

BULLETIN

SB26003 - Temporary Pause on Firmware Downloads in FORT Manager

CATEGORY	UPDATED	LANGUAGE	ARTICLE
Non-Safety Related Announcements	2026-07-09	en-us	49830148574235

SOURCE

<https://support.fortrobotics.com/hc/en-us/articles/49830148574235-SB26003-Temporary-Pause-on-Firmware-Downloads-in-FORT-Manager>

DATE: 05/01/2026

Service Bulletin Number: 26003

IMPACTED RANGE: Customers using FORT Manager to download EPC firmware, and customers currently running EPC firmware versions later than 3.0.3 (e.g., 3.1.3) on 1001 and 1003 hardware.

01

Valued Customer,

FORT has identified an issue affecting mode transitions between Supervised and Autonomous modes on EPC devices running recent firmware. As a precautionary measure, we have temporarily paused all firmware downloads in FORT Manager and the desktop installer while we verify known-good versions and complete root-cause analysis. During this pause, customers will see a “No firmwares found” message in FORT Manager.

Existing devices in the field are unaffected and will continue to operate normally.

Safety Impact / Potential Hazard?

- NO

Devices fail safely; the reported behavior either drops the EPC into its designed safe state or requires multiple attempts to return to Supervised mode. No unsafe motion, override, or loss of E-Stop function has been observed.

Operational impact

Firmware downloads are temporarily unavailable in FORT Manager and the desktop application. Customers running firmware versions later than 3.0.3 may experience two related symptoms: (1) the EPC entering a safe state when switching between Supervised and Autonomous modes, and (2)

difficulty returning the EPC from Autonomous to Supervised mode, sometimes requiring multiple attempts. Currently deployed firmware is not affected by this pause.

Action requested

No customer action is required at this time. Please do not attempt firmware reinstallation or rollback while this pause is in effect. If you are actively experiencing mode-transition issues, contact FORT Support and reference Service Bulletin 26-005 so we can prioritize your case and provide interim guidance.

Updated firmware availability and a recommended upgrade path will be published as soon as known-good versions are confirmed.

FORT values your business and appreciates your partnership.

Who Is Impacted?

All customers attempting to download firmware via FORT Manager or the FORT desktop application are affected by the temporary download pause. The underlying mode-transition behavior has been observed on EPC 1001 (ISM and BLE) and EPC 1003 hardware running firmware versions later than 3.0.3. Customers on firmware 3.0.3 and earlier are not affected

Our Investigation

FORT engineering teams are actively investigating the root cause and validating known-good firmware versions. The download pause will remain in place until validation is complete. An update will be issued via this bulletin channel and the FORT Manager banner as soon as firmware availability is restored.

Need Support?

For questions or to report related symptoms, please contact FORT Customer Support and reference Service Bulletin 26-003. Thank you for your patience and continued partnership.