

Precautions for installation and corrective actions for problems regarding MELSOFT iQ Works

■Date of Issue

July 2014 (Ver. B: June 2018)

■Relevant Models

MELSOFT iQ Works

Thank you for your continued support of Mitsubishi Electric integrated FA software MELSOFT series.

In MELSOFT iQ Works, some problems such as uninstallation failure or partial operation failure of applications may occur depending on the combination of installed versions.

This bulletin provides the precautions for installation and corrective actions for problems that have occurred.

1 COMBINATION OF MELSOFT iQ Works Version 1 AND Version 2

Applications of MELSOFT iQ Works Version 1 and Version 2 may not work properly when they are installed in the following combinations.

MELSOFT iQ Works Version 1	MELSOFT iQ Works Version 2	Precaution for installation	Corrective action for the problem
MELSOFT Navigator	GX Works3	The module configuration diagram of GX Works3 may not work.	Re-install GX Works3.
MT Developer2	MELSOFT Navigator, GX Works3, GX Works2, GT Works3	Operations to the MT Developer2 may not be performed in MELSOFT Navigator.	Upgrade MT Works2 (MT Developer2) to Ver. 1.100E or later.

2 COMBINATION OF MELSOFT Navigator Version 1 AND Version 2

2.1 Precautions for installation

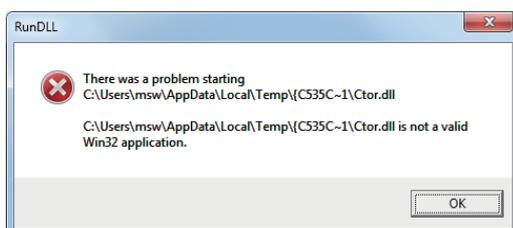
To install MELSOFT Navigator Version 1 in a personal computer in which MELSOFT Navigator Version 2 has already been installed, uninstall MELSOFT Navigator Version 2 in the control panel, and then install MELSOFT Navigator Version 1.

When installing MELSOFT Navigator Version 1 with overwriting the existing one before uninstalling MELSOFT Navigator Version 2, MELSOFT Navigator Version 1 will not properly be uninstalled.

2.2 Corrective action for the problem

Problem

When uninstalling MELSOFT Navigator Version 1, the following message screen will appear and the uninstallation may fail.



FA-A-0169-B

Corrective action

When MELSOFT Navigator Version 1 cannot be uninstalled, delete all MELSOFT iQ Works products by using a specific tool.

Deletion of all MELSOFT iQ Works products

Use the latest version of MELSOFT Complete Clean Up Tool in order to delete all MELSOFT iQ Works products installed in your personal computer.

Tool acquisition method

For the latest version of MELSOFT Complete Clean Up Tool, please contact your local MITSUBISHI representative.

■ Precautions

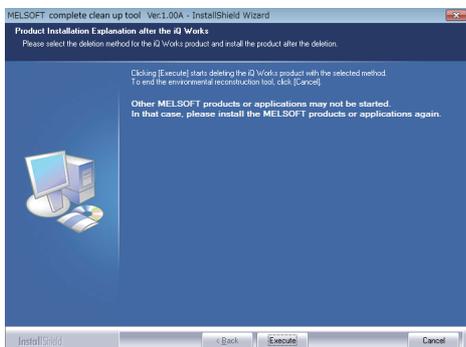
The following tools are included in MELSOFT iQ Works product discs, but using the latest version of MELSOFT Complete Clean Up Tool is recommended.

Version	Tool name	Disc	Storage folder
Version 2.46Y or later	MELSOFT Complete Clean Up Tool	MITSUBISHI ELECTRIC FA Library DVD-ROM (Disc 2)	(root)\fasite_contents\english\complete_clean_up_tool\zip
Version 2.00A to 2.43V	MELSOFT iQ Works environmental reconstruction tool	DVD-ROM (Disc 1)	(root)\Disk1\DA7648A9

When using the MELSOFT iQ Works environmental reconstruction tool or the old version of the MELSOFT Complete Clean Up Tool, the new version of MELSOFT iQ Works products may not be deleted.

Operating procedure

The following shows the operating procedure of the MELSOFT Complete Clean Up Tool.



1. Start 'setup.exe'.
 2. Click the [Execute] button in the "Deletion of the MELSOFT iQ Works Product" screen.
- Deletion of MELSOFT iQ Works products is completed.

■ Corrective action for folder deletion failure

Folders may not be deleted while Windows® services are running.

If a message screen indicating the folder deletion failure appears when using the MELSOFT Complete Clean Up Tool, delete the folders according to the following procedure.

1. Uninstall the products running Windows services.
 - Example

Windows service name	Operation	Reference
MX Label Management Service	Uninstall MX Component.	MX Component Version 4 Operating Manual

2. Delete manually the folders*1 that were not deleted.

*1 Shown in the message screen of the MELSOFT Complete Clean Up Tool.

3. Re-run the MELSOFT Complete Clean Up Tool.

REVISIONS

Version	Date of Issue	Revision
-	July 2014	First edition
A	February 2018	Layout change The corrective actions for the uninstallation failure of MELSOFT Navigator Version 1 is changed.
B	June 2018	Available for e-Manual Viewer The corrective actions for the uninstallation failure of MELSOFT Navigator Version 1 is changed.

TRADEMARKS

Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and other countries.

The company names, system names and product names mentioned in this bulletin are either registered trademarks or trademarks of their respective companies.

In some cases, trademark symbols such as "™" or "®" are not specified in this bulletin.