

DSB - Download & Installation

Frequently Encountered Issues

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Frequently Encountered Issues

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Begin direct download by clicking the link below:

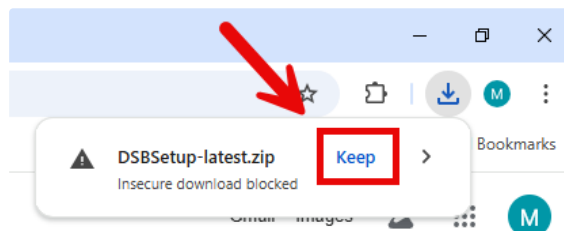
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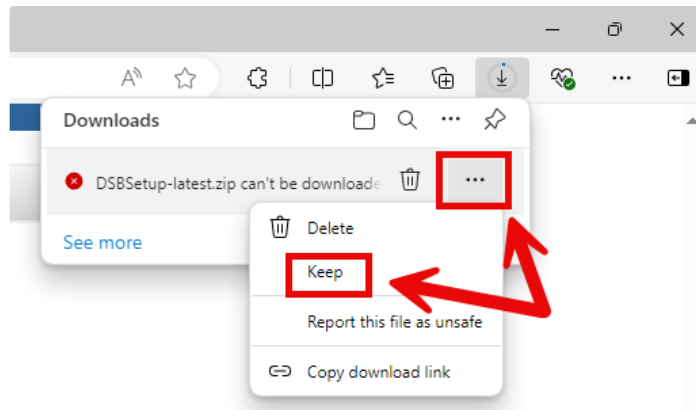
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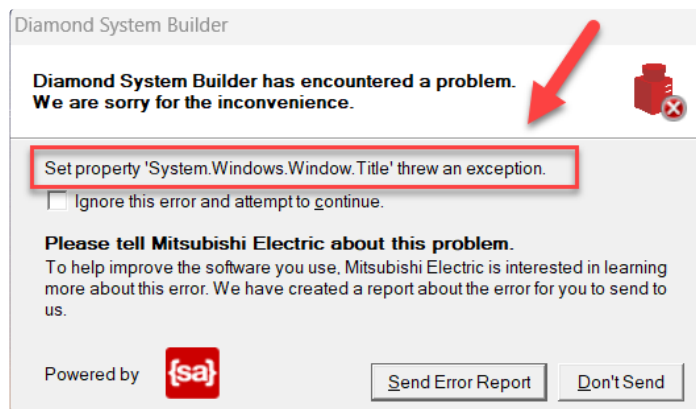
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DSB is crashing after installation!

DSB immediately crashes when opening the program after installation.

Crash Error: 'Set property 'System.Windows.Window.Title' threw an exception

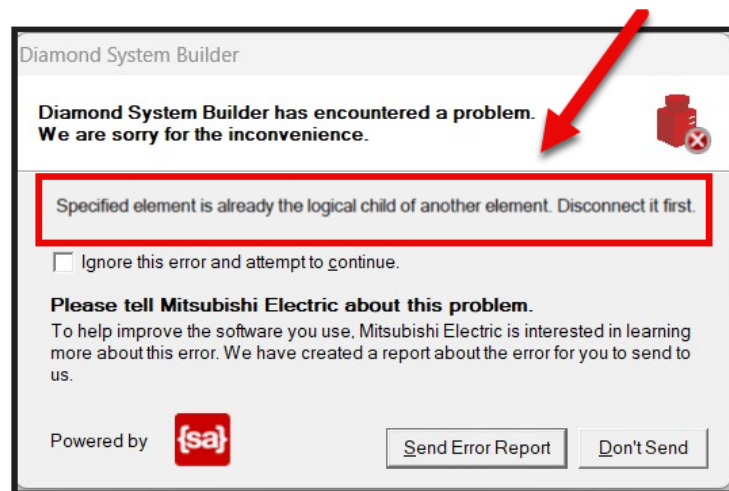


To resolve the issue

1. Install the latest x86 MS C++ (version 14.34.31938) - link here: https://aka.ms/vs/17/release/vc_redist.x86.exe
2. Restart your PC

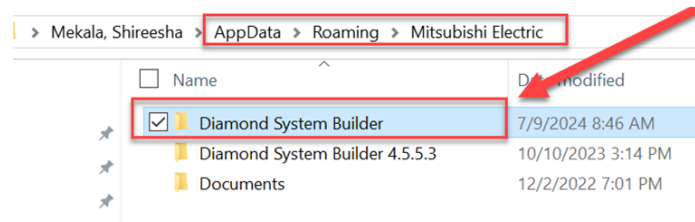
Other Common DSB Crashes!

Crash Error: Specified element is already the logical child of another element. Disconnect it first.



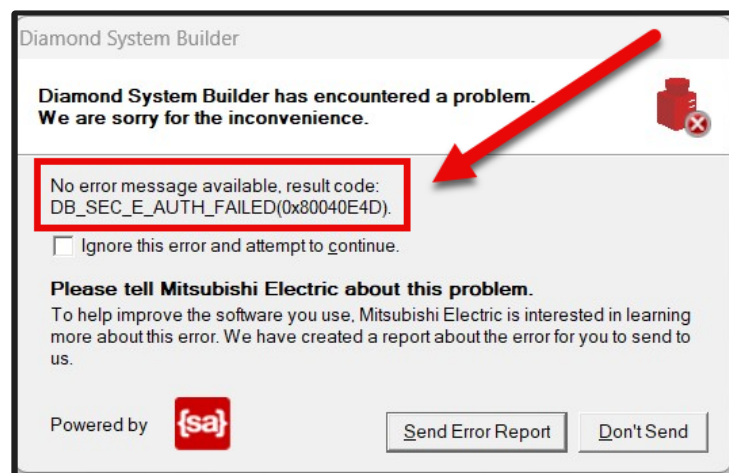
To resolve the issue

1. Navigate to C:\Users\[your local user]\AppData\Roaming\Mitsubishi Electric
2. Locate the folder named 'Diamond System Builder'. (Refer to screenshot below)



3. Right-click on the folder and rename it to 'Diamond System BuilderTEST'.
4. Attempt to open the DSB application again

Crash Error: DB_SEC_E_AUTH_FAILED



To resolve the issue

1. Uninstall and reinstall the DSB application by following the instructions below
 - a. Uninstall the DSB from the Control Panel – Programs – Uninstall a Program – Find Diamond system builder - Uninstall
 - b. Delete Mitsubishi folder from the following places.
 - i. C:\Program Files (x86)\Mitsubishi Electric
 - ii. C:\Users[your local user]\AppData\Roaming\Mitsubishi Electric
 - [your local user]– Replace this with your local user

DSB is not updating!

To ensure proper functionality, certain executables and TCP connections are required to keep DSB up-to-date. Issues here are typically due to firewall settings. Below are DSB's required dependencies:

1. Software Executables: DSB software relies on the following essential executables:
 - DiamondBuilderUI.exe
 - wyUpdate.exe
 - DSBSSetup-*.exe (where * represents the version number)
2. TCP Connections: The following outbound TCP connections must be permitted:
 - dsbcloud.kumocloud.com on port 443
 - updates.melsup.com on port 80
 - dsbdb-public.clkpkacmsjz.us-east-1.rds.amazonaws.com on port 5432