TECHNICAL BULLETIN

[Issue No.] FA-A-0077   **[Page]** 1/7

[Title] Corrective actions when the application cannot be started, a new project/workspace cannot be created, or a project/workspace cannot be opened or saved in iQ Works

[Date of Issue] January 2010

[Relevant Models] Mitsubishi Integrated FA Software MELSOFT
iQ Works (MELSOFT Navigator, GX Works2, MT Works2, GT Works3)

Thank you for your continued support of Mitsubishi Integrated FA Software MELSOFT series.

This bulletin explains the corrective actions when the application cannot be started, a new project/workspace cannot be created, or a project/workspace cannot be opened or saved in iQ Works (MELSOFT Navigator, GX Works2, MT Works2, GT Works3).

1. Symptom

When starting the application, creating a new project/workspace, or opening/saving a project/workspace in MELSOFT Navigator, GX Works2, MT Works2, or GT Works3, the following dialog box is displayed and the operation may not be executed even after performing the corrective action as instructed in the dialog box.

(1) Starting the application

    1) MELSOFT Navigator   2) GX Works2
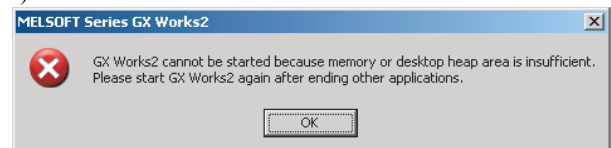
(2) Creating a new project or workspace
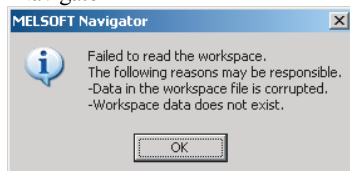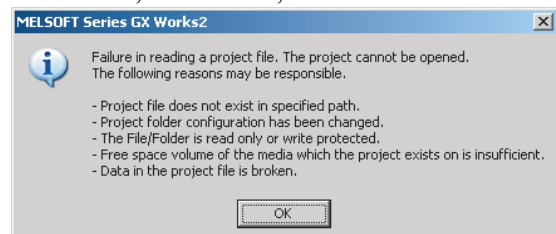
    1) MELSOFT Navigator   2) GX Works2

(3) Opening a project or workspace

    1) MELSOFT Navigator   2) GX Works2, MT Works2, GT Works3

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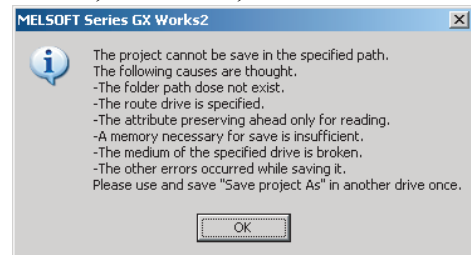   iQ Works (MELSOFT Navigator, GX Works2, MT Works2, GT Works3)

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(4) Saving a project or workspace

    1) MELSOFT Navigator   2) GX Works2, MT Works2, GT Works3

MELSOFT Navigator

Cannot save the workspace.
The following reasons may be responsible.
-The destination folder is read-only attribute.
-Not enough memory for save.
-The specified media drive is damaged.
-The specified project has unsupported data.
-Other error occurred during saving.
Please use "Save as" on a different drive once.

                 OK

MELSOFT Series GX Works2

The project cannot be save in the specified path.
The following causes are thought.
-The folder path dose not exist.
-The route drive is specified.
-The attribute preserving ahead only for reading.
-A memory necessary for save is insufficient.
-The medium of the specified drive is broken.
-The other errors occurred while saving it.
Please use and save "Save project As" in another drive once.

                 OK

2. Cause

When the operation cannot be executed even after performing the corrective action as instructed in the dialog box, it is possible that your system environment is not fully established to operate iQ works in relation with Windows Update failure or registration/deletion of other companies' software products. The following are the conditions of environment in which the symptoms noted above have been confirmed by Mitsubishi Electric Corporation.

