

**The Sims 3
GPU Addon
Troubleshooting
Guide**

Contents

1. System Requirements	3
2. .NET related errors.....	4
2.1 Solution	4
2.2 Already Have .NET 4.0, but it still giving me errors on .NET related errors.....	5
2.3 Still Having Errors?	5
3. Anti-Virus	6
3.1 Exclude and Restore Item	6
3.1.1 Windows Defender	6
3.1.2 Norton Solution.....	6
3.1.3 Malewarebytes	6
3.1.4 Bitdefender	6
3.1.5 Panda Security	6
3.2 Temporarily Disable your Anti-Virus.....	6
3.2.1 Windows Defender	6
3.2.2 Norton Solution.....	6
3.2.3 Malewarebytes	6
3.2.4 Bitdefender	6
3.2.5 Panda Security	6
4. App Errors (For Edition 2019/20).....	7
4.1 App doesn't launch at all	7
4.2 The Sims 3 Registry Key not found!	7
4.2.1 Issue	7
4.2.2 Solution	7
4.3 The Sims 3 Installation cannot be found!	8
4.4 Unknown Vendor and DeviceID	9
4.4.1.1 Issue	9
4.4.1.2 Solution	9
4.4.2.1 Issue	10
4.4.2.2 Solution	10
4.5 Apply button is still greyed out.....	10
4.5.1 Issue	10
4.5.2 Solution	11
4.6 Steam Directory Key not found!	12
4.6.1 Issue	12

4.6.2 Solution	12
4.7 The Sims 3 (Steam) Located, but no executable.....	13
4.7.1 Issue	13
4.7.2 Solution	13
4.8 Missing Files	14
4.8.1 Issue	14
4.8.2 Solution	14

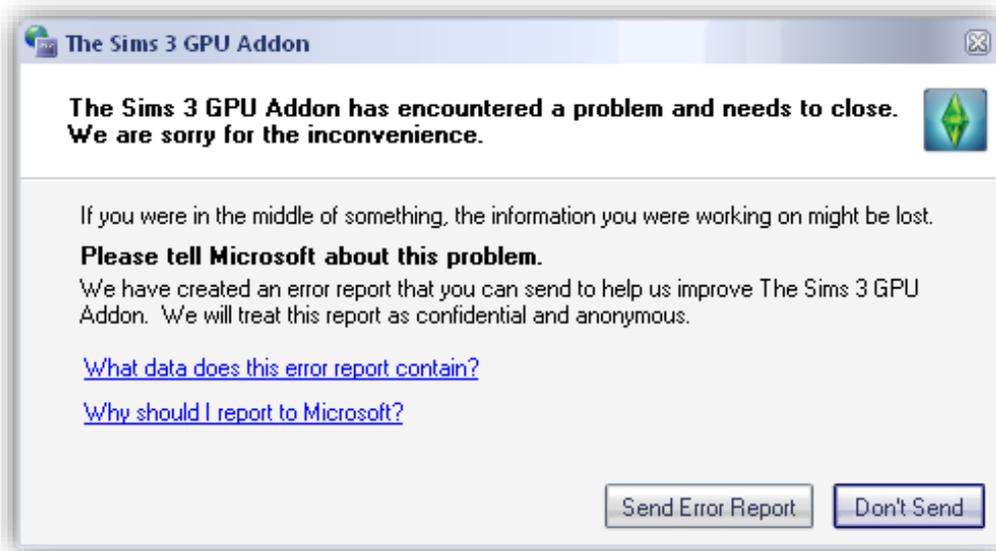
1. System Requirements

Before downloading, or launching the application, does your computer have these?

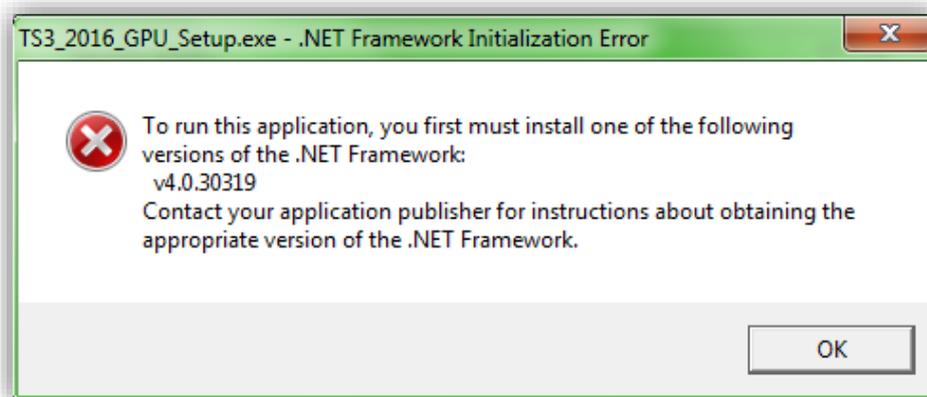
Operating System	<ul style="list-style-type: none">• Windows XP (32-bit or 64-bit)• Windows Vista (32-bit or 64-bit)• Windows 7 (32-bit or 64-bit)• Windows 8 (32-bit or 64-bit)• Windows 8.1 (32-bit or 64-bit)• Windows 10 (32-bit or 64-bit)
.NET framework	.NET version 4.0 If you are downloading the pre-19-05-2018 version, then it's .NET 3.5.
Game	The Sims 3
Requires Expansion and/or stuff packs?	As long as you have The Sims 3 base game

