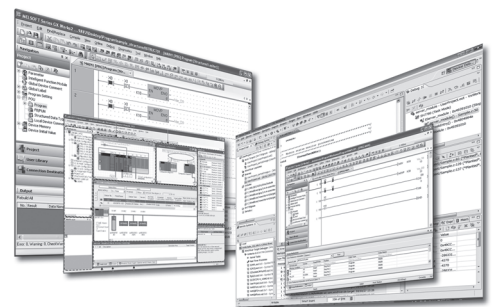


MELSOFT

MELSOFT Update Manager Operating Manual

-SW1DND-UDM-M





SAFETY PRECAUTIONS

(Read these precautions before using this product.)

Before using this product, please read this manual carefully and pay full attention to safety to handle the product correctly. If the equipment is used in a manner not specified by the manufacturer, the protection provided by the equipment may be impaired.

The precautions given in this manual are concerned with this product only. For the safety precautions of the programmable controller system, refer to the user's manual for the module used and the MELSEC iQ-R Module Configuration Manual. In this manual, the safety precautions are classified into two levels: "⚠️ WARNING" and "⚠️ CAUTION".


 WARNING	Indicates that incorrect handling may cause hazardous conditions, resulting in death or severe injury.
 CAUTION	Indicates that incorrect handling may cause hazardous conditions, resulting in minor or moderate injury or property damage.

Under some circumstances, failure to observe the precautions given under "⚠️ CAUTION" may lead to serious consequences.

Observe the precautions of both levels because they are important for personal and system safety.

Make sure that the end users read this manual and then keep the manual in a safe place for future reference.

[Security Precautions]

-  **WARNING**
- To maintain the security (confidentiality, integrity, and availability) of the programmable controller and the system against unauthorized access, denial-of-service (DoS) attacks, computer viruses, and other cyberattacks from external devices via the network, take appropriate measures such as firewalls, virtual private networks (VPNs), and antivirus solutions.
-

CONDITIONS OF USE FOR THE PRODUCT

- (1) MELSEC programmable controller ("the PRODUCT") shall be used in conditions;
- i) where any problem, fault or failure occurring in the PRODUCT, if any, shall not lead to any major or serious accident; and
 - ii) where the backup and fail-safe function are systematically or automatically provided outside of the PRODUCT for the case of any problem, fault or failure occurring in the PRODUCT.
- (2) The PRODUCT has been designed and manufactured for the purpose of being used in general industries. MITSUBISHI ELECTRIC SHALL HAVE NO RESPONSIBILITY OR LIABILITY (INCLUDING, BUT NOT LIMITED TO ANY AND ALL RESPONSIBILITY OR LIABILITY BASED ON CONTRACT, WARRANTY, TORT, PRODUCT LIABILITY) FOR ANY INJURY OR DEATH TO PERSONS OR LOSS OR DAMAGE TO PROPERTY CAUSED BY the PRODUCT THAT ARE OPERATED OR USED IN APPLICATION NOT INTENDED OR EXCLUDED BY INSTRUCTIONS, PRECAUTIONS, OR WARNING CONTAINED IN MITSUBISHI ELECTRIC USER'S, INSTRUCTION AND/OR SAFETY MANUALS, TECHNICAL BULLETINS AND GUIDELINES FOR the PRODUCT.
- ("Prohibited Application")
- Prohibited Applications include, but not limited to, the use of the PRODUCT in;
- Nuclear Power Plants and any other power plants operated by Power companies, and/or any other cases in which the public could be affected if any problem or fault occurs in the PRODUCT.
 - Railway companies or Public service purposes, and/or any other cases in which establishment of a special quality assurance system is required by the Purchaser or End User.
 - Aircraft or Aerospace, Medical applications, Train equipment, transport equipment such as Elevator and Escalator, Incineration and Fuel devices, Vehicles, Manned transportation, Equipment for Recreation and Amusement, and Safety devices, handling of Nuclear or Hazardous Materials or Chemicals, Mining and Drilling, and/or other applications where there is a significant risk of injury to the public or property.
- Notwithstanding the above restrictions, Mitsubishi Electric may in its sole discretion, authorize use of the PRODUCT in one or more of the Prohibited Applications, provided that the usage of the PRODUCT is limited only for the specific applications agreed to by Mitsubishi Electric and provided further that no special quality assurance or fail-safe, redundant or other safety features which exceed the general specifications of the PRODUCTS are required. For details, please contact the Mitsubishi Electric representative in your region.
- (3) Mitsubishi Electric shall have no responsibility or liability for any problems involving programmable controller trouble and system trouble caused by DoS attacks, unauthorized access, computer viruses, and other cyberattacks.

INTRODUCTION

Thank you for your patronage. We appreciate your purchase of the engineering software, MELSOFT series.

This manual describes the operations of MELSOFT Update Manager.

Before using the product, please read this manual carefully and develop familiarity with the functions and performance of MELSOFT Update Manager to handle the product correctly.

Note that the menu names and operating procedures may differ depending on an operating system in use and its version.

When reading this manual, replace the names and procedures with the applicable ones as necessary.

MEMO

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RELEVANT MANUALS

The following manuals are relevant to this product.

Manual name [manual number]	Description
MELSOFT Update Manager Operating Manual [SH-082322ENG] (this manual)	Basic operations of MELSOFT Update Manager, and system configuration, functions, and operation methods when updating a MELSOFT product

GENERIC TERMS AND ABBREVIATIONS

Unless otherwise specified, this manual uses the following generic terms and abbreviations.

