

# TECHNICAL BULLETIN

[Issue No.] FA-A-0076

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[Title] Corrective actions when the TCP/IP communication cannot be established or the simulation function cannot be started on MELSOFT series

[Date of Issue] January 2010

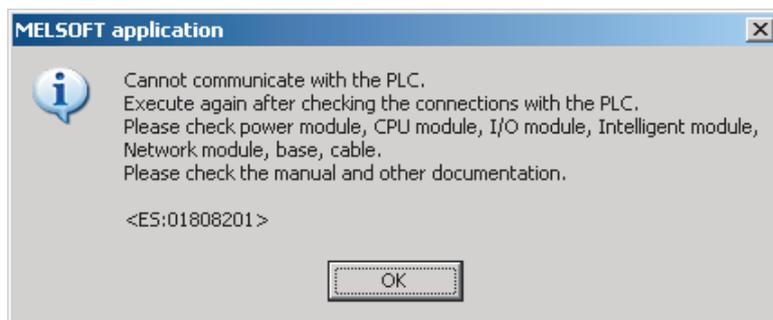
[Relevant Models] Mitsubishi Integrated FA software MELSOFT series

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

This bulletin explains the corrective actions when the TCP/IP communication cannot be established or the simulation function cannot be started on MELSOFT series.

## 1. Symptom

As the TCP/IP communication with a programmable controller is established or the simulation function is started on MELSOFT series, the following dialog box may be displayed, and the operation may not be able to be performed even if corrective actions are taken against the message.



## 2. Cause

The TCP/IP communication function and simulation function of MELSOFT series are based on the standard TCP/IP communication provided by Microsoft Corporation. In cases where these functions cannot be started, a communication function of a software product made by another company may adversely affect the standard TCP/IP communication.

## 3. Corrective action

This problem can be workarounded by upgrading another company's software product to the latest version or uninstalling it. For the corresponding software products, refer to "4. Corresponding other companies' software products".

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#### 4. Corresponding other companies' software products

(1) Other companies' software products that have been confirmed as causes of this problem

The following table shows other companies' software products that have been confirmed as causes of this problem, and the corrective actions to workaround it.

Manufacturer	Product name	Confirmed by (version)	Corrective action
WILLCOM, Inc.	Venturi Client for AIR-EDGE	3.1.2	Upgrade
Digital Arts Inc.	i-FILTER	4.01.08	Upgrade
SOURCENEXT CORPORATION	Virus Security ZERO	9.5.0072	Uninstall
Sprint Inc.	Sprint SmartView	2.25.0046	Uninstall

(2) Other companies' software products other than above

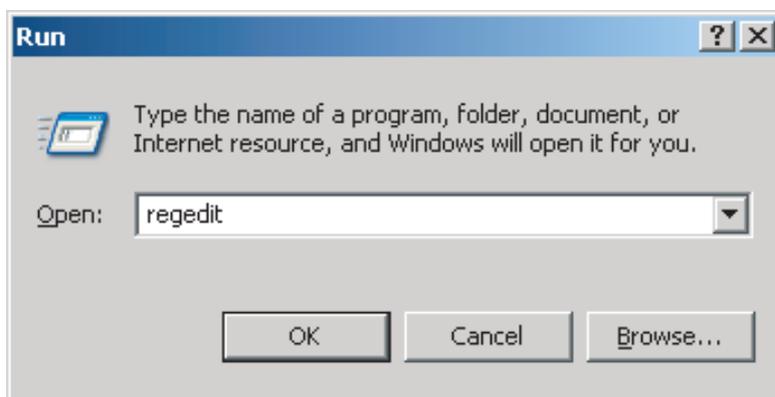
In cases where this problem occurs on a personal computer on which any of these software products mentioned above is not installed, follow the following procedure to identify which software product adversely affects the standard TCP/IP communication, and perform upgrade or uninstallation of the software product.

Point
Registry values are referred in <Procedure> described below. <u>Be sure not to edit registry values</u> when referring them. The registry is an important component for the operating system. If registry values are erroneously changed, the computer may not work properly.

<Procedure>

1. Start the Registry Editor on Windows.

Click [Run] via [Start], type REGEDIT on the displayed dialog box, and click the **OK** button.



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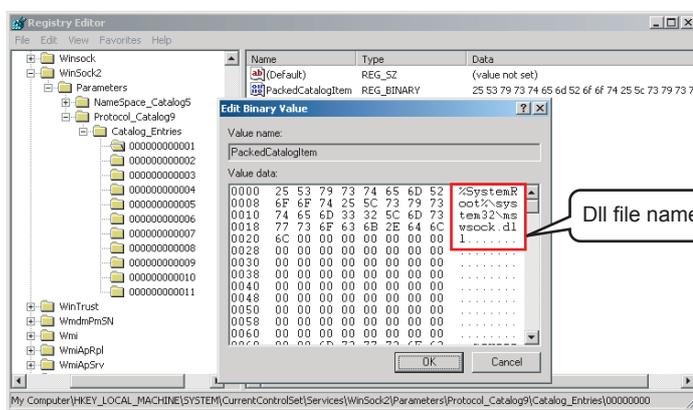
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2. In the Registry Editor, perform the following operation.

Under "HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\WinSock2\Parameters\Protocol\_Catalog9\Catalog\_Entries", double-click "PackedCatalogItem" in sequentially-numbered registry keys starting from "00000000001", such as "00000000001", "00000000002", "00000000003", and so on.

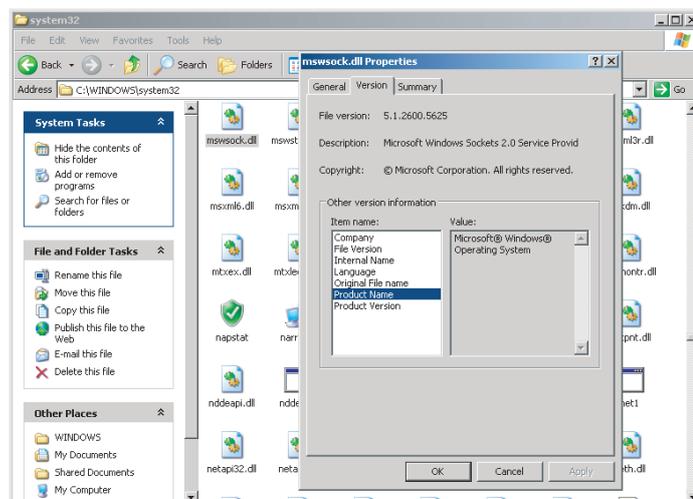


If a displayed dll file name is other than "mswsock.dll" and "rsvpsp.dll", the dll file likely affects the standard TCP/IP communication.

When more than one sequentially-numbered registry key exists, check a dll file name in every registry key.

3. Identify a software product made by another company.

Identify the product name by opening the properties of the dll file checked in the above step 2 and confirming its "Product Name" and "Description" etc. or by searching for the dll file name on the web.



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