

VERSION 10

Nest with the BEST®

Start-up Guide



SigmaNEST®

SigmaNEST is the leading CAD/CAM nesting system for programming CNC profile cutting and punching machines. Optimized for plasma, laser, punch, oxyfuel, waterjet, router, knife, tube/pipe and combination cutting machines, SigmaNEST ensures the best results in terms of material utilization, machine motion optimization, part quality, work flow integration, material handling, accurate estimates, and information management.

SigmaNEST software is offered in modules that can be combined to best meet the varied needs of customers, ranging from job shop environments to Steel Service Centers, and Original Equipment Manufacturers in such industries as: Transportation, Agricultural and Construction Equipment, Aerospace, Energy, and more.

About SigmaTEK Systems, LLC

Founded in 1993, SigmaTEK is headquartered in Cincinnati, OH (USA) and has an extensive global support network with branches throughout North America, South America, Europe, Asia, Australia and Africa. SigmaTEK is the leading authority on CAD/CAM nesting, material optimization, and manufacturing process automation. Our products and services are at work driving cutting, punch, and bending machines around the world and throughout industry delivering sustained levels of breakthrough productivity improvement. Learn more at www.sigmanest.com.

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Get Ready to Nest with the BEST!®

Thank you for choosing to invest in SigmaNEST, the leader in CAD/CAM nesting software solutions for all major profile cutting and punching machines.

This manual is a reference to SigmaNEST 10. Some optional features described in this manual may not be included in the version of SigmaNEST software being used. Contact your SigmaNEST sales representative to obtain more information on optional program modules described in the help file that are not installed at your site.

We appreciate your business and look forward to working with you to make sure you get the most from your SigmaNEST solution.

About This Guide

This guide provides instructions for installing or upgrading SigmaNEST. It also includes information such as system requirements, license management, post installation, troubleshooting steps for common technical issues, and contact information for support and training.

Before Installing SigmaNEST

Back Up Existing Data

Current users must back up data before installing a new version of SigmaNEST. Failure to properly back up data can result in its permanent loss. See **"Upgrade Installation" on page 13** for more information.

Determine Installation Method

Before installing, answer the following questions to determine the most appropriate installation method for your environment:

- Will all the SigmaNEST components (SIM, database, SQL server & program) be on the same computer or on a network?
- Will the configuration of the SigmaNEST components require a custom installation?
- Is there currently a SigmaNEST program on any of the computers being used? If so, which requires an upgrade installation?
- For upgrades, is the new version going to be installed by itself or parallel to the current version?

Note: See **"Types of SigmaNEST Configurations" on page 5** for more information on installation methods.

SigmaNEST Basics

SigmaNEST requires the following five major components to run correctly:

- **The SNSData Folder.** A collection of folders containing data, such as post processors, part files and shapes, that is shared between users. The SNSData folder should be installed to a shared location, such as a mapped network drive.
- **Microsoft SQL Server.** The SQL Server is a database platform that manages the data used in SigmaNEST. SigmaNEST is compatible with SQL Server Enterprise Edition. If it is already installed, you do not need to install MS SQL Server Express 2008, which is included with the SigmaNEST software.
- The **SigmaNEST program** is in the local installation folder. The default path is c:\program files (x86)\SigmaTEK\SigmaNEST10\ .
- A **SIM** is a device that plugs into the computer's USB port and authenticates the software license.
- The **post processor** is a driver that communicates information about the tool path to the machine. Posts are unique to each machine.

Note: SimTRANS™, an additional SigmaNEST module, allows SigmaNEST to communicate with a connected MRP system to transfer and accept data. Contact a SigmaNEST sales representative for more details.

Types of SigmaNEST Configurations

SigmaNEST can be installed on one or more machines in a variety of configurations, such as single, network, or custom.

Single Installation

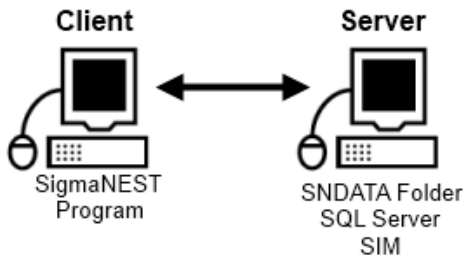
In a Single Installation, the SigmaNEST software and all its components are installed on one computer.