Generic term/abbreviation	Description
Windows® 10 or later	Windows 11, Windows 10

1 OVERVIEW

MELSOFT Update Manager is a tool that resides on a personal computer (resident software). This software simplifies checking for the latest version of a MELSOFT product, downloading the latest installer, and updating a MELSOFT product.


1.1 Features

This section explains the features of MELSOFT Update Manager.

Checking for the latest version of a MELSOFT product

The latest version of a MELSOFT product installed on a personal computer can be checked automatically. When a newer version exists for an installed MELSOFT product, a notification function (banner notification) of Windows informs a user that there is an updatable MELSOFT product.

The latest version also can be checked in the main window of MELSOFT Update Manager.


 Page 22 Checking for the Latest Version

Updating a MELSOFT product

The latest installer of a MELSOFT product can be downloaded, and the product can be updated.

The update status can be checked in the main window of MELSOFT Update Manager.

In addition, the latest version of a MELSOFT product can be checked periodically. If an updatable MELSOFT product exists at a periodic check, an installer of the product can be downloaded automatically.

 Page 23 Updating a MELSOFT Product

Checking update information of a MELSOFT product


From MELSOFT Update Manager, the page on which update information is described can be opened in a web browser. Update information of a MELSOFT product can be checked on the page.

 Page 25 Checking Update Information

Checking an update history of a MELSOFT product


An update history of a MELSOFT product can be checked by using MELSOFT Update Manager.

If updating a MELSOFT product fails, an error and its corrective action can be checked.

 Page 25 Checking an Update History

Checking notification information of a MELSOFT product

A MELSOFT product for which notification information is available can be checked in MELSOFT Update Manager.

 Page 25 Checking Notification Information

MEMO

2 SYSTEM CONFIGURATION

This chapter explains the operation environment and the system configuration of MELSOFT Update Manager.

2.1 Operation Environment

2

This section shows the operation environment of MELSOFT Update Manager.

Item	Description	
Computer	A personal computer on which Microsoft®Windows operates	
CPU	Windows 11	2 or more cores on a compatible 64-bit processor or System on a Chip (SoC)
	Windows 10	Intel® Core™ 2 Duo Processor 2 GHz or more recommended
Required memory	Windows 11	Recommended 4 GB or more
	Windows 10	64-bit OS: Recommended 2 GB or more 32-bit OS: Recommended 1 GB or more
Available hard disk capacity*1	150 MB or more	
Web browser	Microsoft Edge® recommended	
Display	Resolution 1024 × 768 pixels or higher	
.NET Framework*2	Microsoft .NET Framework 4.8 or later	
Microsoft Visual C++®	Microsoft Visual C++ redistributable packages for Visual Studio 2015, 2017, and 2019	
OS*3*4*5*6*7 (Japanese, English, Simplified Chinese, Traditional Chinese, Korean, German, Italian)	Windows 11 (Home, Pro, Enterprise, Education) Windows 10 version 1607 or later (Home, Pro, Enterprise, Education, IoT Enterprise 2016 LTSC*8)	

*1 When updating a MELSOFT product, additional free space is required for downloading and installing its installer.
For required free space, refer to the manual or the installation instructions of each MELSOFT product.

*2 If .NET Framework 4.8 is not installed, approximately 500 MB of memory is required in the system drive to install it.

*3 Use the product as an administrator.

*4 .NET Framework 4.8 Advanced Services needs to be enabled.

*5 If the Windows firewall setting is enabled, this product may not operate properly. Disable the Windows firewall setting.

*6 When the following functions are used, this product may not run properly.

- Application start-up in Windows compatibility mode
- Fast user switching
- Remote desktop
- Touch function
- Virtual environment such as Client Hyper-V
- Tablet mode
- Virtual desktop
- Unified Write Filter
- Text cursor indicator

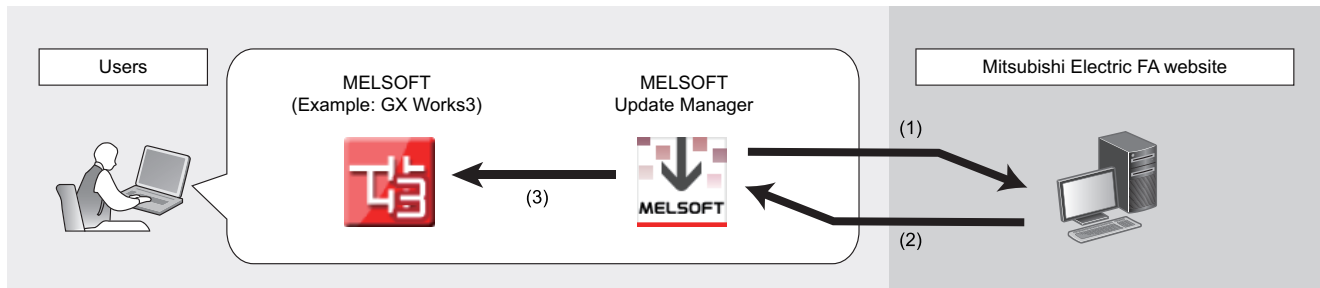
*7 In the following cases, the screen of this product may not work properly.

- The size of the text and other items in the screen is other than 100% (96 DPI, 9 pt etc.). (☰ 6 TROUBLESHOOTING)
- The resolution of the screen is changed in operation.
- The Windows theme is changed in operation.
- The multi-display is set.

*8 64-bit version only

2.2 System Configuration

This section shows the system configuration when updating a MELSOFT product with MELSOFT Update Manager.



