

## TECHNICAL BULLETIN

**[Issue No.]** FA-A-0008-D

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**[Title]** Installation procedure, precautions, and corrective actions for problems regarding Windows Vista-based personal computer

**[Date of Issue]** Jul., '08

**[Relevant Models]** Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series



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

The security function of Windows Vista is significantly strengthened compared to the conventional operating systems. Accordingly, the significant upgrades of MELSOFT, such as modification of communication driver, are being implemented to support Windows Vista-compatible personal computers.

However, these improvements may cause problems such as an installer malfunction or USB communication failure, if Windows Vista-incompatible MELSOFT is installed to a personal computer.

This bulletin provides the installation procedure to prevent problems from occurring, and the recovery procedures for problems that have occurred.

Be sure to read this bulletin when installing MELSOFT to a Windows Vista-based personal computer.

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## 1. First installation procedure and precautions

This section explains the procedure for installing software products to a Windows Vista-based personal computer for the first time.

A CD-ROM is required for first time installation.

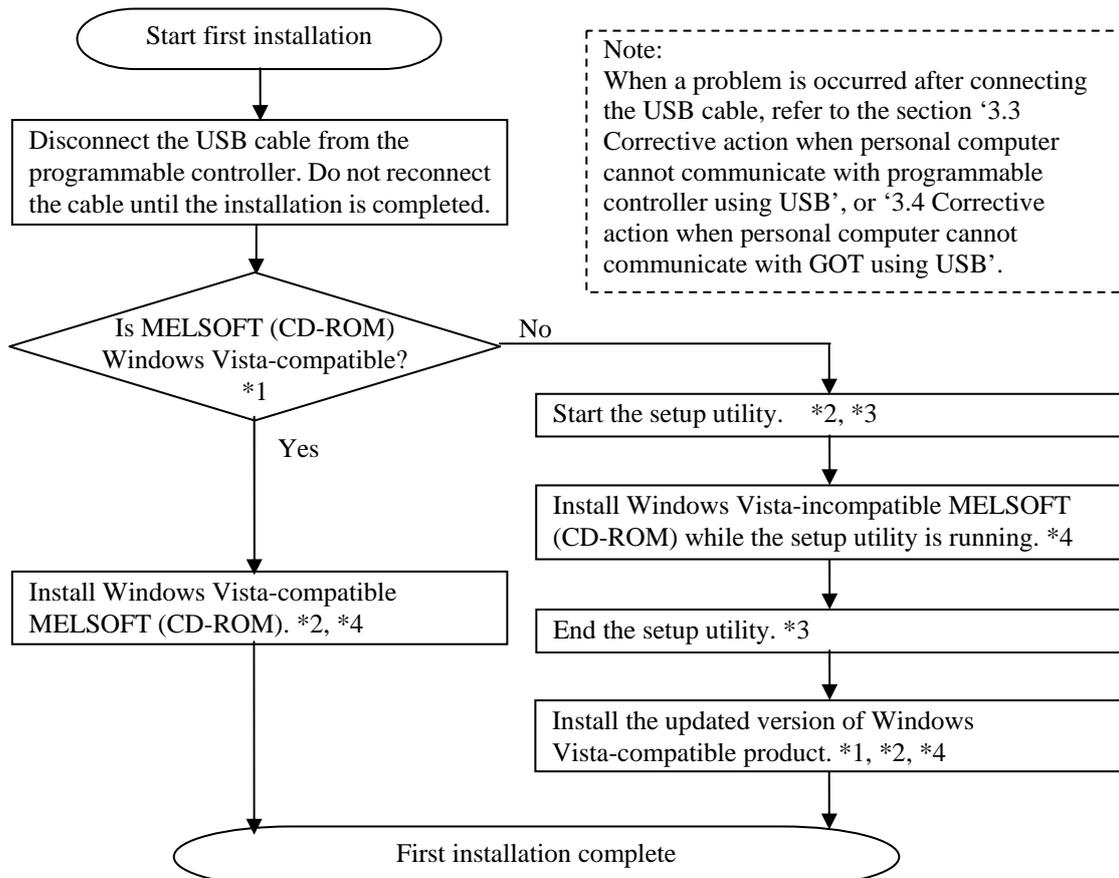
The setup utility is required especially when updating the operating system to Windows Vista after the installation of Windows Vista-incompatible products. Install the software according to the following procedure.

The setup utility can be downloaded from the MELFANSweb site. For details of downloading and operating the setup utility, refer to the section '1.1 Downloading and operating setup utility for Windows Vista-incompatible products'.

Note that the following procedure is not necessary when updating a version of installed Windows Vista-compatible product.

When installing multiple products for the first time, install them by following the procedure for each product.

Example: Even if Windows Vista-compatible GX Developer is already installed, when newly installing Windows Vista-compatible GT Designer2, the following procedure is required.



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- \*1: To check if the CD-ROM product is Windows Vista-compatible, refer to the section '2. Version list of Windows Vista-compatible products'.
- \*2: If the software cannot be installed or the setup utility cannot be started, refer to the section '3.1 Corrective action when installer cannot be started'.
- \*3: For details of downloading and operating the setup utility, refer to the section '1.1 Downloading and operating setup utility for Windows Vista-incompatible products'
- \*4: The warning dialog boxes may appear during the installation. (They may appear behind the installation screen.) For corrective action, refer to the section '3.2 Corrective action when installation does not complete or warning dialog boxes are displayed'.

## 1.1 Downloading and operating setup utility for Windows Vista-incompatible products

### 1) How to download

The setup utility can be downloaded from the download page of each product in the MELFANSweb site. Save the downloaded file to desired folder and decompress it before use.

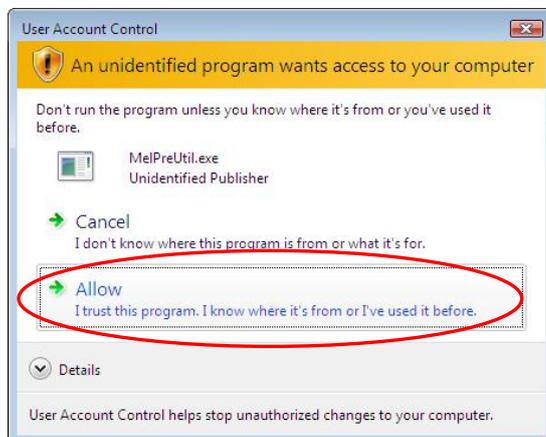
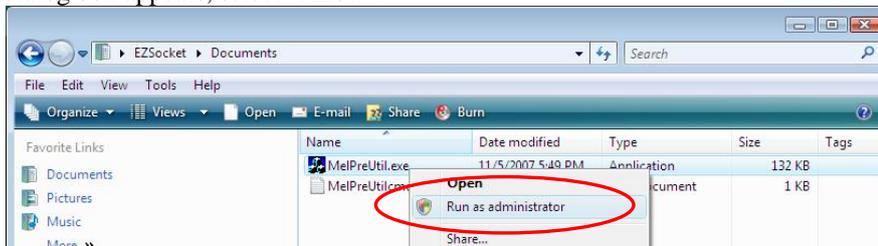
Archive name: melpreutils.exe

Module name after decompression: MelPreUtil.exe, MelPreUtlcmd.txt

### 2) Operation

#### a) Starting the utility

Execute the decompressed module 'MelPreUtil.exe' under the administrator's authority. If the confirmation dialog box appears, select "Allow".