SigmaNEST Program
SNDATA Folder
SQL Database
SIM

Network Installation

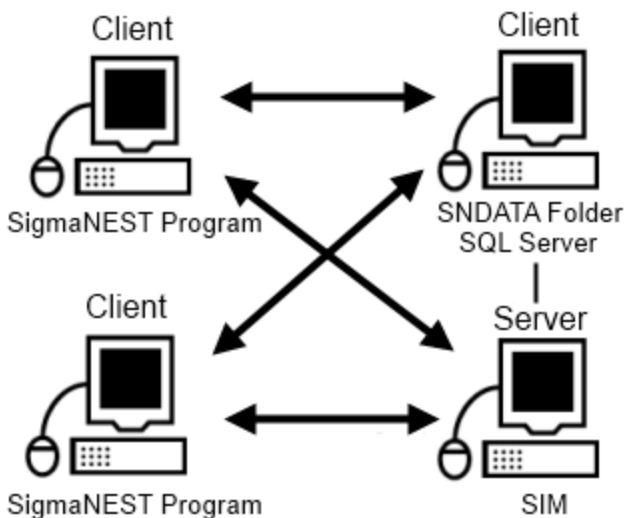
In a Network Installation, the SigmaNEST software is installed on a client computer and the other components are installed on a server that the client computer connects to.



Note: The network illustration shows a network with one client computer. However, networks can have multiple client computers that connect to a single server or multiple servers.

Custom Installation

A Custom Installation is similar to a Network Installation, but the SNData folder, database and SIM are stored on different servers instead of a single server. This configuration is typically used for large networks with servers and clients in multiple locations. An example of a Custom Installation is shown below.



System Requirements

The System Requirements for single, workstation, and server installations are listed below.

Note: SigmaNEST 10 is compatible with x86 32-bit systems. However, it is highly recommended that you install the software on 64-bit systems to enable all benefits and features offered by SigmaNEST 10.

SigmaTEK makes no warranties regarding the suitability of the systems described in this document to a particular site's requirements. Each site must assess their own individual needs and make their own decisions.

Note: SigmaNEST can run on laptops, but typical low-end laptops are not suitable for production due to small displays, slower hard drives, and lack of dedicated video cards.

Single System Requirements

The following requirements are considered reasonable for a single user installation or several networked workstations that are not connected to a server.

Processor:	64-bit Intel/AMD dual core processor or better
Memory (RAM):	4GB
Hard disk capacity:	250GB
Hard disk type:	2 or more SATA drives configured as Raid 0 or Raid 5(min. 3 drives).
	7,200 RPM or greater
Drives & Accessories:	DVD Drive. Optical/Laser mouse, trackball, etc.
Screen Resolution:	1024 x 768 (absolute minimum to display all dialog boxes)
Video card:	Dedicated video card with at least 512MB video RAM and OpenGL support
Operating Systems:	64-bit Windows 7 Professional or higher, 64-bit Windows 8 Pro or higher
Network:	100 Mb/s network card with access to other machines and shared Internet connection

Workstation Requirements

The following configuration is considered reasonable for a workstation that is connected to a server that houses the SigmaNEST database and configuration files.

Processor:	64-bit Intel/AMD dual core processor or better
Memory (RAM):	4GB
Hard disk capacity:	120GB
Hard disk type:	7,200 RPM or greater
Drives & Accessories:	DVD Drive. Optical/Laser mouse, trackball, etc.
Screen Resolution:	1024 x 768 (absolute minimum to display all dialog boxes)
Video card:	Dedicated video card with at least 512MB video RAM and OpenGL support
Operating Systems:	64-bit Windows 7 Professional or higher, 64-bit Windows 8 Pro or higher
Network:	100 Mb/s network card with access to other machines and shared Internet connection

Server Requirements

The following configuration is considered reasonable for a server to store the SigmaNEST database and configuration information while serving 5 to 10 connected SigmaNEST workstations. The server may also process light additional loads, such as file sharing, print serving, and backup functions.

Note: If an existing Microsoft SQL Server is used for the database, it must be version 2005 or later.

Processor:	Intel — 1 or 2 Intel Xeon dual core or better
	AMD — 1 or 2 AMD Opteron dual core or better
Memory (RAM):	4GB
Hard disk capacity:	500GB
Hard disk type:	3 or more drives configured as Raid 5 at 7,200RPM or better
Drives:	DVD Drive
Operating Systems:	64-bit Windows 2008 Server standard edition or higher
	64-bit Windows 2012 Server standard edition or higher
File system:	NTFS
Network:	1 GB/s with access to a shared Internet connection

Installation

The SigmaNEST software is installed by one of the following methods:

- **First Time Installation.** This installation method is used when the SigmaNEST software or any of its components is not installed on any computers.
- **Upgrade Installation.** This installation method is used when a previous version of SigmaNEST is installed on the machine. It is also used when installing SigmaNEST on a client machine that is connected to a server with existing SigmaNEST components installed. See "**Upgrade Installation**" on page 13 for more information.

