



UNIVERSAL ROBOTS

A Teradyne Robotics Company

Universal Robots A/S expressly disclaims liability for any and all damages or injuries caused as a result of customer's failure to install, operate and maintain the robot in strict compliance with the User Manual and Service Manuals, train personnel as needed for the application, follow and implement the recommendations in this Safety Notice.

Original language: English



SAFETY NOTICE

To: Teradyne Robotics and Universal Robots Customers with UR Robot Controllers (CB5 v5.X and CB5 OEM)
From: Global Technical Compliance
Date: 24 March 2026
Subject: **SAFETY NOTICE - All UR robots using software versions 5.17.0 ... 5.25.0**

During internal testing, a software issue was discovered relating to services that are running even when marked as disabled in the User Interface (UI). By default, ports are closed when a UR Robot Controller (CB5 v5.X and CB5 OEM) is shipped; this is the out-of-the-box configuration. The services are communications connections associated with ports. While the firewall itself functions correctly (opening and closing ports as expected), the services behind these ports are running despite appearing disabled in the User Interface (UI). A hazardous situation arises if a user manually opens ports (see below link to the Software Handbook) which makes the underlying services active and accessible. But the user may assume the ports are disabled because the UI erroneously shows these manually opened ports as closed.

Additionally, certain services that allow control of the robot do not reject remote commands when the robot is being used local (close) to a person with a teach pendant. This means that even when the robot should be rejecting all remote commands, it continues to accept them. If this were to occur when the robot is under Teach Pendant control with a person close to the robot, unwanted and unexpected motions could occur, potentially causing serious injury. There have been no reports from customers or the field. There is a low probability of this adverse event happening. The following conditions are required for this situation to become hazardous:

- A user manually opens ports (which are closed in the default out-of-the-box configuration).
- Services behind these ports are running despite being shown as disabled in the UI (User Interface).
- Services (communications connections) fail to reject remote commands as expected.
- While the robot is in manual mode, an operator uses the Teach Pendant to control motion and this operator is within reach of the robot.
- An external party connects to the running service and causes robot motion.

Update your software to PolyScope software version 5.25.1 or higher.

The affected robots are UR robots using software versions 5.17.0 through 5.25.0.

LTS (Long Term Support) Software and PolyScope X are not affected.



WARNING

Serious injury or death can result when using software 5.17.0 through 5.25.0 if any ports are manually configured to be open and an external connection is established with the robot.

To prevent this hazardous situation:

Verify your software version: <https://www.universal-robots.com/articles/ur/robot-care-maintenance/how-to-view-your-software-version/>

Update your software to version 5.25.1 or higher: <https://www.universal-robots.com/articles/ur/application-installation/how-to-update-your-software/>

Confirmation of receipt of this safety notice is required; please send it to: SafetyNotice@Universal-Robots.com

Failure to comply with updating software and using the instructions contained in this Safety Notice will absolve Universal Robots from any and all liability for damages or injuries caused as a result hereof.

Link to this Safety Notice: <https://www.universal-robots.com/articles/ur/safety/safety-notice-all-ur-robots-using-software-versions-5170-5250/>



If you have any questions about this Safety Notice, email: SafetyNotice@Universal-Robots.com.

If appropriate, these questions will be directed to your regional representative. You may directly contact your regional Universal Robots representative who can be located at <https://www.universal-robots.com/about-universal-robots/contact-info/>.