

**Title:** SigmaWin+ Version 7 Usage Notes

**Product(s):** SigmaWin+ Version 7.32

**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 7.32 for Sigma-series AC SERVOPACKs. Read and understand this document to ensure the correct usage of SigmaWin+.

### Contents

1. System Requirements .....	2
2. Upgrading Information .....	3
3. Installation Instructions .....	4
4. Additional Installation Notes .....	5
5. Release Notes .....	6
6. Installation Troubleshooting.....	10
7. Program Launch Troubleshooting .....	12
8. Program Usage Troubleshooting.....	15

## Title: SigmaWin+ Version 7 Usage Notes

**Product(s):** SigmaWin+ Version 7.32

**Doc. No.** SigmaWinPlus\_Ver.7

### 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	<a href="https://support.microsoft.com/en-us/help/2919442/march-2014-servicing-stack-update-for-windows-8-1-and-windows-server-2">https://support.microsoft.com/en-us/help/2919442/march-2014-servicing-stack-update-for-windows-8-1-and-windows-server-2</a>
KB2919355	<a href="https://support.microsoft.com/en-us/help/2919355/windows-rt-8-1--windows-8-1--and-windows-server-2012-r2-update-april-2">https://support.microsoft.com/en-us/help/2919355/windows-rt-8-1--windows-8-1--and-windows-server-2012-r2-update-april-2</a>
KB2999226	<a href="https://support.microsoft.com/en-us/help/2999226/update-for-universal-c-runtime-in-windows">https://support.microsoft.com/en-us/help/2999226/update-for-universal-c-runtime-in-windows</a>

**Title:** SigmaWin+ Version 7 Usage Notes**Product(s):** SigmaWin+ Version 7.32**Doc. No.** SigmaWinPlus\_Ver.7

## 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.

## Title: SigmaWin+ Version 7 Usage Notes

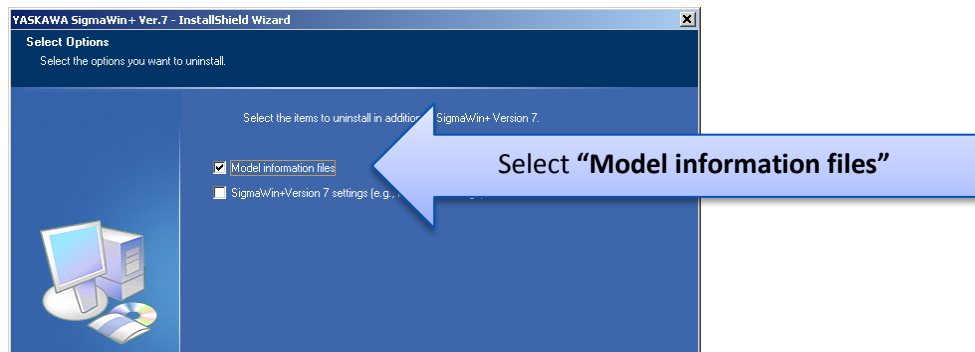
**Product(s):** SigmaWin+ Version 7.32

**Doc. No.** SigmaWinPlus\_Ver.7

### 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	<a href="https://www.microsoft.com/en-us/download/details.aspx?id=53344">https://www.microsoft.com/en-us/download/details.aspx?id=53344</a>
.NET Framework Versions and Dependencies	<a href="https://msdn.microsoft.com/en-us/library/bb822049(v=vs.110).aspx">https://msdn.microsoft.com/en-us/library/bb822049(v=vs.110).aspx</a>
.NET Framework System Requirements	<a href="https://msdn.microsoft.com/en-us/library/8z6watww(v=vs.110).aspx">https://msdn.microsoft.com/en-us/library/8z6watww(v=vs.110).aspx</a>

