

About abnormal start-up of Windows PANATERM

Motor Business Unit Automotive & Industrial Systems Company Panasonic Corporation

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About abnormal start-up of Windows PANATERM

Target : Windows PANATERM5.0 or later (MINAS-A5/A6 Family)

Phenomenon :

After Windows update on Oct .10, Some PCs can not operate PANATERM normally.

Targets of Windows OS Version and update program

Windows OS	Update program	
Windows 7	KB4041681	
Windows 8.1	KB4041693	
	KB4041676 (Version 1703)	* This is undate program at Oct. 12
Windows 10	KB4041691 (Version 1607)	Depending on future Windows Update, the update program may be added or deleted.
	KB4041689 (Version 1511)	
	KB4042895 (Version 1507)	

Measure :

Update to the latest PANATERM(Ver.6.0.1.7 or later).

https://www3.panasonic.biz/ac/e/motor/fa-motor/ac-servo/panaterm/index.jsp

*Additional information (27/10/2017)

Some PCs installed 64bit Windows and 64bit Office can not operate PANATERM normally. If the above solution does not solve the problem, it may be resolved by installing "Microsoft Access Database Engine 2010" additionally (the procedure is described on the next page).

Other measures are below.

1. Use PCs that are not applied with targeted update program.

2. Delete targeted update program.



How to install Microsoft Access Database Engine 2010

Download Summary: KBMBGB

Total Size: 25.3 MB

1. AccessDatabaseEngine.exe

1. Access the following URL and click the download button. https://www.microsoft.com/en-US/download/details.aspx?id=13255

Microsoft Access Database Engine 2010 Redistributable

Select Language:	English	~	Download

This download will install a set of components that can be used to facilitate transfer of data between 2010 Microsoft Office System files and non-Microsoft Office applications.

\oplus	Details
Ð	System Requirements
\oplus	Install Instructions
\oplus	Additional Information

2. Check the "AccessDatabaseEngine.exe" and click Next button.

Size

25.3 MB

27.3 MB

- The page switches and the download of AccessDatabaseEngine.exe starts. Depending on security settings, pop-ups may be blocked and downloading may not be possible, so in that case please allow pop-ups temporally.
- 4. Execute AccessDatabaseEngine.exe and install it.

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File Name

AccessDatabaseEngine.exe

AccessDatabaseEngine_X64.exe

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