



# SIGMANEST

## Licensing & Installation



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# System Components

There are a number of different components required to run SigmaNEST software:

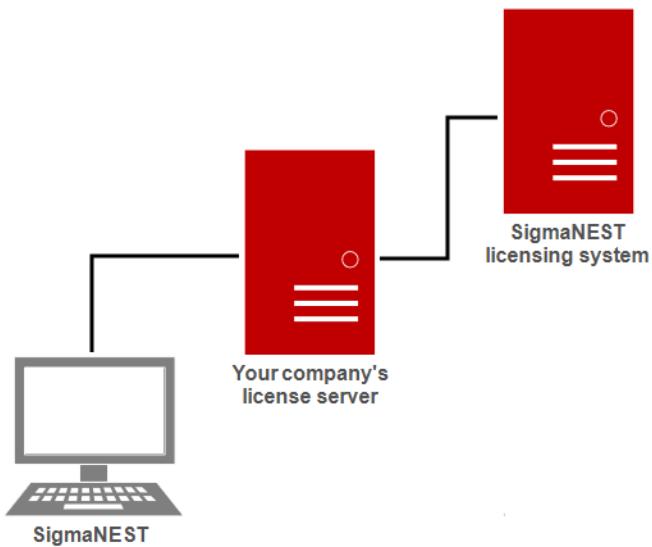
1. The **SigmaNEST software application** is stored in a folder on each workstation. The default path is `C:\Program Files\SigmaTEK\{SigmaNEST product}\{version}`, but you can change this destination during the installation process. (For more information about our product offerings, see [sigmanest.com](#).)
2. **Your company's license server** is a computer or server on your network (intranet) that maintains your company's licenses. When you open any SigmaNEST product, the application contacts your license server to retrieve a license. Your license server communicates with the SigmaNEST licensing system. (See [License Server \(page 2\)](#) for more information.)
3. **Valid, active software licenses** are issued by the SigmaNEST licensing system. (See [License Types \(page 14\)](#) for more information on available licenses.)
4. The **SNDData** folder is a Windows file folder that is shared among all users at your company, and contains data such as post processors, part files, and shapes. (See [Database/SNDData Installation \(page 30\)](#) for more information.)
  - **Post Processors** are unique script files that communicate information about applied toolpaths from the software program to your machine. They are stored in the SNDData folder. (See [Post Processors \(page 8\)](#) for more information.)
5. **Microsoft SQL Server** is a database platform used to manage data such as material, quotes, and work orders. Our database requires Microsoft SQL Server 2014 (64-bit) or higher. You can install the SQL server during installation of SigmaNEST software applications, or use an existing installation of this version or higher.

In a simple, single-user setup, all of these components can be installed on one computer. In more complicated installations, each component could be on separate servers or computers. See [Setup Types \(page 9\)](#) for more information.

## License Server

Your company's license server is a computer or server on your network that maintains your company's licenses. When you open any SigmaNEST product, the application contacts your license server to retrieve a license. Although you do not need an internet connection to run the software, your company's license server must have a persistent internet connection to communicate with the SigmaNEST licensing system.

**Note:** If you are a defense contractor or other facility with stringent security restrictions that will not allow an internet connection on your network, contact your SigmaNEST sales representative for information on offline licensing. This option is available only for extreme circumstances in which there are such security limitations.



You can activate, view, assign, reassign, and revoke licenses as needed on your company's license server using the License Manager from within the software applications.

See [License Server Installation \(page 3\)](#) for information on installing and setting up your license server.

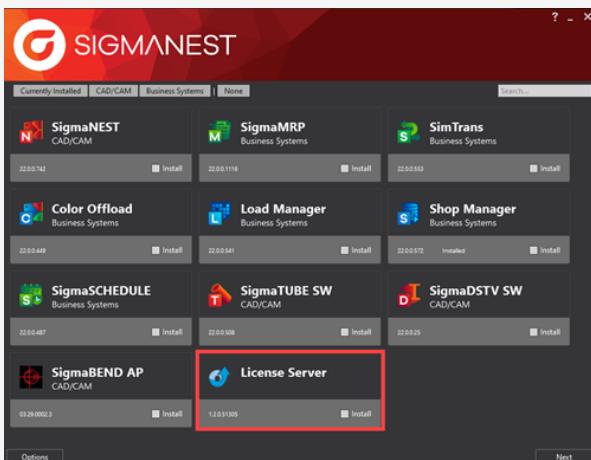
## License Server Installation

SigmaNEST applications run on software licenses managed by a license server, which can be located on any computer or server on your company's network (intranet). See [License Server \(page 2\)](#) for more information.

To install and set up your license server:

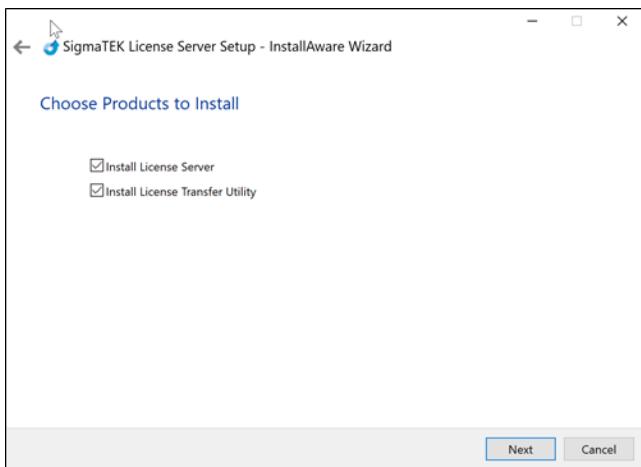
1. Double-click **LicenseServer.exe** from the Tools > License Server folder in the SigmaNEST package or latest License Server file you downloaded from the [SigmaTEK Connect](#) site. This launches the InstallAware Wizard.

**Note:** Alternately, you can install the License Server from the SigmaNEST App Installer that opens when you run **AppInstaller.exe**.



2. Select the language for the installation. Click **OK**.

3. Select which products to install. Click **Next**.



**Note:** You only need to install the License Transfer Utility if you will be converting from a SIM to a soft license. See [License Transfer Utility \(page 16\)](#) for more information.

4. Choose where the license server executable file will be installed (a shortcut will be placed on your desktop during installation, regardless of where the executable is located). The default path is `C:\Program Files\SigmaTEK\License Manager`.
5. (Optional) Add a Binding Name, or modify the Port number, if needed. The default port is 5055.

**Note:** Most users do not need to add a binding name or modify the port number. Before modifying these settings, we strongly recommend you first consult with your IT administrator and the [Technical Support \(page 39\)](#) team.

6. Click **Next** to confirm your selections.
7. Click **Next** to begin the installation and setup.
8. Click **Finish** to close the wizard after installation is complete.

See [License Activation \(page 18\)](#) for information on activating the server and corresponding product licenses.

## SigmaNEST License Server Web Interface

The license server web interface includes six tabs.

**Note:** If your interface includes fewer than six tabs, you may be using an older version of the license server. Download the latest version from the [SigmaTEK Connect](#) website.

- **View Status** displays read-only information about your server. You also can deactivate your license server here, if you need to move it to a different computer. See [Moving a License Server \(page 6\)](#) to learn more.
- **View Licenses** displays information about all of your licenses.
  - **Latest Version** is the most recent software build date for which the license is valid. For example, a license with the Latest Version of 2018.11 is valid for all software versions release in November 2018 and earlier.
  - **Pool** is a unique ID number assigned to the license.
  - **Expires** is the date the license will expire if it is not a permanent license.
  - **Seats** is the total number of licenses active on your license server.

**Seats = Used** licenses + **Available** licenses

**Seats = Concurrent** licenses + **Named** licenses + **Unnamed** licenses

See [License Types \(page 14\)](#) for more specific information about the types of licenses.

- **View Usage** displays all your company's licenses and to whom they have been checked out or assigned. You also can revoke licenses here. See Force returning a license to learn more.
- **Activate Licenses** allows you to activate new license keys that have been issued by SigmaNEST or generated using the [License Transfer Utility \(page 16\)](#).
- **Utilities** contains troubleshooting and diagnostic functions.
  - **Restart** will restart the license server service. This is often the first step when troubleshooting any license issue.
  - **Recover my License Files** allows you to enter license keys and recover licenses that have already been activated.
  - **Diagnostics** produces a log file that can be used by SigmaNEST Technical Support or your IT department for troubleshooting.
  - **Connection Test** tests the connection between your company's license server and SigmaNEST's licensing system. A failed test indicates a connection issue that can cause license interruptions or license activation failures.
- **Configuration** allows you to check for license keys that have been issued by SigmaNEST but have not yet been activated on the license server.

