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Service Bulletin: Warning for Windows 10 Version 1803 or later (20191011-002)

This article outlines a workaround for an issue that occurs when using MCS on a tablet running Windows 10 Version 1803.

 PRINT

Views: 12

Service Bulletin Type

Mandatory

Equipment affected

Hardware: All SkyRanger® MCS tablets

Software: Windows 10 Version 1803 or later

Identified issue


In Windows 10 build 1803 or later, tablets running Mission Control Station (MCS) cannot use right-tap or press and hold settings. These settings are crucial to the operation of MCS.

Microsoft has ended support for Windows 10 build 1803. However, any versions later than Windows 10 Version 1909 enable forced Windows updates that cannot be turned off. You cannot downgrade your version after 10 days.

Teledyne FLIR recommends using a Windows version between Windows 10 Version 1803 and Windows 10 Version 1909. If you update your version of Windows and issues are found that make Windows incompatible with MCS, you must contact Support to resolve the issue.

Customer action

Customers are instructed to NOT update the build of Windows running on their tablets beyond Windows Version 1909.

 This information applies to operators using SkyRanger R60 systems and MCS Version 4.2.5.

Contact SkyRanger Support

If you require further assistance, contact SkyRanger Support.

- If you are a current customer, visit our Customer Self-Service Portal at <https://selfservice.teledyneflir.com> (<https://selfservice.teledyneflir.com>).
- Call:
 - USA customers: +1 602-883-8287. Press 4.
 - International customers: +1 519-489-6726. Press 4.
- Email the Support team at skyrangersupport@teledyne.com (<mailto:skyrangersupport@teledyne.com>).

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