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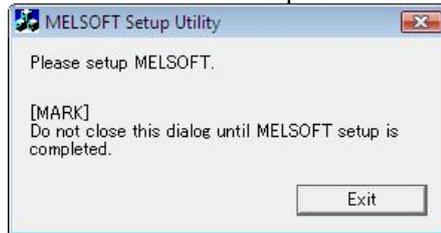
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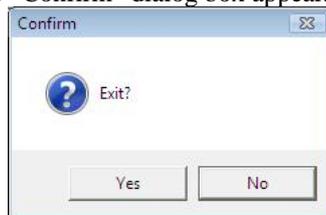
b) Installing Windows Vista-incompatible MELSOFT (CD-ROM)

Install Windows Vista-incompatible MELSOFT (CD-ROM) while the following dialog box is displayed.



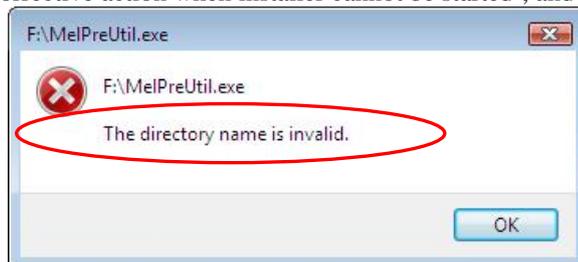
c) Ending the utility

Click [Exit] when the installation of Windows Vista-incompatible MELSOFT (CD-ROM) is completed. When the "Confirm" dialog box appears, click [Yes] to end the utility.



3) Corrective action for error occurrence

If the following error message appears while this utility is running, perform the operation described in the section '3.1 Corrective action when installer cannot be started', and then start the utility.



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## 2. Version list of Windows Vista-compatible products

The following product versions and later versions are the Windows Vista-compatible products.

Version list of Windows Vista-compatible products (Japanese version)

Product	S/W version	CD-ROM DATE
GX Developer	8.58L and later	0710BL and later
GX Configurator-AD	2.07H and later	0711BH and later
GX Configurator-DA	2.08J and later	0711BJ and later
GX Configurator-CT	1.26AC and later	0711BC and later
GX Configurator-TC	1.23Z and later	0711BZ and later
GX Configurator-TI	1.25AB and later	0711BB and later
GX Configurator-FL	1.23Z and later	0711BZ and later
GX Configurator-PT	1.24AA and later	0711BA, 0712BA and later
GX Configurator-AS	1.22Y and later	0711BY and later
GX Configurator-SC	2.16S and later	0711BS and later
GX Configurator-QP	2.27D and later	0711BD and later
GX Configurator-AP	1.18U and later	0711BU and later
GX Simulator	7.19V and later	0710BV and later
GX Converter	2.25B and later	0710BB and later
MX Component	3.09K and later	0710BK and later
MX Sheet	1.08J and later	0710BJ and later
MX MESInterface	1.04E and later	0801BE and later
PX Developer	1.16S and later	0710BS and later
GT Designer2	2.72A and later	0710AA, 0711AA and later
GT Works2	2.72A and later	0710AA, 0711AA and later

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Version list of Windows Vista-compatible products (English version)

Product	S/W version	CD-ROM DATE
GX Developer	8.62Q and later	0801BQ and later
GX Configurator-AD	2.07H and later	0801BH and later
GX Configurator-DA	2.08J and later	0801BJ and later
GX Configurator-CT	1.26AC and later	0801BC and later
GX Configurator-TC	1.23Z and later	0801BZ and later
GX Configurator-TI	1.25AB and later	0801BB and later
GX Configurator-FL	1.23Z and later	0801BZ and later
GX Configurator-PT	1.24AA and later	0801BA, 0802BA and later
GX Configurator-AS	1.22Y and later	0801BY and later
GX Configurator-SC	2.16S and later	0801BS and later
GX Configurator-QP	2.27D and later	0801BD and later
GX Configurator-AP	1.18U and later	0801BU and later
GX Simulator	7.19V and later	0802BV and later
GX Converter	1.21X and later	0802BX and later
MX Component	3.09K and later	0710BK and later
MX Sheet	1.08J and later	0710BJ and later
MX MESInterface	1.04E and later	0801BE and later
PX Developer	1.18U and later	0806BU and later
GT Designer2	2.73B and later	0712AB and later
GT Works2	2.73B and later	0712AB and later

### Notes on CD-ROM DATE

CD-ROM DATE is printed on the front right of CD-ROM.

1. The first four numbers indicate year and month of CD-ROM manufacture.
2. The two alphabets indicate H/W or S/W version of CD-ROM.
3. S/W versions are described using alphabets repeatedly from A to Z.

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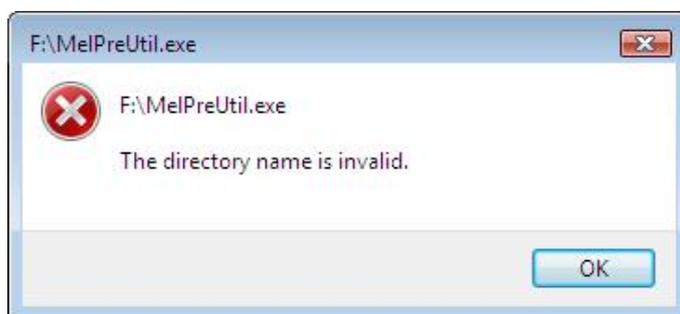


## 3. Corrective actions for problems

### 3.1 Corrective action when installer cannot be started

#### 1) Situation

The following warning dialog box appears on a Windows Vista-based personal computer, and the installer cannot be started.



#### 2) Occurrence cause

The situation occurs when a Windows Vista temporary folder (Temp folder) '%windir%\temp' does not exist.