5. Run and install **SigmaWinPlus7\_installer.exe** from the extracted SigmaWin+ archive.

**Title:** SigmaWin+ Version 7 Usage Notes**Product(s):** SigmaWin+ Version 7.32**Doc. No.** SigmaWinPlus\_Ver.7

#### 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.

## Title: SigmaWin+ Version 7 Usage Notes

**Product(s):** SigmaWin+ Version 7.32

**Doc. No.** SigmaWinPlus\_Ver.7

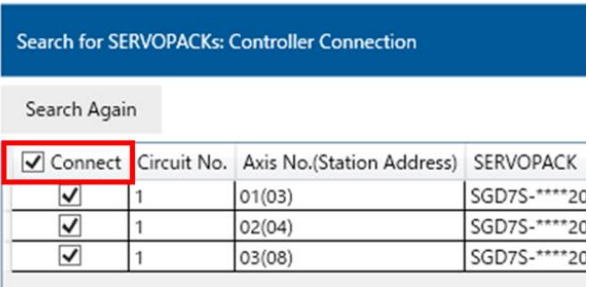
### 5. Release Notes

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+.

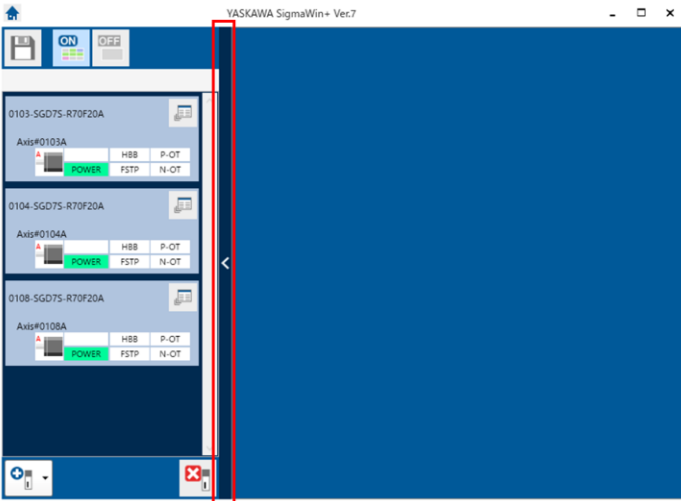
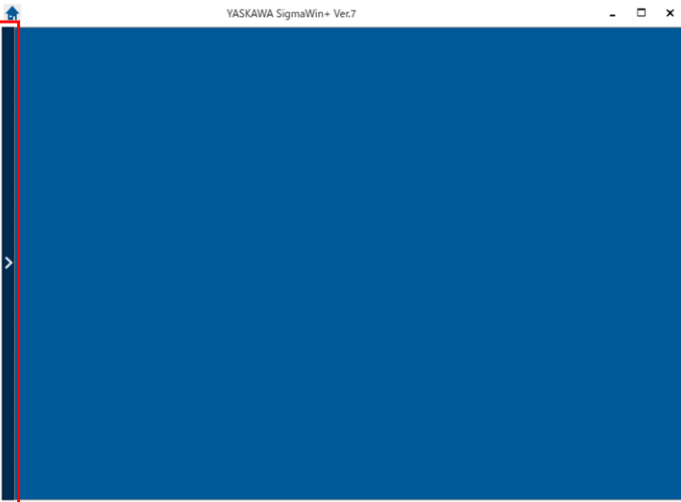
SigmaWin+ Version 7.32 (upgrade from version 7.31):

#	Item	Category	Description
1	Axis Search function	Improvement	<p>When selecting connected SERVOPACKs from the <b>SERVOPACK search results list</b>, all SERVOPACKs can now be selected at one time with the indicated checkbox.</p> <p>Communications Settings</p> 
2	Edit Parameters function	Improvement	The startup speed of the <b>Edit Parameters</b> window has been improved.
3	USB driver	Improvement	<p>The SigmaWin+ installer places the USB driver in the following location:</p> <p><b>[32-bit systems]</b> C:\Program Files\YASKAWA\SigmaWinPlus7\Driver</p> <p><b>[64-bit systems]</b> C:\Program Files (x86)\YASKAWA\SigmaWinPlus7\Driver</p> <p>This allows the user to delete the SigmaWin+ installer files, yet still be able to install the USB driver.</p>

