

Prepar3D® Download and Installation Directions

These directions are intended for use downloading and installing the Prepar3D® Client on a variety of operating systems. Please follow the steps associated with your operating system closely to ensure Prepar3D® is installed correctly.

If you encounter problems downloading or installing Prepar3D®, please contact support@prepar3d.com.

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Downloading Prepar3D®

For easier download management and more compact file download sizes, the Prepar3D® client install has been split into three pieces and stored in zip file format. While the download location for these files should not matter as long as all three files are downloaded to the same folder location, it is recommended that you take the following steps before beginning to download the Prepar3D® client:

1. Create a new folder on the Desktop of the computer you will be downloading to, and name it **Prepar3D**.
2. For the three zip files that will be downloaded, download them to the **Prepar3D** folder you have now created.

When you purchased Prepar3D®, you should have received an invoice that included a link to the Prepar3D® software download site. Open this invoice and click the link to load that page or select **Purchased Downloads** from the **Download** menu button on <http://www.prepar3d.com/>.

With the download page loaded, select the first Prepar3D® zip file link to download the first piece of the installer. When the first piece has downloaded, download the second Prepar3D® zip file. Finally, after the second file has finished downloading, download the final Prepar3D® zip file.

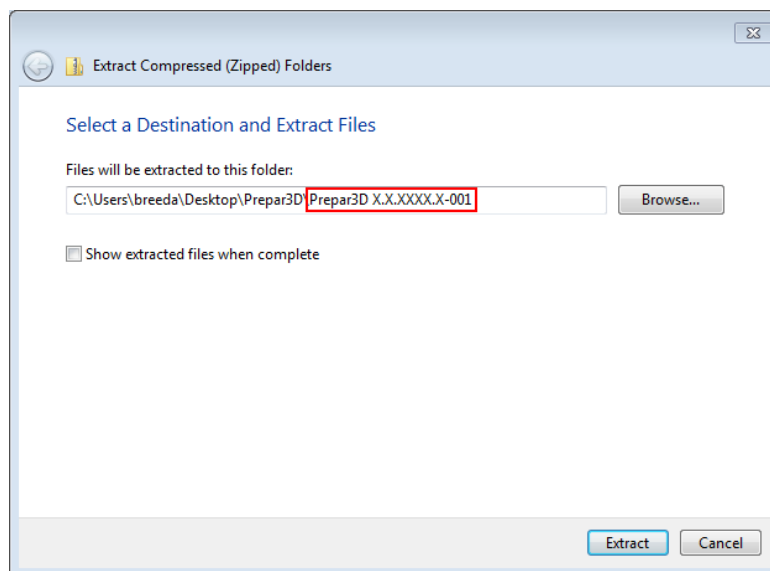
Examining the folder where the files have been downloaded, you should have three files.

If your files do not match the names, file sizes, or checksums, which are listed on the **Purchased Downloads** page, it is recommended that you re-download the mismatched files to avoid issues that could be caused by invalid files. If you run into any issues downloading with Internet Explorer, we recommend attempting the download process with Mozilla Firefox.

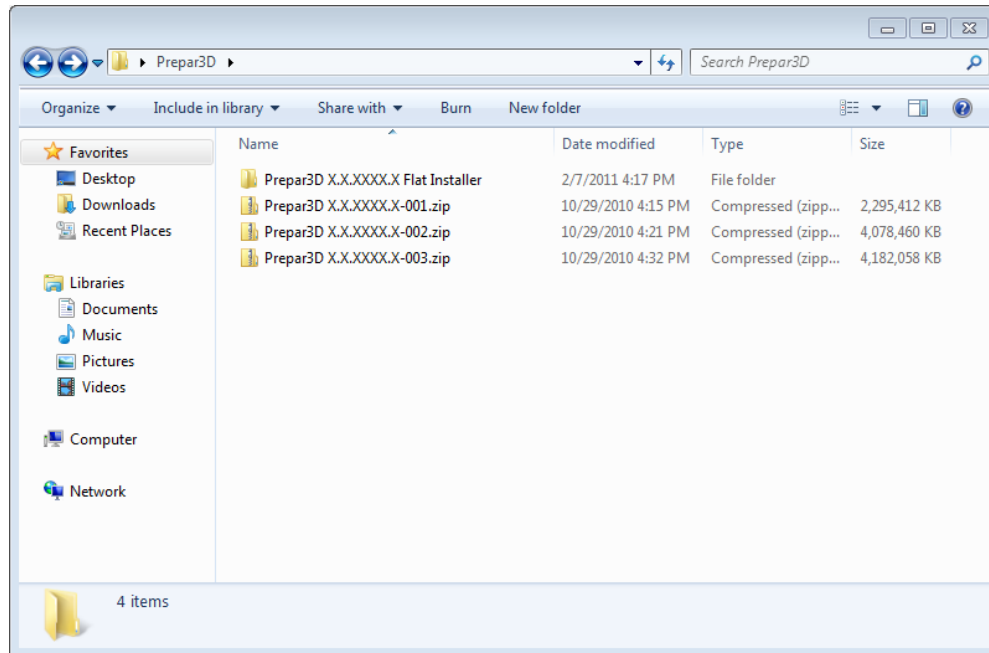
Extracting the Prepar3D® Client Installer

To install Prepar3D®, you will first have to extract the three zip files you have downloaded. You will do this using a decompression tool for zip files. While many tools exist that are capable of performing this work, for the purposes of this guide we will use the Microsoft® Windows® tool. This tool is normally pre-installed in Windows Vista or later. For information on using Windows XP's Extraction Wizard, see Extracting the Prepar3D® Client Installer in Windows XP. Note that the **X.X.XXXX.X** in the file names are simply placeholders for the current Prepar3D® version number.

1. Open a window and navigate to the location where the downloaded files were stored (e.g. C:\Users\<username>\Desktop\Prepar3D).
2. In that folder, right-click on the file named **Prepar3D X.X.XXXX.X-001.zip** and select **Extract All...** from the context menu. This will bring up the **Extract Compressed (Zipped) Folders** application. In Windows 7, this appears as follows (highlight added):

