[Issue No.] FA-A-0153-F
 [Page] 1/31
 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation
 [Date of Issue] June 2013 (Ver. F: June 2014)
 [Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT 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[®] 8 and a Windows[®] 8.1-based personal computer.

Operating system	Operation	Reference
_	Checking the products and their versions that we have confirmed the operation on	Section 1
	Windows [®] 8 and Windows [®] 8.1	
Windows [®] 8	Installing iQ Works, GX Works2, GT Works3, or MT Works2	Section 2.2
(32-bit or 64-bit edition)	Installing PX Developer	Section 2.3
or Windows [®] 8.1	Installing GX Developer	Section 2.4
(32-bit or 64-bit edition)	Installing MX Component, MX Sheet or MX MESInterface	Section 2.5
	Checking the precautions when installing products on a Windows [®] 8 or Windows [®]	Section 3
	8.1-based personal computer, or checking the corrective actions for problems after	
	the installation	

Contents

1.	Reference list of products that we have confirmed the operation on Windows [®] 8 and Windows [®] 8.1, and	
	installation procedure	2
	1.1 List of products that we have confirmed the operation on Windows [®] 8 (32-bit edition and 64-bit edition)	2
	1.2 List of products that we have confirmed the operation on Windows [®] 8.1 (32-bit edition and 64-bit edition)	3
	1.3 Operating environment.	4
2.	Procedure when installing updated version of software on Windows [®] 8 or Windows [®] 8.1 using Windows [®] 8 or	
	Windows [®] 8.1-incompatible version software	5
	2.1 Preparation before installation.	5
	2.2 Procedure to install iQ Works, GX Works2, GT Works3, and MT Works2	5
	2.3 Procedure to install PX Developer	6
	2.4 Procedure to install GX Developer	7
	2.5 Procedure to install MX Component, MX Sheet and MX MESInterface	8
3.	Corrective actions for problems	9
	3.1 When .NET Framework 3.5 (includes .NET 2.0 and 3.0) is disabled	9
	3.2 When 16-bit application support is disabled	14
	3.3 When NTVDM is not installed	16
	3.4 Corrective action when programmable controller or motion controller cannot communicate using USB	
	(Installation procedure of USB driver)	17
	3.5 Corrective action when personal computer cannot communicate with programmable controller or motion	
	controller using USB (Update procedure of USB driver)	21
	3.6 Corrective action when personal computer cannot communicate with GOT using USB	26
	3.7 Corrective action when the help screen cannot be displayed	29

MITSUBISHI ELECTRIC CORPORATION

[Issue No.] FA-A-0153-F [Page] 2/31 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation [Date of Issue] June 2013 (Ver. F: June 2014) [Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series

1. Reference list of products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and installation procedure

We have confirmed the operation on Windows[®] 8 and Windows[®] 8.1 with the software version shown in the following table.

When installing the MELSOFT products on a Windows[®] 8 or a Windows[®] 8.1-based personal computer, acquire the product with version listed in the table or later.

1.1 List of products that we have confirmed the operation on Windows[®] 8 (32-bit edition and 64-bit edition)

	Japanese	e Version	English	Version		
Product ^{*3}	S/W Version	DATE of CD-ROM or DVD-ROM ^{*1}	S/W Version	DATE of CD-ROM or DVD-ROM ^{*1}	Reference	
iQ Works	1.59M and later	_	1.62Q and later	_		
GX Works2	1.492N and later	1304BN and later	1.492N and later	1306BN and later	Gentley 2.2	
GT Works3	1.73B and later	1305AB and later	1.74C and later	1306AC and later	Section 2.2	
MT Works2	1.61P and later	1304ABP and later	1.62Q and later	1306ABQ and later		
MR Configurator2	1.20W and later	—	1.20W and later	_	*2	
PX Developer	1.38Q and later	1305BQ and later	1.42U and later	1402BU and later		
PX Developer Monitor Tool	1.38Q and later	1305BQ and later	1.42U and later	1402BU and later	Section 2.3	
MX Component	4.04E and later	_	4.04E and later	_		
MX Sheet	2.01B and later	_	2.01B and later	_	Section 2.5	
MX MESInterface	1.10L and later	1310BL and later	1.10L and later	1310BL and later		
GX LogViewer	1.30G and later	—	1.32J and later	_		
CPU Module Logging Configuration Tool	1.30G and later	—	1.32J and later	_		
High Speed Data Communication Module Tool	1.00A and later	—	1.00A and later	_	*2	
High Speed Data Logger Module Tool	1.09K and later	—	1.09K and later	_		
BOX Data Logger Configuration Tool	1.02B and later	—	1.02B and later	_		
GX Developer	8.114U and later	1307BU and later	8.114U and later	1307BU and later	Section 2.4	
A/QnA to Q conversion support tool	1.12 and later		1.12 and later		—	
QnH to QnU conversion support tool	Planning	—	Planning	—	—	

*1: "DATE" is printed on the front right of CD-ROM or DVD-ROM.

• The first four digits indicate the year and month of manufacture.

