

SCADA Software

MC Mobile Getting Started Guide



SAFETY PRECAUTIONS

(Read these precautions before using this product.)

Before using this product, please read this manual and the relevant manuals carefully and pay full attention to safety to handle the product correctly.

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.

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

[Design Instructions]

 WARNING
<ul style="list-style-type: none">• When data change, program change, or status control is performed from a personal computer to a running programmable controller, create an interlock circuit outside the programmable controller to ensure that the whole system always operates safely. Furthermore, for the online operations performed from a personal computer to a programmable controller CPU, the corrective actions against a communication error due to such as a cable connection fault should be predetermined as a system.• To maintain the safety of the programmable controller system against unauthorized access from external devices via the network, take appropriate measures. To maintain the safety against unauthorized access via the Internet, take measures such as installing a firewall.

 CAUTION

- The online operations performed from a personal computer to a running programmable controller CPU (forced output and operating status changes) must be executed after the manual has been carefully read and the safety has been ensured. The operation failure may cause the injury or machine damage.

CONDITIONS OF USE FOR THE PRODUCT

- (1) Mitsubishi 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 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'S USER, 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 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 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 representative in your region.

TABLE OF CONTENTS

SAFETY PRECAUTIONS	A-1
CONDITIONS OF USE FOR THE PRODUCT.....	A-3
TABLE OF CONTENTS.....	A-5
1 MC MOBILE OVERVIEW	1-1
1.1 INTRODUCTION.....	1-1
2 SYSTEM REQUIREMENTS.....	2-1
3 SOFTWARE LICENSING.....	3-1
3.1 SOFTWARE AND HARDWARE KEYS	3-1
3.1.1 <i>Software Licensing</i>	3-1
3.1.2 <i>Hardware Key</i>	3-1
3.2 LICENSING UTILITY	3-2
3.2.1 <i>Running the Licensing Utility</i>	3-2
3.2.2 <i>License File</i>	3-3
3.2.3 <i>Activating the 30-day Trial/Emergency License</i>	3-4
3.2.4 <i>Killing a Software Key License</i>	3-6
3.3 LICENSE VIEWER.....	3-9
3.4 WEB LICENSING	3-11
3.4.1 <i>Acquiring a New Software License</i>	3-11
3.4.2 <i>Adding to an Existing Software License</i>	3-18
3.4.3 <i>Upgrading a Software License Key</i>	3-19
3.4.4 <i>Upgrading a Hardware Key License</i>	3-26
3.4.5 <i>Licensing the New Version</i>	3-26
3.5 DEMO MODE	3-27
4 HELP AND TECHNICAL SUPPORT.....	4-1
4.1 ONLINE HELP	4-1
5 NOTES.....	5-1
REVISIONS	

1 MC MOBILE OVERVIEW

1.1 Introduction

In an increasingly web-connected environment operators from many industries have begun benefiting from mobile applications aimed at providing optimized operational experiences for everyday tasks. Expectations of software companies have centered on providing limitless access to information over wired, wireless and cellular connections. Due to this trend and the advance of mobile technologies, Mitsubishi Electric has responded by completely renewing the MC Mobile product that is now available on the major providers of mobile devices – Microsoft, Apple, and Google – MC Mobile is a full HMI/SCADA client on any device.

Spanning desktops, tablets and phones, Mitsubishi Electric products have always been centered on visualization of data. With MC Mobile, tablets and phones now include a fully featured mobile client designed for operations on the go. With configuration enhancements meant to simplify development of screens for mobile users, it's easier to provide a clean experience on all devices without incurring the extra cost of development time. Additionally, preconfigured templates and the ability to target specific devices with displays makes MC Mobile ready to handle any composition of devices.

MC Mobile addresses the growing need for connectivity away from operator stations which allows personnel to access information from anywhere reducing the time it takes for issues to be recognized and fixed. The availability on all devices with consistent experiences also serves to unify efforts to mobilize operational teams without requiring upfront investment in device standardization.

Built on Industry Open Standards

Using Mitsubishi Electric's Platform Services, MC Mobile is built on universal connectivity, allowing users to connect to system data from anywhere in the world. Native implementations of connectivity protocols allow MC Mobile to provide an unparalleled view of a wide variety of data types.

Instant KPIs and Alerts

Instantly receiving KPIs and alerts day or night on your mobile device allows you to be informed 24/7. This enables managers to monitor performance metrics in real time and operators to receive updates on-the-go.

Quick Deployment to Any Device

Deployment is instant after downloading the free app, allowing remote monitoring of your enterprise immediately. Devices can include Microsoft Surfaces, Windows 8 Phones and tablets, Apple iPads and iPhones, Amazon Kindle tablets and Android phones and tablets.

Dazzling Graphics, Alarms, Trends, Charts and Grids

With mobile optimized alarms and assets (categorized by importance), quickly view your top priority alarms and act faster with better information. Accessing the high-powered .NET graphical controls from any device reduces engineering time of mobile-ready displays and utilizes small screen sizes efficiently.

Overlay Real-time Data on Detailed Maps

Along with the real time data collected, implement mapping (integrated with Google, Bing and ESRI map data) to show moving or geographically dispersed assets. Contextualize data into easy-to-comprehend information by positioning interactive assets virtually on a map.

Easily Design HMI Displays for Multiple Devices

Using GraphWorX64, create single displays that scale dynamically for any device, form factor or resolution. Vector graphics scale seamlessly allowing content created for one device to be resized for another without losing quality.

