

## Fix MotoSimEG-VRC 2022 from Crashing

### Introduction

If you are using MotoSimEG-VRC 2022 and it is crashing about every 5 minutes these instructions will help solve the problem.

### Why is this Happening

Sometimes Windows Update can make enough changes to the Operating System that it can “break” access to some software - as is the case with one of MotoSim’s security dll (dynamic link library) files. After around 5 minutes of use the main graphics window will abruptly close but the virtual pendant remains open.

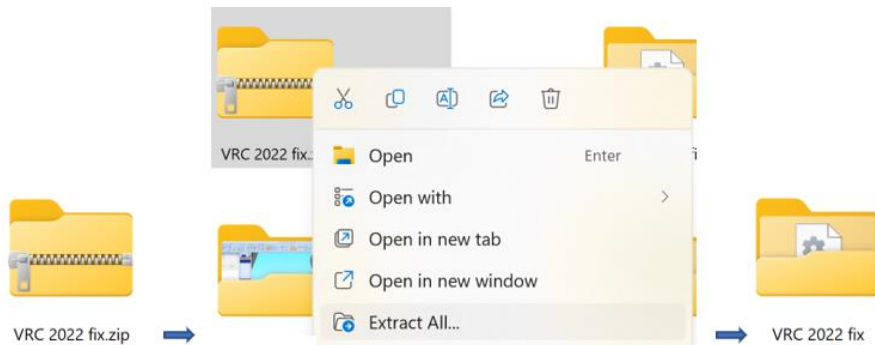
### How to get the Fix

Contact [partnersupport@motoman.com](mailto:partnersupport@motoman.com) to be sent the replacement dll if it has not already been sent.

### How to Fix MotosimEG-VRC 2022

WARNING: This process is only valid for VRC 2022

Use windows to extract the contents of the zip file

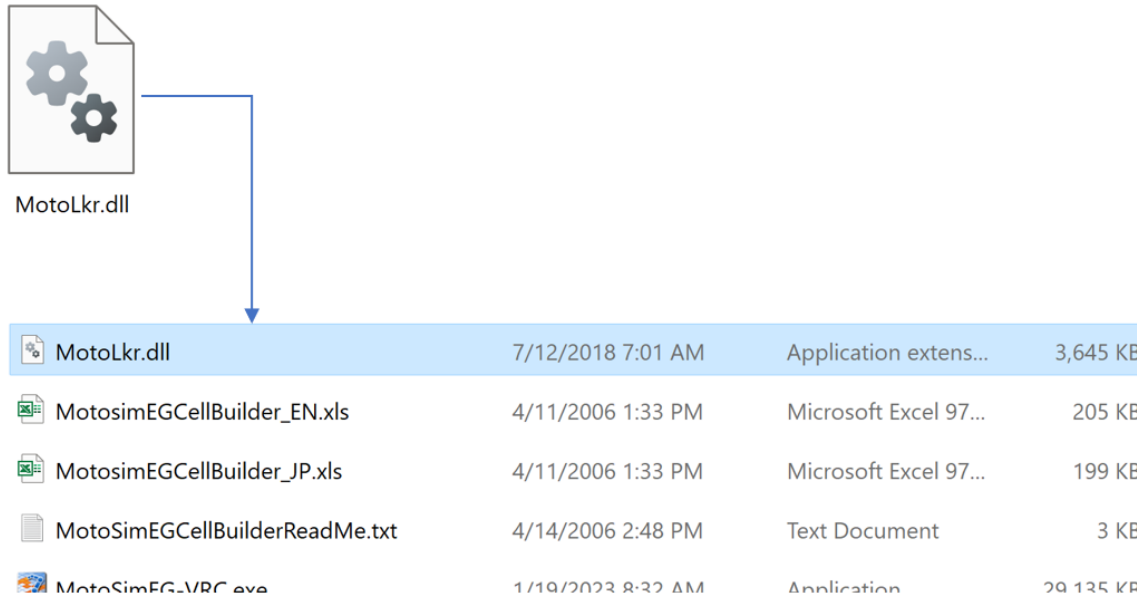


This document captures ideas, experiences, and informal recommendations from the Yaskawa Partner Support team. It is meant to augment – not supersede manuals or documentation from motoman.com. Please contact the Partner Support team at [partnersupport@motoman.com](mailto:partnersupport@motoman.com) for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

Navigate, in Windows Explorer, to the following location: **C:\Program Files\MOTOMAN\MotoSimEG-VRC 2022.**

Make sure MotoSim is closed.

Drag the MotoLkr.dll file from the extracted folder to the MotoSim program folder listed above.



NOTE: You will need local administrator privileges for your computer or the assistance of your IT department to overwrite the file.

Also, modifying the program folder will cause it to remain when upgrading to a future version of MotoSim.