

About abnormal start-up of Windows PANATERM

Motor Business Unit
Automotive & Industrial Systems Company
Panasonic Corporation

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
Windows 10	KB4041676 (Version 1703)
	KB4041691 (Version 1607)
	KB4041689 (Version 1511)
	KB4042895 (Version 1507)

* This is update program at Oct .12.
Depending on future Windows Update,
the update program may be added or
deleted.

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

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

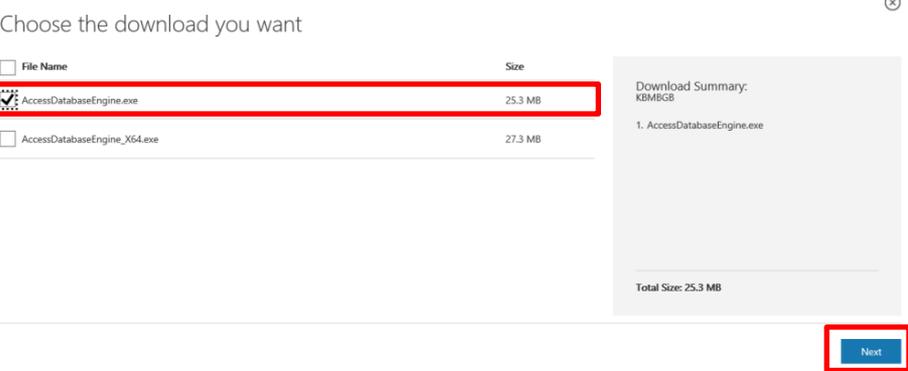
Microsoft Access Database Engine 2010 Redistributable



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.

- Details
- System Requirements
- Install Instructions
- Additional Information

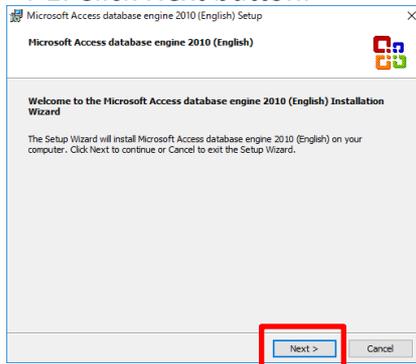
2. Check the "AccessDatabaseEngine.exe" and click Next button.



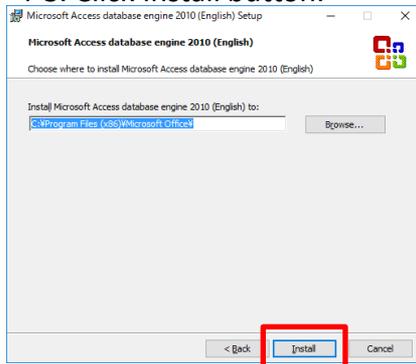
3. The page switches and the download of AccessDatabaseEngine.exe starts. Depending on security settings, pop-ups may be blocked and downloading may not be possible, so in that case please allow pop-ups temporarily.

4. Execute AccessDatabaseEngine.exe and install it.

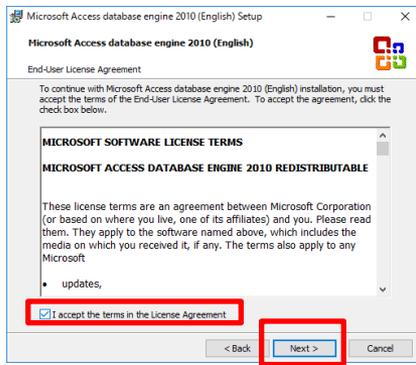
4-1. Click Next button.



4-3. Click Install button.



4-2. Agree to End-User License and click Next button.



4-4. When the completion message is displayed, click OK button.

