

To Valued Customers:

October 2016
Fuji Electric Co., Ltd.
Hakko Electronics Co., Ltd.

Defect report: V9 series software defect

We regret to inform you that there is a defect in V9 software as described below. Following are the details of the problem for your review. Please read through this document and upgrade the software of your V9 units.

1. Problem

The problems below happen if you run V9 series

Problem 1 : Restart

<Monitouch automatically resets itself and the communication is stopped,
but it automatically recovered>

Problem 2 : Screen is frozen

<Monitouch recovers after the power is turned on>

2. Cause of the problem

This problem is caused by a defect of V9's software.

3. Conditions that the problem happen

It is difficult to identify the conditions because the problem happens internally. However, we found out some triggers that make the problem.

1. Macro function(Event timer macro, Cycle macro, Interval timer macro)
2. Device Memory map function
3. Alarm and Logging function

4. Scope of the product and versions

Applicable model: All V9 series

OS Versions: From OS Ver 1.00 (manufactured in May 1st, 2014)
to V2.60 (shipped in October 20th, 2016)

5. Schedule to fix the problem

V9's OS and system program will be fixed as follows:

V9 unit OS	Ver.2.60>>	<u>Ver.2.70</u> <u>Shipments starting from October 21, 2016</u>
V9S system program	Ver.1.300>>	<u>Ver.1.310</u> <u>Shipments starting from October 21, 2016</u>
V-SFT	Ver.6.0.19.0>>	<u>Ver.6.0.20.0</u> <u>Shipments starting from October 21, 2016</u>

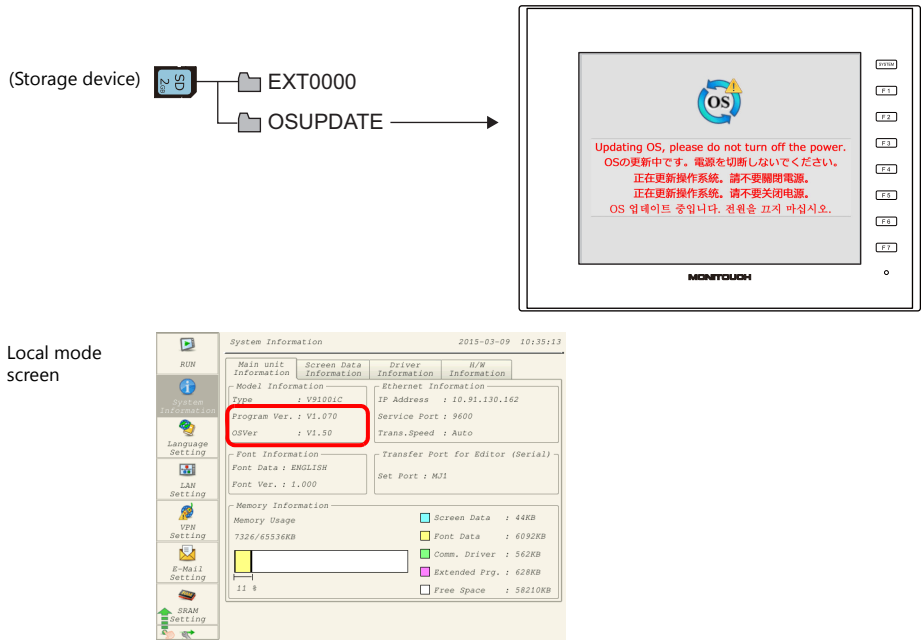
Upgrade version of V-SFT will be available to download from our website on/about October 21, 2016.

6. Request to the customers

Please download the latest version of V-SFT from our website and upgrade the system program of V9 unit. Please refer to attached update procedure.

Manually Updating the Operating System

This section describes the procedure for manually updating the operating system for operating the V9 series unit. The operating system version can be checked from the System Information screen in Local mode on the V9 series unit.