#### 3) Corrective action

The installation can be processed by creating a Windows Vista temporary folder (Temp folder) '%windir%\temp'.

For more specific details on the corrective action, refer to the section 'To resolve this problem after the problem has occurred' in the Microsoft Knowledge Base article 932142.

(This information and the following URL are referred as of November 2007.)

<http://support.microsoft.com/kb/932142/en-us>

The information from the Microsoft Knowledge Base is described on the next page.

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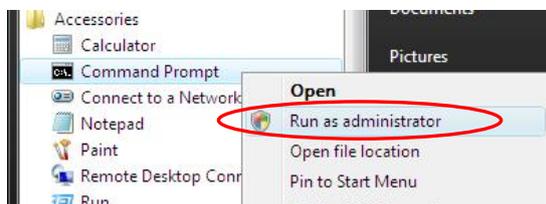
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The following explains the operating procedure as described in the section 'To resolve this problem after the problem has occurred' of the Microsoft Knowledge Base article 932142.

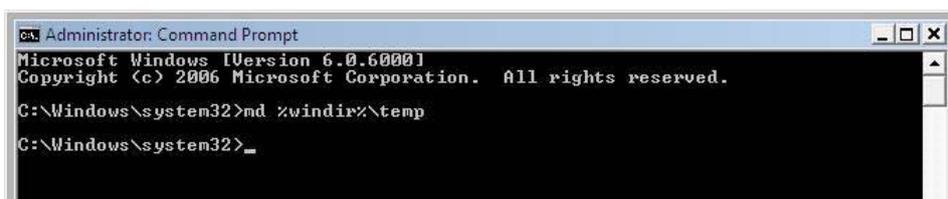
1. Click [Start] , click [All Programs], and then [Accessories].
2. Right-click [Command Prompt], and then click [Run as administrator].



If an administrator's password dialog box appears, enter a password and then click [OK], and if a confirmation dialog box appears, click [Continue].

3. Enter the following command at the command prompt, and then press the [ENTER] key. Leave the "Command Prompt" screen open as it is required in later operation.

```
md %windir%\temp
```



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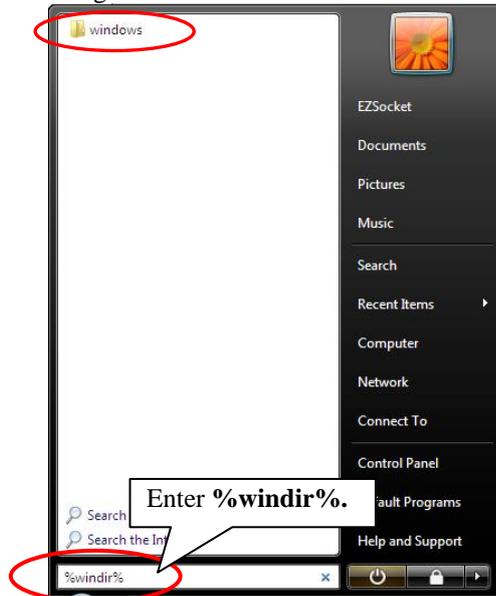
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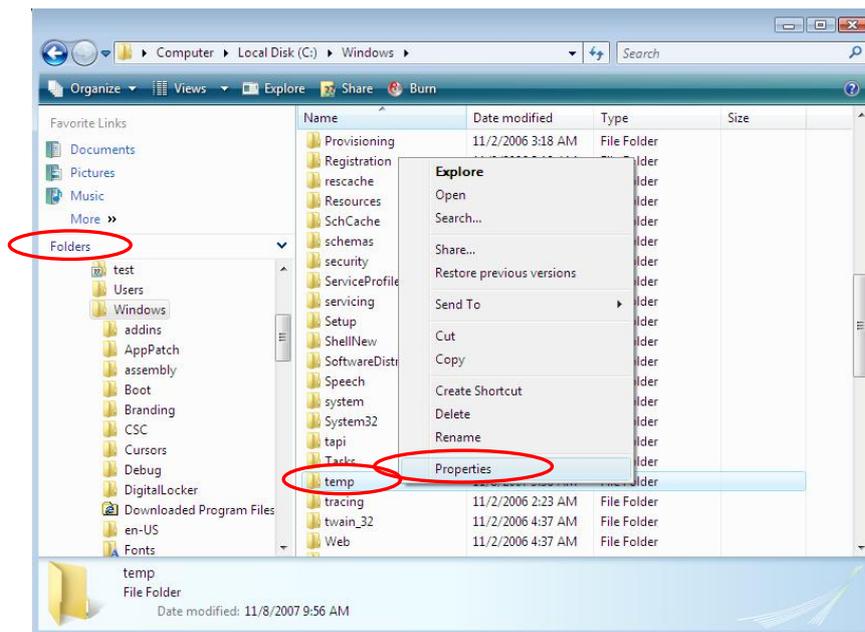
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4. Click [Start] , and enter %windir% in the “Start Search” box. Click the “windows” folder appeared in the “Programs” list.



5. Right-click the “temp” folder, and then click [Properties].



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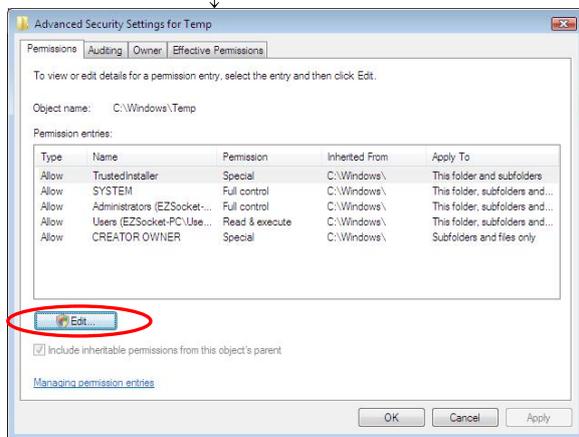
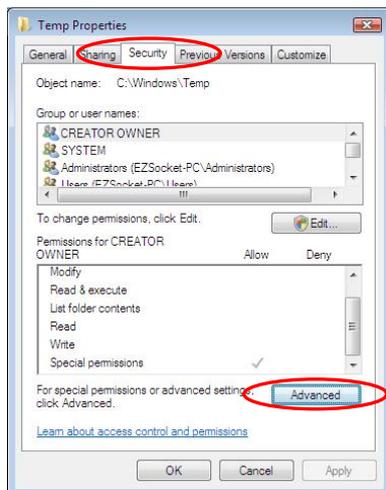
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6. Click the “Security” tab, click [Advanced], and then click [Edit].



