

EX_PRESS 5

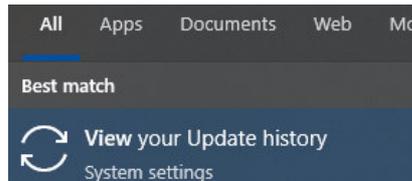
EX_PRESS 5 Fitter stops at 16% after Windows update

The problem mentioned in the headline occurs on some PCs after the Microsoft-provided and usually automatically installed Windows 10 update from December 13, 2022.

We are working on a solution to recover the operability of the EX_PRESS 5 development system on the affected PCs, but at the moment we do not know the cause, because Microsoft does not release detailed information of the files and operating system functions changed by the update.

So, at the moment, the only option is to uninstall the corresponding Windows update. Please follow the instructions below to do so.

Type "View your update history" in the taskbar search box and click this item:

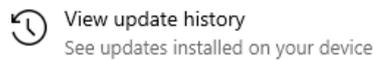


Alternatively, you can also get there via **Settings**:

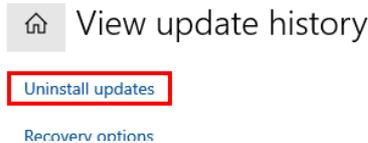
Open **Settings**, either from the Windows Start menu or by pressing <Windows key> + i.

Click with the mouse on "**Update & Security**".

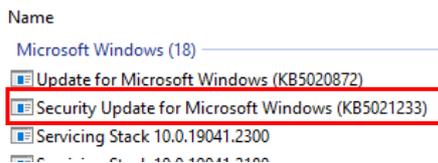
In the window that opens, click on "**View update history**".



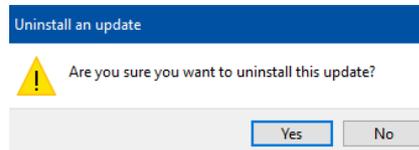
Now select "Uninstall updates".



In the window that opens, find the entry "Security update for Microsoft Windows (KB5021233) and double-click on it.



Confirm the desire to uninstall with "Yes".



Follow the instructions of the uninstallation process ending with a restart.

Finally, you must prevent Windows from automatically installing the update again directly. To do this, go back to the "**Update & security**" page in the settings and click on "**Advanced options**" there. Under "**Pause updates**", you can enter a date up to 35 days in the future until which no updates will be executed.

It is not advisable to permanently pause Windows updates, especially if they are security updates. Therefore, we are working on a solution to solve the problem otherwise.

Disclaimer: The company H. Zander GmbH & Co. KG, Aachen, Germany, expressly disclaims any liability for any damages or costs incurred or to be incurred in the future as a result of uninstalling update KB5021233 and pausing Windows updates.

EX_PRESS 5

EX_PRESS 5 incompatible with Windows 11

Please note that EX_PRESS 5 does not run on PCs with the Windows 11 operating system. Fitting will abort with an error message on this system. So please install EX_PRESS 5 only on PCs with Windows 10 or alternatively on a virtual machine with Windows 10.

Command window was closed manually

If you start the installation by clicking the file „Setup_de.bat“, a command window will open at first (see Fig. 1). It is important, that you do not close this window manually, because the installation will then not be completed correctly. The command window will close automatically when the installation has been completed.

