

October 12th, 2022
(Revised) October 27th, 2022

To Our Valued Customers;

SAISON Information Systems Co., Ltd.
HULFT Technical Support Center

About the HULFT8 for Windows-Client Installation Issue

Thank you so much for using our technical support service.

About HULFT8 for Windows-Client Ver.8.5.2, we would like to report the issue that we confirmed as being unable to install on specific OSs.

We recommend considering the following workarounds or waiting for the release of the support version.

■ Issue

Unable to install HULFT8 for Windows-Client.

■ Applicable Products and Versions

HULFT8 for Windows-Client Ver.8.5.2

※It will not happen on HULFT8 for Windows-Server.

■ Occurrence Condition

The issue will occur if you attempt to install the product on the following OSs:

- Windows 11 Pro [x64]
- Windows 11 Enterprise [x64]
- Windows 10 Enterprise [x86] LTSC 2019
- Windows 10 Enterprise [x64] LTSC 2019
- Windows 10 Enterprise [x86] LTSC 2021
- Windows 10 Enterprise [x64] LTSC 2021

■ Occurrence Cause

An error in the OS check logic was found upon installing HULFT8 for Windows-Client.
The check logic was changed to support the latest OS release at the time of the Ver.8.5.2 release.

■ Workaround

Please consider one of the following:

- Use HULFT version earlier than Ver.8.5.2
- Use HULFT8 for Windows-Server
- Use OS that is not listed in the occurrence condition

■ Support

HULFT8 for Windows Ver.8.5.2A, which fixes the installer, was released on October 27th, 2022.

Along with the release of the fixed version, we stopped the release of version 8.5.2.

Please download and use the fixed version 8.5.2A that was released.

■ Inquiries regarding this Announcement

Please contact your technical support service contractor.

【Revision History】

October 12 th , 2022	First edition created
October 27 th , 2022	Changes in the support description due to the release

End