SmartCAMcnc

**SmartCAM
Installation Guide
for
All SmartCAM 2015
Applications**

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Introduction

This guide contains installation instructions for SmartCAM products.

Typographic Conventions

The following typographic conventions are used throughout this guide and other SmartCAM manuals.

Convention	Used for
Bold	Menu and command names; also buttons. For example, Select **File—Run** and choose the **File Select** button.
`Courier`	Filenames and directories. For example, Open the `SmartCAMcnc.ini` file.
`Courier bold`	Anything that you must type exactly as it appears. For example, Type **`a:\setup`**.
`Courier italic`	Placeholders for information you must provide. For example, *`application.ini`* signifies that you must substitute the name of the application you are installing (`pmill.ini`).

Technical Support

If you need technical assistance with your SmartCAM product, you can contact SmartCAMcnc Technical Support using the following website link:

http://www.SmartCAMcnc.com/Technical_Support/support_email.php

Long-term license keys are requested using a specific page on the SmartCAMcnc website. Use the following URL and follow the prompts to request your long-term keys.

http://www.smartcamcnc.com/KeyPurch/keyrequest_sma_msg.php

Additional information is available on the SmartCAMcnc Web page:

http://www.SmartCAMcnc.com/KeyPurch/keypurch_home.php

Before Installing Your SmartCAM Applications

System Requirements

Verify that your computer meets the following minimum system hardware and operating system requirements before proceeding with your installation. SmartCAM applications may function on systems that do not meet the minimum requirements, but these configurations are not supported.

For optimum performance, your system should satisfy the recommended configuration.

Operating System

SmartCAM is supported on the following 32- or 64-bit operating systems:

- Microsoft® Windows 8® Professional (Note: runs as a desktop application, not as a Windows 8 Metro application)
- Microsoft® Windows 7® Professional
- Microsoft® Windows Vista® Business

The SmartCAM applications may function properly on older Windows Operating Systems, such as Windows XP, Windows 95/98/ME, Windows NT 4.x, but SmartCAMcnc will not be able to support systems running in these configurations.

Processor

Recommended: Intel Core I7, Intel Core I5, Intel Pentium® IV or AMD Athlon® XP, Intel Dual Core or Higher
Minimum: Intel Core I3, Pentium® IV, or Athlon® XP

Physical RAM Memory

Recommended: 2 Gb or greater
Minimum: 128 Mb

Best performance comes from meeting or exceeding the memory requirements for the operating system.

Available Hard Disk Space

Minimum: 90 Mb for installation for each SmartCAM NC application. Combined data translators take 180 MB.

Note: Data files created in SmartCAM require approximately 0.5 to 5 Mb storage space per part.

Predator CNC Editor for SmartCAM: 90 Mb

Video Display

Recommended: 1280x1024 display resolution with True Color, 256 Mb of display RAM; Hardware-accelerated OpenGL v1.2 (or higher)

Minimum: 1024x768 display resolution with True Color, 32 Mb of display RAM; Hardware-accelerated OpenGL v1.2 (or higher)

Note: Problems have been reported running SmartCAM using some motherboard embedded video chipsets. A separate video adapter is recommended.

Network Card

A Network Interface Card (a.k.a. Ethernet or NIC card) or motherboard embedded with NIC is required. The network card does not need to be attached to a network, but it must be enabled and active.

Devices

Minimum: Windows Mouse and Keyboard

3DConnexion SpaceNavigator/SpaceBall series of 3D mice supported. Not required.

Note: Digitizers must be configured as a mouse.

'Administrator' Installations

We do not recommend installing SmartCAM while logged into Windows using the 'Administrator' account. Instead, install using the log in account of the person that will be running the application.

It is sometimes very helpful for the account being used to install the product to temporarily include administrative privileges. The installation may need to install some support run-time DLL files, which are installed in Windows Side-by-Side installation directory. This directory often requires administrative privileges to modify.

The reason not to use the "Administrator" account to install the products is that after the installation is complete, the files are owned by the administrator and regular user accounts may not be able to access them.