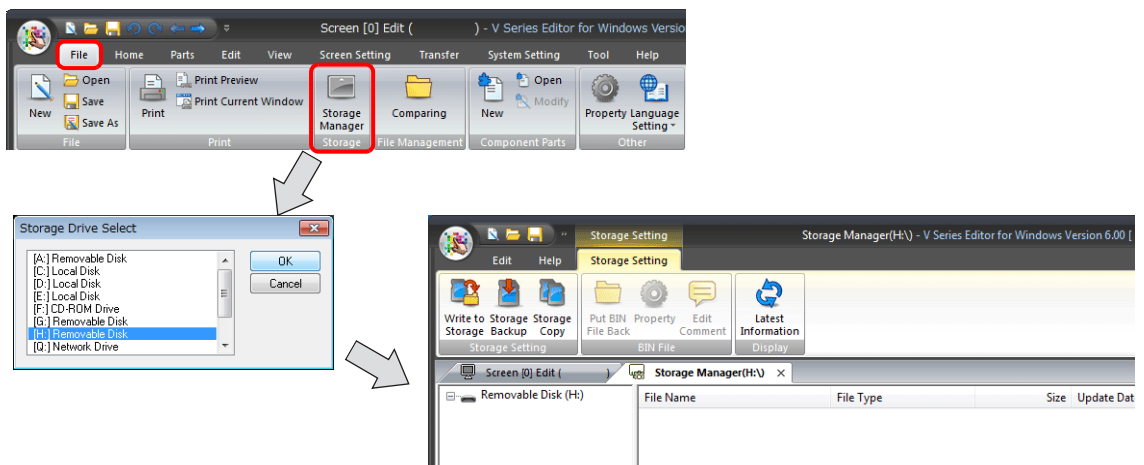


Notes

- Before updating the operating system, creating a backup of the screen program and other data such as SRAM data is recommended to guard against data loss.
- When the operating system is updated the system program is automatically updated as well.
- It takes approximately two minutes to update the operating system. During the update, never turn off the power of the V9 series unit or remove the storage device.
- When both an SD card and a USB flash drive are connected to the V9 series unit, the SD card takes priority.
- Only one instance of the "OSUPDATE" folder, which is used for updating the operating system, can be stored per storage device.

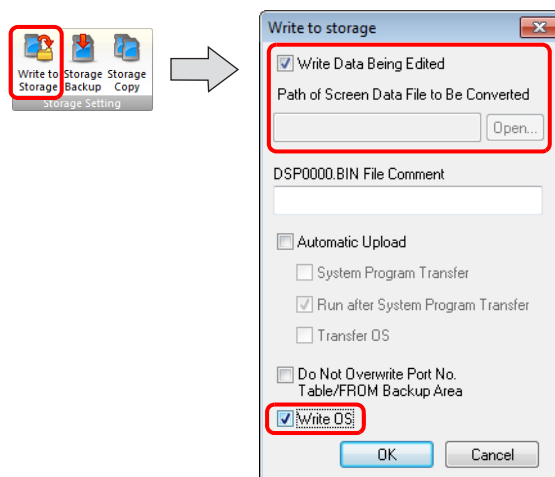
PC → Storage Device Writing

1. Start V-SFT.
2. Click [File] → [New] → [Edit Model Selection] → [PLC1 Connection Device Selection] to display the screen.
3. Click [File] → [Storage Manager]. The window for specifying a drive is displayed.
4. Specify the drive where the storage device is inserted and click [OK]. The [Storage Manager] window ^{*1} is displayed.



*1 Storage manager
The storage manager is an application that facilitates writing of V9 screen programs to a storage device, and importing of data from a storage device for conversion into other file formats.

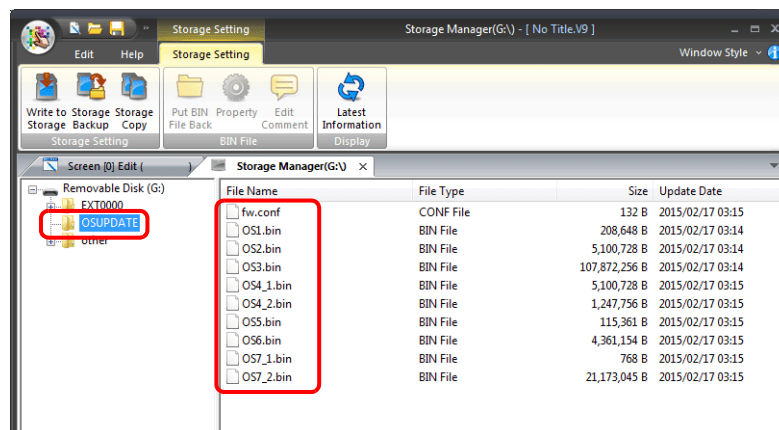
- Click [Storage Setting] → [Write to Storage]. The [Write to storage] window is displayed. Configure the following settings.