Warning! When performing an upgrade installation, failure to back up existing SigmaNEST components may permanently erase all locally stored data.

Note: To upgrade from a previous version to SigmaNEST 10, the program must be installed from the disc. Live Update cannot be used to upgrade to SigmaNEST 10.

Upgrade Installation

An upgrade installation is performed when you overwrite an existing installation of SigmaNEST or install SigmaNEST parallel to an earlier version.

Another type of upgrade installation is when two versions of SigmaNEST are installed parallel to one another. This allows you to get familiar with the new version before removing the old version. See "**Parallel Upgrade Installation**" on **page 42** for more information.

There are four types of upgrades: Single, Network, Custom and Parallel.

Warning! Back up all data before upgrading SigmaNEST to a new version.

Back Up Data

Before upgrading SigmaNEST, back up the following items. Failure to back up these components may permanently erase all stored data.

1. In SigmaNEST, click the **Tools Help** tab.
2. In the **Tools** group, click **Config**.
3. Select the **Paths** tab to view the location of the data folder.
4. In Windows, browse to the location of the data folder.
5. Copy the contents of the folder to a new folder or rename the folder. For example, the SNData folder can be renamed SNData10.

To Back Up the SQL Server Database:

SigmaNEST automatically performs a backup on the database during installation. As an added precaution, it is recommended that you also manually back up the database before upgrading.

1. Open Microsoft SQL Server Management Studio 2005 or 2008. If not installed, download it from the Microsoft website.

Note: You can also install SQL from the SigmaNEST DVD by selecting **Install SQL Database** from the SigmaNEST Startup menu.

1. Enter the name of the SigmaNEST SQL Server. For example, Computer-1\SIGMANEST. If you do not know the name, select **Browse for more** from the drop-down list.
2. Select the **Authentication** method (Windows or SQL Server), enter the authentication information, then click **Connect**.
3. In the **Object Explorer** list on the left, expand **Databases**.
4. Right-click the database to back up and then select **Tasks > Back Up**. The Back Up Database dialog box opens.
5. In the **Destination** section, click **Remove** to remove the default backup location, then click **Add**. The Select Backup Destination dialog box opens.
6. Click the ellipsis (...) and browse to the location of the backup folder. This folder should be in a non-program directory, such as C:\Users\Public\Documents.
7. Enter the **File name** and then click **OK**.

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8. Click **OK** again. The new backup path displays in the **Back up to:** list.
9. Click **OK** to start the backup process. Depending on the size of your database this process may take a few minutes. Once the completed prompt appears, click **OK**.

Installation Prerequisites for Upgrade and Network Installations

If you are upgrading to SigmaNEST 10 from a previous version or performing a network installation, you must first run the following tools from the SigmaNEST DVD.

- **SIM Compatibility.** Verifies your SIM is compatible with SigmaNEST 10. It is highly recommended you run this utility if you are upgrading from a previous version of SigmaNEST.

Note: If your SIM is not compatible with version 10, you can install the Hasp driver (listed below) to update the SIM. Once the driver is installed, run the SIM Compatibility utility again to verify the SIM is compatible.

- **Install Hasp Driver.** Installs the Hasp driver for single or network SIMs. If you are performing a network installation, you must run this on the server computer before installing SigmaNEST 10. See "**Types of SigmaNEST Configurations**" on page 5 for more information.
1. Insert the SigmaNEST 10 DVD. After a few moments the SigmaNEST Startup menu opens.
 2. Click **SIM Compatibility** to launch the SIM compatibility utility. If you need to install the Hasp driver, click **Install Hasp Driver**.
 3. When finished, proceed with the installation. See "**Types of SigmaNEST Configurations**" on page 5 for details.

Installation Instructions

After all data has been backed up, proceed with the installation using one of the following installation methods:

- **"Single Installation" (page 18)**
- **"Network Installation" (page 23)**
- **"Custom Installation" (page 35)**
- **"Parallel Upgrade Installation" (page 42)**

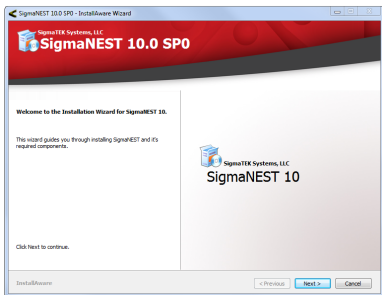
Note: You must be logged in to an Administrator account, or an account with Administrator rights, before installing SigmaNEST.

Single Installation

In a single installation, the SIM, database, SNData folder, and SigmaNEST are installed on one computer.

