

To Valued Customers

June 2025
Hakko Electric Co., Ltd

Defect Report:
V-SFT-6/Smart Editor/TELLUS and V-Server

Thank you for your continued patronage of Programmable Operator Interface - MONITOUCH.
We regret to inform you that we have identified a malfunction of V-SFT-6/Smart Editor/TELLUS & V-Server as described below. Please read this report carefully. We apologize for any inconvenience this may have caused.

1. Details of problem

In case Windows fonts are used in the screen data of V-SFT-6/Smart Editor/TELLUS and V-Server, the following problems may occur.

- (1) When trying to open the screen data a message saying "An error has occurred (158)" appears, and the data cannot be opened even though it could be opened previously.
- (2) Some data (alarm server, logging server, messages, etc.) disappear after opening and saving screen data.

2. Cause of problem

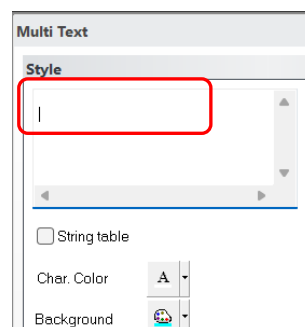
In the April 2025 release, countermeasures against vulnerability (preventing corrupted screen data from being opened) were implemented.

Due to the above countermeasure, when screen data that uses Windows fonts meets the occurrence conditions described in section 3 below, the image data of Windows font is considered abnormal and is judged as an error in subsequent processing, or the loading process of the screen data is skipped, resulting in this problem.

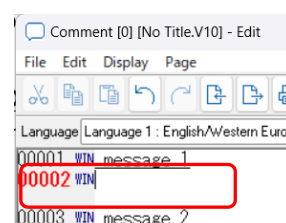
3. Occurrence conditions

This problem occurs in the following items that use Windows fonts, under OR conditions.

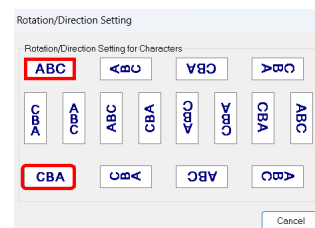
- 1) Multi-text: When there is only line feed data
(Single line with no text data is excluded.)



- 2) Comment Edit: When there is only line feed data
(Single line with no text data is excluded.)



- 3) Switch/Lamp, etc.: When a text with rotation directions other than the red rectangle shown at right is used in a Windows font using Thai or Vietnamese text set (excluding Smart Editor).



4. Scope of product/version affected

Please see below for the affected products/versions/release date.

Affected product	Affected version	Release date
V-SFT-6	V6.2.6.0	April 21, 2025
Smart Editor	V1.0.2.0	April 21, 2025
TELLUS Ver.5	V5.0.1.0	May 30, 2025
TELLUS Ver.4 *	V4.0.22.0	May 30, 2025
V-Server	V5.0.1.0	May 30, 2025

*TELLUS Ver.4 is packaged in TELLUS Ver.5.

5. Schedule of Measures

The error detection process for the image data of Windows fonts has been fixed and updated as follows.

Affected product	Affected version		New version with correction
V-SFT-6	V6.2.6.0	➡	V6.2.7.0
Smart Editor	V1.0.2.0		V1.0.3.0
TELLUS Ver.5	V5.0.1.0		V5.0.2.0
TELLUS Ver.4 *	V4.0.22.0		V4.0.23.0
V-Server	V5.0.1.0		V5.0.2.0

*TELLUS Ver.4 is packaged in TELLUS Ver.5.

Applied to the shipments from Wednesday, June 25, 2025.

New versions with the correction will be available from our website (Fuji Electric's document download site) on Wednesday, June 25, 2025.

As a temporary measure until June 24, we will upload the previous version of the affected product to our website. You can download it from the following URL.

<https://monitouch.fujielectric.com/site/support-e/download-index-01.html>

Affected product	Version
Smart Editor	V1.0.1.0
TELLUS Ver.5	V5.0.0.0
V-Server	V5.0.0.0
V-SFT-6	V6.2.5.0