If an administrator's password dialog box appears, enter a password and then click [OK], and if a confirmation dialog box appears, click [Continue].

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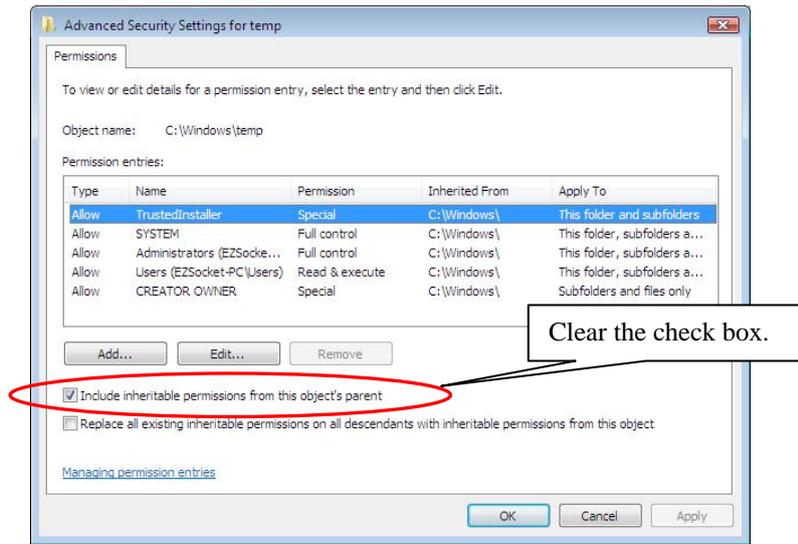
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7. Click to clear the “Include inheritable permissions from this object's parent” check box.



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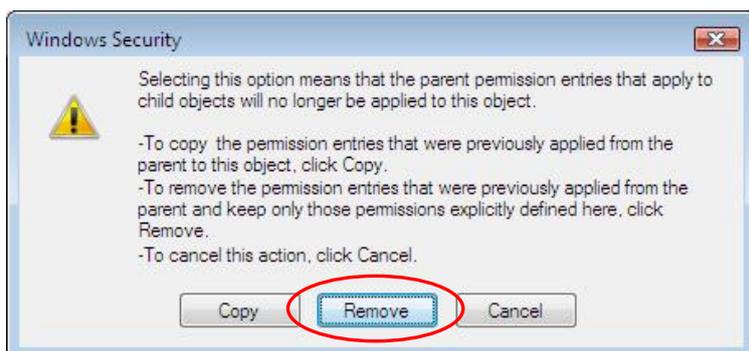
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8. The following Windows security dialog box appears. Click [Remove], and then click [OK] in the “Advanced Security Settings for Temp” screen.



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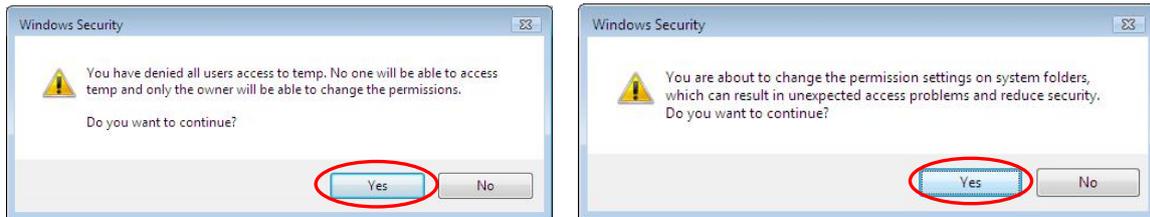
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9. The following two warning dialog boxes appear. Click [Yes] in each dialog box.



10. Close the “Advanced Security Settings for Temp” screen and the “Temp Properties” screen by clicking [OK] in each screen.

11. Display the “Command Prompt” screen that is left displayed at the procedure No.3.

12. Open the text file ‘MelPreUtlcmd.txt’ that is downloaded by following the procedure in the section ‘1.1 Downloading and operating setup utility for Windows Vista-incompatible products’ using a tool such as Notepad. Copy all text described in the text file, paste it to the “Command Prompt” screen, and then press the [Enter] key to execute.

To paste the text in the “Command Prompt” screen, right-click on the “Command Prompt” screen and select [Paste].

Note: All text including quotation marks described in the text file must be entered in a single line exactly as it appears.

```
Administrator: Command Prompt
Microsoft Windows [Version 6.0.6000]
Copyright (c) 2006 Microsoft Corporation. All rights reserved.

C:\Windows\system32>icacls %windir%\temp /grant "BUILTIN\Users:(CI)(S,WD,AD,X)"
"BUILTIN\Administrators:(F)" "BUILTIN\Administrators:(OI)(CI)(IO)(F)" "NT AUTHORITY\SYSTEM:(F)" "NT AUTHORITY\SYSTEM:(OI)(CI)(IO)(F)" "CREATOR OWNER:(OI)(CI)(IO)(F)"
```

The following text is the command defined in the text file ‘MelPreUtlcmd.txt’.

```
icacls %windir%\temp /grant "BUILTIN\Users:(CI)(S,WD,AD,X)" "BUILTIN\Administrators:(F)"
"BUILTIN\Administrators:(OI)(CI)(IO)(F)" "NT AUTHORITY\SYSTEM:(F)" "NT
AUTHORITY\SYSTEM:(OI)(CI)(IO)(F)" "CREATOR OWNER:(OI)(CI)(IO)(F)"
```

This completes creating a Windows Vista temporary folder (Temp folder) ‘%windir%\temp’.

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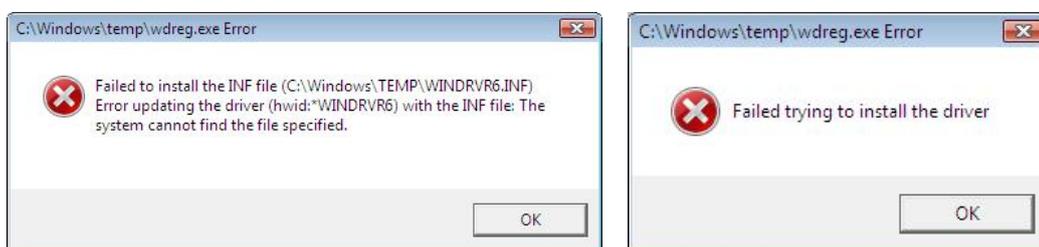
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## 3.2 Corrective action when installation does not complete or warning dialog boxes are displayed

### 1) Situation

The following warning dialog boxes may appear on a Windows Vista-based personal computer.



