

Corrective Actions for the Installation Failure of a MELSOFT Product with a Product ID of its Additional License Product

■Date of Issue

December 2020

■Relevant Models

MELSOFT iQ Works, GX Works3, GX Works2, MX Component, MX Sheet

Thank you for your continued support of MELSOFT series.

This technical bulletin shows the corrective actions for the following case: a newly purchased additional license cannot be installed with its product ID when installing the product by using an installation media purchased before.

1 SYMPTOM

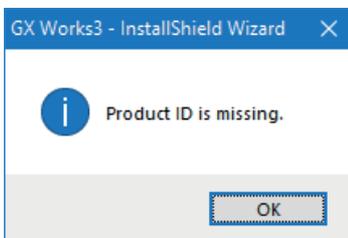
When purchasing an additional license and installing it by using an installation media purchased before, an error may occur and the installation may fail even if entering the product ID described on the additional license.

When an error occurs, the following error message appears.

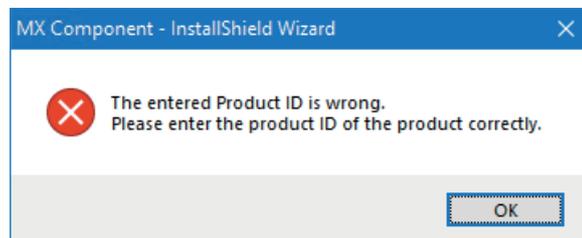
Ex.

Error message

- GX Works3



- MX Component



2 RELEVANT PRODUCT

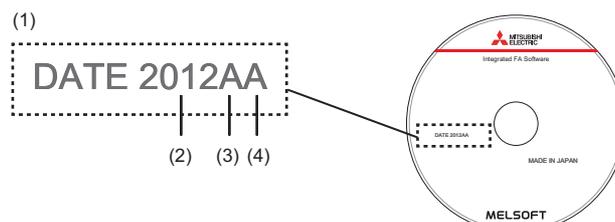
The following table shows combination of a product ID and installation media version of additional license that may cause an error.

For the version of the installation media, check the DATE column described on the surface of the DVD/CD-ROM.

Ex.

DATE column (The description position may differ depending on the design.)

- (1) DATE column
- (2) Manufactured date
 - Year (last two digits)
 - Month (two digits)
- (3) Hardware version (last one digit)
- (4) Software version (last one digit)



FA-A-0324-A

Product name	Model of additional license product	DATE column of installation media used for install
MELSOFT IQ Works	SW2DND-IQWK-EAZ	1812CC or earlier
GX Works3	SW1DND-GXW3-EAZ	<ul style="list-style-type: none"> • When installing GX Works3: 1411AC or earlier • When installing GX Works2: 1411AF to 1507AM • When installing GX Developer: 1411AF to 1502AG
GX Works2	SW1DND-GXW2-EAZ	<ul style="list-style-type: none"> • When installing GX Works2: 1506BD or earlier • When installing GX Developer: 1503BX or earlier
MX Component	SW4DNC-ACT-EAZ	1501BG or earlier
MX Sheet	SW2DNC-SHEET-EAZ	1501BE or earlier

Additional license not mentioned above can be installed with their product ID.

3 CORRECTIVE ACTION

An additional license product can be installed by using an updated version of software.

Obtaining of an updated version of software

Please contact your local Mitsubishi Electric sales office or representative.

Installation procedure

Install an updated version of software by the following procedure.

1. Make sure that the product is not installed on a personal computer.
2. Unzip an obtained compressed file of an updated version of software.
3. Insert an installation media purchased before to the drive.
Select 'Cancel' when 'Setup.exe' starts (pops up) automatically.
4. Install the updated version of software by entering the product ID of an additional license.

■ When installing GX Developer

Install GX Developer by the following procedure.

1. Insert an installation media purchased before to the drive.
2. Install GX Developer by entering the product ID obtained when purchasing the installation media.
3. Unzip an obtained compressed file of an updated version of software.
4. Install the updated version of software by entering the product ID of an additional license.

REVISIONS

Version	Date of Issue	Revision
A	December 2020	First edition

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