

Field Corrective Action

April, 2026

FCA2308 Rev.5

Windows license activation of internet connection from Sysmex analyzers

Attention

Dear Valued Customer,

Cc : to the Chairman Medical Board and relevant Head-of-Department of the affected healthcare facilities

<Affected products>

Product name	Serial number	Product name	Serial number
XN-330	SN: 13974 to 17677	XQ-520	SN: 11001 to 11264
XN-350	SN: 17087 to 19330	SP-50	SN: 13593 to 16067
XN-430	SN: 11598 to 12118	UF-5000	SN: 14226 to 17157
XN-450	SN: 12621 to 13347	UF-4000	SN: 12423 to 13553
XN-530	SN: 11283 to 12567	UF-1500	SN: 11001 to 11478
XN-550	SN: 22395 to 28805	CS-1600	SN: 12514 to 13002
XQ-320	SN: 11001 to 14757		

Introduction

Sysmex has been informed by the supplier that the Windows 10 product license key may experience issues when connecting Sysmex analyzers to the external internet. The issue occurs when the user initiates Windows 10 activation with the setting "Unified-write filter (UWF)" enabled, the activation is not completed fully and as a result the activation is not written into the analyser's disk. This triggers the system to attempt Windows 10 activation with the product license key every time the analyser is booted. This issue only affects the Windows 10 platform; users of the Windows 7 platform will be unaffected.

Sysmex Action

The Windows 10 activation will be completed by your local service representative for the customers to use the internet connection with Sysmex analyzers.


Action to be taken by the customer

- Please confirm with your IT personnel whether the analyzer connects to the external internet.
- If the internet connection is confirmed, please contact local service representative to assist with the Windows 10 activation.
- Complete and return the Customer's Acknowledgment of Receipt Form attached to this letter.

We deeply apologize for any inconvenience that this situation has caused and thank you for your patience and continued support.

Sincerely yours

Sysmex Corporation



Yoshiro Ueda

Vice President at Sysmex Corporation RAQA



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Customer's Acknowledgment of Receipt (AoR)

We hereby confirm the receipt of Product Information issued in April 2026 on
Windows license activation of internet connection from Sysmex analyzer

We hereby also confirm that the following analyser connects the external internet.

Person name filing AOR:	Date:
Title:	Instrument model:
Institution:	Instrument Serial Number:
Street:	
City:	State:
Phone:	Country:

Please send a scanned copy of the completed form via email to XXXX@XXXX.

Or to fax this completed form to at XXXXXX.

If you have any questions, contact your local Sysmex service representative.