If you are required to install applications as Administrator or do so accidentally, please reference the following SmartCAM Technical Bulletin which explains what is required to resolve any related issues.

www.SmartCAMcnc.com/Technical_Support/Tech_Bulletins/techbulletin.php?tbnum=207

Windows Permissions

The SmartCAM installation will install the application using ALLUSERS administrative permissions. This allows the SmartCAM installation to place the Start menu shortcuts in the All Users group, making them visible to all users on the given computer.

The SmartCAM installation requires that the person running the installation have adequate permissions or the installation will display an error and stop. Check with your system administrator to verify adequate permissions before running the installation.
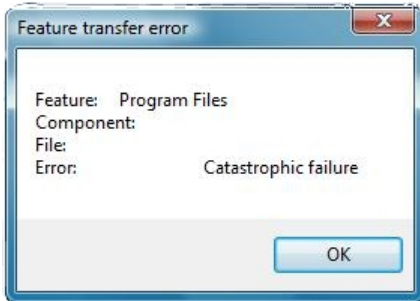
To perform a standard SmartCAM installation, the user running the installation must have permissions to perform the following actions:

- Create and remove subdirectories; in local folders as well as Windows maintained Program Files and ProgramData or User folders.
- Copy, replace, delete, and edit files into user-created directories.
- Copy, replace, delete, and edit files in the Windows root and System directories.
- Create, update, and delete Start Menu shortcut group folders.
- Create, update, and delete Windows Registry keys.

User Access Control (UAC)

Windows includes a security feature called User Access Control (UAC). With the UAC enabled, you may be prompted whether or not you really meant to run the SmartCAM setup installer. Answer Yes to this prompt.

Occasionally, there is a conflict between the SmartCAM installer and the Windows UAC. When this conflict happens, you will see an error message similar to the following:

If you receive an error similar to this, you temporarily need to disable the UAC. This is a simple process.

1. Open Windows Control Panel
2. Select User Accounts from the Control Panel tasks
3. From the User Accounts, 'Make changes to your user account' page, select 'Turn User Control on or off.'
4. From the 'Turn on User Account Control (UAC) to make your computer more secure' page, deselect the check box for 'Use User Account Control (UAC).

This change will require a reboot.

Once the reboot is complete, you can install your SmartCAM applications.

When you are finished installing the applications, repeat the steps to re-enable UAC.

Adobe Acrobat Reader

SmartCAM uses the Adobe® Acrobat Reader to display and print the SmartCAM online manuals. If you do not have Adobe Acrobat Reader installed, trying to view the SmartCAM online manuals will display an error that 'Windows cannot open this file.'

You can download the latest free Adobe Acrobat Reader from the Adobe Systems Incorporated Web site. http://www.adobe.com

Please read the installation instructions carefully before proceeding with the application installation. By reviewing and understanding the installation process you keep the installation as smooth and trouble free as possible.

Before you can run your SmartCAM applications, you must enter a valid license key.

Installation Overview

The installation process is very straightforward. The installation process consists of the following high-level steps.

- Download the installation from the SmartCAMcnc website.
- Run the installation executable.
- Follow the instructions provided by the installation windows.
- Request your long-term license keys.
- License your application using the supplied License Manager utility.
- Run the application.

Attention Existing SmartCAM Users – SmartCAM Paths

When running the SmartCAM installation it is highly recommended that you accept the default paths for the SmartCAM, configuration files, and temporary directories.

Do not mix current and previous SmartCAM major release versions in the same directory structure, as this may cause applications to fail. It is permissible, and recommended, that minor releases of the application, where the major version number does not change, be installed in the same directory as other releases with the same major version number.

The default paths are:

SmartCAM directory tree	`C:\Program Files\SmartCAM\SmartCAMv2015\`
SmartCAM Common files directory	`C:\ProgramData\SmartCAM\SmartCAMv2015\`
SmartCAM User Configuration files directory	`C:\ProgramData\SmartCAM\SmartCAMv2015\SCUSER\`
SmartCAM Unversioned files Directory	`C:\ProgramData\SmartCAM\Common\`
SmartCAM Temporary files directory	`C:\ProgramData\SmartCAM\SmartCAMv2015\TEMP\`

Note: The Common files directory is used as the starting path for the User Configuration and Temporary files directories. The Unversioned files directory is a location for shared SmartCAM files that are often customized, the folder is outside of the Versioned (meaning, `…\SmartCAM\SmartCAMv###\`) folder, as they are often shared between releases of the product.

