Technical Newsletter

DISCO

Regarding Countermeasure for Problem of Not Being Able to Execute Fully Automatic Operation with 8000 Series

Introduction

With 8000 series software, a problem has occurred whereby it has not been possible to execute fully automatic operation since February 29, 2016. We sincerely apologize to our customers for this major inconvenience.
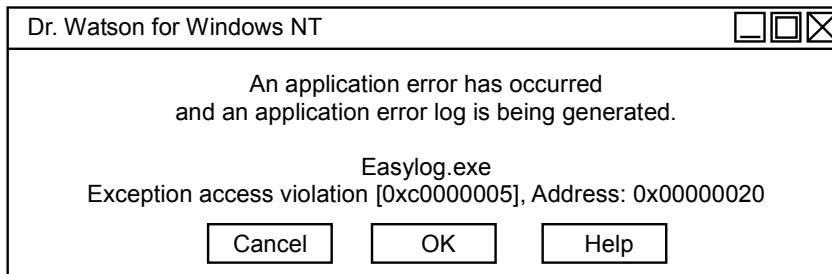
Details of problem

When the problem occurs, the following symptoms appear.

・The following dialog box is displayed on the touch panel of the main machine.

for Windows NT

```
┌─────────────────────────────────────────────────────┐
│ Dr. Watson for Windows NT                    □ □ ⊠ │
├─────────────────────────────────────────────────────┤
│              An application error has occurred       │
│        and an application error log is being generated.│
│                                                      │
│                      Easylog.exe                     │
│   Exception access violation [0xc0000005], Address: 0x00000020 │
│                                                      │
│      [ Cancel ]      [  OK  ]      [  Help  ]         │
└─────────────────────────────────────────────────────┘
```

for Windows XP

```
┌─────────────────────────────────────────────────────┐
│ EasyLog.exe                                          │
├─────────────────────────────────────────────────────┤
│ EasyLog.exe has encoutered a problem and needs to    │
│ close. We are sorry for the inconvenience.           │
├─────────────────────────────────────────────────────┤
│ If you were in the middle of something, the information you were working on │
│ might be lost.                                       │
│                                                      │
│ Please tell <Report Destination Name> about this     │
│ We have created an error report that you can send to us. We will treat │
│ this report as confidential and anonymous.           │
│                                                      │
│ To see what data this error contains, click here.    │
│                                                      │
│              [ Send Error Report ]  [ Don't Send ]   │
└─────────────────────────────────────────────────────┘
```

・No message record or process record is saved.

・The touch panel machine monitor screen contents are not displayed properly
  (Ex. Even if a cassette is set, "Detect" is not displayed.)

・A HOST communication (SECS/HSMS) error occurs.

Temporary countermeasure

By executing a temporary countermeasure batch file and deleting the December 31 log file, it is possible to push back the problem incidence until December 31, 2016, or later. If this countermeasure is executed, the December 31 log file will be lost.

You may execute this countermeasure yourself using the batch file. Please contact DISCO about it.

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#tnl2016-0009e

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Permanent countermeasure

We will release revised software by April 30, 2016, and implement it gradually.

Cause of problem

The problem was inherent in a software process caused by the fact that it is a leap year.

To customers who have not experienced the problem

In cases where there was a designated day off during which the machine power was turned OFF all day during the year (e.g., the power was never turned ON on January 1 in the past), this problem will not occur even after February 29, 2016, has passed.

However, if the machine is started up on that designated day off before installing the revised software, the problem will occur.

Applicable machine models and software versions

The problem applies to all software versions for the following machine models.

・DFP8140/DFP8160

・DFG8340/DFG8360/DFG8540/DFG8560/DFG8830

・DGP8760/DGP8761

・DTG8440/DTG8460

Inquiries

Please contact your local DISCO sales representative or DISCO service office if you have any questions regarding this matter.