## Title: SigmaWin+ Version 7 Usage Notes

**Product(s):** SigmaWin+ Version 7.32

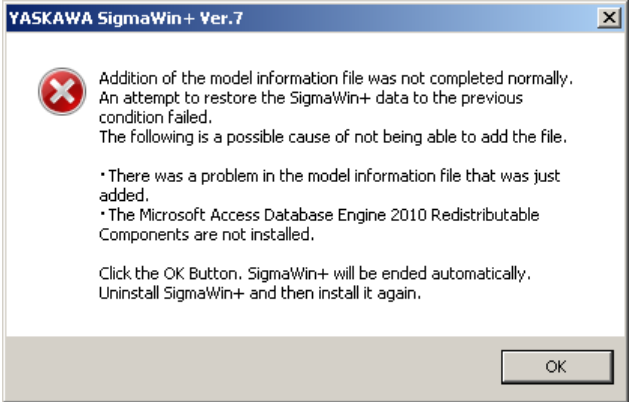
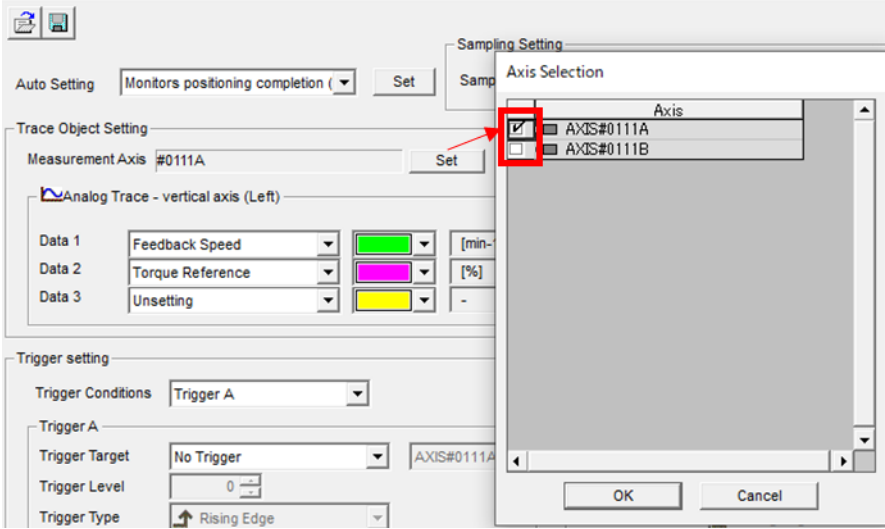
**Doc. No.** SigmaWinPlus\_Ver.7

#	Item	Category	Description
4	Workspace	Improvement	<p>The workspace may be expanded by pressing the indicated button.</p>  <p>The workspace may be retracted by pressing the indicated button:</p> 

## Title: SigmaWin+ Version 7 Usage Notes

**Product(s):** SigmaWin+ Version 7.32

**Doc. No.** SigmaWinPlus\_Ver.7

#	Item	Category	Description
5	Program Launch	Correction	<p>Previously, launching SigmaWin+ could result in the following error, if Microsoft Office (64-bit version) was installed.</p>  <p>One workaround was that a compiled database had to be obtained from Yaskawa and manually placed in the SigmaWin program directory. This issue is corrected.</p>
6	Trace function	Correction	<p>The checkmark for axis selection was not displayed for multi-axis SERVOPACKs in the <b>Trace</b> function. This issue is corrected, as shown:</p> 



## Title: SigmaWin+ Version 7 Usage Notes

**Product(s):** SigmaWin+ Version 7.32

**Doc. No.** SigmaWinPlus\_Ver.7

#	Item	Category	Description
7	Tuning function	Correction	Using Windows 10, SigmaWin+ would stop working if the speed was manually decreased in the <b>Moment of inertia ratio estimation</b> function within the <b>Tuning</b> function. This issue is corrected.  Note: After the speed is set and the notification message is displayed, SigmaWin+ would freeze when opening the <b>Reference Transmission</b> Window.
8	Real-time tracing function	Correction	The two following issues have been corrected: 1. When <b>Real-time tracing</b> function is executed simultaneously on two axes, the /S-ON waveform repeatedly switches between ON and OFF regardless of the actual servo ON/OFF state. 2. When <b>Real-time tracing</b> function is executed simultaneously on two axes and one axis stops, SigmaWin+ stops working.
9	Search function	Correction	If using SigmaWin+ through a motion controller, SigmaWin+ could not correctly connect to SERVOPACKs in a system that has multi-axis SERVOPACKs. This issue is corrected.
10	Standard MP	Correction	If SigmaWin+ is started with MPE720 Ver. 7 (the programming environment for Standard MP controllers), SigmaWin+ stops working if a CSV (axis file) <b>Edit Parameters Import</b> function is executed with the CSV file already open. This issue is corrected.

