

## Simio Installation Notes

Beginning with Sprint 18.272, Simio only provides installations for Simio 64-bit. It requires that you run an actively supported version of Microsoft Windows. If you are looking for an older and/or 32-bit release of Simio, please contact your sales representative.

The installation folder follows this format: Simio-[version number].zip

Once the Simio installation folder is downloaded on the destination machine, unzip the contents by using Windows (see [Microsoft support](#)<sup>1</sup> page “Zip and unzip files” for more information) or a third-party application of your choice.

If this is the first installation of Simio on the machine (or if updating from a version made available six or more months prior), it is recommended to use `setup.exe`. Launching this file and following the prompts will install Simio and any of the lacking necessary components for Simio on the machine.

If you have an existing and recent installation of Simio, you can use `SimioInstall.msi` rather than `setup.exe`. The `SimioInstall.msi` is also available for IT professionals who would like to conduct their own installation procedures.

It will be important to monitor the installation process to provide administrative approval for a successful installation.

Simio will be installed at the following location, `C:\Program Files\Simio LLC\Simio`

In this location, you will find the appropriate resources for running the Simio desktop application. In addition, you will find educational resources like `SimBits`, `Examples`, `Simio Release Notes`, and `Simio Compatibility Notes`, all of which are also accessible from the Support ribbon in the Simio software.

`Simio Release Notes` provides descriptions of software enhancements and changes as they relate to a specific Sprint.

`Simio Compatibility Notes` provides information that may be helpful when moving a model to a more recent version of Simio.

## Simio Replication Runner

The `SimioReplicationRunnerInstall-[version number].msi` is an installer for Simio Replication Runner, a special use of the Experiment feature where replications are distributed to other machines on the network (see Simio Help for more information). Replication Runner is installed with Simio: this installer is not necessary for the machine on which Simio itself is installed.

If you want to distribute Experiment runs, `SimioReplicationRunnerInstall-[version number].msi` should be installed on machines to which Experiment replications will be dispatched.

The same version of Replication Runner and Simio should be used when distributing runs.

## Troubleshooting

If you have a problem installing Simio, try the following.

- Delete the downloaded installation files and re-download the installation files (a slow internet connection may corrupt the download).
- Ensure that you unzip the installation files before using them.
- Restart the machine.
- Check Windows Update (see [Microsoft support](#)<sup>1</sup> page “Update Windows” for more information), install updates at your discretion, and restart the machine.

## Advanced and Manual Installation

If you have trouble installing Simio, the following instructions may provide relief. Following these instructions should be considered after the using `setup.exe` and/or `SimioInstall.msi` did not result in a successful installation.

Starting with the release of 18.274, we have made Neural Network Components optional. It is installed by default but users can opt-out.

### Manual Installation

#### Step 1\ Install Visual C++ Runtime

Simio uses the Visual C++ 2015, 2017, 2019, and 2022 Runtime. The redistributable installer should begin with the name `vc_redist`. [Install the latest version](#).<sup>2</sup>

#### Step 2\ Install Simio

If you have not run `setup.exe`, do so now.

## Get Help

To get help with the installation of Simio, email [support@simio.com](mailto:support@simio.com).

To get help with your license, including but not limited to activation and installation of a license, email [licensing@simio.com](mailto:licensing@simio.com).

Instructions for applying and using your license will be delivered with the license key. If you did not receive the license information, contact the license holder at your organization.

If you are looking for an older and/or 32-bit release of Simio, please contact your sales representative.

## Links and Resources

| Entry | Description   | Resource  |
|-------|---|---|
| 1     | Microsoft Support Home Page                                     | <a href="https://support.microsoft.com/">https://support.microsoft.com/</a>   |
| 2     | Microsoft Visual C++ Redistributable Latest Supported Downloads | <a href="https://docs.microsoft.com/en-us/cpp/windows/latest-supported-vc-redist?view=msvc-160">https://docs.microsoft.com/en-us/cpp/windows/latest-supported-vc-redist?view=msvc-160</a> |