SoMove V2.9.8
- Read Me -

This document contains important information about SoMove software component.

Please read the complete document before you start the installation and operation of the product .

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1. Overview

SoMove is an user-friendly setup software for PCs, for setting up of Schneider Electric motor control devices. SoMove software incorporates various functions for the device setup phases, such as configuration preparation, start-up and maintenance.

1.1 Software Pre-Requisites

> 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

> If above pre-requisites are not present in the machine before SoMove installation, then SoMove setup will try to download it from internet. For this internet
  connection is mandatory. If internet connection is not present please download it from above links.

> Adobe version 8.0 and above recommended for the proper functioning of Online help.

1.2 Registration

The Product must be registered within 21 days of first use, if not, the application will stop working after this period. You must register to continue to use the product.

1.3 Supported Products

> **Altivar Soft Starters**

ATS480, ATS22, ATS48, ATS490, ATS430

> **Altivar Machine Drives**

ATV320, ATV340

> **Altivar Process Drives**

ATV6xx, ATV9xx, Bricks (Supply Unit, Braking Unit Option, Active Front End) for Services, ATV6000

ATV12, ATV212, ATV31/312, ATV32, ATV71, ATV61, ATVLift

> **Servo Drives**

Lexium 18Pro

Lexium 32A, Lexium 32M, Lexium 32C, Lexium 32I, Lexium 16D, Lexium 28A, Lexium 28E, Lexium 26

> **Motor Starters**

TeSys U, TeSys T, TeSys island

2. System Requirements

2.1 Supported operating systems

This software can be installed on the following operating systems:

> Microsoft Windows® 7 32/64-bit (From SoMove Version 2.9.7 Windows 7 support has been discontinued. Please use SoMove 2.9.6 or lower versions for the support.)

> Microsoft Windows® 8.1 32/64-bit

> Microsoft Windows® 10 32/64-bit

> Microsoft Windows® 11 64-bit

2.2 Minimum PC Requirements

Equipment	Minimum

Processor	Pentium 4 / Core 2 Duo, 2 GHz
RAM	4 GB
Free Hard Disk Space	1 GB
Display	Resolution: 1024 x 768 pixels with 32-bit colours. DPI: 96 (100%).

2.3 Recommended PC Requirements

Equipment	Recommended
Processor	Intel(R) Core(TM) i3
RAM	4 GB
Free Hard Disk Space	2 GB
Display	Resolution: 1920 x 1080 pixels with 32-bit colours. DPI: 96 (100%).

2.4 Supported Resolution

The supported screen resolutions are:

> **Supported Resolutions** 1024 x 768, 1366 x 768, 1600 x 900 and 1920 x 1080

> **Supported DPI** 96dpi (100%), 120dpi (125%).

2.5 Recommended VM Requirements

Virtual Machine	Recommended Requirements
Operating Systems	Windows 10 (32 and 64 bit), Windows 11 (64 bit)
RAM	2 GB
Free Hard Disk Space	4 GB
USB Controller Compatibility	USB 2.0 and above
Virtual Machine Workstation Version	11.0 and above
Virtual Machine Workstation Player	14 and above

3. Installation

3.1 Administrator Privileges

In order to install SoMove software component, you must have administrative privileges to install and uninstall programs.

3.2 Re-installing or Uninstalling

Uninstallation can be done by the SoMove Add/Remove Programs from Control Panel. Please remove files manually from Installed location (If any files/folder not removed).

Note: To Modify or Repair, SoMove installer should be re-launched.

3.3 Troubleshooting

3.3.1 Do the following, if **Microsoft .Net Framework 4.8** is not installed while installing SoMove

1. Check your internet connection. If you do not have the internet connection download the offline installer from the link
https://dotnet.microsoft.com/download/dotnet-framework/net48
2. If you have internet connection and not able to install the web version or not able to install the offline installer try the below steps.
3. Download the certificate http://www.microsoft.com/pki/certs/MicRooCerAut2011_2011_03_22.crt locally (Example: C:\Temp)
4. You can use the certmgr.exe utility to add the certificate by using command line. For more information, see the Certmgr.exe (Certificate Manager Tool) topic at MSDN.
5. Double click on the certificate, click on Install certificate, then choose the place for certificate as Trusted Root Certification Authorities, Next and Finish

6. Next try installing the SoMove again

3.3.2 Do any of the following, if **Error 2098/ 1935** is occurred while installing SoMove

Method-1: clean the registry using Microsoft Fixit
1. Download and install Microsoft Fixit from the Microsoft website
2. Start the Microsoft Fixit to clean the registry
3. Try to install SoMove again

Method-2: Unregister and re-register the Windows Installer
1. Click the windows **Start** button, type **MSIEXEC /UNREGISTER** in the search box and press the **ENTER** key to unregister the windows installer
2. Click the windows **Start** button, type **MSIEXEC /REGISTER** in the search box and press the **ENTER** key to register the windows installer
Note: Even if you do this correctly, it may look like nothing occurred, or you may briefly see an hourglass. After you run this command, the operation is complete
3. Try to install SoMove again

3.3.3 Do any of the following, if the **Windows Installer** dialog is open while installing SoMove

Method-1: Start the Windows Installer service and check if that works
1. Click the windows **Start** button, type **Services.msc** in the search box and press the **ENTER** key
2. Double-click **Windows Installer**
3. In the **Windows Installer Properties** dialog, select **Manual** in the **Startup type** box, click **Start** to start the service and then click **OK**

Method-2: Unregister and re-register the Windows Installer
1. Click the windows **Start** button, type **MSIEXEC /UNREGISTER** in the search box and press the **ENTER** key to unregister the windows installer
2. Click the windows **Start** button, type **MSIEXEC /REGISTER** in the search box and press the **ENTER** key to register the windows installer
Note: Even if you do this correctly, it may look like nothing occurred, or you may briefly see an hourglass. After you run this command, the operation is complete
3. Try to install SoMove again

Method-3: System File Checker scan
Perform a System File Checker scan (SFC scan) to replace corrupt or missing system files on your PC
Note: System File Checker tool enables you to identify missing or corrupted system files on Windows Vista or on Windows 7

3.3.4 Do the following, if the **Installation wizard was interrupted** message is displayed

1. Click the windows **Start** button, type **UAC** in the search box and press the **ENTER** key
2. In the **User Account Control Setting** dialog, mo ve the slider down to set the notification level as **Never notify** and then click **OK**
3. Restart your PC
4. Try installing again

3.3.5 Do the following, if the **"Somove.Launcher" encountered an unexpected problem** message is displayed while launching SoMove

1. Go to C:\ProgramData\Schneider Electric\SoMove\<<folder latest version (Ex. 2.x.x.x)>>
2. Delete *ShellWorkItem.state* file

3. Launch SoMove

3.3.6 If you are using 32-bit operating system and **Schneider Electric Software Update (SESU) 2.6.3** version is installed then execute below steps before **"SoMove"** installation.

1. Download the hot fix - https://www.seupdate.schneider-electric.com/download/SystemConsistency/SoftwareUpdate/SESU_263_Hotfix/SESU_2.6.3_Hotfix.exe
2. Install the **SESU_2.6.3_Hotfix**
3. Install the **SoMove** Installer.