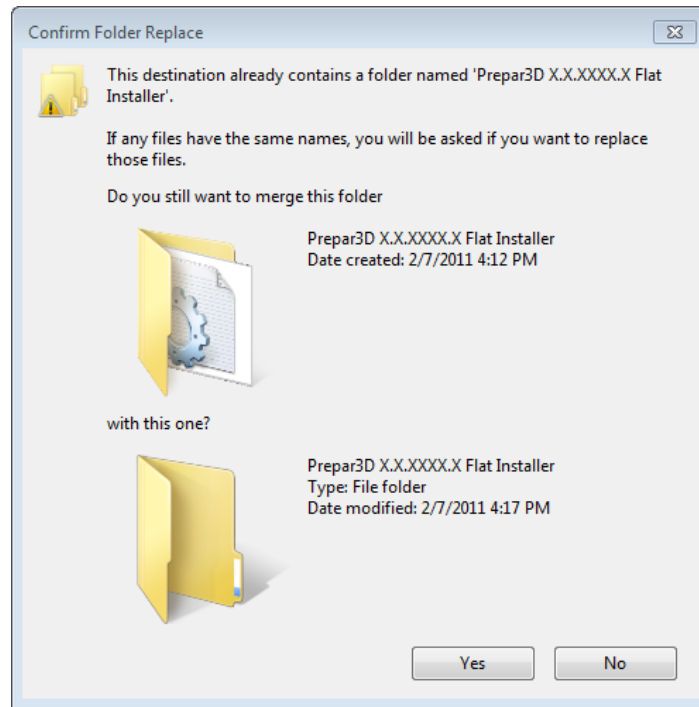


- Before moving on, uncheck **Show extracted files when complete** and delete the portion of the string that is highlighted. The zip file contains a folder that it will create when extracted, so this prevents an extra layer of folders from being created.
- Again, before clicking **Extract**, ensure you have removed the part of the file path that reads **Prepar3D X.X.XXXX.X-001**. When this is complete, click the **Extract** button. It will take a few minutes to complete the extraction.
- When the extract completes successfully, the **Extract Compressed (Zipped) Folders** application will close, and a new folder will appear in the window:

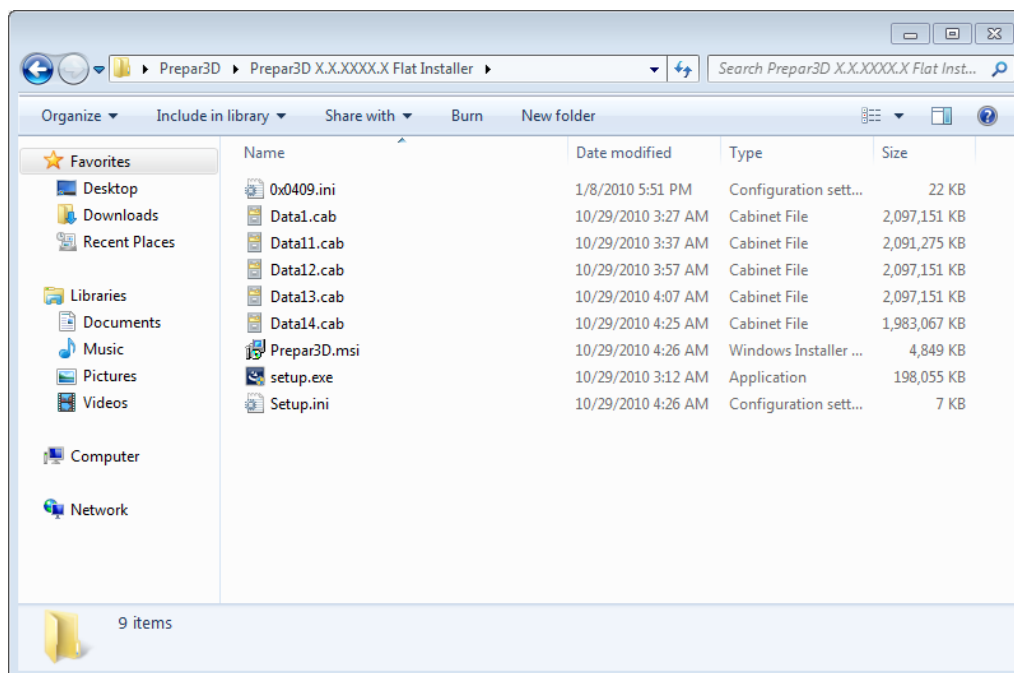


The **Prepar3D X.X.XXXX.X Flat Installer** folder is the directory where all the extracted files will be extracted to and where the application setup will be run from.

- Repeat steps 1 – 5 with **Prepar3D X.X.XXXX.X-002.zip** and **Prepar3D X.X.XXXX.X-003.zip**. During these steps, you may receive the message below. If you do, click the **Yes** button. This ensures that all the files are collocated properly.



When all the files have been extracted correctly, the following files should be located within the ***Prepar3D X.X.XXXX.X Flat Installer*** folder (for illustrative purposes, files change with each release):



Upgrading the Prepar3D® Client

NOTE: This section only applies to those installing a newer version of Prepar3D® on a computer that has a previous version of Prepar3D® already installed. For instance, if you have Prepar3D® 1.2 installed on a computer and you have just downloaded and are attempting to install Prepar3D® 1.3 on the same computer, you should follow this section. If this is the first time you are installing Prepar3D, please skip this section and go to the section titled [Installing the Prepar3D® Client](#).

Installing a newer version of the Prepar3D® client over an older version should work as designed, but following these steps will help guarantee success.

Windows Vista / Windows 7

1. You must first uninstall your original Prepar3D® installation. You will want to back up any additional content (models, scenery, configurations) before continuing with the uninstall. To begin the uninstall, go to your **Start Menu, Control Panel**, and open **Programs and Features**. Select **Prepar3D** from the list of programs and click the **Uninstall** button on the menu bar. Follow the on screen prompts to uninstall Prepar3D®.
2. While the uninstaller removes all files that are created by the installer, it does not remove content that was generated during program execution. To completely uninstall Prepar3D, you must manually delete folders and files that are created during runtime. Please be sure to back up any changes you have made to any of the files in the folders. Now, please manually delete the following folders:

- C:\Program Files (x86)\Lockheed Martin\Prepar3D (or the modified install location)
- C:\ProgramData\Lockheed Martin\Prepar3D
- C:\Users**USERNAME**\AppData\Local\Lockheed Martin\Prepar3D
- C:\Users**USERNAME**\AppData\Roaming\Lockheed Martin\Prepar3D
- C:\Users**USERNAME**\Documents\Prepar3D Files

Note: Replace **USERNAME** with the Windows user account name that will be running Prepar3D®.

3. Now you should restart your computer. After your computer has restarted, continue with the section titled [Installing the Prepar3D® Client](#).

Windows XP

1. You must first uninstall your original Prepar3D® installation. You will want to back up any additional content (models, scenery, configurations) before continuing with the uninstall. To begin the uninstall, go to your **Start Menu, Control Panel**, and open **Add or Remove Programs**. Select **Prepar3D** from the list of programs and click the **Remove** button. Follow the on screen prompts to uninstall Prepar3D®.
2. While the uninstaller removes all files that are created by the installer, it does not remove content that was generated during program execution. To completely uninstall Prepar3D, you must manually delete folders and files that are created during runtime. Please be sure to back up any changes you have made to any of the files in the folders. Now, please manually delete the following folders:
 - C:\Program Files\Lockheed Martin\Prepar3D (or the modified install location)

- C:\Documents and Settings\All Users\Application Data\Lockheed Martin\Prepar3D
- C:\Documents and Settings**USERNAME**\Local Settings\Application Data\Lockheed Martin\Prepar3D
- C:\Documents and Settings**USERNAME**\Application Data\Lockheed Martin\Prepar3D
- C:\Documents and Settings**USERNAME**\My Documents\Prepar3D Files

Note: Replace **USERNAME** with the Windows user account name that will be running Prepar3D®.