## Moving a License Server

You can move your company's license server from one computer or server to another, but you must first deactivate it on the current computer or server, and then install and reactivate it on the new computer or server. Finally, you will need to move the individual product licenses to the new server.

### Deactivate the license server

- From the computer or server on which you have installed your license server, double-click the **SigmaNEST License Server** desktop icon to open the license server web interface in your browser.

**Tip:** If this icon does not appear on the desktop, open the computer's Internet Information Services (IIS) Manager, expand the computer name, and click **Sites**. Then right-click **SigmaNEST License Manager** and select **Manage Website > Browse**. You also can access the license server web interface by navigating to **localhost:5055** in a web browser.

**Note:** To access the license server web interface from a networked computer on which the license server is **not** installed, open a web browser and navigate to **{name of computer hosting the license server}:5055**.

- Click **View Status** from the left-side toolbar.
- Click **Deactivate**.
- Click **OK** to confirm.

### Install the license server on the new computer or server

See [License Server Installation \(page 3\)](#) for information on installing the license server on the new computer or server.

### Reactivate the license server

You can now use the same server license key to activate the new license server. See [License Activation \(page 18\)](#) for information.

### Move product licenses to the new server

There are two ways to move your individual product licenses to the new server:

#### If you have the original product activation keys:

- From the new computer or server on which you have installed your license server, double-click the SigmaNEST License Server desktop icon to open the license server web interface in your browser.
- Click **Utilities** from the left-side toolbar.
- Click **Recover my license keys**.

4. Cut and paste the license activation keys into the text field.
5. Click **Next**.

**If you do not have the original product activation keys:**

1. On the original computer or server, navigate to the SigmaNEST installation folder, usually `C:\Program Files\SigmaTEK\License Manager\Service`.
2. Locate the files in this folder that match the pattern "sigmatek0\*.lic," where "\*" is the wild card character.
3. Copy these files to the corresponding location on the new computer or server.

**Note:** Obviously, you must first install the license server on the new computer or server.

4. From the new computer or server, double-click the SigmaNEST License Server desktop icon to open the license server web interface in your browser.
5. Select **Utilities** from the left-side toolbar.
6. Select **Reread** to load the licenses.

## Post Processors

Every machine on the shop floor requires a unique post processor file that you will receive from SigmaNEST after you purchase our software. (Contact [Technical Support \(page 39\)](#) if you did not receive post processor files or you need additional assistance.)

**Note:** We use SigmaNEST, our flagship product, as an example here, but the same processes apply for any of our software applications.

### To install a new post processor in SigmaNEST:

1. Open SigmaNEST.
2. Click the arrow to the right of **File Manager** on the **Tools Help** tab and select **Post Folder** to open it in Windows File Explorer.
3. Copy and paste the .zip file(s) you received from SigmaNEST into this folder, then unzip and extract the files into the same folder.
4. Click **Configuration** from the **Tools Help** tab in SigmaNEST.
5. Select the **Machine** tab, and click **New**.
6. Select the file you just extracted from the **Post** list, as well as the associated **Cost** file.
7. (Optional) Add the machine to a **Machine Group** with other machines of the same type and process.
8. Click **OK** to save the machine to your list.
9. Repeat this process to add additional machines.

### To install an updated post processor in SigmaNEST:

1. Open SigmaNEST.
2. Click the arrow to the right of **File Manager** on the **Tools Help** tab and select **Post Folder** to open it in Windows File Explorer.
3. Create a backup folder in the Post Folder, and copy the contents of the Post Folder into this backup folder.
4. Copy and paste the .zip file(s) you received from SigmaNEST into the Post Folder, then unzip and extract the files into the same folder.
5. Click the arrow under **Configuration** from the **Tools Help** tab in SigmaNEST, and select **Reload Configuration**.

## Setup Types

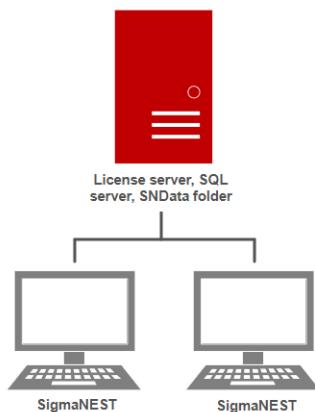
There are several ways you can set up a SigmaNEST software solution in your facility. Most commonly, the database server and shared data files are on the same computer as the license server, however these functions can be separated. We do not recommend combining all three of these functions on a single computer.

Below are the three most common ways to set up our software in your facility. We use SigmaNEST, our flagship product, as an example here, but the same structure applies for any of our software applications. This is not intended to be a comprehensive list, but it may help you determine how to best implement SigmaNEST in your environment. If you have additional questions or are unsure about which setup is best for you, please contact [Technical Support \(page 39\)](#).

- Server/Workstation Setup (most common and recommended)
- Single-System Setup
- Multi-Server/Workstation Setup

## Server/Workstation Setup

If you have multiple workstations running SigmaNEST, you may want to store your license server, SNDATA folder, and SQL database in a central location, such as a local server, and install the software application on the workstations. This allows the information in the SNDATA folder and database to be shared by all SigmaNEST users. In this setup, only the server requires an internet connection (because it hosts the license server). The workstations only require a LAN connection so that SigmaNEST can “check out” licenses from the server.



## Single-System Setup

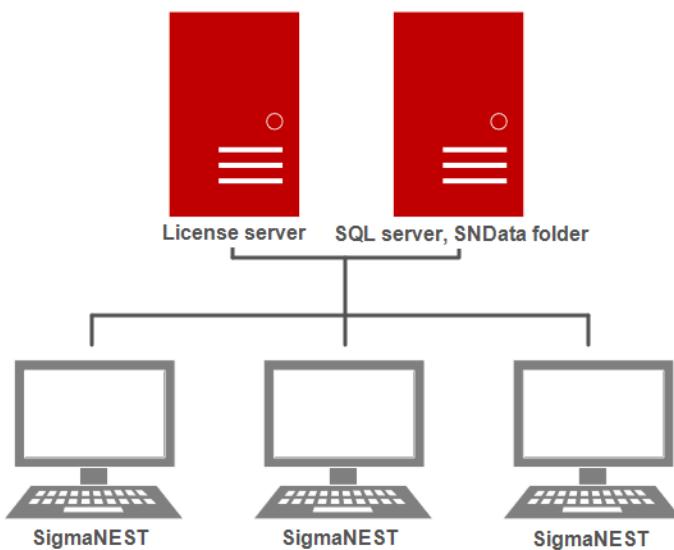
If you have only one seat of SigmaNEST, you could install SigmaNEST and all its components on a single computer. This computer would require an Internet connection so that your license server can communicate with the SigmaNEST license server. However, we do not recommend putting your license server on a workstation computer, since that workstation would then have to contact the SigmaNEST server each night and therefore could not be turned off. (See [License Server \(page 2\)](#) for more information.)



SigmaNEST, license server,  
SQL server, SNDData folder

## Multi-Server/Workstation Setup

More complex setups also are possible. Say you want to share data between users, but you do not want to store that data on a server with an Internet connection. In such a scenario, you might put the license server on a local server with Internet access, then connect it via LAN to other servers and workstations on your network. You also can set up multiple license servers, if necessary.



## System Requirements

In addition to running on a computer workstation, SigmaNEST products generally access computers for three different functions: to access an SQL database server, to access shared data files, and to access a license server. Most commonly, the database server and shared data files are on the same computer as the license server (although these can be separated). In smaller shops with one or two seats of software, these functions are sometimes all combined on one computer (although this is not recommended). See System Setups for more information about choosing the best configuration for your facility.

Below are the minimum and recommended hardware configurations needed to run the latest SigmaNEST suite of software products. All specifications assume that the SigmaNEST software solution is the primary product used on the computer on which it is installed. If you run other demanding applications on the same computer, you should adjust these requirements accordingly.

The information presented here is intended as a guideline; a wide variety of systems and configurations are available, so you should test your setup to ensure it works with the software. Contact [Technical Support \(page 39\)](#) or your local sales representative for additional help.

