

## SoMove – How to reinstall completely?

SOLUTION:

Refers to SoMove >= 2.9.5

- 1) Be sure, you have the **FULL ADMIN RIGHTS** – necessary for uninstalling/installing the SoMove.
- 2) Remove TCSMCNAM3M002P cable and do not connect it to PC, until un-/re-installation is finished completely.

3) Open **Control Panel\All Control Panel Items\Programs and Features**

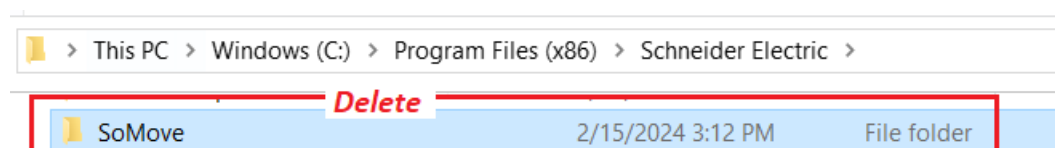
(You can also open the Run window and execute: `appwiz.cpl`)

Select and uninstall the following Schneider Electric applications:

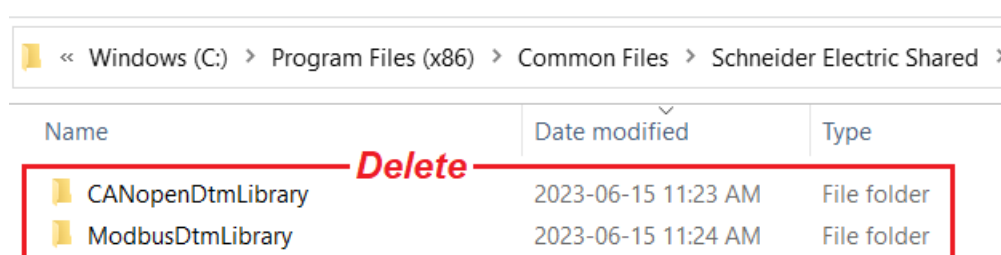
- **SoMove** (and/or: *SoMove Lite*)
- **Schneider Electric License Manager**
- **Schneider Electric Software Update**
- **Schneider Electric Modbus Communication DTM Library**
- **CANopenCommunicationDTMLibrary**
- **FTDIDriver64bit**
- **Windows Driver Package – SE\_FTDI SE CDM Driver Package – VCP Driver**
- **Windows Driver Package – SE\_FTDI SE CDM Driver Package – Bus/D2XX Driver**

- 4) Check is any folders related to uninstalled applications, are left – if so, delete them, check at:

4.1) **C:\Program Files (x86)\Schneider Electric**

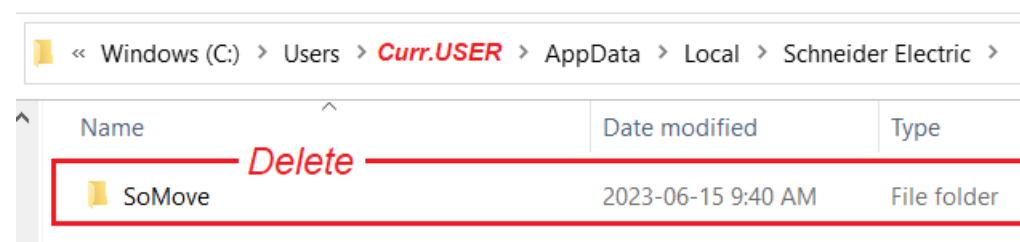


4.2) **C:\Program Files (x86)\Common Files\Schneider Electric Shared**



4.3) **C:\Users\Curr.USER\AppData\Local\Schneider Electric**

(**Curr.USER** – account, you are actually logged on)



REMARK: *AppData* is a **Hidden** folder

- 5) Perform registry cleaning, using some general usage registry cleaner ( CCleaner, IObit, Advanced SystemCare etc.).
- 6) Reboot the PC
- 7) Make sure that **Windows is updated**.

Win 10: OS Build version of your system must be **18362.356 or higher**.

8) Make sure that all the **software prerequisites** are fulfilled:

- > The latest version of the Microsoft Windows security patch must be installed on your PC.
- > Microsoft.NET Framework 3.5 SP1 MUST be installed, before installing SoMove.  
This is downloadable from the Microsoft website at below link:  
<http://download.microsoft.com/download/2/0/e/20e90413-712f-438c-988e-fdaa79a8ac3d/dotnetfx35.exe>
- > Microsoft.NET Framework 4 Client Profile MUST be installed, before installing SoMove.  
This is downloadable from the Microsoft website at below link:  
<http://www.microsoft.com/en-us/download/confirmation.aspx?id=24872>
- > Microsoft.NET Framework 4.8 MUST be installed, before installing SoMove.  
This is downloadable from the Microsoft website at below link:  
<https://dotnet.microsoft.com/download/dotnet-framework/net48>

9) Install the latest SoMove version

[https://www.se.com/ww/en/download/document/SoMove\\_FDT/](https://www.se.com/ww/en/download/document/SoMove_FDT/)

**REMARKS:**

Please, use **SoMovexxxx.EXE** file

Installation SoMovexxxx.EXE file must be on the **local hard drive**

- .ZIP FILE IS NOT THE INSTALLATION FILE, UNZIP IT FIRST!

- DO NOT INSTALL FROM EXTERNAL NOR NETWORK DRIVE!