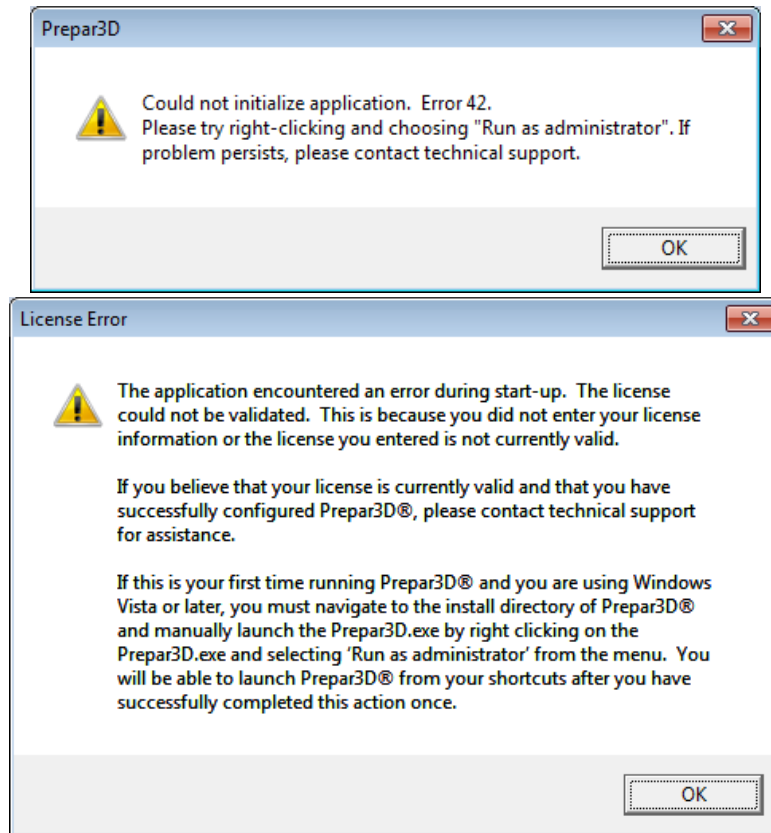
3. Now you should restart your computer. After your computer has restarted, continue with the section titled [Installing the Prepar3D® Client](#).

Installing the Prepar3D® Client

Now that you have successfully downloaded and extracted the client installer, you can now install the Prepar3D® Client. Please note that there are different recommended instruction steps for Windows Vista / Windows 7 and Window XP.

Windows Vista / Windows 7

1. In the **Prepar3D X.X.XXXX.X Flat Installer** folder, right-click **setup.exe** and select '**Run as administrator**' from the context menu. This should cause a popup to appear prompting for whether you want to allow the program **setup.exe** to run. Click the **Yes** button to continue with application installation.
If the '**Run as administrator**' option does not appear, please contact your administrator and have them install the Prepar3D® client for you. You must be an administrator on the machine in order to successfully install and run Prepar3D® client for the first time.
2. The Prepar3D® client installer immediately identifies any missing dependencies and proceeds to install them. Please note that your computer may restart during this process and should continue with the install if it does. In the event a restart occurs without restarting the Prepar3D® installer, just right-click the **setup.exe** and '**Run as administrator**' again to continue your installation.
3. One of the dependencies for Prepar3D® client is DirectX®, and as a result these files are normally installed as part of the Prepar3D® client install process. Please note that this causes a separate installation dialog to popup that requires you to interact with it. Failure to accept and install DirectX may cause the Prepar3D® client to fail at runtime.
4. When the Prepar3D® client has completed installation, a Prepar3D® client icon will appear on the desktop. While normally this is the accepted method for running the Prepar3D® client, the first time it is run it must be run as an administrator to complete its setup. Navigate to the Prepar3D® client install directory (normally C:\Program Files (x86)\Lockheed Martin\Prepar3D), right click on **Prepar3D.exe** and select '**Run as administrator**'. If you do not complete this step, you will see the following errors when you attempt to start the first time:



The Prepar3D® client should begin to load, generating its scenery index and creating system files as it goes. Additionally it should launch the Prepar3D® client software activation window.

5. When the registration window appears, follow the steps in the section entitled [Activating Prepar3D®](#) to complete your license activation. Activation is required in order to run the Prepar3D® client.
6. Prepar3D® will also install its Learning Center application within the same folder as the Prepar3D® client. Right-click on the Learning Center file and select '**Run as administrator**' to allow the Learning Center to properly configure itself after installation. It will load up a stand-alone browser for the Prepar3D® documentation that you can reference with or without Prepar3D® running.

Windows XP

1. In the **Prepar3D X.X.XXXX.X Flat Installer** folder, double-click **setup.exe**. You do need to be an administrator on Windows XP.
2. The Prepar3D® client installer immediately identifies any missing dependencies and proceeds to install them. Please note that your computer may restart during this process and should continue with the install if it does. In the event a restart occurs without restarting the Prepar3D® installer, just right-click the **setup.exe** and '**Run as administrator**' again to continue your installation.
3. One of the dependencies for Prepar3D® client is DirectX®, and as a result these files are normally installed as part of the Prepar3D® client install process. Please note that this causes a

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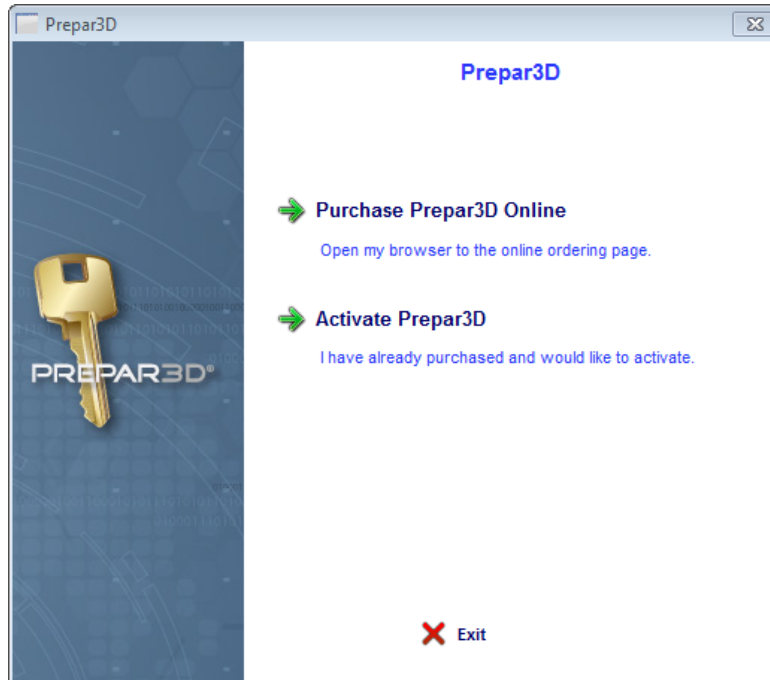
separate installation dialog to popup that requires you to interact with it. Failure to accept and install DirectX may cause the Prepar3D® client to fail at runtime.