- (1) Checking for the latest version of a MELSOFT product
- (2) Downloading the latest installer
- (3) Updating the MELSOFT product

3 INSTALLATION AND UNINSTALLATION

This chapter shows the methods for obtaining MELSOFT Update Manager and the procedures for installing and uninstalling it.

3.1 Obtaining of MELSOFT Update Manager

In Japan

MELSOFT Update Manager is included in a MELSOFT product that supports this product.

It can also be downloaded from the Mitsubishi Electric FA website.

www.MitsubishiElectric.co.jp/fa

For downloading MELSOFT Update Manager, please register for a free membership on the Mitsubishi Electric FA website in advance.

In other countries

For information on obtaining MELSOFT Update Manager, please contact your local Mitsubishi Electric sales office or representative.

3.2 Installation

Install MELSOFT Update Manager when installing a MELSOFT product.

For the installation procedure of each MELSOFT product, refer to the installation instructions of the product.

When installation is completed, MELSOFT Update Manager starts, and an icon () is displayed on the taskbar.

Point

- Log on to the personal computer as an administrator.
- Install this product to a folder to which the administrator authority is given. The default installation folder is recommended to enhance the security.

3.3 Uninstallation

Operating procedure

Uninstall MELSOFT Update Manager from the control panel of Windows.

4 BASIC OPERATIONS AND SCREEN CONFIGURATION

This chapter explains basic operations and a screen configuration of MELSOFT Update Manager.

4.1 Start and End

This section shows the operation procedure for starting and ending MELSOFT Update Manager.

Start

A task to start MELSOFT Update Manager automatically is created in the task scheduler of Windows when installing MELSOFT Update Manager.


Once the task is created, MELSOFT Update Manager automatically starts when starting a personal computer.

To start MELSOFT Update Manager manually, follow the procedure below.

Operating procedure

Start MELSOFT Update Manager from "MELSOFT" in Windows Start.

When MELSOFT Update Manager starts, the main window appears.

In addition, an icon () is displayed on the taskbar.

Point


Notice regarding the handling of personal data may appear when starting MELSOFT Update Manager. Check the displayed contents before using this product.

Precautions

- When metered connection is set, to prevent automatic communication by MELSOFT Update Manager, it is recommended to disable the task which starts MELSOFT Update Manager automatically in the task scheduler of Windows. Start MELSOFT Update Manager manually when using it after disabling the task.
- MELSOFT Update Manager does not start in the following cases:
 - MELSOFT Update Manager is started as a user other than an administrator.
 - MELSOFT Update Manager is being updated.

End

Operating procedure


Right-click the icon () on the taskbar, and select [End].

4.2 Menu List

The following table shows menus of MELSOFT Update Manager.

○: Available, —: Not available







Menu		Context menu*1	Main window menu	Reference
⇒ [Check for Latest Version]	To check for the latest version of a MELSOFT product installed on a personal computer.	○	—	Page 22 Checking for the Latest Version
⇒ [Open MELSOFT Update Manager]	To open the main window.	○	—	Page 16 Main Window
⇒ [Settings]	To open the "Settings" screen.	○	○	Page 17 Setting Screen
⇒ [Open the download destination folder]	To open a download destination folder set in "Download" in the "Settings" screen.	○	○	Page 20 Download
⇒ [MELSOFT Update Manager Help]	To display this manual.	○	○	—
⇒ [About MELSOFT Update Manager]	To display the version information.	○	○	
⇒ [End]	To end MELSOFT Update Manager.	○	○	Page 13 End

*1 Displayed by right-clicking the icon () on the taskbar.

4.3 Icon

While MELSOFT Update Manager is running, the icon appearance on the taskbar changes according to the MELSOFT Update Manager status.


The following table shows the indication of each icon.

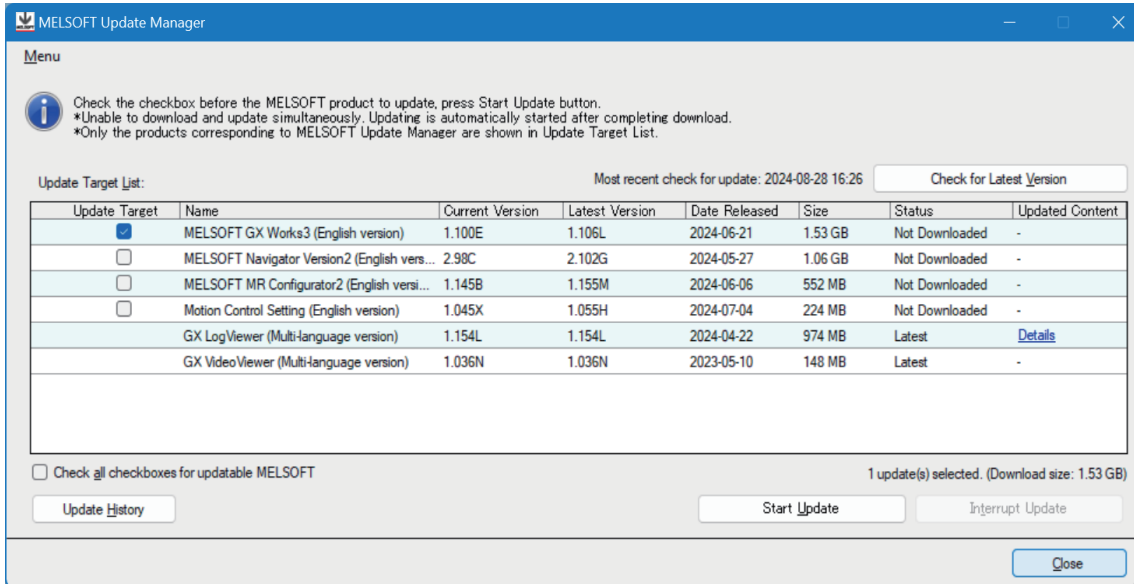
Icon	Description
	<ul style="list-style-type: none">The latest version of a MELSOFT product is being checked.
	<ul style="list-style-type: none">Accessing to Mitsubishi Electric FA Website failed.Downloading an installer failed.An update failed.The free space of the hard disk is insufficient.MELSOFT Update Manager is started as a user other than an administrator.
	<ul style="list-style-type: none">An updatable MELSOFT exists.
	<ul style="list-style-type: none">The versions of all installed MELSOFT products are latest.
	<ul style="list-style-type: none">An installer is being downloaded.A MELSOFT product is being updated.
	<ul style="list-style-type: none">Unread notification information is available.