### Workstations running the SigmaNEST Software Solutions

	Minimum	Recommended
<b>64-bit Operating System</b>	Windows 8.1 Pro	Windows 10 Pro
<b>RAM</b>	4+ GB	8+ GB
<b>CPU</b>	Dual-core processor	Quad-core processor
<b>Video Card</b>	Integrated chip set: Open GL version 4.0	Dedicated graphics card
<b>Hard Disk</b>	SATA: 256+ GB storage	SSD: 512+ GB storage
<b>Network</b>	High-speed Internet and LAN	High-speed Internet and LAN
<b>Monitor</b>	1280 x 1024	1920 x 1080 dual monitors

## Computers hosting the SQL Database Server and Shared Data Files

	<b>Minimum</b>	<b>Recommended</b>
<b>64-bit Operating System</b>	Windows 8.1 Pro or Windows Server 2012 R2	Windows 10 Pro or Windows Server 2016
<b>RAM</b>	8 GB	8+ GB
<b>CPU</b>	Dual-core processor	Quad-core processor
<b>Hard Disk</b>	SATA: 256+ GB storage	SSD: 512+ GB storage
<b>Network</b>	High-speed Internet and LAN	High-speed Internet and LAN

## Computers hosting the License Server

	<b>Minimum</b>	<b>Recommended</b>
<b>64-bit Operating System</b>	Windows 8.1 Pro	Windows 10 Pro
<b>RAM</b>	2+ GB	4+ GB
<b>Hard Disk</b>	SATA: 256+ GB storage	SSD: 512+ GB storage
<b>Network</b>	High-speed Internet and LAN	High-speed Internet and LAN
<b>Monitor</b>	1280 x 1024	1920 x 1080

*\*Requirements may be greater for servers supporting more than 10 workstations.*

# Licensing

To use any SigmaNEST product, you need a valid, active software license.

## What is a software license?

SigmaNEST X1.5 and later access licenses via network connection rather than a physical SIM key; this is sometimes referred to as “soft licensing.” Soft licensing grants a user or company permission to use our software by connecting to our license database and verifying that the use is authorized. Licenses are managed by license servers via your company’s network (intranet) and, typically, an Internet connection.

Older versions of SigmaNEST (X1.4 SP3 and older) cannot work with this soft licensing method. We understand that you likely will want to test a newer version before upgrading the older version you use in production. For this reason, we provide a utility in the SigmaNEST installation download that will generate temporary software license key. This allows you to test your exact SigmaNEST modules in the new version for 90 calendar days without affecting your older production version. After 90 days, you can permanently convert your SIM keys to software licenses and upgrade all your seats of SigmaNEST. If you require a longer testing period or a transition period where multiple versions of SigmaNEST will be running, please contact [Technical Support \(page 39\)](#).

See [License Transfer Utility \(page 16\)](#) for more information on converting a license from a SIM (HASP dongle) to a software license.

## How does software licensing work?

There are three basic components to SigmaNEST licensing:

- **Our licensing system** handles license activation and communicates with your company’s license server.
- **Your company’s license server** maintains all of the SigmaNEST product licenses your company has purchased. This can be any computer or server on your internal network (intranet). It must have a persistent Internet connection to communicate with the SigmaNEST licensing system.
- **Your seat of any SigmaNEST application** requests a license from your license server when you launch the application. If a license is available, it is “checked out” and the application opens.

## Do I always need an internet connection to open a SigmaNEST application?

No, SigmaNEST software itself does not require an internet connection to open. However, your seat of the software must be able to communicate with your company’s license server, and this requires a network (intranet) connection. Your company’s license server must then be able to communicate with the SigmaNEST licensing system, and this does require an internet connection. So, if your company’s license server and the software application are on the same computer, an internet connection is required, since the computer is also functioning as a license server. See [Setup Types \(page 9\)](#) for more information about how SigmaNEST software may be set up in a facility.

It also is possible to “roam” a seat of the software without a network connection for as long as 30 days. See [License Manager \(page 21\)](#) for more information about roaming a license.

## License Types

We currently offer two main types of licenses: **named licenses** (the default type) and **concurrent licenses** (available for an additional fee).

### Named vs. concurrent licenses

- A **named license** is assigned to a specific Windows user. It is always available to that user, unless an administrator manually transfers the license to another user. It cannot be reassigned to the original user for at least 12 hours.

**Note:** This is a single-user license that allows for situations where the primary programmer is out for the day or on vacation. It is not intended to be shared regularly between users.

If you currently have one or more green SIMs, those licenses will be converted to named licenses when you upgrade.

- A **concurrent license** (sometimes called a “floating license”) may be used by any Windows user who requests it, as long as it is not currently in use. There is no waiting period after “returning” a concurrent license. See License Manager for information on returning a concurrent license.

If you currently have one or more red SIMs, those licenses will be converted to concurrent licenses when you upgrade.

### Which license type is right for me?

- If you own a seat of SigmaNEST or another SigmaNEST application for every Windows user at your company, we recommend **named licenses**. You then can assign a specific seat to each user, guaranteeing that a license always is available to each of them.
- If you have more Windows users than seats of the application, we recommend **concurrent licenses**. Concurrent licenses are not assigned to specific users, so any user can log in as long as there is an available license. If all of your company's licenses are in use, one user must log off before a new user can log in.
- To guarantee that one or two of your lead programmers will always have a license available to them, but allow the rest of your licenses to be shared as needed among other users, we recommend using a **combination of named and concurrent licenses**.
- Licenses for individual modules also can be designated as named or concurrent. For example, if you have a primary bevel programmer, he or she can be assigned a named license for the bevel module, while all other licenses remain concurrent.

## Roaming a license

Normally, the SigmaNEST application must validate your license against your license server in order to run, which requires a network (intranet) connection. However, you can choose to roam either a named or concurrent license to use your seat of the software without a network connection for as long as 30 days.

Roaming is enabled in the License Manager from within the software applications, after initial setup is complete.

**Warning:** If roaming is enabled, your license will be unavailable to other users throughout the roaming period. Whether or not the software application is currently open, your license will be considered "in use" and cannot be used by another user.

See [License Manager \(page 21\)](#) for information on roaming a license.

## License Transfer Utility

SigmaNEST X1.5 and later versions access licenses via network connection rather than a physical SIM key. You can convert a license from a SIM (HASP dongle) to a software license using the License Transfer Utility.

**Note:** You must convert your SIM to a software license to upgrade beyond SigmaNEST X1.4. For testing purposes, you can activate a temporary software license for 90 days, which will allow you to use the SIM for older versions and the software license for the new version. However, **once you permanently convert your SIM license to a software license, you will not be able to run previous, SIM-based versions** without requesting a reprogrammed SIM from SigmaNEST.

If you have questions or encounter problems at any point during the following process, contact [Technical Support \(page 39\)](#).

1. Run the license server installation on the computer currently hosting your license server (see [License Server Installation \(page 3\)](#)). If you are currently using a red SIM, your license server most likely will be on the same computer that the red SIM is plugged into. However, if your SIM is on a different computer, you also should run the license server installation on that other computer, selecting only the **Install License Transfer Utility** option.

**Note:** Remember, your license server must have a persistent internet connection to communicate with the SigmaNEST licensing system. See [System Components \(page 1\)](#) for configuration requirements for a license server.

2. From the computer hosting your SIM, open the Windows Start menu, and click **License Transfer Utility**.

**Tip:** If you are moving to a new license server and cannot find the utility, open Windows File Explorer on the new license server and navigate to `C:\Program Files (x86)\Common Files\SigmaTEK Shared\Licensing`, then double-click **LicenseTransfer.exe**. If your previous and new license servers are not on the same computer, you may need to copy this executable file from the new computer to the previous computer.

3. Select the **HASP ID** for the SIM you want to convert from the list, then click **Next**.

**Tip:** If the list is empty, click **License Manager** to see where your SIM is currently plugged in.

4. A list of all products and modules associated with that SIM is displayed for your reference. This is the product list that will be used to generate your new license codes. Review it for accuracy, then click **Next**.
5. A list of all products and modules for which you will receive codes is now displayed. This will not be formatted exactly the same as the previous list, because modules are no longer grouped under packs. However, the components should correspond with your purchased products and modules. Review this list, then click **Next**.

6. Choose whether you want to activate a temporary 90-day license (for testing purposes) or permanently convert your SIM to soft a license, then click **Next**.

**Warning:** We strongly recommend activating a temporary license and testing the upgraded product before permanently converting your license. Remember, **once you permanently convert your SIM license to a software license, you will not be able to run previous, SIM-based versions** without requesting a reprogrammed SIM from SigmaNEST.

7. Wait a few seconds for the license key to generate, then save the key to a text file or other location for future reference.
8. Repeat steps 2-6 for each SIM.

**Note:** You must save every individual license key, but if you intend to put all your licenses on one license server, you will only need to use one of the license server keys.

See [License Activation \(page 18\)](#) for information about activating license keys.

## License Activation

After you have installed the license server, you must activate both your server and all your SigmaNEST product licenses.

### Test License Server Connection

You can test its connection from the license server web interface. Click **Utilities** from the menu on the left, then click **Connection Test**. Green fields indicate a connection is successful, while red fields indicate a problem with the connection. Often, the problem is a firewall rule within your company's network that is blocking the connection. Contact your IT administrator to resolve this problem.