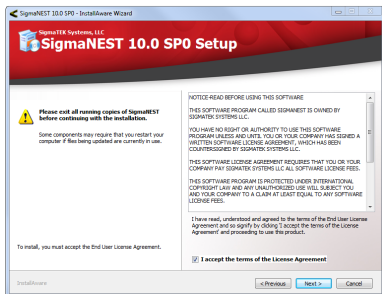
Note: If a newer version of SigmaNEST is being installed over a previous version on a single system, back up your data before proceeding. See "**Upgrade Installation**" on **page 13** for more information on backing up data.

1. Open the SNStartup file on the SigmaNEST DVD (if it does not auto start). Select SigmaNEST 10 , choose your language, and then click **OK** to start the Installation Wizard. Click **Next**.

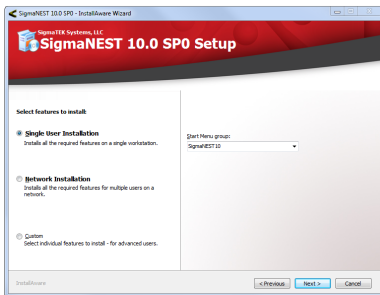


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2. Read the terms, click the **I accept the terms of the License Agreement** check box and then click **Next**.

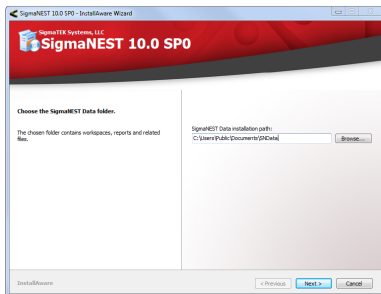


3. Review the Installation Notes and then click **Next**.
4. Select **Single User Installation**. In the **Start Menu group** drop-down list, select the start menu group for the program. Click **Next**.

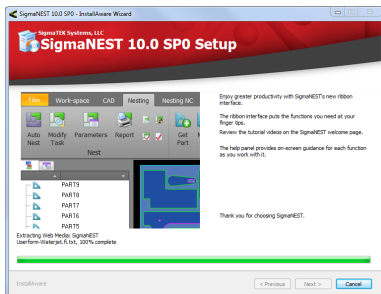


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5. Set the location for the SigmaNEST data (SNDData) folder, which contains all work-spaces, reports, and related files. If you want to change the default directory, click **Browse** and select a directory or manually enter it. Click **Next**.

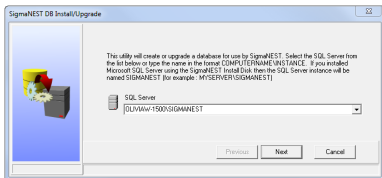


6. SigmaNEST is now ready to install. Click **Next** to begin the install. This step may take several minutes.

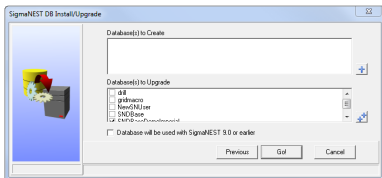


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- When the SigmaNEST DB Install/Upgrade dialog box opens, select the SQL Server for the database from the **SQL Server** drop-down list. The server name defaults to the computer name with a SigmaNEST instance. For example, PC-1\SIGMANEST. Click **Next**.

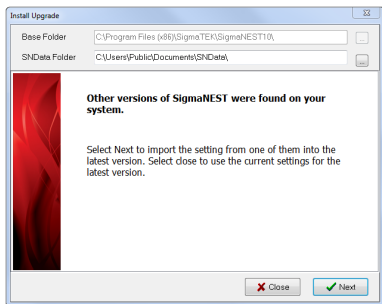


- Click the plus sign (+) to create a new database or select a database to upgrade from the bottom list. Click **Go!** to start the upgrade.



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9. If SigmaNEST is installed on a computer with a previous version, you can import the configuration settings from this version to the new installation. When the Install Upgrade dialog box opens, click **Next**, select the SigmaNEST version to import, and then click **Import**. To skip the import and use the default settings, click **Close**.



10. The installation is complete. Click **Finish** to close the install wizard. The computer restarts for first time installations.

For upgrades, clear the **Restart now** check box and then click **Finish** to complete the installation without restarting.

Note: Before starting SigmaNEST, verify the SIM is plugged into the USB port.

Network Installation

In a network installation, the SIM, database, and SNDATA folder are installed on a server. SigmaNEST is then installed on one or more client computers.

