

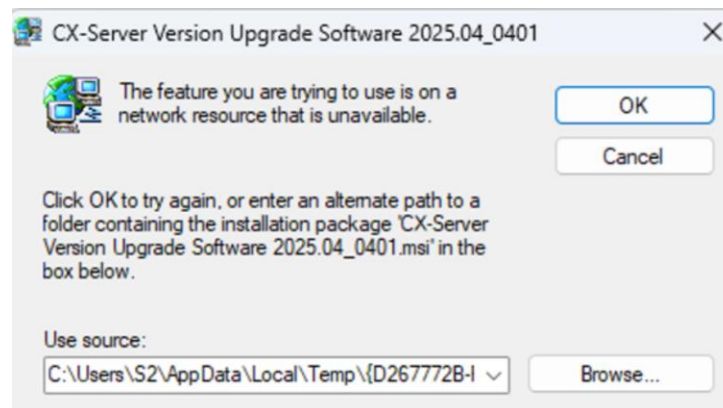
Information on Issues and Countermeasures for CX-One applications such as CX-Programmer Failing to Start

We have identified an issue where some applications of CX-One that use CX-Server, such as CX-Programmer, may fail to start after applying certain Windows updates (KB5064081 or KB5065426) released on August 29, 2025, or September 9, 2025. We will provide information on the symptoms, conditions under which the issue occurs, and the countermeasures.

< Symptoms >

When starting some applications of CX-One that use CX-Server, such as CX-Programmer, which were previously usable, the message "The selected feature is in a network resource that is currently unavailable" is displayed.

Example:



< Conditions of Occurrence >

- Some applications of CX-One that use CX-Server, such as CX-Programmer, may fail to start if all the following conditions are met. For the conditions and the applications, please refer to "Appendix 1. How to Check the Conditions" and "Appendix 3. Applications list."
- Using Windows 11.
- Applied the following Windows updates released on August 29, 2025, or September 9, 2025:
 - ✓ KB5064081 (August 29, 2025)
 - ✓ KB5065426 (September 9, 2025)
- Updated the common modules of CX-One / Sysmac Studio in the past.

< Cause >

Due to the Windows updates (KB5064081/KB5065426), the system file (CTL3D32.DLL) required by the CX-One application is deleted. As a result, when starting the CX-One application, the Windows system detects the absence of the target file and initiates a repair process. If the user has administrative privileges, the repair is performed automatically. However, if the information required for the repair is corrupted or deleted, the automatic repair cannot be performed, and the user is prompted to enter the path to the installation package for the repair.

< Countermeasures (Application of CX-One Upgrade Program) >

Explanation of Countermeasures for This Phenomenon

- Before starting the upgrade
Before starting the upgrade of CX-Server, please confirm the following points:
 - Log in as an administrator or a user with administrator privileges.
 - Close all Windows programs.
- Procedure
Please execute the following:
 1. Please copy CX-Server_5_1_1_6.zip to a local drive on your PC.
 2. Restart your PC. (This step is mandatory.)
Note: After restarting, do not launch any CX-One related software.
 3. Right-click the file CX-Server_5_1_1_6.zip and ensure the security flag is set to “Allow” before proceeding.
 4. Extract all contents of CX-Server_5_1_1_6.zip.
 5. Run setup.exe located in the extracted CX-Server_5_1_1_6 folder to update CX-Server.
Double-clicking the file will start the update installation. Please follow the on-screen instructions to complete the installation.
Confirm that the CX-Server version is Ver.5.1.1.6.
⇒ Refer to “Appendix2. How to confirm the version update program has been applied,” section “1. How to check the CX-Server version.”

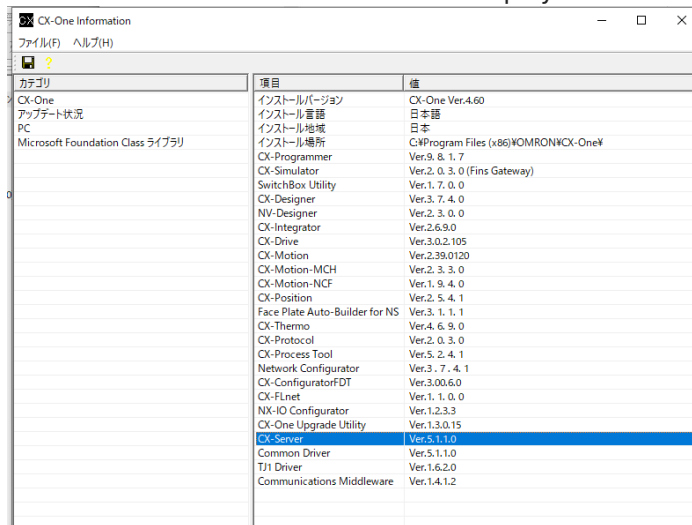
Appendix1. How to Check the Conditions

1. How to Check Windows Updates

- (1) From the Windows Control Panel, select [Programs].
- (2) In the [Programs and Features] screen, select [View installed updates] from the items in the left pane.
- (3) When the issue occurs, the relevant updates will be displayed.

2. How to Check the Version of CX-Server

- (1) From the Windows Start menu, select [OMRON] - [CX-One].
- (2) In the displayed Windows Explorer, double-click [CX-One Information].
- (3) Check the version of CX-Server on the displayed screen.

