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Canon
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Subject : Field Safety Notice QMAPP CPU Network connectivity
Date : December 1, 2025

To whom it may concern,

Following internal investigations and follow-up analysis at customer sites, Fysicon has identified a potential situation in which the Live Monitoring screen may intermittently freeze. The system automatically restores, and this issue is limited to a specific subset of QMAPP Live CPUs. The following Live CPU serial number(s) are affected as purchased:

076010B035

To resolve this issue, the following field safety corrective action must be carried out:

1) Switch the two network cables (black UTP and green SFTP) on the Live Monitoring CPU.
2) Reboot the Live Monitoring CPU after completing the cable switch.

Detailed information on the correct installation schematics can be found in the QMAPP v2.10 installation manual (QMT0-170-GA), which is available on portal.fysicon.com.

For further questions or remarks, please contact our support department. You can reach us by email at support@fysicon.com or by phone at +31 412 653 332.

Best regards,