

## Compatibility information PG5 1.4 & Microsoft Windows 7

When working with PG5 1.4 under MS Windows 7, some special points are to be considered. In this document you find the references which were tested and the work-arounds for the difficulties under Microsoft Windows 7.



Please note that the BACnet Configurator is not working correctly on the 64bit version of Microsoft Windows7!



As the last version of PG5 (PG5 2.0) is fully compatible with Windows 7, it is not planned to make improvement in PG5 1.4.

### 1. PG5 1.4 Software installation

The first difficulty what a user can observe happens during installation of PG5 1.4 or Web Editor. Windows 7 is more restrictive with the program installation than e.g. XP, especially if the setup program installs data or files into the Windows Registry or any System Folder e.g.: C:\Windows. Warning and error messages can be displayed during the installation, e.g.:

- "Uninstaller failed to initialise. You may not be able to uninstall this product"
- "Error 1925: you do not sufficient privileges to complete this installation for all users of the machine. Log on as administrator and then retry this installation."

#### Work-around

Nevertheless the software can be correctly installed, with the following procedure:

- Open the Windows Explorer and select the setup program with your mouse. Don't select the setup program with a double mouse click to run the installation, but use the right mouse click and the context menu "Run as administrator" to start it.

### 2. Cannot open Help files in PG5 1.4

Windows 7 doesn't include anymore the former standard Windows Help Viewer WinHelp, whose format is used by the help of PG5 1.4.

The following message appears during the install procedure:

"Windows Vista no more support helps files ".hlp". Theses helps files formats can be installed with the shortcut available under your CD:\PG5\Windows\Winhelp32 for Windows Vista."

#### Work-around

You can download and install the WinHelp version for Windows 7 from:

<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=258AA5EC-E3D9-4228-8844-008E02B32A2C>

### 3. PG5 1.4 / Software installation – Path settings

If you install PG5 1.4 in the default installation path "C:\Program Files\SAIA-Burgess\PG5 1\_4", the installation will be interrupted with the next message:

- "Error 1606: Could not access network location WINDIR\System32."

#### Work-around

The problem is that the installation path should not contain any space character, so removing the space in "PG5 1\_4" of the installation path: "C:\Program Files\SAIA-Burgess\PG5\_1\_4" (add "\_" between "PG5" and "1\_4") or entering another path will allow you to install PG5 1.4.

## 4. License key installation

If the license key is installed during the normal install procedure, then there is no problem, because it runs with elevated user rights (Administrator).

But when the key is added with the Saia Project Manager menu “Help” – “Register Software...” it will not work:

```
“Failed to copy key file:  
C:\Program Files\SAIA-Burgess\PG5_1_4\USER.KEY”
```

### Work-around

- Register the software while installing PG5 1.4. The PG5 1.4 installer does prompt you for the file “User.key” while the installation.
- Run PG5 1.4 as Administrator for installing the file “User.key”. For running PG5 1.4 as administrator, open the context menu (right mouse click) of the PG5 1.4 launcher and select “Run as administrator”.

## 5. Addons notification

After the first run – Saia Project Manager displays a message window about each Add-on Tool like:

```
“Add-on Tool ‘BACnet Configurator’ installed.”
```

This is for notifying the user. It should be displayed only once – just after installation.

If those messages are displayed at each start of Saia Project Manager, then do the following:

### Work-around

- Run PG5 1.4 as Administrator. For running PG5 1.4 as administrator, open the context menu (right mouse click) of the PG5 1.4 launcher and select “Run as administrator”.
- Next time the notification messages will not appear when running SPM.

## 6. Directory settings problem

Sometimes the following message displayed when starting SPM in Windows 7 and Windows Vista:

```
“Projects directory not configured. Please configure it from the 'Tools/Options' Directories page.”
```

This happens when SPM is rarely used –in this case Windows 7 removes somehow the PG5 1.4 related registry settings.

### Work-around

- Open SPM then go to “Tools” menu – Options... In the Options menu Set the directories in “Directories” tab
- Better solution to export the registry key: “HKEY\_LOCAL\_MACHINE\ SOFTWARE\ Saia-Burgess\ PG5\1.4” into a file and import it into the registry if the problem happens.

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**End of error listing as per 10.Nov.2009**  
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**See next page for tested applications.**

## Successfully tested applications of Controls Suite & PG5 1.4 under Microsoft Windows 7

- PG5 1.4 Installation  See the description of 1. & 3.
- PG5 1.4, USB Driver
- Online Help  See the description of 2.
- Fupla
- Fupla editing
- Build Fupla file and go online
- Watch window
- IL Editor
- IL editing
- Build IL file and go online
- Watch window
- Graftec
- Graftec editing
- Build Graftec file and go online
- Watch window
- Snet
- Build a project SIO
- HMI editor
- Build a project
- Debugger
- Online tools
- Sdat – Saia Data Transfer
- Firmware downloader
- Register user.key  See the description of 4.
- Add-on handling  See the description of 5.
- Bacnet configurator  Only on 32bit versions, see introduction
- WebBuilder
- WebConnect
- Web Editor
- FBox builder
- CANconfigurator

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