

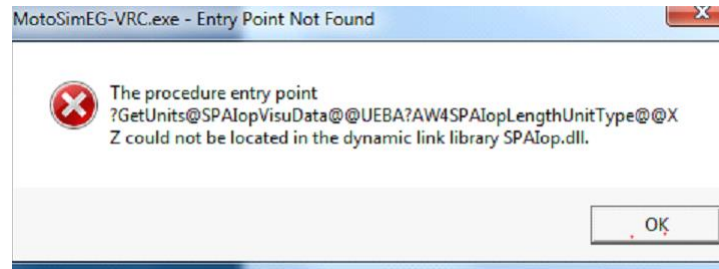
This document captures ideas, experiences, and informal recommendations from the Yaskawa Partner Support team. It is meant to augment – not supersede manuals or documentation from motoman.com. Please contact the Partner Support team at [partnersupport@motoman.com](mailto:partnersupport@motoman.com) for updates or clarification.

## Clean Uninstall of Motosim Prior to Upgrading the Software

### Introduction

It is common for people to want to upgrade their old copy of Motosim and not realize that if it is not upgraded correctly there will probably be install issues. The correct procedure is to remove any old versions before proceeding with a new installation.

Here is a sample error that occurs when an individual installs a new version of VRC without first removing the old version.



### First Things First

Before trying to upgrade, go to [Yaskawa Partners](#) and verify that your security key firmware is compatible with the new version of MotoSim VRC. If it is not, there are instructions on how to remotely update the key.

#### Existing Licensees:

If using MotosimEG VRC **2017 to 2019SP1**: Download software only.

If using MotosimEG VRC **2016SP2 or prior**: Download software and key utility.

After completing the appropriate downloads at the bottom of this page, proceed to:

[INSTALLATION INSTRUCTIONS](#)

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## Let's Start the Process

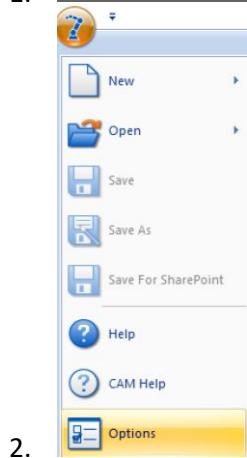
These instructions will be for Windows 10. Windows 7 users also use these steps, but there are some cosmetic differences.

Also note that Windows 7 can be fussy with Motosim due to issues with Microsoft's various redistributable kits.



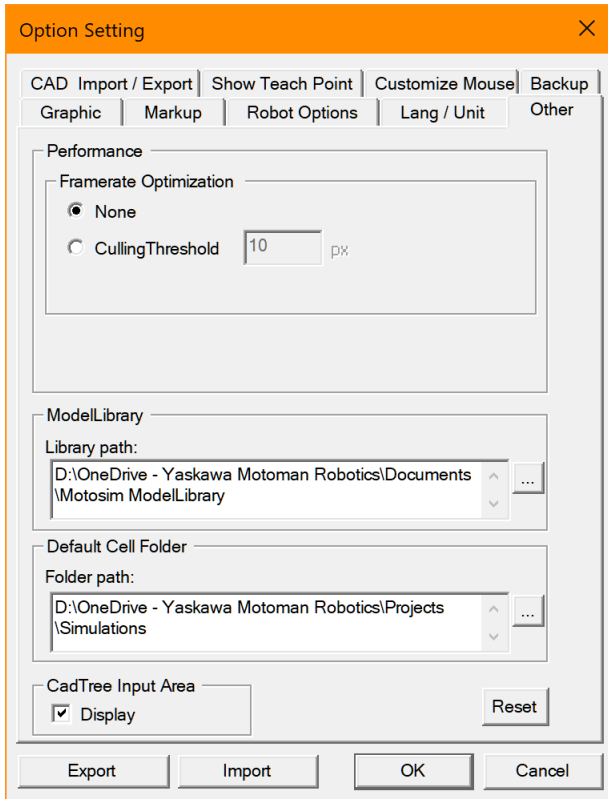
Open Motosim to an Empty Screen.

Do NOT open a new Cell.



Select the application button then select "Options"

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3.



4. Run this batch file from your Windows desktop to force-close all MotoSim Processes (please save any simulations that may be open first).
5. Go into Windows and in the search bar type in “Apps and Features”
  - a. Scroll down until MotosimEG VRC is visible (there should only be one version)
  - b. Remove it
  - c. Open File Explorer and navigate to C:\Program Files\MOTOMAN\ and delete the MotosimEG VRC folder
6. Install the new version of MotosimEG VRC and reboot the computer
7. Open Motosim to a blank screen again and open the option settings windows again.
8. Select the tab “Other” and this time Import the settings that were saved in Step 3.
9. The new version of Motosim is now ready to use.

- a) Go to the “other” tab
- b) At the bottom of the screen select “Export”

This will export all the user settings that have been configured in the options settings.

Save the resulting file in an easy to get to location.