

TECHNICAL BULLETIN

[Issue No.] FA-A-0107-B

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[Title] Project saving failure in GX Works2 affected by Windows Desktop Search

[Date of Issue] March 2011 (Ver.B: August 2012)

[Relevant Models] Mitsubishi Integrated FA Software MELSOFT series
GX Works2

Thank you for your continued support of Mitsubishi Integrated FA Software MELSOFT series.

When Windows Desktop Search is used, GX Works2 projects may not be saved properly due to coexistence with Windows Desktop Search. In this case, the project that has not been saved properly cannot be opened.

This bulletin explains the symptoms and corrective actions on the failure mentioned above.

When GX Works2 Version 1.49B or earlier is used: → Refer to 1.

When GX Works2 Version 1.53F or later is used: → Refer to 2.

If the problem is not solved by the troubleshooting described in this Technical Bulletin, refer to the following Technical Bulletin as well. It describes the troubleshooting for when a GX Works2 project cannot be saved normally.

Technical Bulletin No. FA-A-0077

“Corrective actions when the application cannot be started, a new project/workspace cannot be created, or a project/workspace cannot be opened or saved in iQ Works”

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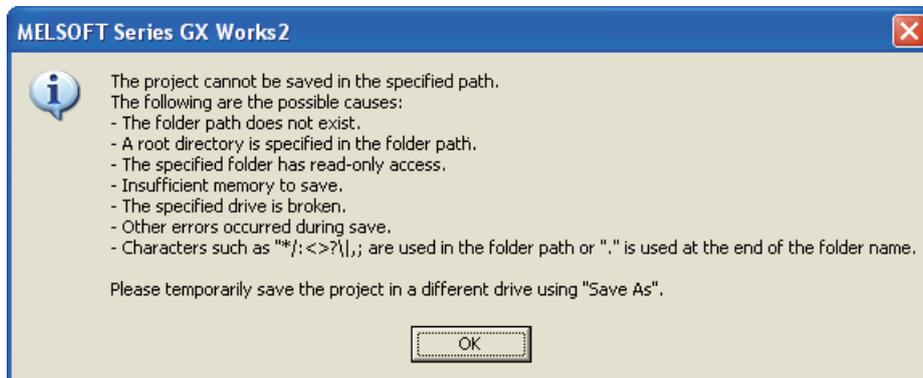
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1. When GX Works2 Version 1.49B or earlier is used

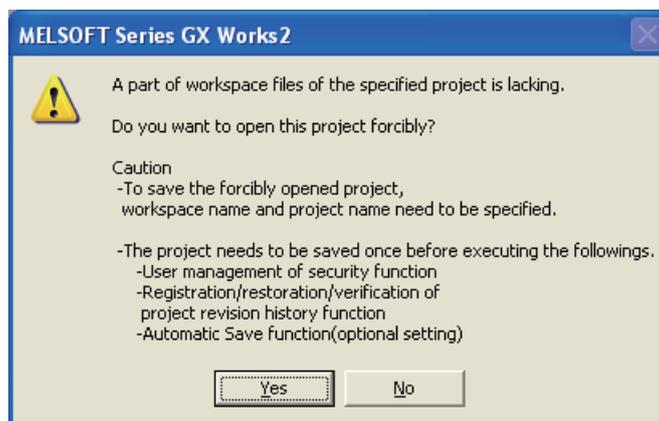
1.1 Symptom

- (1) When “Save” or “Save As” is executed in GX Works2 project with a computer in which Windows Desktop Search is activated, the dialog box shown below may appear, and the project may not be saved.



- (2) If “Save” or “Save As” is executed again after (1), the dialog box shown above will not appear.

- (3) If the project is closed after (2), and opened again, the dialog box shown below appears and the project will not be opened.