(1) Microsoft$^{®}$ .NET Framework 2.0 is not operating normally

(2) MDAC (Microsoft Data Access Components) is not operating normally

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           cannot be created, or a project/workspace cannot be opened or saved in iQ Works
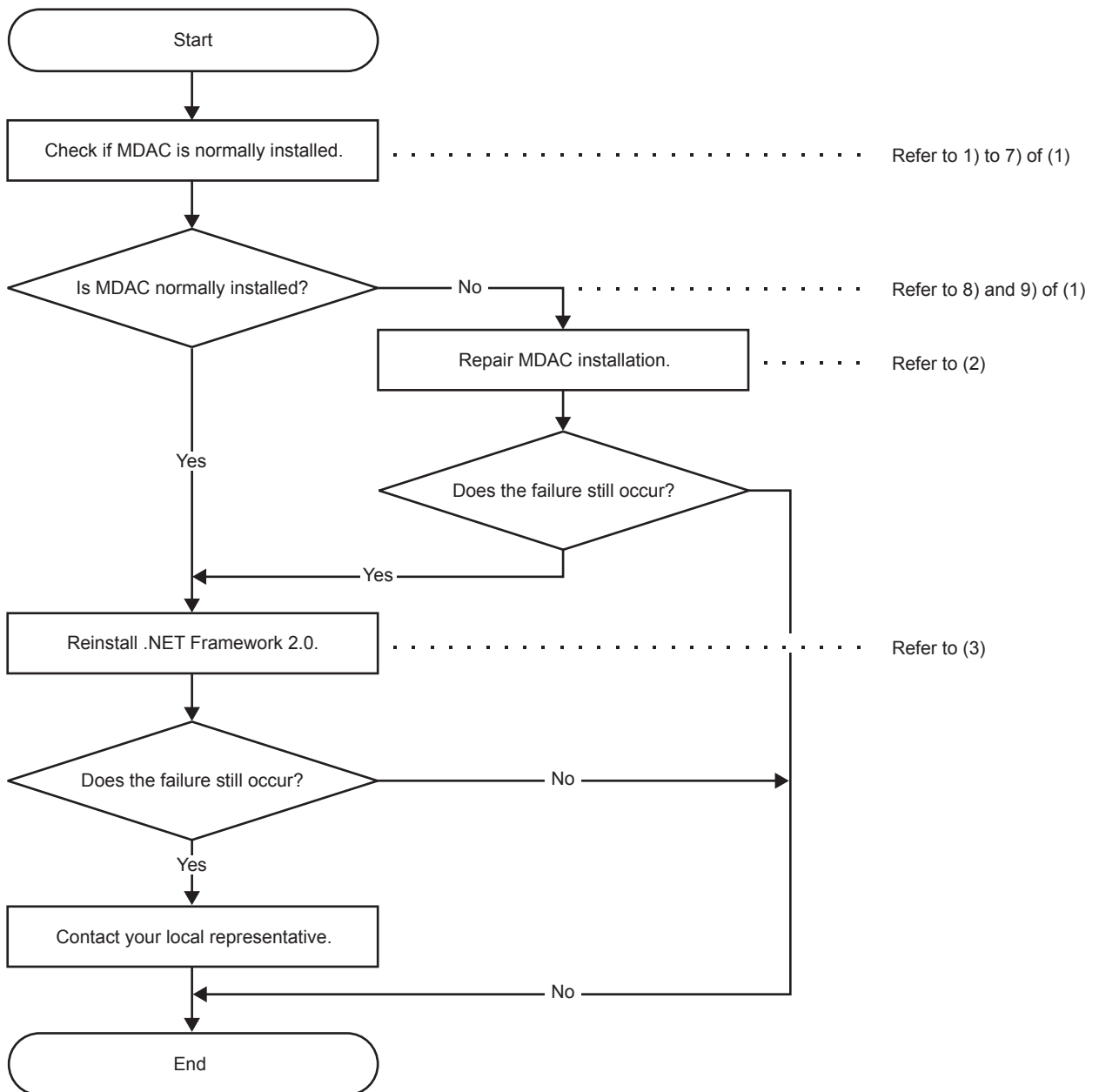**[Date of Issue]** January 2010
[Relevant Models] Mitsubishi Integrated FA Software MELSOFT
                      iQ Works (MELSOFT Navigator, GX Works2, MT Works2, GT Works3)

3. Corrective action

Perform the following corrective actions to improve your system environment for iQ Works.

