

**To Valued Customers:**

April 2022  
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 minor software glitch on V-SFT-6 as described below. Please read this report carefully. We apologize for any inconvenience this may have caused. Your kind understanding would be highly appreciated.

### **1. Scope of the product**

MONITOUCH configuration software V-SFT-6

### **2. Scope of the software version with the malfunction**

V-SFT Ver. 6.1.6.0 (released on April 1, 2022)

### **3. Problem**

When V-SFT Ver. 6.0.0.0 to Ver. 6.1.5.0 is installed on a Windows 11 PC and update it to Ver. 6.1.6.0, USB transfer (screen program transfer, ladder program transfer) fails and the message "Port cannot be opened" appears on the PC.

\* If Ver. 6.1.6.0 is newly installed onto the PC instead of updating, there will be no problem.

### **4. Cause of the problem**

Windows 11 is now officially supported in V-SFT Ver. 6.1.6.0. The problem is that when updating V-SFT on a Windows 11 PC, a DLL file for executing USB transfers for Windows 11 should have been installed, but instead the existing old file was installed.

### **5. Schedule of the measures**

Updated version of V-SFT-6 and a correction patch will be available for download from our website (FeLibrary) on Thursday, April 7, 2022.

V-SFT Ver. 6.1.6.0 >> **Ver. 6.1.6.0a applied to the shipments from Friday, April 8, 2022.**

### **6. Restoration**

For those who updated to Ver. 6.1.6.0, please download a correction patch from our website (FeLibrary) and execute the EXE file.

### **7. Website URL**

<https://felib.fujielectric.co.jp/download/details.htm?dataid=59019854&site=global&lang=en>