4.4 Main Window








This section explains the configuration of the main window.


Window

Right-click the icon () on the taskbar, and select [Open MELSOFT Update Manager].



Displayed items

Item	Description
[Check for Latest Version] button	Click this to check for the latest version of a MELSOFT product.
Update Target List	Updatable MELSOFT products are displayed.*1 Select the checkbox of a MELSOFT product to be updated. Click "Details" in the "Updated Content" column to check update information of the MELSOFT product. ( Page 25 Checking Update Information) When unread notification information is available,  is displayed. By clicking the icon, a message related to the notification information appears. If the notification information has been read,  is displayed.
Check all checkboxes for updatable MELSOFT	Click this to select all the checkboxes of the MELSOFT products displayed in the update target list.
[Start Update] button	Click this to start updating the MELSOFT product of which the checkbox is selected. ( Page 23 Updating a MELSOFT Product) In addition an interrupted download of an installer and update of a MELSOFT product can be restarted. ( Page 24 Interrupting/restarting a download and an update)
[Interrupt Update] button	Click this to interrupt a download of an installer and an update of a MELSOFT product. ( Page 24 Interrupting/restarting a download and an update)
[Update History] button	Click this to display "Update History" screen. ( Page 25 Checking an Update History)

*1 A MELSOFT product, for which unread or read notification information is available, is displayed in the list regardless of the "Display" setting in the "Settings" screen.
( Page 18 Display)


Precautions

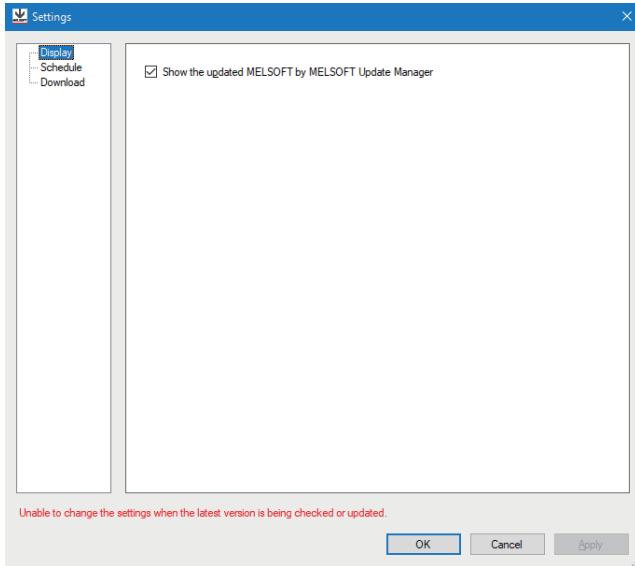
While the main window is displayed, the banner notification does not appear.

4.5 Setting Screen

This section explains the configuration of the "Settings" screen.

Window

Right-click the icon () on the taskbar, and select [Setting].

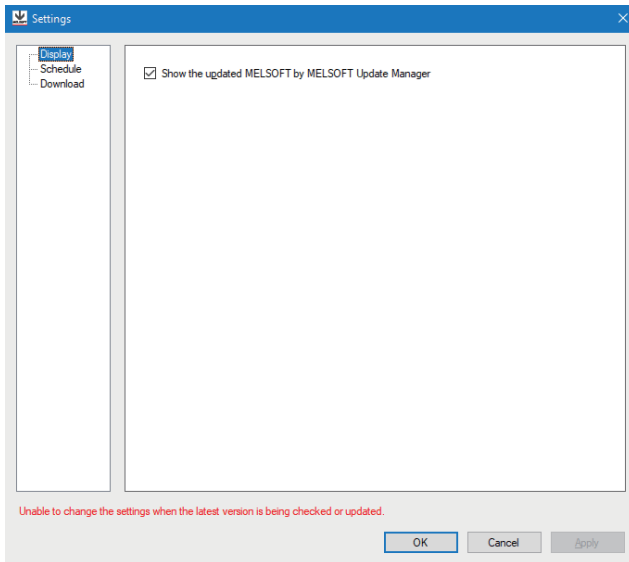


Display

The following explains the configuration of the "Display" screen.

Window

Click "Display" in the "Settings" screen.



