



TECHNICAL BULLETIN

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FA-A-0473-A

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

■Date of Issue

October 2025

■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 action 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.

1 SYMPTOMS

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

- The error message of "File Error" appears during installation.
- 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.).

These symptoms occur after applying any updates released after the following one:

Windows update	Version (OS build)	Release date
KB5064081	26100.5074	August 29, 2025

2 PRODUCTS WITH CONFIRMED SYMPTOMS

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

Product name
MELSOFT iQ Works
MELSOFT Navigator
GX Works3
GX Works2
FR Configurator2
CW Configurator
MX Component
MX Sheet
PX Developer, PX Developer Monitor Tool
GX Developer
Software packages for network interface boards (SW1DNN-CCIETBDM-B, SW1DNC-MNETG-B, SW0DNC-MNETH-B, SW1DNC-CCBD2-B)

MITSUBISHI ELECTRIC CORPORATION

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3 CORRECTIVE ACTION

To install the affected products, 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.



This corrective action is a temporary measure until a permanent one is identified.

If it cannot be taken, please wait until the problem is resolved.

The update is currently under investigation. As soon as a measure is identified, this technical bulletin will be revised to provide information.

The following shows the procedures.

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 2 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.

REVISIONS

Version	Date of issue	Revision
A	October 2025	First edition

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