Note: The warning dialog boxes shown above may be hidden behind the screen of MELSOFT installer. Press **[Alt] + [Tab]** to bring them to front.

### 2) Occurrence cause

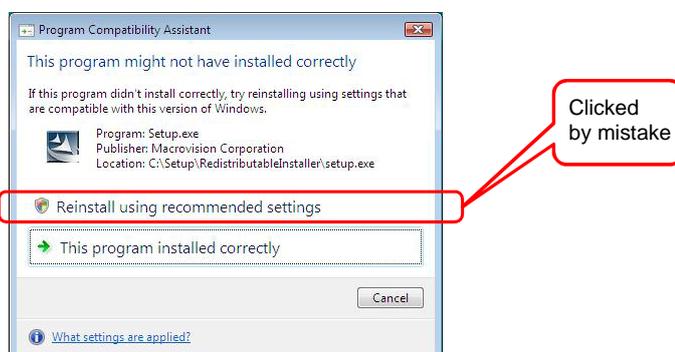
The warning dialog boxes appear when Windows Vista-incompatible driver software is installed to a Windows Vista-compatible personal computer in one of the following causes.

#### Occurrence cause 1:

The situation occurs when Windows Vista-incompatible MELSOFT is installed to a Windows Vista-based personal computer.

#### Occurrence cause 2:

The situation occurs when “Reinstall using recommended settings” is selected on the “Program Compatibility Assistant” screen by mistake after installing MELSOFT.



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### 3) Corrective action

Press **[OK]** on each warning dialog box and complete the installation.

Perform one of the following corrective actions corresponding to the occurrence cause.

Corrective action for the occurrence cause 1:

By following the procedure described in '1. First installation procedure and precautions', install the updated version of Windows Vista-compatible software after completing the setup utility.

Corrective action for the occurrence cause 2:

Reinstall the MELSOFT product.

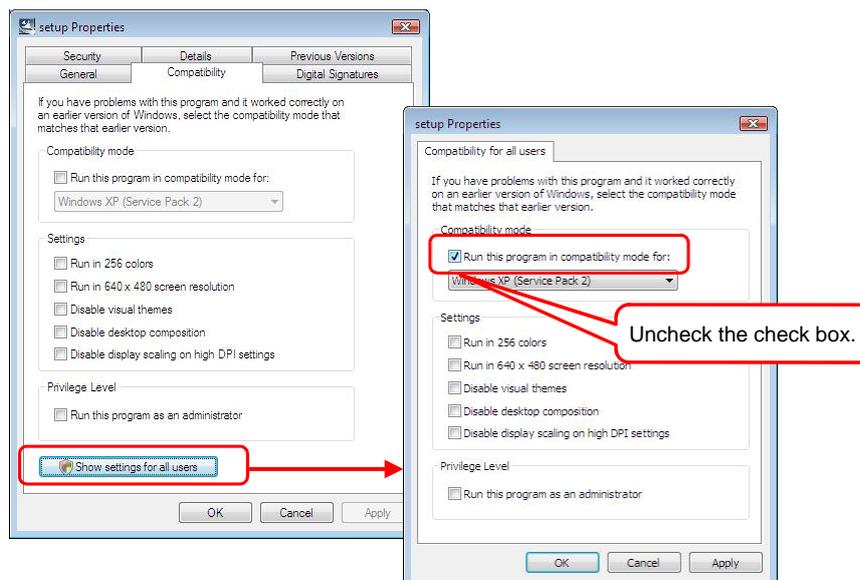
Ensure to select "This program installed correctly" on the "Program Compatibility Assistant" screen.

#### Caution !

Note the following instruction when the installer is started from the internal hard disk drive.

If "Reinstall using recommended settings" on the "Program Compatibility Assistant" screen is selected by mistake, 'Windows XP SP2 compatibility mode' is set automatically. Disable the 'Windows XP SP2 compatibility mode' by following the procedure described below, and perform the reinstallation.

1. Right-click on the setup.exe icon of the installation target in the Windows explorer, and open the "setup Properties" screen.
2. Select the "Compatibility" tab and click the "Show settings for all users" button.
3. Uncheck the "Run this program in compatibility mode for:" check box of compatibility mode in the "Compatibility for all users" tab and click the **[OK]** button.
4. Click the **[OK]** button on the "setup Properties" screen.



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### 3.3. Corrective action when personal computer cannot communicate with programmable controller using USB

1) Situation

A personal computer to which Windows Vista-compatible MELSOFT is installed may not communicate with the programmable controller using USB.

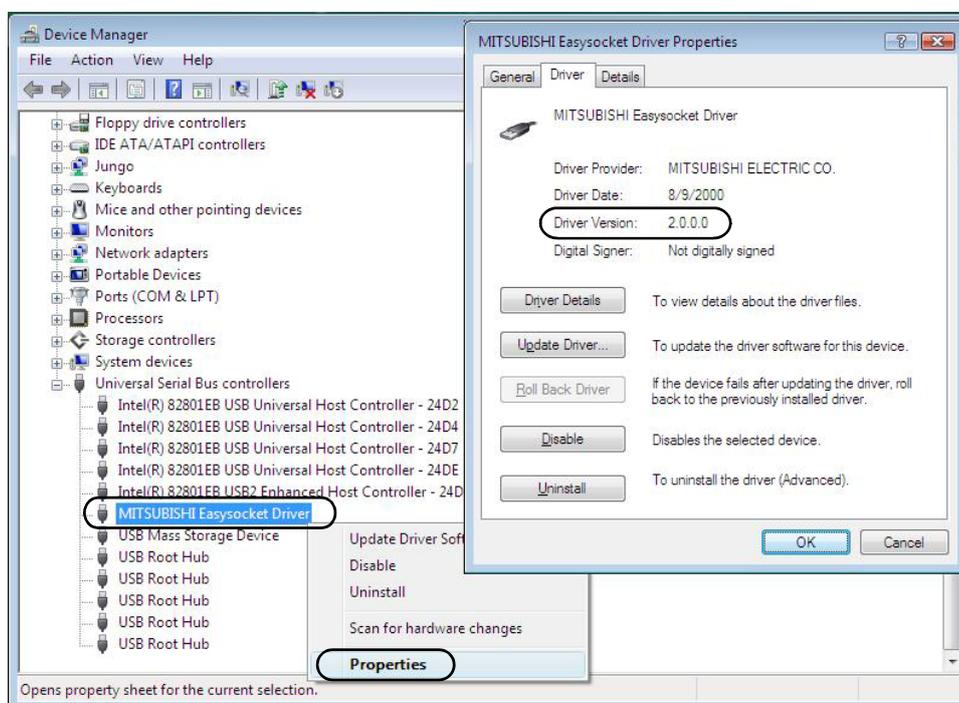
2) Occurrence cause

The situation occurs when installing Windows Vista-incompatible MELSOFT and connecting the personal computer to the programmable controller with USB before installing Windows Vista-compatible MELSOFT. For details on Windows Vista-compatible MELSOFT, refer to the section '2. Version list of Windows Vista-compatible products'.