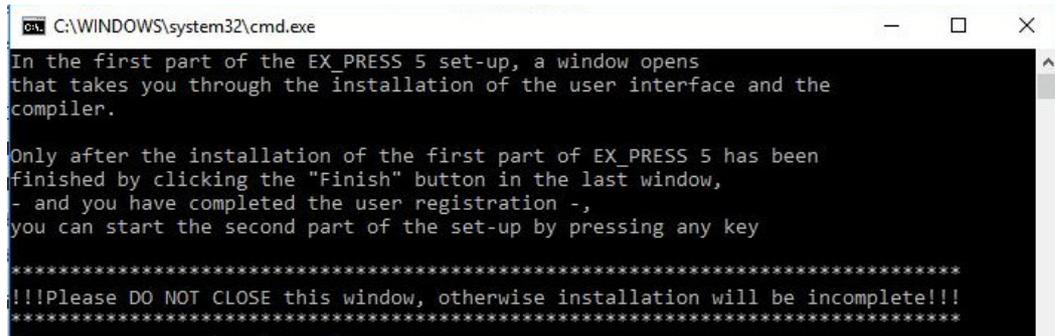


Fig. 1: Command Window

If you have accidentally closed the command window, you will receive the error message „Installation incorrect, please reinstall!“ (see Fig. 2) when starting EX_PRESS 5. In this case, you need to uninstall EX_PRESS 5 and to run the installation again.



Fig. 2: Error message at an incomplete installation

Anti-virus program interrupts the setup

Some anti-virus programs report, that they are having insufficient information for certain program files that run during the setup, and interrupt their execution for a “deep-scan”. This can lead to an incorrect installation. It is recommended to deactivate anti-virus programs during the installation of EX_PRESS 5.

„Welcome“ Window appears with delay

It may occur very rarely, that the command window („cmd.exe“) with the text „Installation EX_PRESS 5 (...)“ opens immediately, but the „Welcome“ window, the starting screen of the EX_PRESS 5 installation opens with a delay up to 30 minutes, although the setup icon is visible in the Windows taskbar (Fig. 4):



Fig. 3: Taskbar with Setup-Icon

After the welcome window appears, the installation can be continued as described in the manual.

Deinstallation

If EX_PRESS 5 shall be completely removed (uninstalled), please note, that with the start menu entry „EX_PRESS_5 deinstallation“ only the compiler will be removed. For a complete deinstallation you should then open Windows Settings and invoke the feature „App“. Search for the entry „WinPcap 4.1.2“ and deinstall it by a double click.

If you wish to install an update of the EX_PRESS 5 compiler or to reinstall the EX_PRESS 5 compiler due to a malfunction, it is usually sufficient to deinstall only the EX_PRESS 5 compiler. The installation of „WinPcap 4.1.2“ can be skipped during setup when the corresponding message window appears.

After uninstalling EX_PRESS 5, some files will remain in the installation directory, especially the fitter files in the "Xilinx1" folder. If you do not need the files any longer, you can delete them manually via the Windows explorer.

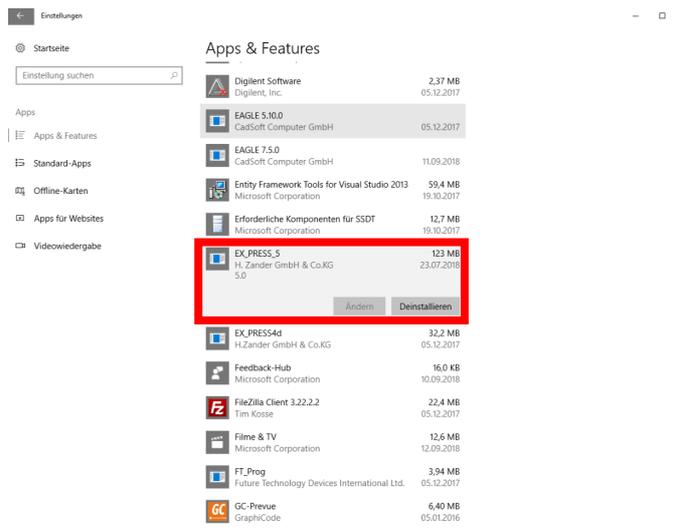


Fig 4. EX_PRESS 5 in list of programs

Long Path Names

If the error, that the generated vhd file or another intermediate code is not found, occurs during fitting, the reason may be that the maximum number of characters allowed for the file path is exceeded.

Please make sure during the installation to accept the recommended file path „<drive>\Zander\EX_PRESS_5“. We would advise you to place the project folders in a sub folder of this directory, e.g. „<drive>\Zander\EX_PRESS_5\Projects“. Please make sure there are no white spaces or special characters in the path name.