4. When the Prepar3D® client has completed installation, a Prepar3D® client icon will appear on the desktop. Double click this icon. The Prepar3D® client should begin to load, generating its scenery index and creating system files as it goes. Additionally it should launch the Prepar3D® client software activation window.
5. When the registration window appears, follow the steps in the section entitled [Activating Prepar3D®](#) to complete your license activation. Activation is required in order to run the Prepar3D® client.

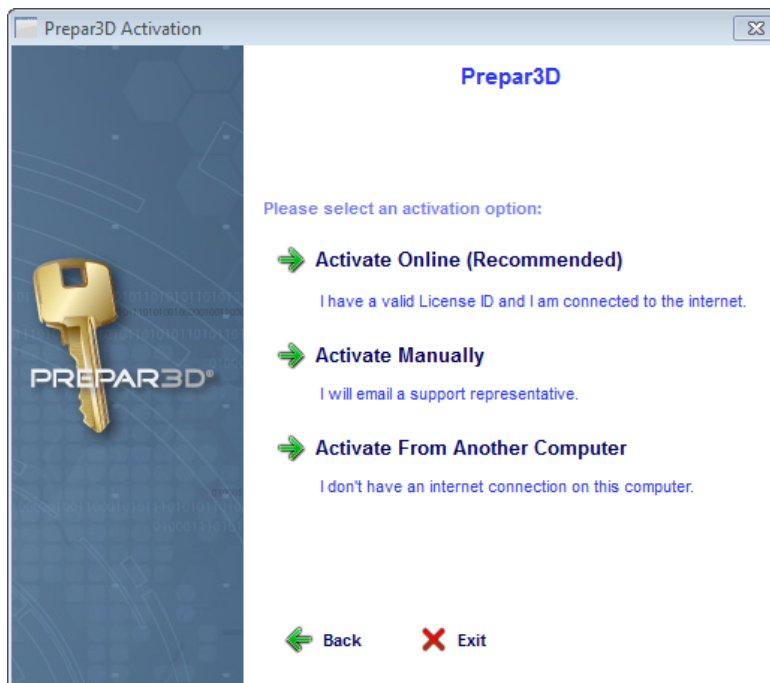
Activating Prepar3D®

Activate Online (Requires Internet Access)

1. Select the **Activate Prepar3D**



2. Select **Activate Online (Recommended)**

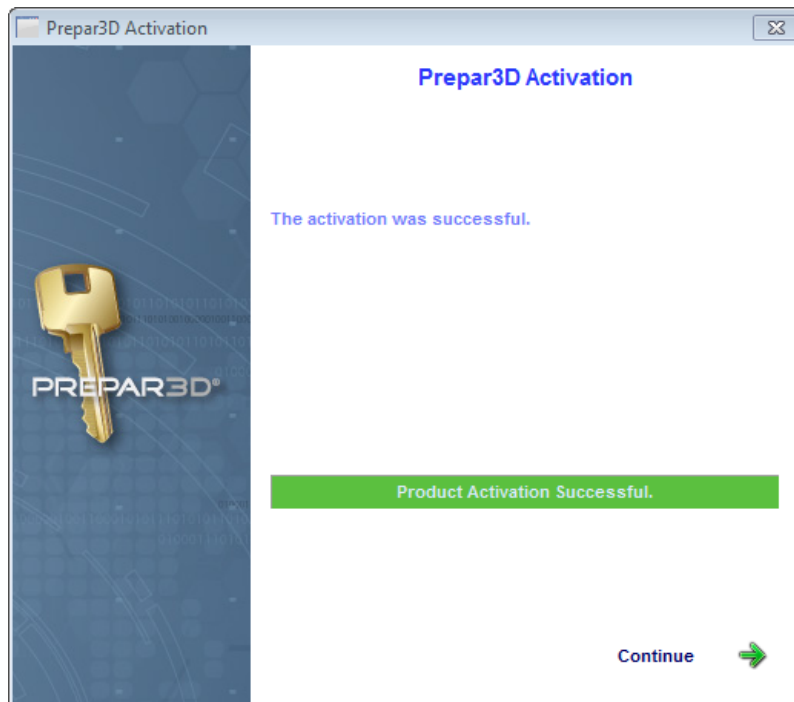


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3. You will be prompted to enter your **License ID** and **Password** (which you obtained when purchasing Prepar3D®).