3) Checking method

Start the Windows Device Manager while the personal computer is connected to the programmable controller with USB, right-click "MITSUBISHI Easysocket Driver", and select [Properties]. If "Driver Version" is "2.0.0.0" or earlier on the "Driver" tab of the properties screen, the setting applies to the occurrence cause and a communication failure occurs.

Device Manager can be started by selecting [Control Panel] → [Hardware and Sound] → [Device Manager].



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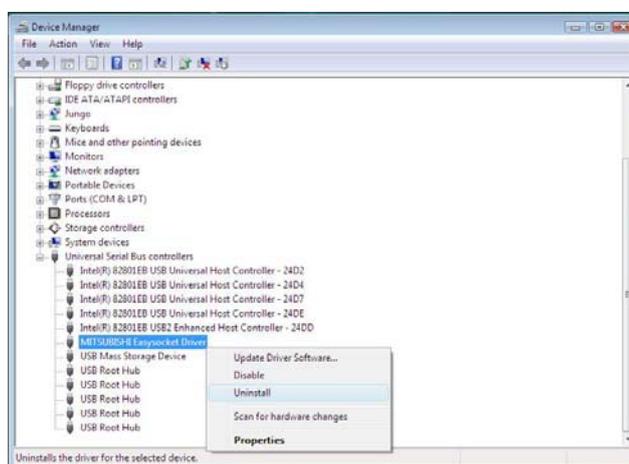
#### 4) Corrective action

The following shows the corrective action.

Perform the following operations after installing Windows Vista-compatible MELSOFT.

(a) Connect the programmable controller to the personal computer with USB cable.

(b) Start the Windows Device Manager, right-click “MITSUBISHI Easysocket Driver” as shown below, and select [Uninstall].



(c) The following warning dialog box appears. Check the “Delete the driver software for this device” check box, and select [OK].



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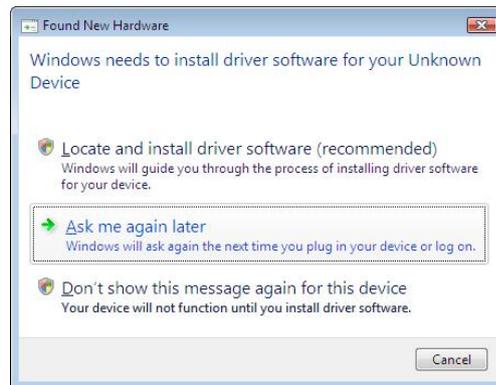
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(d) Disconnect the USB cable and reconnect it to the same USB port after 5 seconds.

(e) The following Windows confirmation dialog box appears. Select “Ask me again later”.



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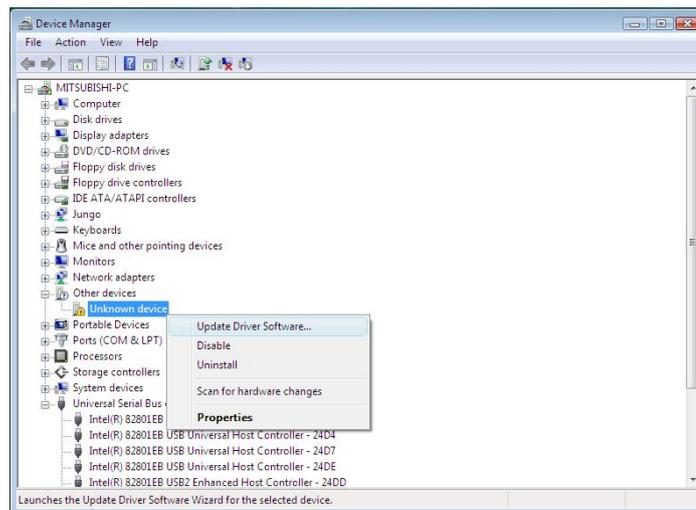
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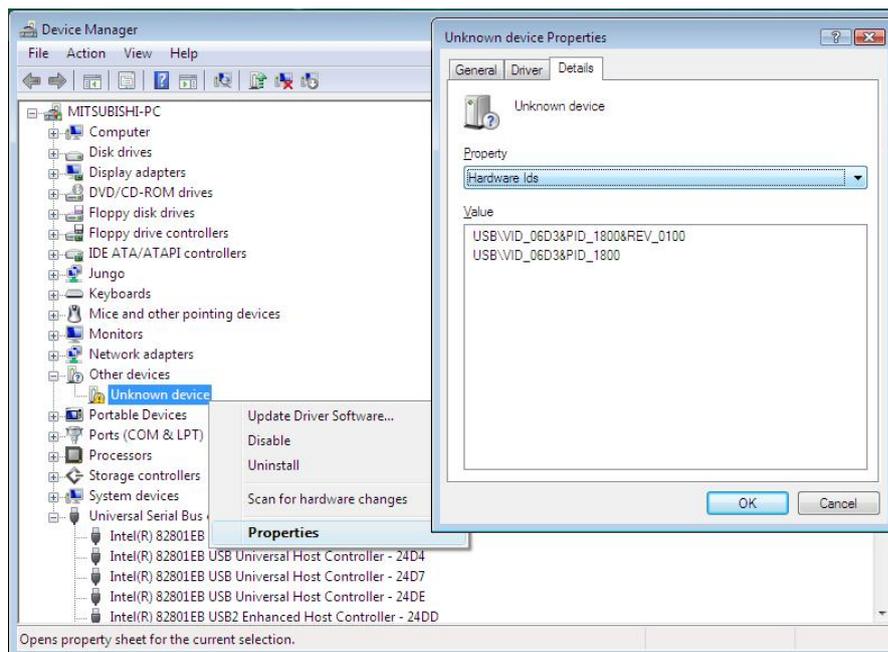
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- (f) Right-click “Unknown device” in the Windows Device Manager as shown below, and select [Update Driver Software...].