• The last two digits indicate the H/W version or the S/W version.

• S/W versions are described using alphabets repeatedly from A to Z.

*2: Please consult your local Mitsubishi representative.

*3: GT Works2/GT Designer2, GX Configurator-AD, GX Configurator-DA, GX Configurator-CT, GX Configurator-TC, GX Configurator-TI, GX Configurator-FL, GX Configurator-PT, GX Configurator-AS, GX Configurator-SC, GX Configurator-QP, GX Configurator-AP, GX Configurator-MB, GX Simulator, and GX Converter will not be supported in the future.

/ITSUBISHI ELECTRIC CORPORATION

[Issue No.] FA-A-0153-F [Page] 3/31 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation

[Date of Issue] June 2013 (Ver. F: June 2014)

[Relevant Models] Mitsubishi integrated FA software MELSOFT series

GX series, MX series, PX series, GT series, MT series

1.2 List of products that we have confirmed the operation on Windows[®] 8.1 (32-bit edition and 64-bit edition)

	Japanese	e Version	English	Version		
Product ^{*3}	S/W Version	DATE of CD-ROM or DVD-ROM ^{*1}	S/W Version	DATE of CD-ROM or DVD-ROM ^{*1}	Reference	
iQ Works	1.78G and later	_	Coming soon	_		
GX Works2	1.507D and later	1401BD and later	1.507D and later	1403BD and later	Section 2.2	
GT Works3	1.108N and later	1401AN and later	1.108N and later	1401AN and later	Section 2.2	
MT Works2	1.70Y and later	1401ABY and later	1.70Y and later	1403ABY and later		
MR Configurator2	1.23Z and later	_	1.21X and later	_	*2	
PX Developer	1.41T and later	1401BT and later	1.42U and later	1402BU and later		
PX Developer Monitor Tool	1.41T and later	1401BT and later	1.42U and later	1402BU and later	Section 2.3	
MX Component	4.06G and later	_	4.06G and later			
MX Sheet	2.03D and later	_	2.03D and later		Section 2.5	
MX MESInterface	1.12N and later	1407BN and later	1.12N and later	1407BN and later		
GX LogViewer	1.35M and later	_	1.35M and later	_		
CPU Module Logging Configuration Tooll	1.35M and later	_	1.35M and later	_		
High Speed Data Communication Module Tool	1.00A and later	_	1.00A and later	_	*2	
High Speed Data Logger Module Tool	1.09K and later	_	1.09K and later	_		
BOX Data Logger Configuration Tool	1.02B and later	_	1.02B and later	_		
GX Developer	8.116W and later	1404BW and later	8.116W and later	1404BW and later	Section 2.4	
A/QnA to Q conversion support tool	Coming soon		Coming soon		_	
QnH to QnU conversion support tool	Planning	_	Planning	—	—	

*1: "DATE" is printed on the front right of CD-ROM or DVD-ROM.

• The first four digits indicate the year and month of manufacture.

• The last two digits indicate the H/W version or the S/W version.

• S/W versions are described using alphabets repeatedly from A to Z.

*2: Please consult your local Mitsubishi representative.

*3: GT Works2/GT Designer2, GX Configurator-AD, GX Configurator-DA, GX Configurator-CT, GX Configurator-TC, GX Configurator-TI, GX Configurator-FL, GX Configurator-PT, GX Configurator-AS, GX Configurator-SC, GX Configurator-QP, GX Configurator-AP,

GX Configurator-MB, GX Simulator, and GX Converter will not be supported in the future.



[Issue No.] FA-A-0153-F [Page] 4/31 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation [Date of Issue] June 2013 (Ver. F: June 2014) [Relevant Models] Mitsubishi integrated FA software MELSOFT series

GX series, MX series, PX series, GT series, MT series

1.3 Operating environment

Iten	ı	Description
Computer	CPU	Intel [®] Core TM 2 Duo 2GHz or higher is recommended
_	Required	1GB or more (32-bit edition)
	memory	2GB or more (64-bit edition)
Display Resolution	L	1024×768 pixels or higher is recommended
Operating system		Microsoft [®] Windows [®] 8.1 Operating System,
		Microsoft [®] Windows [®] 8.1 Pro Operating System,
		Microsoft [®] Windows [®] 8.1 Enterprise Operating System,
		Microsoft [®] Windows [®] 8 Operating System,
		Microsoft [®] Windows [®] 8 Pro Operating System,
		Microsoft [®] Windows [®] 8 Enterprise Operating System
Point		The following functions cannot be used. If any of the following functions is used, this product may
		not operate normally.
		• Start of application in Windows [®] compatible mode
		• Fast user switching
		• Remote desktop
		• Big fonts (Details setting of Screen properties)
		• DPI setting other than 100% (Set the size of text and illustration on a screen other than
		[Smaller-100%])
		Windows Touch
		• Modern UI
		• Client Hyper-V

MITSUBISHI ELECTRIC CORPORATION

[Issue No.] FA-A-0153-F
 [Page] 5/31
 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation
 [Date of Issue] June 2013 (Ver. F: June 2014)
 [Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series

2. Procedure when installing updated version of software on Windows[®] 8 or Windows[®] 8.1 using Windows[®] 8 or Windows[®] 8.1-incompatible version software

This chapter explains the installation procedure.