The Fitter-Process crashes under Windows 10 :

Due to an Windows 10 update, it is possible, that the program EX_PRESS 5 won't work correctly any longer. This malfunctioning will be shown by error-messages during the Fitting-process.

If this is the case, please follow these two steps.

1. Re-installation of the Visual C++ 2008 Redistributable software

While using EX_PRESS 5 a faulty VC++ Redistributable will be indicated by the following Message:

*WARNING: VC++ 2008 runtime libraries are not installed.
Please install the runtime libraries by running the redistributable {Install Root Dir} \common\bin\nt\vcresit_x86.exe from the installes area
You will need to have administrative privilege to run VC++ 2008 Redistributable.*

Due to the Windows 10 update, the program Microsoft Visual C++ 2008 Redistributable may become faulty. This error will not be detected by the system or the program. To solve this problem, VC++ 2008 has to be un- and re-installed on the Computer. Simply reinstalling the software, without uninstalling it beforehand will not solve the problem.

To uninstall the Program, open Windows 10 Settings (Fig. 5) an open the category Apps and Features (Fig. 6) In the following list, navigate to "Microsoft Visual C++ 2008 Redistributable –x86" and uninstall it (Fig. 7). If more than one version of the program "Microsoft Visual C++ 2008 Redistributable –x86" are installed, uninstall all versions.

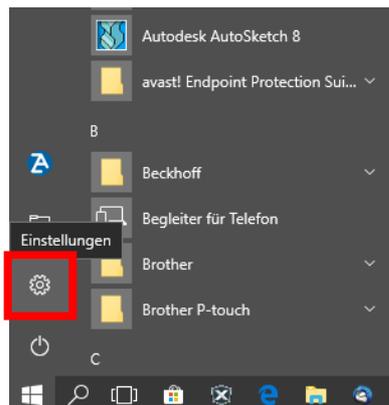


Fig 5. Open Windows 10 Settings

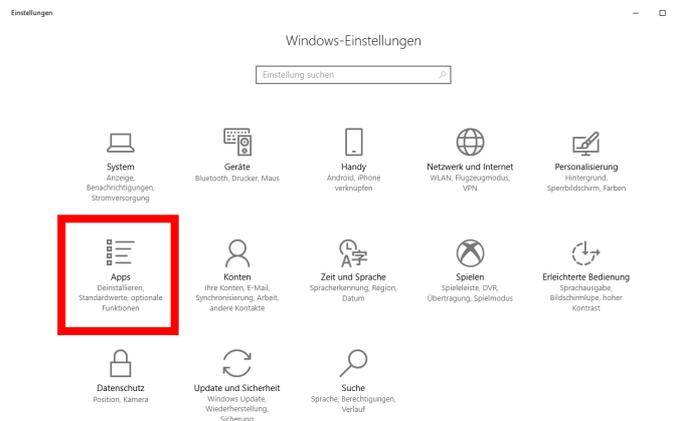


Fig 6. Apps und Features

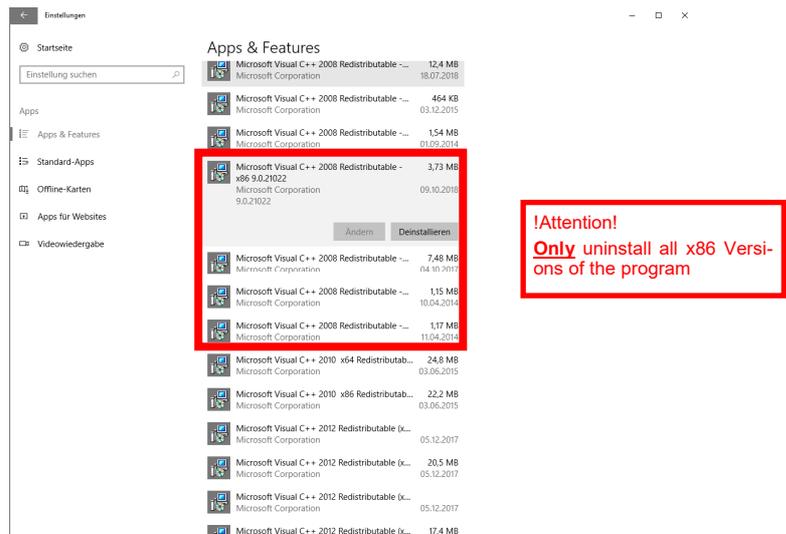


Fig 7. List of programs

After uninstalling the application, restart your computer. After this, the new installation of Microsoft Visual C++ 2008 Redistributable –x86 can be started.

