Simio Installation Notes

Beginning in Sprint 14.230 (October 2021), Simio provides separate installations for Simio 64-bit and 32-bit. To use both bit types of Simio, each installer will need to be used. Prior to 14.230, the default was 32-bit (x86).

The installation folders follow this format:

Table 1: Download Folder Names

Download Folder Name	Description
Simio-[version number].zip	The 64-bit type of the specified Simio version.
Simio-x86-[version number].zip	The 32-bit type of the specified Simio version.

Once the Simio installation folder is downloaded on the destination machine, unzip the contents by using Windows (see Microsoft support[1] 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 locations, depending on the bit type.

Table 2: Installation Locations

Download Folder Name	Directory
Simio-[version number].zip	C:\Program Files\Simio LLC\Simio
Simio-x86-[version number].zip	C:\Program Files (x86)\Simio LLC\Simio

In these locations, 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.

Installing Simio 14.230+ with Existing Prior Installation

If installing Simio 14.230 or after while an existing and prior installation of Simio is on the machine, the result will vary. Generally, installing 64-bit 14.230 and after will replace an existing install of 14.229 and before, see Table 3 for other scenarios.

Table 3: Updating Simio Scenario and Result

Entry	Prior Version	Prior Version Bit Type	Installing Version	Installing Version Bit Type	Result
1	14.229 and before	n/a	14.230 and after	64	Replace prior
2	14.229 and before	n/a	14.230 and after	32	Prior maintained
3	14.230 and after	64	14.230 and after	64	Replace prior
4	14.230 and after	32	14.230 and after	32	Replace prior
5	14.230 and after	64	14.230 and after	32	Prior maintained
6	14.230 and after	32	14.230 and after	64	Prior maintained

For Simio 14.230 and after, updating the version of the same bit type will replace the prior installation.

For any of the rows in Table 3 where the value of the Result cell is 'Prior maintained', use Windows Apps & Features (Settings) or Windows Programs and Features (Control Panel) to uninstall the prior version of Simio if desirable. (See Microsoft support[1] page "Uninstall or remove apps and programs in Windows 10" for more information.)

Using 14.230+ 64-Bit and 32-Bit

The 64- and 32-bit types of Simio can exist on the same machine concurrently. The bit types are managed differently; as such, if you choose to have both on a machine at the same time, they will need to be updated independently, as when they were originally installed.

64-Bit vs. 32-Bit

Prior to 14.230, the default bit-type for Simio was 32-bit, with the 64-bit type installed simultaneously in the same directory (C:\Program Files (x86)\Simio, see Table 2 for current installation directories).

Now, the default bit-type is 64-bit, provided in a unique installer (where 32-bit requires a separate installation). A user is limited to using the 32-bit type if their machine is exclusively a 32-bit system. In most modern machines, the system can accommodate both 32- and 64-bit applications.

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[1] 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.

Manual Installation
Step 1\ Install Visual C++ Runtime
Simio uses the Visual C++ 2015, 2017, 2019 Runtime. The redistributable installer should begin with the name *vc_redist*. Install the latest version.[2]

Note: On OS versions older than Windows 10, the Visual C++ Runtime install should also install what is called the Universal CRT (or UCRT) automatically, if the OS was not already updated with it (it is also deployed as an automatic update by Microsoft). If the runtime installer runs into problems, you may need to manually install the UCRT first.[3]

Step 2\ Install .NET 4.7.2
Simio requires the .NET Framework Version 4.7.2 (or later). If the framework is not already installed on your computer and you want to perform a manual install, you can download it the Runtime installer from the .NET Framework Downloads page.[4]

You can download the Runtime installer via a standalone or web Installer. The standalone version is a larger download, while the web version requires an internet

connection during installation. It may also be installed by doing a Windows Update depending the machine configuration.

Step 3\ Install Simio
If you have not run `setup.exe`, do so now.

Trouble Installing on Windows 8.1
If your machine uses Windows 8.1 and you have trouble with installing Simio, your machine may require specific updates to run Simio. These steps should only be done for Windows 8 and only if `setup.exe`, `SimioInstall.msi`, and/or the manual installation steps did not result in a successful installation.

Step 1\ Update KB2919442[5]
A prerequisite for 2919355.

Step 2\ Update KB2919355[6]

Note: Simio will end support for Windows 8 in 2022.

Get Help

To get help with the installation of Simio, email support@simio.com.

To get help with your license, including but not limited to activation and installation of a license, email 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.

Links and Resources

Entry	Description	Resource
1	Microsoft Support Home Page	https://support.microsoft.com/
2	Microsoft Visual C++ Redistributable Latest Supported Downloads	https://docs.microsoft.com/en-us/cpp/windows/latest-supported-vc-redist?view=msvc-160
3	Update for Universal C Runtime in Windows	https://support.microsoft.com/en-us/topic/update-for-universal-c-runtime-in-windows-c0514201-7fe6-95a3-b0a5-287930f3560c
4	Download .NET Framework 4.7.2	https://dotnet.microsoft.com/download/dotnet-framework/net472
5	March 2014 servicing stack update for Windows 8.1 and Windows Server 2012 R2	https://support.microsoft.com/en-us/kb/2919442
6	Windows RT 8.1, Windows 8.1, and Windows Server 2012 R2 update: April 2014	https://support.microsoft.com/en-us/kb/2919355