

TECHNICAL BULLETIN

[Issue No.] GOT-A-0035

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[Title] Precautions for Installing MELSOFT GT Works3 with Antivirus Software or Security Software

[Date of Issue] November 2010

[Relevant Models] GOT1000 Series Drawing Software MELSOFT GT Works3

Thank you for your continued support of Mitsubishi Graphic Operation Terminal (GOT).
Because of antivirus software and security software, installation of GT Works3 may not be completed. The following explains the phenomenon and the corrective actions.

1. Phenomenon

With the following antivirus software and security software, the installation of GT Works3 may not be completed.

(1) Trend Micro Business Security (manufactured by Trend Micro Incorporated.)

During the installation of GT Works3 with a CD-ROM disc, the screen can freeze when the disc is replaced.

(2) Virus Security ZERO (manufactured by SOURCENEXT CORPORATION)

An error can occur during the installation of GT Works3.

(Error example: Insufficient quota, insufficient resource)

2. Cause

The possible causes for the phenomenon include the following: The driver used for the antivirus software or the security software conflicts with that used for the external storage media, including a CD-ROM disc. This can affect the installation of GT Works3.

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3. Corrective Actions

To install GT Works3 normally, perform the following corrective actions to create an appropriate environment of the personal computer.

The following explanations use the screens of Windows XP® Service Pack3.

Cautions

Temporarily disabling or uninstalling the antivirus software and the security software increases the risk of virus infection on the personal computer. Make sure to consult the network administrator, and then perform the following corrective actions.

3.1 With Trend Micro Business Security (manufactured by Trend Micro Incorporated.)

If the screen freezes during the installation of GT Works3 from a CD-ROM disc, perform either of the following corrective actions to install GT Works3.

(1) Corrective action 1

(a) When Trend Micro Business Security can be disabled

- 1) Start the Windows task manager.
Right-click a blank area on the Windows taskbar, and click [Windows Task Manager].
- 2) In the Windows task manager, select "GT Works3 - InstallShieldWizard", and click the [End Task] button.
- 3) Exit the resident software, including the security software.
- 4) Restart the personal computer.
- 5) Insert the CD-ROM disc (Disc 1) of GT Works3, and resume the installation.
- 6) After the installation of GT Works3, restart the security software as necessary.

(b) When Trend Micro Business Security cannot be disabled

- 1) Start the Windows task manager.
Right-click a blank area on the Windows taskbar, and click [Windows Task Manager].
- 2) In the Windows task manager, select "GT Works3- InstallShieldWizard", and click the [End Task] button.
- 3) Restart the personal computer.
- 4) Insert the CD-ROM disc (Disc 1) of GT Works3, and resume the installation.
- 5) In **the screen for inserting the next disc**, click the [Cancel] button.
- 6) Uninstall GT Works3.
- 7) Double-click "setup.exe" in each software folder, and install each software separately.

Software	"setup.exe" storage location	
	Disc *1	Folder
GT Designer3 *2	Disc 1	GTD3 folder
Data Transfer Tool	Disc 2	DataTransfer folder
Document Converter		DocCNV folder
GT Converter2		GTCNV2 folder
GT Manual3 1000	Disc 3	GTM1000 folder

*1: Replace CD-ROM discs after Windows Explorer is ended or while the CD-ROM drive is deselected in Windows Explorer.

*2: In the screen for selecting software to be installed, select GT Designer3 only.

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(2) Corrective action 2

To resolve the problem that the driver used for Trend Micro Business Security conflicts with that used for the external storage media, including a CD-ROM disc, change the values of the registry with the following procedure, and install GT Works3 again.

Cautions

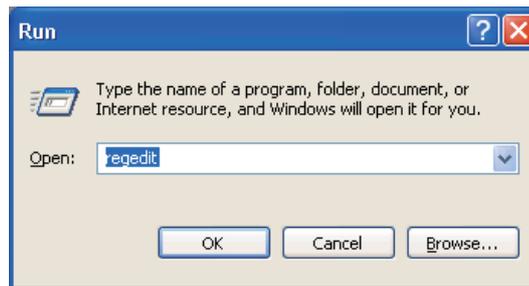
The registry is an important component for the operating system. Incorrectly editing the values of the registry can disable the personal computer. Before editing the registry, make sure to back up the registry.

We accept no responsibility whatsoever for any loss arising from incorrectly editing the registry.

<Steps>

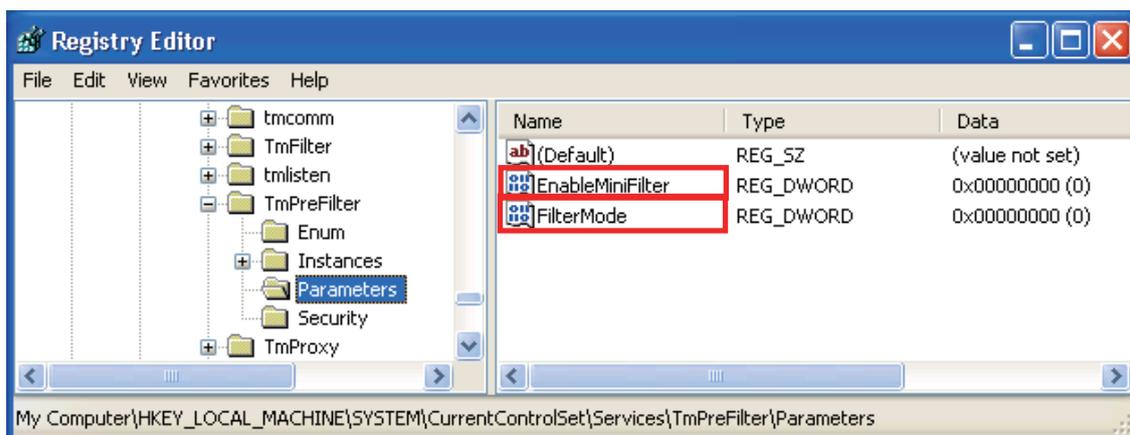
1) Start the registry editor on Windows.