Note that the screens used in the following procedure are the screens of Windows XP Service Pack 3.

```
                    ┌─────────────────┐
                    (     Start       )
                    └────────┬────────┘
                             │
              ┌──────────────▼──────────────┐
              │ Check if MDAC is normally   │ · · · · · · · · ·   Refer to 1) to 7) of (1)
              │ installed.                  │
              └──────────────┬──────────────┘
                             │
                    ◇─────────────────◇
                    Is MDAC normally installed?  ──No──┐ · · ·   Refer to 8) and 9) of (1)
                    ◇─────────────────◇                │
                             │                ┌─────────▼──────────┐
                             │                │ Repair MDAC        │ · · · · ·  Refer to (2)
                             │                │ installation.      │
                             │                └─────────┬──────────┘
                             │                          │
                             │                 ◇─────────────────◇
                             │                 Does the failure still occur? ──┐
                             │                 ◇─────────────────◇             │
                            Yes                         │                       │
                             │            ┌────Yes──────┘                       │
              ┌──────────────▼──────────────┐                                   │
              │ Reinstall .NET Framework    │ · · · · · · · · ·   Refer to (3)  │
              │ 2.0.                        │ ◄─────────────────────────────────┘
              └──────────────┬──────────────┘
                             │
                    ◇─────────────────◇
                    Does the failure still occur?  ──No──┐
                    ◇─────────────────◇                  │
                             │                            │
                            Yes                           │
              ┌──────────────▼──────────────┐             │
              │ Contact your local          │             │
              │ representative.             │             │
              └──────────────┬──────────────┘             │
                             │◄──────────No───────────────┘
                    ┌────────▼────────┐
                    (      End        )
                    └─────────────────┘
```

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(1) Check if MDAC is installed normally

Refer to "MORE INFORMATION" of the following Microsoft Knowledge Base article ID number 307255, and check if MDAC is installed normally using Component Checker.

http://support.microsoft.com/kb/307255/en-us

(This information and above URL are provided as of January, 2010)

The following explains the procedure to check if MDAC is installed normally.

1) Access the following website, and download Component Checker (cc_x86.msi).

http://www.microsoft.com/downloads/details.aspx?FamilyId=8F0A8DF6-4A21-4B43-BF53-14332EF092C9&displaylang=en

2) Double-click downloaded "cc_x86.msi", and install Component Checker to the folder "C:\CompChecker\".

3) Click Start , and click [Run].

4) Enter "C:\CompChecker\cc.exe" on the displayed [Run] dialog box, and click OK .

5) Component Checker is started, and the following screen is displayed.

Select [Perform analysis of your machine and automatically determine the release version.], and click OK .
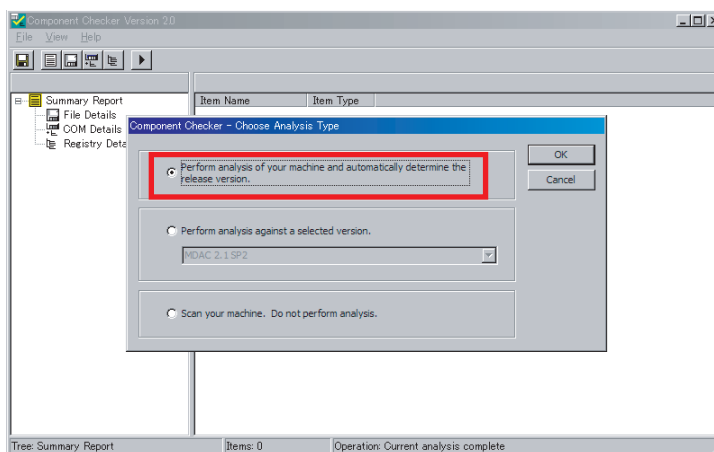
6) Write down the displayed version information of the currently installed MDAC, and click YES .
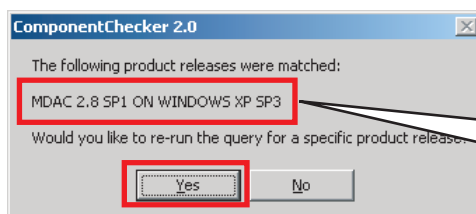
Write down the version information of the currently installed MDAC.

