

# Troubleshooting

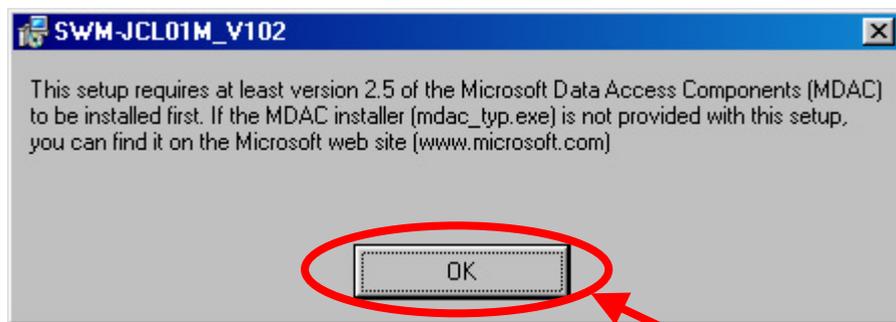
## ● Monitoring software

- When setup.exe is executed, an update message of Microsoft Data Access Components (MDAC) appears and the monitoring software cannot be installed.

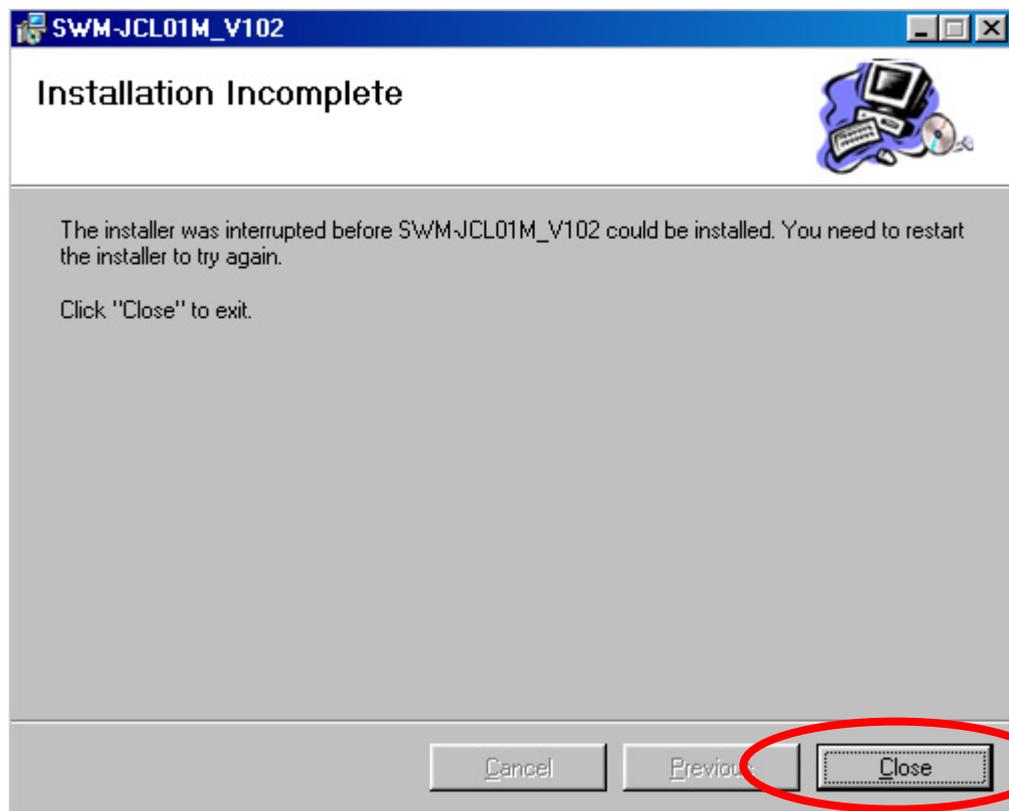
### Solutions:

SWM-JCL01M (JCL-33A monitoring software) installation displays will be used for purposes of explanation.

