

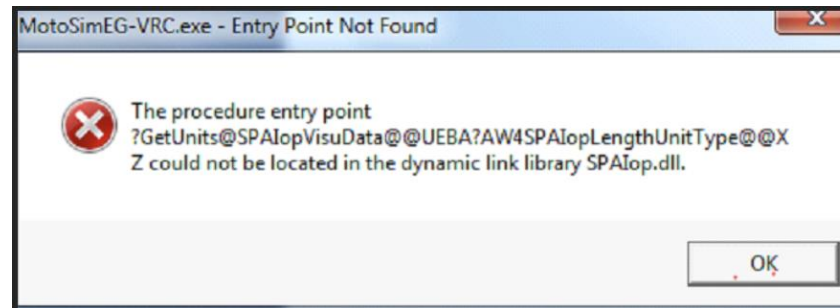
## MotoSim Upgrade Troubleshooting Tips

### Introduction

Updating MotoSim is a simple process. However, there are times when it can go wrong. Fortunately, that is few and far between. Below is a short list of troubleshooting tips to review if you have problems during and update.

### Dual install error

After installing the latest version of MotoSim and right after launching it for the first time, instead of the program opening there might be an error message related to “hoops graphics” or “SPAlop”.



This happens because there is a graphics conflict between two versions of MotoSim installed on the user's computer.

The Solution: Simply remove the older copy of MotoSim and the new version will open normally.

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.

## Hardware Key Not Found

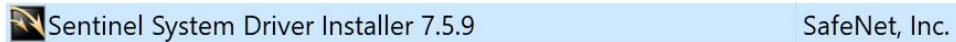
Another issue that can occur is the “missing hardware key”.

The hardware key is the small USB security dongle that is required for MotoSim to function.

It must be plugged in to the user’s computer or if using MotoSim EDU - a designated computer on the network.

Here is a list of reasons why MotoSim does not see the security key:

1. Security key is not plugged in
2. Wrong Security key is plugged in
3. Another program (RS logix or a virtual machine) has taken over the USB port the security key is plugged in to.
4. The security key drivers were not installed



- a. If the above is not installed, then reinstall Motosim or just install the drivers from the supplied Yaskawa flash drive.
5. The security key is not updated to support the latest version of Motosim.
  - a. Click [HERE](#) to have the security key updated.
6. If all else fails, the key may be damaged. Contact [techsupport@motoman.com](mailto:techsupport@motoman.com).

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## Additional Notes

MotoSim requires local administrator rights to install the software.

Save your user settings before doing an update.

1. Before updating, go to MotoSim Option Settings.
2. Select EXPORT to make a copy of all user settings.
3. After the new version is installed go back to Option Settings and select IMPORT the customer user settings.