1.2 Corrective action

Update the version to 1.53F or later, and refer to “2. When GX Works2 Version 1.53F or later is used”

If the version cannot be updated to 1.53F or later, disable the Windows Search Service to avoid the symptom. (Refer to 1.3 Workaround)

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1.3 Workaround

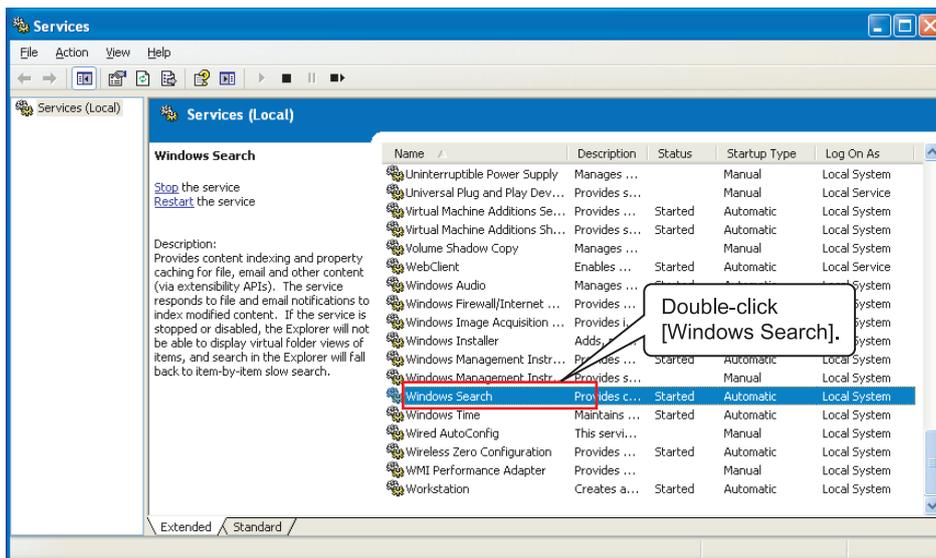
Disable Windows Desktop Search following the procedure shown below.

The following instruction is for Windows XP Service Pack 3 as an example.

(1) Stop the Windows Search Service.

Operate the following procedure with a user having the administrator authority.

- i. Click the **start** button, and click [Run].
- ii. Enter the command shown below on the displayed [Run] dialog box, and click the **OK** button.
services.msc /s
- iii. After the following screen appears, double-click [Windows Search] on the list.



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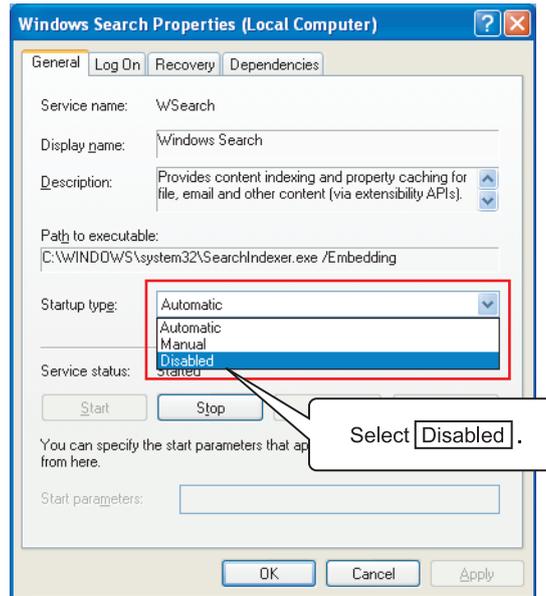
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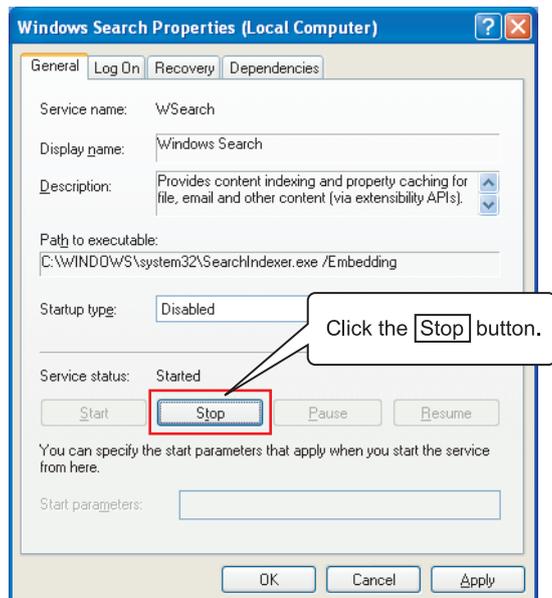
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iv. After the screen shown below appears, select [Disabled] on the [Startup type] list.