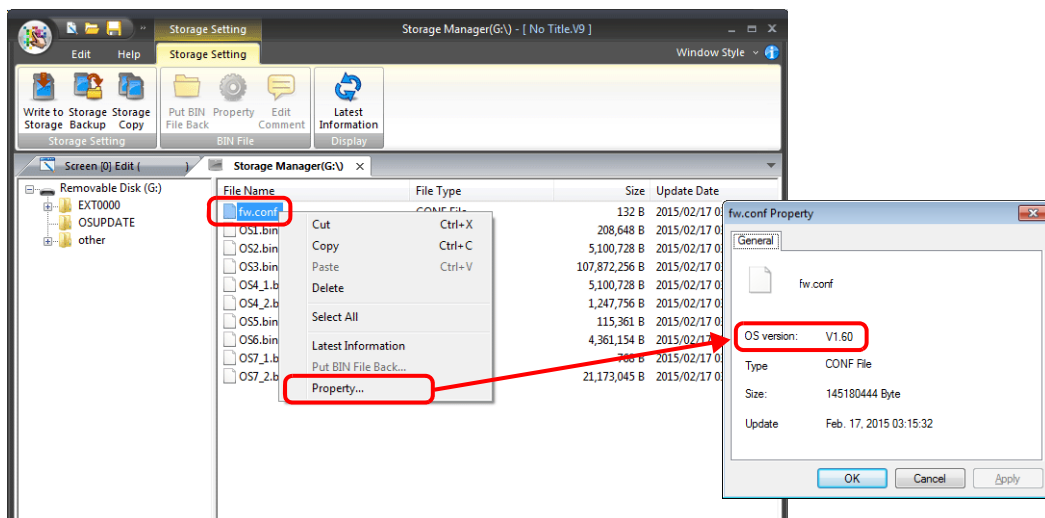
Item	Description
Write Data Being Edited *1	Write the screen program that is open (being edited) in V-SFT.
Path of Screen Data File to Be Converted *1	Select the screen program for writing to the storage device from the [Open] button. [Screen Data File (*.V9)]
Write OS	Select this checkbox to enable manual updating.

*1 Selection of a screen program is necessary. Operating system data can only be written together with a screen program.

- When the settings are complete, click [OK]. The following files are saved to the "OSUPDATE" folder.



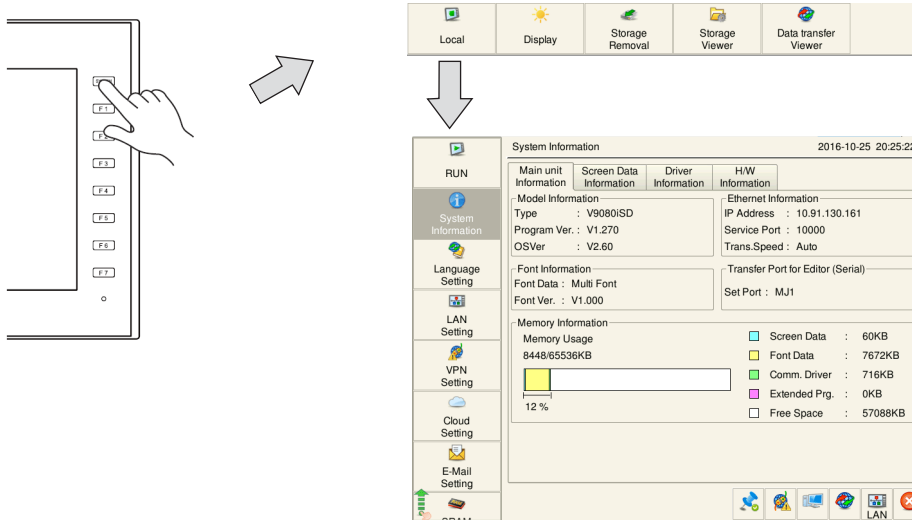
Click on [Property] on the right-click menu of the "fw.conf" file to view the operating system version.



Operation on the V9 Series

Backup of Screen Program / SRAM Data

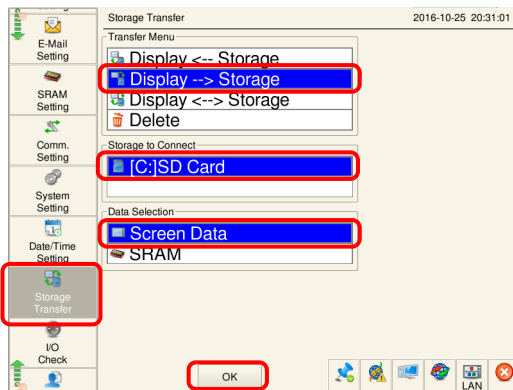
1. Press the [SYSTEM] switch to display the system menu ^{*1} and then press the [Local] switch to switch to Local mode.