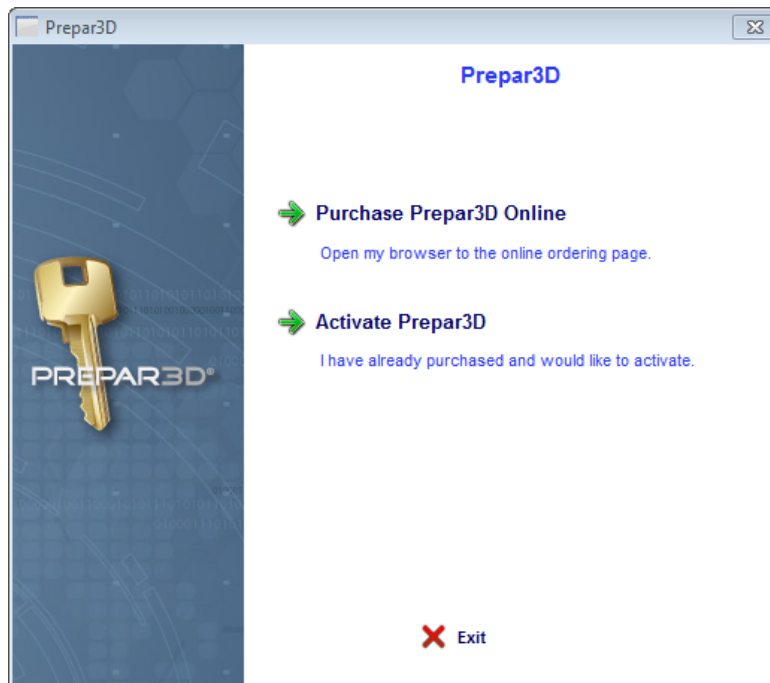


4. Follow the rest of the on-screen prompts and you will have successfully activated your copy of Prepar3D®.

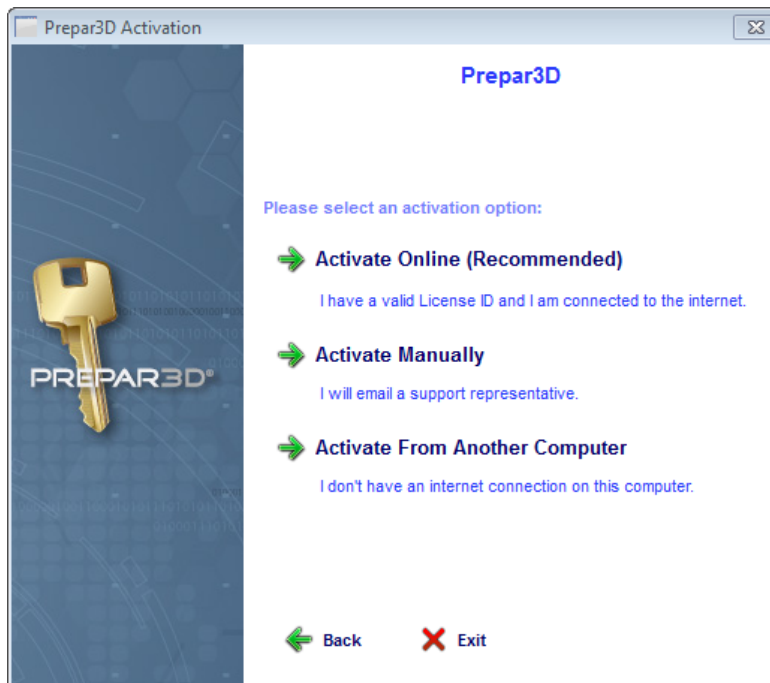


Activate Manually

1. Select the **Activate Prepar3D**

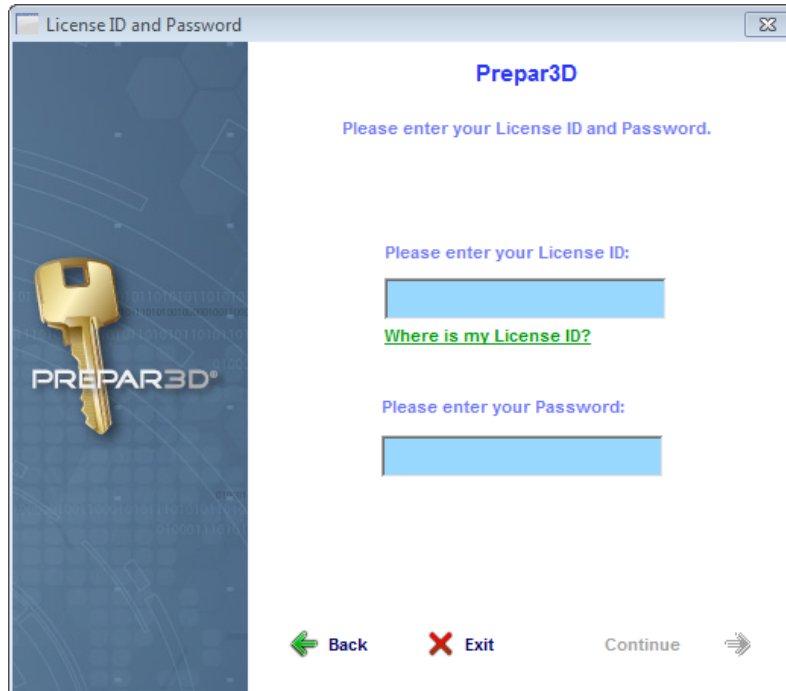


2. Select **Activate Manually**



3. You will be prompted to enter your **License ID** and **Password** (which you obtained when purchasing Prepar3D®).

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The dialog box is titled "License ID and Password". On the left is a blue sidebar with a gold key icon and the "PREPAR3D®" logo. The main area has a white background with the title "Prepar3D" in blue. Below the title, it says "Please enter your License ID and Password." There are two input fields: "Please enter your License ID:" and "Please enter your Password:". A green link "Where is my License ID?" is below the first field. At the bottom are three buttons: "Back" (with a green left arrow), "Exit" (with a red X), and "Continue" (with a gray right arrow).

License ID and Password

Prepar3D

Please enter your License ID and Password.

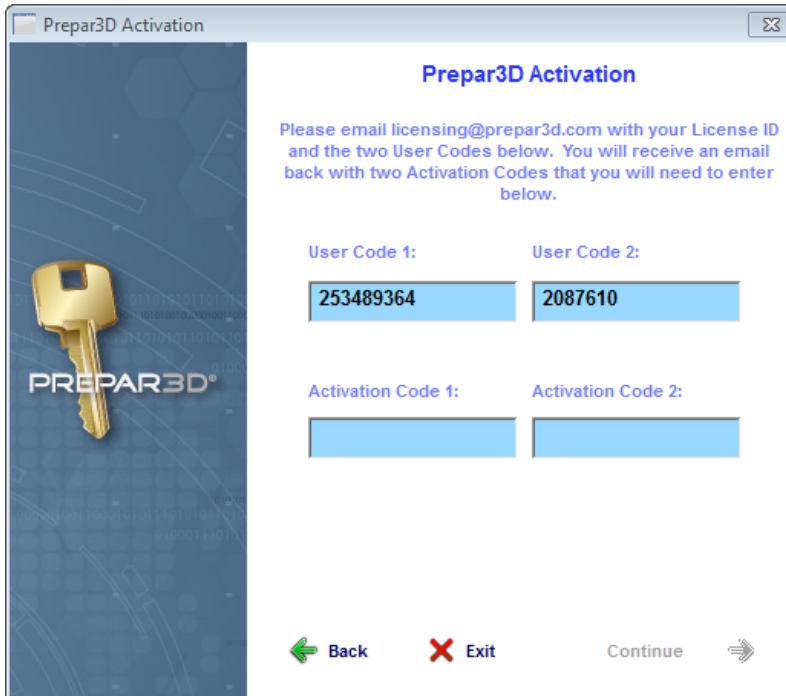
Please enter your License ID:

[Where is my License ID?](#)

Please enter your Password:

Back Exit Continue

- Two **User Codes** will be displayed. Follow the instructions on the prompt.



The dialog box is titled "Prepar3D Activation". It has the same blue sidebar with the key icon and logo. The main area has a white background with the title "Prepar3D Activation" in blue. Below the title, it says "Please email licensing@prepar3d.com with your License ID and the two User Codes below. You will receive an email back with two Activation Codes that you will need to enter below." There are four input fields: "User Code 1:" (containing "253489364"), "User Code 2:" (containing "2087610"), "Activation Code 1:", and "Activation Code 2:". At the bottom are the same three buttons: "Back", "Exit", and "Continue".

Prepar3D Activation

Please email licensing@prepar3d.com with your License ID and the two User Codes below. You will receive an email back with two Activation Codes that you will need to enter below.

