

Considerations when Applying Windows Upgrade or Update to a Personal Computer Equipped with a Network Interface Board

■Date of Issue

March 2018 (Ver. A: January 2022)

■Relevant Models

Network interface board

Thank you for your continued support of the Mitsubishi Electric network interface boards.

After applying Windows® upgrade or major update, an error may occur in the utility for the mounted Mitsubishi Electric network interface board.

The following shows the symptom and the corrective action.

1 TARGET PRODUCTS

Product name	Model name
CC-Link IE Controller Network interface board	Q80BD-J71GP21-SX, Q80BD-J71GP21S-SX, Q81BD-J71GP21-SX, Q81BD-J71GP21S-SX
CC-Link IE Field Network interface board	Q80BD-J71GF11-T2, Q81BD-J71GF11-T2
CC-Link Ver.2-compatible CC-Link System Master/Local interface board	Q80BD-J61BT11N, Q81BD-J61BT11
MELSECNET/H interface board	Q80BD-J71LP21-25, Q81BD-J71LP21-25, Q80BD-J71LP21S-25, Q80BD-J71LP21G, Q80BD-J71BR11

2 SYMPTOM

When performing the utility function, any of the following error messages is displayed.

Product name	Error timing	Error message
CC-Link IE Controller Network interface board	When the utility is started	Driver is not started.
CC-Link IE Field Network interface board	When the read from board function or the verify with board function is performed in the utility	Failed to read parameter. Parameter is not written. Please set, and write the parameter.
CC-Link Ver.2-compatible CC-Link System Master/Local interface board	When the utility is started	Board is not found. Or driver is not started.
MELSECNET/H interface board	When the utility is started	Communication driver has not been started up. Or there is no board.

3 CONDITIONS

An error occurs when applying the following update of an operating system to a personal computer in which the driver of a target product is installed.

- Upgrade
- Windows 10 major update (version upgrade)
- Update from Windows 8 to Windows 8.1

FA-A-0258-A

4 CAUSE

An error occurs because some registries required for the operation of a product are deleted due to an operating system update.

5 CORRECTIVE ACTION

Method to avoid an error (before updating an operating system)

Update an operating system by the following procedure:

Operating procedure

1. Save the setting contents of the channel number and parameters for a board that is used.
2. Uninstall the software package for a board that is used.
3. Update an operating system.
4. Install the software package.
5. Set a channel number and parameters again.

■ Saving and setting parameters again

To save and set parameters again, the functions of the utility to save and read files can be used.

Product name	Utility	Function
CC-Link IE Controller Network interface board	CC IE Control Utility	<ul style="list-style-type: none"> • "Parameter setting" screen ⇒ [Save file] button • "Parameter setting" screen ⇒ [Load file] button
CC-Link IE Field Network interface board	CC IE Field Utility	<ul style="list-style-type: none"> • [Project] ⇒ [Save As] • [Project] ⇒ [Open]
CC-Link Ver.2-compatible CC-Link System Master/Local interface board	CC-Link Ver.2 Utility	<ul style="list-style-type: none"> • Utility screen ⇒ [Save file] button • Utility screen ⇒ [Load file] button
MELSECNET/H interface board	MNETH Utility	No functions to save and read files. Make a note of the setting contents.

Corrective action when an error occurs (after updating an operating system)

Take corrective actions by the following procedure:

Operating procedure

1. Uninstall the software package for a board that is used.
2. Install the software package.
3. Set a channel number and parameters.

Point

For details on the procedures for installation and parameter settings, refer to the manual of a product to use. The manual is stored in the "Manual" folder of the software package.

FA-A-0258-A

REVISIONS

Version	Date of issue	Description
-	March 2018	First edition
A	January 2022	"CONDITIONS" and "CAUSE" have been modified. Available for e-Manual Viewer

TRADEMARKS

Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

The company names, system names and product names mentioned in this bulletin are either registered trademarks or trademarks of their respective companies.

In some cases, trademark symbols such as [™] or [®] are not specified in this bulletin.