

[Issue No.] GOT-A-0089-B

[Title] Precautions for Using MELSOFT GT Works3 Version1 with Antivirus Software

[Date of Issue] October 2015 (Ver. B: February 2016)

[Relevant Models] MELSOFT GT Works3 Version1

Thank you for your continued support of Mitsubishi Graphic Operation Terminal (GOT).
GT Designer3 (GOT2000) Version1, GT Simulator3 Version1, GT SoftGOT2000 Version1, and Data Transfer Tool Version3 may not run normally because of the antivirus software in use. This bulletin provides information on errors that may occur and their corrective action.

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1. Error

If you use McAfee antivirus software, the following errors may occur in GT Designer3 (GOT2000) Version1, GT Simulator3 Version1, GT SoftGOT2000 Version1, or Data Transfer Tool Version3.

(1) When writing data to the GOT

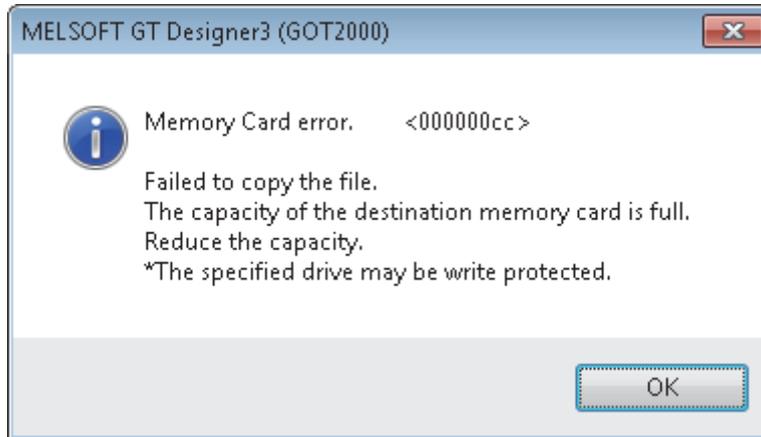
When you write data to a GOT2000 series model with GT Designer3 (GOT2000) Version1 or Data Transfer Tool Version3, an error (code: 00000194) may occur in the software.



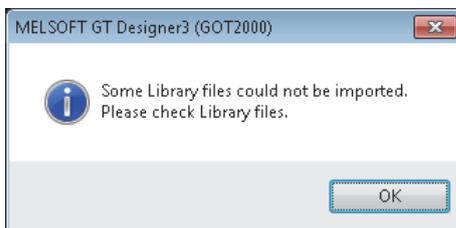
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(2) When writing data to a personal computer or data storage

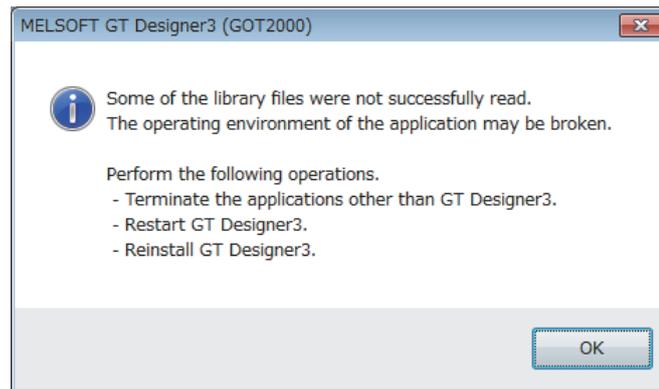
When you write data to a personal computer or data storage with GT Designer3 (GOT2000) Version1, an error may occur in the software. (The following shows an error message screenshot as an example.)

**(3) When starting GT Designer3 (GOT2000) Version1**

When you start GT Designer3 (GOT2000) Version1, the following error message may appear in the software.