### Activate License Server

1. From the computer or server on which you have installed your license server, double-click the SigmaNEST License Server desktop icon to open the license server web interface in your browser.

**Tip:** If this icon does not appear on the desktop, open the computer's Internet Information Services (IIS) Manager, expand the computer name, and click **Sites**. Then right-click **SigmaNEST License Manager** and select **Manage Website > Browse**. You also can access the license server web interface by navigating to **localhost:5055** in a web browser.

**Note:** To access the license server web interface from a networked computer on which the license server is **not** installed, open a web browser and navigate to **{name of computer hosting the license server}:5055**.

2. You should have been sent a 16-digit server license key by email from SigmaNEST. (If you are converting SIM licenses, you should have a server key generated by the License Transfer Utility.) Enter this key in the license server web interface, and click **Activate**. If you did not receive this key, contact [Technical Support \(page 39\)](#).

**Note:** Even if you are converting multiple SIMs to soft licenses, you only need to activate one license server.

**Tip:** If the license server does not activate, see [FAQs/Troubleshooting \(page 42\)](#) for help.

See [SigmaNEST License Server Web Interface \(page 5\)](#) for information on the other actions available in the license server web interface.

## Activate SigmaNEST Product Licenses

You can use the following steps for first-time product activation or to activate any additional keys that you receive from SigmaNEST in the future.

**Note:** If you are upgrading from a SIM-based license, you can generate your own product keys using the License Transfer Utility. Otherwise, you should have received product keys in an email from SigmaNEST after purchase.

1. Open the SigmaNEST license server web interface in your browser. (See Step 1 above.)
2. From the menu on the left, click **Activate Licenses**.
3. Enter the 16-digit product activation keys (one key per line).

**Tip:** If you have multiple keys, you can copy and paste all the keys at once, and they automatically will be formatted correctly.

4. Click **Next** to view a list of licenses that will be activated.
5. Review the list, then click **Activate**. All licenses now are active and available for use.

**Tip:** If the licenses do not activate, see [FAQs/Troubleshooting \(page 42\)](#) for help.

## Connect the SigmaNEST Product to the License Server

After you have installed all SigmaNEST product components and activated your license, you can set up the software's connection to the license server.

1. Open the SigmaNEST product from any workstation on your network on which it is installed. The License Manager opens automatically. (See [License Manager \(page 21\)](#) for more information.)
2. Enter the name of the computer or server hosting the license server in the **Host** box, and ensure that the **Port** is 5053.
3. Click **Refresh**.
4. SigmaNEST searches your network, connects to your license server, and populates the **Product** and **Add-on** lists.

**Note:** If no products or add-ons appear, verify that you have selected the correct server and are connected to it. Contact your IT administrator if you need additional assistance.

5. Choose a **Product** with an available license, then select available **Add-ons** as needed.

**Tip:** If there are no available licenses, you can start the SigmaNEST product in **Demo Mode** or wait for a license to become available. If you choose Demo Mode, however, you will not be able to save anything, post code, or print reports.

6. (Optional) If you plan to disconnect from the network in the future, select **Roaming** and choose how often the SigmaNEST product is required to verify your license (you can go as long as 30 calendar days without connecting to the license server).

**Warning:** If roaming is enabled, your license will be unavailable to other users throughout the roaming period. Whether or not the software is currently open, your license will be considered "in use" and cannot be used by another user.

7. Click **OK** to open the software application.

**Note:** If you are trying to open another SigmaNEST product, the License Manager may open again to prompt you to connect that product to the license server. In that case, repeat steps 2-5.

## License Manager

You can use the License Manager to select a SigmaNEST product package, choose add-ons, enable roaming, or view your licensing information. To open the License Manager from within SigmaNEST, click the arrow under **Configuration** from the **Tools Help** tab, then select **License Manager**.

### View or modify host and port information

After the initial setup, you probably will not need to modify your Host or Port number unless changes are made to your network. If you do need to modify this information, you can do so here, in the License Manager.

**Note:** If you change either the host or port, be sure to **Refresh** the product and add-on list before clicking **OK** to close the License Manager.

### Change SigmaNEST product and/or add-ons

If your company has purchased different types of licenses or a limited number of add-ons, you can change license types or enable/disable add-ons from the License Manager.

#### Products vs. add-ons

- The **Product** list shows all your SigmaNEST product licenses. See [sigmanest.com/packages](http://sigmanest.com/packages) for more information on our product offerings.
- The **Add-ons** list shows any additional modules you have purchased, such as the SOLIDWORKS import module or HD SuperNest.

#### Used vs. available licenses

- The number of **used** licenses equals the number of licenses currently in use at your company plus the number of roaming licenses.
- The number of **available** licenses is the total number of licenses purchased by your company less the number of used licenses.

If the number of available licenses is zero and you have a **concurrent** license, you must wait until another user has closed SigmaNEST and release their license before you can check out that license. If you have a **named** license, you are guaranteed access to that license regardless of how many licenses are in use.

**Note:** See [License Types \(page 14\)](#) for more information.

## Release a concurrent license

If you have concurrent licenses with a limited number of add-ons, for example, three PowerPack licenses and one SOLIDWORKS import add-on, you may need to share the SOLIDWORKS license among users. If you have been using that add-on license, you must release it by clearing the check box in the License Manager before another user can select it and use it. You will not have access to the disabled add-on until it is released again.

**Note:** Be sure to **Refresh** the product and add-on list before clicking **OK** to close the License Manager.

**Note:** If you have a named license, specific modules and products are assigned to your license by your administrator. Disabling add-ons from the License Manager will not make them available to other users.

## Roaming a license

Normally, the SigmaNEST application must validate your license against your license server in order to run, which requires a network (intranet) connection. However, you can choose to roam either a named or concurrent license to use your seat of the software without a network connection for as long as 30 days. To roam a license, select **Roaming** and enter the number of days in the License Manager.

**Warning:** If roaming is enabled, your license will be unavailable to other users throughout the roaming period. Whether or not the software application is currently open, your license will be considered "in use" and cannot be used by another user.

## Resetting the roaming period

The roaming period resets every time you connect to your network and the license server is contacted. So, if you are online for a day, roaming for three days, then back online on the fifth day, the number of roaming days available resets to the original value that you specified in the License Manager.

## Returning a roaming license

After the roaming period has expired, the license automatically will be returned, and you will have to connect to your license server to re-activate the license. To return a roaming license early, you must connect to your license server and clear the **Roaming** check box in the License Manager.

## Fixing a “stuck” roaming license

If you have cleared the **Roaming** check box in the License Manager and disconnected from the license server, but are still able to open the application in a licensed mode, there may have been an error in the return process. You can try deleting the Reprise roaming file for the base and add-on licenses in the C:\ProgramData\Reprise folder. These files have no extensions and cannot be modified externally. If you continue to have problems returning the roaming license, contact [Technical Support \(page 39\)](#).

## Demo Mode

You can use Demo Mode to access a SigmaNEST application without a valid license. This is not recommended unless you are trying out new features, however, because you will not be able to save or export files, print reports, or post NC code.

## Installation

You can download all SigmaTEK products and manage your SigmaNEST account from the [SigmaTEK Connect portal](#) ([connect.sigmanest.com](http://connect.sigmanest.com)).

Follow the steps for [First-time Installation \(page 25\)](#) if you are a new customer, or see [Upgrade Installation \(page 26\)](#) to learn how to upgrade your existing installations of SigmaNEST products.

## First-time Installation

**Note:** Before you begin any SigmaNEST installation, we recommend you install any pending Windows updates and restart your system. If Windows updates are left uninstalled, the SigmaNEST installation may fail.

1. Download the most recent **SigmaNEST** release package from the SigmaTEK Connect site ([connect.sigmanest.com](http://connect.sigmanest.com)). Save the .zip file to your computer, then right-click it and select **Extract All** to unzip the files.

**Note:** We recommend installing the current **SigmaNEST** file, even if you have purchased only SigmaNEST, to ensure that you get all necessary files, including the latest license server. This file is very large, however, so if your internet connection is too slow, contact SigmaNEST [Technical Support \(page 39\)](#) to request a USB containing the software.

2. Install and set up your license server. [License Server Installation \(page 3\)](#).
3. Activate the license server. See [License Activation \(page 18\)](#).
4. Activate your SigmaNEST licenses. See [License Activation \(page 18\)](#).
5. Install the database server and shared data files to a network location. See [Database/SNData Installation \(page 30\)](#).
6. Install SigmaNEST and/or other SigmaNEST products. See [SigmaNEST Installation \(page 32\)](#).
7. Connect the SigmaNEST products to your license server. See [License Activation \(page 18\)](#).

