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

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

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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]

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/bin/EZSocketIJE.exe" [*2]

(Before addition)
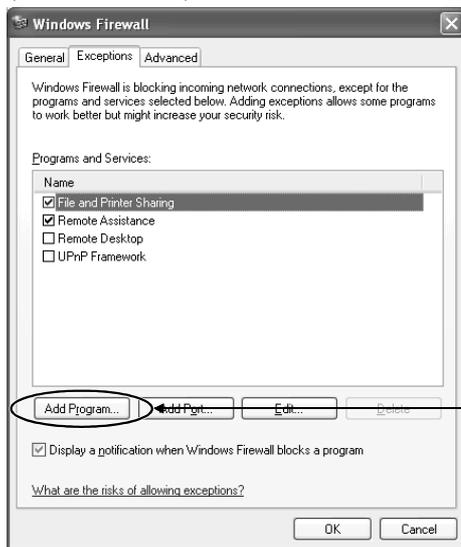
Use "Add Program" button to add exceptional programs.

↓

(After addition)
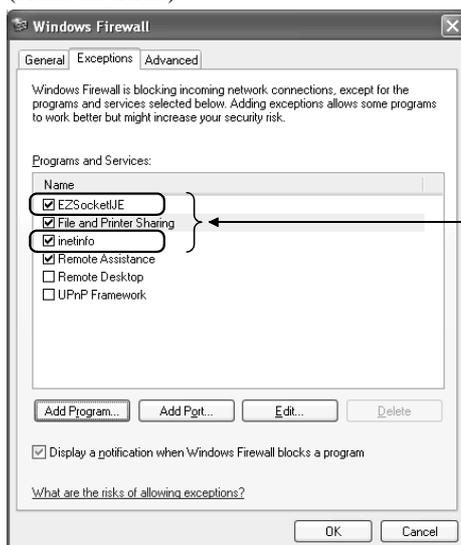
Added exceptional programs

*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 [*3].

Exceptional port: "HTTP port No. for MELSOFT connection: 8080"[*4]

                         "HTTP port No. for Web facility: 80"[*4]

(Before addition)

Use "Add Port" button to add exceptional ports.

↓
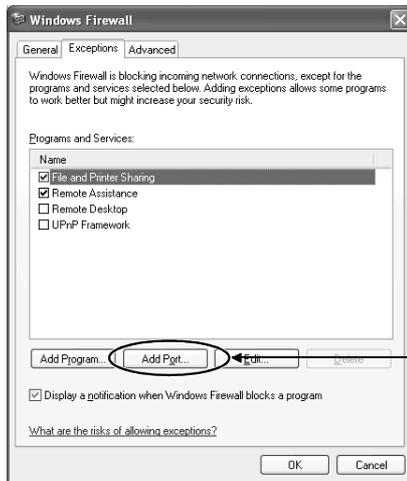
(After addition)
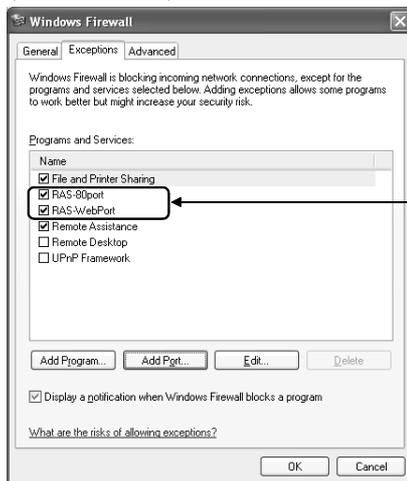
Added exceptional ports

*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:.
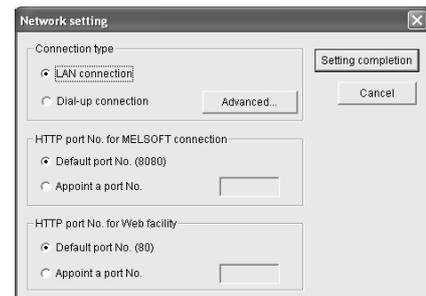
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HEAD OFFICE : 1-8-12, OFFICE TOWER Z 14F HARUMI CHUO-KU 104-6212, JAPAN
NAGOYA WORKS : 1-14, YADA-MINAMI 5-CHOME, HIGASHI-KU, NAGOYA, JAPAN

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[Corrective action 3]

