

[Issue No.] FA-A-0207-B

[Title] Products that we have confirmed the operation on Windows 10, and precautions for installation

[Date of Issue] May 2016 (Ver. B: July 2017)

[Relevant Models] MELSOFT series

Thank you for your continued support of Mitsubishi integrated FA software MELSOFT series. This bulletin explains the precautions when installing the MELSOFT products on a Windows® 10-based personal computer.

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### 1. CONFIRMED PRODUCTS

When installing a product to a Windows10-based personal computer, use the product of which the operation is checked in Windows 10. The operation in Windows 10 is checked for each product of which the version is one in the following table or more later.

Confirm that 'Windows 10' is written on "Operating Environment" in the manual before use.

Product name	Software version	DATE**1		Manual No.	Software update version
		Japanese	English		
iQ Works	2.22Y <sup>2</sup>	1608CY	1608CY	BCN-P5999-0392	Available <sup>3</sup>
GX Works3	1.025B	1605AB		BCN-P5999-0391	
GX Works2	1.545T	1604BT	1606BT	BCN-P5713	
GT Works3	1.155M	1606AM	1606AM	BCN-P5999-0066 BCN-P5999-0071	
MT Works2	1.125F	1604AEF	1604AEF	BCN-B62008-364	
iQ AppPortal	1.01B	1608CY		BCN-P5999-0635	Not available <sup>3</sup>
RT ToolBox2 / RT ToolBox2 mini	3.60N	-	-	BFP-A8618	
FR Configurator2	1.09K	-	-	IB-0600516ENG	Available <sup>3</sup>
CW Configurator	1.004E	1609AE	1609AE	BCN-P5999-0286	
MR Configurator2	1.52E	-	-	BKO-CB0804H02	
MX Component	4.12N	-	-	SH-081084ENG	
MX Component for Android	1.02C	-	-	SH-081498ENG	

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Product name	Software version	DATE*1		Manual No.	Software update version
		Japanese	English		
MX Sheet	2.09K	-	-	SH-081080ENG	Available*3
MX MESInterface	1.16S	201609BS	201609BS	SH-080644ENG	
MX MESInterface-R	1.03D	201609AD	201609AD	SH-081422ENG	
GX LogViewer	1.58L	-	-	BCN-P5999-0506	Not available*3
CPU Module Logging Configuration Tool	1.58L	-	-		
High Speed Data Communication Module Tool	Ver.1.01B	-	-	SH-081162ENG	Not available*3
High Speed Data Logger Module Tool	Ver.1.13P	-	-	SH-080818ENG	
BOX Data Logger Configuration Tool	Ver.1.03D	-	-	SH-081216ENG	
MELSEC iQ-R series High Speed Data Logger Module Tool	Ver.1.01B	-	-	SH-081561ENG	
QnH to QnU conversion support tool	1.02	-	-	-	
Setting/monitoring tools for the C Controller module	Ver.4.12N	1609BN	1609BN	BCN-P5999-0020	Available*3
CW Workbench R12-V/RD55-V	Ver.D	-	1603AD	SH-081373EMG	Not available
CW-Sim R12-V/RD55-V	Ver.D	-	1603AD		
CW Sim Standalone R12-V/RD55-V	Ver.C	-	1603AD		
PX Developer*4	1.47Z	1701BZ	1701BZ	SH-080369E SH-080370E	Available*3
PX Developer Monitor Tool*4	1.47Z	1701BZ	1701BZ		
GX Developer*4	8.500W	1707BW	1707BW	SH-080372E	
A/QnA to Q conversion support tool*4	1.19	-	-	BCN-89999-1202	Not available

\*1 It is printed on the surface of the CD-ROM or DVD-ROM. The first four digits indicate the year and month of manufacture, and after fifth digit and later indicate its version. For MX MESInterface and MX MESInterface-R, the first six digits indicate the year and month of manufacture, and after seventh digit and later indicate its version.

\*2 The operation of the version of CW Configurator included in iQ Works version 2.22Y is not checked in Windows 10. Install CW Configurator version 1.004E or later.

\*3 Please consult your local Mitsubishi representative.

\*4 When installing it, it is displayed as "Unavailable" on the "APPS&FEATURES" screen of Windows 10, but it runs normally.



GX Developer  
Unavailable

**2. UPDATE PROCEDURE**

When using the product of which the version is not included for the operation check, install the product of which the operation was checked. When the update version of the product is provided, install it.

To install, perform the following procedure.

Refer to the product manual and confirm the considerations before installation.

Software update version		Installation procedure
Available	iQ Works GX Works3 GX Works2 GT Works3 MT Works2 CW Configurator MR Configurator2	1. Insert the product CD-ROM or DVD-ROM into a drive. Exit the installer if it starts automatically. 2. Install the updated version.
	Others	1. When the personal computer and an FA device are connected by USB cable, disconnect the cable. 2. Install the product. 3. Install the updated version.
Not available		1. Install the product (latest version).

