



Dear affected user,

We have become aware that multiple antivirus vendors have falsely flagged a library within the Simio installation as malicious. Please see the release from our Vice President of Software Development for additional information: [Simio-DLL-rlm1521_x64-quarantined.pdf](#).

If you are experiencing issues activating your license, please follow these steps:

1. Make sure you have Simio 17.261.39190 or later. Next, go to File > Licensing > Classic Licensing. Finally, copy your key from your ASL (students) or AG (faculty) award email and paste it into the Activation Key field in the Node-Locked License section and click "Activate". If this works, you have not been affected by this problem. If you receive a message saying: "This license key was not recognized. Please verify you have entered it correctly and try again." You may be affected by the problem.
2. Look for C:\Program Files\Simio LLC\Simio\rlm1521_x64.dll in your file explorer. If you are missing the file, that means your antivirus software has removed it from the installation location or quarantined it elsewhere.
3. Identify your antivirus software.
4. Update your antivirus software to the latest version as some vendors have already taken this file off their flagged list.
5. Reinstall Simio and check again for rlm1521_x64.dll. If your file has been restored, you will be able to activate your license.
6. If your file has not been restored, check if your antivirus provider has a quarantine, remove the file rlm1521_x64.dll from quarantine. Once the file is restored, you will be able to activate your license.
 - a. If you are using Microsoft Defender, here are the instructions: [Restore quarantined files in Microsoft Defender Antivirus - Microsoft Defender for Endpoint | Microsoft Learn](#)
7. If your antivirus provider does not have a quarantine system, look up the instructions to whitelist files. Follow the instructions to whitelist rlm1521_x64.dll and reinstall Simio. Check again for the file. If your file has been restored, you will be able to activate your license.
8. If you are continuing to have trouble with your antivirus software, seek help from your university's student IT department for assistance.

If you updated your antivirus software and still needed to whitelist the file, once you have activated your license, please email, support@simio.com and let them know which antivirus software you are using so we can ask them to take our file off their flagged list.