Disable the Windows Firewall in "Windows Firewall" settings [*5].
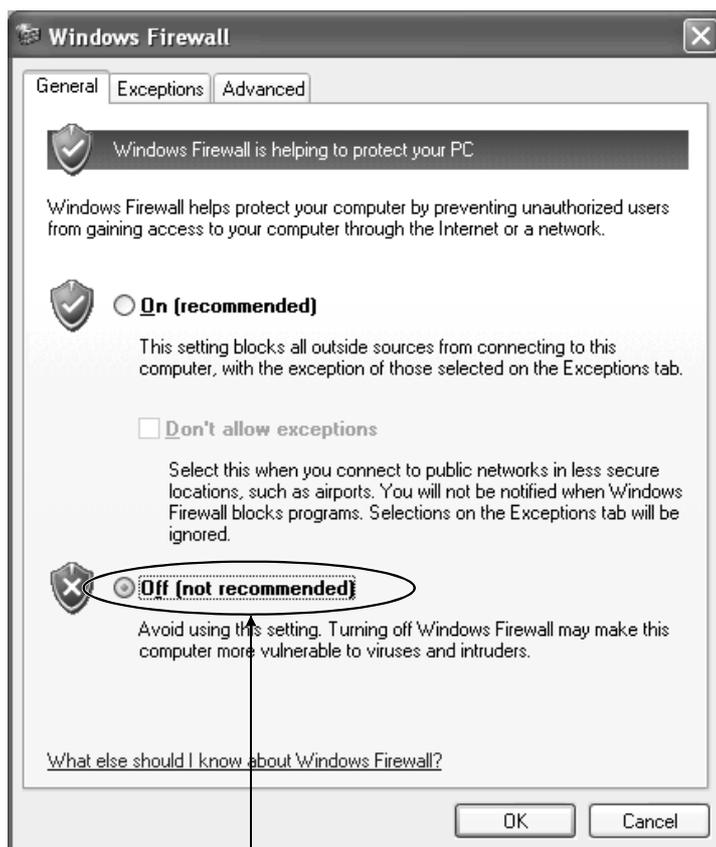
Select "Off" to disable the Windows
Firewall in "Windows Firewall" settings.

*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)
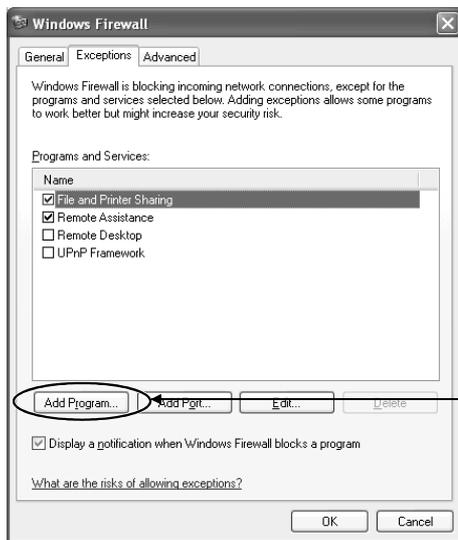
Use "Add Program" button to add exceptional programs.

$\downarrow$

(After addition)
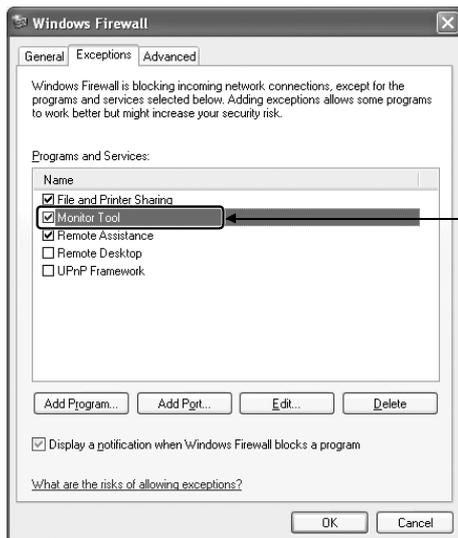
Added exceptional programs

*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)

Use "Add Port" button to add exceptional Ports.

↓
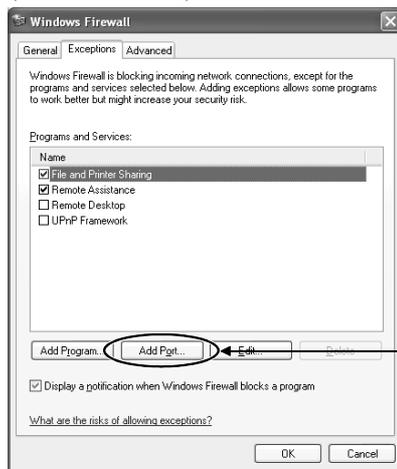
(After addition)
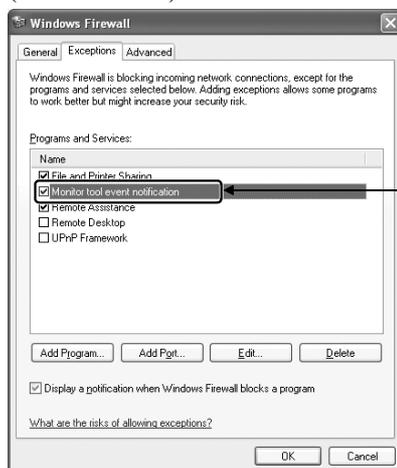
Added exceptional Ports

*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.

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[Corrective action 3]
    Disable the Windows Firewall in "Windows Firewall" settings [10].