2.1 Preparation before installation

Before installing the software, make sure to perform the following operations.

- Detaching the USB cable if the personal computer and the FA device are connected with a USB cable
- Enabling the .NET Framework 3.5 (includes .NET 2.0 and 3.0) (For the setting method, refer to Section 3.1 (3).)
- Enabling 16-bit application support (For the setting method, refer to Section 3.2 (3).)

When an error occurred after the installation, refer to Chapter 3.

2.2 Procedure to install iQ Works, GX Works2, GT Works3, and MT Works2

The following is the installation procedure.



- *1: For details of acquiring the updated version of the software, contact the Mitsubishi representative in your region.
- *2: When .NET Framework 3.5 (includes .NET 2.0 and 3.0) is disabled, the message appears and the installation may be stopped. For the corrective action, refer to Section 3.1 "When .NET Framework 3.5 (includes .NET 2.0 and 3.0) is disabled".



[Issue No.] FA-A-0153-F [Page] 6/31 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation [Date of Issue] June 2013 (Ver. F: June 2014) [Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series

2.3 Procedure to install PX Developer

The following is the installation procedure.



- *1: When 16-bit application support is disabled, the message may appear. For the corrective action, refer to Section 3.2 "When 16-bit application support is disabled".
- *2: When NTVDM is not installed, the installation message of NTVDM may appear. Refer to the Section 3.3 "When NTVDM is not installed" and install NTVDM.
- *3: For details of acquiring the updated version of the software, contact the Mitsubishi representative in your region.



[Issue No.] FA-A-0153-F [Page] 7/31 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation [Date of Issue] June 2013 (Ver. F: June 2014)

[Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series

2.4 Procedure to install GX Developer

Point 1. For iQ Works a	nd GX Works2, the GX	Developer installe	er (setup.exe) is stored in the follo	wing folder.
Product	S/W version	Medium	Path	Remarks
iQ Works	Earlier than 1.21X	DVD-ROM	"¥Disk2¥Others"	*1
		CD-ROM	"¥Others" on Disc2	*1
	1.21X or later	DVD-ROM	"¥Disk2¥SUPPORT¥GXD1"	
		CD-ROM	"¥SUPPORT¥GXD1" on Disc2	
GX Works2	Earlier than 1.53F	CD-ROM	"¥Others"	*1
	1.53F or later	CD-ROM	"¥SUPPORT¥GXD1" on Disc1	

*1: The installer (setup.exe) is a compressed file. The following is the procedure to decompress the file. 1) Copy the "d8-xxx.dat" file to the HDD on the personal computer.

("xxx" is an alphanumeric string.)

2) Change the extension of the copied file from "dat" to "exe".

3) Double-click the "d8-xxx.exe" file and decompress the file.

4) The "setup.exe" file is stored to the specified folder.

2. For the product ID required to install GX Developer included in iQ Works or GX Works2, use the product ID of iQ Works or GX Works2.

For details of how to install GX Developer, refer to GX Developer Version 8 Operating Manual (Startup) (SH-080372E).

The following is the installation procedure.



*1: For details of acquiring the updated version of the software, contact the Mitsubishi representative in your region.

*2: When 16-bit application support is disabled, the message may appear. For the corrective action, refer to Section 3.2 "When 16-bit application support is disabled".



[Issue No.] FA-A-0153-F [Page] 8/31
 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation
 [Date of Issue] June 2013 (Ver. F: June 2014)
 [Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series

2.5 Procedure to install MX Component, MX Sheet and MX MESInterface

The following is the installation procedure.



*1: For details of acquiring the updated version of the software, contact the Mitsubishi representative in your region.

[Issue No.] FA-A-0153-F
 [Page] 9/31
 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation
 [Date of Issue] June 2013 (Ver. F: June 2014)
 [Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series

3. Corrective action for problems

3.1 When .NET Framework 3.5 (includes .NET 2.0 and 3.0) is disabled

(1) Situation

The following screen may appear and the installation may be stopped on a Windows[®] 8 and a Windows[®] 8.1- based personal computer.

	GX Works2 - InstallShield Wizard	
0	Unable to install GX Works2 because .NET Framework 3.5 (including .NET 2.0 and 3.0) is invalid. Please install GX Works2 again after enabling ".NET Framework 3.5 (including .NET 2.0 and 3.0) "in the "Turn Windows features on or off". * Download required files through Windows Update.	
	ОК	

(2) Occurrence condition

The situation occurs when installing a MELSOFT product on a Windows[®] 8 or a Windows[®] 8.1-based personal computer on which .NET Framework 3.5 (includes .NET 2.0 and 3.0) has been disabled.

(3) Corrective action when connected to internet

When a personal computer is connected to the internet, install a MELSOFT product again after enabling .NET Framework 3.5 (includes .NET 2.0 and 3.0) with the following procedure.

