

Dear customers

Announcement on False Detection of Virus

November 20, 2008
Quality Assurance Section
Star Micronics Co., Ltd.

We would like to express our thanks for your loyal patronage for our printer products.

Since August, this year, a part of the file in our printer driver was false detected as a virus by anti-virus software available in the market while installing the printer driver that we supply, and it led the problem.

We sent the driver file to the vendor who made the anti-virus software, and in the result of reconfirm, every vendor reported us that they were false detection.

As mentioned above, the driver which we supply does not have virus, and there is no problem using it at all.

We apologize that it caused many customers so much worry on the trouble. As we keep trying to improve the quality of the products, we look forward to your continued business in the future.

<The Detailed Information>

The following is the file that was false detected as a virus.

For TSP100:

menu_Uk.exe、menu_ChS.exe、menu_ChT.exe、menu_Cr.exe、menu_Cz.exe、
iso image and the zip file

For TSP100GT:

menu_Jp.exe、 menu_En.exe

For TSP650:

menu_Jp.exe、 menu_En.exe

For TSP700II:

menu_Jp.exe、 menu_En.exe

The following is the list of the anti virus software that false detected.

Microsoft:	Windows Defender
Kaspersky Labs Japan:	Kaspersky Internet Security、 Kaspersky Enterprise
Source Next:	Virus Security “ZERO”
Symantec:	Symantec Security Response, Norton Anti virus 2009