Standardized on ISA-95 Asset Navigation and Organization

Creating and navigating assets is easy using the ISA-95 organization. Allowing users to drill down for more data, the ISA-95 Asset Navigation can provide easy access to real world assets, as well as integrate commands to control their application.

Smart Tiles with an Intuitive Interface

Mitsubishi Electric enables many natural user interface-based productivity features delivered by the latest smart devices. Smart Tiles are similar to Microsoft's Live Tiles, but can be used within HMI displays on multiple devices.

Remote Monitoring of Critical Infrastructure

Remote monitoring with this application is ideal for industries such as Water & Wastewater, Wind, Solar and Renewable Energy, Process Manufacturing, Pharmaceuticals, Biotech, Oil & Gas and Electric Utilities. Remote Monitoring is also useful for management scorecards and Data Centers.

Ideal for Operators, Executives & Maintenance

This mobile solution allows operators to stay informed, even while traveling, by viewing assets with navigation. Executives can visualize business performance and improve enterprise-wide communications. With real-time updates and information delivered through remote monitoring, maintenance is easier than ever to plan and schedule.

KPIWorX Self-Service Dashboards

KPIWorX allows for the creation, saving and loading of dashboards, providing a user-friendly interface. Users can drag and drop data, configure widgets, split screens to add new widgets and save dashboards into a Favorites location. KPIWorX is accessible through MC Mobile as well as within GraphWorX64 (which can handle more complex displays). KPIWorX contains several preconfigured widgets, such as gauges, process points, trends, alarms and grids. Primarily a mobile feature, all new functionality is also available on the desktop.

Augmented Reality – Location Services

Location Services are a group of Augmented Reality MC Mobile features that allow displays to automatically load and display data based on the users' location and proximity to devices and meters. These services include QR codes, barcodes, NFC, OCR and GPS.

2 **SYSTEM REQUIREMENTS**

MC Mobile has the following minimum system requirements which your systems must meet before you can install MC Mobile.

CPU:

Dual Core 64-bit processors

(e.g., AMD Athlon 64 X2, Intel Xeon, or AMD Phenom)

Memory:

Minimum: 4 GB of RAM

Recommended: 8 GB of RAM

Note: It is recommended that the system page file size be a minimum of four (4) times the size of installed (physical) RAM.

Hard Disk:

Minimum: 4.0 GB free hard disk space on system drive

Recommended: 10 GB free hard disk space

Drive:

DVD for Installation

Video Card:

Display Resolution Minimum: 1024x768, 32 bit color

Recommended: onboard Video Memory (256Megs), DirectX 9 or 10 Video Card or better

SYSTEM REQUIREMENTS

Operating System:

The following Windows 64-bit operating systems are supported, including:

- Windows Server 2016 x64
- Windows Server 2012 R2 x64
- Windows Server 2012 x64

Note: MC Mobile HTML5 Server Requires WebSockets not available in earlier operating Systems.

.NET Framework:

Microsoft .NET Framework 4.6

Web Server/Access:

Microsoft Internet Information Services (IIS) 7.0 or higher

Edge, Internet Explorer, Firefox, Safari, Chrome

Note: There is a compatibility issue between the WebHelp Help file format and Microsoft Internet Explorer 10. Upon first access of the Help file, some Help-related mechanisms embedded in the file may not initially work correctly. Such issues can be corrected by clicking on the Compatibility View icon (the 'broken in half' document image) in the right side of the browser address bar. You can also add your machine name or 'localhost' to the list of websites that will be shown in Compatibility View. Right-click in the top of the browser [away from the browser bar or tabs] to enable the 'Menu bar'. Once the Menu bar appears, click 'Tools', then 'Compatibility View settings'. Add your machine name or 'localhost' and close the window. Either method should now allow you to access MELSOFT's WebHelp content as it was intended to be used.

SQL Server:

- Microsoft SQL Server 2016
- Microsoft SQL Server 2014
- Microsoft SQL Server 2012
- Microsoft SQL Server 2008 R2 SP1

Note: The connection to a SQL Server data source may be either local or remote.

Note: Mitsubishi Electric supports SQL databases with encryption.

3 SOFTWARE LICENSING

3.1 Software and Hardware Keys

MC Mobile licensing is handled by a *software key license registration system* that does not require a hardware protection key. However, Mitsubishi Electric co. does offer an optional *hardware key* which you can purchase.

3.1.1 Software Licensing

The software key is a licensing key that resides on the hard drive of a computer. Each software key is used on a single, specific computer and is used only once. It is activated using a Site Key (license file) that is tied to the computer that is being licensed.

An activated license is required to use the software in full production mode. This license designates which products may be used, as well as the I/O point-count limit that controls the number of active data points (tags) that can be used by a system.

For important details about registering and activating software licenses for your MC Mobile installations, refer to the **MC Works64 .NET Licensing Readme.htm** file, which is available on your MC Mobile installation DVD.

3.1.2 Hardware Key

The optional hardware key is a USB thumb drive (or flash drive) that you can move from system to system. MC Mobile recognizes the hardware key on the system you have the key attached to. A hardware key is easier and is a more reliable way of moving a license from one machine to another than a software key.



Hardware

Upon insertion of the USB key into an available USB port, the necessary drivers are automatically loaded.

A green status light will illuminate upon successful connection. Should the USB key be missing or unplugged during operation of MC Mobile software, plug the USB key back in either within an hour of removal or upon system reboot; otherwise the hardware-based license will not be immediately recognized.