v. Click the [Stop] button.



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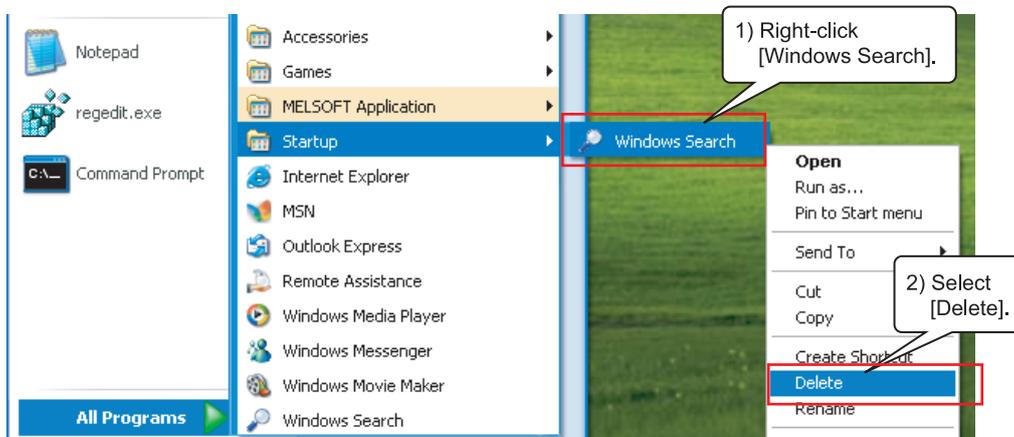
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- vi. Click the **[OK]** button to close the [Windows Search Properties (Local Computer)] screen.
- vii. Click the **[X]** button to close the [Services] screen.

(2) Disable the Windows Search Service at Windows startup

- i. Click the **[start]** button, and select [All Programs]⇒[Startup]. Right-click [Windows Search], and select [Delete].



(3) Right-click the Windows Search icon in the task tray shown below, select [Exit].



(4) Restart the PC.

- (5) Open the [Services] screen following the procedure (1) i, ii, then check the [Status] of [Windows Search] on the list is other than “Started”.

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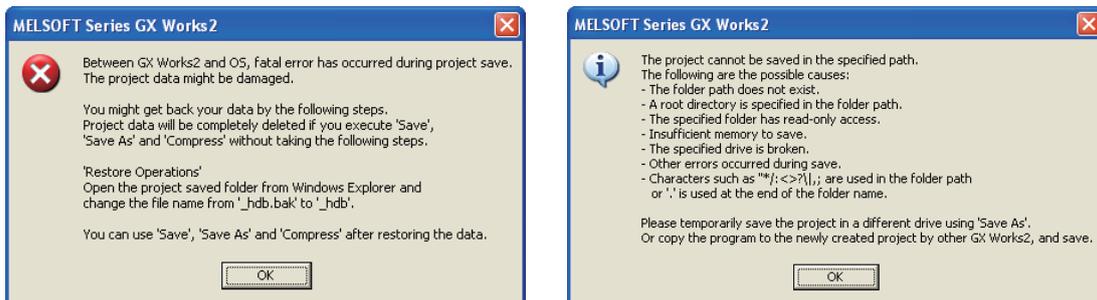
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2. When GX Works2 Version 1.53F or later is used

2.1 Symptom

(1) When “Save”, or “Save As” is executed on a GX Works2 project with a computer in which Windows Desktop Search is activated, either of the dialog boxes shown below may appear, and the project may not be saved.



