

**Computer Systems Division**

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September 10, 1996

***Issue Alert Letter #23***

Dear Toshiba Service Providers and Dealers,

A problem has been identified on Tecra 500 systems produced before September which causes a system with a 16 MB card installed to hang during the initial Windows 95 load from the preinstalled bundle. This does not occur with 8 or 32 MB cards, and there are no problems experienced if the 16 MB card is installed after the Windows 95 load has been completed..

This issue is related to Microsoft's EMM386 memory manager. A change was implemented in early September which eliminates the EMM386 load from the CONFIG.SYS setup. If the memory manager is required for future DOS Windows utilization, the CONFIG.SYS should be modified to include the EMM386 load.

If a user is unable to load Windows 95 successfully on a system with a 16 MB card installed, we recommend that the card be removed before attempting to reload Windows 95. Once successfully loaded, the card can be reinstalled and used with no further problems.

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