

Corrective Actions When MELSOFT Products cannot be Installed or Operations Become Unstable after Applying Windows 11 Updates

■Date of Issue

October 2025 (Ver. C: January 2026)

■Relevant Models

MELSOFT series

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

This bulletin describes the symptoms and their corrective actions for a case in which MELSOFT products cannot be installed or their operations become unstable due to updates applied by Windows Update in Windows® 11.

This issue is related to a problem caused by Windows Update, and as of January 2026, an investigation has been requested from Microsoft Corporation.

We are also providing information to Microsoft Corporation to facilitate a prompt resolution and will continue to monitor the progress.

Once a solution is identified, it will be announced in the next revision of this technical bulletin.

1 SYMPTOMS

In Windows 11, cases in which the following symptoms occur have been confirmed after applying updates by Windows Update:

No.	Symptom	Corrective action
1	The error message of "File Error" appears during installation or update.	 Page 3 Corrective Actions When an Error Occurs during Installation
2	An error message such as 'System start-up failed. Please restart Windows.' appears when starting a product or performing the project management function (creating a new project, opening a project, etc.).	 Page 4 Corrective Actions When an Error Occurs during Function Execution

Conditions

These symptoms occur when satisfying either of the following conditions:

- The operating system version is Windows 11 25H2 or later.
- The operating system version is Windows 11 24H2, with an update applied that was released on August 29, 2025, or later.

2 PRODUCTS WITH CONFIRMED SYMPTOMS

Cases in which these symptoms occur have been confirmed in the following products:

○: Occur, △: Occur for some functions —: Not occur

Product name	Occurrence of symptoms	
	Error during installation	Error during function execution
MELSOFT iQ Works	○ Yes	△ Refer to the following products: • MELSOFT Navigator • GX Works3 • GX Works2 • FR Configurator2 • CW Configurator
MELSOFT Navigator	○ Yes	△ When opening a project file (of GX Works3, GX Works2, MT Developer2, or GT Designer3), the process may be interrupted.
GX Works3	○ Yes	△ When opening a file in other formats (GX Works2, PX Developer, and GX Developer formats), the process may be interrupted.
GX Works2	○ Yes	○ Yes
FR Configurator2	○ Yes	△ When starting Developer, the process may be interrupted.
CW Configurator	○ Yes	— No
MX Component Version5	○ Yes	— No
MX Sheet Version3	○ Yes	— No
GX LogViewer	— No	○ Yes
CPU Module Logging Configuration Tool	— No	○ Yes
PX Developer, PX Developer Monitor Tool	— No	○ Yes
GX Developer	○ Yes	○ Yes
A/QnA→Q Conversion Support Tool	— No	○ Yes
MELSEC-A/QnA→MELSEC iQ-R Conversion Support Tool	— No	○ Yes
Software for network interface board (SW1DNN-CCIEBDM-B, SW1DNC-MNETG-B, SW1DNC-CCIEF-B, SW0DNC-MNETH-B, SW1DNC-CCBD2-B)	○ Yes	— No
CC-Link IE TSN Communication Software for Windows	○ Yes	— No
Data transfer tool	○ Yes	— No
MELSOFT VIXIO	○ Yes	— No

3 CORRECTIVE ACTIONS

This chapter explains the corrective actions when the symptoms occur.

3.1 Corrective Actions When an Error Occurs during Installation

This section shows the corrective actions when an error occurs during installation.

Check item		Overview of corrective action	Reference
Is an updated product available?	An updated product is available.	Use an updated product.	Page 3 Using an updated product
	<ul style="list-style-type: none"> An updated product is not available. The current version is preferred. 	Click the [Ignore] button in an error message that appears.	Page 3 Ignoring an error message

Using an updated product

Update the relevant product.

The following table lists updated product versions and their release schedules.

Product name	Updated product
MELSOFT iQ Works	Will be updated in the version November 2026
MELSOFT Navigator	Will be updated in the version November 2026
GX Works3	Version 1.123D or later
GX Works2	Version 1.631H or later
FR Configurator2	Will be updated in the version June 2026
CW Configurator	Will be updated in the version October 2026
MX Component Version5	Will be updated in the version June 2026
MX Sheet Version3	Will be updated in the version June 2026
GX Developer	There is no schedule to release the updated version of the discontinued product.
Software for network interface board (SW1DNN-CCIETBDM-B, SW1DNC-MNETG-B, SW1DNC-CCIEF-B, SW0DNC-MNETH-B, SW1DNC-CCBD2-B)	Will be updated in the version October 2026
CC-Link IE TSN Communication Software for Windows	Will be updated in the version October 2026
Data transfer tool	Will be updated in the version October 2026
MELSOFT VIXIO	Will be updated in the version October 2026



For information on obtaining an updated version, please contact your local Mitsubishi Electric sales office or representative.