If multiple ‘unknown devices’ exist therefore cannot be specified, right-click “Unknown device” as shown below and select [Properties]. The “Unknown device”, whose “Hardware Ids” is “USB\VID\_06D3&PID\_1800” on the “Details” tab of the properties screen, is the update target.



**MITSUBISHI ELECTRIC CORPORATION**

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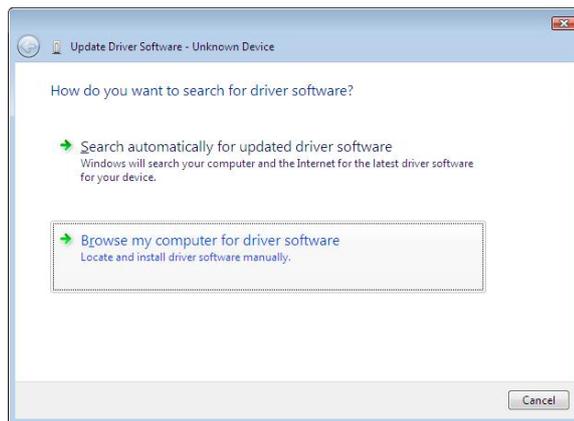
**[Title]** Installation procedure, precautions, and corrective actions for problems regarding Windows Vista-based personal computer

**[Date of Issue]** Jul., '08

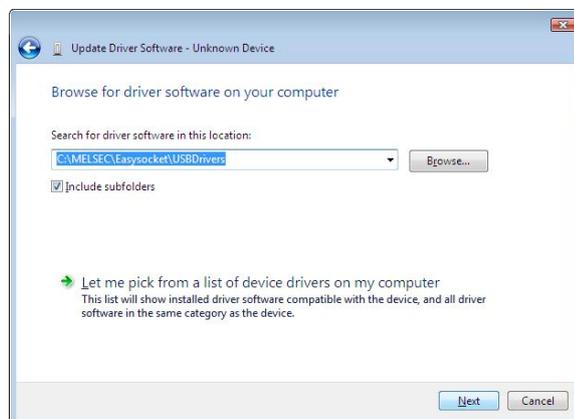
**[Relevant Models]** Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series



(g) The following Windows confirmation dialog box appears. Select “Browse my computer for driver software”.



(h) The following Windows confirmation dialog box appears. Set the installed location “Easysocket\USBDrivers” and select [Next]. Default is set as “C:\MELSEC\Easysocket\USBDrivers”.



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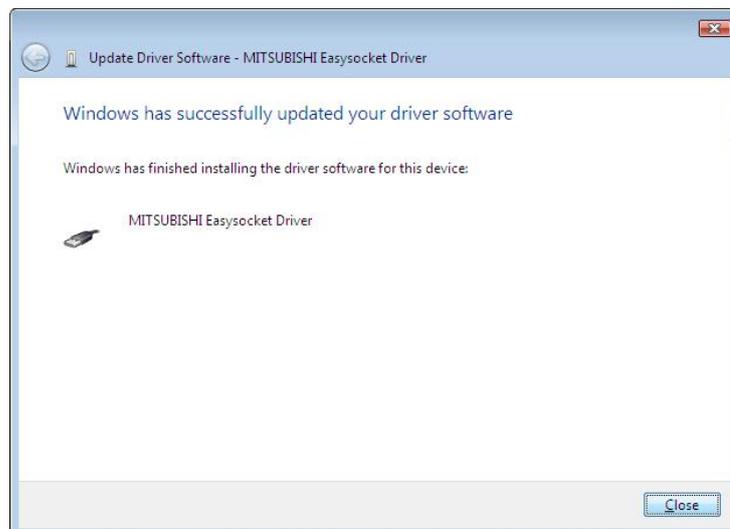
**[Relevant Models]** Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series



(i) The following Windows confirmation dialog box appears. Select “Install this driver software anyway”.



(j) The following Windows confirmation dialog box appears. Select [Close]. The update is complete.



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## 3.4 Corrective action when personal computer cannot communicate with GOT using USB

### 1) Situation

A personal computer to which Windows Vista-compatible MELSOFT is installed may not communicate with the GOT using USB.

### 2) Occurrence cause

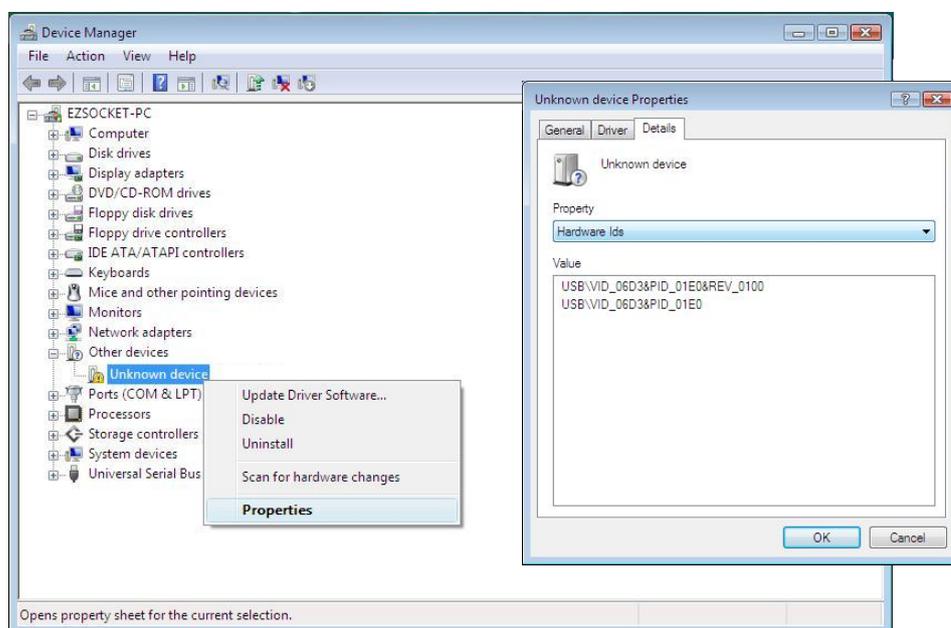
The situation occurs when installing Windows Vista-incompatible MELSOFT and connecting the personal computer to the GOT with USB before installing Windows Vista-compatible MELSOFT.

For details on Windows Vista-compatible MELSOFT, refer to the section '2. Version list of Windows Vista-compatible products'.

### 3) Checking method

Reset the power on the GOT and start the Windows Device Manager while the personal computer is connected to the GOT with USB. If "MITSUBISHI GOT1000 USB Controller" is not displayed under "Universal Serial Bus controllers", but "Unknown device" is displayed under "Other devices", the device needs to be updated.

