

TECHNICAL BULLETIN

FA-A-0452-A

[1/3]

Corrective Action When Installation Does Not Start for Some MELSOFT Products

Date of Issue
 March 2025
 Relevant Models
 MELSOFT series

Thank you for your continued support of MELSOFT series.

Installation may not start when installing a MELSOFT product on a personal computer running Windows[®] 10 or Windows 11. The following explains the symptom and the corrective action.

Note that the menu names and operating procedures may differ depending on an operating system in use and its version. When reading this technical bulletin, replace the names and procedures with the applicable ones as necessary.

1 RELEVANT PRODUCTS

Installation may not be started normally for the following MELSOFT products:

—: None

Product name	Version	End of download/update version compressed file name ^{*1}	DATE ^{*2}
GX Developer Version8	8.500W or later	500w or later	1707BW or later
PX Developer	1.47Z to 1.57K	47z to 57k	1701BZ to 2404BK
PX Developer Monitor Tool			
A/QnA \rightarrow Q Conversion Support Tool	1.19 or later	19 or later	-
FX Configurator-FP	1.70 or later	170 or later	*3
Setting tool for FX3U-ENET-L FX Configurator-EN-L	1.40 or later	140 or later	—
FX-PCS-VPS/WIN	1.30 or later	_	_*3

*1 For example, it is '508e' when the file name is 'sw8d5c-gppw-e_508e.zip.'

*2 Printed on the surface of the CD. The first four digits and the subsequent number (starting from the sixth) indicates the manufactured date and the version, respectively.

*3 The version is described in the VERSION field.

2 SYMPTOM

Even if "setup.exe" of a target product is double-clicked, the installation startup screen does not appear and the installation may not be started.

MITSUBISHI ELECTRIC CORPORATION

HEAD OFFICE: TOKYO BLDG., 2-7-3, MARUNOUCHI, CHIYODA-KU, TOKYO 100-8310, JAPAN NAGOYA WORKS: 1-14, YADA-MINAMI 5-CHOME, HIGASHI-KU, NAGOYA 461-8670, JAPAN

3 CORRECTIVE ACTION

Due to other applications also running, the installation may not start.

The following shows the corrective action when the installation does not start.

Operating procedure

- 1. Double-click "setup.exe."
- 2. Start the task manager of Windows.
- 3. Click the [Details] tab.
- 4. Select "setup.exe" of the target product, then right-click it and select [Analyze wait chain] from the shortcut menu.

"setup.exe" and another process that has been the cause are displayed in the "Analyze wait chain" screen.

Check that ending the process does not affect the system operations.

Analyze wait chain			
The analyze wait chain tree shows which processes (root nodes in the tree) are using, or waiting to use, a resource that is being used by another process (child nodes in the tree) and is required for the selected process to continue.			
Learn more			
setup.exe is waiting for another process (
 setup.exe (PID: 6996) Thread: 12208 			
(PID: 10716) Thread: -			
End process	Cancel		

- 5. Select the checkbox of process other than "setup.exe."
- 6. Click the [End process] button.
- 7. If a message asking for confirmation to end the process appears, click the [End process] button as well.



When all other processes end, the installation starts.

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REVISIONS

Version	Date of issue	Revision
A	March 2025	First edition

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