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| Title: SigmaWin+ Version 7 Usage Notes | |
| Product(s): SigmaWin+ Version 7.31 | 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 7.31 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 7 SP1 64-bit / 32-bit Windows 8.1 64-bit / 32-bit Windows 10 64-bit / 32-bit |
| Processor | 1 GHz or better |
| RAM | 1 GB or more |
| Hard Drive Space | 500 MB 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) |
| | KB2999226* (Update for Universal C Runtime) |
| | Internet browser that supports HTML5 (For example: Microsoft Internet Explorer 9) |

* This update can only be installed if the PC is running Windows Update. For Windows 8.1, KB2919442 and KB2919355 must also be installed in order to install KB2999226.

| 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 to 7.29+ requires Microsoft .NET framework 4.6.2.

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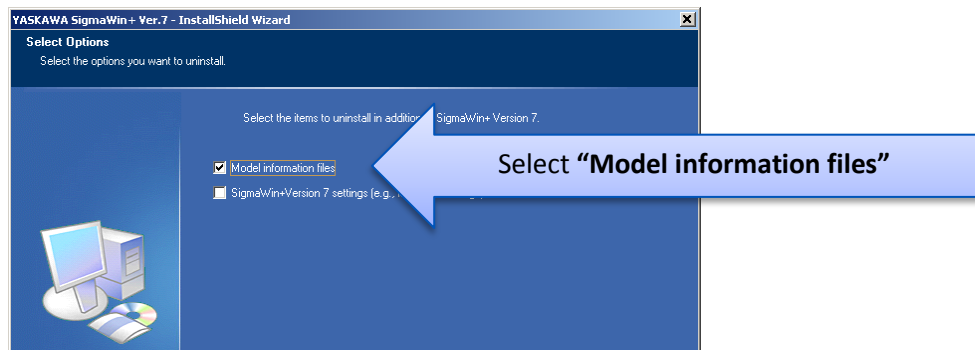
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3. Installation Instructions

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-AIOS-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.

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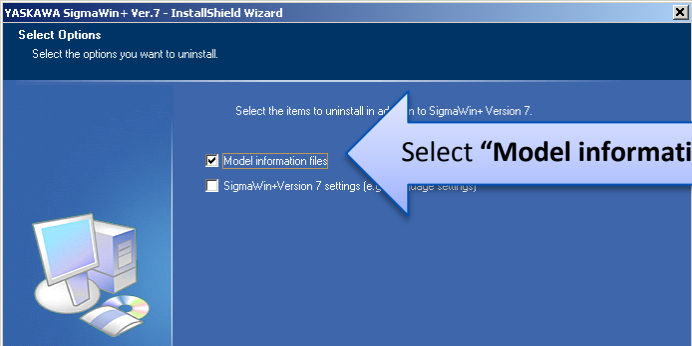
5. Release Notes

Note: Previous release notes are found at:

<Directory of extracted sigmaWin+ .zip archive>\Previous Release Notes\

Refer to the table below for information about changes to SigmaWin+.

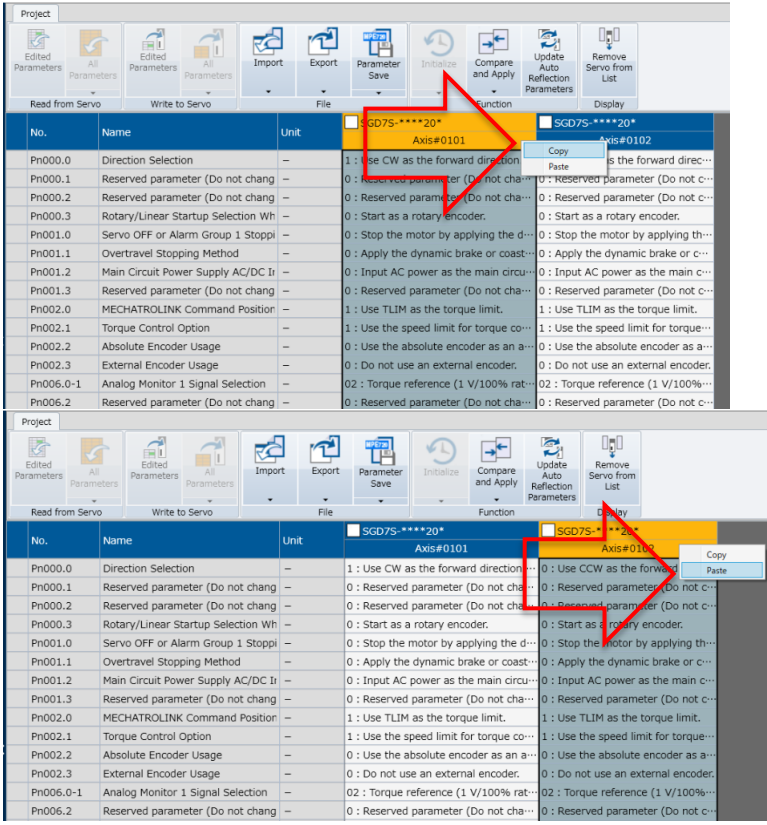
- SigmaWin+ Version 7.31 (upgrade from version 7.29)