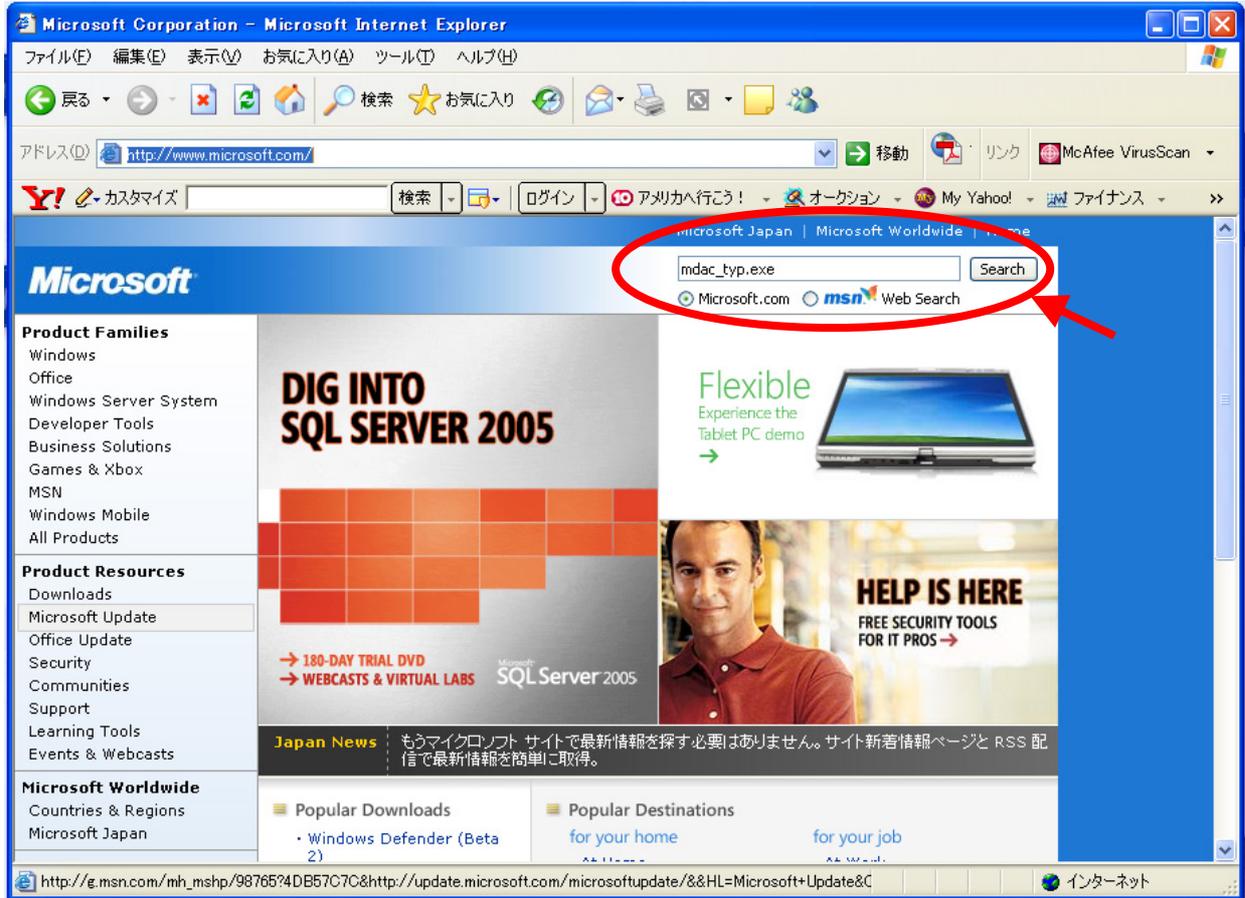
1. If the following update message of Microsoft Data Access Components (MDAC) appears, click [OK].



