< Phenomenon and workaround>
Messages in mailbox are deleted midnight.
(TVA/TVM, UM func. of NS and NSX)

29th January 2026

Manufacturing Operations Division Business Support Group

Panasonic CONNECT

< Phenomenon and workaround >

Following phenomenon is reported from the market. Then Workaround is described as below.

Phenomenon	In following condition, TVA, TVM, and UM function of NS and NSX delete recorded messages midnight if it match to following condition. - Retention time is set as “Unlimited” (as default, it’s 30days) - The date is 1st January 2026 or later * Until 2025, "Unlimited" works as "Unlimited" correctly. Parameter locations for “Retention Time” are in next 2 pages
Cause	Date comparing process to determine retention action works wrongly after 1st January 2026 when retention time is set as "Unlimited".
Workaround	Change Retention Time from “Unlimited” to 30days. And, setup Email Notification to send messages immediately to email address for each mailbox.

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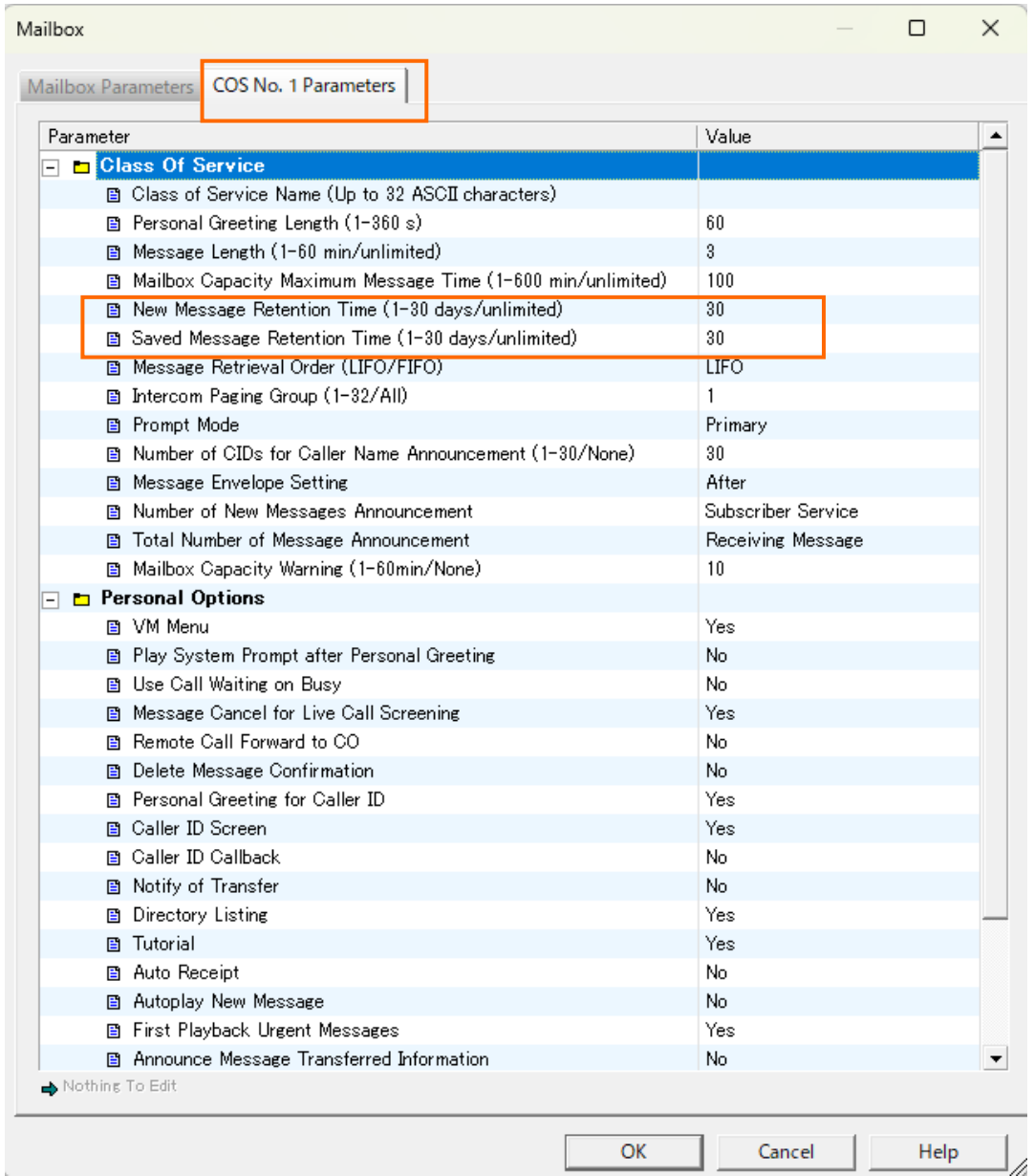
Message Retention Time : TVA/TVM

Retention Time settings are in COS

Default value : 30 (days)

Value range: 1-30 or “Unlimited”



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Message Retention Time : NS/NSX Series

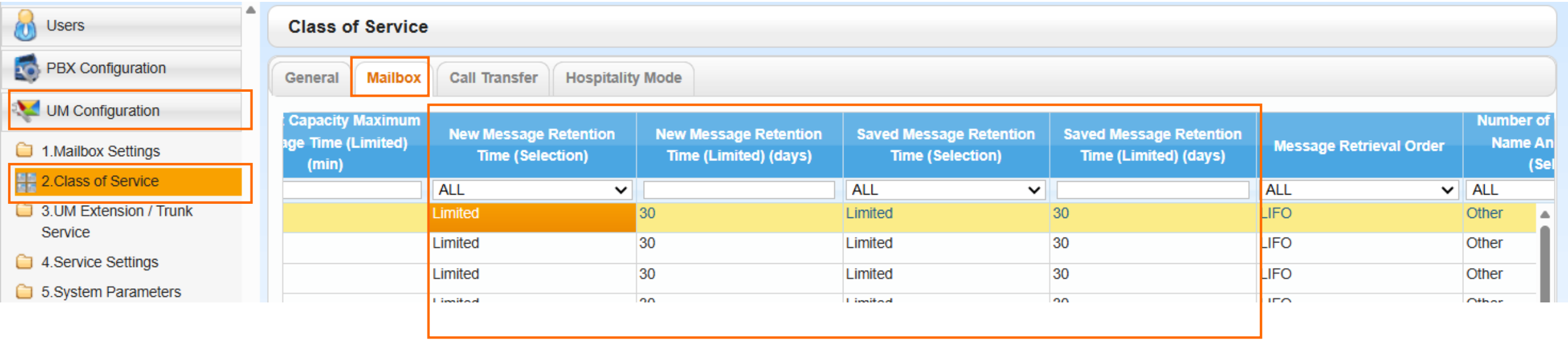
UM Configuration > 2.Class of Service > Mailbox Tab

Retention Time settings are in COS

For both of New Message and Saved Message

Retention Time (Selection)	Retention Time(Limited) (days)
Limited	30(range:1-30)
Unlimited	N/A

Default value



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