

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

September 21, 1995

Issue Alert Letter #2

Dear Toshiba Service Providers and Customers,

We have received reports that a few customers who have loaded Windows95 onto their systems have been experiencing problems when trying to use the Floppy Disk Drive (FDD). In one situation, the user was trying to load a new software application onto the system. They were able to complete the first disk of a multi-disk installation, but the system would not recognize the second. These users have reported errors such as "General Failure" and "Device Not Ready" when trying to access the FDD.

When Windows95 is loaded it by default selects the high speed driver for the FDD. This driver is called HSFLOP.PRD. Not all of the floppy disk drives on the market have been able to consistently meet the aggressive specifications this driver requires. Under certain conditions timing conflicts will occur, causing errors.

We are currently working with Microsoft to find a solution for this problem. We expect to have a resolution in the near future. Please note that failures associated with the high speed driver only occur under Windows95. The floppy drive will operate properly under the DOS shell.

If you have a system that is experiencing this problem, the high speed floppy driver should be disabled and the unit retested before replacing any parts. If removing the driver resolves this problem, please remember to cancel any part orders you may have placed related to this system's failure.

Two methods of disabling the high speed floppy driver are listed below.

OPTION 1: Rename the driver.

1. Enter into Windows95
2. Click on "Start" and choose "Programs"
3. Select "Windows Explorer"
4. Go to the \WINDOWS\SYSTEM\IOSUBSYS folder.
5. Rename HSFLOP.PRD (e.g. HSFLOP.SAV).
6. Shutdown the system then reboot.

OPTION 2: Change Device usage of the Standard Floppy Disk Controller

1. Enter into Windows95
2. Right click on "My Computer", and choose "Properties"

3. Select "Device Manager" tab from "System Properties"
4. Find "Floppy Disk Controller" and double click
5. Select "Standard Floppy Disk Controller" and click "Properties"
6. Under to "General" tab, "Device usage" section, remove check mark(s) from any configuration(s), i.e. Undocked or Docked 1. When completed, click on "OK".
7. Select "Yes" to restart the computer

Under Windows95, the FDD performance, without the high speed driver, will be equivalent to the FDD performance under MS-DOS or Windows 3.x. It is important to warn the customer, that if the driver is removed or renamed, they may encounter some Windows95 messages other than what they would expect. For example, the "Device Manager" for the "Floppy Disk Controller" will display a yellow caution flag and report: "Device not present, not working properly, or does not have all the drivers installed. See your hardware documentation. (Code 10)." The message that will be displayed under System Properties, Performance is: "Drive A: Using MS-DOS compatibility file mode system." For these reasons we are suggesting this as a temporary fix and the high speed driver should be reinstalled once a permanent correction has been determined.

If you have any questions regarding this issue, please contact Service Engineering if you are a service provider, or PC Support if you are a Dealer or End User. Either a Service Bulletin or a new Issue Alert Letter will be generated as soon as a final solution is available.

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