Displayed items

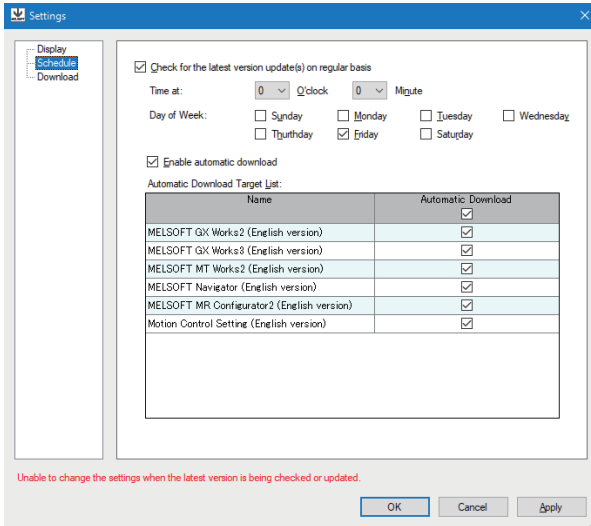
Item	Description
Show the updated MELSOFT by MELSOFT Update Manager	Select the checkbox to display an updated MELSOFT product in the main window. Even if the checkbox is not selected, a MELSOFT product, for which notification information is available, is displayed in the main window.

Schedule

The following explains the configuration of the "Settings" screen when selecting "Schedule."

Window

Click "Schedule" in the "Settings" screen.



Displayed items

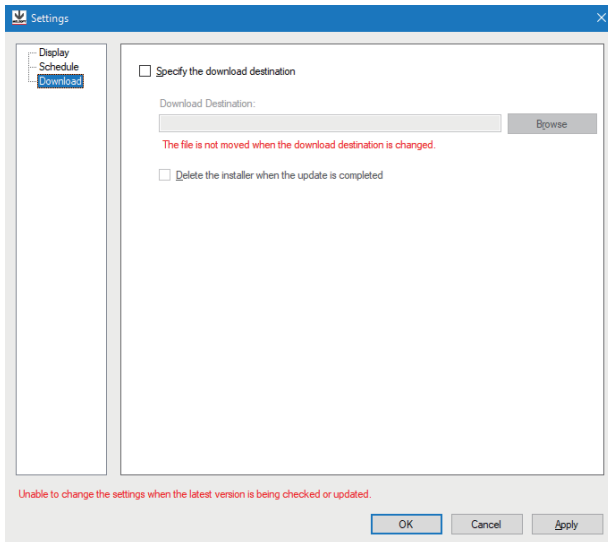
Item	Description	
Check for the latest version update(s) on regular basis	—	Select the checkbox to check for the latest version of a MELSOFT product periodically.
	Time at	Set the time to check for the latest version.
	Day of Week	Select the checkbox of the day of the week to check for the latest version.
	Enable automatic download	Select the checkbox to download an installer of a MELSOFT product automatically after checking for the latest version.
	Automatic Download Target List	A MELSOFT product of which the installer can be downloaded automatically is displayed. Select the checkbox of a MELSOFT product to automatically download its installer.

Download

The following explains the configuration of the "Settings" screen when selecting "Download."

Window

Click "Download" in the "Settings" screen.



Displayed items

Item		Description
Specify the download destination	—	Select the checkbox to specify the download destination.
	Download Destination	The path of the download destination specified with the [Browse] button is displayed.
	[Browse] button	Click this to open the "Select Folder" screen. A download destination folder can be specified.
	Delete the installer when the update is completed	Select the checkbox to delete an installer after an update is completed.

Point

When specifying a shared folder as the download destination for multiple personal computers, the downloaded installer can be used for installation by unselecting the checkbox of "Delete the installer when the update is completed."


Precautions

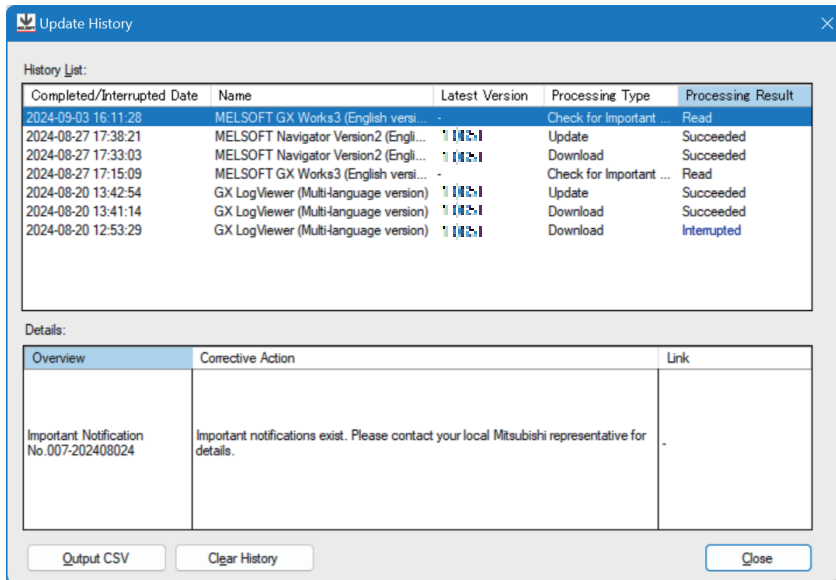
When metered connection is set, it is recommended to specify a local folder as the download destination.

4.6 Update History Screen

This section explains the configuration of the "Update History" screen.

Window

1. Right-click the icon () on the taskbar, and select [Open MELSOFT Update Manager].
2. Click the [Update History] button in the main window.



