

TECHNICAL BULLETIN

[1 / 3]

GOT-A-0188-A

Precautions for GT SoftGOT2000 Version1 and GT SoftGOT1000 Version3 with Security Software in Use

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■Relevant Models

GT SoftGOT2000 Version1, GT SoftGOT1000 Version3

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

GT SoftGOT2000 Version1 (hereafter "GT SoftGOT2000") and GT SoftGOT1000 Version3 (hereafter "GT SoftGOT1000") may not work normally due to the effect of security software.

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

CONTENTS

1	Symptom	2
2	Occurrence conditions	2
2.1	GT SoftGOT2000	2
2.2	GT SoftGOT1000	2
3	Corrective action	3
3.1	Using GT SoftGOT2000 (Multiple channels)	3
3.2	Changing the security software settings	3
	REVISIONS	3
	Intellectual Property Rights	3

GOT-A-0188-A

1 Symptom

GT SoftGOT2000 and GT SoftGOT1000 may not work normally due to the effect of security software.

The following symptom is found when security software manufactured by Trend Micro Incorporated is in use.

- The operation of GT SoftGOT2000 and GT SoftGOT1000 stops on rare occasions when the software products run for long hours under specific conditions.

2 Occurrence conditions

2.1 GT SoftGOT2000

When GT SoftGOT2000 runs for long hours under either of the following conditions with security software manufactured by Trend Micro Incorporated in use, the symptom occurs.

- The SoftGOT-GOT link function is used.
- In GT SoftGOT2000 (Single channel), communications with a Mitsubishi Electric product are established by the following selection for [Connection] in the [Communication Setup] dialog ([Connection Setup] tab).

Selection for [Connection]			
[RS232] ^{*1}	[CC IE Control]	[BUS]	[GX Simulator3]
[USB]	[CC IE Field]	[GX Simulator]	
[C24]	[Ethernet] ^{*2}	[GX Simulator2]	
[NET/H]	[MELIPC Direct]	[GX Simulator2/MT Simulator2]	

1 The symptom occurs when selection for [Type] is [MELSEC iQ-F], [MELSEC-A], [MELSEC-QnA], [MELSEC-Q], [MELSEC-Q(A-Mode)], [MELSEC-L], [MELSEC-FX], or [MELDAS C6].

*2 The symptom occurs when selection for [Type] is [MITSUBISHI ELECTRIC] or [GOT].

2.2 GT SoftGOT1000

When GT SoftGOT1000 runs for long hours under either of the following conditions with security software manufactured by Trend Micro Incorporated in use, the symptom occurs.

- The SoftGOT-GOT link function is used.
- Communications with a Mitsubishi Electric product are established by the following selection for [Connection] in the [Communication Setup] dialog ([Connection Setup] tab).

Selection for [Connection]			
[CPU] ^{*1}	[C24]	[CC IE Control]	[Ethernet] ^{*2}
[USB]	[NET/H]	[CC IE Field]	[BUS]

1 The symptom occurs when selection for [Type] is [MELSEC iQ-F], [MELSEC-A], [MELSEC-QnA], [MELSEC-Q], [MELSEC-Q(A-Mode)], [MELSEC-L], [MELSEC-FX], or [MELDAS C6].

*2 The symptom occurs when selection for [Type] is [MITSUBISHI ELECTRIC] or [GOT].

3 Corrective action

The following describes the corrective actions when security software manufactured by Trend Micro Incorporated is in use.


3.1 Using GT SoftGOT2000 (Multiple channels)

Using GT SoftGOT2000 (Multiple channels) can eliminate the symptom.

However, the symptom persists in any of the following cases. Take the relevant corrective action described in 3.2.

- The SoftGOT-GOT link function is used.
- The connection type used is supported by GT SoftGOT2000 (Single channel) only.
- GT SoftGOT1000 is used.

For how to use GT SoftGOT2000 (Multiple channels) and connection types supported by GT SoftGOT2000 (Single channel) and GT SoftGOT2000 (Multiple channels), refer to the following manual.

 GT SoftGOT2000 Version1 Operating Manual

3.2 Changing the security software settings

Changing the settings of security software manufactured by Trend Micro Incorporated can eliminate the symptom.

Exclude the executable file to start GT SoftGOT2000 or GT SoftGOT1000 from the files whose behaviors are monitored by the security software manufactured by Trend Micro Incorporated.

For the behavior monitoring function and how to exclude a file, refer to the user's manual for the security software manufactured by Trend Micro Incorporated.

The function name may not be "behavior monitoring" depending on the security software used.

The following shows the names of the GT SoftGOT2000 and GT SoftGOT1000 executable files and paths to the files.

Software	Executable file name	Path to the executable file
GT SoftGOT2000	For GT SoftGOT2000 (Single channel): SGT2000.exe For GT SoftGOT2000 (Multiple channels): SGT2000_MultiCH.exe	For GT SoftGOT2000 (Single channel): (Path to the installation location of GT SoftGOT2000)\SGT2000\SGT2000.exe For GT SoftGOT2000 (Multiple channels): (Path to the installation location of GT SoftGOT2000)\SGT2000\SGT2000_MultiCH.exe
GT SoftGOT1000	SGT1000.exe	(Path to the installation location of GT SoftGOT1000)\SGT1000\SGT1000.exe

REVISIONS

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