| # | Item | Category | Description |
|---|-------------------------|--------------|---|
| 1 | Model information files | Installation | <p>Old model information files must not be used. When upgrading to SigmaWin+ Version 7.31, uninstall any old versions of SigmaWin+ Version 7.x, and select the box as indicated in the image below.</p>  |
| 2 | Parameter additions | Improvement | <p>For Sigma-7S 100/200V SERVOPACKs with EtherCAT, added parameters PnB9C, PnBBE, PnBC0, PnBC2. Note: 400V models do not support these parameters.</p> |
| 3 | Display | Improvement | <p>Support for high resolution monitors. Also, corrections made to Trace function screen.</p> |
| 4 | Standard MP | Improvement | <p>Various feature improvements when SigmaWin+ is started with MPE720 Ver. 7 (the programming environment for Standard MP controllers): Axis Parameter CSV Export & Import, and Parameter comparison with project file.</p> |

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| # | Item | Category | Description |
|---|---|-------------|---|
| 5 | Copying parameters from one axis to another | New Feature | <p>Copy/Paste of parameters between axes, as shown in the images below.</p> <p><u>To perform this function:</u></p> <ol style="list-style-type: none"> 1. Select the column to copy by clicking the axis name. 2. Either use shortcut keys Ctrl + C to copy, or right-click to display the context menu and select Copy. 3. Select the column to paste by clicking the axis name. 4. Either use shortcut keys Ctrl + V to paste, or right-click to display the context menu and select Paste.  |

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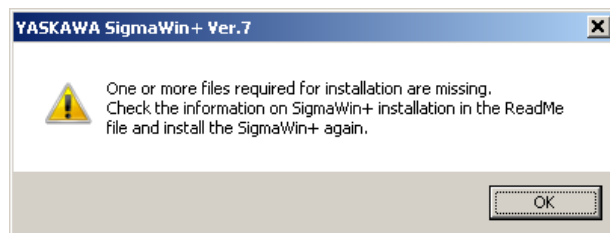
6. Installation Troubleshooting

6.1. 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

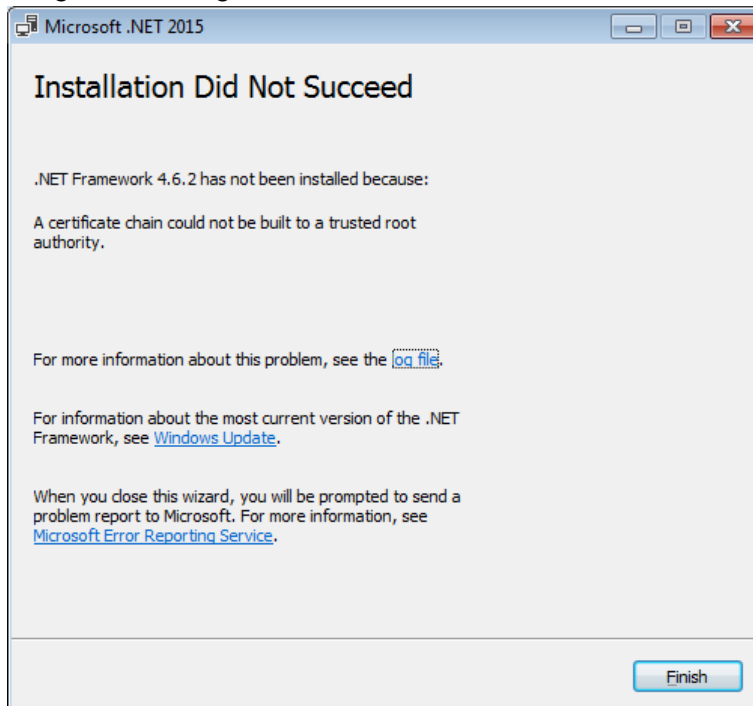
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6.2. Symptom:

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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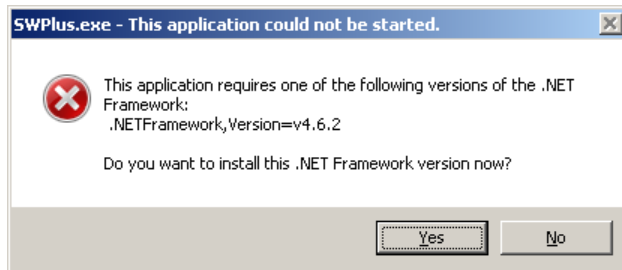
7. Program Launch Troubleshooting

7.1. 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](#).

