

Products Confirmed to Operate on Windows 10, and Considerations for Installation

■Date of Issue

May 2016 (Ver. C: September 2025)

■Relevant Models

MELSOFT series

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

This technical bulletin shows the considerations when installing a MELSOFT product on a Windows® 10-based personal computer.

1 CONSIDERATIONS FOR INSTALLATION

Due to the end of support from Microsoft, the support for Windows 10 by MELSOFT products may be discontinued in phases after October 2025.

When installing a product on a Windows 10-based personal computer, check that 'Windows 10' is described in 'Operating environment' in the manual before use.

To use the latest version of a product that has ended support for Windows 10, use an operating system that is supported by the latest version of the product.

2 CONFIRMED PRODUCTS

When installing a product on a Windows 10-based personal computer, use a product confirmed to operate on Windows 10.

The operation on Windows 10 is confirmed for each product with the versions listed in the following table or later. (As of September 2025)

Product name	Software version	DATE*1		Manual No.
		Japanese	English	
MELSOFT iQ Works	2.22Y*2	1608CY	1608CY	BCN-P5999-0392
GX Works3	1.025B	1605AB	1605AB	BCN-P5999-0391
GX Works2	1.545T	1604BT	1606BT	BCN-P5999-0944 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	1608CY	BCN-P5999-0635
RT ToolBox2 / RT ToolBox2 mini	3.60N	—	—	BFP-A8618
FR Configurator2	1.09K	—	—	IB-0600516ENG
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
MX Sheet	2.09K	—	—	SH-081080ENG
MX MESInterface	1.16S	201609BS	201609BS	SH-080644ENG

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Product name	Software version	DATE ^{*1}		Manual No.
		Japanese	English	
MX MESInterface-R	1.03D	201609AD	201609AD	SH-081422ENG
GX LogViewer	1.58L	—	—	BCN-P5999-0506
CPU Module Logging Configuration Tool	1.58L	—	—	
High Speed Data Communication Module Tool	1.01B	—	—	
High Speed Data Logger Module Tool	1.13P	—	—	SH-080818ENG
BOX Data Logger Configuration Tool	1.03D	—	—	SH-081216ENG
MELSEC iQ-R series High Speed Data Logger Module Tool	1.01B	—	—	SH-081561ENG
QnH→QnU Conversion Support Tool	1.02	—	—	—
Setting/Monitoring Tools for the C Controller Module	4.12N	1609BN	1609BN	BCN-P5999-0020
CW Workbench R12-V/RD55-V	D	—	1603AD	SH-081373EMG
CW-Sim R12-V/RD55-V	D	—	1603AD	
CW Sim Standalone R12-V/RD55-V	C	—	1603AD	
PX Developer ^{*3}	1.47Z	1701BZ	1701BZ	SH-080369E
PX Developer Monitor Tool ^{*3}	1.47Z	1701BZ	1701BZ	SH-080370E
GX Developer ^{*3}	8.500W	1707BW	1707BW	SH-080372E
A/QnA→Q Conversion Support Tool ^{*3}	1.19	—	—	BCN-89999-1202

*1 Printed on the surface of the CD or DVD. The first four digits and the subsequent number indicates the manufactured date and the version, respectively.

For MX MESInterface and MX MESInterface-R, the first six digits and the subsequent number indicates the manufactured date and the version, respectively.

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

*3 When installed, it is displayed as "Unavailable" on the "Apps & features" screen of Windows 10, however, it runs normally.



GX Developer
Unavailable

3 CORRECTIVE ACTIONS

This chapter explains the corrective actions when a problem occurs.

Symptom	Overview of corrective action	Reference
A product cannot be installed.	A message related to .NET Framework appears.	Page 3 A message related to .NET Framework appears
	A message related to 16-bit applications appears.	Page 4 A message related to 16-bit applications appears
USB communication cannot be performed.	Install the driver.	Page 5 USB Communication cannot be Performed
Texts are not displayed properly.	Install necessary fonts.	Page 6 Texts are not Displayed Properly

3.1 A Product cannot be Installed

A message related to .NET Framework appears

When .NET Framework with version compatible with the product is not installed or it is disabled in the setting, the installation is canceled.