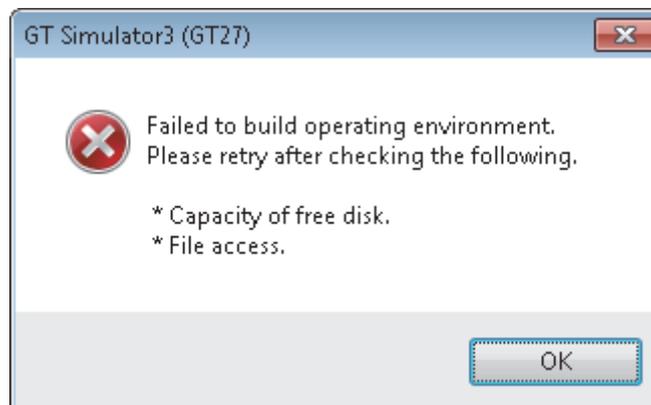
Version 1.144A or earlier



Version 1.145B or later

(4) When starting simulation of a GOT2000 series model with GT Simulator3 Version1

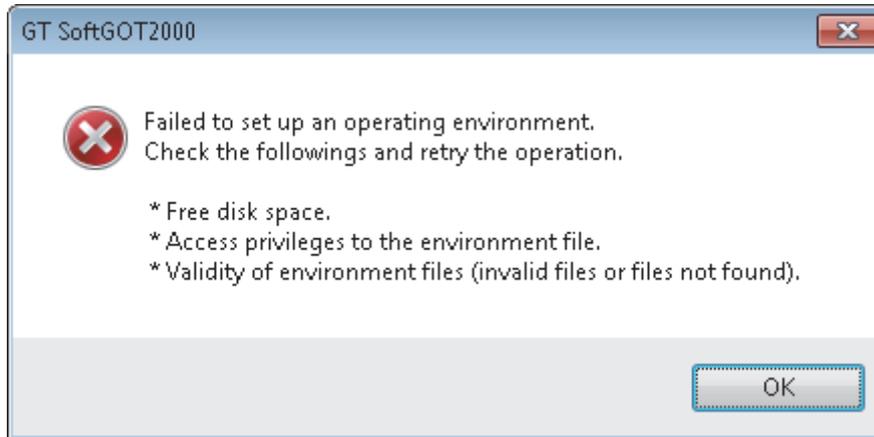
When you start simulating a GOT2000 series model with GT Simulator3 Version1, the following error message may appear in the software.



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(5) When starting monitoring with GT SoftGOT2000 Version1

When you start monitoring with GT SoftGOT2000 Version1, the following error message may appear in the software.

**(6) When installing MELSOFT GT Works3 Version1**

When you install MELSOFT GT Works3 Version1 or a software application included in MELSOFT GT Works3 Version1, the following error message may appear. (The following shows an error message screenshot as an example.)

**2. Cause**

When a file is created in the internal processing in MELSOFT GT Works3 Version1 or a software application included in MELSOFT GT Works3 Version1, the McAfee real-time scanning feature may cause the file creation to fail, resulting in an error.

3. Corrective action

The following shows the corrective actions.

- Disable the McAfee real-time scanning feature.
For information on how to make the settings, refer to the help of the McAfee anti-virus software.
- Exclude the executable file to install or start the relevant software from the McAfee real-time scanning.
The following shows the software applications and their executable files.

Software	Executable file
GT Designer3 (GOT2000) Version1	GTD3_2000.exe
GT Simulator3 Version1	GSS3.exe, GT2700.exe, GT2500.exe, GT2300.exe, GT2100.exe
GT SoftGOT2000 Version1	SGT2000.exe, SGTCMMND2.exe

For the details of the setting procedure, refer to the following.

→ <https://service.mcafee.com/webcenter/portal/cp/home/articleview?locale=en-US&articleId=TS102056>

Caution

If the relevant feature is disabled, your personal computer becomes more exposed to security threats. Make sure to consult with your network administrator and take measures against security threats.

REVISIONS

Version	Print Date	Revision
-	October 2015	- First edition (Japanese only)
A	December 2015	- Section (6) has been added to "1. Error". - A corrective action has been added to "3. Corrective action".
B	February 2016	- The link to the McAfee support page has been added to "3. Corrective action".

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