

CUSTOMER COMMUNICATION

Attention Fluent and Veya customers using Windows 10 and 11
From Matthias Huber, Senior Software Product Manager
Jillian Walker, Global Head Regulatory Affairs
Department Life Science Business
Place, date Männedorf, May 29, 2026

Subject **Latest update: Microsoft security update now available for Windows 11 too**

Dear Valued Customer,

We are pleased to inform you that Microsoft has now released a security update for Windows 11, resolving the system instability affecting FluentControl and vControl. This update addresses the issues caused by previous Microsoft security updates released since January 13, 2026.

Guidance for Windows 10 and Windows 11 users

Windows 10:

As previously communicated, Microsoft update KB5078885 (released March 10, 2026) resolves the instability issue for Windows 10 systems.

Action required:

- Ensure your Windows 10 devices are updated to KB5078885.
- You may now safely re-enable Windows updates on Windows 10 systems.

Windows 11:

Microsoft has now released a security update (KB5089549) that resolves the instability issue on Windows 11 systems.

Action required:

- Update your Windows 11 devices with the latest Microsoft security update KB5089549
- You may now safely re-enable Windows updates on Windows 11 systems running FluentControl or vControl.

Reminder

Unexpected system crashes may affect the integrity of FluentControl and vControl databases. If you experience issues starting these applications after a system crash, please contact your local Tecan Helpdesk at <https://helpdesk.tecan.com> for assistance.

We appreciate your patience and cooperation throughout this process. Ensuring the reliability and stability of your systems remains our highest priority.



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Thank you for your continued trust in Tecan.

Sincerely,

Signed by:

Signer Name: Matthias Huber
Signing Reason: I am the author of this document
Signing Time: 2026-05-29 | 5:21:16 AM EDT
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Matthias Huber
Senior Product Software Manager
Tecan

Signed by:

Signer Name: Jillian Walker
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Signing Time: 2026-05-29 | 12:20:37 PM CEST
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Jillian Walker
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