![MITSUBISHI ELECTRIC]

FA-A-0371-A

Corrective Actions When MELSOFT GX Works2 cannot be Updated to Version 1.610L

■Date of Issue

March 2022

■Relevant Models

MELSOFT iQ Works, GX Works2

Thank you for your continued support of MELSOFT series.

GX Works2 may not be updated to Version 1.610L properly. This bulletin describes the symptoms and the corrective actions.

If the installation of GX Works2 Version 1.610L is completed normally, GX Works2 can continue to be used.

1　RELEVANT PRODUCTS

The symptom occurs when installing the following version of a software package.

Product name	Version[*1]	Manufactured date	DATE[*2]
iQ Works	2.82L	December 2021 or later	2112CL or later
GX Works2	1.610L	December 2021 to February 2022	2112AL to 2202AL

*1　For the version of an updated version obtained, check the end of the compressed file name.
　　Example) For sw1dnc-gxw2-e_1610l_u.zip, the version is '1.610L.'
　　For the version of the installation media, check the DATE column described on the surface of the disk.
*2　DATE is printed on the DVD-ROM. The first four digits indicate the manufactured date, and the sixth digit indicates the software version.

2　SYMPTOMS

When an update is executed, the following symptoms may occur:

No.	Symptom	Corrective action
1-1	The message "Unable to read files which are necessary for installation." appears.	☞ Page 2 Corrective Action When a Message Appears
1-2	The message "Please insert any of the following production copy discs of the old version." appears when installing the updated version.	

After the above message appears, and if reinstallation is attempted by other than the procedures described in this technical bulletin, the installation may not be completed normally.

The error checking methods and symptoms are as follows:

No.	Checking method	Symptom		Corrective action
2-1	Display the version information of GX Works2 after installation. • GX Works2 [Help] ⇨ [About]	"Name," "Company," and "Product ID" are blank.		☞ Page 2 Corrective Action When a Blank is Displayed in the Version Information
2-2	Display the "Uninstall or change a program" screen on the control panel of Windows®.	GX Works2 icon is not 🔲.	The version displayed is '1.605F' or '1.610L.'	☞ Page 2 Corrective action when the version displayed is '1.605F' or '1.610L'
2-3			The version displayed is '1.601B' or earlier.	☞ Page 2 Corrective action when the version displayed is '1.601B' or earlier

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3 CORRECTIVE ACTIONS

This chapter shows corrective actions when each symptom occurs.

Point

For the information on how to obtain the updated version of GX Works2 Version 1.611M or later, please contact Mitsubishi Electric sales office or representative.

3.1 Corrective Action When a Message Appears

Install GX Works2 by the following procedure:

Operating procedure

1. Insert a production copy disc of iQ Works, GX Works3, or GX Works2 to the disk drive of a personal computer. (If the installer of production copy starts automatically, close it.)

2. Install the updated version of GX Works2 Version 1.611M or later.

3.2 Corrective Action When a Blank is Displayed in the Version Information

Install GX Works2 by the following procedure:

Operating procedure

1. Uninstall GX Works2.

2. Insert a production copy disc of iQ Works, GX Works3, or GX Works2 to the disk drive of a personal computer. (If the installer of production copy starts automatically, close it.)

3. Install the updated version of GX Works2 Version 1.611M or later.

3.3 Corrective Action When the Program is not Displayed Properly

Install GX Works2 by the following procedure.

Corrective action when the version displayed is '1.605F' or '1.610L'

Operating procedure

1. Install the updated version of GX Works2 Version 1.611M or later.

2. Display the version information of GX Works2, and check that "Name," "Company," and "Product ID" are blank.

3. Uninstall GX Works2.

4. Insert a production copy disc of iQ Works, GX Works3, or GX Works2 to the disk drive of a personal computer. (If the installer of production copy starts automatically, close it.)

5. Install the updated version of GX Works2 Version 1.611M or later.

Corrective action when the version displayed is '1.601B' or earlier

Operating procedure

1. Insert a production copy disc of iQ Works, GX Works3, or GX Works2 to the disk drive of a personal computer. (If the installer of production copy starts automatically, close it.)

2. Install the updated version of GX Works2 Version 1.611M or later.

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REVISIONS

Version	Date of issue	Revision
A	March 2022	First edition

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