3.2 Licensing Utility

The Software Licensing Utility provides full authorization for use to any purchased MC Mobile product and its available options.

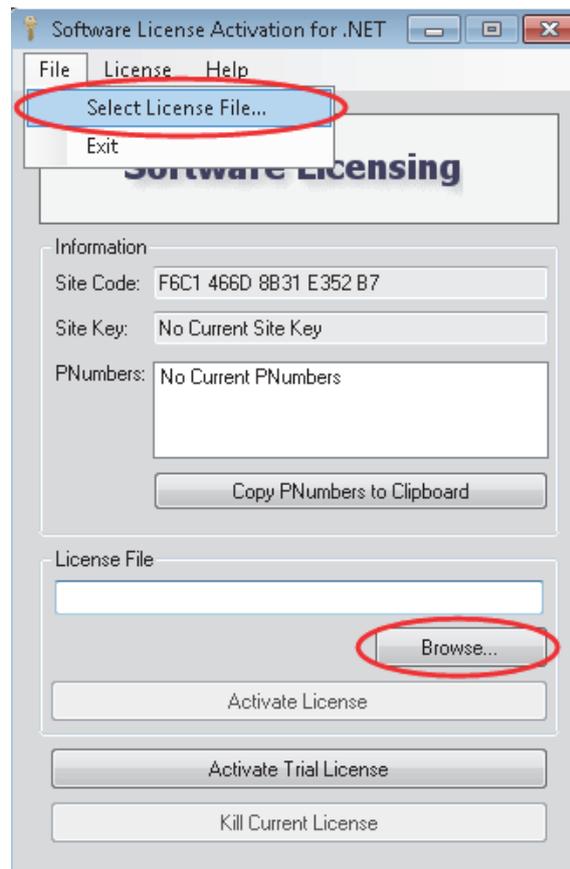
3.2.1 Running the Licensing Utility

To launch the License Utility from the Windows **Start** menu, select **Programs > MELSOFT > MC Works64 > .NET Licensing > License Utility**.



3.2.2 License File

Once you have opened the Software Licensing Utility, you can browse for the Site Key (License File) itself. Either click on the **Browse...** button in the License File section of the window **OR** click on **File** in the top menu, then **Select License File...**



This brings up the Windows Explorer so that you may browse for the License File itself. Once you have located the file, double-click it or click **Open** to proceed.

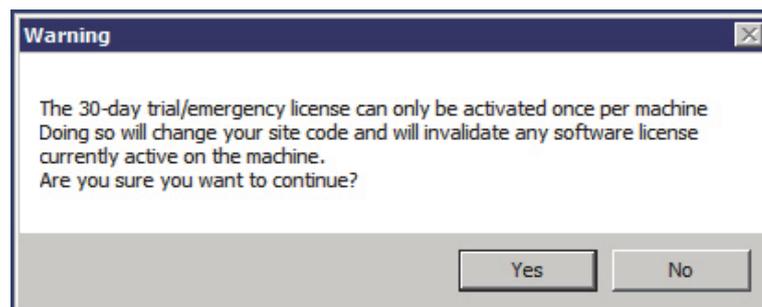
3.2.3 Activating the 30-day Trial/Emergency License

Within the Licensing Utility (Software License Activation for .NET) dialog box, you can click on the **Activate Trial/Emerg. License** box to initiate a 30-day trial/emergency license.

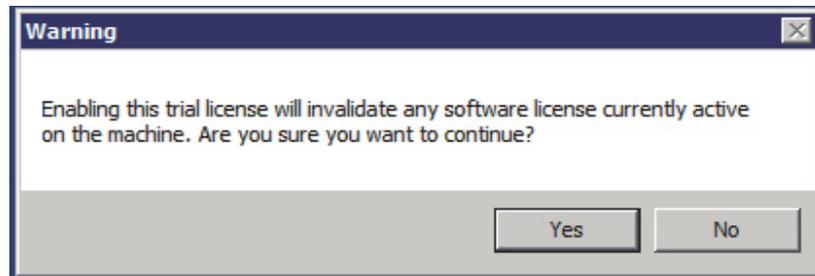
Note: This license can be activated only once per machine.



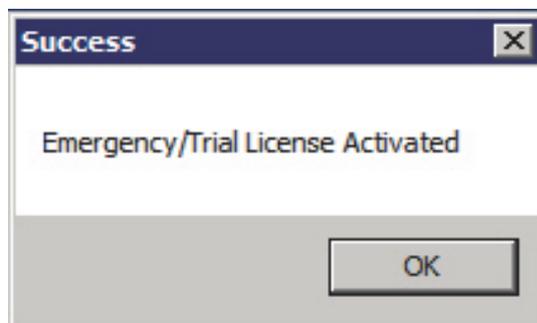
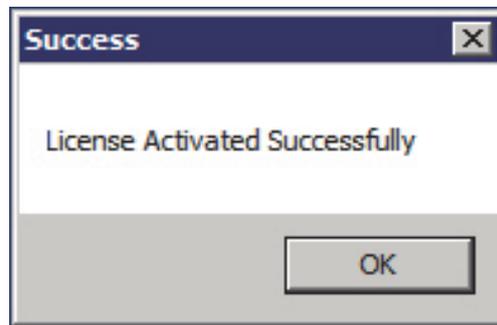
You will then see a warning about proceeding with activating the 30-day trial/emergency license. Click **Yes**, should you wish to proceed.