The versions of .NET Framework compatible with each product are as follows:

Product name ^{*1}	Version of .NET Framework
MELSOFT iQ Works, GX Works3, MX Component Version 5, MX Sheet Version 3, CW Configurator	.NET Framework 4.8 .NET Framework 3.5 (includes .NET 2.0 and 3.0)
GX LogViewer, CPU Module Logging Configuration Tool	.NET Framework 4.0 .NET Framework 3.5 (includes .NET 2.0 and 3.0)
GX Works2, GT Works3, MT Works2, FR Configurator2, MR Configurator2, MX Component Version 4, MX Sheet Version 2, 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 manuals for the products and check the considerations.

Symptom

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

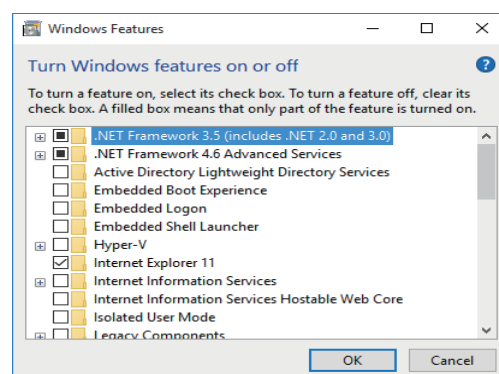
Corrective action

Enable .NET Framework with version compatible with the product.

■ Method of enabling .NET Framework

Enable .NET Framework by the following procedure:

1. Search for "Turn Windows features on or off" in the control panel.
2. Select the following functions to enable them in the "Windows Features" screen.
 - ".NET Framework 3.5 (includes .NET 2.0 and 3.0)"
 - ".NET Framework 4.6 Advanced Services"
 - ".NET Framework 4.8 Advanced Services"



Install .NET Framework if it has not been installed.

If the personal computer is not connected to the Internet, install it by referring to the following:

☞ Page 4 Method of installing .NET Framework on the personal computer with no Internet connection

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■ Method of installing .NET Framework on the personal computer with no Internet connection

Use a Windows installation media.

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

Install .NET Framework by the following procedure:

1. Insert a Windows 10 installation media into the DVD drive.
2. Select [Command Prompt (Admin)] in the context menu.
3. Execute the following command.

(Specify the drive of the installation media for "x:.")

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

A message related to 16-bit applications appears**Symptom**

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

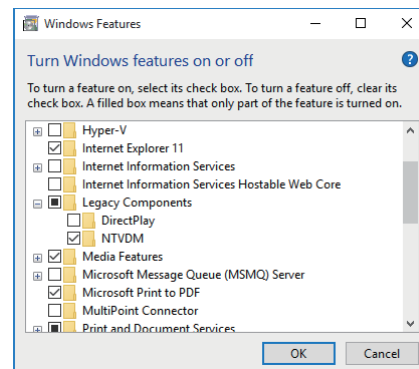
Corrective action

Enable NTVDM.

■ Method of enabling NTVDM

Enable NTVDM by the following procedure:

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



3.2 USB Communication cannot be Performed

When a USB driver compatible with Windows 10 is not installed, USB communication cannot be performed.

Symptom

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

Checking method

Perform the following procedure to check whether the driver compatible with Windows 10 has been installed:

1. Connect the personal computer and a connection target using a USB cable. Power ON the connection target.
2. Start Windows Device Manager.
3. Check the following items in the "Device Manager" screen and take the corrective actions.

The property screen for each device can be displayed by selecting and right-clicking each device.