## Upgrade Installation

If you have an existing installation of SigmaNEST, there are two ways you can upgrade to the latest version:

- **Parallel upgrade.** We recommend a parallel upgrade if you want to test a new version of the software while you continue running your existing version for production.
- **Standard upgrade.** After the new version is approved for production and you are ready to upgrade permanently, you can use the standard upgrade process to overwrite other installations of SigmaNEST.

Regardless of which method you choose, be sure to back up your SNDATA folder and SQL server first.

**Warning:** Failure to back up existing SigmaNEST components may result in permanent data loss.

### Back up the SNDATA folder

1. Open SigmaNEST, and click on the **Tools Help** tab.
2. Click the arrow to the right of **File Manager** and select **SNDATA Folder** to open the SNDATA location in Windows File Explorer.
3. Copy the contents of the folder to a new folder.

### Back up the SQL database

**Note:** SigmaNEST automatically performs a database backup during installation, but as an added precaution, we recommend you also manually back up the database before upgrading.

## Parallel Upgrade

**Tip:** If the following process sounds intimidating, contact [Technical Support \(page 39\)](#) for our install service pricing!

You can install two versions of SigmaNEST on the same system if you want to test a newly released version before upgrading to it in production. This is called a “parallel” installation. Before beginning a parallel installation, copy your current SQL database. (If your original installation was not customized, your database will be in {INSTANCE}.SIGMANEST and named **SNDBase**.) Next, follow the steps for a **Single-System Installation** in [SigmaNEST Installation \(page 32\)](#), with the following exceptions:

1. Give the **Start Menu Group** a unique name. For example, if the existing start menu group is named *SigmaNEST*, name the new group *SigmaNEST21*.
2. Give the **SNDData folder** a unique name. For example, if the existing SNDData folder is named *SNDData*, name the new data folder *SNDData21*.

**Note:** To view the current SNDData folder, open SigmaNEST and click the **Tools Help** tab. Click the drop-down arrow under **File Manager** and select **SNDData Folder**.

3. During the **SQL database** step of the installation, upgrade the copy of the SigmaNEST database you created in backing up the **SNDData folder** (see [Upgrade Installation \(page 26\)](#)).

**Warning:** Having both versions of SigmaNEST point to the same database and SNDData folder can result in errors and data loss. Workspaces and parts from the older version can be opened in the new version, however parts and workspaces from the new version cannot be opened in the older version.

4. After installation, browse to the location of your old SNDData folder and copy all files to your newly created SNDData folder. This process may take several minutes for larger data folders. This will allow you to use your past parts and other information for testing in the new version.

## Transitioning from a parallel upgrade

After the new version of SigmaNEST is approved for production, verify that all data has been copied over to the new version and uninstall the old version using Add or Remove Programs from the Windows Control Panel:

1. Open the **Windows Control Panel** and click **Uninstall a Program**.
2. Select the SigmaNEST version you want to remove and click **Uninstall**.
3. From the InstallAware Wizard, select **Uninstall SigmaNEST** and click **Next**.
4. Click **Next** to begin the uninstall process. This may take several minutes.
5. Click **Finish** to complete the uninstall process.

**Note:** You may need to recopy the SNDATA folder and SQL database to ensure that up-to-date-production information is available in the new version.

## Standard Upgrade

If you do not want to test a new version of SigmaNEST while you continue running your existing version, or if you have already tested it on another system, you can simply overwrite your existing version using [Live Update \(page 29\)](#) (if it is supported for your version) or by following the [SigmaNEST Installation \(page 32\)](#) procedure.

**Note:** In most cases, you can initiate Live Update from within SigmaNEST to upgrade to the most recent release. However, if there is a significant gap between your current version of SigmaNEST and the newly released version, or if Live Update is otherwise not available, you may need to manually download the installation from the [CAMBRIOD Connect site](#) and follow the [SigmaNEST Installation \(page 32\)](#) process.

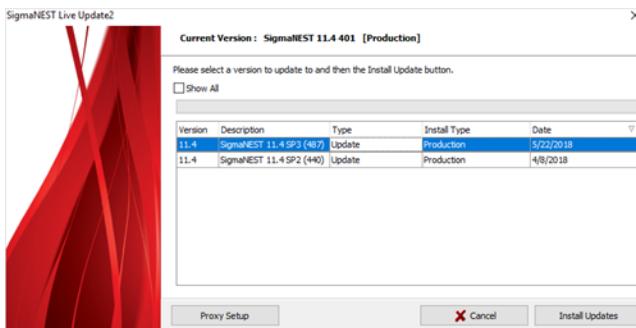
## Live Update

Live Update allows you to download and install a newer version of SigmaNEST over the Internet.

**Note:** Some corporate firewalls may block Live Update from downloading files from the Internet. Contact your system administrator for assistance if you cannot use Live Update, or manually download the installation from the CAMBRIOD Connect site and follow the [SigmaNEST Installation \(page 32\)](#) process.

To start a Live Update:

1. In SigmaNEST, click **Live Update** from the **Tools Help** tab.
2. When prompted, close SigmaNEST and click **Retry**.
3. The Live Update dialog box opens and displays a list of available updates. (Make sure **Show All** is selected.)



**Note:** If your environment uses a proxy to access the Internet, click **Proxy Setup** and enter the proxy information before continuing to step 4.

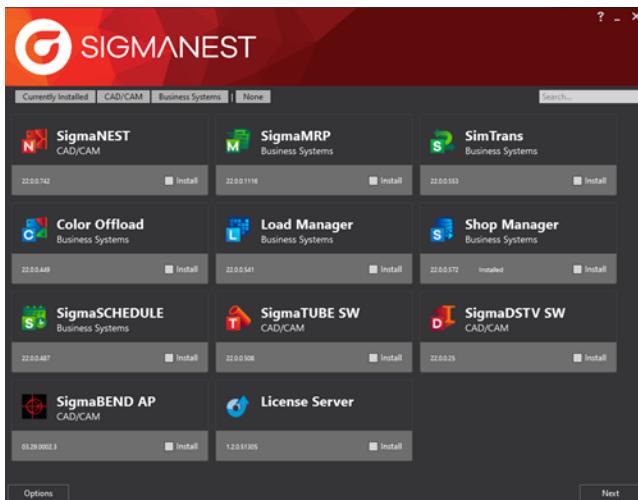
4. Select the version of SigmaNEST you want to install, then click **Install Updates**.
5. After the files are downloaded, follow the [SigmaNEST Installation \(page 32\)](#) process as usual to complete the upgrade.

## Database/SNData Installation

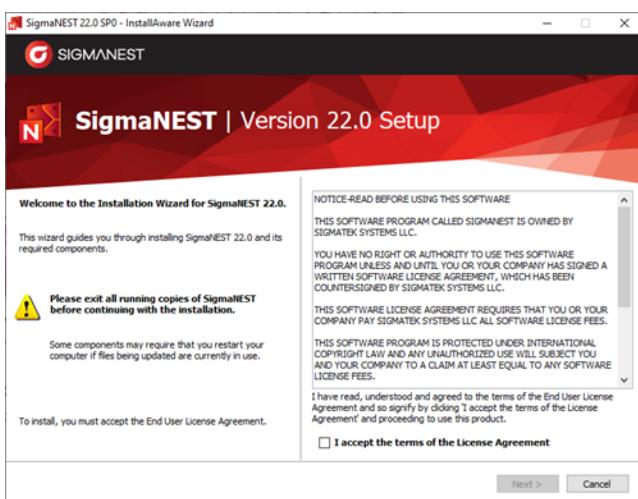
Use the following steps to install the SQL database and SNData folder on a system on which you do not also plan to install SigmaNEST. If you already set up the SQL database and SNData folder when installing SigmaNEST on this system, you do not need to follow these instructions.

**Note:** The first six steps in this installation process are identical to those for a new installation of SigmaNEST, however the remaining steps apply specifically to installing the SQL database and SNData folder **without installing SigmaNEST**. This process is applicable with a server/workstation setup or multi-server/workstation setup, as described in [Setup Types \(page 9\)](#).

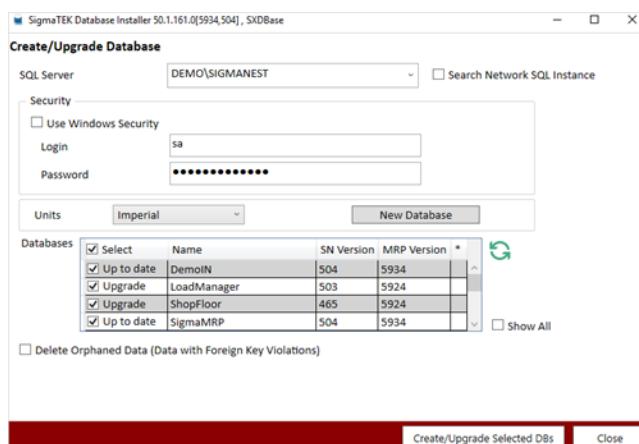
1. Log into a Windows account with Admin rights.
2. From the SigmaNEST installation package that you downloaded, run **AppInstaller.exe**. The SigmaNEST App Installer window opens.