You will then see an additional warning confirming that you understand that enabling the trial license will invalidate any other software license that is currently active on the machine. Click **Yes** should you wish to proceed.



Once the 30-day trial/emergency license has been enabled, you will see the following messages:



The PC will then be authorized to run for a one-time only, 30-day backup period. The PC can be fully authorized at any time during or at the conclusion of this temporary backup period. Clicking **No** in the initial windows returns you to the Licensing Utility (Software License Activation for .NET) dialog box and preserves the existing license.

Note: Temporary backup license authorization is intended for urgent backup situations only. Clicking OK invalidates the existing license and activates a temporary backup authorization, permanently overwriting any existing license. Thus, please use caution when activating a temporary backup license authorization.

3.2.4 Killing a Software Key License

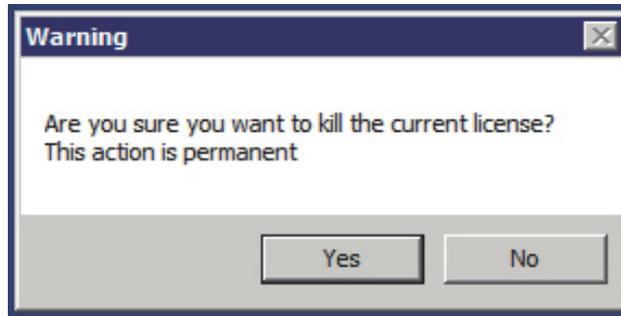
Killing a software key license deletes it and removes the current software license from the machine.

To Kill or Delete the Existing Software License:

1. Select **Kill Current License** within the Licensing Utility (Software License Activation for .NET) dialog box. Using this option, you can remove the current software license from the current machine.



A warning message appears on the screen as shown in the figure below.



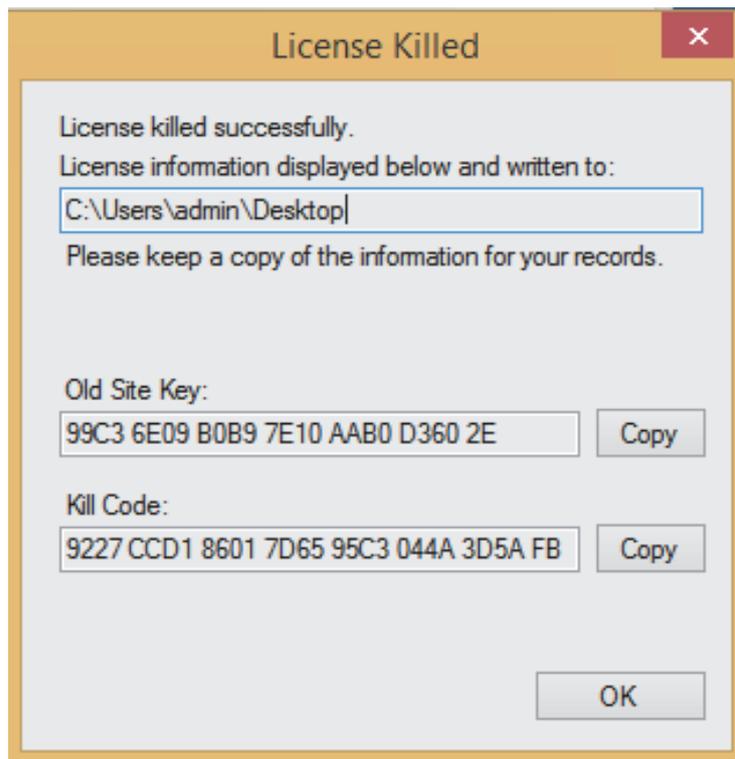
IMPORTANT: If you kill your license, you need to get a new license from Mitsubishi Electric to restart your MC Mobile product.

2. Click **Yes** to continue, or click **No** to exit. Clicking **Yes** displays one of the following warning messages.

If you are killing a *trial* or *emergency* license, once you click **Yes** you are done.

Note: A trial or emergency license cannot be credited back to the Web-based License Generator using the Kill Code.

If you are killing a *permanent, registered* license, after you click **Yes**, the following warning message appears. Notice that the message lists the old Site Key, and a Kill Code. It also lists a .TXT file that has been written to the PC's desktop; the file name begins with "KillCode". This file contains the old Site Key and Kill Code that are listed in the message.



3. Click **Copy** to copy the Kill Code to the Windows Clipboard so that you can paste it elsewhere, such as on the Mitsubishi Web Licensing Utility.
4. Look on the desktop for the KillCode*.TXT file. **Keep this file, and copy it to a safe location!** You will have to use the information it contains to confirm that you have killed your license (via the Mitsubishi Web Licensing Utility).
5. Proceed with the online steps described in **4.4.3.1** “Killing a License via the Mitsubishi Electric Web Licensing Utility”

Note: If you uninstall the Software License Utility, the KillCode*.TXT file will be deleted. For this reason, make sure you copy the KillCode*.TXT file to a safe location or be sure to note or print its content before uninstalling the Software License Utility on the PC. [* = Site Key that was killed.]