4

Displayed items

Item	Description	
History List	An update result of a MELSOFT product using MELSOFT Update Manager and the read status of notification information are displayed. (Maximum: 500 results)	
Details	Overview	Error information at an update failure and the overview of notification information are displayed.
	Corrective Action	A corrective action for an error and checked notification information are displayed.
	Link	Displayed for notification information.
[Output CSV] button	Click this to export an update history in a CSV file.	
[Clear History] button	Click this to delete a displayed update history.	

Precautions

If an update history is deleted while a download of an installer is interrupted, a progress status of the download is reset. In addition, the displayed contents of the "Status" column in the main window is changed from "Update Interrupted" to "Not Downloaded."

5 OPERATION METHODS

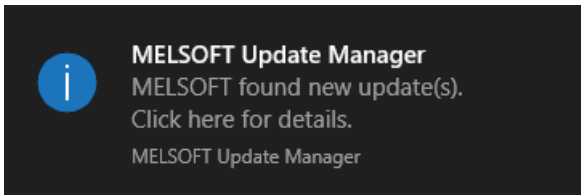
5.1 Checking for the Latest Version

This section explains the procedure to check for the latest version of a MELSOFT product installed on a personal computer.



Operating procedure

1. Right-click the icon () on the taskbar, and select [Check for Latest Version].

When an updatable MELSOFT product exists, the following banner notification appears.





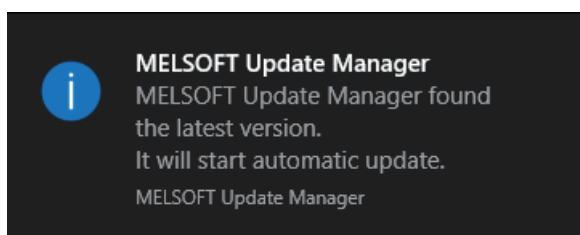
2. Perform any of the following operations:

- Click the banner notification.
- Double-click the icon () on the taskbar.
- Right-click the icon () on the taskbar, and select [Open MELSOFT Update Manager].

The main window appears, and the latest version of a MELSOFT product can be checked. ( Page 16 Main Window)

Point

- When MELSOFT Update Manager starts, it automatically checks the latest version of an installed MELSOFT product.
- By selecting the checkbox of "Check for the latest version update(s) on regular basis" in "Schedule" in the "Settings" screen, the latest version can be checked at a specified time on a specified day of the week. ( Page 19 Schedule)
- The latest version also can be checked by clicking the [Check for Latest Version] button in the main window. ( Page 16 Main Window)
- When updatable MELSOFT Update Manager exists, the following banner notification appears, and updating MELSOFT Update Manager is started. (If the main window is displayed, a message appears instead of the banner notification.)



Precautions




The latest version cannot be checked in the following cases:

- A personal computer is shut down.
- A personal computer is sleeping.
- A MELSOFT product is being updated.
- MELSOFT Update Manager is being updated.

5.2 Updating a MELSOFT Product

This section explains the procedure to update a MELSOFT product.

Operating procedure


1. Perform any of the following operations:
 - Double-click the icon () on the taskbar.
 - Right-click the icon () on the taskbar, and select [Open MELSOFT Update Manager].
 - Click the banner notification which appears after downloading an installer. (Only when automatic download is enabled)
2. Select the checkbox of a MELSOFT product to be updated in the main window. ( Page 16 Main Window)
3. Click the [Start Update] button.

An installer of the MELSOFT product is downloaded, then the update is started.

When the update is completed, information in the main window is updated.

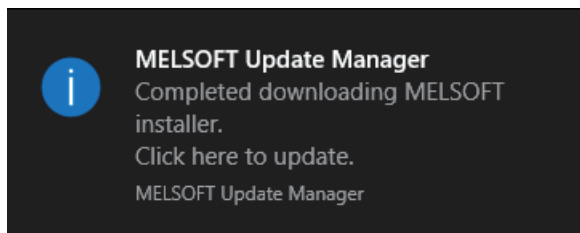
A downloaded installer is deleted automatically.

Point


By selecting the checkboxes of both of the following items in "Schedule" in the "Settings" screen, the installer of a MELSOFT product is automatically downloaded if an updatable MELSOFT product exists. ( Page 19 Schedule)

- Check for the latest version update(s) on regular basis
- Enable automatic download

When downloading an installer is completed, the following banner notification appears. (If the main window is displayed, a message appears instead of the banner notification.)



Precautions

- An updated MELSOFT product is deleted from the main window. To display the updated product in the main window even after the update, select the checkbox of "Show the updated MELSOFT by MELSOFT Update Manager" in "Display" in the "Settings" screen. ( Page 18 Display)
- If a personal computer is shut down or sleeping, an installer cannot be downloaded.
- When interrupting an update of a MELSOFT product or when the update fails, an installer is not deleted. When restarting the update, the installer is used to update the product. If not restarting the update, delete the installer in the default download folder manually as necessary.
- A MELSOFT product cannot be downgraded. To use an older version of a MELSOFT product, uninstall the product once and then reinstall the older version product.
- When specifying a shared folder as the download destination for multiple personal computers and updating a MELSOFT product simultaneously, an update may fail. Retry it after a while.

Interrupting/restarting a download and an update

The following explains the operations to interrupt and restart a download of an installer and an update of a MELSOFT product.

Operating procedure

■Interrupting

Click the [Interrupt Update] button in the main window. (☞ Page 16 Main Window)

If clicking the button while downloading an installer, the download being executed is interrupted.

If clicking the button while updating a MELSOFT product, an update of the next product is canceled after the update being executed is completed.