## Title: SigmaWin+ Version 7 Usage Notes

**Product(s):** SigmaWin+ Version 7.32

**Doc. No.** SigmaWinPlus\_Ver.7

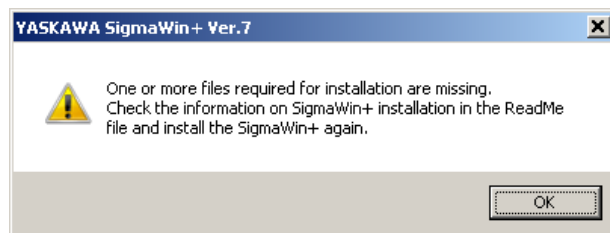
## 6. Installation Troubleshooting

### 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

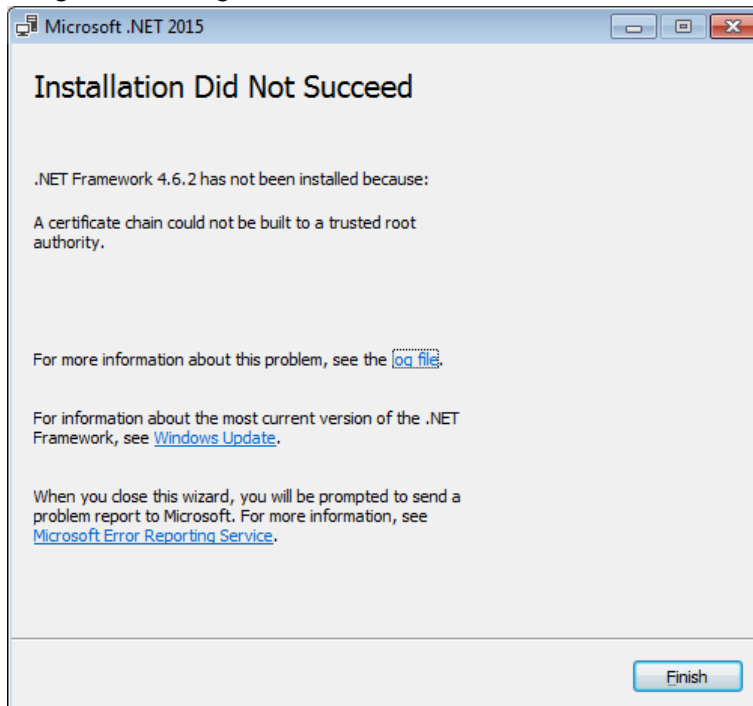
**Title:** SigmaWin+ Version 7 Usage Notes

**Product(s):** SigmaWin+ Version 7.32

**Doc. No.** SigmaWinPlus\_Ver.7

## 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/>

**Title:** SigmaWin+ Version 7 Usage Notes

**Product(s):** SigmaWin+ Version 7.32

**Doc. No.** SigmaWinPlus\_Ver.7

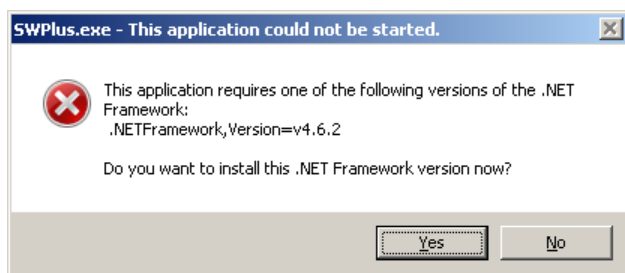
## 7. Program Launch Troubleshooting

### 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](#).

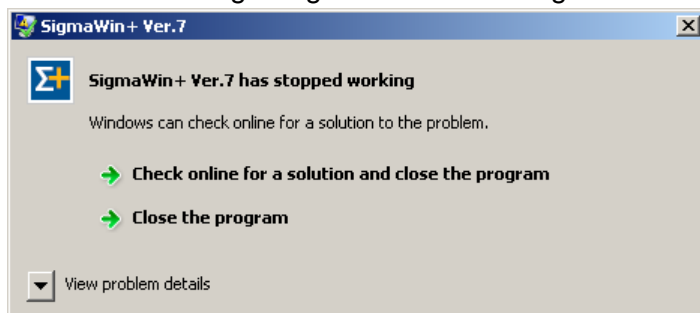
**Title:** SigmaWin+ Version 7 Usage Notes