3.3 License Viewer

When you purchase licenses, the licenses are measured in a point count that determines the number of OPC tags that you can use in your application. One point count is used for most MC Mobile applications. There are two different modes for using tags in point counts:

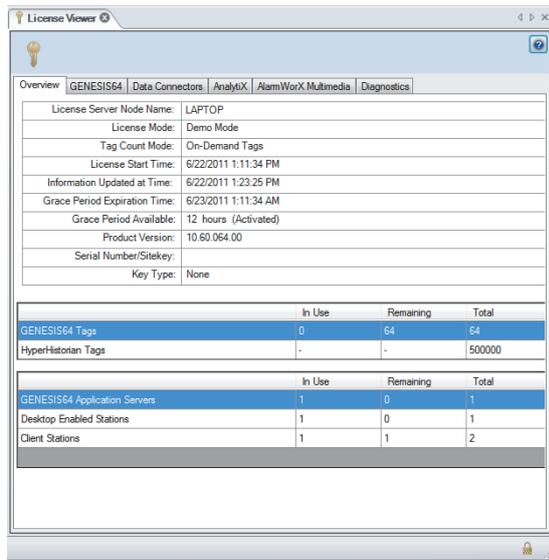
- On-demand mode. A system for dynamically using licensed points, and then reusing the points as needed. The count at any instance includes only active points in use.
- Configure mode. A system in which all points are statically configured in a static central location, inside the Unified Data Manager. All configured points are counted against the point count.

The two mode types are not interchangeable and require you to buy a new license to upgrade your existing license status.

At any time, you can use the License Viewer to review the license status of products installed on that computer. You can access the License Viewer in either of the following ways:

- From the Windows desktop: click **Start > All Programs > MELSOFT > MC Works64 > .NET Licensing > MonitorWorX Viewer**.
- From the Workbench: from the **Tools** ribbon click the **Licensing** button. Or from the **File** menu, select **Tools**, and then **Licensing**. The License Viewer displays as shown below.

SOFTWARE LICENSING



The tab that displays initially is the **Overview** tab, where you can see general information about the license for the server that the node points to. You can view license information for **MC Works64**, **AX Application**, **MC Mobile (under the AX tab)**, **Data Connectors**, **BizViz products (under the AX tab)**, and **AlarmWorX Multimedia** product features by using the tabs for those products.

To locate the nodes where individual product features are consuming the server's license counts, use the **Diagnostics** tab.

3.4 Web Licensing

You can use the Mitsubishi Electric Web Licensing Utility to generate a new license, kill a license and transfer a license. One function of the Mitsubishi Electric Web Licensing Utility is to use it to upgrade your license.

Supported operating systems for using the Mitsubishi Electric Web Licensing Utility to upgrade your license include Windows 8 x64 (Pro or Enterprise Edition), Windows 7 x64 (Professional, Ultimate, or Enterprise Edition), Windows Server 2008 R2 x64, Windows Vista x64 SP2 (Business, Ultimate, or Enterprise Edition), Windows Server 2008 x64 or Windows Server 2003 x64. Using the utility will require Internet access and a Web browser (e.g. Internet Explorer 6.0 and up).

3.4.1 Acquiring a New Software License

Users of Mitsubishi Electric software can use the Mitsubishi Electric Web Licensing Utility to acquire a new software key license.

3.4.1.1 Issuing a New Software License

1. On the machine where you want the MC Mobile license to reside, open the License Utility by going to **Start -> Programs -> MELSOFT -> MC Work64 -> .NET Licensing -> License Utility**. This should open the Software License Activation for .NET window.
2. You will see a dialog come up with a Site Code and “No Current Site Key” within the Site Key text box. Leave this window open.



3. Go to <http://www.mcworkslicensing.com/> .

- The main page of the Web Licensing Utility will load. Click on the “Software” button to access the Software License Options.



- You will be required to log in to access the Software License Options. Enter your email address and password and click on the “LOGIN” button. If you do not yet have an account, you can create one by clicking on the “Create New Account” link near the bottom of the page.



6. Once you have logged into the Web site, click on the “New License” link in the top navigation bar.
7. Enter your Product Registration Numbers and Customer Keys for the products to license, then click “Next”.

Note: Your Product Registration Number and Customer Key are usually inside the DVD package that Mitsubishi Electric co. sent to you.

Product Registration #	Customer Key
G795665919	CU50225E

8. In the next screen, you will be requested to identify the end user for whom the license is being issued. You can look up a list of users that have been previously entered by clicking on the “Existing End Users” link or can enter a new one by clicking on the “Create New” link.

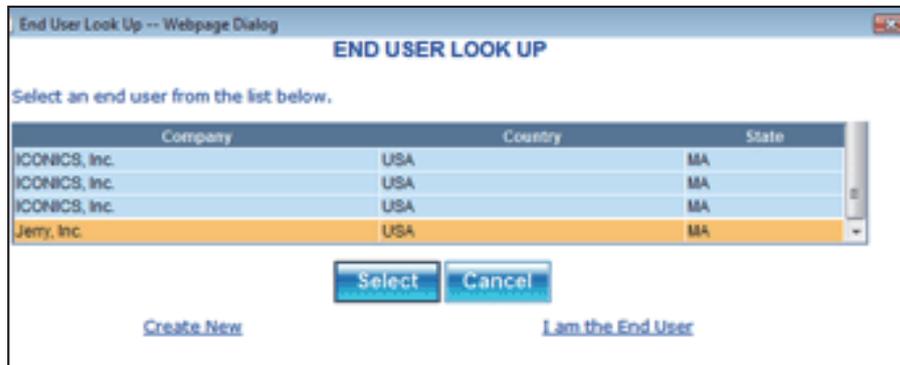
End User Information

Please identify an End User by clicking one of the options below

[Existing End Users](#) [Create New](#)

9. Clicking the Existing End Users link will open a new window with a list of previously entered end users (either entered by you or tied to the product registration numbers entered in the previous screen). Select an end user from the list and click “Select” or double-click the selected end user.

