

Title: SigmaWin+ Version 7 Usage Notes

Product(s): SigmaWin+ Version 7.40

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 7.40 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 ^{*1} 64-bit / 32-bit Windows 8.1 ^{*1*2} 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)
	Internet browser that supports HTML5 (For example: Microsoft Internet Explorer 9)

*1 KB2999226 (Update for Universal C Runtime) must be installed.

*2 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 and newer requires Microsoft .NET framework 4.6.2.

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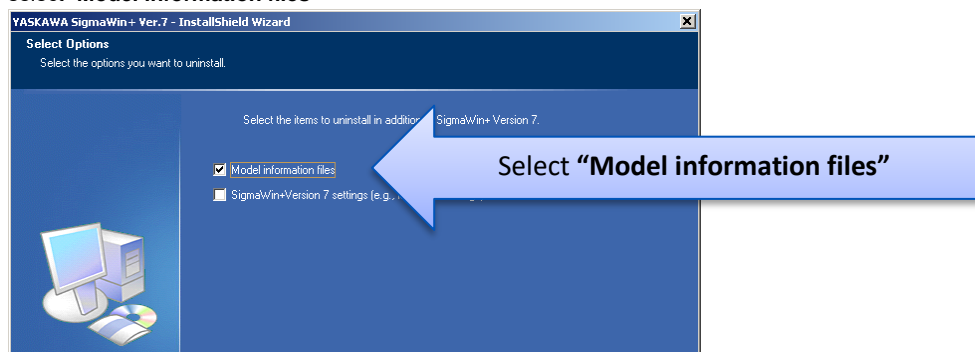
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3. Installation Instructions

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.

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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 7.40 (upgrade from version 7.32):

#	Item	Category	Description
1	Supported Models	Addition	Added support for SGD7S-□□□□□□□□F91, SGD7S-OSB01A, & SGD7S-OSB02A models.
2	Trace	New Feature	Trace function is overhauled. Major additions: 4 analog trace channels along with 4 I/O channels. Number of plot points increased from 1000, to 1024. NOTE: The Print function has been replaced with the Copy to Clipboard function.
3	Program	New Feature	SigmaWin+ may be launched with multiple instances. NOTE: Connecting to products with multiple instance of SigmaWin + may degrade program responsiveness as the communication load increases.
4	Trace	Improvement	Added multi-axis support for trace data files.
5	Trace	Correction	Corrected an issue that caused a SigmaWin+ error when SigmaWin+ was closed after importing an *.std file.
6	Trace	Correction	Corrected the display of /HWBB1 and /HWBB2 in the Trace function for Sigma-7 MECHATROLINK-III models.
7	Tuning	Correction	Corrected an issue that caused Sigma-7 motors to return to a previous state when starting the motor with Custom Tuning.
8	Program	Correction	Corrected an issue that caused SigmaWin+ to terminate when connecting through a PCI or PCIe connection.

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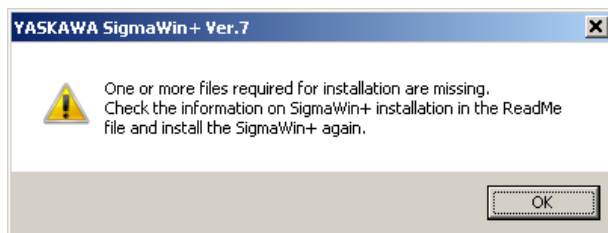
6. Installation Troubleshooting

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

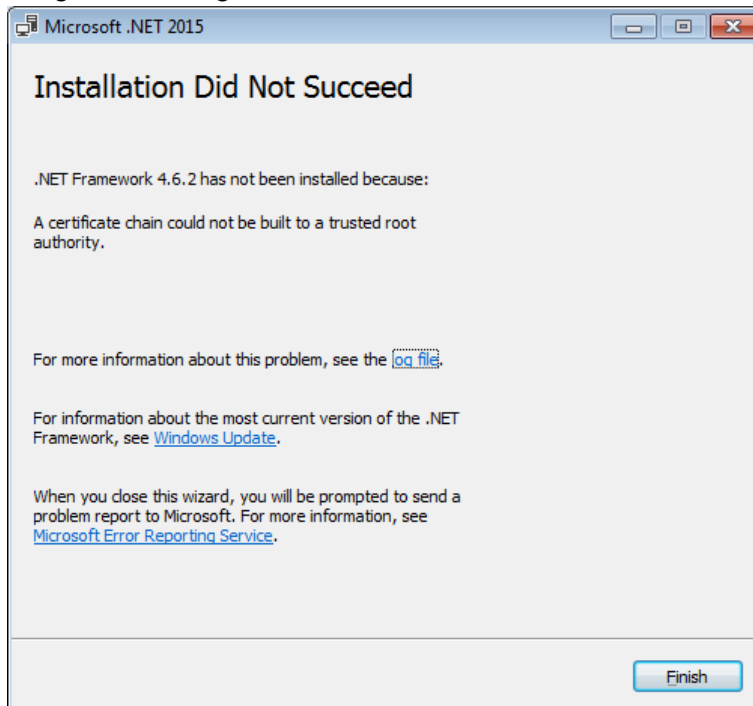
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6.2. Symptom:

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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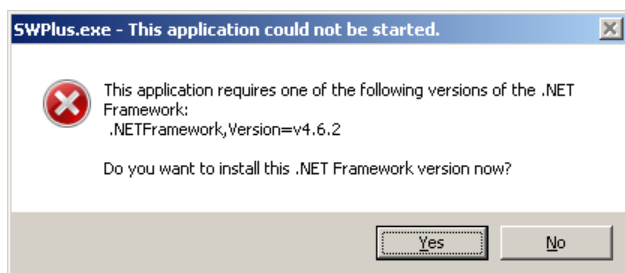
7. Program Launch Troubleshooting

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](#).

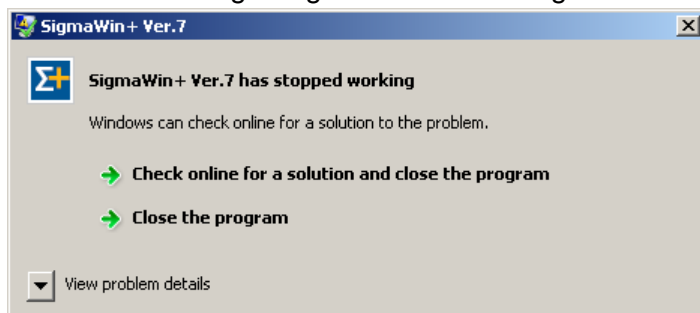
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7.2. **Symptom:**

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:

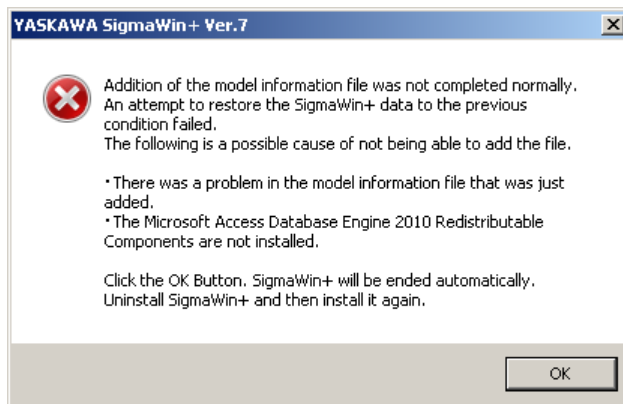
Program Message:

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:

- 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.

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

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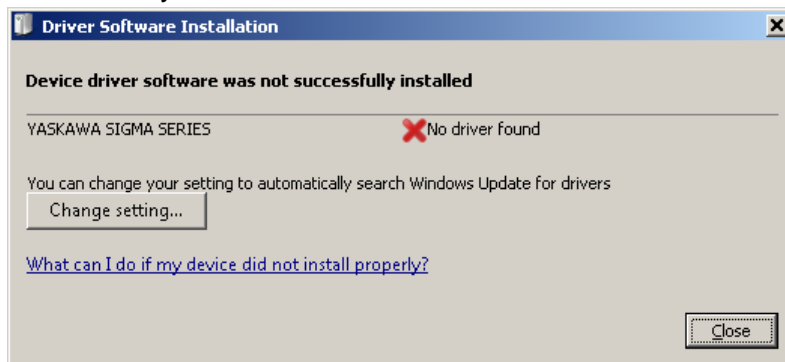
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8. Program Usage Troubleshooting