■Restarting

Click the [Start Update] button in the main window. (☞ Page 16 Main Window)



Precautions

- If an update history is deleted while a download of an installer is interrupted, a progress status of the download is reset. In addition, the displayed contents of the "Status" column in the main window is changed from "Update Interrupted" to "Not Downloaded."
- When specifying a shared folder as the download destination for multiple personal computers, a download may start from the beginning after restarting it.

5.3 Checking Update Information

This section explains the procedure to check update information of a MELSOFT product.

Operating procedure

1. Right-click the icon () on the taskbar, and select [Open MELSOFT Update Manager].
2. In the main window, click "Details"*1 in the "Updated Content" column of a MELSOFT product to check its update information. ( Page 16 Main Window)



*1 If "-" is displayed in the "Updated Content" column, the update information cannot be displayed. The page on which the update information is described opens in a web browser.

5.4 Checking an Update History

This section explains the procedure to check an update history of a MELSOFT product.

Notification information that has been read can also be checked in an update history.

Operating procedure

1. Right-click the icon () on the taskbar, and select [Open MELSOFT Update Manager].
 2. Click the [Update History] button in the main window.
- An update history of a MELSOFT product is displayed in the "Update History" screen. ( Page 21 Update History Screen)

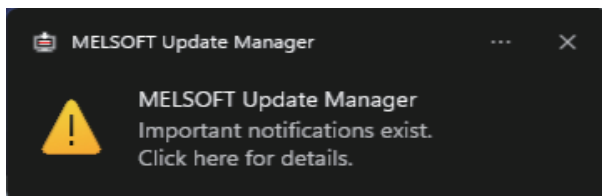
5.5 Checking Notification Information

This section explains the procedure to check notification information of a MELSOFT product.

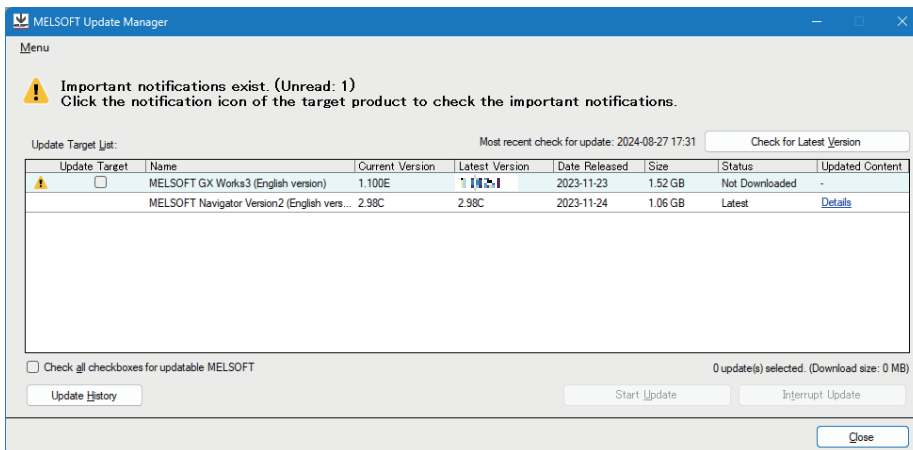
Notification information is displayed when an important notification is available; for example, when updating or reinstallation of a MELSOFT product is required.

Operating procedure

1. Click the following banner notification that is displayed when unread notification information is available.



2. Click the icon of "Update Target" () in the main window.



A message related to the notification information appears.

6 TROUBLESHOOTING

This chapter explains the errors which may occur when using MELSOFT Update Manager and their corrective actions.

Error detail	Cause	Corrective action
A communication error is displayed. Fails to download an installer.	Failed to access Mitsubishi Electric FA Website.	<ul style="list-style-type: none"> Page 27 Corrective actions when communication/download fails This service may not be available in some countries or regions. Please contact your local Mitsubishi Electric sales office or representative.
Fails to acquire an update history.	Failed to acquire information from an update history file due to an error such as a file open error.	Open the "Update History" screen again after a download or an update is completed.
A MELSOFT product displayed in the main window is not displayed in "Automatic Download Target List" of "Schedule" in the "Settings" screen.	After installing a MELSOFT product for the first time while MELSOFT Update Manager is running, the "Settings" screen was opened without checking the latest version.	After installing a MELSOFT product for the first time, check the latest version of the MELSOFT product using MELSOFT Update Manager. (☞ Page 22 Checking for the Latest Version) Then, click "Schedule" in the "Settings" screen. (☞ Page 19 Schedule)
An installed MELSOFT product is not displayed in the update target list in the main window.	When a MELSOFT product installed on a personal computer is the latest version, it is set not to be displayed in the main window.	Select the checkbox of "Show the updated MELSOFT by MELSOFT Update Manager" in "Display" in the "Settings" screen. (☞ Page 18 Display)
	A MELSOFT product does not support MELSOFT Update Manager.	—
Contents in the screen are not displayed properly. (For example, overlapping of icons, text overflowing from the frame of a button, etc.)	The size of the text and other items in the screen is set to a value other than 100% (96 DPI, 9 pt etc.) in Windows settings.	<ul style="list-style-type: none"> Set the value to 100% (96 DPI, 9 pt etc.). For Windows 10 (version 1703 or later) or later*1, the display of MELSOFT Update Manager can be displayed with high DPI scaling by using a function of the operating system.*2 <ol style="list-style-type: none"> Select and right-click 'MUM.exe'*3, and select [Properties] from the shortcut menu. Click the [Change high DPI settings] button in the [Compatibility] tab. Select the checkbox of "Override high DPI scaling behavior. Scaling performed by:", then select "System" from the pull-down list. Click the [OK] button.