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[11] 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.
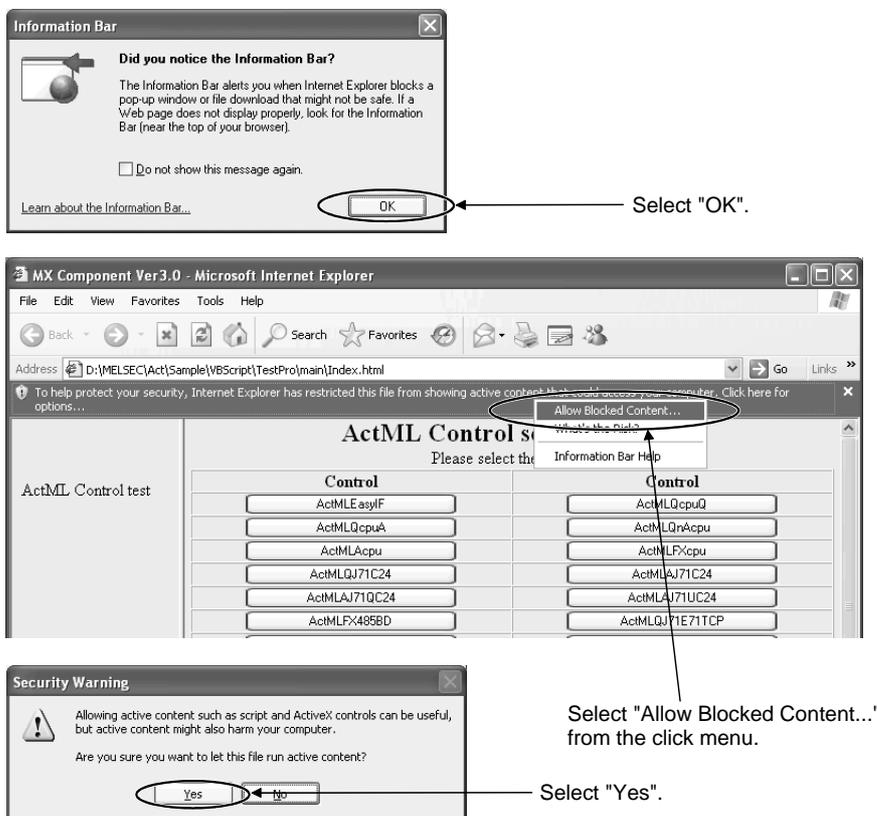
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[Corrective action 2]

In the "Internet Options" settings[12] 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.

Check "Allow active content to run in files on My Computer".
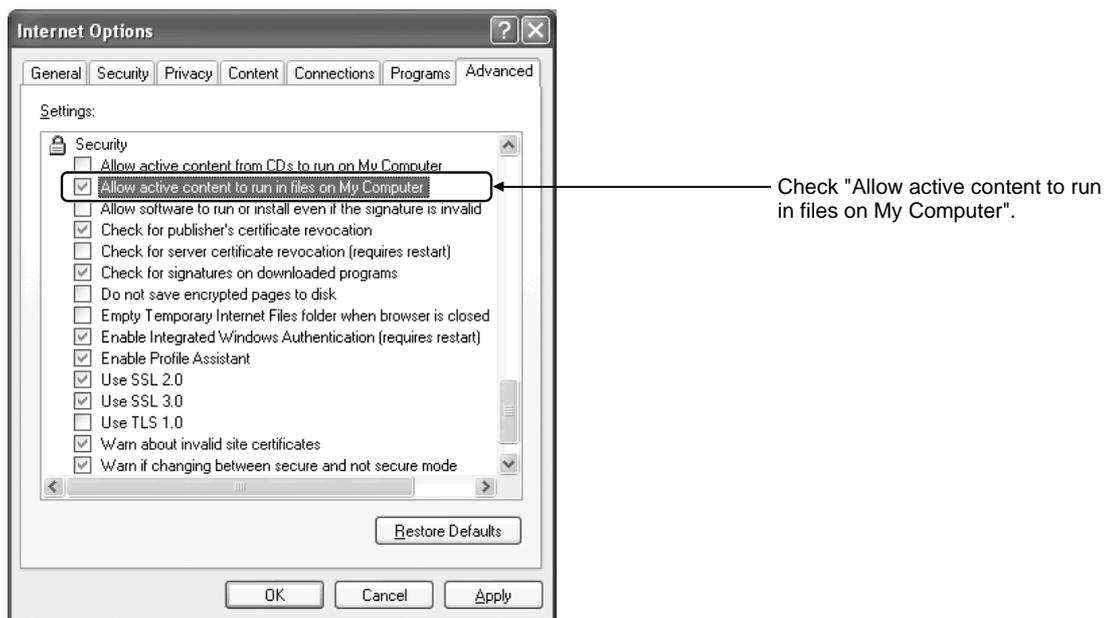
*12: To display "Internet Options" settings screen, select [Tool]   [Internet Options] in Internet Explorer.

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