

Errors that happen when updating, starting, or using the DS

For Design Simulator(DS) Troubleshooting

01 [Overview](#)

02 [Common Issues and Solutions](#)

Error during Auto Update.....[P6~7](#), [P11~19](#)
Error at Startup.....[P8](#), [P20~23](#)
Error while in Use.....[P9](#), [P24~47](#)

03 [Details of the solution](#)

01

Overview

This manual provides steps to quickly and effectively solve problems when they occur. It's meant to help users identify and resolve issues fast. If looking through the manual doesn't solve the problem, please contact the Design Simulator Team.

application : Design Simulator

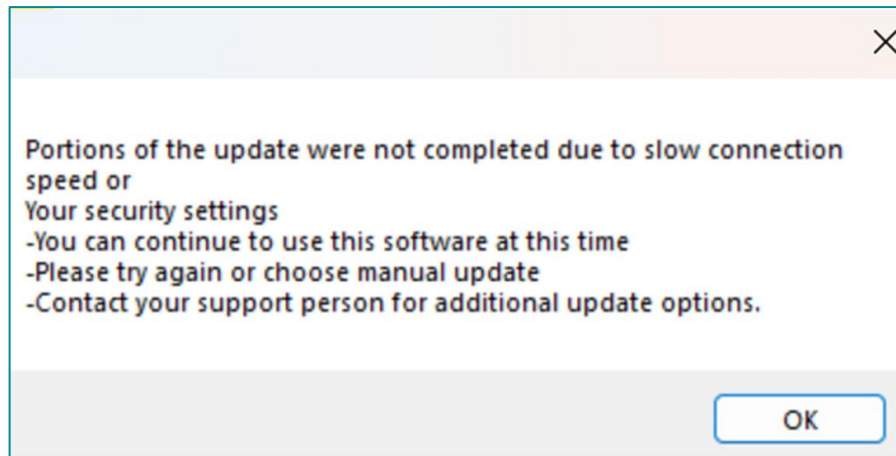
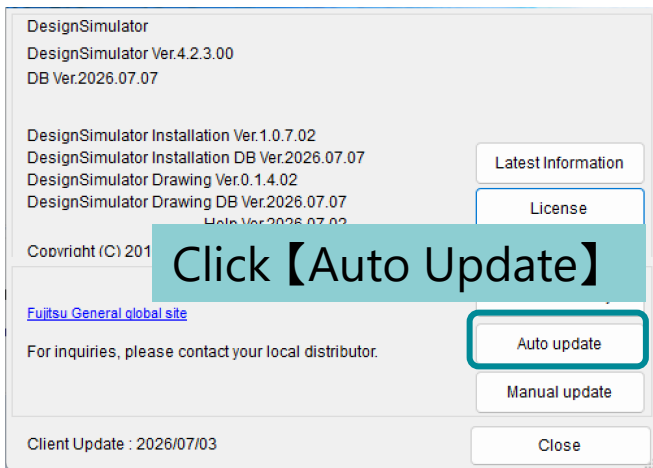
I'll explain how to handle each of the following cases:

- Error during Auto Update
- Error at startup
- Error while in use

02

Common Problems and Solutions

● Error during Auto Update(1/2)



Occurrence Cases

- Note appears
- Update doesn't complete, and DS shuts down

Causes and Solutions

1. Update is failing due to network environment issues
 - ▶ Wait a few minutes and then try running Auto Update again.

2. Communication is blocked due to firewall settings

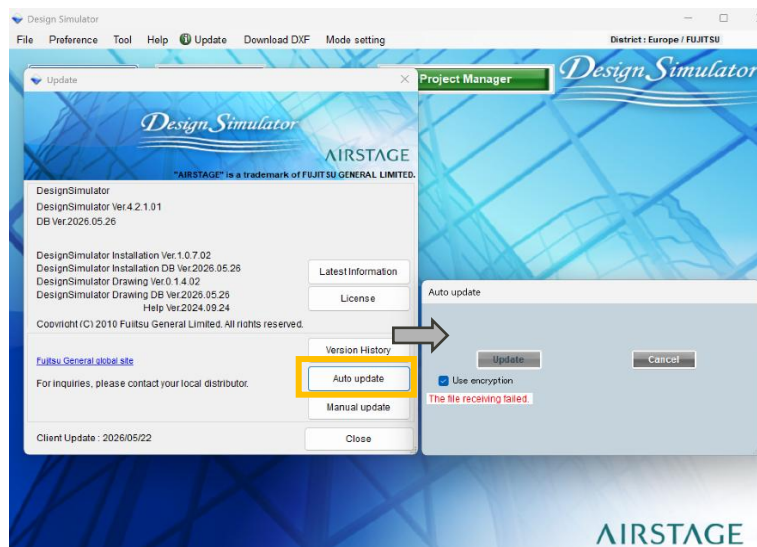
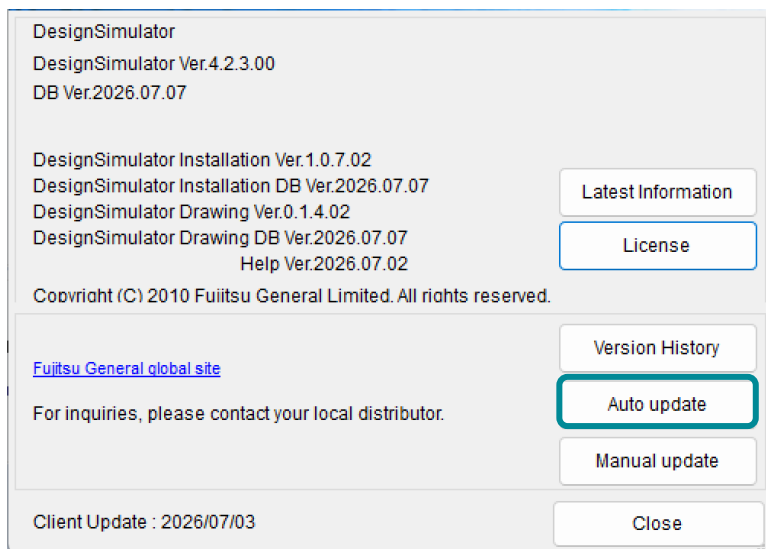
- ▶ Allow DS in your firewall settings.

Reference: Network Firewall Settings [P11~17](#)

3. Communication is blocked due to security software settings

- ▶ Allow DS in your security software.

● Error during Auto Update(2/2)



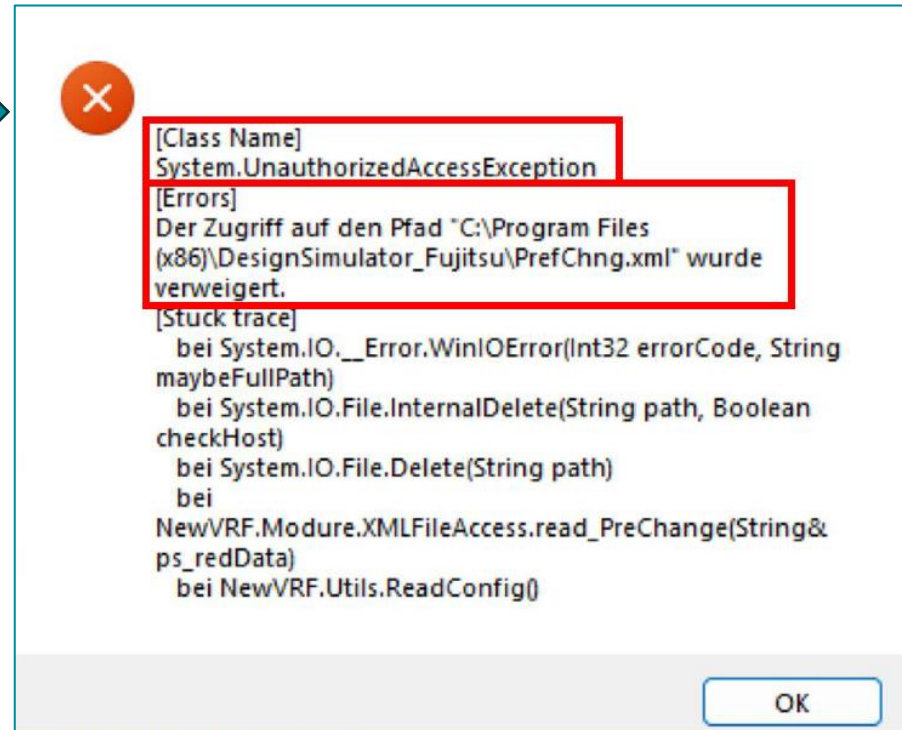
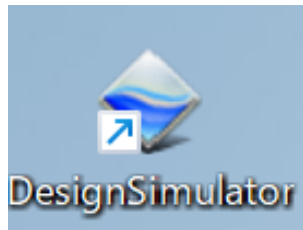
Causes and Solutions