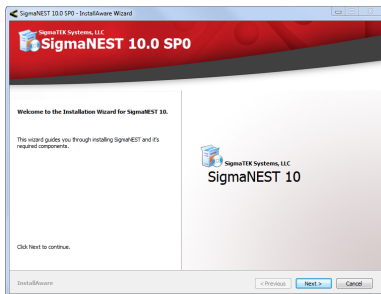
Note: If a newer version of SigmaNEST is being installed over a previous version on a single system, back up your data before proceeding. See "**Upgrade Installation**" on page 13 for more information on backing up data.

Server Installation:

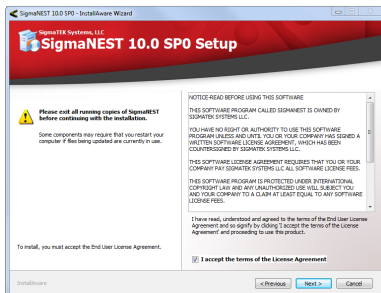
1. Open the SNStartup file on the SigmaNEST DVD (if it does not auto start). The SigmaNEST Startup menu opens.
2. Select **Install Hasp Driver** from the menu. The **Sentinel Runtime Setup** wizard opens. Click **Next**.
3. Select **I accept the license agreement** and then click **Next**. Click **Next** again to install the Hasp driver. A reboot may be required after the driver installs.
4. Select **SIM Compatibility** from the SigmaNEST Startup menu to verify the SIM is compatible and the drivers installed correctly.

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5. Select SigmaNEST 10 from the SigmaNEST Startup menu. Choose your language and then click **OK** to start the Installation Wizard. Click **Next**.

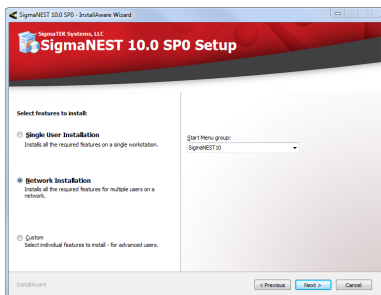


6. Read the terms, click the **I accept the terms of the License Agreement** check box and then click **Next**.

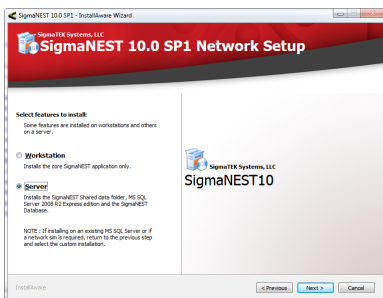


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- Review the Installation Notes and then click **Next**.
- Select **Network Installation**. In the **Start Menu group** drop-down list, select the start menu group for the program. Click **Next**.

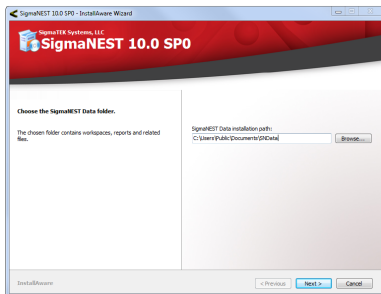


- Select **Server** and then click **Next**. If you have an existing MS SQL Server, see "**Custom Installation**" on page 35 for more information.

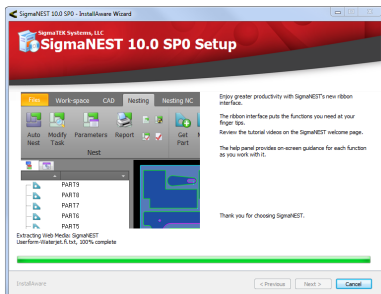


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- Set the location for the SigmaNEST data (SNDATA) folder, which contains all work-spaces, reports, and related files. If you want to change the default directory, click **Browse** and select a directory or manually enter it. Click **Next**.

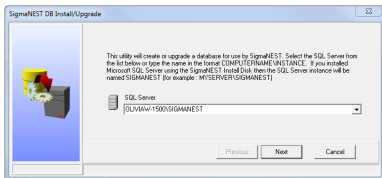


- SigmaNEST is now ready to install. Click **Next** to begin the install. This step may take several minutes.



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- When the SigmaNEST DB Install/Upgrade dialog box opens, select the SQL Server for the database from the **SQL Server** drop-down list. The server name defaults to the computer name with a SigmaNEST instance. For example, SERVER-1\SIGMANEST. Click **Next**.

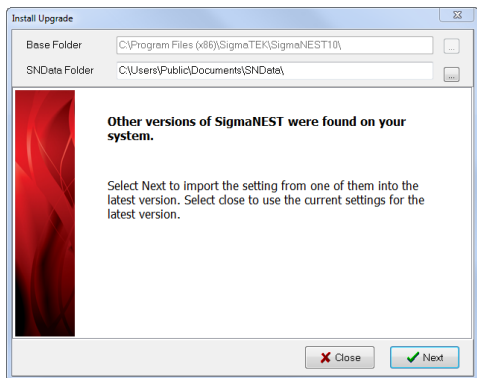


- Click the plus sign (+) to create a new database or select a database to upgrade from the bottom list. Click **Go!** to start the upgrade.



