

KINGSTAR 3.1.2

ETHERCAT RELEASE NOTES

KS-DOC-X64-0014-R13

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KINGSTAR EtherCAT 3.1.2 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:
 - Intel network interface cards
 - Realtek network interface cards

Fixes

- Copley servo drives are unable to be servoed on. [KS-326]
- Sanyo Denki RF2 servo drives encounter problems when Mode of Operation and Mode of Operation Display objects is enabled using the **EnableSynchronizedControlMode** function. [KS-341]
- The ideal processor check goes into an infinite loop when the computer has more than 16 cores. [KS-351]

Known issues

- After installing and configuring RTX64 3.2, 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.
- When you recompile the EtherCAT sample, the default output directory is the KINGSTAR **bin** folder (C:\Program Files\IntervalZero\KINGSTAR\bin). You need to change the output directory to other folder, otherwise a build/compile error may occur. [KS-399]

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 3.2 Runtime > Control Panel**.
2. In the **RTX64 3.2 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.