The "Unknown device", whose "Hardware Ids" is "USB\VID\_06D3&PID\_01E0" on the "Details" tab of the properties screen, is the update target.



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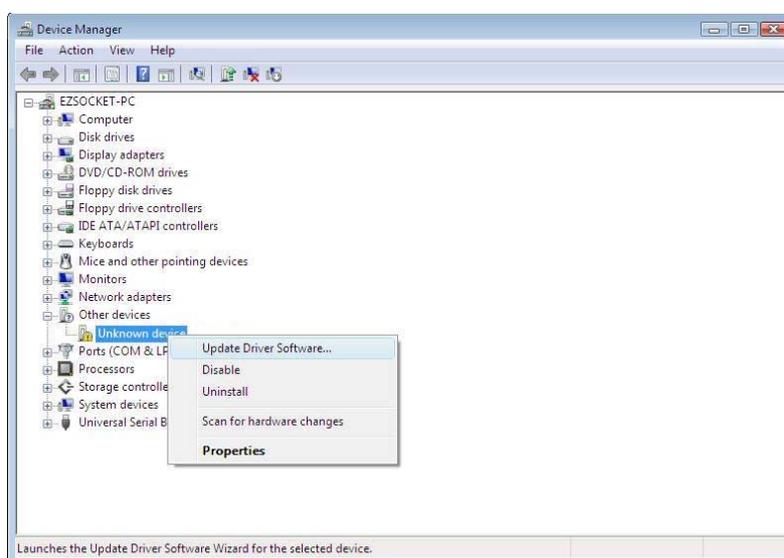
#### 4) Corrective action

The following shows the corrective action.

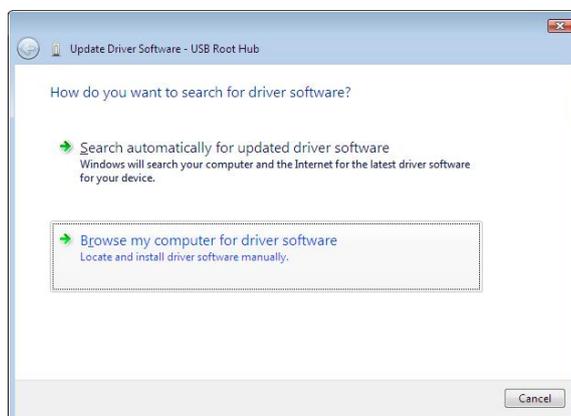
Perform the following operations after installing Windows Vista-compatible MELSOFT.

(a) Connect the GOT to the personal computer with USB cable.

(b) Start the Windows Device Manager, right-click “Unknown device” as shown below, and select [Update Driver Software...].



(c) The following screen appears. Select “Browse my computer for driver software”.



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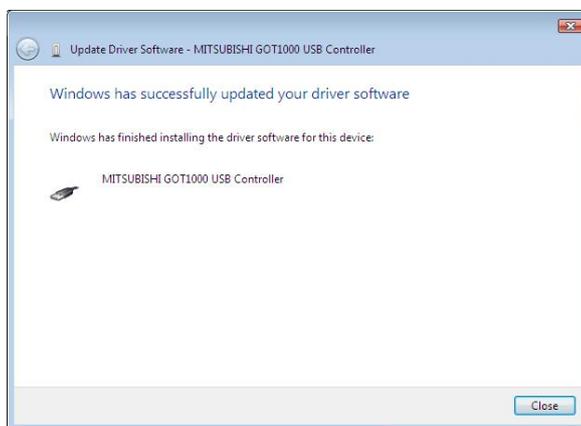
**[Relevant Models]** Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series



- (d) The following screen appears. Set the installed location “EZSocket\EZSocketGOT\Drivers” and select [Next]. Default is set as “C:\MELSEC\EZSocket\EZSocketGOT\Drivers”.



- (e) The following Windows confirmation dialog box appears. Select [Close]. This completes the update of driver software.



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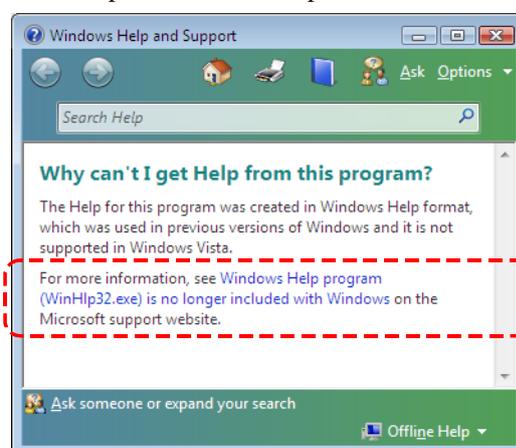
**[Relevant Models]** Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series



## 3.5 Corrective action when the help screen cannot be displayed

### 1) Situation

The following "Windows Help and Support" screen may appear and the help screen is not displayed on a Windows Vista-compatible personal computer when the help function is started.



### 2) Occurrence cause

The situation occurs because the software necessary for displaying the help screen is not installed as a standard in Windows Vista.

### 3) Corrective action

By following the procedure below, download the Windows Help program for Windows Vista (WinHlp32.exe) from the Microsoft support web site, and install it. (Note: The personal computer needs to be connected to the internet.)

- a) Select the "Help" menu.
- b) The "Windows Help and Support" screen is displayed.  
Click the link (the part indicated in the dotted rectangle shown above) on the screen.
- c) The Microsoft Knowledge Base page opens.  
(<http://support.microsoft.com/kb/917607/en-us>)  
Follow the instruction and download the Windows Help program for Windows Vista (WinHlp32.exe).
- d) Install the file that has been downloaded.

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**[Note]**

The issue of technical bulletin “MELSOFT installed to Windows Vista-based personal computer cannot communicate using USB” (FA-A-0004) is canceled and its contents are combined to this bulletin.

Sub ID	Print Date	Revisions
-	Nov., 2007	- First edition
A	Dec., 2007	- GT Designer2 and GT Works2 are added to the version list of Windows Vista-compatible products (English version).
B	Jan., 2008	- Section “3.5 Corrective action when the help screen cannot be displayed” is added. - Section “3.2 Corrective action when installation cannot be completed” is changed to “3.2 Corrective action when installation does not complete or warning dialog boxes are displayed”. - MX MESInterface is added to the version list of Windows Vista-compatible products (Japanese and English version).
C	Feb., 2008	- GX Simulator and GX Converter are added to the version list of Windows Vista-compatible products (English version).
D	Jul., 2008	- PX Developer is added to the Version list of Windows Vista-compatible products (English version).

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