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14. If SigmaNEST is installed on a computer with a previous version, you can import the configuration settings from this version to the new installation. When the Install Upgrade dialog box opens, click **Next**, select the SigmaNEST version to import, and then click **Import**. To skip the import and use the default settings, click **Close**.

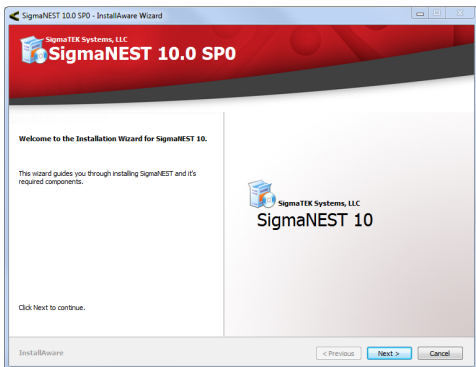


15. The installation is complete. Click **Finish** to close the install wizard. The computer restarts for first time installations. For upgrades, clear the **Restart now** check box and then click **Finish** to complete the installation without restarting.
16. To install the License Manager, perform a custom installation and select the **Hasp Utilities** check box. See "**Custom Installation**" on page 35 for more information.

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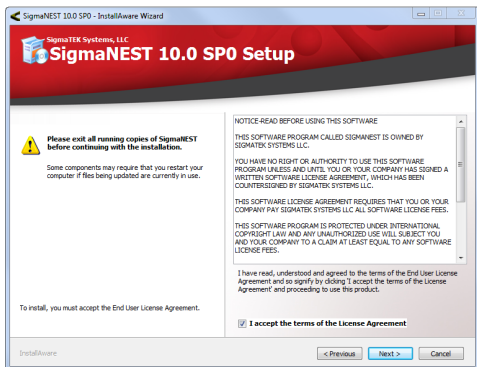
Workstation (Client) Installation:

1. Open the SNStartup file on the SigmaNEST DVD (if it does not auto start). Select SigmaNEST 10 , choose your language, and then click **OK** to start the Installation Wizard. Click **Next**.

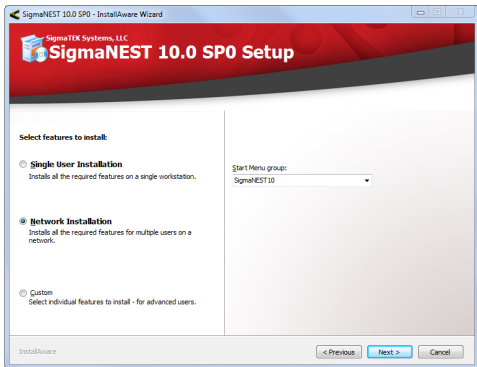


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2. Read the terms, click the **I accept the terms of the License Agreement** check box and then click **Next**.

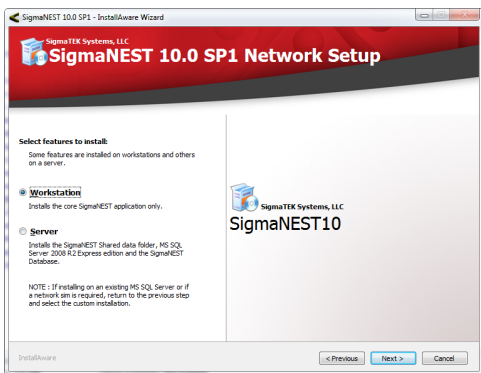


3. Review the Installation Notes and then click **Next**.
4. Select **Network Installation** and then click **Next**.



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5. Select **Workstation** and then click **Next**.

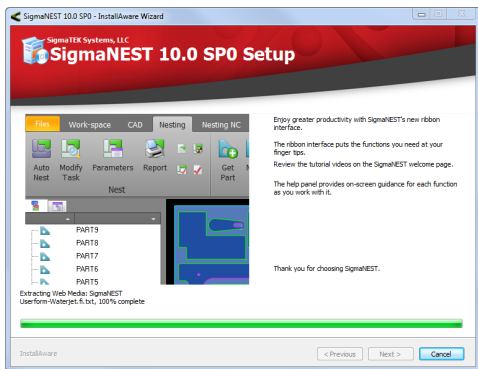


6. Set the location for the SigmaNEST data (SNData) folder to match the shared location used in the Server install. To enter the path, click **Browse** to browse to it or manually enter the path. Click **Next**.

