

Computer Systems Division

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Issue Alert Letter #17

Dear Toshiba Service Providers and Customers,

Three months ago Toshiba Technical Service and Support was directed by Microsoft Corporation to stop distributing the Reconfigure System Software CD to its Authorized Service Providers (ASPs) and Major Account Customers. Since the Reconfigure CD contains both Toshiba proprietary software and Microsoft software, we had no choice but to comply with Microsoft's request.

Microsoft's decision was based upon the fact that they feel the distribution of this CD to ASPs and Major Account Customers compromises the Microsoft license restrictions. We at Toshiba understand the need for this important service tool and have made every effort to come to a resolution with Microsoft over this issue. Despite our efforts, we still have been unable to get authorization to distribute this CD.

We will continue to work this issue until it is resolved. In the meantime, you must direct your customers to either make their back-up diskettes, or call Disk Fulfillment at 1-800-276-3238 to obtain a copy of the preloaded software bundle for the model of computer they own. Please be aware that requests made to Disk Fulfillment are subject to a fee and, in some cases, lengthy delays. We apologize for this inconvenience and appreciate your patience in this matter.

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