For the corrective actions when an error occurs, refer to the chapter 3 and product manual.

**3. CORRECTIVE ACTION FOR ERRORS**

This chapter explains the corrective actions when an error occurs.

Symptom	Overview of corrective action	Reference	
Unable to install	A message related to '.NET Framework' appears.	Install and enable '.NET Framework' with the version applied to the product.	Section 3.1.1
	A message related to 16-bit applications appears.	Enable NTVDM.	Section 3.1.2
Unable to communicate by USB cable	Install the driver.	Section 3.2	
Unable to display texts properly	Install necessary fonts.	Section 3.3	

**3.1 Installation Failure**

**3.1.1 A message related to '.NET Framework' appears**

When '.NET Framework' of the version applied to the product is not installed or it is disabled, the installation is canceled.

'.NET Framework' of the version applied for each product is shown below.

Product name*1	.Net Framework
iQ AppPortal, MELSEC iQ-R series High Speed Data Logger Module Tool	.NET Framework 4.5
GX Works3, CW Configurator, GX LogViewer, CPU Module Logging Configuration Tool	.NET Framework 4.0 .NET Framework 3.5 (includes .NET 2.0 and 3.0)
iQ Works, GX Works2, GT Works3, MT Works2, FR Configurator2, MR Configurator2, MX Component, MX Sheet, High Speed Data Communication Module Tool, High Speed Data Logger Module Tool, BOX Data Logger Configuration Tool, Setting/monitoring tools for the C Controller module	.NET Framework 3.5 (includes .NET 2.0 and 3.0)

\*1 For other products, refer to the product manuals and confirm the considerations.

**(1) Symptom**

A message indicating that '.NET Framework' is disabled appears and the installation is canceled.

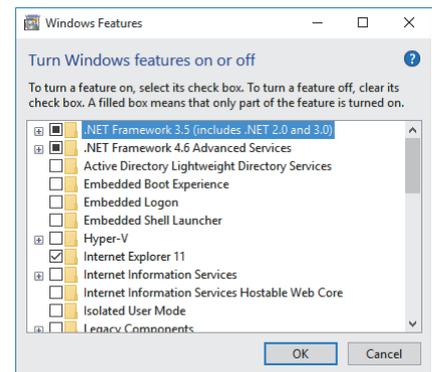
**(2) Corrective action**

Install and enable '.NET Framework' of the version applied to the product.

**(a) Method of enabling '.NET Framework'**

'.NET Framework' can be enabled according to the following procedure.

1. Search "Turn Windows features on or off" on the Control Panel.
2. Select the following functions to enable them on the "Windows Features" screen.
  - ".NET Framework 3.5 (includes .NET 2.0 and 3.0)"
  - ".NET Framework 4.6 Advanced Services"



Install '.NET Framework' if it has not been installed.

If the personal computer is not connected to the Internet, install it according to the method described in this section (2)(b).

**(b) Method of installing '.NET Framework' to the personal computer with no Internet connection**

'.NET Framework' can be installed by using Windows Installation Media.

If there is no DVD media, contact the manufacturer of the personal computer.

To install, perform the following procedure.

1. Insert the Windows 10 Installation Media into the DVD drive.
2. Select context menu → [Command Prompt (Admin)]
3. Execute the following command.

(Specify the drive of the installation media to "x:")

```
Dism /online /enable-feature /featurename:NetFx3 /All /Source:x:\sources\sxs /LimitAccess
```

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**3.1.2 A message related to 16-bit applications appears****(1) Symptom**

A message indicating that access is not permitted to execute a 16-bit application appears, and the installation is canceled.

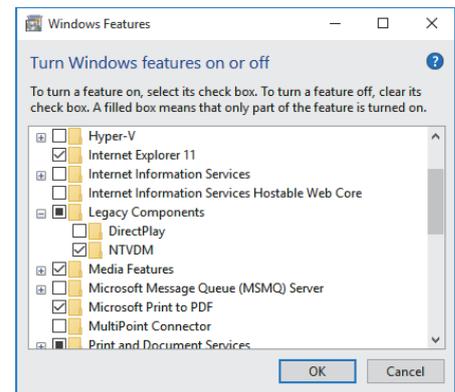
**(2) Corrective action**

Enable NTVDM.

**(a) Method of enabling NTVDM.**

NTVDM can be enabled according to the following procedure.

1. Search "Turn Windows features on or off" on the Control Panel.
  2. Select the following functions to enable them on the "Windows Features" screen.
- "Legacy Components"- "NTVDM"



**3.2 USB Cable Connection Failure**

When the USB driver applied to Windows10 is not installed, communication cannot be established by USB cable.

**(1) Symptom**

The personal computer cannot communicate with a programmable controller, motion controller, or GOT connected by USB cable.

**(2) Checking method**

Perform the following procedure to check whether the driver applied to Windows10 was installed.

