

To Valued Customers:

April 2020
Hakko Electronics Co., Ltd.

Defect Report: V-SFT-6 Software

Thank you very much for your continued patronage of Fuji's Programmable Operator Interface – MONITOUCH.

We regret to inform you that we have identified a defect on the communication driver that was packaged in the configuration software V-SFT as described below. Please read through this report carefully. We apologize for the inconvenience this may have caused. Your kind understanding would be highly appreciated.

1. Scope of the product

MONITOUCH configuration software V-SFT-6

2. Problem

The following two issues occur when the specific MITSUBISHI ELECTRIC PLC models below are selected.

PLC model:

- QnH(Q) series (Ethernet)
- QnH(Q) series (Multi CPU)(Ethernet)
- QnU series (Built-in Ethernet)
- L series (Built-in Ethernet)
- Q170 series (Multi CPU)(Ethernet)

Issue:

- (1) If [Use SRAM Calendar] is not selected at [SRAM/Clock Setting], "Communication Error: Time-Out" is displayed on the first communication after a power on. Then "Communication Error: Format" is displayed after pressing Retry switch.
- (2) If PLC device memory address which accepts bit-write is specified for a switch output device, "Communication Error: Format" is displayed after pressing this switch.

3. Scope of the HMI models effected

V9 series only

4. Cause of the problem

Software malfunction was confirmed in the communication driver of MITSUBISHI ELECTRIC (Ethernet) ver. 1.510 which was packaged in the V-SFT ver. 6.0.36.0.

There is no issue with the system program and the operation system for V9.

There is no issue with the communication driver for the V8 and TS series.

5. Scope of the software version with the malfunction

V-SFT Ver.6.0.36.0 (released on April 1st, 2020)

Communication driver of MITSUBISHI ELECTRIC PLC (Ethernet) (MelQnA_E.tpd) Ver.1.510

6. Schedule of the measures

V-SFT Ver.6.0.36.0 >> **Ver.6.0.37.0 applied to the shipments from Monday, April 6th, 2020.**

Communication Driver (MelQnA_E.tpd)	Before Change	After Change
MITSUBISHI ELECTRIC PLC - QnH(Q) series (Ethernet) - QnH(Q) series (Multi CPU)(Ethernet) - QnU series (Built-in Ethernet) - L series (Built-in Ethernet) - Q170 series (Multi CPU)(Ethernet)	Ver.1.510	Ver.1.520

7. Restoration

The problem will be solved by downloading the HMI screen program or just the communication driver to the V9 unit with V-SFT Ver.6.0.37.0.

8. Schedule of the software update

You can download the V-SFT Ver.6.0.37.0 from the link below. The official website has been updated on Monday, April 6th, 2020.

9. Website URL

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