"Use encryption" is enabled when using a VPN

► Disconnect the VPN and run Auto Update

Reference: When "Use encryption" is enabled while using a VPN, Auto Update cannot be performed... [P18~19](#)

Error at startup



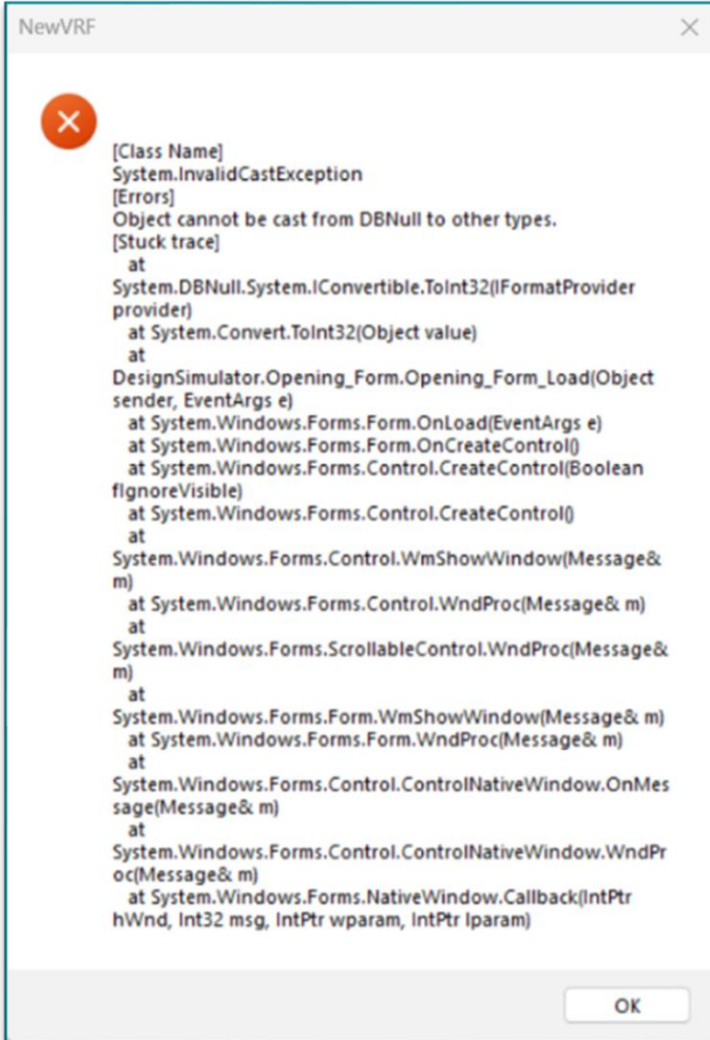
Cause

DS is saved in OneDrive, Box, or Program Files (x86)Solution

► Save DS to your User Folder or Desktop, then try starting it again.

Reference: DS Software Installation Location [P20~23](#)

Error while in use



Cause

The files in the DS folder might be corrupted.

If the files in the DS folder didn't save properly due to a failed copy or something, the DS itself or the preference files could get corrupted, which might cause system errors.

Solution

- ▶ **Please reinstall DS and start it up again.**

Reference : *Troubleshooting_When an Error is Displayed and DS Stops*

..... [P24~33](#)

- ▶ **If the issue persists, initialize Design Simulator (DS).**

Reference : *How to Reinstall the Design Simulator* [P34~47](#)

03

Detailed Solution

Network Firewall Settings

For using Auto-update function

01 [Overview](#)

02 [Firewall settings](#)



1

Overview

Our Model Selection software uses FTP in the following functions.

- Auto-update of software

If Network Firewall you use blocks, it's necessary to set to allow for using them.

May 2026: Changed Server IP Address (refer to 2. Firewall settings)

FTP:

The File Transfer Protocol (FTP) is a standard communication protocol used for the transfer of computer files from a server to a client on a computer network.



2

Firewall settings

Allow Port:

- TCP out: Destination Port 21, 65000-65535

Allow IP Address: If IP address specified, allow the following address.

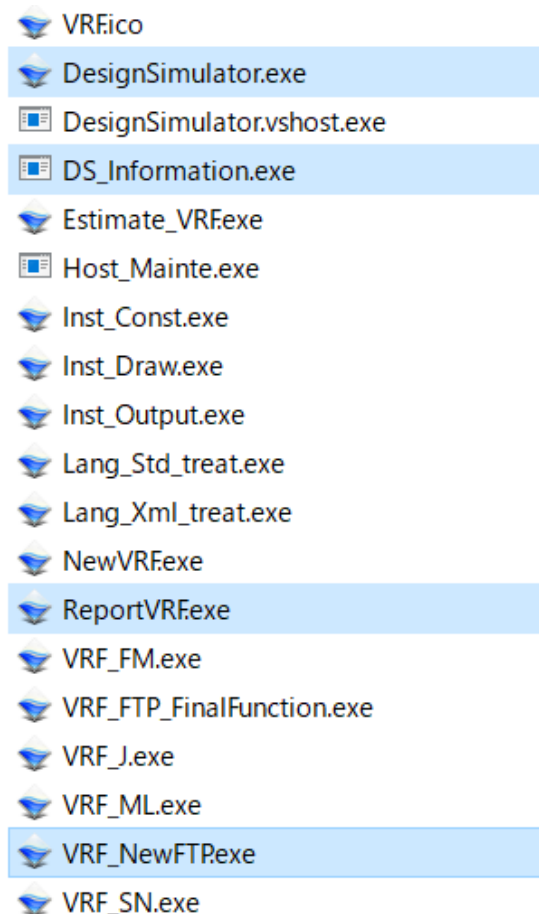
- 176.34.25.96
From ver.4.5.0.0 of Design Simulator

02. Firewall setting – Allow programs (exe type files)

Design Simulator:

