



TECHNICAL BULLETIN
GOT-A-0284-A

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Precautions for Errors When Starting GT SoftGOT3000

■Date of Issue

May 2026

■Relevant Models

GT SoftGOT3000

Thank you for your continued support of Mitsubishi Electric Graphic Operation Terminal (GOT).

Depending on the network adapter configuration on the terminal used to start GT SoftGOT3000, an error may be displayed when GT SoftGOT3000 starts.

This bulletin provides information on the symptom and the corrective actions.

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1 Symptom

When GT SoftGOT3000 is started, the error message shown in Figure 1 (error code: 0x9161) may be displayed, and GT SoftGOT3000 may not start.



Figure 1 Error message (error code: 0x9161)

2 Occurrence condition

This problem occurs when GT SoftGOT3000 is started on a terminal whose network adapter configuration (Figure 2) differs from the configuration stored in GT SoftGOT3000.

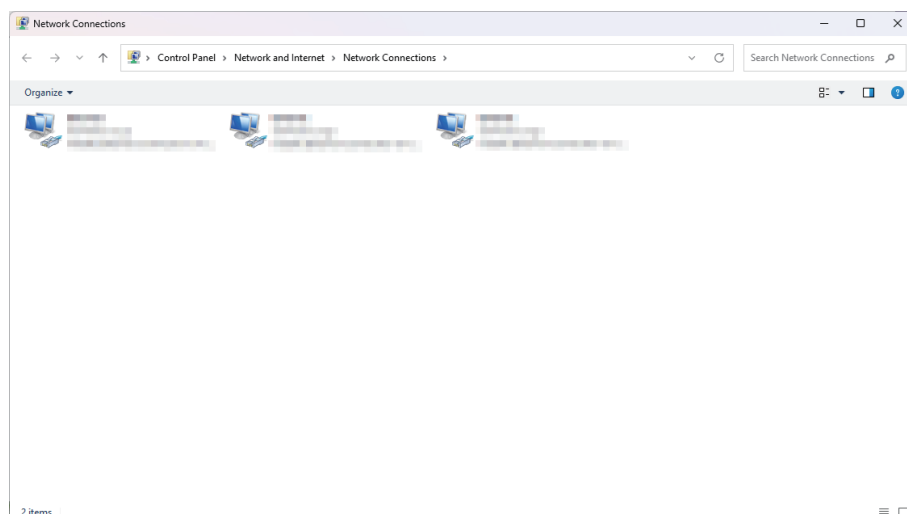


Figure 2 Network adapter configuration

The following shows examples in which differences occur.

- A device with a network adapter^{*1} was removed from the terminal used to start GT SoftGOT3000.
- The network adapter settings on the terminal used to start GT SoftGOT3000 were changed.

^{*1} Docking stations, LAN conversion adapters, Ethernet adapters, etc.

3 Corrective action

Change the network adapter configuration on the terminal used to start GT SoftGOT3000 so that it matches the configuration used when GT SoftGOT3000 starts normally.

If this solution does not resolve the problem, contact your supplier.

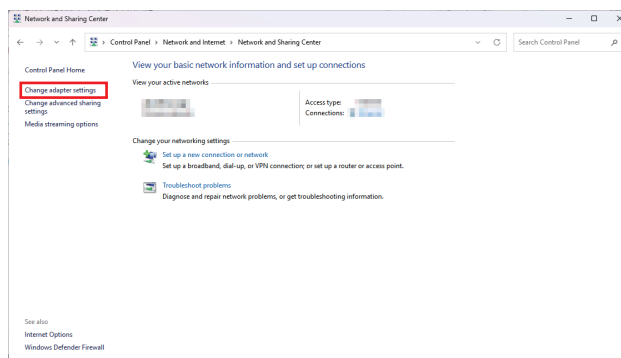
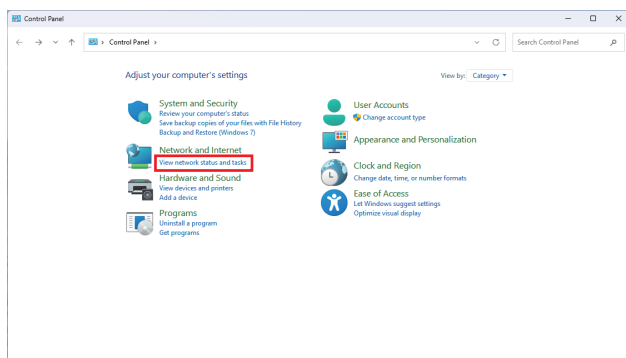
The following shows specific corrective actions.

- If a device with a network adapter has been removed, attach it to the terminal.
- If the network adapter settings have been changed, change them so that the configuration matches the one used when GT SoftGOT3000 starts normally.

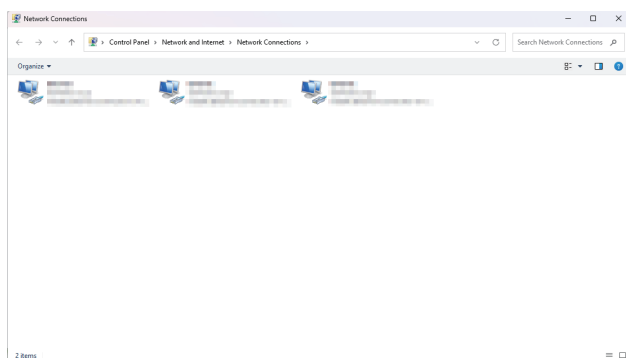
The following shows how to change the network adapter configuration using Windows 11 as an example.

Operating procedure

1. From the Windows start menu, select [All apps] → [Windows Tools], and double-click [Control Panel] in the displayed [Windows Tools].
2. In the displayed [Control Panel], select [View network status and tasks] → [Change adapter settings].



3. Check the list of displayed network devices, and change the network adapter settings so that the configuration matches the one used when GT SoftGOT3000 starts normally.



Revisions

Version	Issue date	Revision
A	May 2026	First edition

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Copyright

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