Click [Run] on the [Start] menu, enter "regedit" in the displayed dialog box, and click the [OK] button.



2) With the registry editor, perform the following operations.

The registry keys used for Trend Micro Business Security are located in "HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\TmPreFilter\Parameters". Double-click the registry keys, "EnableMiniFilter" and "FilterMode".



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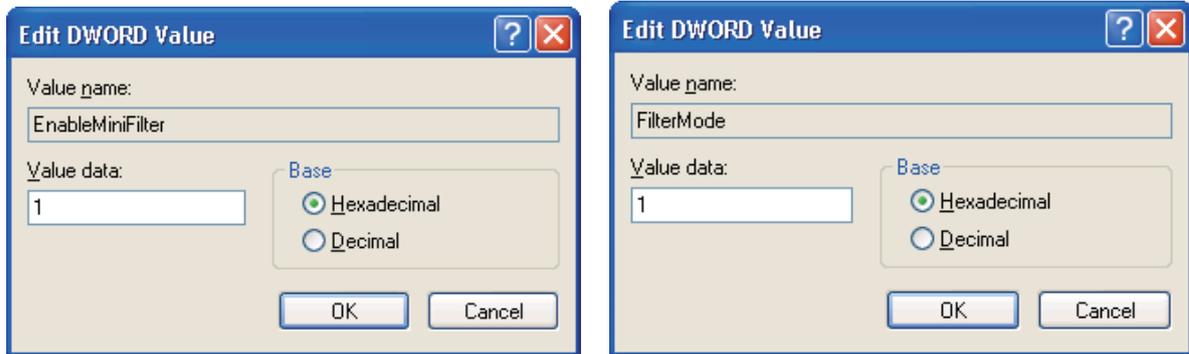
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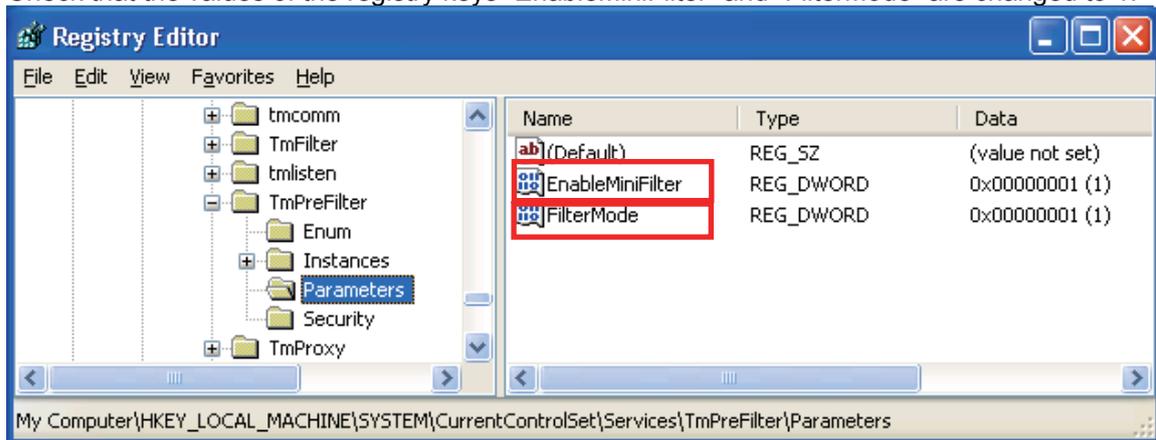
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In the displayed screens as shown below, change the values of the registry keys “EnableMiniFilter” and “FilterMode” from 0 to 1.



3) Restart the personal computer.

Check that the values of the registry keys “EnableMiniFilter” and “FilterMode” are changed to 1.



4) Install GT Works3 again.

[Precautions]

After the installation of GT Works3, you do not have to change the new values of the registry keys set in Step 2 back to 0.

To change the values of the registry keys set in Step 2 back to 0, refer to Step 2, and change the values of the registry keys “EnableMiniFilter” and “FilterMode” from 1 to 0.

However, before GT Works3 is installed next time, perform Step 2 and the subsequent steps again to change the values of the registry keys from 0 to 1.

3.2 With Virus Security ZERO (manufactured by SOURCENEXT CORPORATION)

Uninstall Virus Security ZERO, and then install GT Works3.

After the installation of GT Works3, install Virus Security ZERO again as necessary.

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Version	Print date	Revision
*	November 2010	First edition