3. Select SigmaNEST, then click **Next**.
4. Select your language from the drop-down menu, then click **OK** to start the Installation Wizard.



5. Read the terms, select **I accept the terms of the License Agreement**, and then click **Next**.
6. Enter a **Start Menu Group**, then click **Next**.
7. Clear the **Install SigmaNEST program files** check box, then click **Next**.
8. If you do not have an instance of Microsoft SQL Server 2014 (64-bit) or higher, select **Install Microsoft SQL Server on this computer**.
9. Select **Create a new SigmaNEST database or upgrade an existing database**, then click **Next**.
10. If you want to install the SNDData folder on this system, select **Create or upgrade the SNDData folder structure**, modify the installation path if needed, and then click **Next**.
11. Click **Next** to begin the installation. This step may take several minutes.
12. When the Database Installer opens, select an **SQL Server** that will host the database, and enter your login credentials. If you are using a default SigmaNEST SQL instance, the credentials will be pre-populated; if you are installing an SQL Server in this installation, it should be the default option {computer name}\SIGMANEST.



13. If you are creating a new database, choose whether the default database units will be **Imperial** or **Metric**, then click **New Database**. Enter the database name and click **OK**.  
If you are upgrading an existing database, select it from the list. You also can select **Delete Orphaned Data**, if desired.
14. Click **Create/Upgrade Selected DBs**.
15. After the database has been created (or upgraded), click **Close**.
16. Click **Finish** to complete the installation.

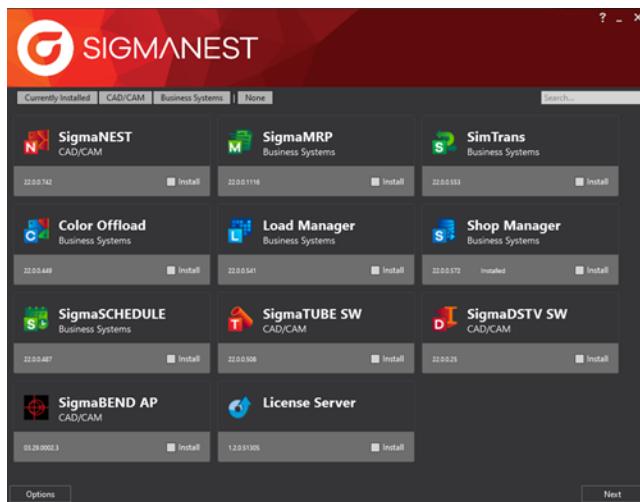
**Note:** If you created a new SNDData folder, have your IT department share this folder with all SigmaNEST users and ensure they have read/write/modify permissions.

## SigmaNEST Installation

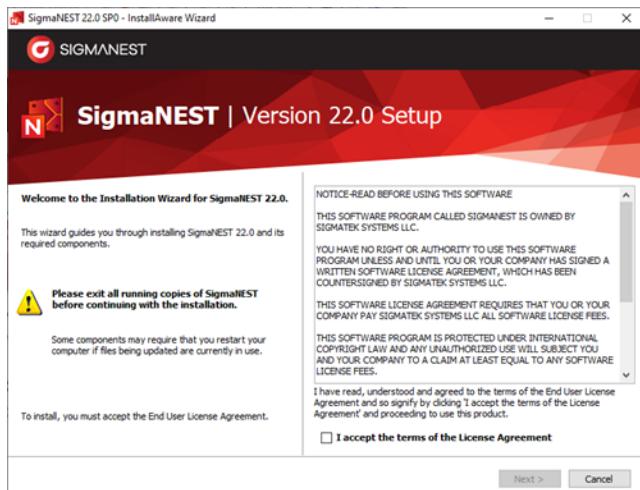
Use the following steps to install SigmaNEST on one or more systems.

**Note:** If you are upgrading an existing version of SigmaNEST, follow the instructions in the section on Upgrade Installation first, then return to this section when prompted.

1. Log into a Windows account with Admin rights.
2. From the SigmaNEST installation package that you downloaded, run **AppInstaller.exe**. The SigmaNEST App Installer window opens.



3. Click SigmaNEST.
4. Select your language from the drop-down menu, then click **OK** to start the InstallAware Wizard.



5. Read the terms, select **I accept the terms of the License Agreement**, and then click **Next**.
6. Enter a **Start Menu Group**, then click **Next**.

7. Select **Install SigmaNEST program files**, enter an installation path, then click **Next**.
8. If you do not have an instance of Microsoft SQL Server 2014 (64-bit) or higher, and you plan to host the SQL database on this computer, select **Install Microsoft SQL Server on this computer**.
9. If you plan to host the SQL database on this computer, also select **Create a new SigmaNEST database or upgrade an existing database**.

**Note:** See [Database/SNData Installation \(page 30\)](#) for information on installing the SQL server and database on a separate system without SigmaNEST.

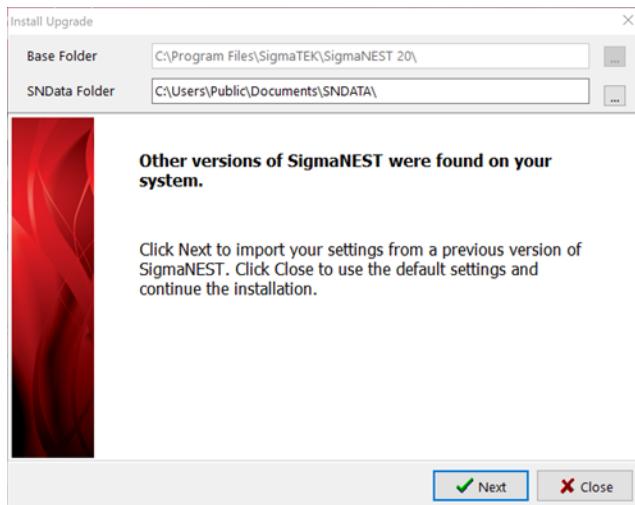
10. Click **Next**.
11. If you want to install the SNData folder on this system, select **Create or upgrade the SNData folder structure**, enter an installation path, and then click **Next**.

**Note:** See [Database/SNData Installation \(page 30\)](#) for information on installing the SNdata folder on a separate system without SigmaNEST.

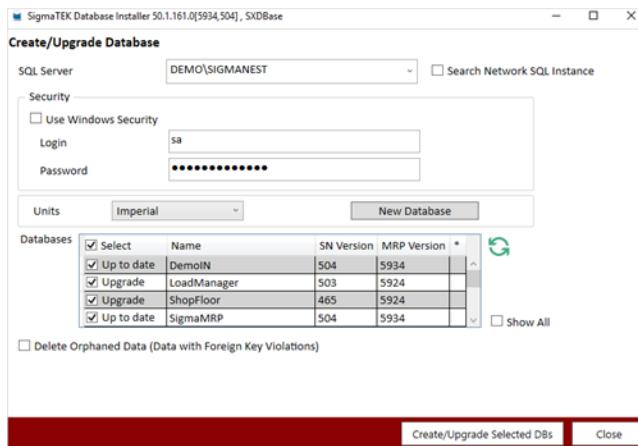
12. Enter the connection information for your license server, and click **Next**.

**Note:** If you are unsure about the licensing connection information, you can skip this step, however, you will then need to provide it later to start SigmaNEST.

13. If you have an existingSigmaNEST or SimTrans installation running on this computer, select **Stop SigmaNEST and SimTrans porcesses for me** and click **Next**.
14. Click **Next** to begin the installation. This may take several minutes.
15. If a previous version of SigmaNEST is installed on the computer, the **Install Upgrade** will open. Click **Next** to import your old settings to the new installation, or click **Close** to skip the import and use the default settings. If you are unsure about this option, click **Close**. You can always move old settings over to the new installation at a later time. Also, some old settings can interfere with the operation of a much newer version of SigmaNEST.



16. If you chose to create or upgrade an SQL database in step 9, the **Database Installer** will open. Select the SQL Server that will host the database, and enter your login credentials.



17. If you are creating a new database, choose whether the default database units will be **Imperial** or **Metric**, then click **New Database**. Enter the database name and click **OK**.

