

Toshiba Bug when using the 3COM PC Card for Ethernet

This affects all users of Toshiba laptops. Following are instruction on how to resolve the IOS Failure error.

Symptoms:

System fails to boot, leaving the message (white text on black background):

"While initializing device IOS: Windows Protection Error. You need to restart your computer"

On restart, the system enters safe mode.

This error usually will surface after new software is loaded.

Problem:

There is a conflict between the 3Com driver, Toshiba's PC Card (PCMCIA) manager, and the smartdrv.exe program.

Resolution:

First, boot into safe mode.

On startup, just as the machine says "Loading Windows 95", press F8 to bring up the boot options menu.

Choose Safe Mode (option 5, I believe)

Prevent the Toshiba PC Card Utility from being loaded.

Start->Run: sysedit

Bring the config.sys window to the front

Near the bottom, will be lines like this:

```
device=C:\CARDWORK\SSTPIC95.EXE /SKT:2
device=C:\CARDWORK\CS.EXE /POLL:1
device=C:\CARDWORK\CSALLOC.EXE
device=C:\CARDWORK\CARDID.EXE
install=C:\CARDWORK\CS_APM.EXE
```

Before each, type R-E-M-(space) like this:

```
rem device=C:\CARDWORK\SSTPIC95.EXE /SKT:2
rem device=C:\CARDWORK\CS.EXE /POLL:1
rem device=C:\CARDWORK\CSALLOC.EXE
rem device=C:\CARDWORK\CARDID.EXE
rem install=C:\CARDWORK\CS_APM.EXE
```

Close the Config.sys sub-window and save changes.

Disable the Extended Memory Manager:

Bring the system.ini window to the front.

Under the heading [386Enh] are lines like this:

```
EmmExclude=D000-DFFF
device=vsync01.386
EmmExclude=D000-DFFF
```

Before each of the Emm lines, place a semicolon like this:

```
;EmmExclude=D000-DFFF
```

```
device=vsync01.386
```

```
;EmmExclude=D000-DFFF
```

Close the System.ini sub-window and save changes.

Close sysedit.

Prevent the smartdrv.exe from loading:

Go to the c:\windows directory.

locate the file smartdrv.exe. You might need to change the settings under View->Options so that known file extensions are not hidden.

rename the file smartdrv.old

Your machine should now restart normally.