

1<sup>st</sup> July 2005

## Tech Info TI05\_008

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### Notice to Users of Portégé R200 or libretto U100 Notebook PC: Encryption Software Update Recommendation

Applicable Models: **Portégé R200, libretto U100**

#### Issues

When encrypting a file or folder using the fingerprint recognition utility's file encryption function, you may, in rare instances, experience the following:

1. Inadvertently delete the file or folder being encrypted if you cancel the encryption operation as the encryption process is about to complete (i.e., as the last file of a folder is being encrypted),
2. Inadvertently delete the file or folder being encrypted if you, as a Limited User (versus a Computer Administrator), attempt to encrypt a file or folder within the root directory (The root directory is the top-level directory of a file system.), or
3. Corruption in the encryption process which will result in errors during the decryption process if you attempt to encrypt a file or folder that exceeds 2 GB or if the size of the encrypted file or folder will exceed 2 GB.

The foregoing issues are solved by installing the software update version 3.50.43 which was released on 1<sup>st</sup> July 2005, or a later version. With the new software update, in Scenarios 2 and 3 above, the encryption process will be interrupted by the display of a dialog box or an error message "Error: File Access Error" and you must click the "OK" button on the dialog box to cancel the encryption operation. In Scenario 1, the encryption operation will be properly cancelled and the original file or folder will remain unencrypted.

To check the software version currently installed in your computer, please right click the task bar button of the fingerprint recognition utility (key shape icon) and select "about".

#### Resolution

Please download and install software update version 3.50.43 at the following URL. Complete installation instructions are included in the downloadable software package.

[http://pc.toshiba-asia.com/support/drivers.jsp?product\\_list=2&series=6&model=1085&showtype=drivers&docid=3902](http://pc.toshiba-asia.com/support/drivers.jsp?product_list=2&series=6&model=1085&showtype=drivers&docid=3902)