# USAGE NOTES

# YASKAWA

| **Title:** SigmaWin+ Version 7 Usage Notes | |
|---|---|
| **Product(s):** SigmaWin+ Version 7.44 | **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 7.44 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 8.1[*1] | 64-bit / 32-bit |
| | | Windows 10 | 64-bit / 32-bit |
| | | Windows 11 | 64-bit |
| Processor | 1 GHz or better | | |
| RAM | 1 GB or more | | |
| Hard Drive Space | 1 GB or more | | |
| Display | 1280 × 720 (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 + Yaskawa MP/MPiec controller (communicates to MECHATROLINK SERVOPACKs only) | | |

\* KB2919442 and KB2919355 must be installed in order to install KB2999226 (Update for Universal C Runtime). All three must be installed to run SigmaWin+.

| Software | URL |
|---|---|
| KB2919442 | https://support.microsoft.com/en-us/help/2919442/march-2014-servicing-stack-update-for-windows-8-1-and-windows-server-2 |
| KB2919355 | https://support.microsoft.com/en-us/help/2919355/windows-rt-8-1--windows-8-1--and-windows-server-2012-r2-update-april-2 |
| KB2999226 | https://support.microsoft.com/en-us/help/2999226/update-for-universal-c-runtime-in-windows |

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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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## 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**"
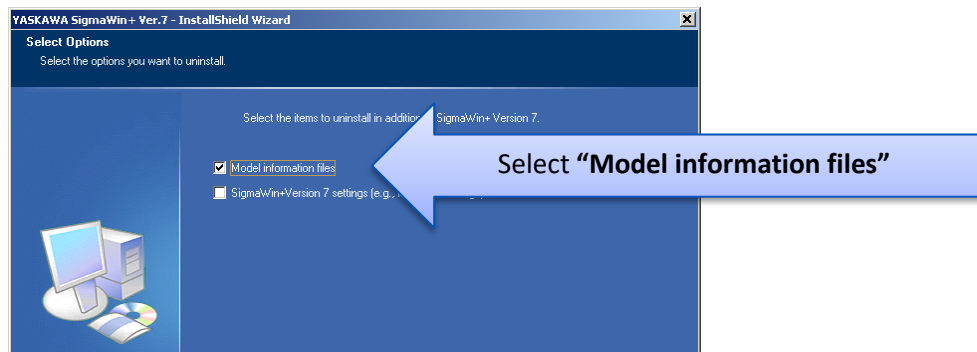


3. Extract the entire contents, maintaining the directory structure, of the SigmaWin+ compressed archive (*.zip file).

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.

## 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.

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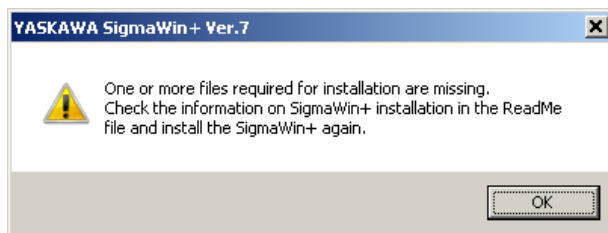**Product(s):** SigmaWin+ Version 7.44 | **Doc. No.** SigmaWinPlus_Ver.7

## 5. Installation Troubleshooting

### 5.1. **Symptom:**

Windows Message:

| YASKAWA SigmaWin+ Ver.7 |
|---|
| One or more files required for installation are missing.<br>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:

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5.2. **Symptom:**

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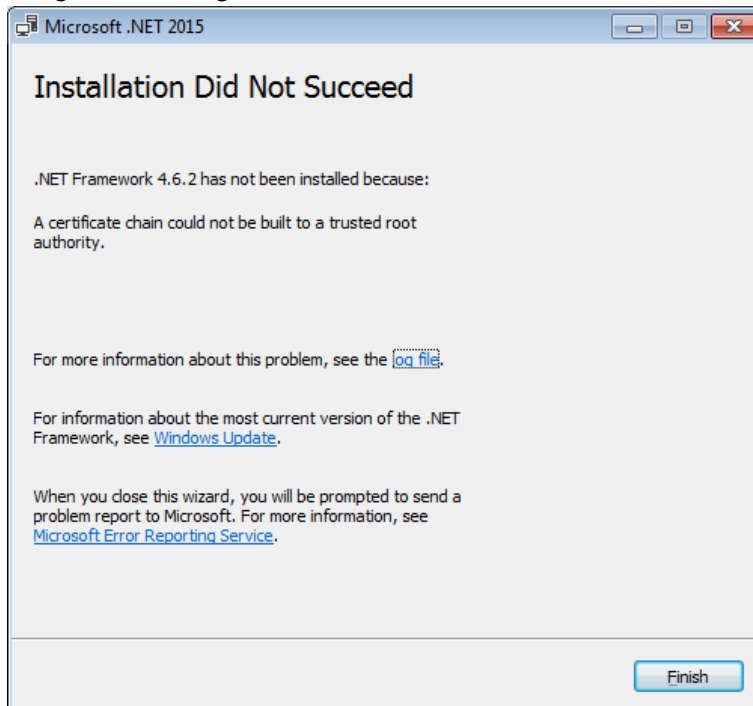


**Cause:**

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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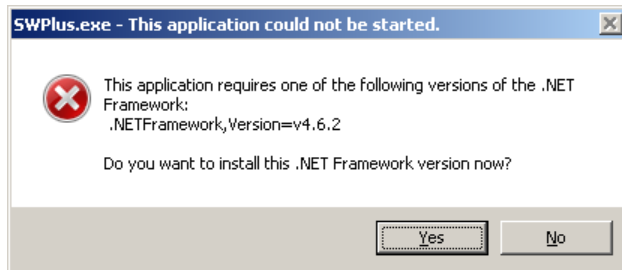
## 6. Program Launch Troubleshooting

### 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 <br> 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:**

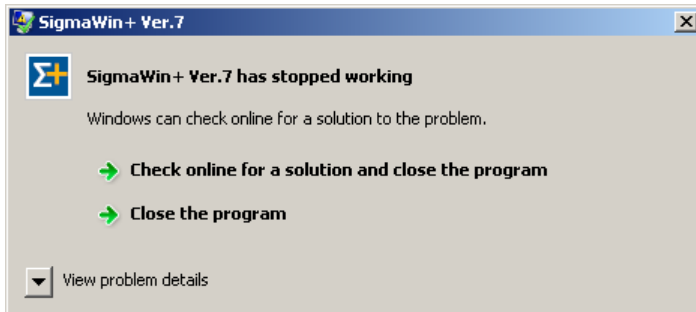Install the .NET Framework 4.6.2 as described in 3. Installation Instructions.

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:**
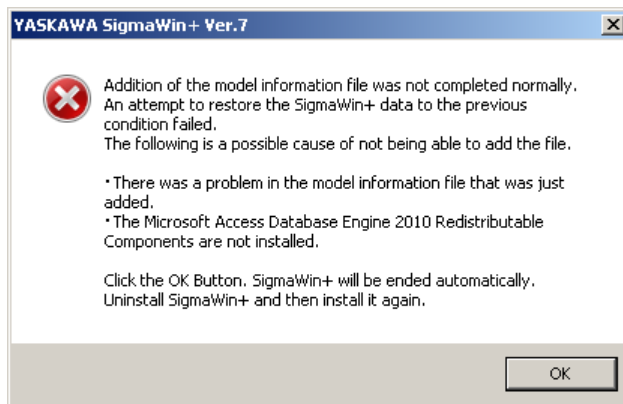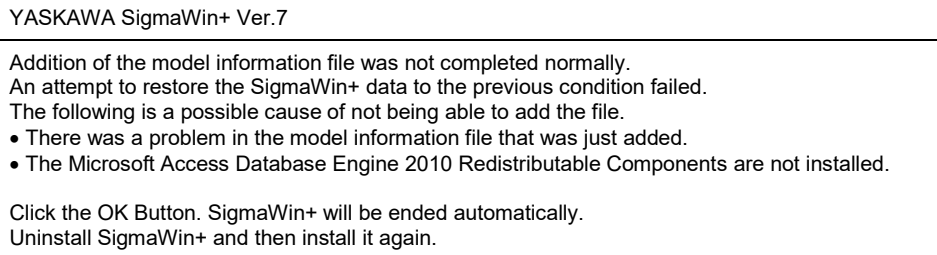
Install KB2999226 as referenced in 1. System Requirements.