The corresponding installation-file can be found and downloaded under:

<https://www.microsoft.com/de-de/download/details.aspx?id=29>

Start the vcredist_x86.exe and follow all given instructions. After installation restart your computer.

! Attention!

Please make sure, that the correct version of „Microsoft Visual C++ 2008 Redistributable Package (x86)“ has been downloaded and installed (not x64!)

2. Re-installation of the EX_PRESS 5 Software

To ensure that the EX_PRESS 5 software works properly, the EX_PRESS 5 software should also be reinstalled after the reinstallation of Microsoft Visual C++ 2008. For the reinstallation it is necessary to completely remove the EX_PRESS 5 program and XILINX from the computer. Proceed as follows:

Uninstall the EX_PRESS 5 software by opening the Windows 10 Settings (Fig. 5) and opening the Apps and Features category (Fig. 6). Click on "EX_PRESS 5" in the list of programs and then click Uninstall (Fig. 4). Follow the instructions until the program is uninstalled.

After uninstallation, restart the computer to complete the uninstallation. Please backup all your own project directories first. After that, all remains, except for your own project directories, of Xilinx and EX_PRESS 5 must be removed from the computer. To do this, delete all remaining folders in the installation folder (including "Xilinx"). Open the system drive (by default (C:)) and delete the ".Xilinx" folder there. Finally, remove any remaining registry entries on the computer. One way to do this is to use the CCleaner program. This is free software that can be used to perform various cleanups of the computer.

The program can be downloaded via:

<https://www.ccleaner.com/de-de/ccleaner/download>

As soon as the program has been installed, execute a registry clean by clicking on Registry on the left. After this click on "Scan for Issues" and after the process has concluded on "Fix selected issues".

! Attention !

The cleaning process of the registry can result in problems with Windows. For this case "CCleaner" provides and option to save a registry backup. It is highly recommended to create this backup.

After the registry has been cleaned, please restart your computer.

At last, reinstall the EX_PRESS 5 software from the provided USB-Stick.

EX_PRESS 5 Versions and CPU Versions

The following table lists the controllers of the Zander ZX family and the minimum EX_PRESS 5 version required for their programming. Newer versions are always backwards compatible, i.e. you can create programs e.g. for a control "ZX20T" of course also with the latest version of EX_PRESS 5. Depending on the CPU version and interface equipment of the controller, the integration as a slave into an industrial ethernet respectively industrial bus system is also possible.

Zander Controller	CPU version	ProfiNet	EtherCAT	Modbus TCP	Modbus RTU	ZanderLink	EX_PRESS 5 version
ZX09	1.0.1 - 1.2.2						V3.0
ZX09	1.4.0			✓			V5.0
ZX09A	1.0.1 - 1.2.2						V3.0
ZX09A	1.3.2			✓	✓	✓	V5.0
ZX09B	1.3.2						V3.5
ZX09C	1.3.2						V3.5
ZX09D	1.4.0			✓	✓	✓	V5.0
ZX09E	1.4.0			✓	✓	✓	V5.0
ZX20T	2.0.1 - 2.0.4						V2.0
ZX20T	3.1.0			✓			V5.0
ZX20TP	2.0.1 - 2.0.4	✓					V2.0
ZX20TC	2.0.1 - 2.0.4		✓				V2.0
ZX21TP	3.1.0	✓		✓			V4.0
ZX21TC	3.1.0		✓	✓			V4.0
ZX21TPA	3.5.0	✓		✓		✓	V5.1
ZX21TCA	3.5.0		✓	✓		✓	V5.1