- DesignSimulator.exe
- ReportVRF.exe
- VRF_NewFTP.exe
- DS_Infomation.exe

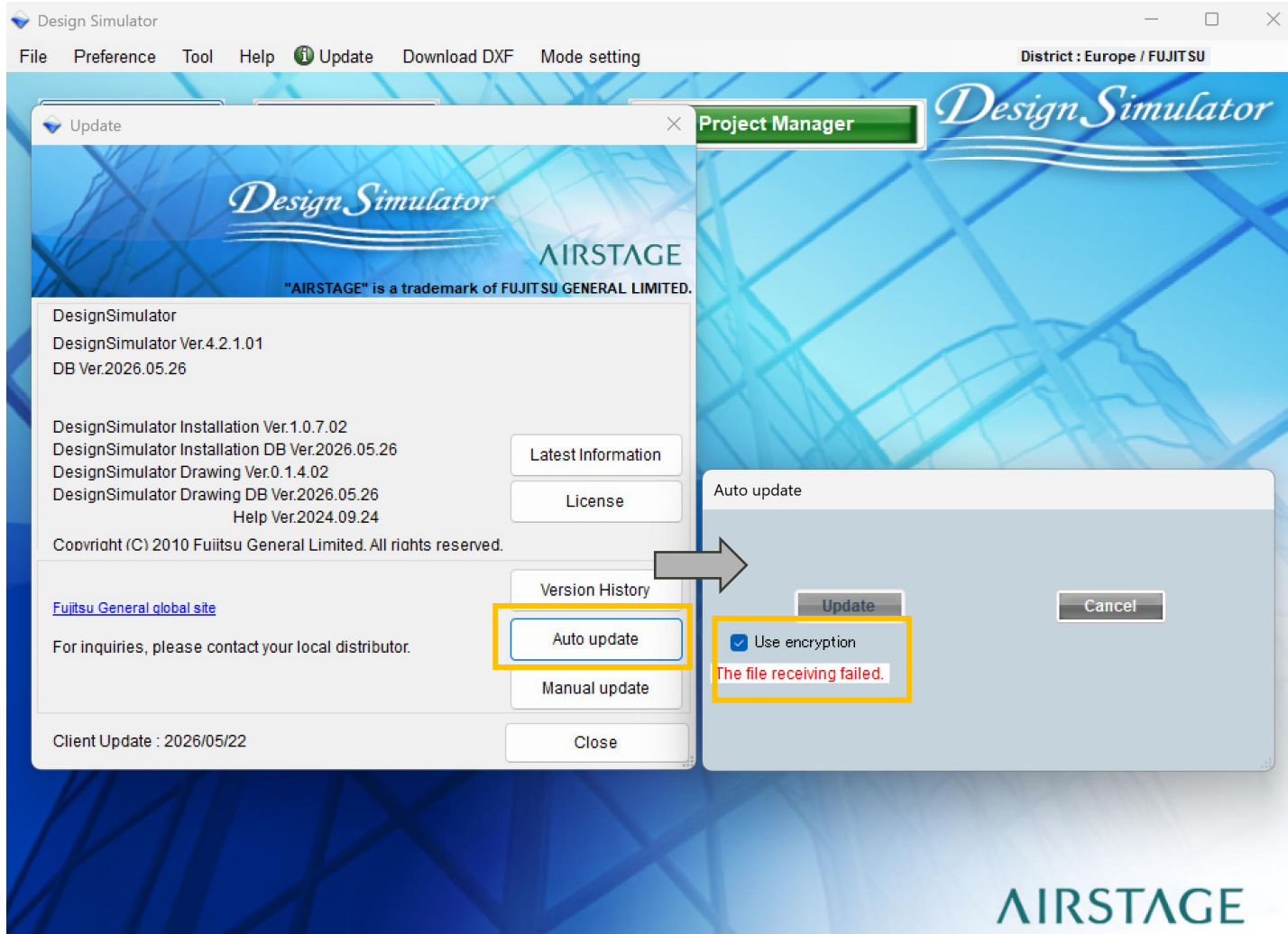
Allow files in Design Simulator folder



“Use encryption” is enabled while connected to a VPN.

For using Auto-update function

Auto Update cannot be performed when “Use encryption” is enabled while using a VPN.



If Auto Update is performed in a network environment where encrypted communication is not permitted, the message “The file receiving failed” may be displayed.

Solution

Whether encrypted communication is permitted depends on your company's IT policy. For details, please contact your company's IT department.

When you are connected to a VPN, disconnect from the VPN and then run Auto Update.

When Auto Update is not available, download the latest version of DS from Pocket Portal and install it.

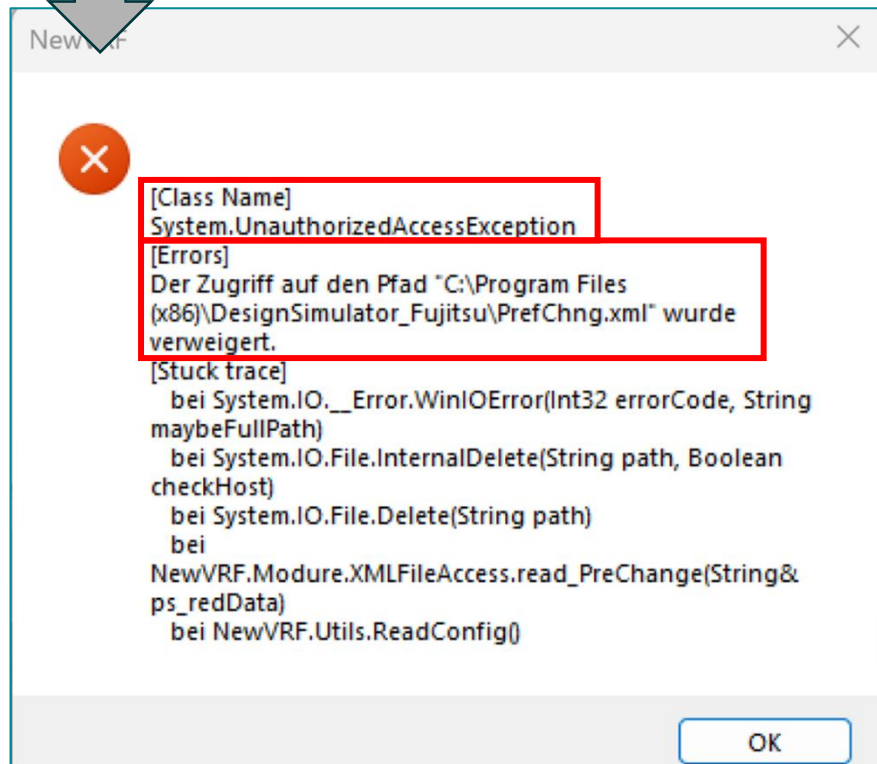
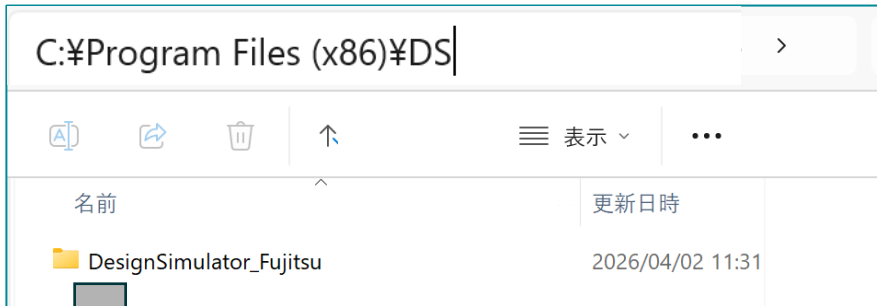
DS Software Installation Location

Design Simulator(DS) System Error Details

01 [Overview](#)

02 [DS Save and Startup Folder](#)

Placing DS in C Drive: Program Files (x86) causes a system error when starting.



When DS is saved in the following locations, it cannot be operated normally:

- C drive: Program Files (x86)
- OneDrive

Place DS in the user folder or on the desktop before starting it.

Recommended Location

- User folder
- Desktop

Saving the file in the following locations may cause errors.
If an error occurs, please move the file to one of the recommended locations.