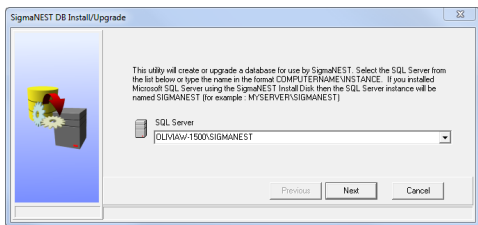


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7. SigmaNEST is now ready to install. Click **Next** to begin the install.



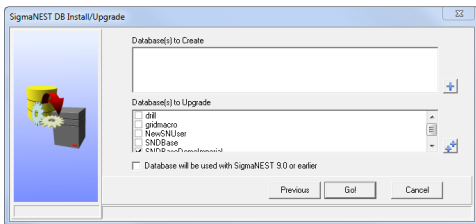
8. When the SigmaNEST DB Install/Upgrade dialog box opens, select the SQL Server installed during Server installation from the **SQL Server** drop-down list. All clients should use the same server. Click **Next**.



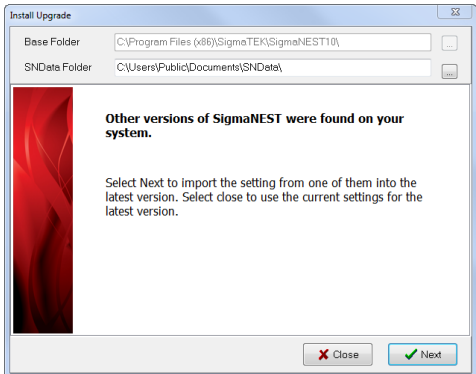
9. Click the plus sign (+) to create a new database or select a database to upgrade from the bottom list. Click **Go!** to start the upgrade. This

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step is not required if using the database created during Server installation.



10. You can import the configuration settings from a previous version if needed. When the Install Upgrade dialog box opens, click **Next**, select the SigmaNEST version to import, and then click **Import**. To skip the import and use the default settings, click **Close**.



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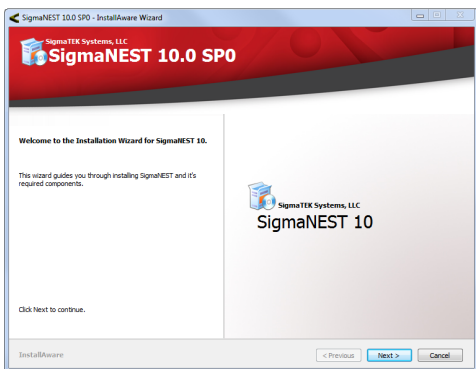
11. The installation is complete. Click **Finish** to close the install wizard. The computer restarts for first time installations.

For upgrades, clear the **Restart now** check box and then click **Finish** to complete the installation without restarting.

Custom Installation

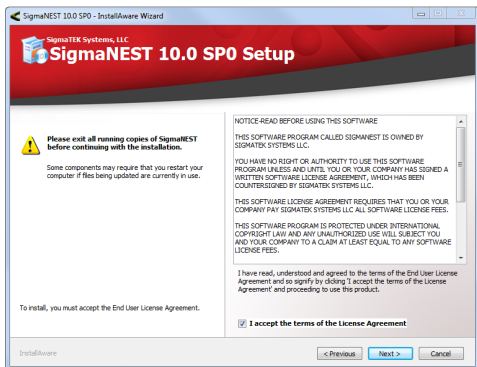
A custom installation allows you to select which SigmaNEST components to install. Custom installations are typically used in large environments with multiple servers and computers.

1. To update SigmaNEST to a new version with a custom install, open the SNStartup file on the SigmaNEST DVD (if it does not auto start). Select SigmaNEST 10 , choose your language, and then click **OK** to start the Installation Wizard. Click **Next**.



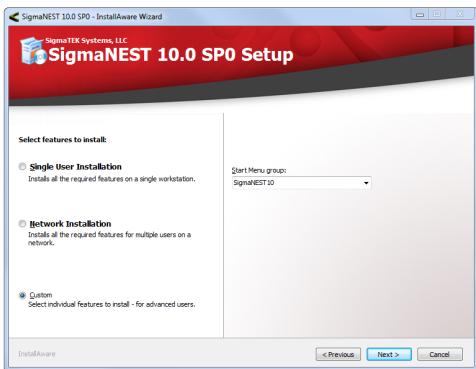
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2. Read the terms, click the **I accept the terms of the License Agreement** check box and then click **Next**.

