

CUSTOMER COMMUNICATION

Attention Fluent and Veya customers using Windows 10 and 11
From Matthias Huber, Senior Software Product Manager
Department Life Science Business
Place, date Männedorf, February 09, 2026

Subject **Important Notice: Delay installation of recent Windows security updates due to potential system instability**

Dear Valued Customer,

We are writing to inform you about recently observed system instability affecting Windows 10 and Windows 11 systems. The issue has been linked to **Microsoft security updates** released since January 13, 2026.

Windows updates leading to instability		
Microsoft release date	Win 10	Win 11
13. Jan 2026	KB5073724	KB5074109
17. Jan 2026	KB5077796	KB5077744
24. Jan 2026	KB5078129	KB5078127
29. Jan 2026	N/A	KB5074105

Under certain conditions, this instability may cause FluentControl or vControl to crash shortly after startup. We are aware that the Windows security updates **in the table above** may contribute to this behavior on some systems. **As a precaution, we recommend temporarily delaying the installation of these updates on systems operating FluentControl or vControl.**

How to delay Windows Updates

Windows users can pause updates by opening **Settings** → **Windows Update** and selecting **Pause updates** or by manually uninstalling already applied updates by opening **Settings** → **Windows Update** → **Update history** → **Uninstall updates**.

In many corporate environments operators cannot pause updates as IT administrators enforce update policies. In these cases, please involve your local IT team.



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Potential Impact of System Crashes on FluentControl and vControl Databases

Unexpected system crashes may affect the integrity of the FluentControl and vControl databases. There is no impact on patient or end-user safety. However, if a crash occurs during critical database operations, the database may be left in an inconsistent or corrupted state, which could prevent FluentControl or vControl from starting correctly.

If you encounter any issues starting FluentControl or vControl after a system crash, please contact your local Tecan helpdesk at <https://helpdesk.tecan.com> for assistance.

We are actively monitoring the situation together with our technology partners. Further guidance or updates from Microsoft and hardware vendors are expected. Once stability of the affected updates is confirmed, we will inform you and recommend re-enabling normal Windows Update procedures on the Windows 10 or 11 LTSC versions. Your system's reliability is our highest priority, and we appreciate your cooperation while investigations continue.

If you have any questions or require further clarification, please do not hesitate to contact your local Tecan representative or our technical support team.

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: 2026-02-09 | 7:38:36 AM EST
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Signed by:

 Signer Name: Jillian Walker
Signing Reason: I approve this document
Signing Time: 2026-02-09 | 12:09:53 PM CET
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