2. .NET related errors

If you encountered .NET related errors



A .NET error on Windows XP



A .NET error on Windows 7

2.1 Solution

Download .NET 4.0 from Microsoft. Pick either one.

.NET 4.0 Web Installer	https://www.microsoft.com/en-us/download/details.aspx?id=17851
.NET 4.0 Standalone	https://www.microsoft.com/en-us/download/details.aspx?id=17718

Web Installer requires internet connection during installation.

Standalone, the package is bigger and may take longer to download, however, you can install it without internet connection.

2.2 Already Have .NET 4.0, but it still giving me errors on .NET related errors

You probably need to repair your .NET 4.0 framework.

Go to your Control Panel, find 'Microsoft .NET Framework 4' and click on 'Repair'.

2.3 Still Having Errors?

Look it up on Microsoft help page.

3. Anti-Virus

If your anti-virus software removes, or quarantine the app, because it is unsafe here's what you can do.

3.1 Exclude and Restore Item

3.1.1 Windows Defender

<https://www.windowscentral.com/how-exclude-files-and-folders-windows-defender-antivirus-scans>

3.1.2 Norton Solution

https://support.norton.com/sp/en/us/home/current/solutions/v6200368_ns_retail_en_us

3.1.3 Malewarebytes

<https://support.malwarebytes.com/docs/DOC-1130>

3.1.4 Bitdefender

<https://www.bitdefender.com/consumer/support/answer/2121/>

3.1.5 Panda Security

<https://www.pandasecurity.com/en-us/support/card?id=55521>

3.2 Temporarily Disable your Anti-Virus

3.2.1 Windows Defender

<https://support.microsoft.com/en-us/help/17464/windows-10-help-protect-my-device-with-windows-security#turn-windows-defender-on-off=windows-7>

3.2.2 Norton Solution

https://support.norton.com/sp/en/us/home/current/solutions/v116457581_ns_retail_en_us

3.2.3 Malewarebytes

<https://forums.malwarebytes.com/topic/206283-how-do-i-temporarily-disable-malwarebytes/>

3.2.4 Bitdefender

<https://www.techwalla.com/articles/how-to-temporarily-disable-bitdefender>

3.2.5 Panda Security

<https://www.pandasecurity.com/homeusers/downloads/docs/product/help/gp/2013/en/99.htm>

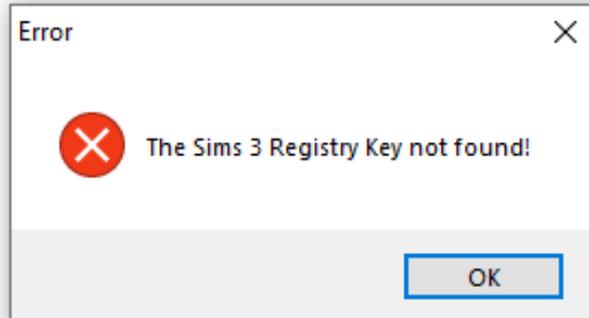
4. App Errors (For Edition 2019/20)

Contains some errors that you encountered.

4.1 App doesn't launch at all

Probably there's something missing on your other side, like Registry Settings.

4.2 The Sims 3 Registry Key not found!



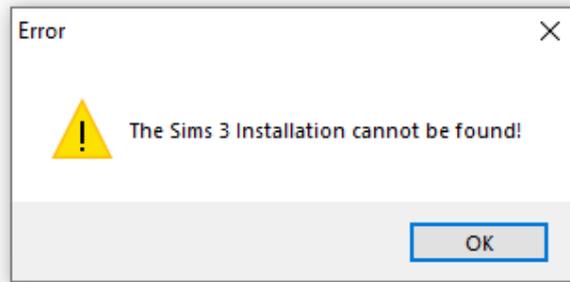
4.2.1 Issue

1. You did not install The Sims 3 at all, thus, the missing registry.
2. You have a pirated version of The Sims 3, thus the missing registry.
3. The Sims 3 registry is corrupted, you may want to re-install the game.