On 64-bit versions of Windows, the `\Program Files` folder is named `\Program Files (x86)`.

Internet Access

Internet access and email are required to download the SmartCAM application installation packages, obtain long-term license keys, and for primary technical support for the applications.

Standard Installation Buttons

The installation windows and messages that are displayed during the product installation may vary depending upon the Installation Type selected and the product being installed. However, all of the installations will operate in a similar fashion. There are some common controls that will appear on all the installations.

These common buttons are:

- **< Back** moves backwards one step in the installation.
- **Next >** moves forward one step in the installation.
- **Cancel** stops the installation, removes the files installed to that point, and exits.
- **Finish** after the installation is complete, this button exits the install.

After the installation is complete, you will need to request and enter a long-term or temporary license key before you can run your application.

Installing the Applications

Once launched the installation process is automated. After starting the installation you will be guided by a series of SmartCAM Installation Wizard pages and, possibly, pop-up dialog boxes and messages. These pages display current status for the installation, important information you need to be aware of, and prompt for information required by the installation.

Before you begin the installation process, be sure to read *Before Installing Your SmartCAM Applications*.

Close any running SmartCAM applications before running a SmartCAM installation.

Download the Installation from the SmartCAMcnc Web Page

Each SmartCAM application is contained in an executable file. To install an application, first download the installation package from the SmartCAMcnc web site. If you do not delete the application installation package, you do not need to complete this step again for subsequent reinstallation or installing the application on multiple machines (if you have acquired the correct number of seats for the machines you are installing it on).

View the SmartCAMcnc Web Page

Launch your Web browser of choice. When the browser has opened, display the SmartCAMcnc website. The address for the website is:

http://www.SmartCAMcnc.com/

Display the Downloads Page

From the Web page menu, select the **Technical Support**, then **Download SmartCAM**. This displays a Web page containing links to the currently available SmartCAM downloads. The Downloads page is only accessible by those SmartCAMcnc customers with active Software Maintenance Agreements (SMA) or that have recently purchased new software.

Before the Downloads page will be displayed, you will be prompted to enter your Customer ID and Passcode. SmartCAMcnc, using your preferred contact method, provided your Customer ID and Passcode. This notification may also include a temporary license key to allow you to run your application while waiting for your long-term license key. Temporary license keys only work for a limited duration, once they expire, your SmartCAM application will not function until you enter your long-term license key.

Once this information is provided and verified, the Downloads page will be displayed.

Download and save the Installation Package

Find the application that you wish to install from the list of available downloadable installation packages. Click on the entry for the product you wish to download. It will expand and show a table of download links. Click on the appropriate application hyperlink to start the download process.

You may be prompted to either **Open** the current file or **Save** it to disk. Select the option to save the file to your computer. Make note of the location where you are saving the file and the file's name. The exact wording of these prompts varies depending upon the Web browser being used.

If prompted whether to save the installation file or run it, always pick "save." Do not run the installations directly from the web page.

Note: While it is may be possible to download and run any of the application installation packages on this web page, you will need to provide application license keys before the application will run. Therefore, it does not make any sense to download application installations for products that you have not purchased, as you cannot run them.

Once the download is complete, you can move to the next step.

Run the Installation Executable

To start the actual installation process, simply run the application installation package or packages that you just downloaded.

If you have purchased and downloaded multiple applications, do not run more than one installation at a time.

To reduce the possibility of file sharing conflicts, it is suggested that you close all other running Windows applications before starting the installation.

After the SmartCAM installation package is launched, it will briefly extract the files needed for the install and then bring up the first SmartCAM Installation Wizard page. When the installation Welcome page is displayed, move to the next step.

Note: The Predator Editor for SmartCAM installation is different from the other SmartCAM product installations. The installation and uninstallation instructions for the Predator Editor vary from version to version. There are special instructions for installing and uninstalling the editor. To see these instructions, use your web browser and view the SmartCAMcnc download page. The same web page used to download the editor installation.

After expanding the Predator CNC Editor for SmartCAM section of the web page, click on the link that is labeled "Read these installation instructions …" The page that is displayed includes information on how to handle the Predator Editor.

Follow the Instructions Provided by the Installation Windows

The SmartCAM Installation Wizard pages and prompts may vary depending upon the application being installed. Each page should contain enough information to make it clear what is needed.

