

Mitsubishi Electric factory automation software products help customers manage the large variety of industrial automation components throughout their lifecycle. At the start of an automation project, MELSOFT products are used to architect a system and to start the design work. As the project is readying for code creation and testing MELSOFT products provide the development and simulation tools to make the process easy. After deployment, operator and maintenance personnel use MELSOFT products to troubleshoot and debug problem that occur. MELSOFT products also provide the application conversion tools necessary to create product lifecycle migration strategies.

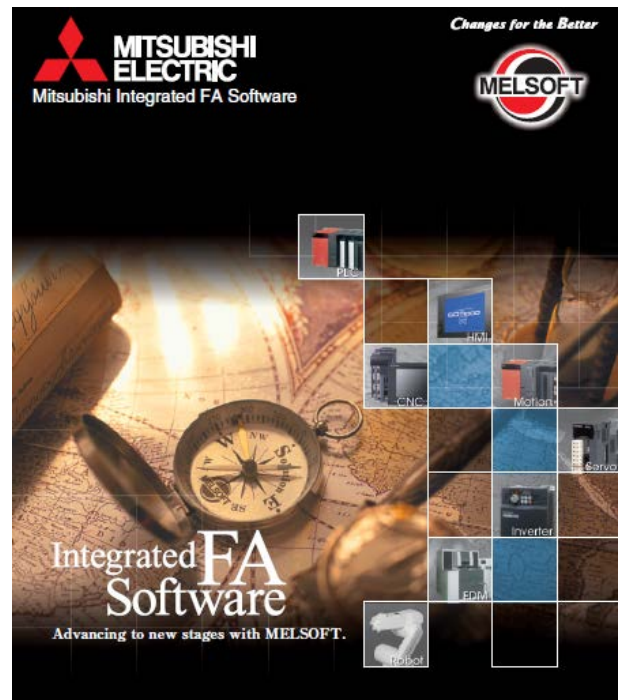
### Discover MELSOFT Products:

For a complete list of available software products, please visit [www.meau.com](http://www.meau.com). Click Product > Software. From here you will see an overview of the software products as well as other useful information.

### Support After Purchase:

Keeping software products up-to-date has become increasingly important. Mitsubishi Electric has provided our customers a self-service platform that makes managing software products pain free. Below is a list of support services that are available to all Mitsubishi Electric customers:

- Free Telephone Support from 7am-7pm CST by calling 1-800-950-7781 (optional 24/7 coverage is available for purchase)
- On-demand access to the My Software portal for the latest software versions (software registration required)
- A single location to locate all of your software and installation license codes
- Automated notifications about new version availability
- Automated notification about maintenance agreement renewals
- Centralized repository for software documentation such as manuals and revision histories



### Where do I register my software products?

Registering Mitsubishi Electric software products is fast and easy. Go to [www.meau.com](http://www.meau.com). From the homepage, click the My Software link in the top navigation bar. If you do not already have an account, you can create one for free in a matter of minutes. After logging in to the My Software portal you will see the following screen. Click the Register New Software Link as highlighted in **ORANGE** below.



#### **My Account**

View or edit your My Software Portal user profile, and change your password or username.



#### **My Registered Software**

View a list of your registered software, your maintenance agreements, and more.

- [Manage My Software](#)
- [Register New Software](#)

## How do I locate the software product I want to register?

You can search for specific software products by software title, such as GX Works2 as shown in **GREEN** to the right, or by part number, such as GX-WORKS2-C1 as shown in **DARK BLUE** to the right. After you have located the software you would like to register, just click the registration button.

You will need to provide additional information such as the date you acquired the software and your license code and then the process is complete. You can then register other Mitsubishi Electric software products you own.

Search for a Software Product to Register

Search by Software Title:

GX Works2

Or search by Part Number:

GX-WORKS2-C1

## What is a Software Maintenance Agreement?

A Software Maintenance Agreement is a support agreement that enables Mitsubishi Electric customers to access the latest minor revisions of software which are shown below as the Current Version highlighted in **ORANGE**. Most software products have an associated software maintenance agreement available. Customers can also download the exact version of software they registered if they want to reinstall but don't want to upgrade. The software version you registered is shown as the Installed Version which is highlighted in **DARK BLUE** below. After installing a new minor revision click the Update button highlighted in **LIGHT BLUE** and select the new revision installed.

Registered Software		register a new software Product	
Software Title License Code	Expiration Date	Installed Version	Current Version
GT Works3 979-002810410 Single User	4/15/2015	1.61R <input type="button" value="Update"/> software +	1.106L software + documents +
iQ Works 979-002810410 OEM Site License	6/10/2014	1.62Q software +	renew 1.74C documents +

## When do Maintenance Agreements Expire?

Each agreement expires one year after it is registered as shown highlighted in **PURPLE** below. Once the expiration date has lapsed, the software button will be replaced with a renew button as highlighted in **GREEN** below. You will still be able to download the version you registered but in order to have access to minor revisions you will need to purchase a Software Maintenance Agreement renewal from your authorized Mitsubishi Electric distributor. Major version changes (GX Works2 to GX Works3 as an example) are considered new products that will need to be purchased.

Registered Software		register a new software Product	
Software Title License Code	Expiration Date	Installed Version	Current Version
GT Works3 979-002810410 Single User	4/15/2015	1.63R <input type="button" value="Update"/> software +	1.106L software + documents +
iQ Works 979-002810410 OEM Site License	6/10/2014	1.62Q software +	renew 1.74C documents +

Contact your local authorized Mitsubishi Electric distributor to request a quote for a SMA for a single user copy of GX Works2. After an order is processed, access to the software updates will be made available in a short period of time.