

Title: SigmaWin+ Version 7 Usage Notes	
Product(s): SigmaWin+ Version 7	Doc. No. SigmaWinPlus_Ver.7

About This Document

This document provides information related to the installation and usage Yaskawa’s SERVOPACK Engineering Tool SigmaWin+ version 7 for Sigma-series AC SERVOPACKs. Read and understand this document to ensure the correct usage of SigmaWin+.

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1. System Requirements

The computer to install and use SigmaWin+ requires the following specifications.

Specification	Requirement
Operating System	Microsoft Windows 10 64-bit / 32-bit Windows 11 64-bit
Processor	1 GHz or better
RAM	1 GB or more
Free Hard Drive Space	2 GB or more
Display	1280 × 800 (minimum)
Language	English, Chinese (Simplified Chinese), Japanese
Software	.NET Framework 4.6.2 or later (included in SigmaWin+ compressed archive as NDP462-KB3151800-x86-x64-AllOS-ENU.exe)
	Browser that supports HTML5 (to display Help) (For example: Google Chrome, Microsoft Edge)
Hardware	Option 1: PC with USB Type A + JZSP-CVS06-02-E (USB cable)
	Option 2: PC with Ethernet + EoE-capable Main Device (communicates to EtherCAT SERVOPACKs only)
	Option 3: PC with Ethernet + Yaskawa MP/MPiC controller (communicates to MECHATROLINK SERVOPACKs only)

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2. Upgrading Information

The below information describes the change of computer requirements in order to use this version of SigmaWin+.

1. .NET Framework Requirement Change
 - a. SigmaWin+ Version 7.23 to 7.26 required Microsoft .NET framework 4.5.2 or 4.6.
 - b. SigmaWin+ Version 7.27 and newer requires Microsoft .NET framework 4.6.2.

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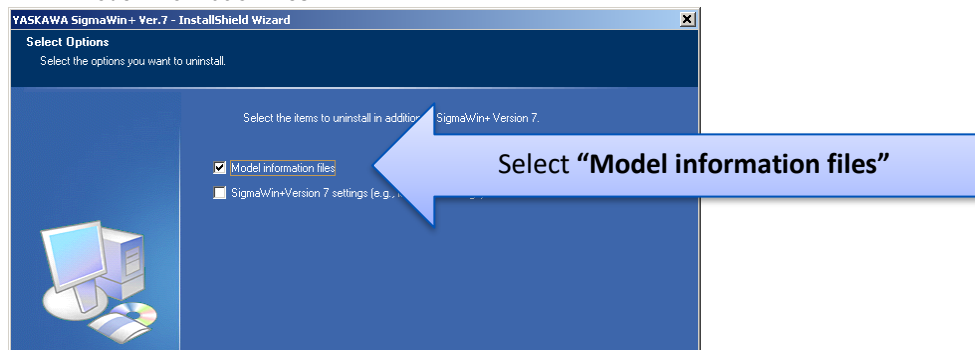
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3. Installation Instructions

Below are the steps to follow to install SigmaWin+.

1. Confirm that the computer meets the system requirements defined in [1. System Requirements](#).
2. If a previous version of SigmaWin+ version 7 exists, then uninstall it.
 - Note: SigmaWin+ version 5 can coexist with SigmaWin+ version 7. SigmaWin+ version 5 does not need to be uninstalled.
 - When uninstalling, when prompted to "Select the items to uninstall in addition to SigmaWin+ Version 7", always select "**Model information files**"



3. Extract the entire contents, maintaining the directory structure, of the SigmaWin+ compressed archive (*.zip file).
4. If not already installed, run and install .NET framework 4.6.2 **NDP462-KB3151800-x86-x64-AllOS-ENU.exe**. This is included in the SigmaWin+ compressed archive.
 - Note: If SigmaWin+ is installed to PC without installing .NET Framework to it, errors may occur and SigmaWin+ will not installed.
 - Note: .NET Framework is produced by Microsoft. For details, refer to the following:

Item	URL
.NET Framework Details	https://www.microsoft.com/en-us/download/details.aspx?id=53344
.NET Framework Versions and Dependencies	https://msdn.microsoft.com/en-us/library/bb822049(v=vs.110).aspx
.NET Framework System Requirements	https://msdn.microsoft.com/en-us/library/8z6watww(v=vs.110).aspx

5. Run and install **SigmaWinPlus7_installer.exe** from the extracted SigmaWin+ archive.

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4. Additional Installation Notes

Below are notes related to the installation of SigmaWin+

The following programs are installed if a newer version does not already exist on the computer:

Name	Publisher	Size	Version
Microsoft Access database engine 2010 (English)	Microsoft Corporation	108 MB	14.0.7015.1000
Microsoft Primary Interoperability Assemblies 2005	Microsoft Corporation	7.75 MB	9.0.21022

Note: Uninstalling SigmaWin+ does not uninstall these programs.

