

# KINGSTAR 3.4

## ETHERCAT RELEASE NOTES

KS-DOC-X64-0014-R16

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# KINGSTAR EtherCAT 3.4 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:
  - EtherCAT I/O modules
    - DECOWELL EC-HH00-C1NN [KS-720]
  - EtherCAT couplers
    - Balluff BNI0077 IO-Link master [KS-700]
    - Beckhoff EL6224 IO-Link terminal [KS-697]
    - Beckhoff EL6751 CANopen master terminal [KS-474]
    - Beckhoff EL7041-1000 stepper drive [KS-532]
    - Beckhoff EP6224 IO-Link master [KS-698]
    - Beckhoff EP6228 IO-Link master [KS-699]
    - Phoenix Contact AXL E EC IOL8 DI4 M12 6P IO-Link master [KS-701]
- Support IO-Link master devices. [KS-343]
- Integrate IO-Link components into KINGSTAR: **Structures > IoLinkSetting**. [KS-466]
- Support CANopen: **Structures > CanOpenSetting, CanPdo**. [KS-582]
- Add ADS over EtherCAT: **AoeRead, AoeReadWrite, AoeSdoDownload, AoeSdoUpload, AoeWrite, AoeWriteControl**. [KS-639]
- Allow manual setting of linked device: **RtEcatConfigLinkedDevice. Structures > EcatMdpSetting, SdoCommand. Types > CouplerProtocol**. [KS-674]

## Known issues

- Windows 10 Spring Creators Update is not compatible with RTX64 3.3 Update 2, which is included in KINGSTAR 3.4. If you install KINGSTAR 3.4 on Windows 10 Spring Creators Update, some errors may occur during installation or at run time.

# 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 3.4 Runtime > Control Panel**.
2. In the **RTX64 3.4 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.