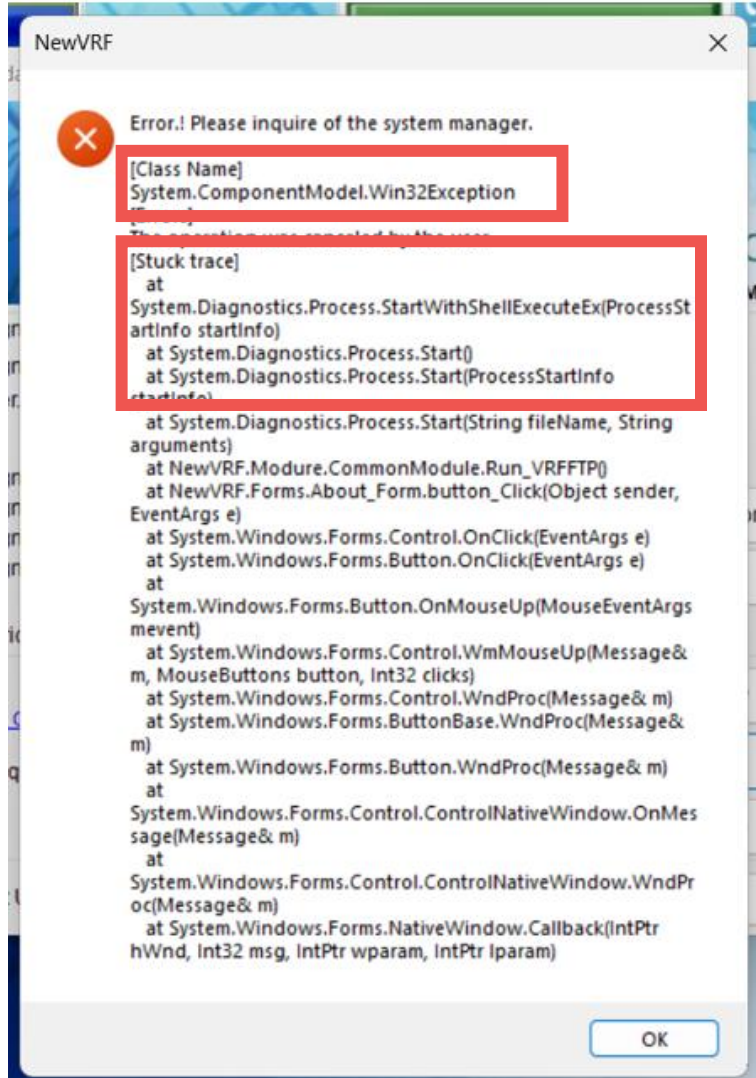
Locations that may cause errors

- Server (e.g., NAS server)
 - Cloud services (e.g., Teams)
 - Web browser
 - C drive: Program Files (x86)
 - OneDrive
- ※Please contact us if you have any questions.

When an Error is Displayed and DS Stops

Design Simulator(DS) System Error Details

Design Simulator Unzip Error



Since Windows 11, downloading DS requires permission in the security properties. When the attached error is displayed, please follow the steps below to [unblock] it.

01 [How to unzip the Zip file](#)

02 [How to unblock DS EXE files](#)



01

How to unzip the Zip file

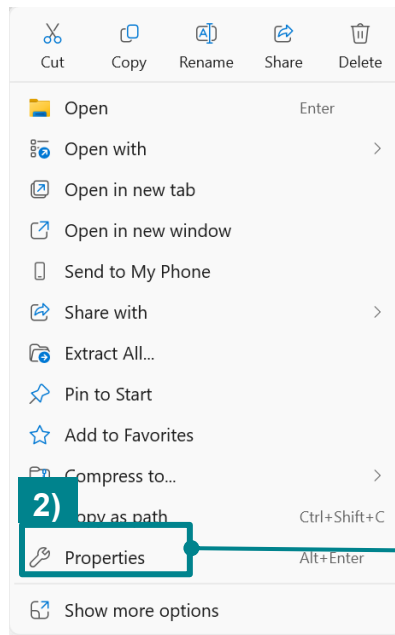
01.How to unzip the Zip file

01. How to unzip the Zip file

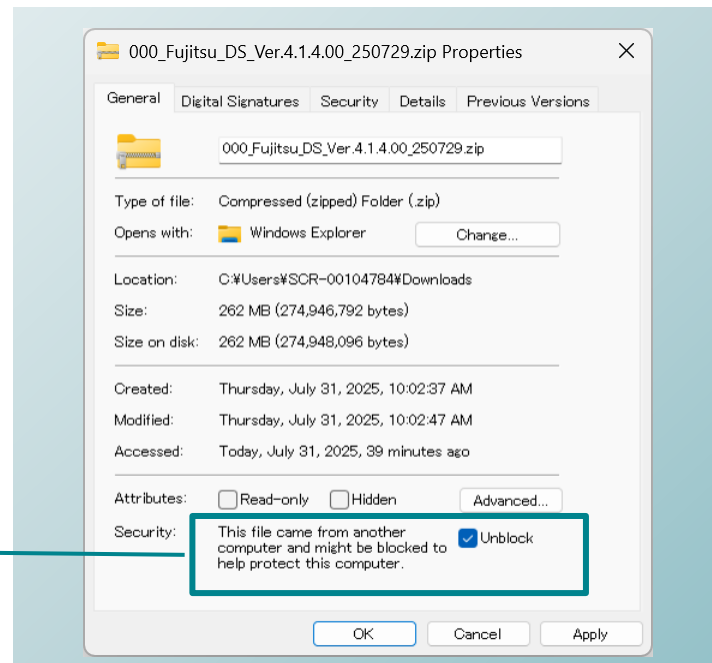
1)Right-click [Design Simulator Zip]

 000_Fujitsu_DS_Ver.4.1.3.00_250707.zip

2) The settings are opened. Click on [properties]

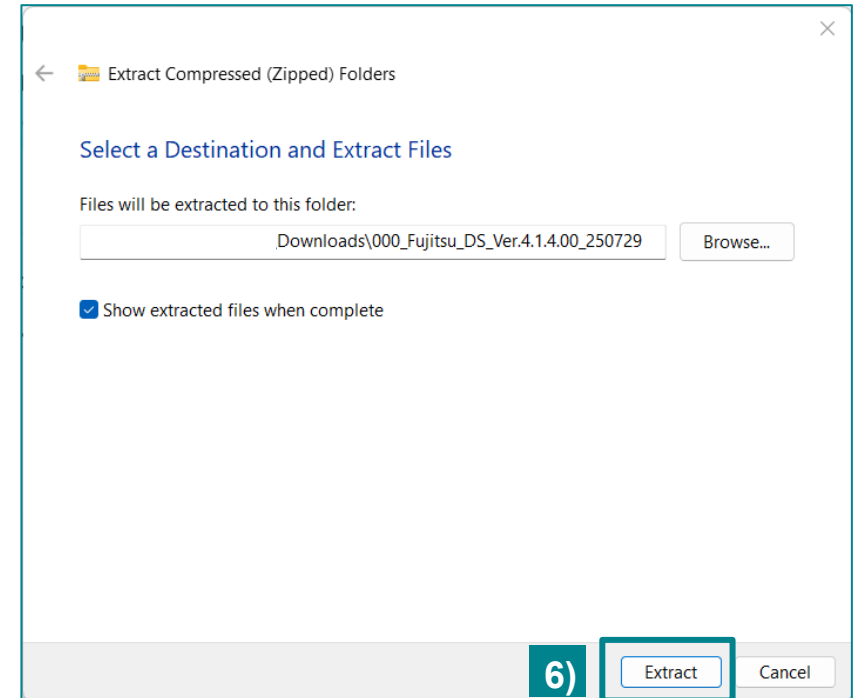
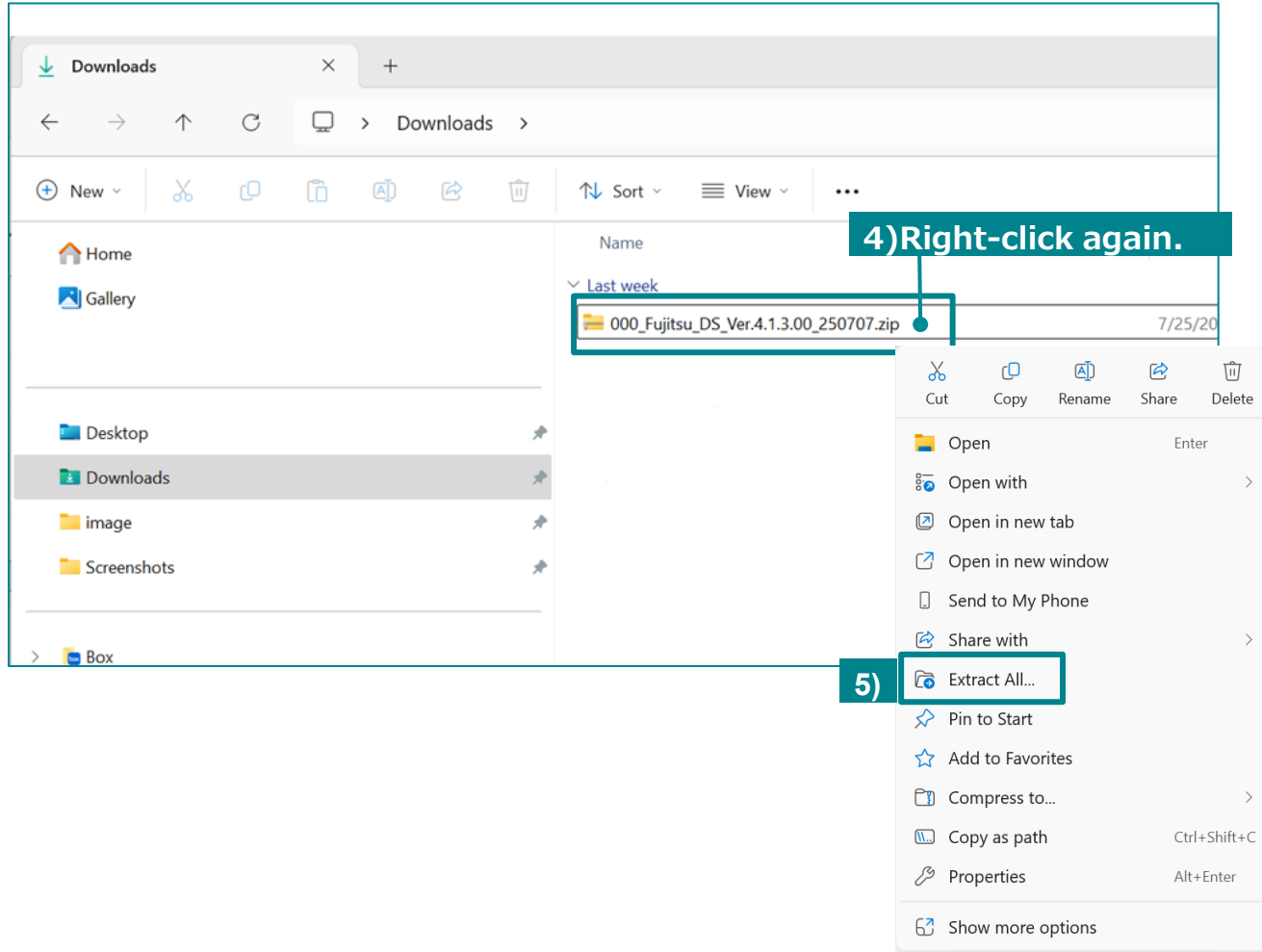