The version of the Microsoft Access database engine 2010 (English) is the 32-bit version.

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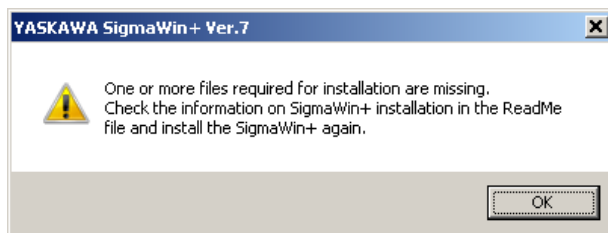
5. Installation Troubleshooting

5.1. Symptom:

Windows Message:

YASKAWA SigmaWin+ Ver.7

One or more files required for installation are missing.
Check the information on SigmaWin+ installation in the ReadMe file and install the SigmaWin+ again.



Causes:

1. The SigmaWinPlus7_installer.exe file and the AppendFiles folder are not in the same directory.
2. The SigmaWinPlus7_installer.exe was launched from the SigmaWin+ compressed archive (the archive was not completely extracted).

Remedy:

Extract the entire contents of the SigmaWin+ compressed archive, preserving the directory structure, and then run the SigmaWinPlus7_installer.exe executable file. An example of the contents extracted preserving the structure is as follows:

- AppendFiles
- Driver
- NDP462-KB3151800-x86-x64-AllOS-ENU.exe
- SigmaWin+ Ver. 7 Usage Notes [ReadMe file].pdf
- SigmaWinPlus7_Installer.exe

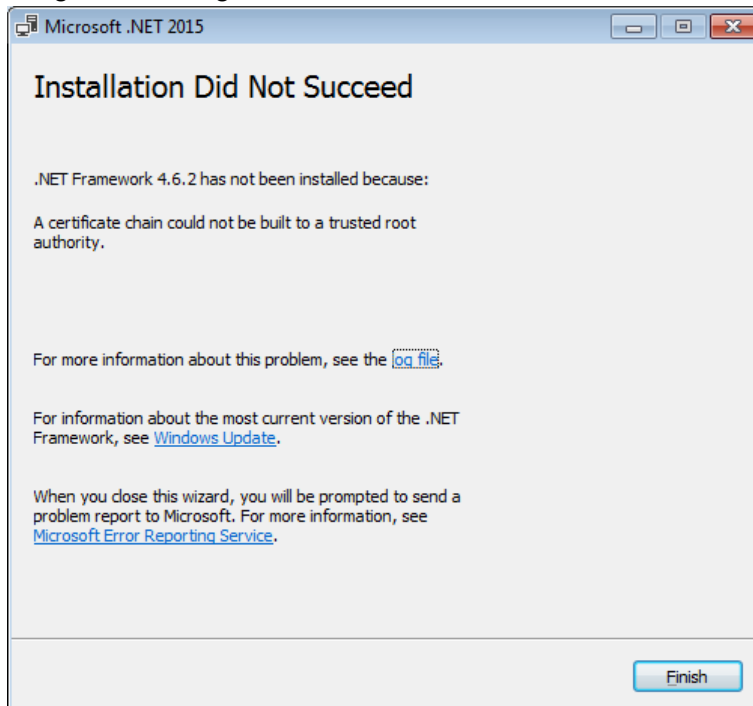
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5.2. Symptom:

Program Message: Microsoft .NET 2015: Installation Did Not Succeed



Cause:

The above error may result when installing .NET Framework 4.6.2 if the operating system is Windows 7 SP1, and the computer is offline, or in an environment where updates cannot be downloaded and installed from Windows Update.

Remedy:

Download and install the certificate to install .NET Framework 4.6.2 successfully.