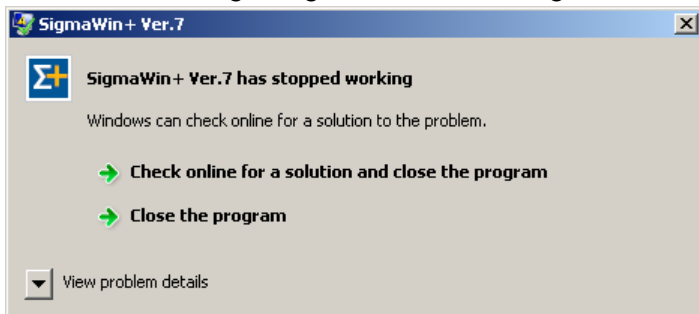
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7.2. **Symptom:**

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](#).

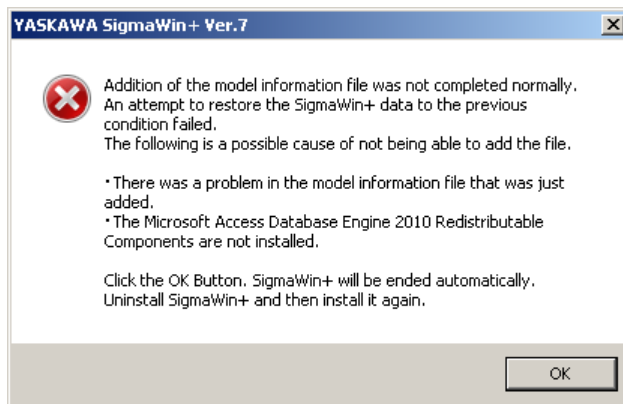
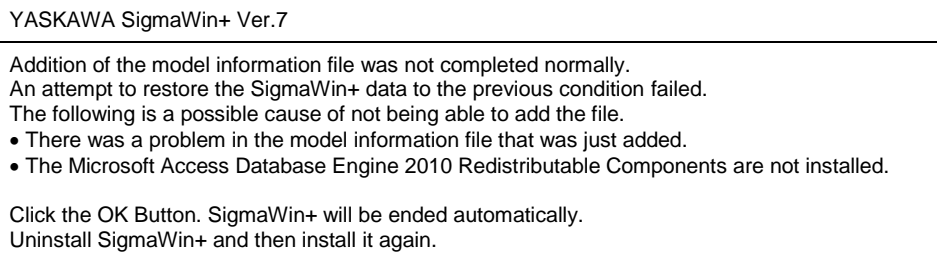
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7.3. Symptom:

Program Message:



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:

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.

For example (solution for SigmaWin+ Version 7.28 and 7.29):

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

Using the above example, perform a search in Solution Center to find the relevant Solution for this version of SigmaWin+.

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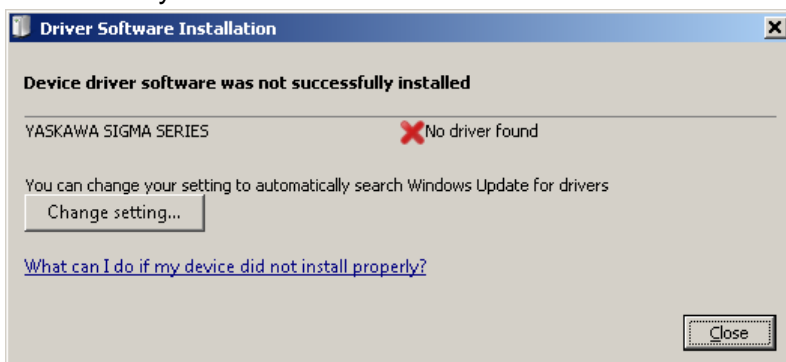
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8. Program Usage Troubleshooting