Check item		Corrective action	Reference
"Device Manager" screen	Device property screen		
The following is included in "Universal Serial Bus controllers." • Programmable controller, motion controller: "MITSUBISHI Easysocket Driver" • GOT: (GOT1000) "MITSUBISHI GOT1000 USB Controller" (GOT2000) "MITSUBISHI GOT2000 USB Controller"	A version earlier than the following is shown for "Driver Version" in the [Driver] tab. • Programmable controller, motion controller: 4.0.0.0 • GOT: 10.3.1.0	The driver version is not compatible. Delete the driver. Install the compatible version of driver.	Page 5 Method of deleting the driver Page 6 Method of installing the driver
The following is included in "Other devices." • "Unknown device" • "MITSUBISHI" • "MELSEC"	The following ID is shown for "Hardware Ids" in the [Details] tab. • Programmable controller, motion controller: (MELSEC-Q series) "USB\VID_06D3&PID_1800" (MELSEC iQ-R series) "USB\VID_06D3&PID_1810" • GOT: (GOT1000) "USB\VID_06D3&PID_01E0" (GOT2000) "USB\VID_06D3&PID_1E00"	No driver is installed. Install a driver.	Page 6 Method of installing the driver

Corrective action

Install the USB driver compatible with Windows 10.

■ Method of deleting the driver

When a driver, which is not compatible with Windows 10, has been installed, delete it by the following procedure:

1. Connect the personal computer and a connection target using a USB cable. Power ON the connection target.
2. Start Windows Device Manager.
3. Right-click the device name (such as "MITSUBISHI Easysocket Driver") and select [Uninstall].
4. Select the checkbox of "Delete the driver software for this device." in the screen that shows the message "Warning: You are about to uninstall this device from your system.," and click the [OK] button.

To continue installing a new driver, disconnect the USB cable and reconnect it to the same USB port after five seconds.

■ Method of installing the driver

After installing the compatible version of software product, install a driver by the following procedure:

1. Connect the personal computer and a connection target using a USB cable. Power ON the connection target.
2. Start Windows Device Manager.
3. Right-click "Unknown device," "MITSUBISHI," or "MELSEC," and select "Update Driver Software."
4. Click "Browse my computer for driver software."
5. Specify the following folder(s) in the folder where the product has been installed.
 - Communication with a programmable controller or motion controller: "EasySocket\USBDrivers"
 - Communication with a GOT: "EZSocket\EZSocketGOT\Drivers"

If multiple MELSOFT products have been installed, specify the installation destination of the product that was installed first.

3.3 Texts are not Displayed Properly

In Windows 10, some fonts are provided as supplemental fonts. Therefore, texts in the screen may not be displayed properly. For details, refer to the Microsoft support information.

support.microsoft.com/ja-jp/kb/3083806 (As of September 2025)

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 the English version of operating system, texts displayed in a language other than English are not displayed properly.
- For an operating system other than the Japanese version, texts are not displayed properly in Japanese.

Corrective action

Install supplemental fonts of the language to be used.

Supplemental fonts can be acquired on the website of Windows Update.

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 supplemental fonts of the language to be used from the list.
4. If same error occurs after adding the fonts, restart the personal computer.

REVISIONS

Version	Date of issue	Revision
-	May 2016	First edition
A	September 2016	Descriptions of the products released between June and September 2016 have been added and modified. (iQ Works, GX Works2 (English version), GT Works3, FR Configurator2, CW Configurator, MX Component, MX Sheet, MX MESInterface, MX MESInterface-R, Setting/Monitoring Tools for the C Controller Module) 'A message related to 16-bit applications appears' has been added to 'CORRECTIVE ACTIONS.'
B	July 2017	Descriptions of the products released between October 2016 and July 2017 have been added and modified. (PX Developer, PX Developer Monitor Tool, GX Developer, A/QnA→Q Conversion Support Tool)
C	September 2025	Available for e-Manual Viewer. Description of the support status of Windows 10 has been updated. The versions of .NET Framework have been updated to those compatible with each product.

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