In general, the installation will display the following pages:

Welcome

Displays what application is being installed.

License Agreement

Displays the SmartCAMcnc Software License Agreement. You must accept the terms of this agreement before the installation can continue.

Customer Information

Contains prompts for general Customer information, enter the information requested.

Prerequisites

Depending upon how your Windows computer is configured, SmartCAM may need to install some prerequisite files. These are support files required by the tools that SmartCAM uses to build and run the applications. The installation will list the prerequisite installations that it needs; you will need to let the installation install these files to continue. If the installation prompts to you reboot, do so at the time it requests it; otherwise the installation will not continue. After rebooting the installation will automatically continue again – check your Start menu (or equivalent) for a flashing icon if you do not see the prompt to continue the installation. Windows sometimes minimizes the request to continue the installation waiting for human input.

You may need to reboot multiple times, depending upon the files that need to be installed.

Setup Type

Select the type of setup to install.

- Complete
  This option installs the application with a minimum of user interaction. It will install all program options and use defaults for all path information. **This is the recommended option.**

- Custom
  Allows you to select which options to install (if there are any). Also allows you to choose destination paths and Start menu program group folder. This setup type is recommended for advanced users only.

SmartCAM Directory

Accept or change the path for the main SmartCAM application directory. Displays the default path, but allows you to change it. This page is only displayed if using a Custom setup type.

SmartCAM Common Files Directory

Accept or change the path for the SmartCAM common files directory. Displays the default path, but allows you to change it. This page is only displayed if using a Custom setup type. This path is used as the starting point for building the default User Configuration and Temporary files paths.

SmartCAM Unversioned Shared Files Directory

Accept or change the path for the SmartCAM unversioned files directory. Displays the default path, but allows you to change it. This page is only displayed if using a Custom setup type. This path is used as the starting point for storing shared SmartCAM files that are not often updated. The files may be edited by users, or more commonly used as templates for building your own versions for extensive changes. Having the files outside of the normal, by version, SmartCAM folders, means the files do not need to be manually copied after installing a new major release of the product.

SmartCAM User Configuration Files Directory

Accept or change the path for the SmartCAM configuration or user files. Displays the default path, but allows you to change it. This page is only displayed if using a Custom setup type.

Temporary Files Directory

Accept or change the path for the subdirectory used for temporary storage. Not all applications will need this path. Displays the default path, but allows you to change it. This page is only displayed if using a Custom setup type.

Program Folder

Accept or change the Windows Start menu Program Group folder. This is the folder name used when opening the Windows **Start** menu and selecting **All Programs**. Displays the default folder name, but allows you to change it. This page is only displayed if using a Custom setup type.

Select Features

Select which features to install. For example, may have options to install the Program files (the executables), the Documentation files (the help and online documentation), and Sample files (sample data). Can turn these options on or off individually. Only those items that have been selected will be installed.

Not all SmartCAM application installations will include this Wizard page. This page is only displayed if using a Custom setup type; the Complete setup type installs all features.

Ready to Install the Program

This is the last SmartCAM Installation Wizard page before your application files are actually installed. Gives you the opportunity to use the **Back** button to move back through the installation options and make changes.

Installation Complete

After the installation is complete, this SmartCAM Installation Wizard page is displayed. It signals that the installation has successfully ended. Depending upon what is being installed, you may be required to reboot your computer. If so, this page will include options to allow you to reboot immediately or reboot later.

You will need long-term or temporary license keys to run the applications. Once the Installation is complete move to the next step to start licensing your applications.

Starting Your Trial Software

If you are running a trial version of SmartCAM, you do not initially need to complete the remaining steps for requesting a license key and installing it. When you started your trial, you were sent an email containing an Access Code string or a trial license key file. These can be used to quickly get your SmartCAM application running.

- Install your Application

  Use the previous steps to download your SmartCAM application and run the installer.

- Run the Application

  After the installation is complete, run your application. After a few seconds, you will get a warning that the application is not licensed. Close this warning message.

  After closing the warning message, another window will open. The 'Install License' window contains a text input field and two buttons. Depending upon whether you are using the Access Code or already have a trial license key file, for this application and version, use one of the two following steps:

- Access Code

  To use the Access Code method, you will need your access code; which was previously emailed to you, and your computer will need Internet access.

