

Technical Advisory Bulletin (TAB)

Bulletin #: TBMELCO031A

February 25, 2021

Product: Melco OS, DesignShop

Implementation: ☐ Urgent ☐ Mandatory ☒ As Required ☒ Info Only

Reference: DS V11 Market Release

Subject: Melco OS Compatibility with DS V11

SITUATION:

DesignShop version 11 has been released into the market. DesignShop V11 files are different than older version DesignShop files. Melco OS version 11.11.114 (or older) does not retain the wireframe information stored in designs created with the new DS V11.

SOLUTION:

Melco has updated Melco OS, starting with version 11.12.134, to provide the compatibility to save design files created with DS V11. This version of Melco OS can create embroidery files that retain the DS V11 format. Currently this Melco OS release is only available upon special request to Melco Technical Support, and not via Melco's Update Server (= "Check for Updates" feature in Melco OS). This compatibility version of Melco OS will be formally released into the market with the next official Melco OS Update release.

RECOMMENDED ACTION:

The Melco OS "compatibility" release is only needed by those customers who are currently using version 11.11.114 of Melco OS, or older, who save embroidery files out of Melco OS into DesignShop. Melco Technical Support can send these customers a special link to download Melco OS version 11.12.134.