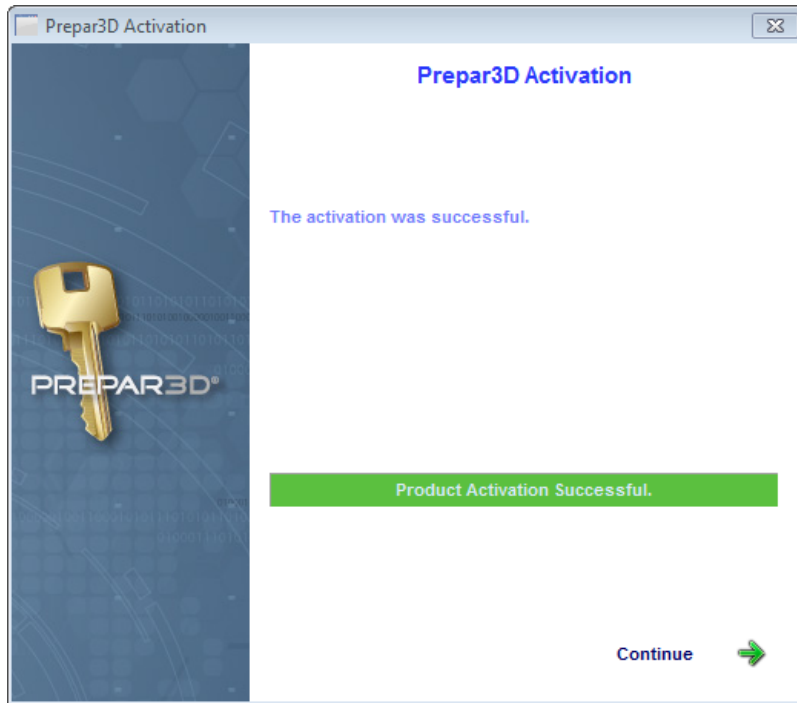
User Code 1: User Code 2:

253489364 2087610

Activation Code 1: Activation Code 2:

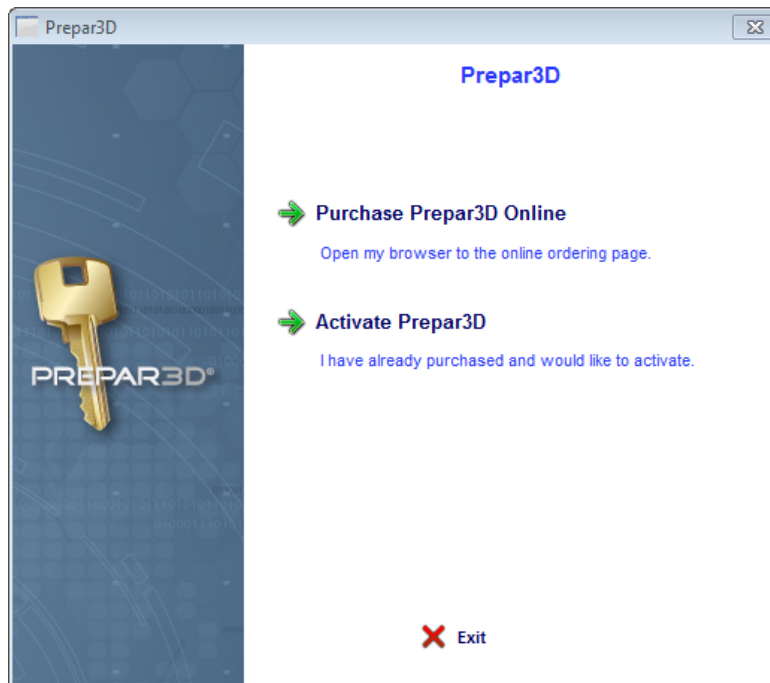
Back Exit Continue

- After you receive back **Activation Codes**, enter them in the boxes. Click **Continue** and you will have successfully activated your copy of Prepar3D®.

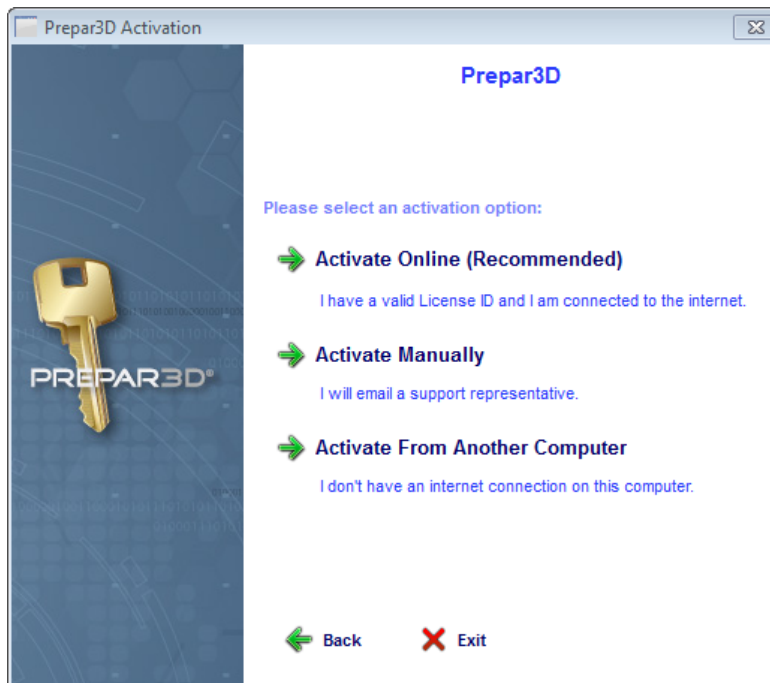


Activate From Another Computer

1. Select the **Activate Prepar3D**



2. Select **Activate From Another Computer**



3. You will be prompted to enter your **License ID** and **Password** (which you obtained when purchasing Prepar3D®).

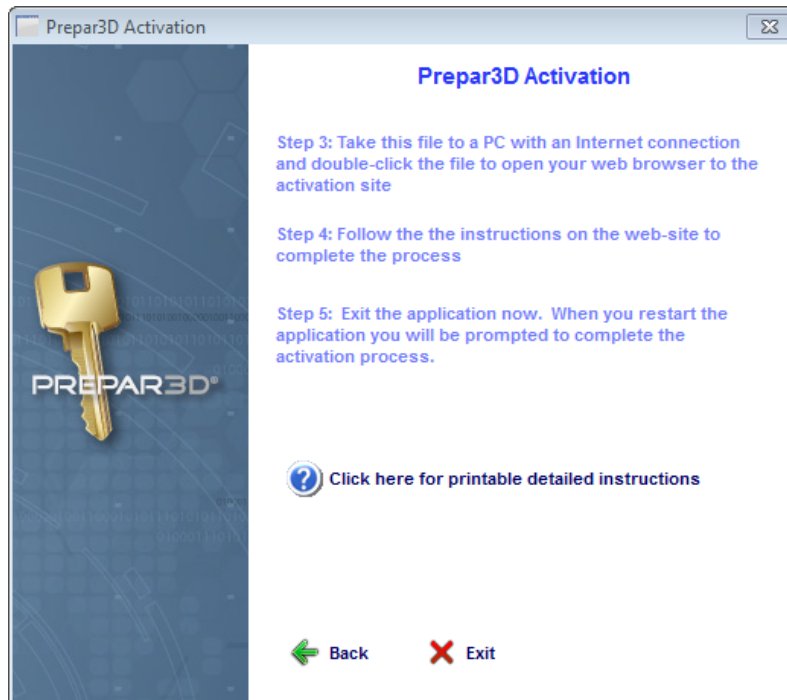
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4. An activation file will be generated for you. Pick a location where to save the activation file. Follow the on-screen instructions by taking this generated file to a computer with internet access.



5. Exit the Prepar3D® activation wizard.



6. On a computer with internet access, open the generated file. You will be prompted to fill in customer service information. If you live in an area without postal codes, it is recommended that you enter 32825.