3)Check [Unblock] in the security properties.



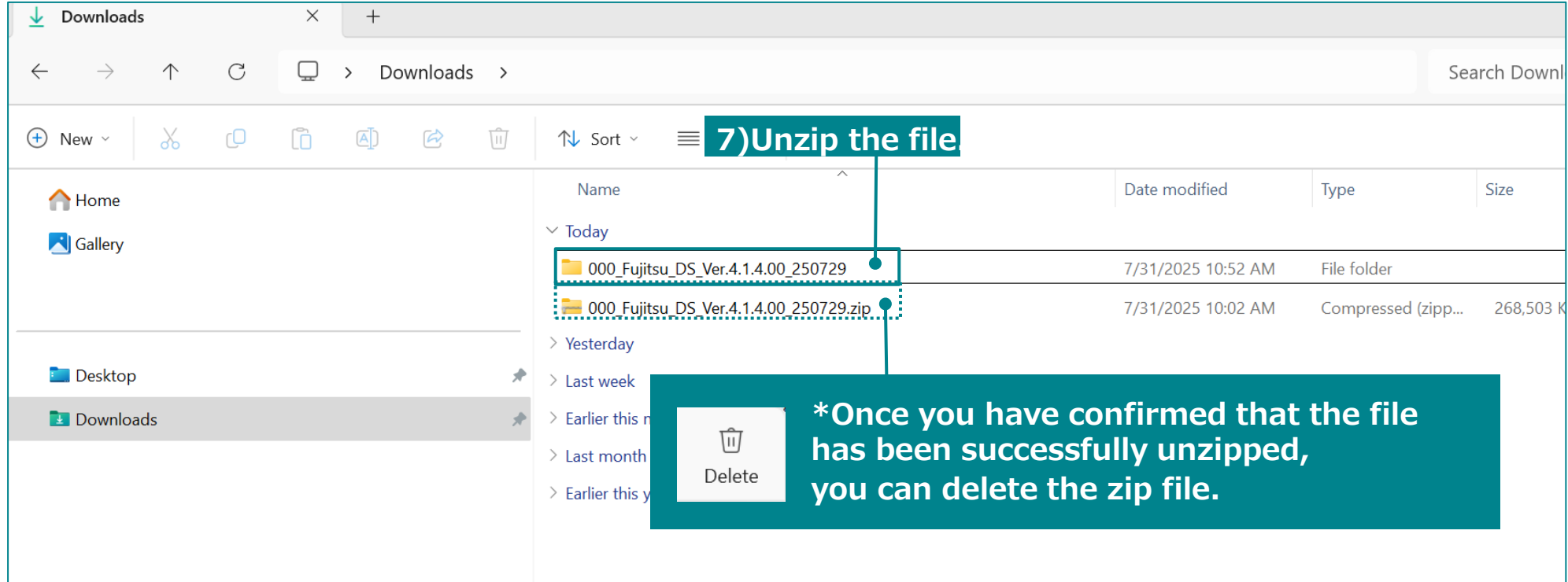
01.How to unzip the Zip file

01. How to unzip the Zip file



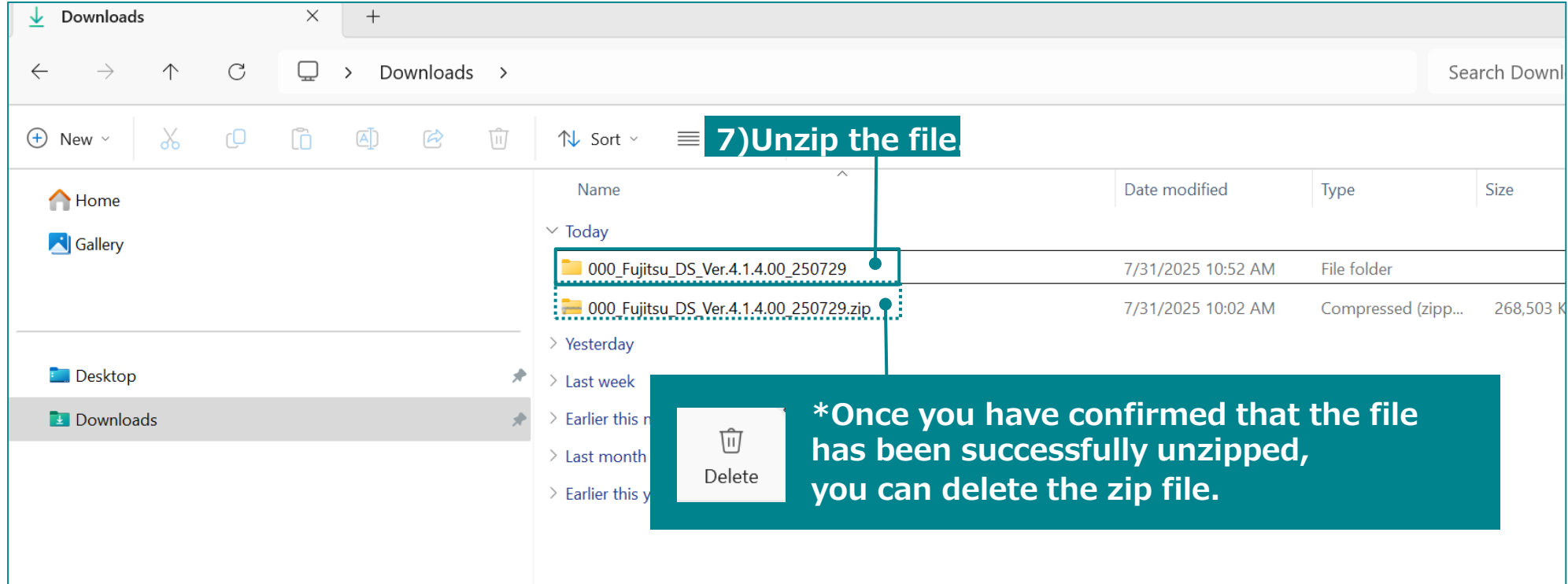
01.How to unzip the Zip file

01. How to unzip the Zip file



01.How to unzip the Zip file

01. How to unzip the Zip file

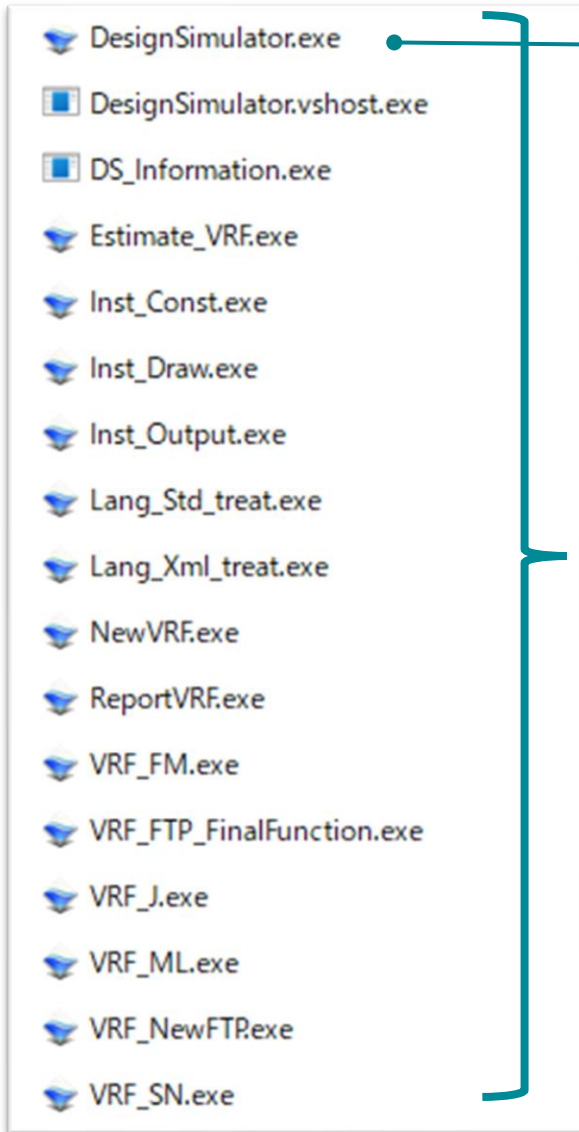


※When the issue persists, please check the next page.



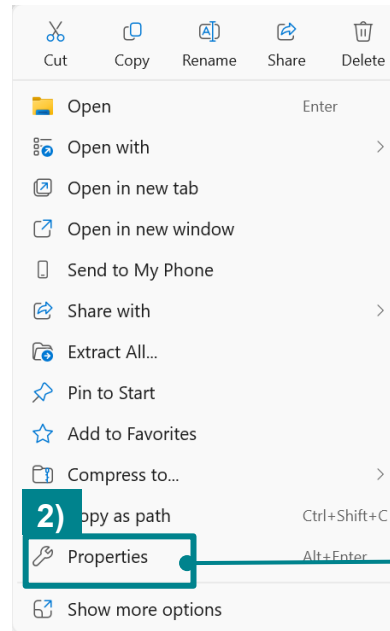
02 How to unblock DS EXE files

02. How to Allow DS EXE Files

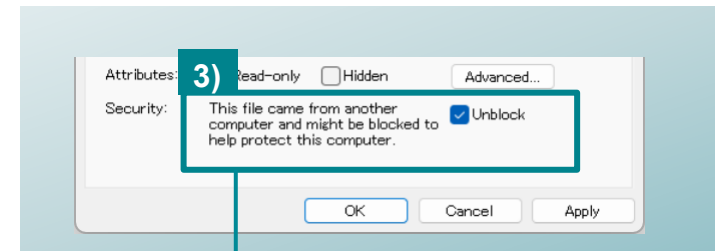


Please unblock all EXE file in the DS folder.
※Repeat steps 1) to 3) and unblock security for all EXE files.
1) Right-click [Design Simulator EXE]