For a personal computer which is not connected to the internet, refer to Section 3.1 (4).

(a) Select "Program" - "Turn Windows features on or off" from the Control Panel.

→ ↑ → C Adjust your o Adjust your o Sys Revie Save Hist Find	ontrol Panel computer's settings tem and Security wy your computer's status backup copies of your files with File	User A	Vi ccounts and F	iew by: Category V	Ą
Adjust your o Revie Save Histo	computer's settings tem and Security wyour computer's status backup conjeis of your files with File	User A	Vi ccounts and F	iew by: Category ▼	
Sys Revia Save Histo	tem and Security wyour computer's status backup copies of your files with File	User A	ccounts and F	amily Cafety	
	and fix problems	Appear	e account type Family Safety for rance and Per	r any user	
E Net Com	work and Internet nect to the Internet network status and tasks	Change t Change o Adjust so	he theme lesktop backgrou reen resolution	ind	
Choo Har View Add	ose homegroup and sharing options dware and Sound devices and printers a device	Clock, I Add a lar Change i Change o	Language, an iguage nput methods date, time, or nun	d Region nber formats	
Pro Unin	grams stall a program	Ease of Let Wind Optimize	Access ows suggest setti visual display	ings	

MITSUBISHI ELECTRIC CORPORATION

[Issue No.] FA-A-0153-F

[Page] 10/31

[Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation

[Date of Issue] June 2013 (Ver. F: June 2014)

[Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series



(b) Select ".NET Framework 3.5 (includes .NET 2.0 and 3.0)" and click the OK button.



MITSUBISHI ELECTRIC CORPORATION

[Issue No.] FA-A-0153-F
 [Page] 11/31
 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation
 [Date of Issue] June 2013 (Ver. F: June 2014)
 [Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series

(c) When the screen shown below appears, select "Download files from Windows Update".

Win feat	dows needs files from Windows Update to finish installing some ures.	
۲	Download files from Windows Update	
9	Don't connect to Windows Update No changes will be made to your PC.	

(d) The screen shown below appears, and click the Close button.

Windows	completed the	e requested o	hanges.	



[Issue No.] FA-A-0153-F [Page] 12/31 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation [Date of Issue] June 2013 (Ver. F: June 2014) [Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series

(4) Corrective action when not connected to internet

When a personal computer is not connected to the internet, install a MELSOFT product again after enabling .NET Framework 3.5 (includes .NET 2.0 and 3.0) with the following procedure.

- (a) Insert the Windows[®] 8 or Windows[®] 8.1 installation DVD in the DVD drive.
 - * If you do not have Windows[®] 8 or Windows[®] 8.1 DVD media, contact the manufacturer of personal computer.
- (b) Select "Open command prompt as administrator" on the explorer.



(c) Execute the following command on Command Prompt.

Dism /online /enable-feature /featurename:NetFx3 /All /Source:x:¥sources¥sxs /LimitAccess * Specify the DVD drive or the drive letter of the Windows[®] 8 or Windows[®] 8.1 installation media to x.



MITSUBISHI ELECTRIC CORPORATION

[Issue No.] FA-A-0153-F [Page] 13/31
 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation
 [Date of Issue] June 2013 (Ver. F: June 2014)
 [Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series

(d) Check if ".NET Framework 3.5 (includes .NET 2.0 and 3.0)" is selected on "Turn Windows features on or off". (For the method for displaying the screen shown below, refer to the procedure shown in section 3.1 (3) (a).)

.	Windows Features – 🗆	×
Turn V	Vindows features on or off	(?)
To turn a check bo	a feature on, select its check box. To turn a feature off, clear it ox. A filled box means that only part of the feature is turned or	s n.
• •	NET Framework 3.5 (includes .NET 2.0 and 3.0)	^
•	.NET Framework 4.5 Advanced Services	
	Active Directory Lightweight Directory Services	
• •	Hyper-V	
	Internet Explorer 10	
•	Internet Information Services	
	Internet Information Services Hostable Web Core	
•	Media Features	
• •	Microsoft Message Queue (MSMQ) Server	
	Network Projection	
	Print and Document Services	
	RAS Connection Manager Administration Kit (CMAK)	¥
	OK Cance	2l

MITSUBISHI ELECTRIC CORPORATION

[Issue No.] FA-A-0153-F [Page] 14/31 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation [Date of Issue] June 2013 (Ver. F: June 2014) [Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series

3.2 When 16-bit application support is disabled

(1) Situation

The following screen may appear and the installation may be stopped on a Windows[®] 8- based personal computer.



(2) Occurrence Condition

The situation occurs installing a MELSOFT product on Windows® 8 (32-bit edition) where 16-bit application support has been disabled.

(3) Corrective action

Install a MELSOFT product again with the following procedure after enabling 16-bit application support.

(a) Input '16' in the "Search Control Panel" box on Control Panel to display "16-Bit Application Support", and select it.