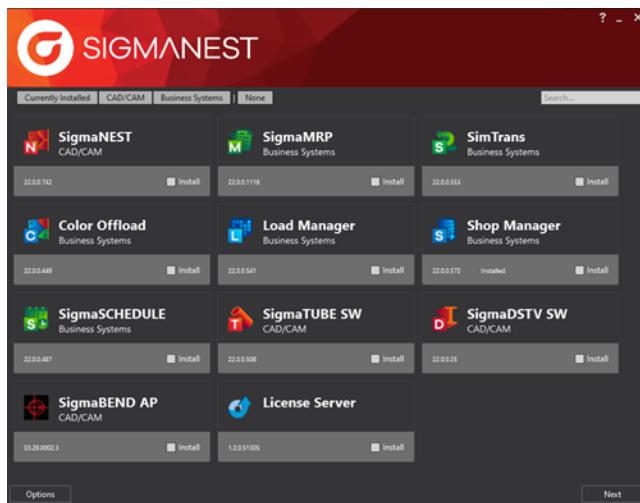
If you are upgrading an existing database, select it from the list.

18. Click **Create/Upgrade Selected DBs**.
19. After the database has been created (or upgraded), click **Close**.
20. Click **Finish** to complete the installation.

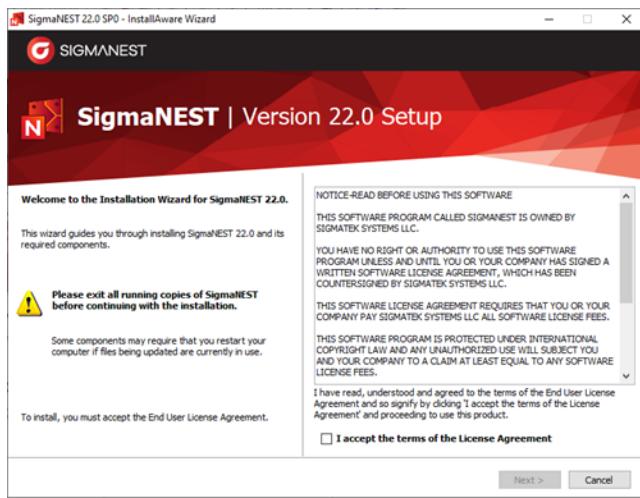
## Custom Installation

A custom installation allows you to select which SigmaNEST components to install. Custom installations are typically used in large environments with multiple servers and computers.

1. Log into a Windows account with Admin rights.
2. From the SigmaNEST installation package that you downloaded, run **AppInstaller.exe**. The SigmaNEST App Installer window opens.



3. Click SigmaNEST.
4. Select your language from the drop-down menu, then click **OK** to start the InstallAware Wizard.



5. Read the terms, select **I accept the terms of the License Agreement**, and then click **Next**.
6. Select **Custom Install** in the lower-left corner of the dialog box.
7. Enter a **Start Menu Group**, then click **Next**.
8. If you want to install SigmaNEST, select **Install SigmaNEST program files**, enter an installation path, and then click **Next**.

9. If you do not have an instance of Microsoft SQL Server 2014 (64-bit) or higher, and you plan to host the SQL database on this computer, select **Install Microsoft SQL Server on this computer**.
10. If you plan to host the SQL database on this computer, also select **Create a new SigmaNEST database or upgrade an existing database**.

**Note:** See [Database/SNData Installation \(page 30\)](#) for information on installing the SQL server and database on a separate system without SigmaNEST.

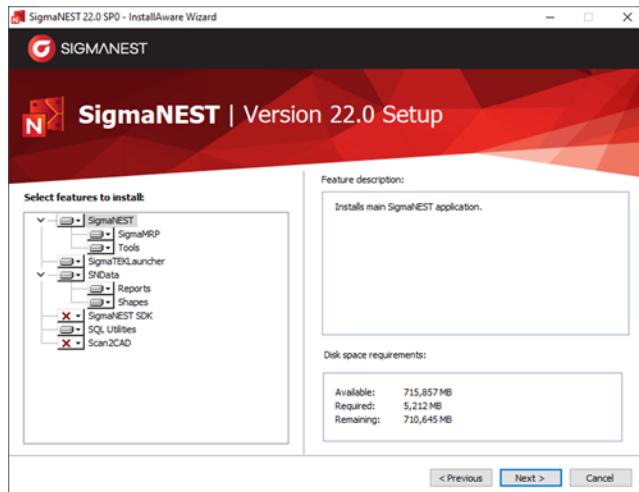
11. Click **Next**.
12. If you want to install the SNData folder on this system, select **Create or upgrade the SNData folder structure**, enter an installation path, and then click **Next**.

**Note:** See [Database/SNData Installation \(page 30\)](#) for information on installing the SNData folder on a separate system without SigmaNEST.

13. Enter the connection information for your license server, and click **Next**.

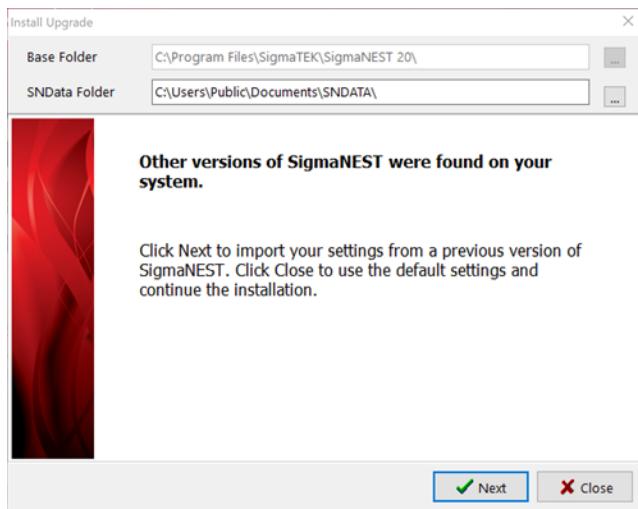
**Note:** If you are unsure about the licensing connection information, you can skip this step, however, you will then need to provide it later to start SigmaNEST.

14. Select a features you want to install from the list on the left. A description is displayed in the **Feature description** box on the right. The disk space requirements in the box below it change based on your selection.

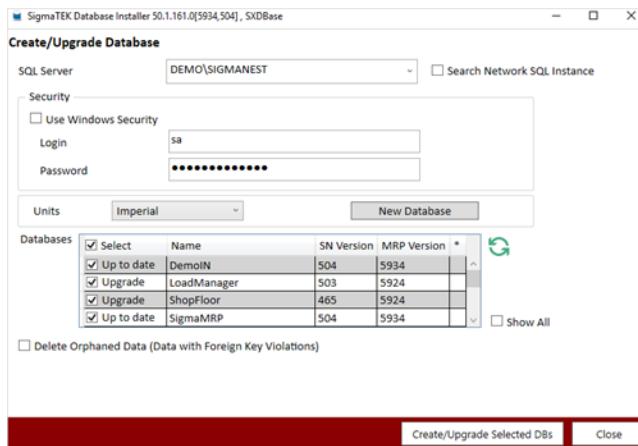


15. Click **Next** to begin the installation. This step may take several minutes.

16. If a previous version of SigmaNEST is installed on the computer, the **Install Upgrade** will open. Click **Next** to import your old settings to the new installation, or click **Close** to skip the import and use the default settings.



17. If you chose to create or upgrade an SQL database, the **Database Installer** will open. Select the SQL Server that will host the database, and enter your login credentials.



18. If you are creating a new database, choose whether the default database units will be **Imperial** or **Metric**, then click **New Database**. Enter the database name and click **OK**.
19. If you are upgrading an existing database, select it from the list.
20. Click **Create/Upgrade Selected DBs**.
21. After the database has been created (or upgraded), click **Close**.
22. Click **Finish** to complete the installation.

## Resources

Check out these additional resources for all SigmaNEST products:

- [Technical Support \(page 39\)](#). Contact SigmaNEST's Technical Support team for additional help.
- [Other Support & Training \(page 40\)](#). See what other resources are available to help you and your company implement SigmaNEST products.
- [FAQs/Troubleshooting \(page 42\)](#). Check out frequently asked questions and troubleshooting tips.

## Technical Support

SigmaNEST's U.S. Technical Support team is available Monday through Friday from 8:00 AM to 7:00 PM EST, excluding U.S. holidays. Support is available to trained users with a current maintenance plan. To save time, please have your licensing information and the version number for your SigmaNEST product ready before calling. You can find this information by going to the **Tools Help** tab and clicking **About**.

- **Phone:** 513.595.2002
- **Email:** [support@sigmanest.com](mailto:support@sigmanest.com) (or  
[support@sigmatube.com](mailto:support@sigmatube.com) for SigmaTUBE or SigmaBEND  
users)



**Tip:** Save even more time by checking out the SigmaNEST Knowledge Base at [cambrio.helpjuice.com](http://cambrio.helpjuice.com) before contacting us to look for answers to common questions.