2) The settings are opened. Click on [properties]



3) Check [Unblock] in the security properties.



How to reinstall the Design Simulator

Design Simulator(DS) System Error Details

01

How to delete the Design Simulator

01. Delete settings information

02. Delete the Design Simulator folder

02

How to Download and unzip the Zip file

01. How to Download the Design simulator

02. How to unzip the Zip file

03

How to start up the Design simulator



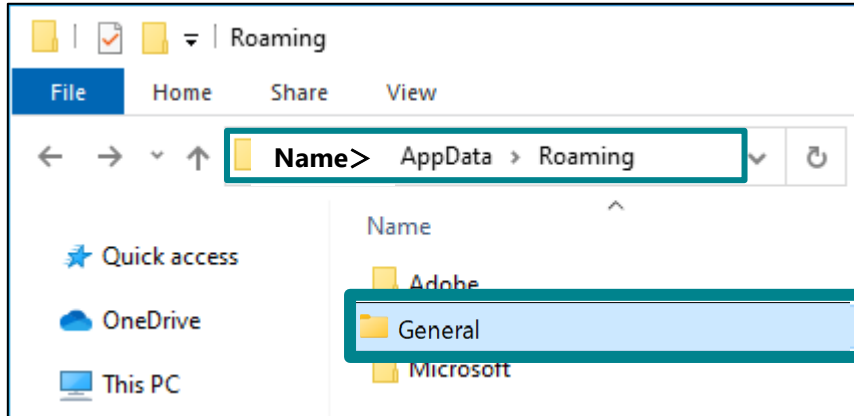
1

How to delete the Design Simulator

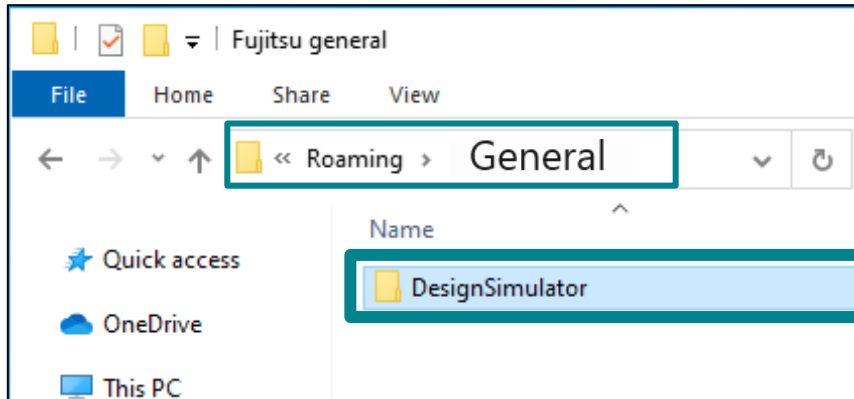
01.How to delete the Design Simulator

01-01. Delete settings information

※After following the steps below, the Design Simulator will be initialized.