[Issue No.] FA-A-0153-F

[Page] 15/31

[Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation

[Date of Issue] June 2013 (Ver. F: June 2014)

[Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series





[Issue No.] FA-A-0153-F
 [Page] 16/31
 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation
 [Date of Issue] June 2013 (Ver. F: June 2014)
 [Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series

3.3 When NTVDM is not installed

(1) Situation

The following screen may appear on a Windows® 8.1- based personal computer.

An app o	n your PC needs	the following	Windows fea	ture:	
NTVDM					
😌 Insti	Il this feature				
Skip Your	this installation opps might not work of	orrectly without t	his feature.		

(2) Occurrence condition

On Windows[®] 8.1 (32-bit version), the situation occurs when installing a MELSOFT product without NTVDM installed.

(3) Corrective action

After installing NTVDM by following procedure below, install a MELSOFT product.

(a) When "An app on your PC needs the following feature: NTVDM" is displayed, select "Install this feature".

¢	🐻 Windows Features	×
	An app on your PC needs the following Windows feature: NTVDM	
	😵 Install this feature	
	Skip this installation Your apps might not work correctly without this feature.	
	[Cancel

(b) NTVDM is successfully installed.

The follo	wing feature	was success	fully installe	sd:	
NTVDM					
You might	need to restart ap	ps that require t	his feature.		

MITSUBISHI ELECTRIC CORPORATION

[Issue No.] FA-A-0153-F
 [Page] 17/31
 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation
 [Date of Issue] June 2013 (Ver. F: June 2014)
 [Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series

3.4 Corrective action when programmable controller or motion controller cannot communicate using USB (Installation procedure of USB driver)

(1) Situation

Windows[®] 8 or Windows[®] 8.1-compatible MELSOFT products cannot communicate with programmable controller or motion controller using USB.

(2) Occurrence condition

The situation occurs when Windows[®] 8 or Windows[®] 8.1-compatible driver software is not installed on a Windows[®] 8 or Windows[®] 8.1 -based personal computer.

(3) Corrective action

The following shows the corrective action.

- (a) Connect the personal computer and the programmable controller or motion controller with a USB cable.
 *The pop-up message "Device driver software was not successfully installed" does not appear on Windows[®] 8 and Windows[®] 8.1.
- (b) Select "System and Security" from Control Panel. To display Control Panel, select [Start] [Control Panel].



(c) The screen shown below appears. Select "Administrative Tools".



(d) The screen shown below appears. Select "Computer Management" and double-click it.

2 💽 🎼 🖛 I	Administrativ	e Tools		
File Home Sha	e View			~
🔄 🏵 👻 🕇 🔞 «	System and Security	~ <	Search Adr	ninistrative Tools 🛛 🔎
🔆 Favorites	Name	Date modified	Туре	Size
Desktop	Component Services	7/25/2012 1:22 PM	Shortcut	2 KB
😹 Downloads	🛃 Computer Management	7/25/2012 1:19 PM	Shortcut	2 KB
Recent places	befragment and Optimize Drives	7/25/2012 1:18 PM	Shortcut	2 KB
	💽 Disk Cleanup	7/25/2012 1:22 PM	Shortcut	2 KB
Page 1 1	- ·-			

[Issue No.] FA-A-0153-F [Page] 18/31
 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation
 [Date of Issue] June 2013 (Ver. F: June 2014)
 [Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series

(e) The screen shown below appears. Select "Device Manager", right-click "Unknown device", and select "Update Driver Software...".

18 C	Computer Management –	×
Eile Action View Help		
		_
🛣 Computer Management (Local 🍙 🚠 MSW	Actions	
System Tools Dirk down	Device Manager	
Event Viewer Second State	Nore Actions	1
Shared Folders	OM drives	
Local Users and Groups Floppy descent of the second s	k drives	
Performance Floppy d	a ugi Popy dak dhives a ugi Popy dak controllers > 0 gi Human Interface Devices → gi UGA FATAARAP controllers	
Device Manager Device Manager		
Storage Dick Management Call DEATA	TAPI controllers	
Services and Applications	other pointing devices	
> Monitor		
Network	dapters	
a 🕅 Other de	465	
Ja Unkr	an device	
Vide	Controlle Optime of the determined	
him Print out	10 Uninetal	
> D Processo	CentryLan	
> 🖬 Sound, v	eo and g Scan for hardware changes	
> Q- Storage	ntrollers Properties	
b iii Universa	Final Rus controllers	
< >		

REMARKS

If multiple "Unknown devices" exist therefore cannot be specified, right-click "Unknown device" and select "Properties". The "Unknown device", whose "Hardware Ids" is "USB¥VID_06D3&PID_1800" on the <<<Details>> tab of the "Unknown device Properties" screen, is the update target.

Unknown device Properties
General Driver Details Events
Unknown device
Property
Hardware lds 🗸
Value
USB\VID_06D38PID_18008REV_0100
OK Cancel

[Issue No.] FA-A-0153-F [Page] 19/31 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation [Date of Issue] June 2013 (Ver. F: June 2014) [Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series

(f) The screen shown below appears. Select "Browse my computer for driver software".