Refer to: <https://blogs.msdn.microsoft.com/jpvsblog/2016/10/04/ndp462-offline-install/>

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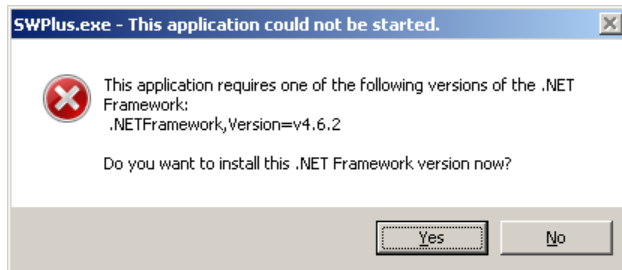
6. Program Launch Troubleshooting

6.1. Symptom:

Windows Message:

SWPlus.exe – This application could not be started.

This application requires one of the following versions of the .NET Framework: .NET Framework,Version=v4.6.2
Do you want to install this .NET Framework version now?



Cause:

When launching SigmaWin+, if the .NET Framework 4.6.2 is not installed, the error message will appear.

Remedy:

Install the .NET Framework 4.6.2 as described in [3.](#) Installation Instructions.

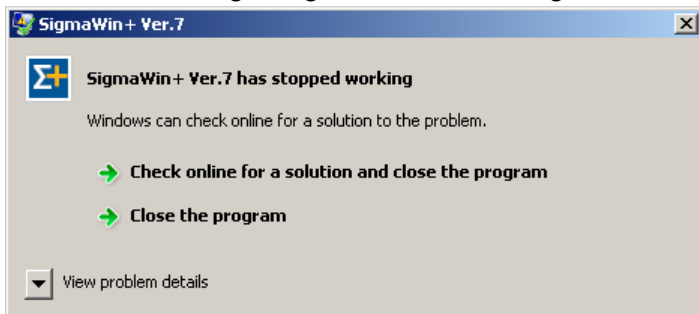
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6.2. **Symptom:**

Windows Message: SigmaWin+ Ver.7: SigmaWin+ Ver.7 has stopped working



Cause:

When launching SigmaWin+, if KB2999226 (Update for Universal C Runtime) is not present. This software is a requirement for SigmaWin+.

Remedy:

Install KB2999226 as referenced in [1.](#) System Requirements.

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6.3. Symptom:

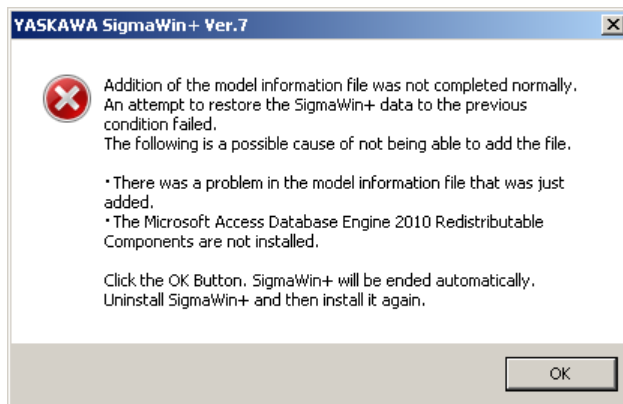
Program Message:

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Addition of the model information file was not completed normally.
An attempt to restore the SigmaWin+ data to the previous condition failed.
The following is a possible cause of not being able to add the file.

- There was a problem in the model information file that was just added.
- The Microsoft Access Database Engine 2010 Redistributable Components are not installed.

Click the OK Button. SigmaWin+ will be ended automatically.
Uninstall SigmaWin+ and then install it again.



Cause:

The model information file database could not be compiled by Microsoft Access Database components because:

- A) The Microsoft Access Database Engine 2010 was removed or was not installed automatically by SigmaWin+. Refer to [4. Additional Installation Notes](#) for details on the Microsoft Access Database Engine 2010 that SigmaWin+ automatically installs.
- B) The Microsoft Access Database Engine that exists on the computer cannot be used by SigmaWin+.

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Remedy Options:

A. Reinstall SigmaWin+. If problems still occur, uninstall all instances of the Microsoft Access Database Engine 2010 (x86 and x64) before installing SigmaWin+.

Note: Programs that rely on Microsoft Access Database Engine 2010 (x64) will no longer function properly until Microsoft Access Database Engine 2010 (x64) is reinstalled. It may be reinstalled by either obtaining Microsoft Access Database Engine 2010 (x64) from Microsoft, or reinstalling the program that relies on the Microsoft Access Database Engine 2010 (x64).

B. Follow the steps described in the Solution Center regarding this Issue.

<https://solutioncenter.yaskawa.com/selfservice/viewdocument.do?externalId=12916>

Note: Following this document allows SigmaWin+ to operate in a limited mode. The limitation is that User Management cannot be performed. That feature is used for setting up the ASM-X (Advanced Safety Module for Sigma-X).

