## [Issue No.] T99-0046

[Title] Corrective actions for problems regarding Windows XP Service Pack2 with Advanced Security Technologies [Page] 1/10 [Date of Issue] Jan., 05

[Relevant Models] Mitsubishi Integrated FA software MELSOFT series: GX, MX, PX series

Thank you for your continuous support of Mitsubishi integrated FA software, MELSOFT series.

MELSOFT series is basically compatible with Windows XP. However, some of MELSOFT products may not run correctly on Windows XP Service Pack2, as the operating system includes "Advanced Security Technologies". This technical bulletin is to inform the malfunction symptoms and the corrective actions.

Relevant Model: GX RemoteService-I, PX Developer, MX Component Models other than above have been concluded to be compatible with Windows XP Service Pack2.

#### 1. In case of GX RemoteService-I

### (1) Symptom

If the Windows firewall function of the server (personal computer in which GX RemoteService-I has been installed) is set to disable the access to the server via an Internet, the client (Web browser/mobile phone/GX Explorer) will be unable to connect to the server via an Internet.

#### (2) Corrective action

In the above case, take any of the corrective actions 1 to 3 for the personal computer in which GX RemoteService-I has been installed.

Note that these corrective actions will weaken the Windows security function. This may raise the risk of intrusion to the personal computer by virus or intruder. Consult with the network administrator and determine the necessary corrective actions.



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### [Corrective action 1]

Display a notification when Windows Firewall blocks a program

OK

Cancel

What are the risks of allowing exceptions?

Add the following two exceptional programs to "Exceptions" list in "Windows Firewall" settings \*1.

If these exceptional programs have been added, check the corresponding check boxes to enable them. Exceptional program: "C:/WINDOWS/system32/inetsrv/inetinfo.exe"

"C:/EZSocketIJE/bi	n/EZSocketIJE.exe" *2
(Before addition)	
🕅 Windows Firewall 📉	
General Exceptions Advanced	
Windows Firewall is blocking incoming network connections, except for the programs and services selected below. Adding exceptions allows some programs to work better but might increase your security risk.	
Programs and Services:	
Name	
✓ File and Printer Sharing	
Remote Assistance	
UPnP Framework	
Add Program	Use "Add Program" button to add
Display a notification when Windows Firewall blocks a program	exceptional programs.
What are the risks of allowing exceptions?	
OK Cancel	
	1
$(\Lambda \text{ften addition})$	
(Arter addition)	
🦉 Windows Firewall 🛛 🔀	
General Exceptions Advanced	
Windows Firewall is blocking incoming network connections, except for the	
programs and services selected below. Adding exceptions allows some programs to work better but might increase your security risk.	
Programs and Services:	
☑ File and Printer Sharing ►	Added exceptional programs
Remote Desktop	
UPnP Framework	
Add Program Add Port Edit Delete	

- \*1:To display "Windows Firewall" settings screen, select [Start] → [Control Panel] → [Security Center] → [Windows Firewall]. It is required to log on as a user of Administrators group with rights to control the personal computer, when changing the Windows firewall settings.
- \*2: When the destination drive of GX RemoteService-I is changed during installation, EZSocketIJE.exe will also be shifted to the new destination drive.



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#### [Corrective action 2]

Add the following two exceptional ports to "Exceptions" list in "Windows Firewall" settings <sup>\*3</sup>. Exceptional port: "HTTP port No. for MELSOFT connection: 8080"<sup>\*4</sup>

"HTTP port No. for Web facility: 80"<sup>\*4</sup>

(Before addition)	-
🖗 Windows Firewall 🛛 🗙	
General Exceptions Advanced	
Windows Firewall is blocking incoming network connections, except for the programs and services selected below. Adding exceptions allows some programs to work better but might increase your security risk.	
Programs and Services: Name If File and Printer Sharing Premote Assistance	
UPvP Framework	
Add Pgogram	Use "Add Port" button to add exceptional ports.
What are the risks of allowing exceptions?	
OK Cancel	
(After addition) $\downarrow$	
Windows Firewall	
General Exceptions Advanced	
Windows Firewall is blocking incoming network connections, except for the programs and services selected below. Adding exceptions allows some programs to work better but might increase your security risk.	
Programs and Services:	
Name	
RAS-80port	Added exceptional ports
RAS-WebPort	
Remote Desktop UPnP Framework	
Add Program Add Pgrt Edit Delete	
Display a notification when Windows Firewall blocks a program	
What are the risks of allowing exceptions?	
OK Cancel	

- \*3: To display "Windows Firewall" settings screen, select [Start] → [Control Panel] → [Security Center] → [Windows Firewall]. It is required to log on as a user of Administrators group with rights to control the personal computer, when changing the Windows firewall settings.
- \*4: Add the port No. actually used. Confirm the port No. actually used in "Network settings" of GX RemoteService-I as shown as follows:.

Network setting		$\mathbf{X}$
Connection type		Setting completion
C Dial-up connection	Advanced	Cancel
HTTP port No. for MELSOFT conne © Default port No. (8080) © Appoint a port No.	ection	
HTTP port No. for Web facility		
<ul> <li>Default port No. (80)</li> </ul>		
C Appoint a port No.		



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### [Corrective action 3]

Disable the Windows Firewall in "Windows Firewall" settings \*5.

Select "Off" to disable the Windows Firewall in "Windows Firewall" settings.

\*5:To display "Windows Firewall" settings screen, select [Start] → [Control Panel] → [Security Center] → [Windows Firewall]. It is required to log on as a user of Administrators group with rights to control the personal computer, when changing the Windows firewall settings.