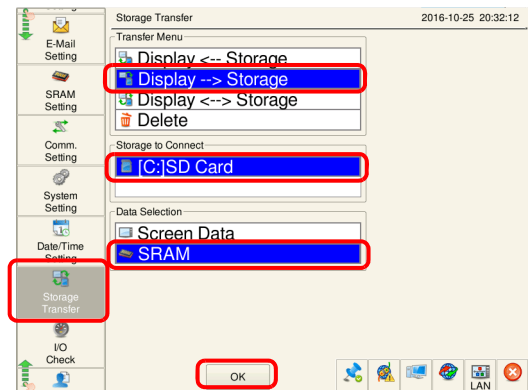
- *1 If the system menu does not appear by pressing the [SYSTEM] switch, hold down the [F7] switch (the [F5] switch for V9060) with the [SYSTEM] switch for the time specified for [Change-over Time] (max. 30 seconds).
 IF the [Local] switch does not appear on the system menu, hold down the [F7] switch (the [F5] switch for V9060) with the [F1] switch for the time specified for [Change-over Time] (max. 30 seconds).

2. Press the [Storage Transfer] switch in the menu icons.
3. Select the following items in the [Transfer Menu] and press the [OK] switch.

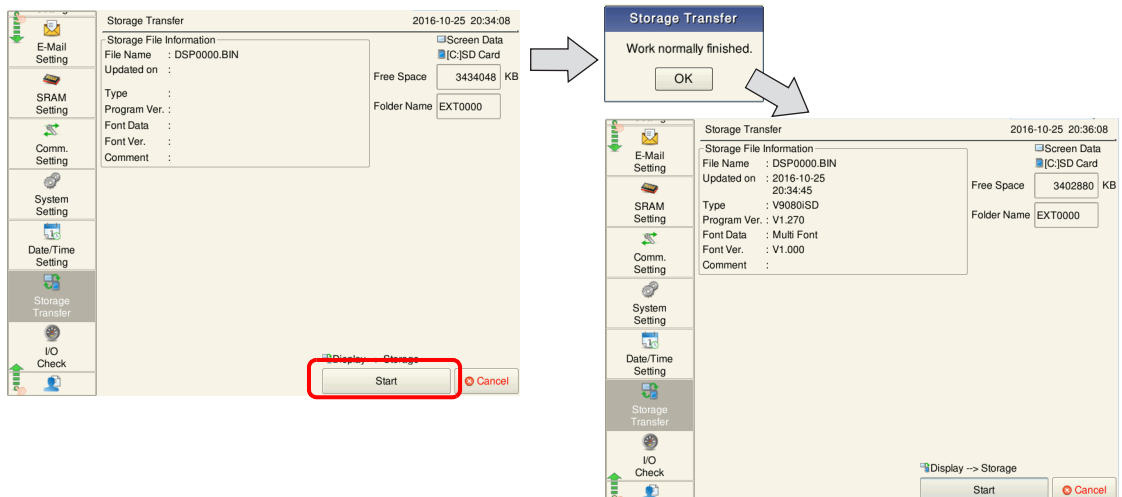
Backup of screen data



Backup of SRAM



4. Press the [Start] switch in the [Storage Transfer] screen. The following window is displayed on successful completion. Pressing the [OK] switch makes the file information renewal. Backup is completed.

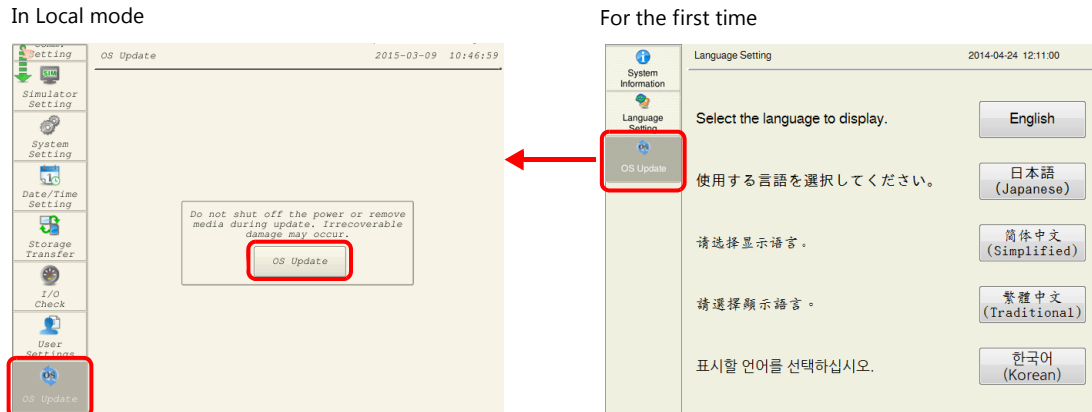


OS update

After writing the data on a storage device, update the operating system according to the following procedure.

