MITSUBISHI ELECTRIC

FA-A-0235-B

Corrective action for the starting error of network interface boards due to the Secure Boot function

■Date of Issue

February 2017(Ver. B: June 2018)

■Relevant Models

CC-Link IE Field Network interface board, CC-Link IE Controller Network interface board

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Thank you for your continued support of the Mitsubishi Electric network interface boards.

A installed network interface board may not start when the Secure Boot function of UEFI (BIOS) is enabled in Windows 10 Version 1607. The following shows the symptom and the corrective action.

1   SYMPTOM

A network interface board cannot start.
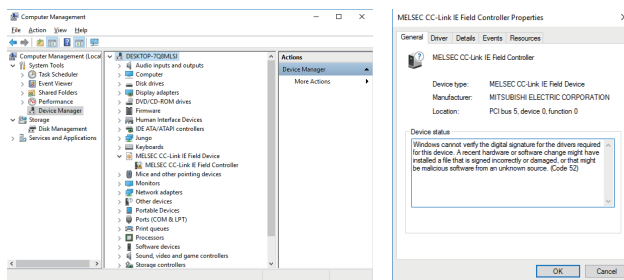
The following are displayed: "!" mark next to the icon for the driver of the board on the Device Manage screen, and the message "Windows cannot verify the digital signature for the drivers required for this device." on the properties screen of the driver.

2   CONDITIONS

The error occurs if the Secure Boot function of UEFI (BIOS) is enabled when installing the following product in the operating system.

Target products

The error occurs when installing the following version of a software package.

Type	Model name of a board	Model name of a software package	Software version
CC-Link IE Field Network interface board	Q81BD-J71GF11-T2, Q80BD-J71GF11-T2	SW1DNC-CCIEF-B	Ver.1.11M to Ver.1.12N
CC-Link IE Controller Network interface board	Q81BD-J71GP21-SX, Q81BD-J71GP21S-SX, Q80BD-J71GP21-SX, Q80BD-J71GP21S-SX	SW1DNC-MNETG-B	Ver.1.23Z

Target operating system

The error occurs on the following operating system.

Operating system	Version
Microsoft® Windows® 10 (32-bit version, 64-bit version)	Version 1607[*1](Build number '14393' or higher[*2])

*1   It is not included when updating from Windows 10 Version 1511 or others by using Windows 10 Anniversary Update.
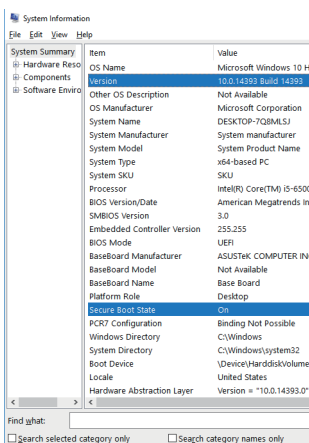
*2   Build number of Windows10 Version1607 is '14393'.

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Checking method for the version of the operating system and the state of Secure Boot

The version of the operating system and the state of Secure Boot can be checked on "System Information" screen of Windows.

Operating procedure

1. Enter 'msinfo32' in the search box "Search the web and Windows" on the taskbar, and select "System Information".

2. Check the contents of "Version" and "Secure Boot State" on the "System Information" screen.

The error occurs under the following case.
- Version: the number following 'Build' is '14393' or higher
- Secure Boot State: On

3   CAUSE

The error occurs because the checking method of the driver signature in the state where the Secure Boot function is enabled were changed in Windows 10 Version 1607 (Build number: '14393').

4   CORRECTIVE ACTION

This error can be avoided by upgrading to SW1DNC-CCIEF-B Ver.1.13P or later and SW1DNC-MNETG-B Ver.1.24A or later. If it cannot be upgraded, this error can be avoided by disabling the Secure Boot function according to the following procedure.

Operating procedure

1. Select "Restart" with the Shift key held down on Windows.
The "Choose an option" screen appears.

2. Select "Troubleshoot" ⇨ "Advanced options" ⇨ "UEFI Firmware Settings".
The UEFI (BIOS) setting screen appears.

3. Disable the Secure Boot function on the UEFI (BIOS) setting screen.

4. Check that "Secure Boot State" is set to "Off" on the "System Information" screen of Windows.

Point

The setting method of UEFI (BIOS) differs depending on the motherboard.
For details of the setting method, refer to the manual of a personal computer or motherboard used and the function description on the UEFI (BIOS) setting screen.

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REVISIONS

Version	Print Date	Revision
-	February 2017	First edition
A	March 2017	Changes of CONDITIONS and CORRECTIVE ACTION.
B	June 2018	Available for e-Manual Viewer

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