

Subject: U-Scan System Performance & 3rd Party Software

Overview

It has been discovered that some U-Scan system performance issues are a result of customers usage of third party software such as Antivirus and other third party software customers are installing for increased security measures. The U-Scan application has been certified to operate within 512MB of system memory (minimum) running on various hardware platforms and operating systems. However these third party software products share this system memory and depending on the amount of system memory usage, they can impact the performance of the U-Scan application. Typical performance impact would be slow screen transitions and delays in the customer interface.

To address this performance impact caused by running third party software applications, additional system memory will need to be added to the U-Scan system. The increase from 512MB system memory to 1 or 2 GB is depends on the third party software system memory usage. This memory would need to be purchased/certified by Fujitsu to ensure compatibility and long term reliability.

Any new system sales should take this additional software into consideration and order the appropriate amount of system memory.

Impact

- Production No Impact.
- Installed Units No Impact.
 - If customers are having this issue, the customer account manager should be notified so that the system memory upgrade can be purchased and installed.
- Repair Center No Impact.
- Service Spares No Impact.

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