

To Valued Customers:

April 2021
Fuji Electric Co., Ltd.
Hakko Electronics Co., Ltd.

Defect Report: V-SFT-6 Software (Ver. 6.1.1.0)

Thank you very much for your continued patronage of Programmable Operator Interface - MONITOUCH.

We regret to inform you that we have identified a malfunction in the configuration software V-SFT-6 as described below. Please read through this report carefully. We apologize for any inconvenience this may have caused.

1. Details of Problem

- Under the following conditions, a message is registered in a different Group No. than actually registered Group No. at Message Edit screen.
- When the screen data is transferred to the unit, a different message is displayed on the MONITOUCH.

2. Scope of Models

V9 series / TS series / V8 series / X1 series / TELLUS

3. Conditions of Problem

Fulfilling all of the following conditions will cause the problem.

- 1) Use V-SFT Ver. 6.1.1.0.
- 2) Register Group No. intermittently at Message Edit.
- 3) Register a new message to the blank Group No. in between the registered ones
- 4) Transfer or save the screen data.

E.g.) Register Group No. 2 at Message Edit in the screen data where Group No. 0, 1 and 3 are registered.

<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="padding: 5px;">Message Group No.</th> <th style="padding: 5px;">Messages on the original screen</th> </tr> </thead> <tbody> <tr><td style="padding: 5px;">0</td><td style="padding: 5px;">AAA</td></tr> <tr><td style="padding: 5px;">1</td><td style="padding: 5px;">BBB</td></tr> <tr><td style="padding: 5px;">2</td><td style="padding: 5px;">(blank)</td></tr> <tr><td style="padding: 5px;">3</td><td style="padding: 5px;">DDD</td></tr> <tr><td style="padding: 5px;">4</td><td style="padding: 5px;">EEE</td></tr> <tr><td style="padding: 5px;">5</td><td style="padding: 5px;">(blank)</td></tr> </tbody> </table>	Message Group No.	Messages on the original screen	0	AAA	1	BBB	2	(blank)	3	DDD	4	EEE	5	(blank)	>>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="padding: 5px;">Add new message in the screen data</th> </tr> </thead> <tbody> <tr><td style="padding: 5px;">AAA</td></tr> <tr><td style="padding: 5px;">BBB</td></tr> <tr><td style="padding: 5px; color: red;">CCC</td></tr> <tr><td style="padding: 5px;">DDD</td></tr> <tr><td style="padding: 5px;">EEE</td></tr> <tr><td style="padding: 5px;">(blank)</td></tr> </tbody> </table>	Add new message in the screen data	AAA	BBB	CCC	DDD	EEE	(blank)	>>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="padding: 5px;">Save and reopen the screen data</th> </tr> </thead> <tbody> <tr><td style="padding: 5px;">AAA</td></tr> <tr><td style="padding: 5px;">BBB</td></tr> <tr><td style="padding: 5px; color: red;">DDD</td></tr> <tr><td style="padding: 5px; color: red;">EEE</td></tr> <tr><td style="padding: 5px; color: red;">CCC</td></tr> <tr><td style="padding: 5px;">(blank)</td></tr> </tbody> </table>	Save and reopen the screen data	AAA	BBB	DDD	EEE	CCC	(blank)
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*Editing a message that has already been registered does not cause the problem.

*If no message is registered in Group No. 5 or later, no problem occurs even if a new message is registered in Group No. 5 or later.

4. Cause of Problem

The problem was caused by the performance improvement of the screen data transfer in V-SFT Ver. 6.1.1.0.

5. Scope of Software Version

Configuration software: V-SFT Ver. 6.1.1.0

(From the release date of April 1st, 2021 to May 13th, 2021)

6. Schedule of Measures

The configuration software V-SFT Ver.6 will be fixed and updated.

V-SFT Ver.6.1.1.0 >> **Ver. 6.1.2.0 applied to the shipments from May 14th, 2021.**

7. Workaround Solution (until May 13th, 2021)

Please install the patch V-SFT Ver. 6.1.1.11.

You can download the patch from the URL listed in the "INFOMATION" on the top page of our website (www.monitouch.com).

*The URL will be available from April 28th, 2021 to May 30th, 2021.

8. Restoration of Screen Program

Please use the fixed version of the configuration software V-SFT and re-register the message registered in a different Group No. to the correct Group No.

9. Update of V-SFT Ver6

V-SFT Ver. 6.1.2.0 configuration software will be available for download from our website below.

The website will be updated on May 14th, 2021.

10. Website URL

www.monitouch.fujielectric.com/site/support-e/download-index-01.html