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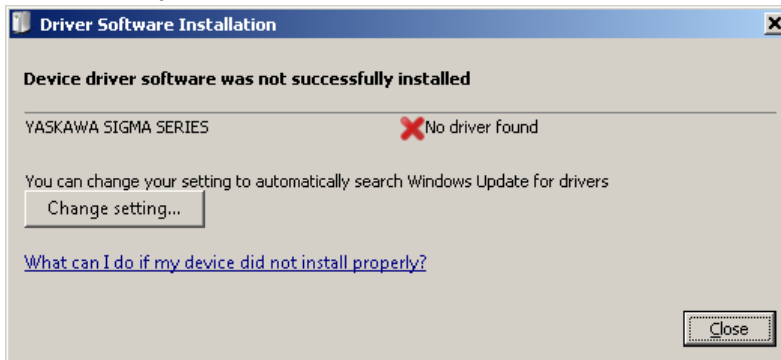
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7. Program Usage Troubleshooting

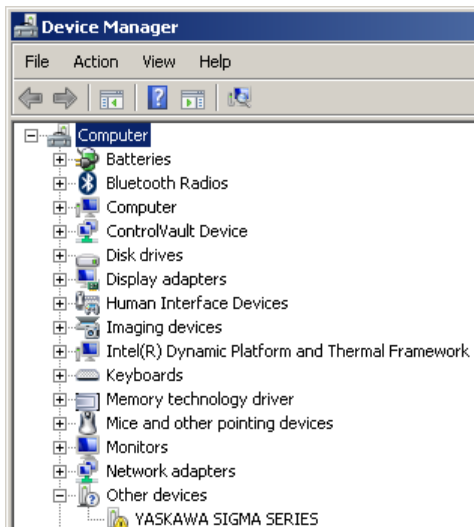
7.1. Symptom:

Windows Message: Driver Software Installation: Device driver software was not successfully installed



OR:

“YASKAWA SIGMA SERIES” appears in Device Manager in the category “Other devices”



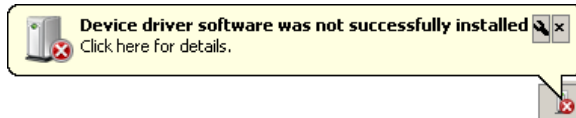
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OR:

“Device driver software was not successfully installed” appears in the Windows system tray.

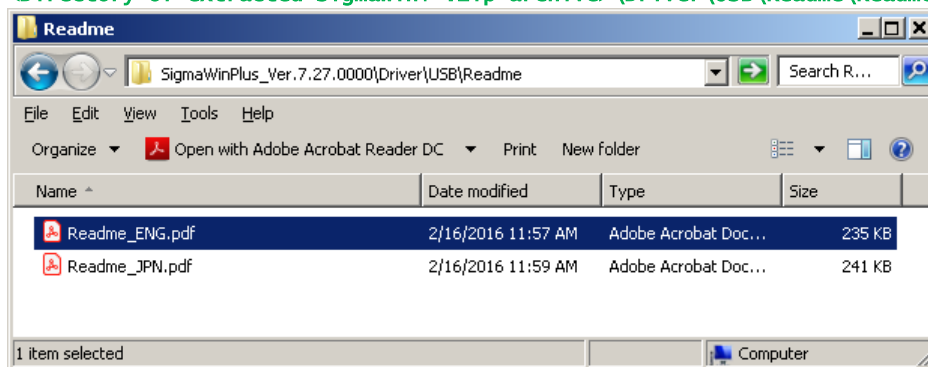


Cause:

When connecting a SERVOPACK to the computer with a USB cable, the Windows message appears. The USB driver for the SERVOPACK is not installed.

Remedy:

Install the USB driver for the Sigma Series SERVOPACK. Instructions are found at:
[<Directory of extracted SigmaWin+ .zip archive>\Driver\USB\Readme\Readme_ENG.pdf](#)



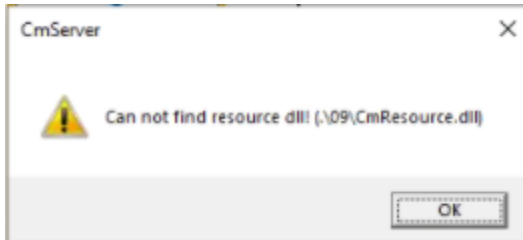
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7.2. Symptom:

SigmaWin+ Message: CmServer: Can not find resource.dll! (.\\09\\CmResource.dll)



Cause:

SigmaWin+ did not install the Microsoft Visual C++ Redistributable.