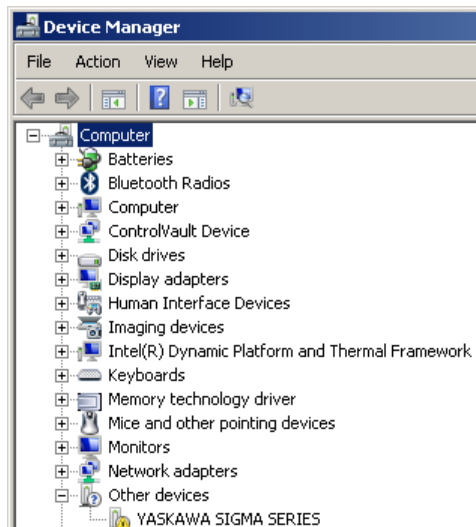
8.1. Symptom:

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”



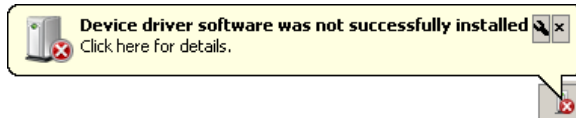
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OR:

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



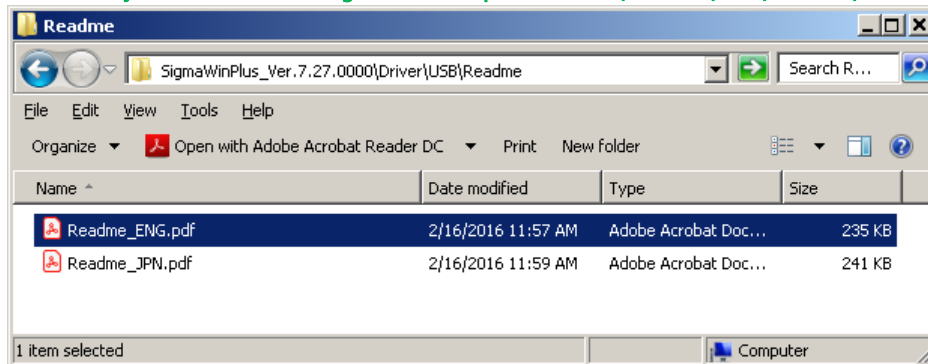
Cause:

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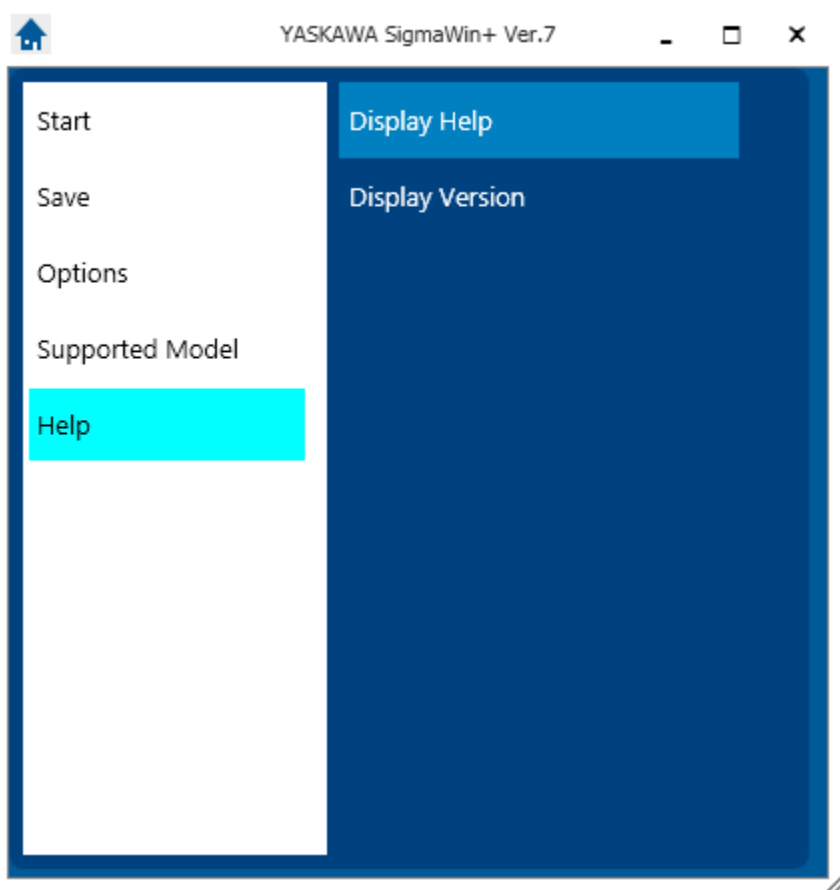
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8.2. Symptom: (All other symptoms not described in this document)

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