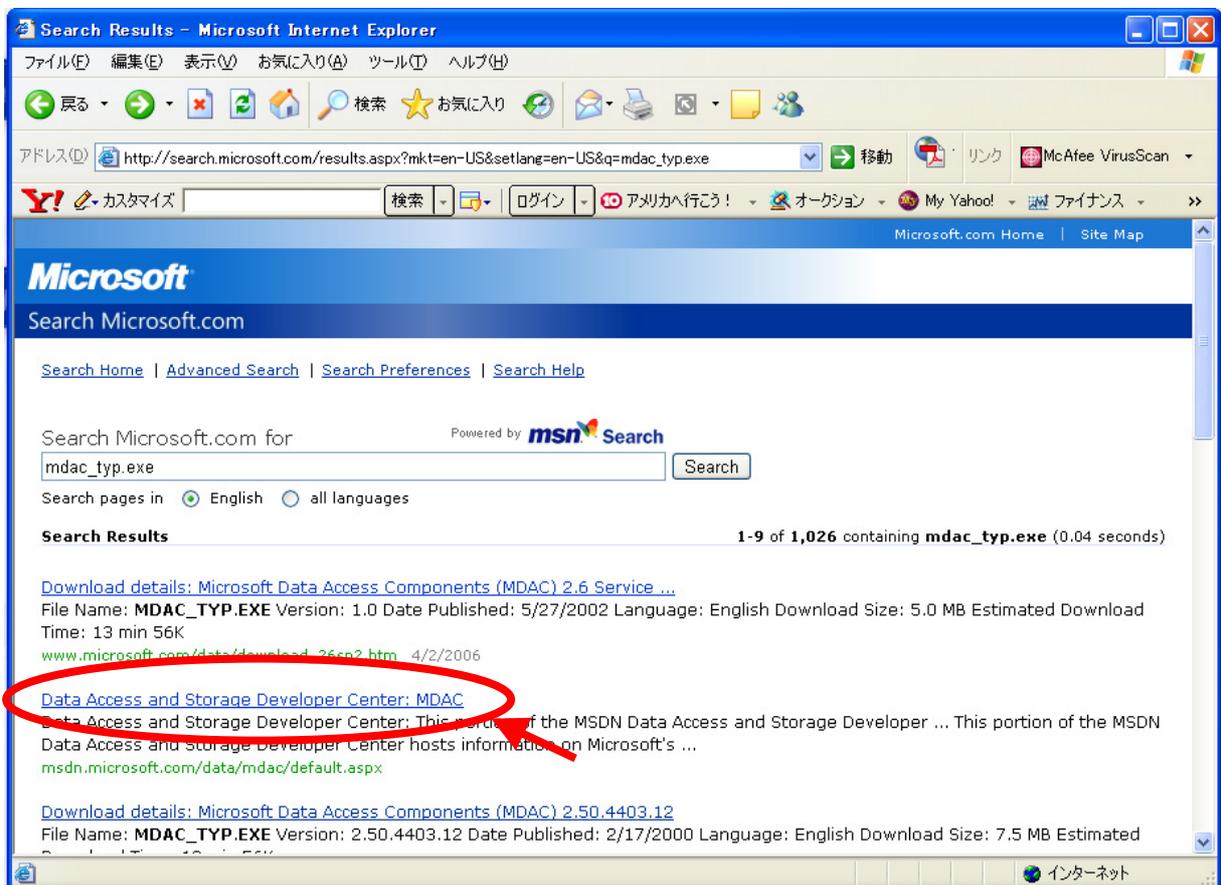
2. The following display will appear. Click [Close].



