

TECHNICAL BULLETIN FROM GLOBAL BUSINESS SYSTEMS

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GSM (BOS) and 'modern' BIOS versions

A recent Hotline investigation had identified a problem with GSM (BOS) (all versions) and the BIOS firmware installed in a range of Apricot PCs. The symptom of the problem is that characters are lost from the keyboard while extended memory is being copied (e.g. when the GSM cache is being accessed). The problem does not occur with GSM (DOS) or GSM (Novell) on the same computer. Furthermore, the problem is unlikely to affect Windows 95 or Windows NT so it can be assumed the problem will not occur with GSM (Windows NT).

This problem illustrates a general trend with 'modern' PCs that are designed for Windows 98 and Windows NT (e.g. those PCs with BIOS firmware that conforms to the PC 98 specification). Although GSM (BOS), which was designed for the Intel 8086 CPU, continues to function with newer members of the 8086-family (e.g. the Pentium) and 'modern' BIOS versions, we have no on-going procedure to certify GSM (BOS) on new hardware platforms.

It is the responsibility of the reseller to ensure that GSM (BOS) functions correctly on a particular hardware platform. Of course, support will be given in the normal manner but we have no intention of making any enhancements to GSM (BOS) to overcome a 'modern' feature in a new PC or BIOS.

It is extremely unlikely that GSM (Windows NT) will suffer from any 'BIOS specific' issues and we recommend this GSM 'family' for new installations. It should be noted that GSM (Windows NT) is supported on Windows 95 (so a Windows NT licence is not required). Please refer to GSM (Windows NT) Configuration Notes for further details.

If you have any queries regarding this bulletin please contact the Service Centre.