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6.3. **Symptom:**

Program Message:

| |
|---|
| YASKAWA SigmaWin+ Ver.7 |
| Addition of the model information file was not completed normally.<br>An attempt to restore the SigmaWin+ data to the previous condition failed.<br>The following is a possible cause of not being able to add the file.<br>• There was a problem in the model information file that was just added.<br>• The Microsoft Access Database Engine 2010 Redistributable Components are not installed.<br><br>Click the OK Button. SigmaWin+ will be ended automatically.<br>Uninstall SigmaWin+ and then install it again. |



**Cause:**

The model information file database could not be complied 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+.

**Remedy:**
1. Reinstall SigmaWin+. If problems still occur, install the Microsoft Access Database Engine before installing SigmaWin+. The Microsoft Access Database Engine can be obtained from Microsoft.

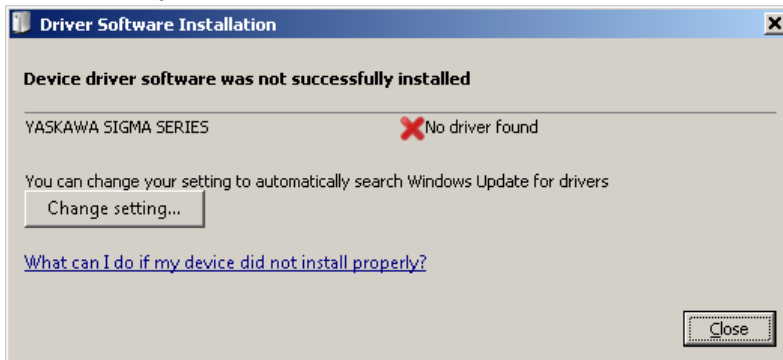2. Follow the steps described in the Solution Center regarding this Issue.
https://solutioncenter.yaskawa.com/selfservice/viewdocument.do?externalId=12916
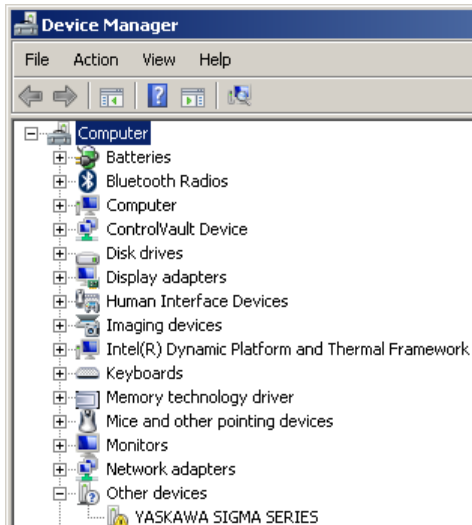
## 7. Program Usage Troubleshooting

### 7.1. **Symptom:**

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



OR:

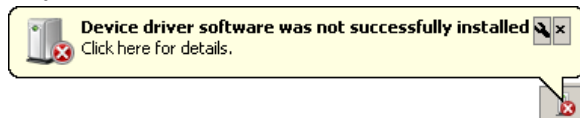"YASKAWA SIGMA SERIES" appears in Device Manager in the category "Other devices"

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OR:

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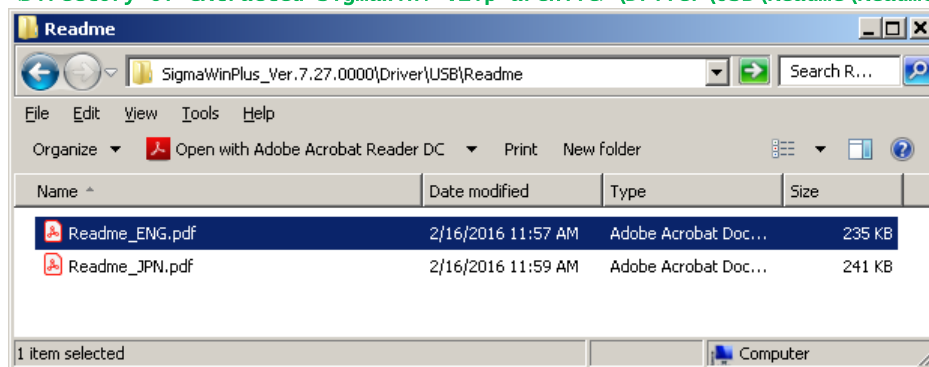


**Cause:**

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`

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.

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:
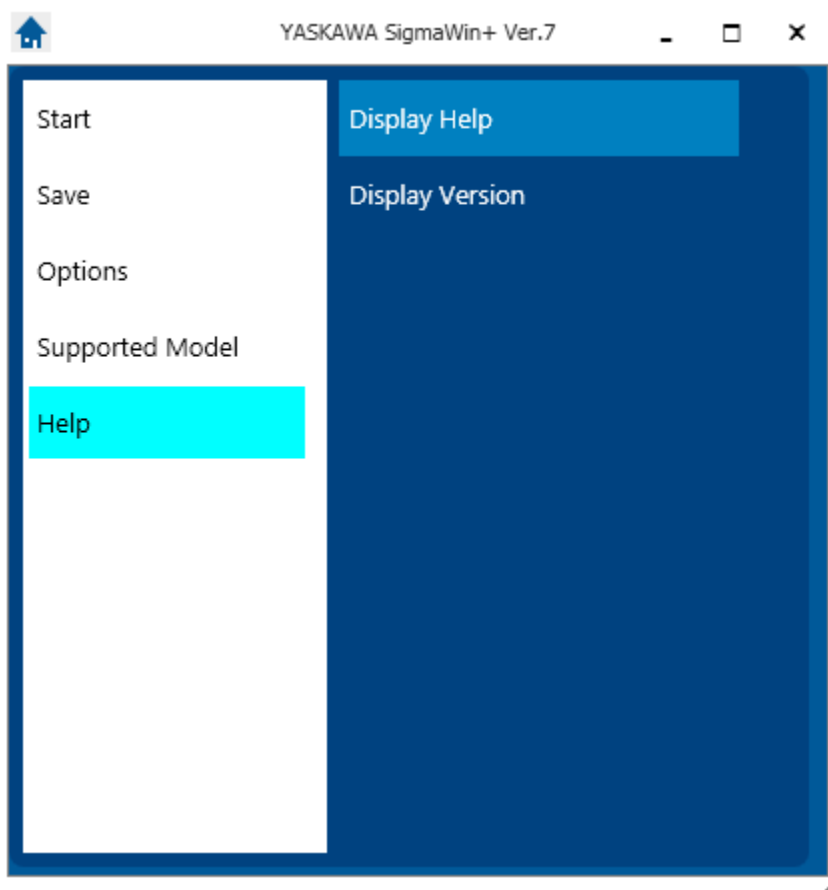


Alternatively, the help file can be viewed in an HTML5-compatible browser.
The default location of the help file is at:
`C:/Program Files (x86)/YASKAWA/SigmaWinPlus7/Help/SigmaWinV7Help.html`

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If SigmaWin + is not yet installed, the help file 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`