**Product(s):** SigmaWin+ Version 7.32

**Doc. No.** SigmaWinPlus\_Ver.7

## 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](#).

## Title: SigmaWin+ Version 7 Usage Notes

**Product(s):** SigmaWin+ Version 7.32

**Doc. No.** SigmaWinPlus\_Ver.7

### 7.3. Symptom:

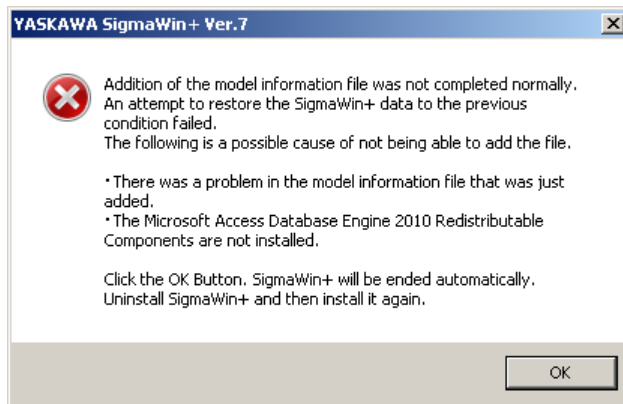
Program Message:

YASKAWA SigmaWin+ Ver.7

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:

- 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.
- The Microsoft Access Database Engine that exists on the computer cannot be used by SigmaWin+.

### Remedy:

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.

## Title: SigmaWin+ Version 7 Usage Notes

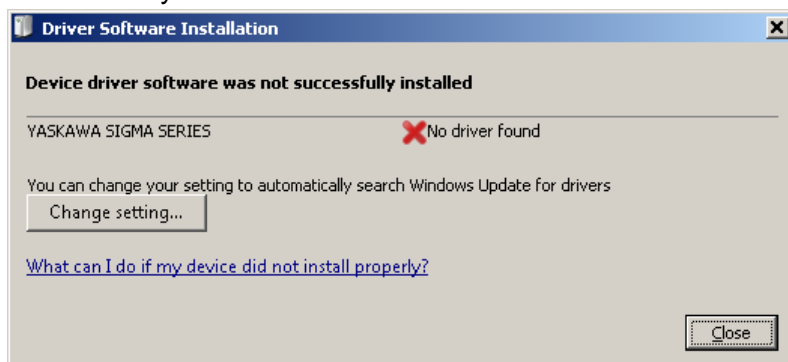
Product(s): SigmaWin+ Version 7.32

Doc. No. SigmaWinPlus\_Ver.7

## 8. Program Usage Troubleshooting

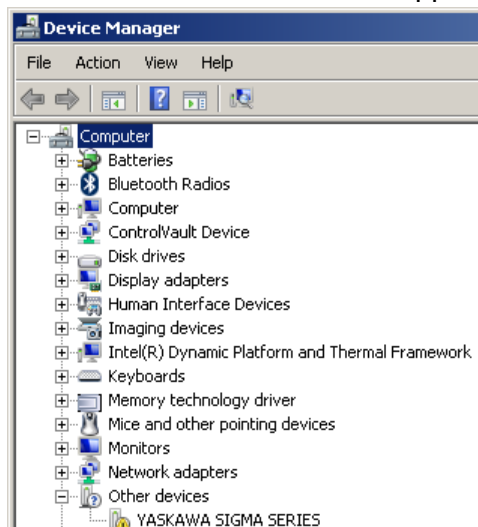
### 8.1. Symptom:

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”



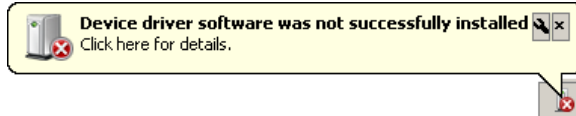
## Title: SigmaWin+ Version 7 Usage Notes