- 1) Open Explorer
- 2) Enter 【%AppData%】 in the address bar
Press 【Enter】
- 3) Open 【Roaming】 【Local】 folder

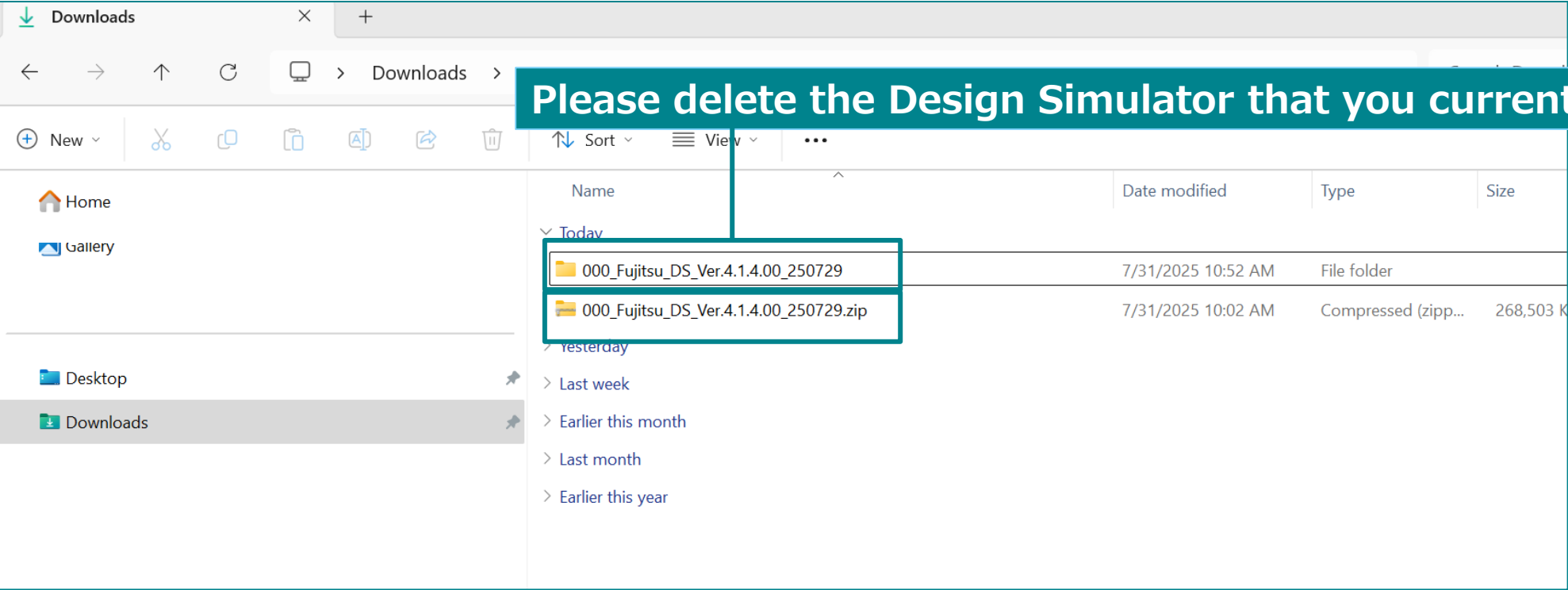


- 4) Delete the Design Simulator
【¥General¥Design Simulator】
- ※Fujitsu General フォルダが残っている場合は、一緒に削除してください

01.How to delete the Design Simulator

01-02. Delete the Design Simulator folder

Please delete the Design Simulator that you currently own.





2

How to Download and unzip the Zip file

02.How to Download and unzip the Zip file

02-01. How to Download the Design simulator

1)Enter the following two items:

- User name: F1010Pocket
- Password: Please contact Fujitsu General's overseas sales office in your area.

The screenshot shows the Fujitsu General login interface. A red header bar at the top contains the text 'FUJITSU GENERAL'. The main content area is light gray and contains a white login form. The form has two input fields: 'User name' with the value 'F1010Pocket' and 'Password' with masked characters '.....'. Below the fields is a red 'LOGIN' button. A teal box with the text '2) Click Login' is positioned below the button. A teal line connects the instruction text above to the 'User name' field. A red footer bar at the bottom contains the text 'Copyright © FUJITSU GENERAL. All rights reserved.'

FUJITSU GENERAL

User name F1010Pocket

Password

LOGIN

2) Click Login

Copyright © FUJITSU GENERAL. All rights reserved.

02.How to Download and unzip the Zip file



02-01. How to Download the Design simulator

FUJITSU GENERAL

Q↑ Language | Logout

☐ Include Products related to the search

Model Name

Product Category

Product Brand

Sales Area

Document Type

Image Type

Video Type

Design simulator

Hits: 2

000_Fujitsu_DS_Ver.4.1.3.00_250707.zip

File Title : Design simulator for VRF (FUJITSU) , Software Type : Design simulator , Files Size : 251.6 MB

1) Enter “Design simulator”

2)Confirm that “FUJITSU version” and “General version” appear.

000_General_DS_Ver.4.1.3.00_250707.zip

File Title : Design simulator for VRF (GENERAL) , Software Type : Design simulator , Files Size : 251.6 MB

Copyright 2025 FUJITSU GENERAL

CONFIDENTIAL

02.How to Download and unzip the Zip file

02-01. How to Download the Design simulator

2) Download begins.

3) Click “Show in Folder.”

https://pocketportal.fujitsu-general.com/en

FUJITSU GENERAL

☐ Include Products related to the search

Model Name

Product Category

Product Brand

Sales Area

Document Type

Image Type

Video Type

Design simulator

Hits: 2

000_Fujitsu_DS_Ver.4.1.4.00_250729.zip

File Title : Design simulator for VRF (FUJITSU) , Software Type :

000_General_DS_Ver.4.1.4.00_250729.zip

File Title : Design simulator for VRF (GENERAL) , Software Type : Design simulator , Files Size : 262.2 MB

Downloads

000_Fujitsu_DS_Ver.4.1.4.00_250729.zip

Open file

See more

Show in folder

1)Basically, downloading the “FUJITSU version” is OK.

*Can be changed to General in the Design simulator settings.

Copyright 2025 FUJITSU GENERAL | CONFIDENTIAL

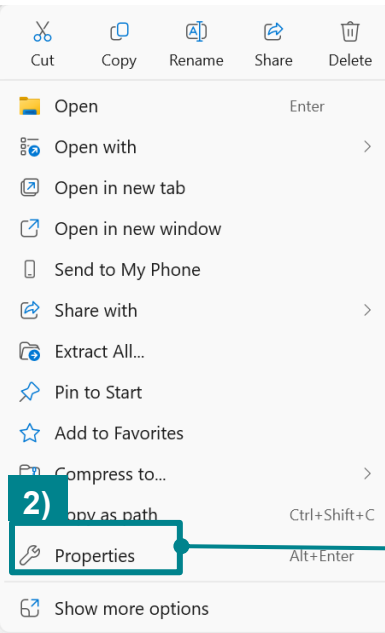
02.How to Download and unzip the Zip file

02-02. How to unzip the Zip file

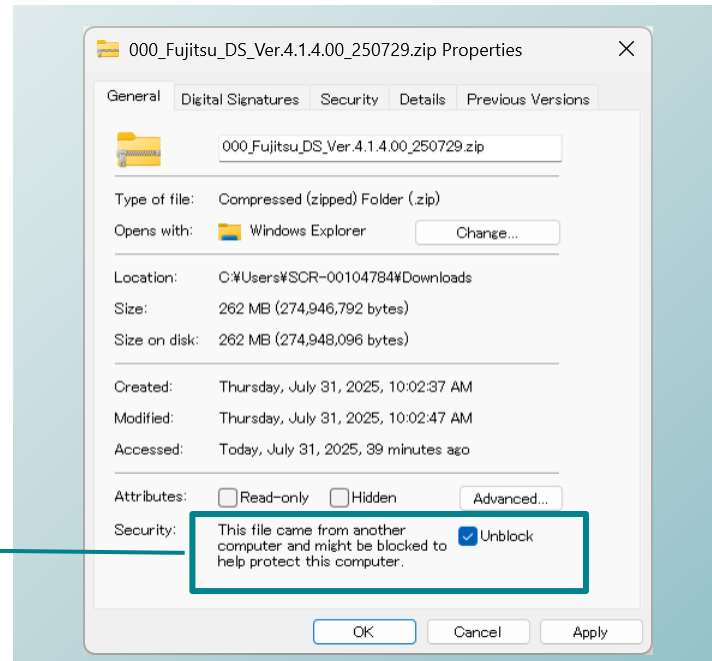
1)Right-click [Design Simulator Zip]

 000_Fujitsu_DS_Ver.4.1.3.00_250707.zip

2) The settings are opened. Click on [properties]



3)Check [Unblock] in the security properties.