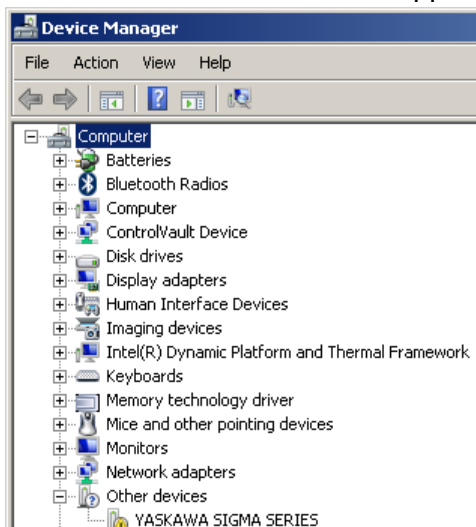
8.1. Symptom:

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”



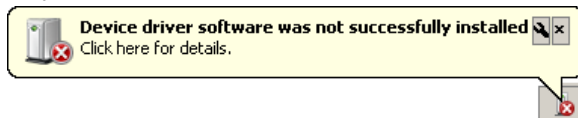
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OR:

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



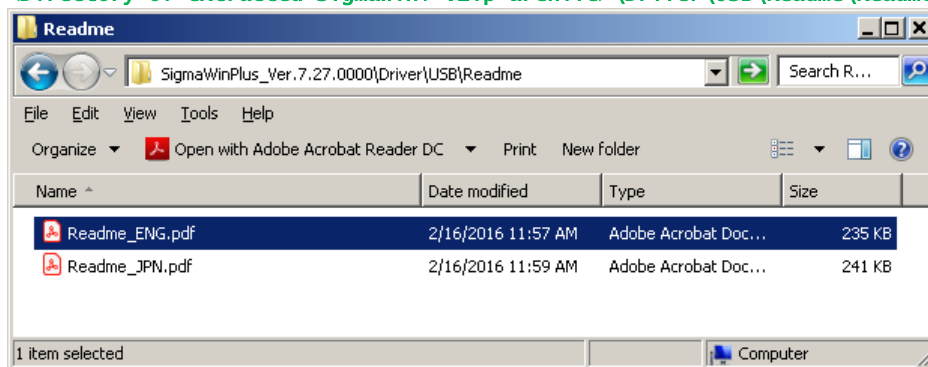
Cause:

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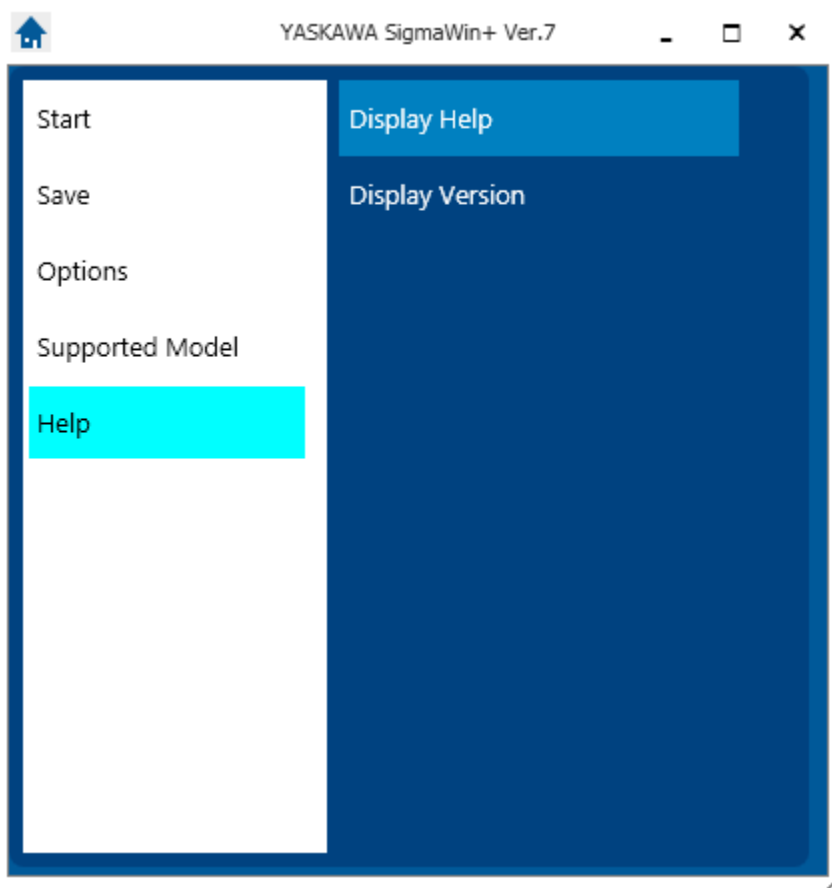
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8.2. Symptom: (All other symptoms not described in this document)

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/sigawinv7Help.html](c:/Program Files (x86)/YASKAWA/SigmaWinPlus7/Help/sigawinv7Help.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