## Other Support & Training

We offer a number of resources to help you and your company implement SigmaNEST and other SigmaNEST applications:

- Hands-on, comprehensive Training Classes conducted by experienced application engineers at our facility or yours
- Webinars covering a wide variety of products and features
- A large Knowledge Base of more than 100 articles written by expert engineers and developers to help you get the most out of your software
- Help Centers included in every software installation that provide a complete reference for all features and capabilities
- A Software Maintenance Plan that includes phone and email support, and access to software upgrades

### Training Classes

SigmaNEST offers small, hands-on training classes at our Cincinnati office led by our expert Technical Support team. The three-day SigmaNEST General Course is designed to introduce new users to the fundamentals of the software -- from part creation to nesting and NC application to posting and reporting. We also offer advanced and specialized courses that can be completed in person or online. On-site training at your facility also is available. Contact your sales representative or SigmaNEST [Technical Support \(page 39\)](#) for more information.

### Webinars

The SigmaNEST Support Team offers regular webinars highlighting new features, best practices, and more. To view the webinar schedule, visit our website at [sigmanest.com/webinars](http://sigmanest.com/webinars).

SigmaNEST regularly hosts webinars highlighting new features, best practices, and how to get the most out of your software investment. To view the extensive library of past webinars, visit our Knowledge Base. To sign up for notifications about upcoming webinars, visit our website.

### Knowledge Base

The SigmaNEST Knowledge Base is your resource for even more information about our products and services. It includes detailed articles by SigmaNEST engineers, developers, and other staff, as well as a community forum where customers and staff can discuss our software. If you need immediate assistance or after-hours help, this is a great place to look for answers to common questions.

### Help Center

The help center included with our software applications is a full reference guide for all features and processes. To view the help center, click any question mark within the application, or, to get help with a specific feature, hover your cursor over the toolbar icon and press **Ctrl + F1**.

## Software Maintenance Plan

A one-year maintenance plan is generally included in the cost of any SigmaNEST software purchase. We recommend you renew this plan after the first year to ensure that your software is always up-to-date and compatible with the latest CAD programs, ERP systems and Microsoft platforms. Benefits of an active maintenance plan include:

- Access to downloads of our latest software releases
- Access to SigmaNEST Live Update, which enables you to upgrade to the latest release from within the application, over the Internet.
- Support from our expert Technical Support team by phone and email
- Ability to report bugs and submit feature requests
- Access to the SigmaNEST customer portal and Community forums

## Advantage Support

SigmaNEST's Advantage Support Agreement offers additional support options above and beyond the standard maintenance subscription.

- Support from a top-tier SigmaNEST engineer who knows your setup and works with you regularly
- Access to an advantage-only phone line and email address
- Fastest response and resolution time possible
- SigmaNEST maintains documentation of your licenses, methods of use, and operational data
- One major upgrade service every two years
- One scheduled remote upgrade service every year
- Support for customized reports and report templates
- Eight hours of general online training per year
- Complimentary post modifications/enhancements (two hours per year per post)

## FAQs/Troubleshooting

### How do I contact technical support?

SigmaNEST's U.S. Technical Support team is available Monday through Friday from 8:00 AM to 7:00 PM EST, excluding U.S. holidays. Support is available to trained users with a current maintenance subscription. Please have your licensing information and the version number of your SigmaNEST product ready before contacting support.

- **Phone:** 513.595.2002
- **Email:** [support@sigmanest.com](mailto:support@sigmanest.com)

### Where can I find my licensing information and version number?

Click **Tools Help > About** in any SigmaNEST product to view licensing, version, and other important information.

### Can I install SigmaNEST or another SigmaNEST product as a 32-bit program?

If you have a 32-bit operating system, you can only install a 32-bit program. However, **beginning with Version 20, we no longer support 32-bit**. We recommend Windows 10, 64-bit operating systems for all SigmaNEST product installations.

**Warning:** Some post processors must be updated for use with the 64-bit installation. Also, 32-bit plugins are not compatible with 64-bit and must be recompiled. If you are unsure if your post processors and plugins are compatible with 64-bit, please contact SigmaNEST's Technical Support team before installation.

### How do I know if my operating system is 32- or 64-bit?

- **Windows 10:** Click the **Start** button, and then select **Settings**. Click **System**, and then select the **About** tab. View the **System type**.
- **Windows 8:** Click the **Start** button, and then select **PC Settings**. Click **PC and devices**, and then select the **PC info** tab. View the **System type**.

### How do I renew a license that is about to expire?

Contact SigmaNEST Technical Support to obtain new license codes.

### When trying to activate the license server, it appears the key is already in use.

- Click **View Status** (in the left menu).
- If the **Activation Status** is **Activated**, the message was displayed in error and your server is correctly activated.
- If the status is **Deactivated**, go to **Utilities** and click **Restart**. Then click **View Status** to re-check the status.

- If you continue to have problems, contact Technical Support.

### A firewall prevents the license server from contacting SigmaNEST.

- Add exceptions to the firewall for each of the SigmaNEST ports (**5053**, **5054**, and **5055**).
- Add an exception for **activation.sigmanest.com**.

### The License Manager cannot find the product.

- Verify that the correct server is selected and the product list is populated.
- Ensure that all selected products and add-ons have at least one available license.
- If a product is unavailable, choose a different product or wait for the license to be released.

### A license listed as “in use” is not actually in use.

- Open the License Server web interface, and click **View Licenses** to see if the license is roaming. Roaming licenses are always considered “checked out,” whether they are actually in use or not.
- To disable roaming, open the SigmaNEST License Manager on the computer using the roaming license, verify that it is connected to your intranet, and clear the **Roaming** check box.
- To reset a non-roaming license, open the License Server web interface and click **View Usage**. In the **Force Return** column, **Return** the license.

### The License Manager displays a “No authorization for product” error.

- Close all open instances of SigmaNEST and other SigmaNEST products (ensure that the License Manager is also closed).
- Go to the location where you installed SigmaNEST and open the IniFiles folder. (The default is `C:\ProgramData\SigmaTEK\{SigmaNEST Version}\IniFiles`.) Open the folder for the configuration you are trying to open, then delete `Licenses.ini`.

**Note:** By default, the configuration name is your Windows user name.

- Go to `C:\Users\{Windows Username}\AppData\Roaming\SigmaNEST SX` and delete `LicensingSettings.xml`.
- Restart SigmaNEST, then re-enter the server and product information before clicking **OK**.

### SigmaNEST cannot connect to the database.

- In SigmaNEST, go to **Tools Help > Configuration > Database**.
- Verify that the correct database and credentials are entered, then **Test** the connection.

## Data is missing after a software upgrade.

- Copy data from the old SNDATA folder to the new one.
- To find the SNDATA folder, go to SigmaNEST and select **Tools Help > File Manager > SNDATA**.

## How do I report a problem with a SigmaNEST product?

1. Restart the software and recreate the conditions that caused the problem.
2. If the problem occurs again, contact [Technical Support \(page 39\)](#). Explain how they can reproduce the problem, and provide any other required information.
3. The SigmaNEST Support Team will work with you to troubleshoot and resolve the issue, or submit a bug to our development team.

**Note:** You may be asked to package and send your current workspace, database, settings, and other relevant data to help the support team diagnose and resolve the problem. See [Pack and Send](#) for more information.

Examples of errors that should be reported:

- Access violation
- List index out of bounds
- Invalid pointer operation
- Integer overflow
- Out of memory

## What is an access violation?

Access violations typically occur when you do not have full modify/read/write permissions for a folder that the software is attempting to access. To troubleshoot an access violation, verify that you have full permissions to the following folders.

- SigmaNEST Program Files
- SigmaNEST ProgramData
- SNDATA

If you have full permissions for these folders, and the access violation still occurs, contact Technical Support.

## I am getting error messages while trying to install SigmaNEST or when I try to start the software for the first time.

Check with your IT administrator to ensure that you have the permissions necessary to perform the installation and that an anti-virus program is not interfering. If it is safe to do so, we recommend anti-virus programs be paused while running the SigmaNEST installer.

## Icons are missing or in the wrong locations in SigmaTUBE SW.

Most likely, the UI elements did not load correctly. Close SOLIDWORKS, and browse to `C:\Program Files\SigmaTEK\SigmaTUBE` in Windows File Explorer. Right-click on `CleanSWUIReg.bat`, and select **Run as Admin**.

## I have a great idea for a new feature. How do I share it with you?

Please contact [Technical Support \(page 39\)](#) to submit a feature request. We are always adding new features and improving SigmaTEK products to meet our customers' needs, so we welcome and encourage constructive feedback.

For more extensive troubleshooting information, or help that is specific to a certain SigmaNEST product, please visit our Knowledge Base.