

June 2, 2026

To Our Valued Customers

Saison Technology Co., Ltd.
HULFT Technical Support Center

Regarding Installation Issues of DataMagic Ver.3.4.0

Thank you for using our technical support services.

We have discovered an issue where product installation cannot be performed with DataMagic Ver.3.4.0, so we are informing you of this matter.

We apologize for the inconvenience, but please install the corrected version, Ver.3.4.0A.

-Note-

■ Applicable Products and Versions

DataMagic Server for Windows Ver.3.4.0

DataMagic Desktop Ver.3.4.0

■ Issue Occurrence

When performing new or update installation of DataMagic Server or DataMagic Desktop on Windows Server 2016, either of the following issues may occur.

①

When performing a new installation, the following messages are displayed and the installation fails.

"Failed to create user."

"Failed to register template for common component information."

②

When performing an update installation, the following messages are displayed and the installation fails.

"Failed to convert."

"Failed to register template for common component information."

※ If either issue ① or ② occurs, please uninstall according to the procedures in the following manual.

"DataMagic for Windows Installation Manual: Appendix A. Uninstallation"

※ This issue does not occur on operating systems other than Windows Server 2016.

■ Cause of Occurrence

Due to insufficient consideration for behaviors unique to Windows Server 2016 in the bug fix implemented in Ver.3.4.0, errors occurred during installation.

■ Workaround

There are no workarounds available.

■ Response

We plan to release Ver.3.4.0A, which resolves this issue, on June 17, 2026.

On the same day, downloads and product key issuance for the affected modules of Ver.3.4.0 will be suspended.

We apologize, but customers who wish to install on Windows Server 2016 will need to wait for the release of the corrected version.

■ Contact for Inquiries Regarding This Notice

Please contact your technical support service contract representative.

End

【Revision History】

June 2, 2026	First Edition Created
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