(g) The screen shown below appears. Specify the installation location of MELSOFT, "Easysocket¥USBdrivers". Then, click the Next button.

(The screen below is an example when C: ¥Program Files (x86) ¥MELSOFT ¥EasySocket ¥USBDrivers is specified.

If multiple MELSOFT products have been installed, specify the installation location of the first installed product.)



(h) The screen shown below appears. Click the Install button.



MITSUBISHI ELECTRIC CORPORATION

[Issue No.] FA-A-0153-F [Page] 20/31
 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation
 [Date of Issue] June 2013 (Ver. F: June 2014)
 [Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series

(i) The screen shown below appears. Click the Close button.



(j) "MITSUBISHI Easysocket Driver" is registered under "Universal Serial Bus controllers".



MITSUBISHI ELECTRIC CORPORATION

[Issue No.] FA-A-0153-F
 [Page] 21/31
 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation
 [Date of Issue] June 2013 (Ver. F: June 2014)
 [Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series

3.5 Corrective action when personal computer cannot communicate with programmable controller or motion controller using USB (Update procedure of USB driver)

(1) Situation

A personal computer on which Windows[®] 8 or Windows[®] 8.1-compatible MELSOFT is installed may not communicate with a programmable controller or a motion controller using USB.

(2) Occurrence condition

The situation occurs when installing Windows[®] 8 or Windows[®] 8.1-incompatible MELSOFT and connecting the personal computer to the programmable controller with USB before installing Windows[®] 8 or Windows[®] 8.1-compatible MELSOFT.

For details of Windows[®] 8 and Windows[®] 8.1-compatible MELSOFT, refer to the Chapter 1."Reference list of products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and installation procedure".

(3) Checking method

Start the Windows[®] Device Manager while the personal computer is connected to the programmable controller or motion controller with USB, right-click "MITSUBISHI Easysocket Driver", and select [Properties]. If "Driver Version" is "4.0.0.0" or earlier on the <<Driver>>> tab in the "MITSUBISHI Easysocket Driver Properties" screen, the setting applies to the occurrence condition and a communication failure occurs.

Start the Windows[®] Device Manager by referring to the instruction from the section 3.3 (3) (b) and after.



[Issue No.] FA-A-0153-F
 [Page] 22/31
 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation
 [Date of Issue] June 2013 (Ver. F: June 2014)
 [Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series

(4) Corrective action

The following shows the corrective action.

Perform the following operations after installing Windows[®] 8 or Windows[®] 8.1-compatible MELSOFT.

- (a) Connect the personal computer and the programmable controller or motion controller with a USB cable.
 *The pop-up message "Device driver software was not successfully installed" does not appear on Windows[®] 8 and Windows[®] 8.1.
- (b) Start the Windows[®] Device Manager, right-click "MITSUBISHI Easysocket Driver" as shown below, and select [Uninstall].



(c) The following warning dialog box appears. Check the "Delete the driver software for this device." check box, and click the OK button.

T	
/aming: You are ab	out to uninstall this device from your system.
Delete the driver	software for this device.
	OK Cancel

TECHNICAL BULLETIN [Issue No.] FA-A-0153-F [Page] 23/31 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation 8 and Windows[®] 8.1, and precautions for installation [Date of Issue] June 2013 (Ver. F: June 2014) [Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series

- (d) Disconnect the USB cable and reconnect it to the same USB port in 5 seconds.
- (e) Right-click "Unknown device" in the Windows[®] Device Manager as shown below, and select [Update Driver Software...].

	Computer Management		_ 0	
<u>File Action View H</u> elp				
Þ 🔿 📰 📰 🖉 📷	· · · · · · · · · · · · · · · · · · ·			
Computer Management (Local	🖌 🚔 MSW	^	Actions	_
System Tools	⊳ 🜉 Computer		Device Manager	
Task Scheduler	Disk drives		Mars Actions	
Event Viewer	Display adapters		More Actions	
Shared Folders	DVD/CD-ROM drives			
Eccal Users and Groups	Floppy disk drives			
Performance	Floppy drive controllers			
Bevice Manager	Human Interface Devices			
Storage	IDE ATA/ATAPI controllers			
Disk Management	Jungo			
Services and Applications	Keyboards			
	Mice and other pointing devices			
	Monitors			
	Event adapters			
	Other devices			
	Unknown dev Update Driver Software			
	Video Contro Disable			
	Ports (COM & LP Disable			
	Print queues Uninstall			
	Processors Scan for hardware changes			
	Sound, video and			
	Storage controlle Properties			
	System devices			
	Universal Serial Bus controllers			
	Intel(R) ICH8 Family USB Universal Host Controller - 2830			
	Intel(R) ICH8 Family USB Universal Host Controller - 2831			
	Intel(R) ICH8 Family USB Universal Host Controller - 2832			
	Intel(R) ICH8 Family USB Universal Host Controller - 2834			
	Intel(R) ICH8 Family USB Universal Host Controller - 2835			
	Intel(R) ICH8 Family USB2 Enhanced Host Controller - 2836			
	Intel(R) ICH8 Family USB2 Enhanced Host Controller - 283A			
	USB Root Hub			
	USB Root Hub	~		

REMARKS

If multiple 'unknown devices' exist therefore cannot be specified, right-click "Unknown device" and select [Properties]. The "Unknown device", whose "Hardware Ids" is "USB¥VID_06D3&PID_1800" on the <<<Details>> tab of the "Unknown device Properties" screen, is the update target.