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7) The following screen is displayed again. Select [Perform analysis against a selected version.], select the MDAC version displayed in the step 6), and click OK .
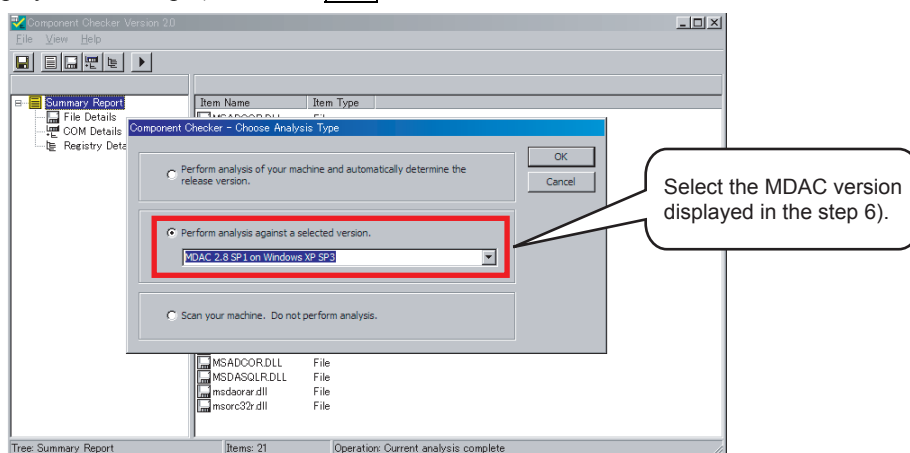
8) If MDAC is installed normally, "MATCH" is displayed to all "File Details", "COM Details", and "Registry Details" in "Summary Report".

9) If MDAC is not installed normally, "MISMATCH" or "NOTFOUND" is displayed to any of "File Details", "COM Details", or "Registry Details" in "Summary Report".

(2) Repair MDAC installation

Refer to "RESOLUTION" – "Method 2" of the following Microsoft Knowledge Base article ID number 899861, and repair the MDAC installation.

http://support.microsoft.com/kb/899861/en-us

(This information and above URL are provided as of January. 2010)

(3) Reinstall .NET Framework 2.0

Reinstall .NET Framework 2.0 after removing it from the PC by following the procedure below.

1) Remove .NET Framework 2.0

1. Click Start , and Click [Control Panel].

2. Click [Add or Remove Programs].

3. Click [Microsoft .NET Framework 2.0] in the list, and click Remove .

* If higher versions of .NET Framework are installed, .NET Framework 2.0 may not be removed. In this case, remove .NET Framework 2.0 in the order shown below.

Removing order:

1. Microsoft .NET Framework 3.5

2. Microsoft .NET Framework 3.0

The higher versions of .NET Framework removed at this point will be reinstalled in the step 3) following the step 2).

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2) Install .NET Framework 2.0

Execute the .NET Framework 2.0 installer on the iQ Works installation CD-ROM.

The following file is the installer to be executed.