**Product(s):** SigmaWin+ Version 7.32

**Doc. No.** SigmaWinPlus\_Ver.7

OR:

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



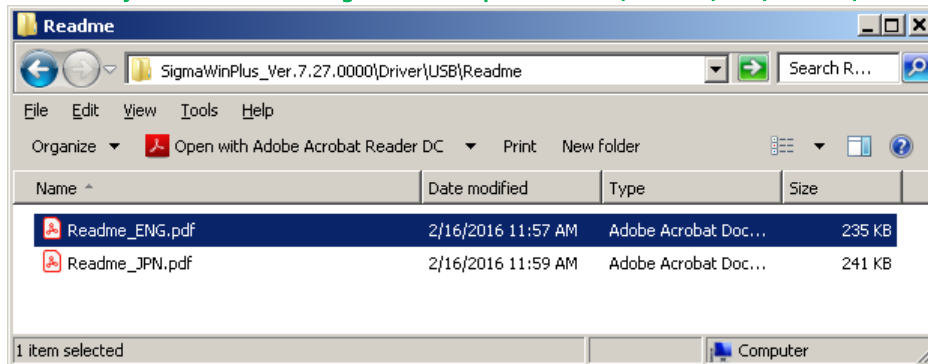
### Cause:

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](#)





**Title:** SigmaWin+ Version 7 Usage Notes

**Product(s):** SigmaWin+ Version 7.32

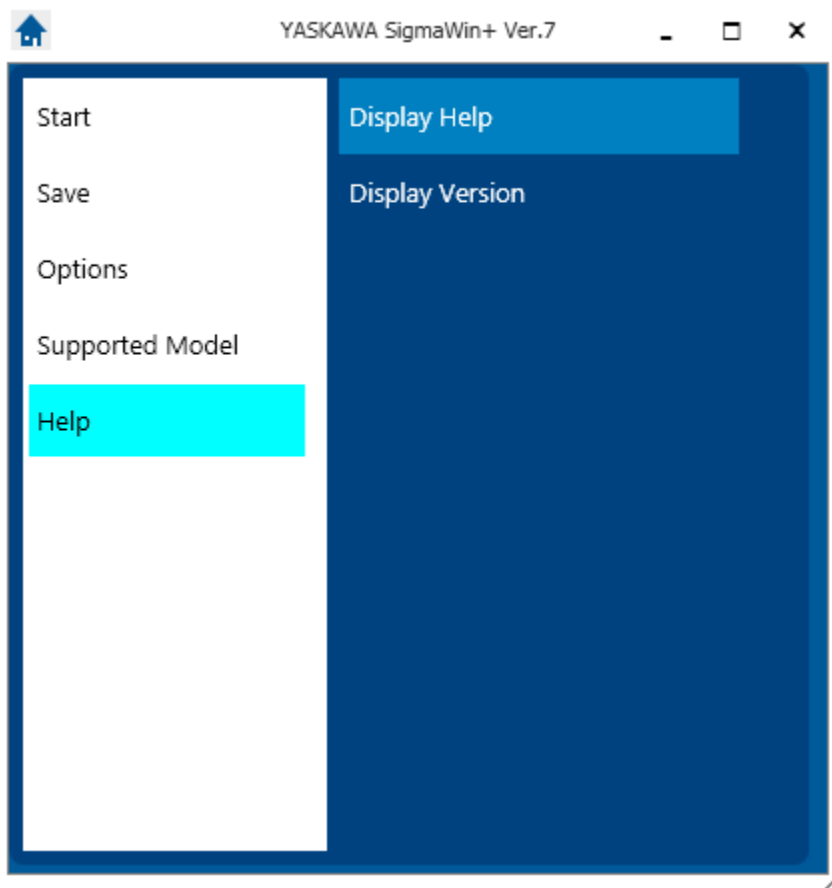
**Doc. No.** SigmaWinPlus\_Ver.7

## 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)

**Title:** SigmaWin+ Version 7 Usage Notes

**Product(s):** SigmaWin+ Version 7.32

**Doc. No.** SigmaWinPlus\_Ver.7

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