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### 2. In case of PX Developer monitor tool

### (1) Symptom

If the Windows firewall function of the personal computer in which PX Developer has been installed is set to disable the access to the monitor tool via an Internet, the monitor tool will be unable to receive the event notification issued from the Ethernet-connected PLC CPU.

#### (2) Corrective action

In the above case, take any of the corrective actions 1 to 3 for the personal computer in which PX Developer has been installed.

Note that these corrective actions will weaken the Windows security function. This may raise the risk of intrusion to the personal computer by virus or intruder. Consult with the network administrator and determine the necessary corrective actions.



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### [Corrective action 1]

Add the following two exceptional programs to "Exceptions" list in "Windows Firewall" settings \*6.

If these exceptional programs have been added, check the corresponding check boxes to enable them. Exceptional program: "C:/ MELSEC / FBDQ / FBDQMon.exe" \*7

(Before addition)

Add Program... Add Port..

What are the risks of allowing exceptions?

Display a notification when Windows Firewall blocks a progra

Edit

OK

Cancel

🕏 Windows Firewall 🛛 🔀	
General Exceptions Advanced	
Windows Firewall is blocking incoming network connections, except for the programs and services selected below. Adding exceptions allows some programs to work better but might increase your security risk.	
Programs and Services: Name ♥ File and Printer Sharing ♥ Remote Assistance	
☐ Remote Desktop ☐ UPnP Framework	
Add Ptogram	Use "Add Program" button to add exceptional programs.
Display a notification when Windows Firewall blocks a program	
What are the risks of allowing exceptions?	
OK Cancel	
$\downarrow$ (After addition)	
🗟 Windows Firewall 📃 🔀	
General Exceptions Advanced	
Windows Firewall is blocking incoming network connections, except for the programs and services selected below. Adding exceptions allows some programs to work better but might increase your security risk.	
Programs and Services:	
Name I File and Printer Sharing	
Monitor Tool	Added exceptional programs
Remote Desktop	

- \*6:To display "Windows Firewall" settings screen, select [Start] → [Control Panel] → [Security Center] → [Windows Firewall]. It is required to log on as a user of Administrators group with rights to control the personal computer, when changing the Windows firewall settings.
- \*7: When the destination path of PX Developer is changed during installation, FBDQMon.exe will also be shifted to the new destination path.



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#### [Corrective action 2]

Add the following two exceptional ports as UDP to "Exceptions" list in "Windows Firewall" settings \*8. Exceptional port: "Event notification UDP port No.: 4096" \*9

(Before addition)	
🕼 Windows Firewall	
General Exceptions Advanced	
Windows Firewall is blocking incoming network connections, except for the	
to work better but might increase your security risk.	
Programs and Services:	
Name	
Remote Assistance	
Periode Desktop     UPnP Framework	
Add Program.	Use "Add Port" button to add
Display a notification when Windows Firewall blocks a program	exceptional Ports.
What are the risks of allowing exceptions?	
OK Cancel	
	]
(After addition)	
🕅 Windows Firewall	
General Exceptions Advanced	
Windows Firewall is blocking incoming network connections, except for the programs and services selected below. Adding exceptions allows some programs	
to work better but might increase your security risk.	
Programs and Services:	
Name	
Monitor tool event notification	Added exceptional Ports
Remote Desktop	
Add riogram Add Port Edit Detete	
Display a notification when Windows Firewall blocks a program	
What are the risks of allowing exceptions?	
OK Cancel	

- \*8:To display "Windows Firewall" settings screen, select [Start] → [Control Panel] → [Security Center] → [Windows Firewall]. It is required to log on as a user of Administrators group with rights to control the personal computer, when changing the Windows firewall settings.
- \*9: Add the UDP port No. actually used.

The UDP ports actually used can be confirmed in the PX Developer monitor tool option settings as shown below. The UDP ports No. is displayed in hexadecimal.

Apply Cancel	
Item	
🗇 Alarm/Event	
- 🔁 General	
Alarm/Event Display on 2nd Line of Monitor Tool Bar	Alarm
<ul> <li>Highlighted display while alarms occur</li> </ul>	None
<ul> <li>Event Notification UDP Port No.</li> </ul>	H1000

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### [Corrective action 3]

Disable the Windows Firewall in "Windows Firewall" settings <sup>\*10</sup>.



Select "Off" to disable the Windows Firewall in "Windows Firewall" settings.

\*10: To display "Windows Firewall" settings screen, select [Start] [Control Panel] → [Security Center] → [Windows Firewall]. It is required to log on as a user of Administrators group with rights to control the personal computer, when changing the Windows firewall settings.



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### 3. In case of MX Component

#### (1) Symptom

If the Internet Explorer security function has been set to disallow the execution of active content, the script programs<sup>\*11</sup> created with MX Component will not run. (The attempt to execute a script program displays the information bar.)

\*11: VBScript sample programs supplied by Mitsubishi are included.

#### (2) Corrective action

In the above case, take any of the corrective actions 1 to 2 for the personal computer in which MX Component has been installed.

Note that these corrective actions will weaken the Windows security function. This may raise the risk of intrusion to the personal computer by virus or intruder. Consult with the network administrator and determine the necessary corrective actions.

#### [Corrective action 1]

Close the displayed information bar message and select "Allow Blocked Content..." from the click menu of the information bar, which is hidden behind the Internet Explorer address bar.

As a message appears, confirm the content and select "Yes" to execute the active content.

If you select "No", the VBScript functions will not be usable.



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#### [Corrective action 2]

In the "Internet Options" settings<sup>\*12</sup> of Internet Explorer, change the settings to allow the execution of active content. If the execution of active content is set to be allowed, note that the settings will apply to all files.



\*12: To display "Internet Options" settings screen, select [Tool] [Internet Options] in Internet Explorer.

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