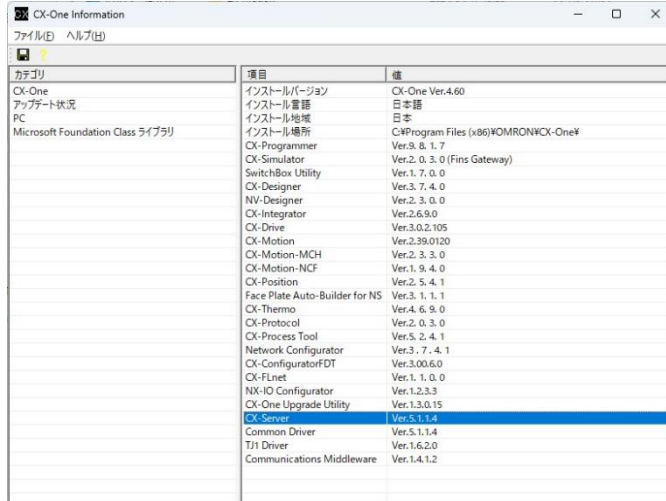


CX-One Information		
ファイル(F) ヘルプ(H)		
カテゴリ	項目	値
CX-One	インストールバージョン	CX-One Ver.4.60
アップデート状況	インストール言語	日本語
PC	インストール地域	日本
Microsoft Foundation Class ライブラリ	インストール場所	C:\Program Files (x86)\OMRON\CX-One¥
	CX-Programmer	Ver.9.8.1.7
	CX-Simulator	Ver.2.0.3.0 (Fins Gateway)
	SwitchBox Utility	Ver.1.7.0.0
	CX-Designer	Ver.3.7.4.0
	NV-Designer	Ver.2.3.0.0
	CX-Integrator	Ver.2.6.9.0
	CX-Drive	Ver.3.0.2.105
	CX-Motion	Ver.2.39.0120
	CX-Motion-MCH	Ver.2.3.3.0
	CX-Motion-NCF	Ver.1.9.4.0
	CX-Position	Ver.2.5.4.1
	Face Plate Auto-Builder for NS	Ver.3.1.1.1
	CX-Thermo	Ver.4.6.9.0
	CX-Protocol	Ver.2.0.3.0
	CX-Process Tool	Ver.5.2.4.1
	Network Configurator	Ver.3.7.4.1
	CX-ConfiguratorFDT	Ver.3.00.6.0
	CX-FLnet	Ver.1.1.0.0
	NX-IO Configurator	Ver.1.2.3.3
	CX-One Upgrade Utility	Ver.1.3.0.15
	CX-Server	Ver.5.1.1.0
	Common Driver	Ver.5.1.1.0
	TJ1 Driver	Ver.1.6.2.0
	Communications Middleware	Ver.1.4.1.2

Appendix2. How to Confirm the Application of the Upgrade Program

1. How to Confirm the Application of the Upgrade Program

- (1) From the Windows Start menu, select [OMRON] - [CX-One].
- (2) Double-click [CX-One Information] in the displayed Windows Explorer.
- (3) On the displayed screen, confirm that the version of CX-Server is Ver.5.1.1.6.



カテゴリ	項目	値
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アップデート状況	インストール言語	日本語
PC	インストール地域	日本
Microsoft Foundation Class ライブラリ	インストール場所	C:\Program Files (x86)\OMRON\CX-One\
	CX-Programmer	Ver.9.8.1.7
	CX-Simulator	Ver.2.0.3.0 (Fins Gateway)
	SwitchBox Utility	Ver.1.7.0.0
	CX-Designer	Ver.3.7.4.0
	NV-Designer	Ver.2.3.0.0
	CX-Integrator	Ver.2.6.9.0
	CX-Drive	Ver.3.0.2.105
	CX-Motion	Ver.2.39.0120
	CX-Motion-MCH	Ver.2.3.3.0
	CX-Motion-NCF	Ver.1.9.4.0
	CX-Position	Ver.2.5.4.1
	Face Plate Auto-Builder for NS	Ver.3.1.1.1
	CX-Thermo	Ver.4.6.9.0
	CX-Protocol	Ver.2.0.3.0
	CX-Process Tool	Ver.5.2.4.1
	Network Configurator	Ver.3.7.4.1
	CX-ConfiguratorFDT	Ver.3.00.6.0
	CX-FLnet	Ver.1.1.0.0
	NX-IO Configurator	Ver.1.2.3.3
	CX-One Upgrade Utility	Ver.1.3.0.15
	CX-Server	Ver.5.1.1.6
	Common Driver	Ver.5.1.1.4
	TJ1 Driver	Ver.1.6.2.0
	Communications Middleware	Ver.1.4.1.2

Appendix3. Applications list

CX-Programmer
CX-Position
CX-Process Tool
CX-Thermo
CX-Server
CX-Integrator
CX-Motion-NCF
PLC Tools
Switch Box Utility
CX-Motion-MCH
CX-Designer
CX-FLnet
CX-Protocol
CX-Motion
CX-Configurator FDT
Network Configurator
CX-Simulator
CX-Drive
NV-Designer
NX-IO Configurator

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