



PREPAR3D®

Prepar3D v2 Download and Installation Directions

These directions are intended for use downloading and installing the Prepar3D v2 Client on a Windows 7 or Windows 8 operating system. Prepar3D v2 is not compatible with Windows XP and is not recommended on Windows Vista. A video card with full DirectX 11 support is required.

If you encounter problems, the recommend method of support is posting on the [Prepar3D forums](#).

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Downloading Prepar3D v2

After purchasing Prepar3D v2, you should have received an invoice that included a link to the Prepar3D software download site. Open your invoice and click the **Software Download Page** link or select the **Purchased Downloads** option from the **My Account** menu button on <http://www.prepar3d.com/>.

For easier download management, the Prepar3D v2 client installer download is offered in two formats. The user can download the full installer package as zip file or download the individual exe, msi, and cab components directly. If you have an adequate internet connection, it is recommended that you download the full zip file package.

With the **Purchased Downloads** page loaded, select the Prepar3D v2 full zip file link to download the entire installer package or begin downloading the individual components. If the full zip file is downloaded, no other files should be downloaded (the full zip file contains all required files). If you are downloading the individual pieces, all files should be downloaded to the same folder to ensure successful installation.

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 incomplete files. If you run into any issues downloading with Internet Explorer, we recommend attempting the download process with Mozilla Firefox or another current web browser.

Extracting the full Prepar3D v2 Client Installer

If you have downloaded the full installer package, you will have to extract the zip file. 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 7 or later. Note that the **X.X.XXXX.X** in the file names are simply placeholders for the current Prepar3D version number.

1. Navigate to the location where the downloaded zip file was saved.
2. In that folder, right-click on the file named **Prepar3D_*_Full.zip** and select **Extract All...** from the context menu. This will bring up the **Extract Compressed (Zipped) Folders** application.
3. Click the **Extract** button to begin the extraction. This will take a few minutes to complete.
4. When the extract completes successfully, the **Extract Compressed (Zipped) Folders** application will close, and a new folder will appear.
5. If any errors occur during the extraction that likely means the full zip file did not download correctly or has not finished downloading. If no errors occurred, you can continue with [Installing the Prepar3D v2 Client](#) section.

Installing the Prepar3D v2 Client

Now that you have successfully downloaded and extracted the client installer, you can now install the Prepar3D v2 Client. Prepar3D v2 is compatible with Windows 7 and Windows 8. Prepar3D v2 is not compatible with Windows XP and is not recommended on Windows Vista.

1. In the **Prepar3D *** folder, double click the **Setup.exe** file.

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- *NOTE: If you have previously installed Prepar3D, or are certain all prerequisites are installed, you can use the Prepar3D.msi. This is recommended only for advanced users.*
2. Read the EULA and click the checkbox next to **I agree to the license terms and conditions**. This will enable the **Install** button.
 3. Click the **Install** button. 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. The installation can take anywhere from five minutes to an hour depending on your computer.
 4. When the Prepar3D client has completed installation, a Prepar3D client icon will appear on the desktop. Double click the Prepar3D icon to launch Prepar3D for the first time. This will open the Prepar3D client software activation window.
 5. When the activation window appears, follow the steps in the section entitled [Activating Prepar3D v2](#) to complete your license activation. Activation is required in order to run the Prepar3D client.

Activating Prepar3D v2

Prepar3D must be activated before use. You will automatically be prompted to enter your license information during first execution. You are able to activate online, through email, or through another computer. More information can be found in the **Learning Center** (located in your install directory as Prepar3DLearningCenter.chm) under **Prepar3D Product → Activate Prepar3D → How to Activate Prepar3D**. If there are any issues with your license, please can contact licensing@prepar3d.com.

Uninstalling/Reinstalling the Prepar3D v2 Client

NOTE: This section only applies to those uninstalling/reinstalling Prepar3D v2. Uninstalling/reinstalling the Prepar3D client should work as designed, but following these steps will help guarantee success.

1. You will want to back up any additional content (models, scenery, configurations) before continuing with the uninstall. To begin the uninstall of the Prepar3D application, 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. If you are simply looking to restore your Prepar3D installation, select the **Restore** option. That will fix the majority of user issues.
 - *NOTE: To remove Prepar3D, along with all of the installed prerequisites, please rerun the Setup.exe that was used to install it. The **Uninstall** option should be selected. Using the **Programs and Features** method will only remove the Prepar3D application.*
2. While the uninstaller removes all files that are created by the installer, it does not completely 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 v2** (or the modified install location)
 - **%PROGRAMDATA%\Lockheed Martin\Prepar3D v2**

- **%LOCALAPPDATA%\Lockheed Martin\Prepar3D v2**
 - **%APPDATA%\Lockheed Martin\Prepar3D v2**
 - **%USERPROFILE%\Documents\Prepar3D v2 Files**
3. Now you should restart your computer. After your computer has restarted, if you would like to reinstall, simply follow the [Installing the Prepar3D Client](#) section.