D:\SUPPORT\DotNETFx SP1\English\dotnetfx20.exe

("D" indicates the CD-ROM drive. If the used CD-ROM drive is different, replace "D" with the one that
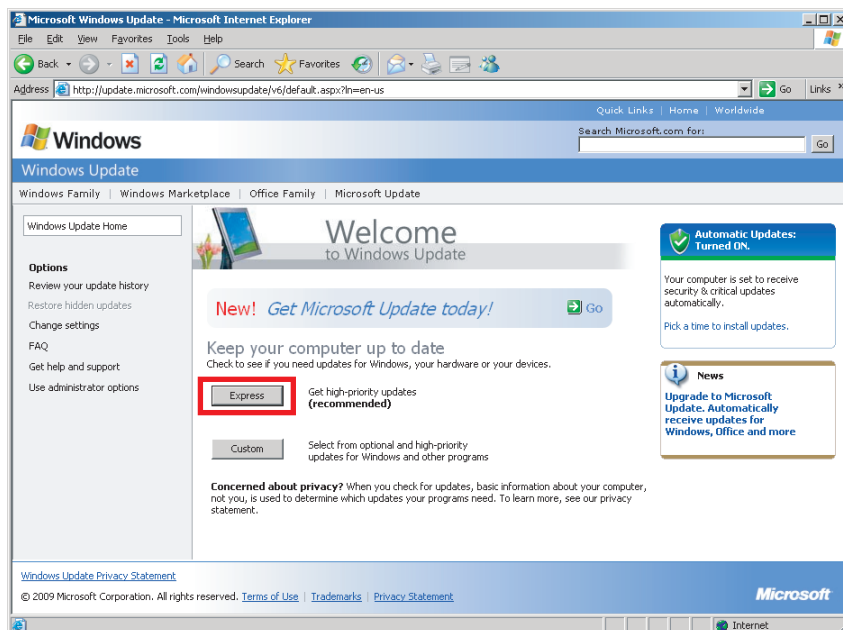
corresponds.)

3) Install the most recent Windows update program

Access the Microsoft Update website, and update Windows.

.NET Framework service pack, security update program, or the like are installed.

1. Start Microsoft Internet Explorer, and click [Windows Update] in the [Tools] menu.

2. When the following screen is displayed, Click Express .

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3. When the following screen is displayed, confirm "Microsoft .NET Framework 3.5 Service Pack 1 and .NET Framework 3.5 Family Update for .NET Version 2.0 through 3.5 (KB951847) x86" is displayed in the list of High-priority updates, and click Install Updates .

   (This information is provided as of January, 2010)
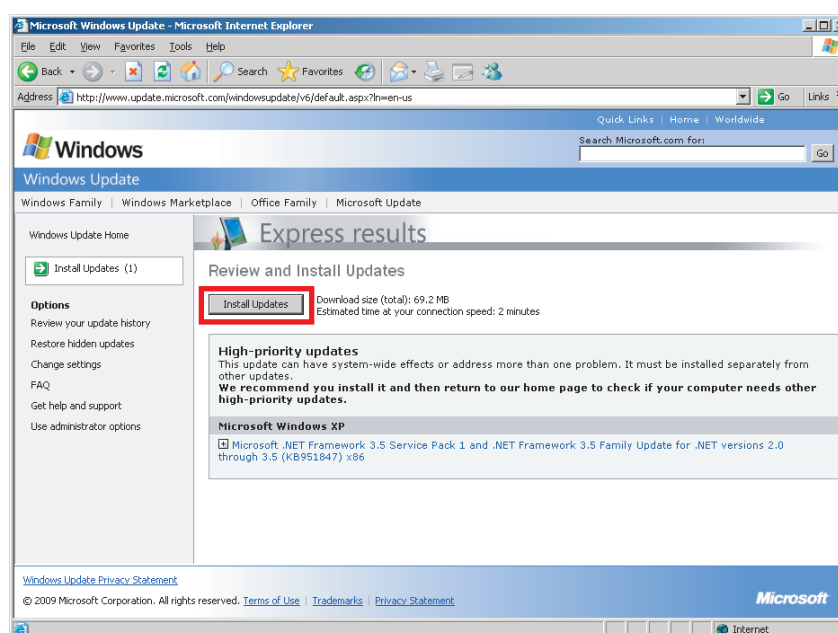
4. Restart the PC if a message pursuing you to restart the PC is displayed.
5. Repeat the steps 1 to 4 until nothing is displayed in the list of High-priority updates, and update Windows.

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