  Type your Access Code into the **Code:** input field. Then click on the *Use Internet Access Code* button. SmartCAM will use the provided code and download and install your license key. When the process is complete, you will be informed the license has been installed and you can now start your SmartCAM trial.

- License Key File

  If you were sent a license key file for the trial, save the license key file to a location where the computer being used for the SmartCAM trial can find it. Click on the *Install New License File* button. This opens a standard Windows File Open dialog; browse to and select the license key file you were provided. Open the file.

  SmartCAM will import this license key file. When the installation is complete, a message will be displayed that your key file has been installed. You can now start your SmartCAM trial.

Request your Long-term License Key

Each SmartCAM application requires a valid license key to operate. To activate your SmartCAM license you must perform these tasks:

- Install your Temporary Key

  A temporary license key has been provided for your SmartCAM application. This temporary key is included in the email from SmartCAMcnc that verifies your purchase or informs you of a product update. This temporary key allows you to run the application for a short time while your permanent key is being requested and provided.

- Request a Long-term License Key

  Use SmartCAMcnc Web-site '**License Keys**' menu item to request your long-term license keys; select the **SMA Key Request** menu item. You must request the keys before your temporary license expires or your SmartCAM applications will cease to function – until you can provide the long-term keys. Wait until your new purchase or SMA payment has been received by SmartCAMcnc before requesting your long-term keys.

- Install your Long-term License Key

  Enable your long-term license key, when you receive it, by replacing the temporary license key with the long-term key.

Use the SmartCAM License Manager to enter license keys and generate a License Key request form.

Note: *NLM Server and Client licensing is different from standard SmartCAM licensing.* See the installation guide supplied with the NLM server installation package.

Requesting a Long-term License Key

1. Launch the SmartCAM License Manager from the SmartCAM program group. Run the License Manager on the same machine that you plan on running your SmartCAM application.

2. Click on **Create Key Request Form**, or select **File** and then select **Create Key Request Form** to open the **Create Key Request Form** dialog box.

   The first line of text on the Create Key Request Form window displays the server code for the computer on which the software is running.

3. Fill in the information requested on the form, using the following guidelines:

   o **Company Name**: Enter the name of your company as it should be displayed in SmartCAMcnc's records**.**

   o **Contact Name:** Enter the name of the primary SmartCAM user to whom the long-term license key should be sent.

   o **Email Address:** The email address of the Contact. Used to send the generated license keys.

   o **Phone Number:** Enter the phone number for the Contact. The phone number is only used when SmartCAMcnc needs to reach the Contact for further information or to resolve issues.

4. The **Do Not Request Keys For** list contains a list of all installed SmartCAM products that have a long-term license key. The **Request Keys For** list is automatically populated with entries for installed products that do not already have long-term license keys. The items in the "Request Keys For" list will be added to the Licensing Request Form and have license key strings generated.

   To re-request a key for an existing licensed application, use the "**< Add Selected**" button to copy the product to the "Request Keys For" list.

   To request keys for all installed products, use the "**<< Add All**" button.

5. If there is a product in the **Request Keys For** list that you do not want to request a license for; for example, a trial application that you have not purchased, remove it from the list and add it to the **Do Not Request Keys For** list.

   To remove a product select the product name and then click on the "**Remove Selected >**" button. To remove all products, use the "**Remove All >>**" button.

6. When the information on the form is complete and correct select **Save Form** to save the request form. A Save As dialog will open with the default path and filename the same as displayed on the **Create Key Request Form** Filename status. If you wish to change the path or filename, do so from this dialog box. Click Save to save the request form.

7. Request your long-term license keys from the SmartCAMcnc Web site.

   Open your Web browser and enter the SmartCAMcnc website:

   http://www.SmartCAMcnc.com

   Select "**License Keys**" from the Web site menu. Follow the instructions on the Web site to request your license key.

After you have requested your long-term license key, you can continue with the next step to enable your temporary license.

License your Application

Use these instructions to enter both your temporary and long-term license keys.

After installing your applications and submitting your license key request, complete the following to enable your temporary key. This temporary key will allow the SmartCAM application to run, for a short period, while your long-term key request is being processed.

After you receive your long-term license key, use these same instructions to update your licensing to use the new keys.