Properties ×
~

MITSUBISHI ELECTRIC CORPORATION

[Issue No.] FA-A-0153-F
 [Page] 24/31
 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation
 [Date of Issue] June 2013 (Ver. F: June 2014)
 [Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series

(f) The following Windows[®] confirmation dialog box appears. Select "Browse my computer for driver software".

۲	Update Driver Software - Unknown Device	
	How do you want to search for driver software?	
	Search automatically for updated driver software Windows will search your computer and the Internet for the latest driver softwar for your device, unless you've disabled this feature in your device installation settings.	re
	Browse my computer for driver software Locate and install driver software manually.	
		Cancel

(g) The following Windows[®] confirmation dialog box appears. Set the installed location "Easysocket¥USBDrivers" and click the Next button. Default is set as "C:¥Program Files (x86)¥MELSOFT¥EasySocket¥USBDrivers".

Update Driver Software - Unknown Device
ChProgram Files (x86)/MELSOFT/Easysocket/US8Drivers V Browse
✓ Include subfolders
Let me pick from a list of device drivers on my computer This list will show installed driver software compatible with the device, and all driver software in the same category as the device.
Next Cancel



[Page] 25/31 [Issue No.] FA-A-0153-F [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation [Date of Issue] June 2013 (Ver. F: June 2014) [Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series

(h) The following Windows[®] confirmation dialog box appears. Click the Install button.



(i) The following Windows[®] confirmation dialog box appears. Click the Close button. The update is complete.

¢	Update Driver Software - MITSUBISHI Easysocket Driver	^
	Windows has successfully updated your driver software	
	Windows has finished installing the driver software for this device:	
	MITSUBISHI Easysocket Driver	
		lose



[Issue No.] FA-A-0153-F
 [Page] 26/31
 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation
 [Date of Issue] June 2013 (Ver. F: June 2014)
 [Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series

3.6 Corrective action when personal computer cannot communicate with GOT using USB

(1) Situation

A personal computer on which Windows[®] 8 or Windows[®] 8.1-compatible MELSOFT is installed may not communicate with the GOT using USB.

(2) Occurrence condition

The situation occurs when installing Windows[®] 8 or Windows[®] 8.1-incompatible MELSOFT and connecting the personal computer to the GOT with USB before installing Windows[®] 8 or Windows[®] 8.1-compatible MELSOFT. For details of Windows[®] 8 and Windows[®] 8.1-compatible MELSOFT, refer to the Chapter 1."Reference list of products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and installation procedure".

(3) Checking method

Reset the power on the GOT and start the Windows[®] Device Manager while the personal computer is connected to the GOT with USB. If "MITSUBISHI GOT1000 USB Controller" or "MITSUBISHI GOT2000 USB Controller" does not appear under "Universal Serial Bus controllers", but "Unknown device" appears under "Other devices", the device needs to be updated.

Update the "Unknown device" whose "Hardware Ids" is "USB¥VID_06D3&PID_01E0" for GOT1000, and "USB¥VID_06D3&PID_1E00" for GOT2000 in the <</br>



MITSUBISHI ELECTRIC CORPORATION

[Issue No.] FA-A-0153-F [Page] 27/31 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation [Date of Issue] June 2013 (Ver. F: June 2014) [Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series

(4) Corrective action

The following shows the corrective action.

Perform the following operations after installing Windows[®] 8 or Windows[®] 8.1-compatible MELSOFT.

- (a) Connect the GOT to the personal computer with USB cable.
- (b) Start the Windows® Device Manager, right-click "Unknown device" as shown below, and select [Update Driver Software...].



(c) The following screen appears. Select "Browse my computer for driver software".

HU	w do you want to search for driver software:
•	Search automatically for updated driver software Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.
•	Browse my computer for driver software Locate and install driver software manually.



[Issue No.] FA-A-0153-F
 [Page] 28/31
 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation
 [Date of Issue] June 2013 (Ver. F: June 2014)
 [Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series

(d) The following screen appears. Set the installed location "EZSocket¥EZSocketGOT¥Drivers" and click the Next button.

Default is set as " C:\Program Files (x86)\EZSocket\EZSocketGOT\Drivers".

€	Update Driver Software - MITSUBISHI GOT1000 USB Controller				
	Browse for driver software on your computer				
	Search for driver software in this location:				
	C:\Program Files (x86)\EZSocket\EZSocketGOT\Drivers V Browse				
	✓ Include subfolders				
	Let me pick from a list of device drivers on my computer This list will show installed driver software compatible with the device, and all driver software in the same category as the device.				

(e) The Windows[®] confirmation dialog box as shown below appears. Click the Close button. This completes the update of driver software.