If you, yourself, are the end user and you are not listed in the grid, you can click on the “I am the End User” link to enter your data as the new end user. After identifying the end user, click on “Next”.



- In the next screen, you will see a list of the products that are available for you to license. Check all the products that you would like to license. Copy the Site Code from the license utility of the destination machine and paste it into the Site Code box of the current Web page, then click on “Next”.



- Review the license information before proceeding. Click on “Generate Key” to issue the new Site Key.

Home > Software License > New License

New License

You requested to have the products below be registered to the following Site Code:
54B3 AE27 40AD ADE7 D5

Product Key	Product Description	PRegNo	GRegNo
GEN64-v10.5 TEST LAB	v10.5 LICENSE	PN8881113111111543	GND66805A83AB65F45

Total BizViz/GEN32 Point Counts :0
Total GEN64 Point Count: 100000
Total Hyper Historian Point Count: 100000
License Days:30

- The next page will show you a summary of what will be your license, as well as your Site Key and License File.

Home > Software License > New License

The following License File has been assigned to your system for use in license activation. Use the License File inside the ICONICS Software Licensing Utility. Please keep the Site Key for future reference purposes.

Site Code: 54B3 AE27 40AD ADE7 D5
Site Key: 1B44 954F E61A 79ED 5FFA 6610 7C

Download the following **LICENSE FILE** to authorize your license
[Click here to download](#)

Registered Products

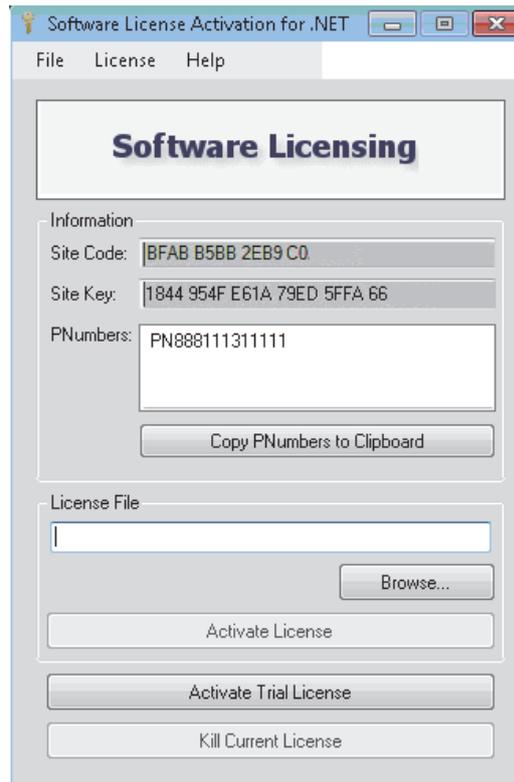
Product Key	Product Description	Order Date	Order #	PRegNo	GRegNo	Customer Key
GEN64-v10.5 TEST LAB	v10.5 LICENSE	12/February/2010	29549HQ	PN8881113111111543	GND66805A83AB65F45	CUS02266

We recommend that you print this screen for your records. Use the print friendly button on the left. An email has been sent to your email account with the above information.

Thank you for choosing ICONICS.

- Download the license file (*.glic) by clicking on the link. You will need this file to license the machine. **Note:** If you misplace the file after receiving it, you can use the View License link with your Product Registration Number to download it again.
- In the Software License Activation Utility, click on the “Browse” button and look for the license file that you downloaded.
- Once you have selected the file and the License File textbox shows the file path, click on the “Activate License” button.

16. You should then receive a popup message indicating the status of the license activation. You can click on “OK” to close the dialog.
17. The Software License Activation Utility should now show the current license information, similar to the following image.



18. Notice that the Site Code may change, as expected, but the Site Key should be the same one you saw on the Web site.

- Review the license information before proceeding. Select “Generate Key” as shown in the following image.

The screenshot shows a web interface titled "Add To License" with a breadcrumb "Home > Software Licenses > Add To License". It displays a "Current License Summary" with a Site Key: 400A 27DD AA32 ACA0 0D94 5567 0F30 EA03 40AD EA. Below this is a table with columns: Product Key, Product Description, RegNo, and ICUs. The table contains one row: GENERS32-SP V9 C3, 3 MONTH CONSIGNMENT LICENSE FOR V9, P535919368, 1065. Below the table, it lists: Pocket Genesis Users :2, Total ICUs :1065, Total Point Counts :128000. A section titled "Product(s) to Add" states: "You requested to have the products below registered to the following Site Code: 5BA7 45AE E5F2 D208 9439 A040 CA09 6F". It contains another table with columns: Product Key, Product Description, RegNo, and ICUs. The table contains one row: BREV2-SP V9 C12, 12 MONTH CONSIGNMENT LICENSE FOR V9 BREV2, P146418844, 210. Below this, it lists: Mobile Users :32, Total ICUs :210, Total Point Counts :128000. A "Total Values" section lists: Pocket Genesis Users :2, Mobile Users :32, Total ICUs :1275, Total Point Counts :128000. At the bottom right, there are two buttons: "Previous" and "Generate Key".

- The next screen will display the new Site Key and the link to your license file. Follow steps 13 to 18 from **3.4.1.1** “Issuing a New Software License” to complete the licensing process.