Company Name:	<input type="text"/>
First Name:	<input type="text" value="JOHN"/>
Last Name:	<input type="text" value="DOE"/>
Email:	<input type="text" value="john.doe@prepar3d.com"/>
Voice Phone:	<input type="text"/>
Fax:	<input type="text"/>
Address 1:	<input type="text"/>
Address 2:	<input type="text"/>
City:	<input type="text"/>
State/Province:	<input type="text"/>
Postal Code:	<input type="text"/>
Country:	<input type="text" value="UNITED STATES"/>

☒ Notify me of Product Updates related to my purchase
☒ Notify me of New Product Introductions and special offers from Lockheed Marting Prepar3D.
Company Name will not use your name or email address for any purpose other than stated above

7. Click the **Download Activation File** button.

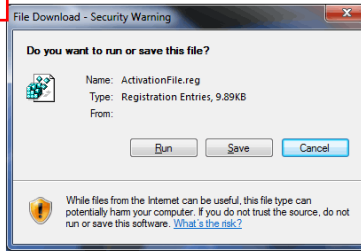
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*****Print this page for your instructions*****

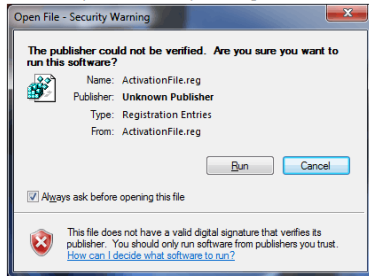
Thank you for registering with us. Your customer record has been updated.

What to do next:

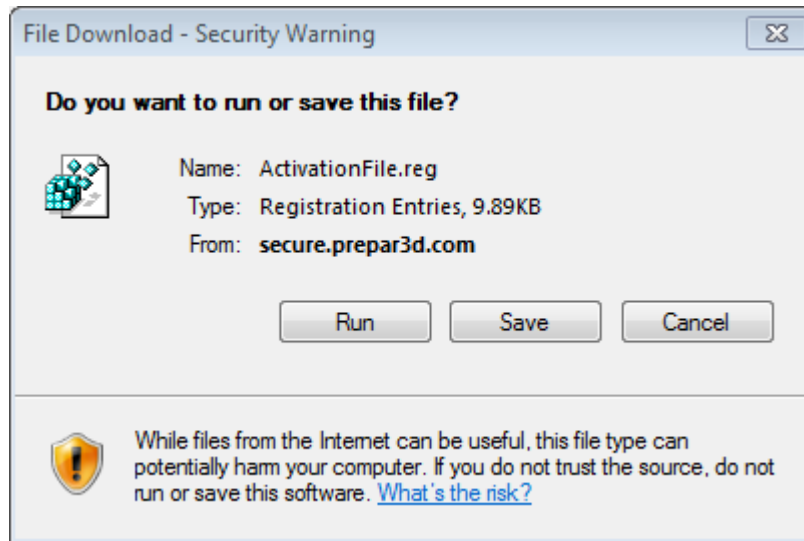
1. Click  to download ActivationFile.reg to your computer. You will see the following message:



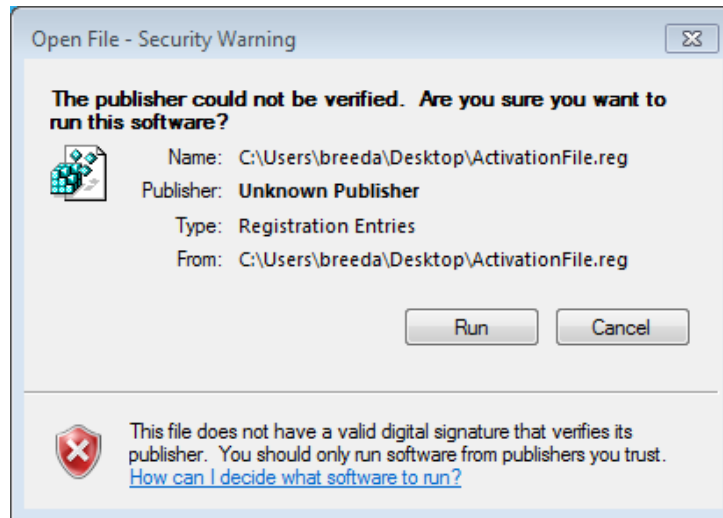
2. Click Save and copy this file to a "USB Drive" or other removable/transportable media and take it to the computer which produced the ActivationFile.htm file.
3. On the computer which produced the ActivationFile.htm file, navigate to the ActivationFile.reg file and double-click/open it.
4. You may see a security warning like the one shown below. If you see this, click the Run button.



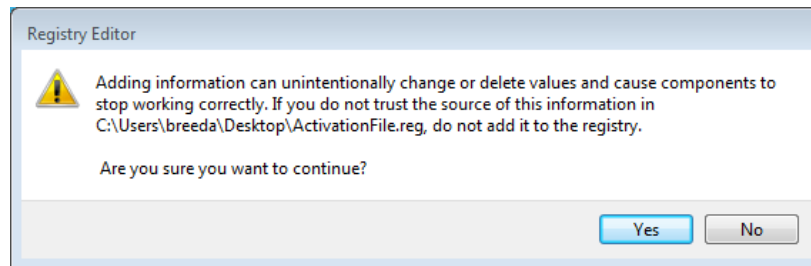
8. Save the generated file and copy it onto the computer with Prepar3D® that you are activating.



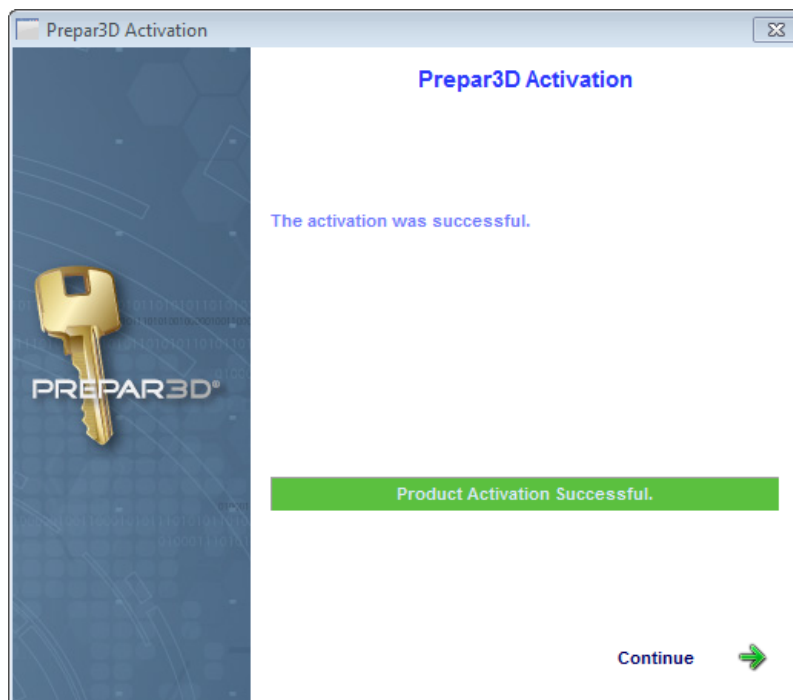
9. Right click **ActivationFile.reg** and click **Merge**. Press the **Run** Button.