02.How to Download and unzip the Zip file

02-02. How to unzip the Zip file

The image illustrates the steps to unzip a file in Windows. It shows a File Explorer window with the 'Downloads' folder selected. A zip file named '000_Fujitsu_DS_Ver.4.1.3.00_250707.zip' is highlighted. A right-click context menu is open, and the 'Extract All...' option is selected. An arrow points to the 'Extract Compressed (Zipped) Folders' dialog box, which shows the destination folder and the 'Extract' button.

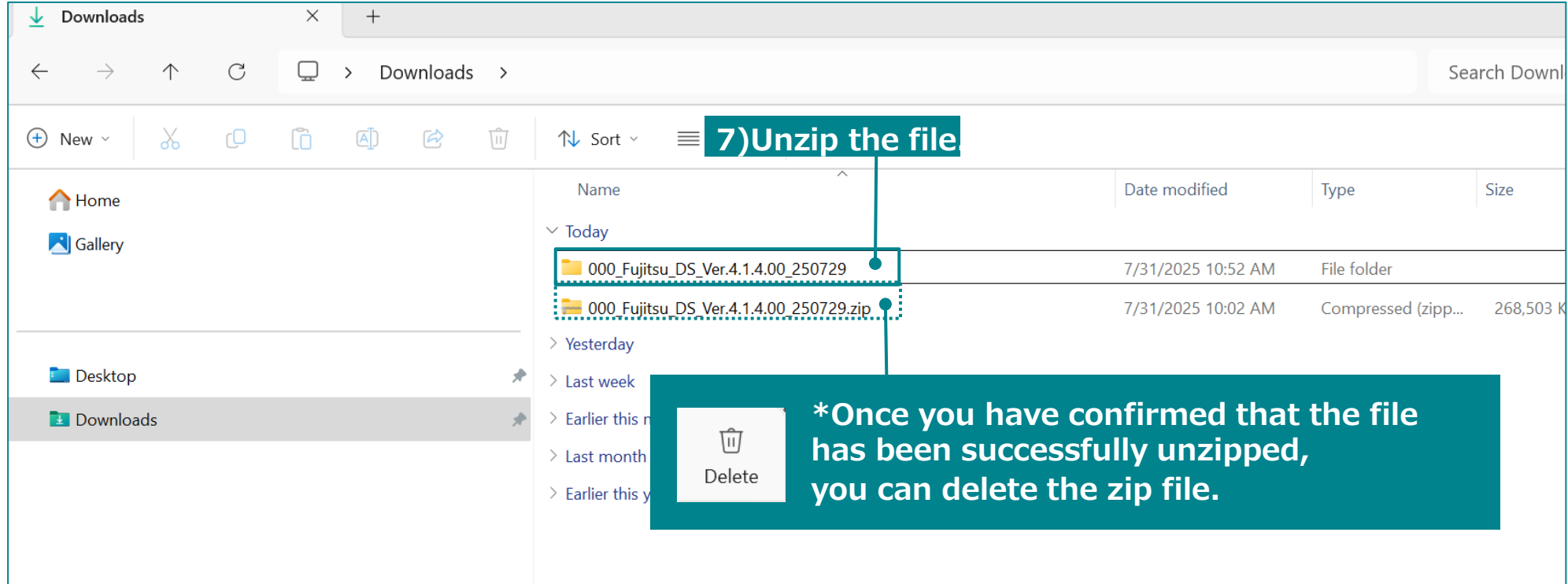
4) Right-click again.

5) Extract All...

6) Extract

02.How to Download and unzip the Zip file

02-02. How to unzip the Zip file



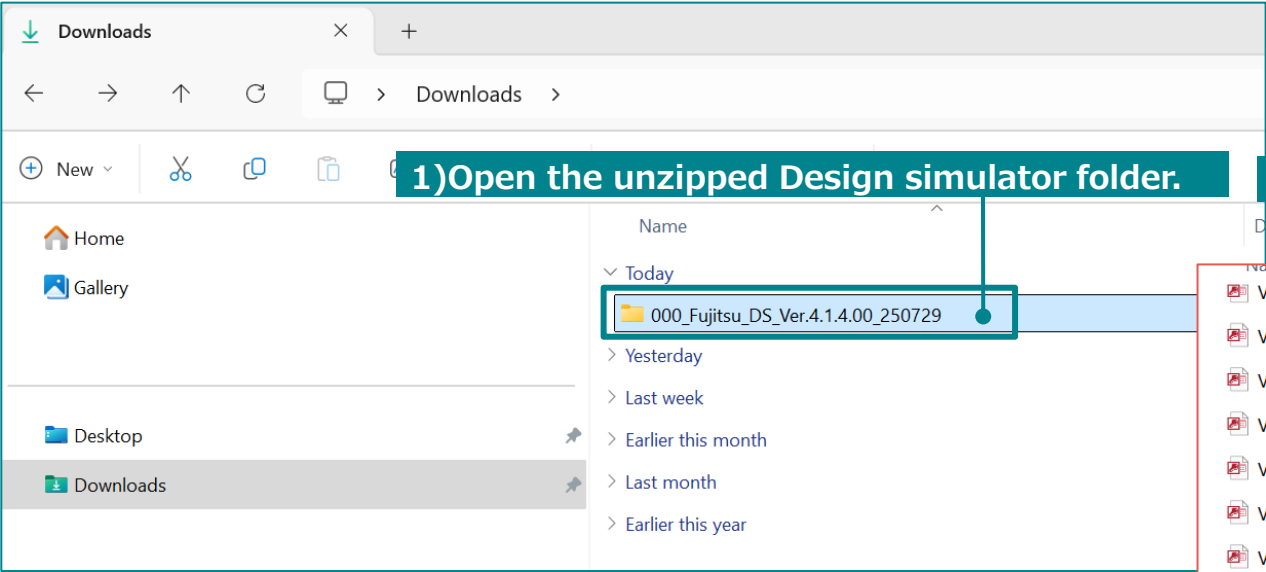


3

How to start up the Design simulator

03. How to start up the Design simulator

When starting up the Design simulator for the first time



2)Double-click “DesignSimulator.exe” in the Design Simulator folder.

Name	Date modified	Type	Size
VRF_AU.mdb	7/25/2025 2:38 PM	Microsoft Access Dat...	10,816 KB
VRF_BR.mdb	7/25/2025 2:38 PM	Microsoft Access Dat...	7,456 KB
VRF_CH.mdb	7/25/2025 2:38 PM	Microsoft Access Dat...	6,820 KB
VRF_EU.mdb	7/25/2025 2:38 PM	Microsoft Access Dat...	13,416 KB
VRF_ME.mdb	7/25/2025 2:38 PM	Microsoft Access Dat...	18,144 KB
VRF_TW.mdb	7/25/2025 2:38 PM	Microsoft Access Dat...	8,364 KB
VRF_US.mdb	7/25/2025 2:38 PM	Microsoft Access Dat...	13,224 KB
History.XML	7/25/2025 3:34 PM	Microsoft Edge HTM...	363 KB
LatestHistory.XML	7/25/2025 3:34 PM	Microsoft Edge HTM...	1 KB
US_bsExce.xlsx	7/22/2025 6:52 PM	Microsoft Excel ワーク...	357 KB
DesignSimulator.exe	7/16/2025 7:05 PM	Application	1,789 KB
Lang_Std_treat.exe	7/16/2025 7:05 PM	Application	19 KB
Lang_Xml_treat.exe	7/16/2025 7:05 PM	Application	18 KB
NewVRF.exe	7/16/2025 7:05 PM	Application	3,907 KB
ReportVRF.exe	7/16/2025 7:05 PM	Application	401 KB



Creating a Life Conditioner