

# CUSTOMER COMMUNICATION

Attention Fluent and Veya customers using Windows 10 and 11  
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Place, date Männedorf, March 19, 2026

Subject **Update: Windows security updates and system stability for  
FluentControl**

Dear Valued Customer,

We previously informed you of system instability affecting FluentControl and vControl on Windows 10 and Windows 11, caused by Microsoft security updates released since January 13, 2026. As a precaution, we recommended delaying these updates to avoid potential crashes and database issues.

## **Guidance for Windows 10 users**

Microsoft has released update KB5078885 on March 10, 2026, which resolves the instability issue for Windows 10 systems.

### **Action required:**

- You can now safely re-enable Windows Updates on Windows 10 devices.
- Ensure your systems are updated to KB5078885 as soon as possible.

## **Guidance for Windows 11 users**

Microsoft has not yet released a fix for Windows 11. However, it has provided a feature preview that addresses the stability issues.

### **Action required:**

- Please continue to delay the installation of the affected Windows security updates on Windows 11 systems running FluentControl or vControl.
- If you would like information on how to access the Microsoft feature preview, please contact the Tecan Helpdesk (<https://helpdesk.tecan.com>).
- We encourage you to evaluate the suitability of the feature preview for your operational environment in consultation with your IT team.

We will provide an update as soon as Microsoft releases a Windows update containing a permanent fix for Windows 11.

### **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.