When using products with other versions, refer to the following:

Page 3 Ignoring an error message

Ignoring an error message

When an error message appears, click the [Ignore] button.

Installation or update will be executed normally.

3.2 Corrective Actions When an Error Occurs during Function Execution

This section shows the corrective actions when an error occurs during function execution.

Check item		Overview of corrective action	Reference
Is the Windows 11 version 24H2? ^{*1}	It is 24H2.	Ensure that an update released on or after August 29, 2025, is not applied.	Page 4 Ensuring that the update is not applied
	It is 24H2, however, the relevant update cannot be prevented from being applied.	Install the latest GX Works2.	Page 5 Reducing the occurrence of errors
	It is 25H2 or later.		

*1 Can be checked in [Settings] ⇒ [System] ⇒ [About] from Windows Start.

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These corrective actions are temporary measures until a permanent one is identified. If the same symptom persists despite taking the corrective action, please be patient until the problem is resolved.

Ensuring that the update is not applied

To avoid an error during function execution for Windows 11 24H2, the relevant update must not be applied.

First, change the Windows Update settings to prevent the update from being applied.

Then, check if the update is applied, and uninstall it if it is.

Note that the pause and uninstallation of updates are to be executed at each user's responsibility.

Preventing the relevant update from being applied

Automatic update can be paused by changing the Windows Update settings by the following procedure:

1. Select [Settings] ⇒ [Windows Update] from Windows Start.
2. Set "Get the latest updates as soon as they're available" to "Off."
3. Set "Pause updates" to "Pause for 5 weeks."

Checking if the update is applied

1. Select [Settings] ⇒ [System] ⇒ [About] from Windows Start.
2. Check the OS build value under "Windows specifications."
 - Less than 26100.5074: The update is not applied.
 - 26100.5074 or greater: The update is applied.  Page 4 Uninstalling the applied update

Uninstalling the applied update

If the relevant update is applied, uninstall it by the following procedure:

1. Select [Settings] ⇒ [Windows Update] from Windows Start.
2. Select [Uninstall updates] under [Related settings] in [Update history].
3. Uninstall the relevant update in the list.

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Precautions

When uninstalling updates, do so in the order of their release dates, starting from the latest.

The following table lists the updates released between August 29 and October 28, 2025.

Updates released on or after October 29, 2025, also need to be uninstalled.

For the latest information, refer to the Microsoft website.

Release date	Windows update	OS build	Remarks
October 28, 2025	KB5067036	26100.7019	October cumulative update (preview version)
October 20, 2025	KB5070773	26100.6901	October cumulative update fixes
October 14, 2025	KB5066835	26100.6899	September cumulative update fixes 3
September 29, 2025	KB5065789	26100.6725	September cumulative update fixes 2 (preview version)
September 22, 2025	KB5068221	26100.6588	September cumulative update fixes 1
September 9, 2025	KB5065426	26100.6584	September cumulative update
August 29, 2025	KB5064081	26100.5074	September cumulative update (preview version)

Note that depending on when the operating system is installed or when updates are applied, not all KB numbers may be displayed in the update list.

When the OS build value is 26100.5074 or higher even if uninstalling all the relevant updates, refer to the following corrective action:

 Page 5 Reducing the occurrence of errors

Reducing the occurrence of errors

The occurrence of errors can be reduced by installing the updated version of GX Works2 Version 1.631H or later in the environment where the relevant product is installed.

It remains effective even after GX Works2 is uninstalled.

If the problem persists, exit the relevant product and take this corrective action again.

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If a product ID for the licensed version of GX Works2 is not available, install the trial version of GX Works2 Version 1.631H or later.

For information on obtaining an updated version or trial version, please contact your local Mitsubishi Electric sales office or representative.

REVISIONS

Version	Date of issue	Revision
A	October 2025	First edition
B	November 2025	The products with confirmed symptoms have been added, and the corrective action has been updated.
C	January 2026	The products with confirmed symptoms have been added, and the symptoms and corrective action have been updated.

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