Note: These instructions are to be used when licensing stand-alone products. If you are trying to add licenses to a NLM License Server, please refer to the installation guide provided with your NLM server installation.

1. Launch the SmartCAM License Manager from the SmartCAM program group. Run the utility on the same machine that you plan using to run your SmartCAM application.

2. The application displays currently installed products, version numbers, number of user seats, and license expiration dates.

3. Your license key file was emailed to you. Save the key file (it should have a .LIC file extension) to a local folder on your computer.

4. Click on the **Install New License File** button. A **Open** dialog box will be displayed. Using this Open dialog, browse to and select the license key file you saved in Step 3. Select the license key file (should have a .LIC file extension). And then click on the Open button to import the license key file.

   Your license key file will be imported. The Installed Products grid, in the License Manager, will update to show the results of importing the license key file.

   If you try to install the same license key file more than once, you will see a "*607: License file already exists*" error. Click on the **Cancel** button to close the error. Cancel will not attempt to install the same license file again.

   Note: If your Installed Products grid does not show any changes after importing the license key file or if you get any error messages, contact SmartCAMcnc by sending email to:

   KeyRequest@SmartCAMcnc.com

   Include a description of the problem, your company and contact information, and the key being entered.

For further information about licensing SmartCAM applications, please refer to the following FAQ:

http://www.SmartCAMcnc.com/Technical_Support/Tech_Bulletins/techbulletin.php?tbnum=50

After you have imported your license key file, you can move to the next step and run the application.

Run the Application

After you enter your temporary license key, you can run your SmartCAM application until the license key expires. The temporary key is provided to allow you to run the application while you wait for your long-term key. After you enter your long-term license key, the application license will not expire.

To run an installed SmartCAM application, open the Windows **Start** menu. Select the **All Programs** pull-right menu. This menu will contain a SmartCAM program group (unless you ran a Custom installation type and changed the name).

Open the SmartCAM program group and select the SmartCAM application to run.

Post Installation Activities

At this point, you may delete the SmartCAM application installation package. This is the executable that you downloaded from the SmartCAMcnc Downloads page.

If you think that you might want to rerun this installation again, perhaps using to fix any inadvertent changes to application files, do not delete the installation file.

If you want to delete the installation package and later find that you need to reinstall, simply download the file again.

If you are having problems installing your SmartCAM applications, the following general guidelines may be of assistance.

Download The Installation Setup File Again

If you are getting errors during the installation, one cause maybe that the setup installer executable is incomplete or corrupted (a data transmission error). Try downloading the setup program from the SmartCAMcnc website again.

Reboot Your PC

Rebooting a Windows PC often resolves a number of issues. Especially, if you have recently been installing or uninstalling other applications. Many times Windows cannot make a required system change, while Windows is running. Rebooting the PC gives Windows a chance to process these queued tasks.

Disable Anti-Virus/Malware

Many installation issues are caused by the computer's anti-virus/anti-malware software interfering with or locking files. Temporarily disable any resident anti-virus and anti-malware software running on the system, then run the installation.

Quick Summary of Resolution Steps

The following steps are recommended for resolving problems where the SmartCAM installation does not run to completion.

1. **Reboot the PC**
    During installations, Windows may not be able to update or replace all files, requiring a reboot at the end of the installation. If the installation does not run to completion, these changes may still be pending and may have an affect on subsequent installation attempts. Rebooting allows Windows to processes these pending changes.

2. **Uninstall Previous Installation Attempt**
    If the failed installation ran long enough, InstallShield (the industry standard Installation language used by SmartCAM) may leave behind information that will affect future installation attempts. It may appear that the product is already installed, forcing subsequent installations to run in maintenance mode. So, before reinstalling, check to see if the previous attempt is stored in the Programs/Features or Add/Remove Programs control panel list. If so, uninstall it before continuing.

3. **Download Installer Again**
    Occasionally, the downloaded setup installer may be incomplete or have data-transmission errors. Downloading the installer again usually resolves these issues.

4. **Disable any Anti-Virus/Anti-Malware Software**
    Anti-Virus/Malware software may be interfering with the installations. Temporarily disable these utilities. Do not forget to restart them after the installation is complete

5. **Retry the Installation**
    Run the installation again.