3.4.3 Upgrading a Software License Key

There are four basic steps when it comes to upgrading a license via the Web Licensing Utility:

- Step 1: Kill the older version license and credit it on our Web site
- Step 2: Upgrade the license on our Web site
- Step 3: Uninstall the older version of software and install the newer version
- Step 4: License the newer version

The order in which you do Step 2 and Step 3 does not matter.

3.4.3.1 Killing a License via the Mitsubishi Electric Web Licensing Utility

See Section 4.2.4 “Killing a Software Key License” for the initial steps on how to kill a license within the Licensing Utility (Software License Activation for .NET) provided on the MC Mobile DVD. Be sure to take note of the Site Key and Kill Confirmation Code. This information is necessary to put the license back on the Mitsubishi Electric Web site.

Note: This information is also in the KillCode*.TXT file.
[* = Site Key that was killed.]

Once you have the Kill Code, follow these additional steps:

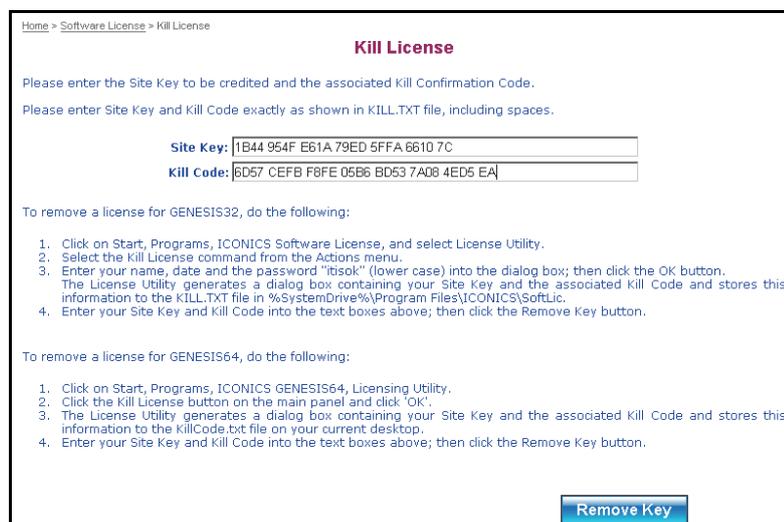
1. Go to <http://www.mcworkslicensing.com/>.
2. The main page of the Web Licensing Utility will load. Click on the “Software” button to access the Software License Options.



3. You will be required to log in to access the Software License Options. Enter your email address and password and click on the “LOGIN” button. If you do not yet have an account, you can create one by clicking on the “Create New Account” link near the bottom of the page.



4. Click on the “Kill License” link in the top navigation bar.
5. Copy the Site Key from the KillCode*.TXT file into the Site Key field on the Web page, then copy the Kill Confirmation Code into the Kill Code field on the Web page. Next, click on the “Remove Key” button on the Web page.



- You will get a message confirming that the Site Key has been successfully deleted as shown in the image below. The products associated with the deleted Site Key will now be available to be re-licensed.



3.4.3.2 Upgrading the License on Mitsubishi's Web Site

See Section 4.2.4 “Killing a Software Key License” for the initial steps on how to kill a license within the Licensing Utility (Software License Activation for .NET) provided on the MC Mobile DVD. Be sure to take note of the Site Key and Kill Confirmation Code. This information is necessary to put the license back on the Mitsubishi's Web site.

Note: This information is also in the KillCode*.TXT file.
[* = Site Key that was killed.]

- After you have copied your Site Key and Kill Confirmation Code in the previous step (either physically or electronically), you can now visit <http://www.mcworkslicensing.com/>.



- Click on the “Software” button to proceed. You will then be required to enter your email address and password for the site, as shown below. If you do not already have a login for this page, click on the “Create New Account” link near the bottom of the page.



- Once you have logged in, click on the “Kill License” link in the top navigation bar.
- Next, fill in your Site Key and Kill Code information that you copied while killing your previous license (see 4.2.4 “Killing a Software Key License”).

Kill License

Please enter the Site Key to be credited and the associated Kill Confirmation Code.

Please enter Site Key and Kill Code exactly as shown in KILL.TXT file, including spaces.

Site Key:

Kill Code:

To remove a license for GENESIS32, do the following:

- Click on Start, Programs, ICONICS Software License, and select License Utility.
- Select the Kill License command from the Actions menu.
- Enter your name, date and the password "itisk" (lower case) into the dialog box; then click the OK button. The License Utility generates a dialog box containing your Site Key and the associated Kill Code and stores this information to the KILL.TXT file in %SystemDrive%\Program Files\ICONICS\SoftLic.
- Enter your Site Key and Kill Code into the text boxes above; then click the Remove Key button.

To remove a license for GENESIS64, do the following:

- Click on Start, Programs, ICONICS GENESIS64, Licensing Utility.
- Click the Kill License button on the main panel and click "OK".
- The License Utility generates a dialog box containing your Site Key and the associated Kill Code and stores this information to the KillCode.txt file on your current desktop.
- Enter your Site Key and Kill Code into the text boxes above; then click the Remove Key button.

- Once you kill the license on Mitsubishi's Web site, you will receive an email containing the following information:
 - Site Key
 - Kill Code
 - Product for which you have killed the license

The Web page itself should now look similar to the figure below.