10. Click **Yes** to continue.



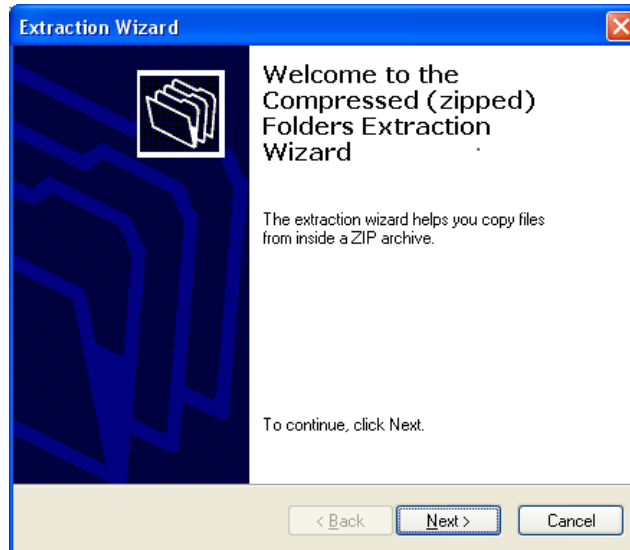
11. Start Prepar3D®. The activation is now complete.



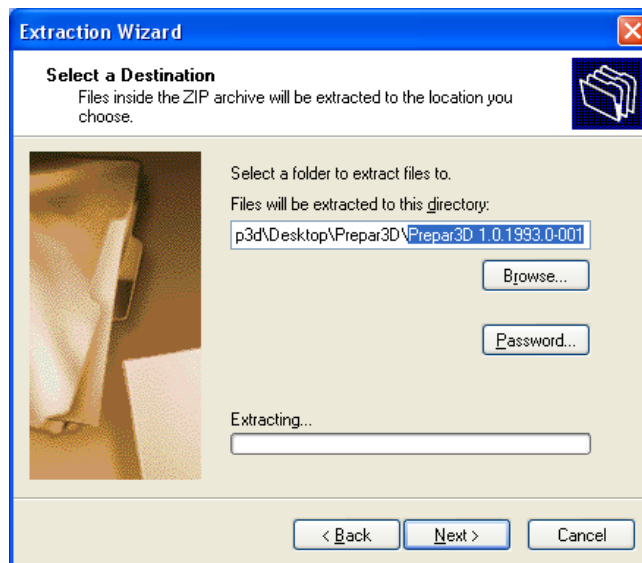
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Extracting the Prepar3D® Client Installer in Windows XP

1. Open a window and navigate to the location where the downloaded files were stored (e.g. C:\Users\\Desktop\Prepar3D).
2. In that folder, right-click on the file named **Prepar3D X.X.XXXX.X-001.zip** and select **Extract All...** from the context menu. This will bring up the **Extraction Wizard** application. Click the **Next** button. Note that the **X.X.XXXX.X** in the file names are simply placeholders for the current Prepar3D® version number.



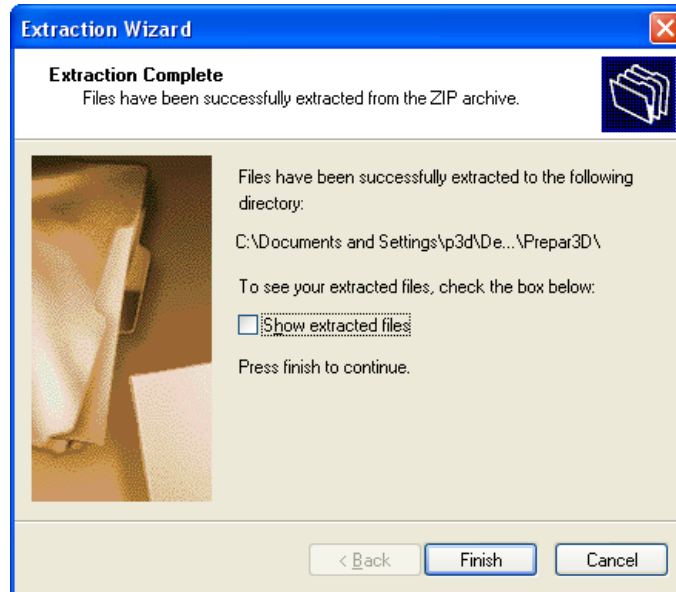
3. Before moving on, delete the portion of the string that is shown selected in the image below. The zip file contains a folder that it will create when extracted, so this prevents an extra layer of folders from being created.



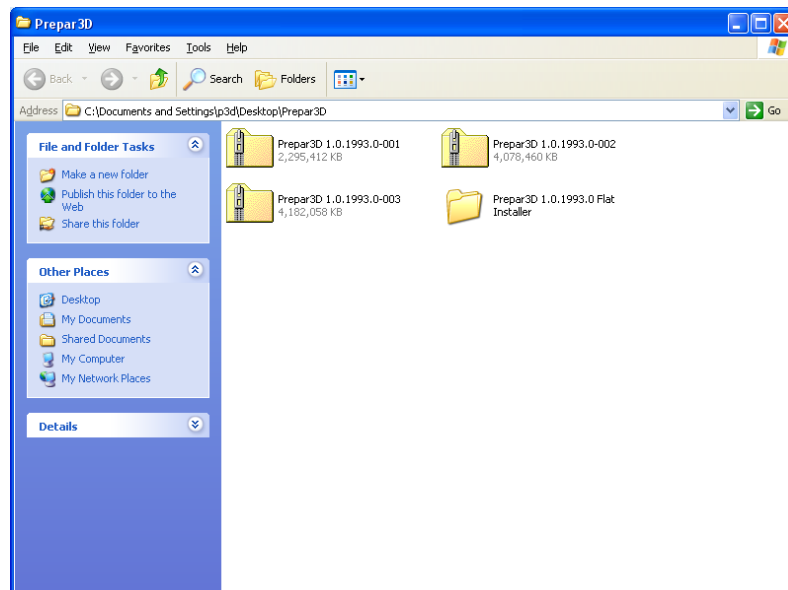
4. Again, before clicking **Next**, ensure you have removed the part of the file path that reads **Prepar3D X.X.XXXX.X-001**. When this is complete, click the **Next** button.

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- When the extract completes successfully, the **Extraction Wizard** application will display the image below. Uncheck the **Show extracted files** box and click **Finish**. The **Extraction Wizard** application will close.



The **Prepar3D X.X.XXXX.X Flat Installer** folder is the directory where all the extracted files will be extracted to, and where the application setup will be run from.



- Repeat steps 1 – 5 with **Prepar3D X.X.XXXX.X-002.zip** and **Prepar3D X.X.XXXX.X-003.zip**. During these steps, if you receive a warning message, click the **Yes** button. This ensures that all the files are collocated properly.

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