*1 The Windows version can be checked by the following procedure.

- Enter "winver" in the search box of Windows, and select it from the menu.
- Check the version in the displayed screen.

*2 The display of MELSOFT Update Manager will be blurred by enlarging.

The following lists the setting values for "Change the size of text, apps, and other items" and the recommended display resolution for each setting value in Windows 10 or later.

Setting value: 100%, display resolution: 1024 × 768 dots or more

Setting value: 125%, display resolution: 1900 × 1200 dots or more

Setting value: 150%, display resolution: 1900 × 1200 dots or more

Setting value: 175%, display resolution: 2880 × 1620 dots or more

Setting value: 200%, display resolution: 2880 × 1620 dots or more

Setting value: 225%, display resolution: 3840 × 2160 dots or more

Setting value: 250%, display resolution: 3840 × 2160 dots or more

*3 MUM.exe is stored in the folder in which MELSOFT Update Manager is installed.

The following is an example of a storage location.



64-bit version operating system: C:\Program Files (x86)\MELSOFT\MUM\MUM.exe

32-bit version operating system: C:\Program Files\MELSOFT\MUM\MUM.exe

Corrective actions when communication/download fails

When a communication error is displayed or downloading an installer fails, take the following corrective actions:

■ Corrective action

No.	Description	Further action when a problem is still not solved
1	Check that a LAN cable is connected to a personal computer.	Proceed to No.2.
2	Operate MELSOFT Update Manager again after a while.	Proceed to No.3.
3	Restart Windows and operate MELSOFT Update Manager again.	Proceed to No.4.
4	Start a web browser on the computer on which MELSOFT Update Manager is running, and check that a website on the Internet appears.	<p>If the website does not appear, the personal computer has no Internet connection. Perform No. 1 in the following:  Page 28 Detailed specification (for network administrators)</p> <p>When the website appears, proceed to No.5.</p>
5	When the security software is running, stop the security software once, and then operate MELSOFT Update Manager again.	<p>When an installer can be downloaded, clear download restriction of the security software setting.</p> <p>If a download still fails, proceed to No.6.</p>
6	<p>Can the following website be accessed in a web browser?</p> <ul style="list-style-type: none"> • www.mitsubishielectric.co.jp • dl.mitsubishielectric.co.jp <p>When going to the website, there is no problem if an error message such as "This page cannot be displayed" is not displayed.</p>	<p>To use the function of MELSOFT Update Manager, the following website needs to be accessed in the web browser:</p> <ul style="list-style-type: none"> • www.mitsubishielectric.co.jp • dl.mitsubishielectric.co.jp <p>Check the network environment and web browser settings so that the above website can be accessed.</p> <p>When the website can be accessed, proceed to No.7.</p>
7	<p>Check (or ask your network administrator) if network, proxy server, and Firewall settings of a computer satisfy the conditions of No.1 to No.7 in the following:</p> <p> Page 28 Detailed specification (for network administrators)</p>	If there is no network problem, please contact your local Mitsubishi Electric sales office or representative.

■Detailed specification (for network administrators)

No.	Description
1	MELSOFT Update Manager uses the SSL encrypted communication. Therefore, the addresses that MELSOFT Update Manager accesses are as follows: <ul style="list-style-type: none">• www.mitsubishielectric.co.jp• dl.mitsubishielectric.co.jp Make sure that the website can be accessed by using a web browser on the computer on which MELSOFT Update Manager is running.
2	If the proxy server requires authentication, the only type of authentication supported by MELSOFT Update Manager is the basic authentication. To use MELSOFT Update Manager with other types of authentication, allow an access to the website without authentication on the protocol and address of No.1.
3	The program of MELSOFT Update Manager performs the network access to the website (address) of No.1. When the network access from the program is restricted by the antivirus software, allow the network access of the "MUM.exe" file in the installation folder of MELSOFT Update Manager.
4	User-Agent header value of the HTTP / HTTPS request from MELSOFT Update Manager is unspecified (does not contain browser names, such as MSIE). When a limit (for example, only a particular browser can be accessed) is set, remove the restriction.
5	MELSOFT Update Manager is downloaded in either of the '*.xml' or '*.zip' format. If the Firewall or proxy server in use limits download file extensions, change the settings to allow downloading data in these extensions.
6	The size of data to be downloaded in MELSOFT Update Manager may exceed 1 GB. If download size is limited on the Firewall or proxy server, ensure the size is sufficient.
7	When the network environment is special, make sure that the following network can be used: HTTP / HTTPS protocol (80 / tcp, 443 / tcp), DNS protocol (53 / udp, 53 / tcp)

APPENDIX

Appendix 1 Software Licenses

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Software information

This product contains the following software:

7-Zip(☞ Page 29 7-Zip)

7-Zip

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www.7-zip.org

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REVISIONS

*The manual number is given on the bottom left of the back cover.

Revision date	*Manual number	Description
June 2020	SH(NA)-082322ENG-A	First edition
November 2021	SH(NA)-082322ENG-B	■Added or modified parts SAFETY PRECAUTIONS, CONDITIONS OF USE FOR THE PRODUCT, Section 1.1, Chapter 3, Section 5.3, Chapter 6
June 2022	SH(NA)-082322ENG-C	■Added or modified parts Section 2.1, Chapter 6
May 2023	SH(NA)-082322ENG-D	■Added or modified parts SAFETY PRECAUTIONS, Section 2.1, Chapter 6
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