[Issue No.] FA-A-0153-F
 [Page] 29/31
 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation
 [Date of Issue] June 2013 (Ver. F: June 2014)
 [Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series

3.6 Corrective action when the help screen cannot be displayed

(1) Situation

The following "Windows Help and Support" screen may appear and the help screen may not appear on a Windows[®] 8 and a Windows[®] 8.1-based personal computer when the help function is started.

Windows Help and Support		×			
\odot \ni	-	\$			
Search					
Help home Browse help Contact support					
Why can't I get Help from this program?					
The Help for this program was created in Windows Help format, which depends on a feature that isn't included in Windows 8 or Windows RT. For more info, go to the Microsoft Support website.					
Was this helpful?					
Yes No Somewhat					
🚱 Online Help 👻	Q 1	• %00			

(2) Occurrence condition

The situation occurs because the software necessary for displaying the help screen is not installed as a standard in Windows[®] 8 and Windows[®] 8.1.

(3) Corrective action

By following the procedure below, download the Windows[®] Help program for Windows[®] 8 or Windows[®] 8.1 (WinHlp32.exe) from the Microsoft[®] support web site, and install it. (Note: The personal computer needs to be connected to the Internet.)

- (a) Click "Microsoft Help and Support" on the screen of (1) Situation
- (b) The Microsoft Knowledge Base page opens. <u>http://support.microsoft.com/kb/917607/en-us</u>
 (This information and above URL are provided as of February, 2014) Follow the instruction and download the Windows[®] Help program for Windows[®] 8 or Windows[®] 8.1 (WinHlp32.exe).
- (c) Install the file that has been downloaded.



[Issue No.] FA-A-0153-F [Page] 30/31 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation [Date of Issue] June 2013 (Ver. F: June 2014) [Relevant Models] Mitsubishi integrated FA software MELSOFT series GX series, MX series, PX series, GT series, MT series

REVISIONS

Version	Print Date	Revision
-	June 2013	First edition
А	July 2013	(1) The supported version of GX Developer has been added to Section 1.1 "List of products
		that we have confirmed the operation on Windows® 8 (32-bit edition and 64-bit edition)".
		(2) Section 2.3 "Procedure to install GX Developer" has been added.
		(3) GX Developer has been added to Section 3.2 "When 16-bit application support is
		disabled".
В	August 2013	(1) The following products have been added as the product that we have confirmed the
		operation on Windows [®] 8.
		• iQ Works (English version)
		• GT Works3 (English version)
		MT Works2 (English version)
		MR Configurator2 (English version)
		MX Component (English version)
		MX Component (Japanese version)
		• MX Sheet (English version)
		MX Sheet (Japanese version)
		(2) Section 2.4 "Procedure to install MX Component and MX Sheet" has been added.
С	October 2013	(1) The following products have been added as the product that we have confirmed the
		operation on Windows [®] 8.
		MX MESInterface (Japanese version)
		MX MESInterface (English version)
D	February 2014	(1) The product that we have confirmed the operation on Windows [®] 8 and Windows [®] 8.1 has
		been added.
		(2) Windows [®] 8.1 has been added to Section 1.3 "Operating environment".

(To next page)



[Issue No.] FA-A-0153-F [Page] 31/31 [Title] Products that we have confirmed the operation on Windows[®] 8 and Windows[®] 8.1, and precautions for installation [Date of Issue] June 2013 (Ver. F: June 2014)

[Relevant Models] Mitsubishi integrated FA software MELSOFT series

GX series, MX series, PX series, GT series, MT series

Version	Print Date	Revision
Е	April 2014	(1) The following products have been added as the product that we have confirmed the
		operation on Windows [®] 8.
		• PX Developer (English version)
		PX Developer Monitor Tool (English version)
		BOX Data Logger Configuration Tool (Japanese version / English version)
		• A/QnA to Q conversion support tool (Japanese version / English version)
		(2) The following products have been added as the product that we have confirmed the
		operation on Windows [®] 8.1.
		• GX Works2 (English version)
		• MT Works2 (English version)
		MR Configurator2 (English version)
		• PX Developer (English version)
		PX Developer Monitor Tool (English version)
		High Speed Data Communication Module Tool (Japanese version / English version)
		High Speed Data Logger Module Tool (Japanese version / English version)
		BOX Data Logger Configuration Tool (Japanese version / English version)
		(3) Section 2.3 "Procedure to install PX Developer" has been added.
		(4) Section 3.3 "When NTVDM is not installed" has been added.
F	June 2014	(1) Due to the change of the product name, "QnUDVCPU & LCPU Logging Configuration
		Tool" is changed to "CPU Module Logging Configuration Tool".
		(2) The following products have been added as the product that we have confirmed the
		operation on Windows [®] 8.1.
		MX Component (Japanese version / English version)
		• MX Sheet (Japanese version / English version)
		• MX MESInterface (Japanese version / English version)
		GX LogViewer (Japanese version / English version)
		CPU Module Logging Configuration Tool (Japanese version / English version)

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