1. Connect the personal computer and a connection target by USB cable. Turn on the connection target.
2. Start Windows Device Manager.
3. Check the following items on the "Device Manager" screen and take the corrective actions.

The Properties screen for each device opens by selecting and right-clicking each device.

Check item		Corrective action	Reference
"Device Manager" screen	Properties screen for a device		
The following is included in "Universal Serial Bus controllers". <ul style="list-style-type: none"> <li>• Programmable controller, motion controller: "MITSUBISHI Easysocket Driver"</li> <li>• GOT: (GOT1000) "MITSUBISHI GOT1000 USB Controller" (GOT2000) "MITSUBISHI GOT2000 USB Controller"</li> </ul>	A version earlier than the following is shown for "Driver Version" on the [Driver] tab. <ul style="list-style-type: none"> <li>• Programmable controller, motion controller: 4.0.0.0</li> <li>• GOT: 10.3.1.0</li> </ul>	The driver version is not applicable. Delete the driver. Install the applicable version of driver.	Section 3.2 (3)(a) Section 3.2 (3)(b)
The following is included in "Other devices". <ul style="list-style-type: none"> <li>• "Unknown device"</li> <li>• "MITSUBISHI"</li> <li>• "MELSEC"</li> </ul>	The following ID is shown for "Hardware Ids" on the [Details] tab. <ul style="list-style-type: none"> <li>• Programmable controller, motion controller: (MELSEC-Q series) "USB\VID_06D3&amp;PID_1800" (MELSEC iQ-R series) "USB\VID_06D3&amp;PID_1810"</li> <li>• GOT: (GOT1000) "USB\VID_06D3&amp;PID_01E0" (GOT2000) "USB\VID_06D3&amp;PID_1E00"</li> </ul>	No driver is installed. Install a driver.	Section 3.2 (3)(b)

**(3) Corrective action**

Install the USB driver applied to Windows10.

**(a) Method of deleting the driver**

When a driver, which is not applied to Windows10, was installed, delete it according to the following procedure.

1. Connect the personal computer and a connection target by USB cable. Turn on the connection target.
2. Start Windows Device Manager.
3. Right-click onto the device name (such as 'MITSUBISHI Easysocket Driver') and select [Uninstall].
4. Select the check box for "Delete the driver software for this device." on the screen (that shows the message "Warning: You are about to uninstall this device from your system.", and click the [OK] button. To go on to install the new driver, disconnect the USB cable and reconnect it to the same USB port in five seconds.

**(b) Method of installing the driver**

After installing the applicable version of software product, the new driver can be installed according to the following procedure.

1. Connect the personal computer and a connection target by USB cable. Turn on the connection target.
  2. Start Windows Device Manager.
  3. Right-click onto "Unknown device", "MITSUBISHI" or "MELSEC", select "Update Driver Software".
  4. Click "Browse my computer for driver software".
  5. Specify the following folder shown in the folder that stores the installed product.
    - Communication with a programmable controller or motion controller: "EasySocket\USBDrivers"
    - Communication with a GOT: "EZSocket\EZSocketGOT\Drivers"
- If some MELSOFT products were installed, specify the install destination of the product which was installed first.

### 3.3 Text Display Error

In Windows10, some fonts are provided as supplemental fonts. Therefore, texts on the screen may not be displayed properly.

For details, refer to the Microsoft support information.

[support.microsoft.com/en-us/kb/3083806](http://support.microsoft.com/en-us/kb/3083806) (As of August 2016)

#### (1) Symptom

Texts displayed in the language which differs from the language of the operating system cannot be displayed properly on the product with the display language switching function.

Example)

- In English version of operating system, texts displayed in a language other than English cannot be displayed properly.
- In operating system in which the language other than Japanese is installed, texts cannot be displayed properly in the language.

#### (2) Corrective action

Install the supplemental fonts of the language to be used.

Supplemental fonts can be acquired in Windows Update site.

To perform this operation, the personal computer needs to be connected to the Internet.

1. Select [Manage optional features] from the start menu → [Settings] → [SYSTEM] → [Apps & features].
2. Click [Add a feature].
3. Select the supplemental fonts of the language to be used.
4. If same error occurs after adding the fonts, restart the personal computer.

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### REVISIONS

Version	Print Date	Revision
-	May 2016	First edition
A	September 2016	Description of the products released between June and September 2016 is added and modified. (iQ Works, GX Works2 (English version), GT Works3, FR Configurator2, CW Configurator, MX Component, MX Sheet, MX MESInterface, MX MESInterface-R, QnH to QnU conversion support tool, and Setting/monitoring tools for the C Controller module) 'A message related to 16-bit applications appears' is added to CORRECTIVE ACTION FOR ERRORS.
B	July 2017	Description of the products released between October 2016 and July 2017 is added and modified.(PX Developer, PX Developer Monitor Tool, GX Developer, A/QnA to Q conversion support tool)