

June 2, 2026
(revision) June 17, 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

Please use the following products.

DataMagic Server for Windows Ver.3.4.0A

DataMagic Desktop Ver.3.4.0A

■ Response

The following products, which have fixed this issue, were released on June 17, 2026.

DataMagic Server for Windows Ver.3.4.0A

DataMagic Desktop Ver.3.4.0A

In addition, with the release of the updated version, downloads and product key issuance for the following products will be discontinued.

DataMagic Server for Windows Ver.3.4.0

DataMagic Desktop Ver.3.4.0

■ Contact for Inquiries Regarding This Notice

Please contact your technical support service contract representative.

End

【Revision History】

June 2, 2026	First Edition Created
June 17, 2026	The workaround and response descriptions have been changed due to the release of the updated version.