Remedy:

Install the Microsoft Visual C++ Redistributable found at:

<Directory of extracted SigmaWin+ .zip archive>\\ISSetupPrerequisites\\vcredist_x86.exe

Alternatively, obtain and install the **X86 version** from Microsoft:

<https://docs.microsoft.com/en-us/cpp/windows/latest-supported-vc-redist?view=msvc-170>

Architecture	Link	Notes
ARM64	https://aka.ms/vs/17/release/vc_redist.arm64.exe	Permalink for latest supported ARM64 version
X86	https://aka.ms/vs/17/release/vc_redist.x86.exe	Permalink for latest supported x86 version
X64	https://aka.ms/vs/17/release/vc_redist.x64.exe	Permalink for latest supported x64 version. The X64 Redistributable package contains both ARM64 and X64 binaries. This package makes it easy to install required Visual C++ ARM64 binaries when the X64 Redistributable is installed on an ARM64 device.



Note: The X64 version does not resolve this issue.

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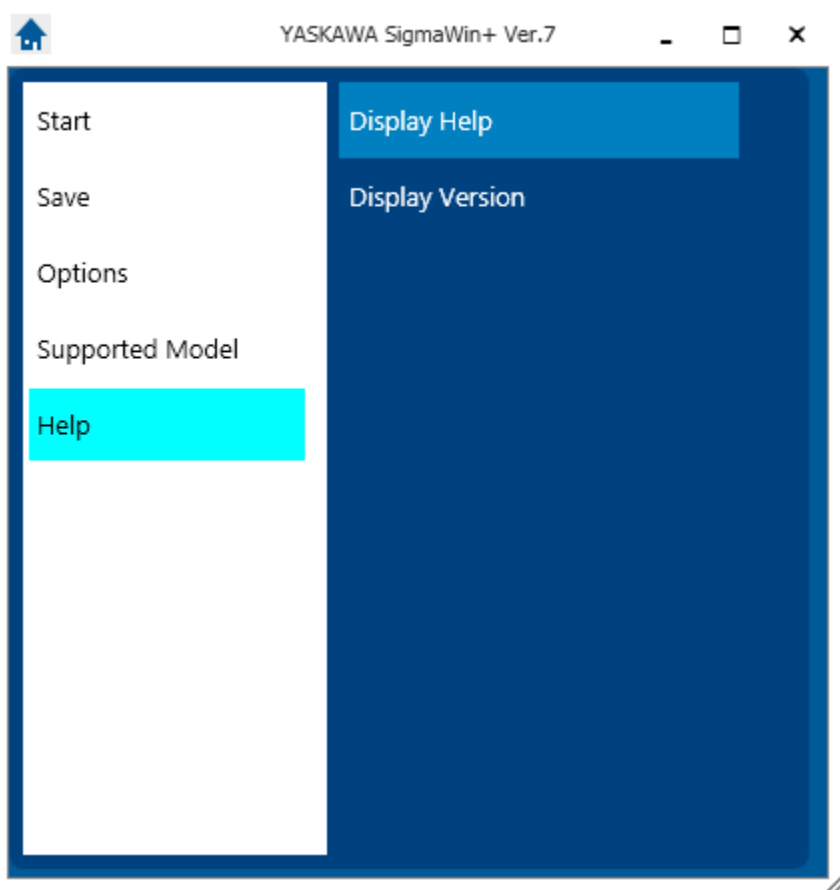
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7.3. Symptom: (All other symptoms not described in this document)

Remedy:

Refer to SigmaWin+ Help.

The Help can be found by launching SigmaWin+ and selecting the menu as shown:



Alternatively, the help file can be viewed in an HTML5-compatible browser.

The default location of the help file is at:

[c:/Program Files \(x86\)/YASKAWA/SigmaWinPlus7/Help/sigmawin7Help.html](c:/Program Files (x86)/YASKAWA/SigmaWinPlus7/Help/sigmawin7Help.html)

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If SigmaWin + is not yet installed, the help information within the user's manual can be accessed by extracting the archive and viewing the HTML file.

The help file archive is located at:

<Directory of extracted SigmaWin+ .zip archive>\SIETS80000134*.zip

Note: * denotes wildcard