2.2 Corrective action

The following procedure should restore the project data with the dialog box shown above opened.

The following shows the example when Windows XP Service Pack3 is used.

(1) Open the folder of the GX Works2 project to be saved with Windows Explorer.

Example

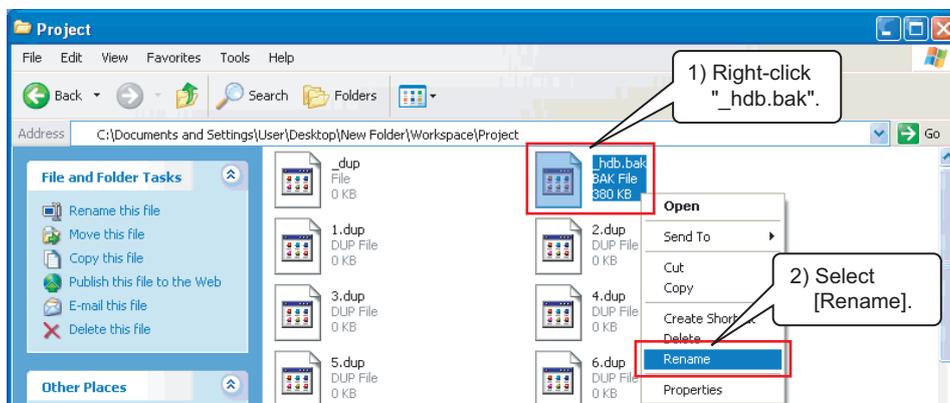
Save destination: C:\Documents and Settings\User\Desktop\New Folder

Work destination: Workspace

Project name: Project

Open “C:\Documents and Settings\User\Desktop\New Folder\Workspace\Project” with Windows Explorer.

(2) Select “Rename” by right-clicking “_hdb.bak” from the folder.



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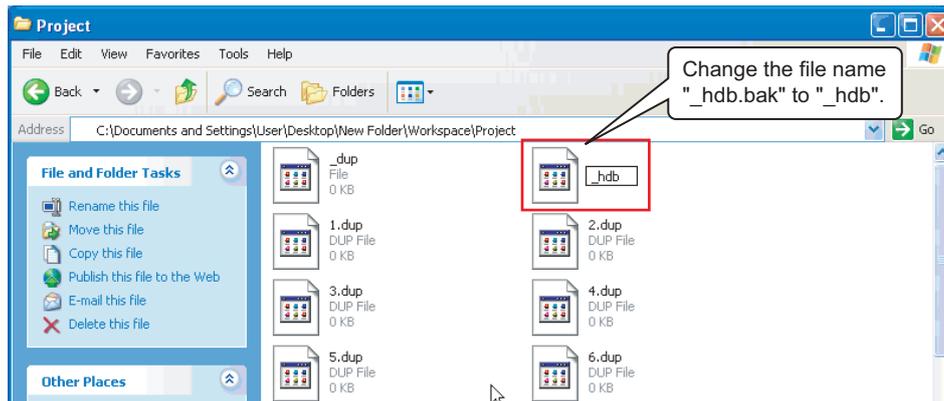
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(3) Change the file name “_hdb.bak” to “_hdb”.



(4) Click the **OK** button on the dialog box shown in 2.1 Symptom.

(5) Select [Project] → [Save] from Menu on GX Works2 to save the project.

(6) Close the project, and open the project again. If the project is opened normally, the project data is restored.

2.3 Workaround

If this symptom occurs frequently, disable Windows Desktop Search following the procedure written in 1.3 Workaround.

REVISIONS

Version	Print Date	Revision
-	March 2011	First edition
A	April 2011	The symptom occurs in GX Works2 Version 1.53F or later, corrective action, and work around are added.
B	August 2012	The reference information (Technical Bulletin No. FA-A-0077) for the troubleshooting is added.

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