1. Turn off the V9 series unit.
2. Connect the storage device to the V9 series unit.
3. Turn on the V9 series unit. (For the first time of it, see item 6.)
4. Press the [SYSTEM] switch to display the system menu and then press the [Local] switch. The V9 series unit switches to Local mode.
5. Check the [Program Ver.] and [OSVer] on the System Information screen.
6. Press the [OS Update] menu switch on the OS Update screen *¹.

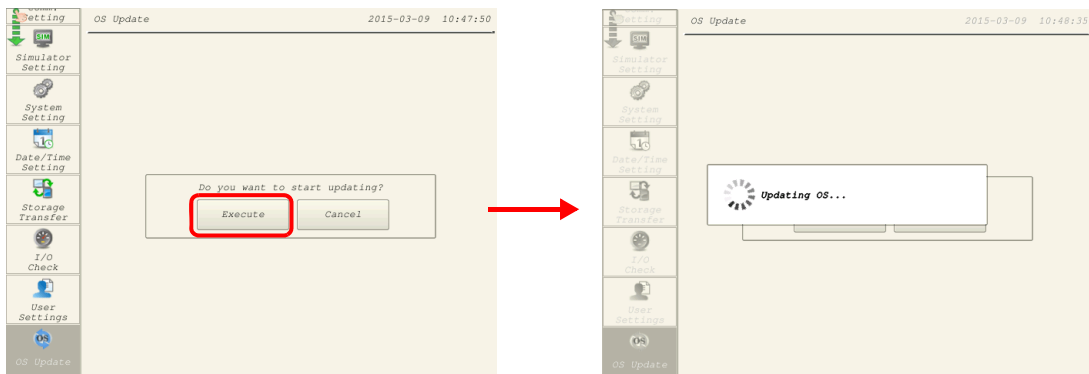
*¹ The [OS Update] menu switch is displayed at the very bottom of the menu switches only when a storage device containing an "OSUPDATE" folder is connected.



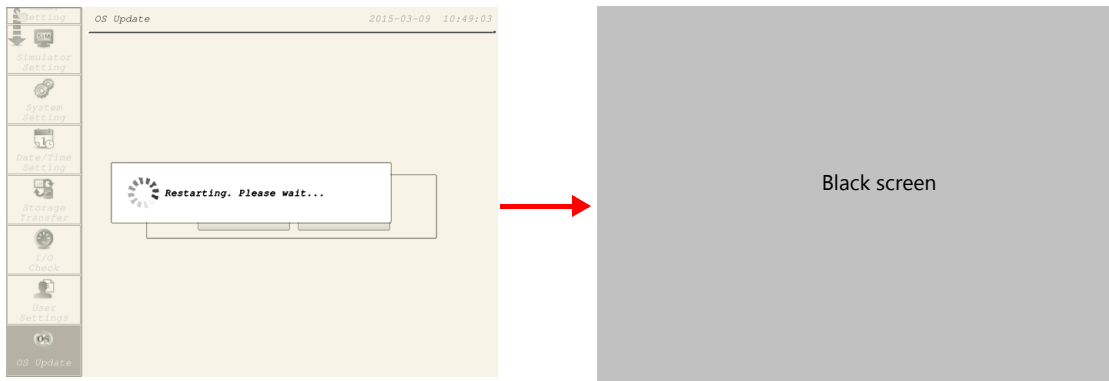
7. The following confirmation dialog appears. Press [Execute]. Updating of the operation system starts.



While the operating system is being updated, never turn off the power of the V9 series unit or remove the storage device.



8. The V9 series unit reboots and the screen will be black for about five seconds.



9. The following screen is displayed while the operating system is being updated.



10. When the update completes without any errors, the following screen is displayed and the V9 series unit automatically reboots.



11. Press the [SYSTEM] switch and switch to Local mode from the displayed system menu. Check that the [Program Ver.] and [OSVer] have respectively been updated.