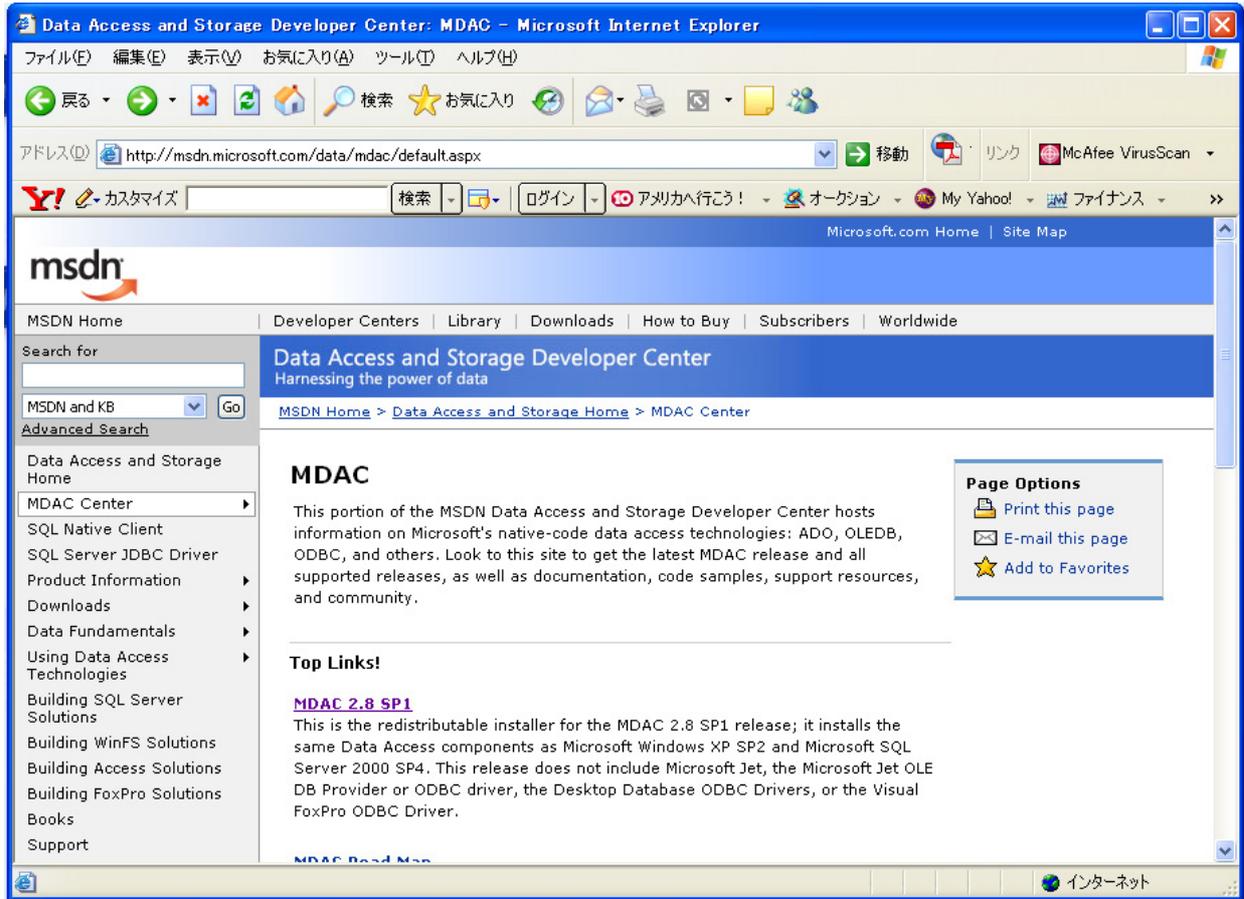
3. Access the Web site of Microsoft, and search “mdac\_typ.exe”.



4. Click “Data Access and Storage Developer Center: MDAC” from Search Results.



5. Download the latest version of “MDAC” following the procedures on the display.



6. Execute the file downloaded.

MDAC will be automatically updated.

7. A restart message will appear after updating MDAC.

8. Restart the PC, and install the Monitoring software again.