4.2.2 Solution

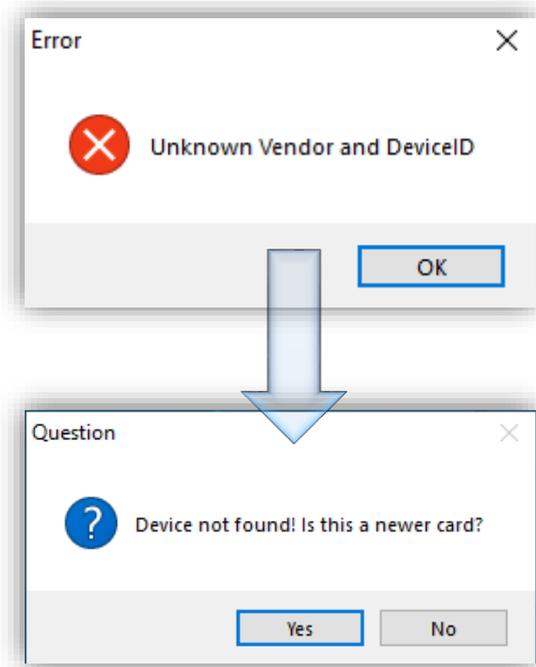
1. Buy the game
2. Re-install the game

4.3 The Sims 3 Installation cannot be found!

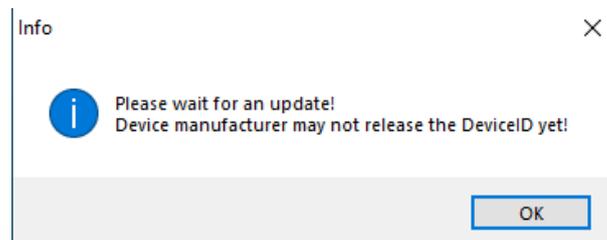


Look at 4.2. Solution

4.4 Unknown Vendor and DeviceID



If Yes,



4.4.1.1 Issue

1. DeviceID is not available yet

4.4.1.2 Solution

1. Be patient and await for an update

If No,



4.4.2.1 Issue

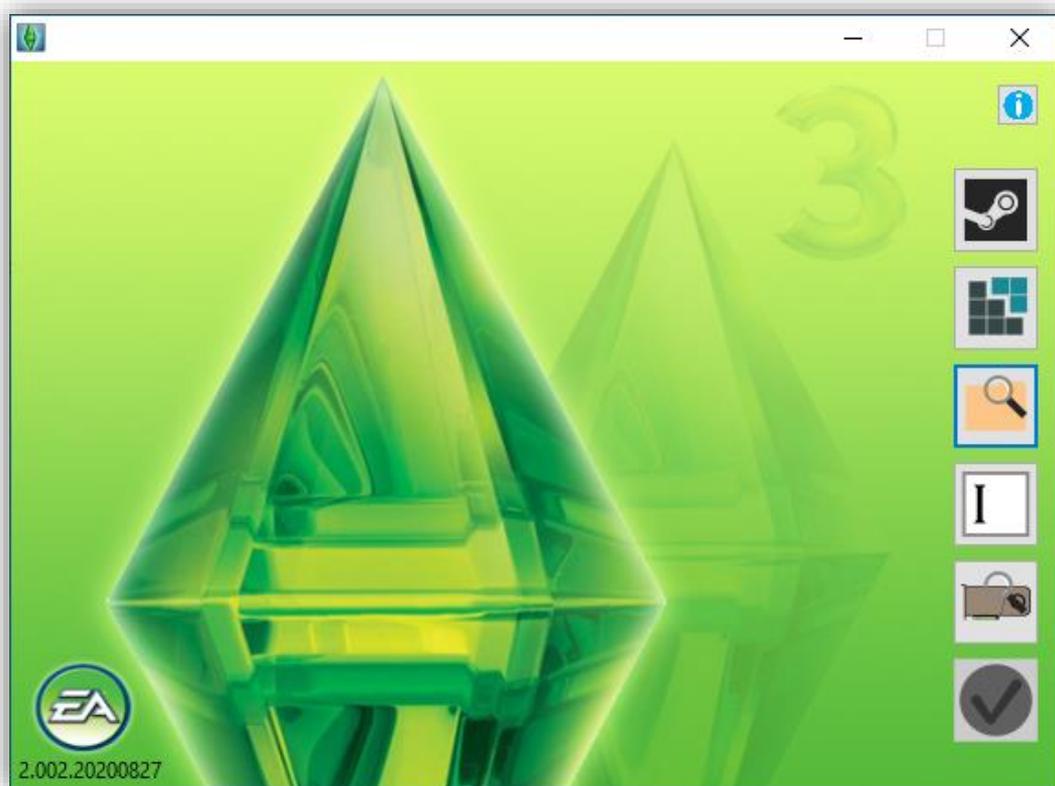
1. DeviceID is not available yet.
2. DeviceID is available, however, not supported due to not meeting the system requirement.

