

# KINGSTAR 3.1.1

## ETHERCAT RELEASE NOTES

KS-DOC-X64-0014-R12

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# KINGSTAR EtherCAT 3.1.1 release notes

## New features

The following new features and improvements are available in this release:

**NOTE:** Reference numbers, [KS-<XXX>], are for internal tracking purposes.

- Add new supported hardware:
  - Servo drives
    - Festo CMMP-AS-M3 [KS-306]
    - Fuji ALPHA5 Series [KS-322]
    - Newport XPS-RL Series [KS-314]
    - Panasonic Minas A6 Series [KS-308]
    - TQ Systems SDB-40-100 [KS-310]
  - EtherCAT I/O devices
    - dieEntwickler RapidoScan [KS-305]
    - Leuze bar code scanner BCL 338i [KS-307]
  - EtherCAT couplers
    - Friedrich Lütze LCOS-BC-PN [KS-312]
    - Phoenix Contact IL-EC-BK-PAC [KS-311]
    - Weidmüller UR20-4DI-P [KS-313]
    - Weidmüller UR20-FBC-EC [KS-313]
    - Weidmüller UR67-MP-78-8DIDO-12-60M [KS-313]

## Fixes

- The EtherCAT master fails to connect to slaves. [KS-287]
- Some servo drives that use PDO assignment can't connect to KINGSTAR. [KS-293]
- The encoder resolution of OMRON servo drives are not read correctly. [KS-301]
- The unsupported hardware list is not displayed properly. [KS-304]

## Known issues

- After installing and configuring RTX64 3.1, you are prompted to restart Windows. There is an error icon in the prompt dialog box, but the message is a reminder, not an error.

# Get support

KINGSTAR offers a number of support options for KINGSTAR users, including third-party, online and phone support.

## Third-party support

If you are a customer who purchased a KINGSTAR product through a third-party reseller, contact the reseller for support.

## Online support

The KINGSTAR Customer Support web page is located at:

<http://kingstar.com/support/>

The KINGSTAR support web pages provide electronic access to the latest product releases, documentation, and release notes. You can access the online support ticketing system to submit issues or questions.

## Before calling technical support

Please have the following information ready before calling KINGSTAR Technical Support:

### The version number of your RTX64 and KINGSTAR software

To obtain the RTX64 version number:

1. Click **Start > All Programs > RTX64 3.1 Runtime > Control Panel**.
2. In the **RTX64 3.1 Control Panel**, record **Version** shown in the **Runtime Information** area.

To obtain the KINGSTAR version number:

1. Click **Start > All Programs > KINGSTAR > Runtime**.
2. In **Windows Explorer**, click the `ksm64.rtdll` file, and right-click the same file again.
3. On the shortcut menu, click **Properties**.

4. In the **ksm64.rtdll Properties** window, click the **Details** tab, and record **Product version**.

## Phone support

For technical support related to installing and using KINGSTAR, please call technical support at this number:

+886-2-2556-8117

Hours are Monday-Friday from 9:30 to 18:30, UTC+08:00, excluding holidays.