

# Product Support Bulletin

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Subject: Proper Method for Running Benchmark and Diagnostics Programs

Date: 06/04/93

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PSB No: S-0158

Originator: MWT

This bulletin describes the proper method for running any benchmark or diagnostics programs. This applies to any computer system.

In most cases, the computer should be started using an MS-DOS boot diskette that's 'clean' - in other words, one with no CONFIG.SYS or AUTOEXEC.BAT files. The appropriate executable can then be run, either from diskette or hard drive.

There will be some exceptions to the above rule. In attempting to benchmark or troubleshoot any add-on that requires a device driver (CD-ROM, local area network, etc.), obviously the necessary device driver(s) must be loaded. Also, some programs will require a minimum number of FILES or BUFFERS to be defined in the CONFIG.SYS file. Such programs will usually display this requirement if they are run without the necessary CONFIG.SYS file.

For the most consistent results, use the absolute minimal boot configuration that's allowed by the hardware being tested.

# Product Support Bulletin

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**Subject: Equity Series SIMM Compatibility**

**Date: 12/4/91**  
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**PSB No: S-0136**  
**Originator: JAD**

Due to the influx of third party SIMMs on the market, there are some that are not compatible with Epson products. This bulletin is intended to be an aid in ensuring that only compatible SIMMs are chosen for use in Epson's Equity Series of computers.

The SIMMs in question were SEIMENS, CUMULUS and KINGSTON. Installing these SIMMs in Epson products may cause the following errors:

Parity Check 1  
18FFFE 0000 202 Memory Address Error  
164 System Options Not Set  
1500 E000 201" DOS RAM Address Error

It was thought that the chips used in these SIMMs were of poor quality.

Epson Portland evaluated the SIMMs in question and found that this was not true. The problem is caused by the SIMM circuit boards (ITE and TECAP circuit boards) used to manufacture the SIMM modules. The dimensions of these boards are not compatible with industry standard SIMM sockets. This may result in incomplete contact between the SIMM assembly and it's socket. This is caused by insufficient size of the contact surfaces in these products. Also enlarged holes in the TECAP product allow the component pin to pass entirely through the hole without making contact.

It is recommended that only SIMMS meeting industry standard contact surface specifications be used in Epson Equity computer products.

Some recommended SIMMs that were tested and found Compatible are:

Toshiba  
Matsushita  
CDC Enterprises  
Samsung  
Aculogic

For more information contact Technical Support.

ACTION DESK 4000					
VER	PART #	DESC	TYPE	LOC	REASON
4.00	451-7010-201	PHOENIX	27C010	U27	INITIAL RELEASE

EQUITY 486SX/25 PLUS					
VER	PART #	DESC	TYPE	LOC	REASON
1.01	ASH25U46	CASH-A02	27C512	U46	INITIAL RELEASE
1.01	ASH25U47	CASH-B02	27C512	U47	
1.03	Y738808003	CASH-B04	27C512	U46	To rectify problem with Helix Headroom v. 2.03b. After loading, the system may lock up when Headroom activation key is pressed. (This problem does not occur if a mouse is connected via the mouse port. To update the HDD table. See ECN No: EQ486SX/25+-001 (8/7/92).
1.03	Y738807003	CASH-A04	27C512	U47	

EQUITY 486DX2/50 PLUS					
VER	PART #	DESC	TYPE	LOC	REASON
1.03	Y738808003	CASH-B04	27C512	U46	INITIAL RELEASE
1.03	Y738807003	CASH-A04	27C512	U47	

EXPRESS STATION					
VER	PART #	DESC	TYPE	LOC	REASON
1.00.04.S0I		PHOENIX			INITIAL RELEASE