AT-6 (no failure)
1K refresh chip - SEC - KM416V**1204**AT-6 (fails with 420 and 110 computers)

The SEC version of the Noteworthy cards can also be identified by the presence of two 16-pin ICs mounted directly below the board connector. If these ICs are present on an SEC populated card, the memory will be 1K refresh.

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Technical Service and Support