4.4.2.2 Solution

1. If it is an older update, please wait for an update/
2. If it is unsupported by the game, I cannot do much.

4.5 Apply button is still greyed out

The Apply button is still greyed out, even though, I have located it correctly.



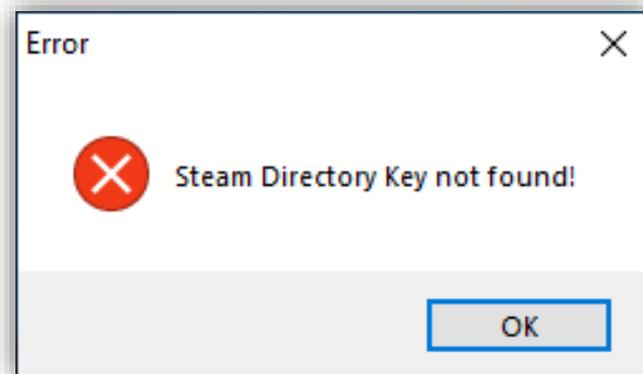
4.5.1 Issue

This means that you have a missing executable in The Sims 3 directory.

4.5.2 Solution

Re-install The Sims 3.

4.6 Steam Directory Key not found!



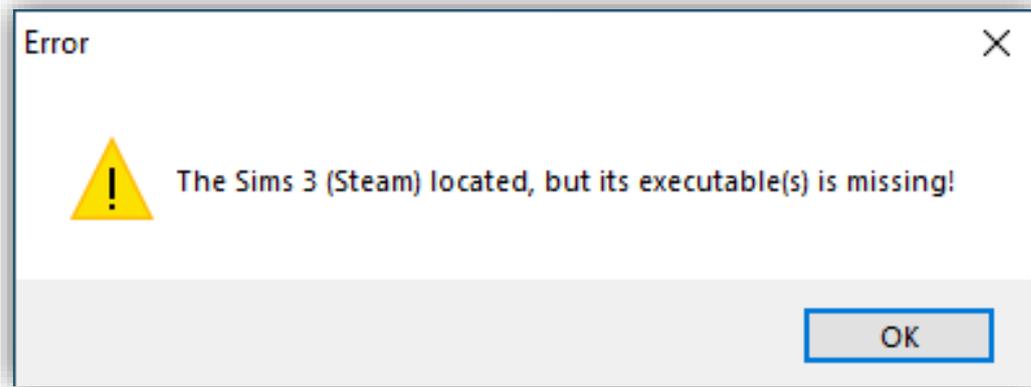
4.6.1 Issue

1. You did not install Steam digital distribution at all, thus, the missing registry.
2. Steam digital distribution registry is corrupted, you may want to re-install the software.

4.6.2 Solution

1. Re-install Steam digital distribution.

4.7 The Sims 3 (Steam) Located, but no executable



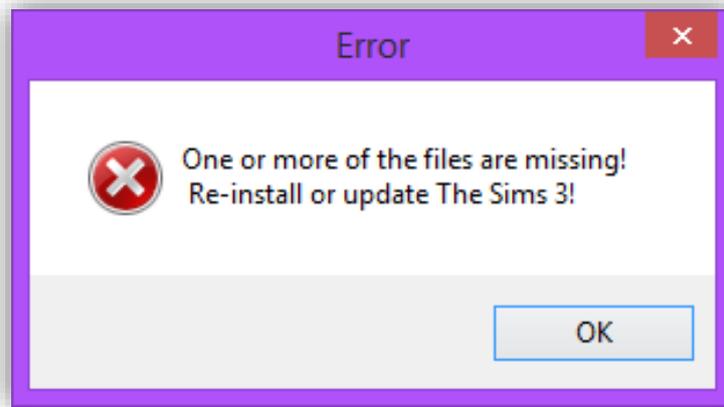
4.7.1 Issue

1. The Sims 3 (Steam) installation is corrupted.

4.7.2 Solution

1. Verify the Game File Integrity
2. Re-installing the Game

4.8 Missing Files



4.8.1 Issue

This issue pops up if the Graphics Card Rules and List are missing.

4.8.2 Solution

1. If you installed it and have yet to launch the game, launch the game first.
2. If that still fails, try to re-install the game.