Home > Software License > Kill License

Kill License

Site Key successfully deleted

Site Key: 250C 3CDD 0524 B282 2DB3 456F D438 85C5 B799 0B

Kill Code: CB1E B52F 8984 0B87 F679 6767 89A3 DDEF 01C0 24B0 28EF 99

If products in this license are eligible, they may be upgraded to the latest version [here](#).

The following products are again available to you for registration:

Available Products

Product Key	Product Description	Order Date	Order #	PRegNo	GRegNo	Customer Key
GEN32V8-5000	V8 GEN32 RUNTIME 5000 PT - 1 USER	12/February/2010	29549HQ	PN21111111111111111111	GND123456789123456	CUS02286

We recommend that you print this screen for your records. Use the print friendly button on the left.
An email has been sent to your email account with the above information.

Thank you for choosing ICONICS.

- At this point, you have completed killing the license. Notice that in the final “Kill License” page, as shown above, it states that if the license is eligible, it can be upgraded to the latest version and it provides a link for availability.

3.4.3.3 Checking License Upgrade Availability

The easiest way to check if your license is available for an upgrade is by clicking the link on the page immediately after you kill the license. Clicking the link brings you to the Upgrade License page. You can also get to this page by clicking on the “Upgrade License” link in the tree control (third item).

Follow these steps to upgrade your license.

1. On the Upgrade License page, fill in your Product Registration Number and Customer Key. This is the same information you received in the Web page and in your email after you have killed the license on our Web site.
2. Click on “Next” when you have filled in the necessary information.
3. If the license is available for an upgrade, you will see the available license on the page.

Upgrade License

Below are the product(s) that you have purchased that are available for upgrade.

To upgrade product(s), do the following:

1. Enable the check box(es) next to the product name(s) that you would like to upgrade.
2. Click the Next button to continue.

Available Licenses

Select	Product Key	Product Description	PRegNo	GRegNo	Status
<input checked="" type="checkbox"/>	GEN32V8-5000	V8 GEN32 RUNTIME 5000 PT - 1 USER	PN21111111111111111111	GND123456789123456	Available

4. Notice that the Product Description here shows a different product with an earlier version license (Version 8). Yours should reflect the license you have for your product. Check the available product that you would like to upgrade and click on “Next”.
5. The next page is a confirmation page. Check that the information shown is correct and click on the “Upgrade” button to proceed.

6. On the new page that loads next, you can see a list of upgraded products. Notice that the Product Description shows a license for a later version product (Version 9.2) instead of the earlier one (Version 8).

Home > General Information > Upgrade License

The following products have been successfully upgraded:

Upgraded Products

Product Key	Product Description	Order Date	Order #	PRegNo	GRegNo	Customer Key
GEN32V92-5000	V9.2 GEN32 RUNTIME 5000 PT - 1 USER	12/February/2010	29549HO	PN2111111111111111	GND123456789123456	CUS02266

We recommend that you print this screen for your records. Use the print friendly button on the left.
An email has been sent to your email account with the above information.

Thank you for choosing ICONICS.

7. You should also receive an email with the license upgrade information.

3.4.4 Upgrading a Hardware Key License

Upgrading a hardware key license is similar to upgrading the software key license. You would follow the exact same procedure as upgrading a software license. In the case of a Hardware key License though, you will need the USB dongle in order to kill the license from it and put the new one onto the key.

3.4.5 Licensing the New Version

Now that you have upgraded the license, you can follow the regular procedure to license your machine with the new version. When it asks you for the Product Registration Number and the Customer Key, you can provide the same one. This information was sent to you in the last step of upgrading your license via email.

3.5 Demo Mode

Without a valid license installed in your PC, it is still possible to use MC Mobile in Runtime mode. The software will check for a valid hardware or software license key on initialization. If none is found, MC Mobile runs in Demo Mode, which limits you to:

- Twelve hours of runtime
- Only 64 OPC tag connections (points) can be updated

Running MC Mobile longer than the 12-hour limit generates a message stating that the demo time has been exceeded. You must then exit MC Mobile and reboot the PC. On restarting MC Mobile, you will get another 12-hour block of time in which to run. If there are more than 64 tags on a particular screen, gray keys (or whatever is configured as the Point Failure character) will appear in place of the actual I/O data.

4 *HELP AND TECHNICAL SUPPORT*

4.1 Online Help

MC Mobile provides online help with descriptions and explanations of each application. Help is available throughout MC Mobile. You can access help in the following ways:



- Click the Help  icon in the Workbench. This opens the help file for that application. To search for a topic in the help file, click the Index tab or the Search tab. Type or select the term you want to find, and then click the topic you want to read.
- Press the **F1** key to display context-sensitive help.
- Click the **Help** button in any dialog box to display context-sensitive help for that dialog box.
- Move the mouse pointer over an icon and pause for a moment to display pop-up ToolTips for quick help.

5 NOTES

- Depending on the application settings, operation of the application may be unstable because the memory allocated by the operating system has been consumed up to the upper limit. Please configure the setting properly to prevent it.

REVISIONS

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

Print date	*Manual number	Revision
October 2013	BCN(NA)-P5999-0145-A	First edition
August 2014	BCN(NA)-P5999-0145-B	<u>Addition</u> Chapter 6 <u>Correction</u> Chapter 2, Section 4.4
April 2015	BCN(NA)-P5999-0145-C	<u>Correction</u> Section 1.1, Chapter 2, Section 3.1, Section 3.2, Section 3.3, Section 4.2.4
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May 2018	BCN(NA)-P5999-0145-E	<u>Correction</u> Chapter 2

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