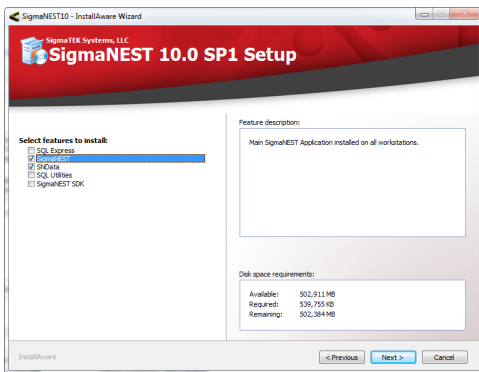


3. Review the Installation Notes and then click **Next**.
4. Select **Custom**. In the **Start Menu group** drop-down list, select the start menu group for the program. Click **Next**.

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5. Select the check boxes for each feature to install. Select a feature to see more information on it in the **Feature description** box. The disk space requirements change based on what is selected. Click **Next**.



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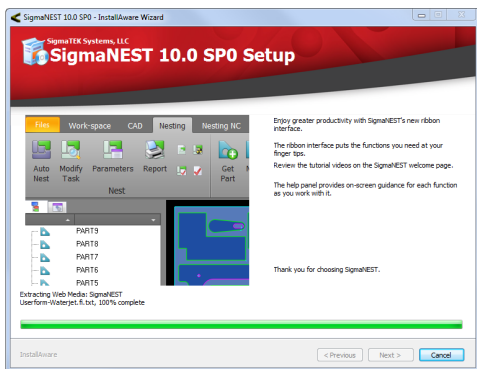
6. Create a shared network drive for the SNData folder. Enter the path to the shared folder, then click **Next**.

Note: Everyone accessing the shared folder must have read, write, and modify permissions. You may need to contact your Network Administrator to create the shared folder and set up the correct permissions.

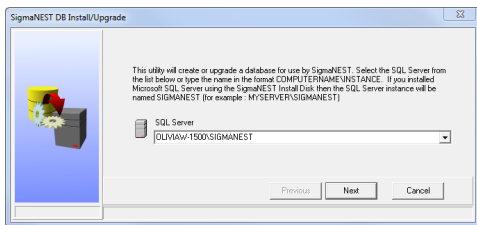


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7. SigmaNEST is now ready to install. Click **Next** to install the selected components. This step may take several minutes.

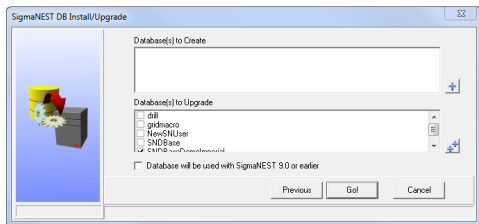


8. If you selected to install SQL components, the SigmaNEST DB Install/Upgrade dialog box opens. Select the SQL Server for the database from the **SQL Server** drop-down list. The server name defaults to the computer name with a SigmaNEST instance. For example, PC-1\SIGMANEST. Click **Next**.

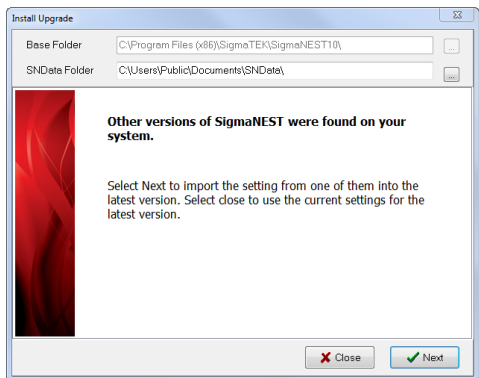


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9. Click the plus sign (+) to create a new database or select a database to upgrade from the bottom list. Click **Go!** to start the upgrade.



10. If SigmaNEST is installed on a computer with a previous version, you can import the configuration settings from this version to the new installation. When the Install Upgrade dialog box opens, click **Next**, select the SigmaNEST version to import, and then click **Import**. To skip the import and use the default settings, click **Close**.



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11. The installation is complete. Click **Finish** to close the install wizard.
The computer restarts for first time installations.

For upgrades, clear the **Restart now** check box and then click **Finish** to complete the installation without restarting.

Parallel Upgrade Installation

Two versions of SigmaNEST can be installed parallel to one another to allow you to become familiar with the new version before removing the old one. A parallel installation is recommended if you have not used or trained on the version of SigmaNEST being installed, or if you are upgrading from a much older version of SigmaNEST to a new major release version.

Installation

A parallel installation is similar to a single installation. However, there are some differences. During a parallel installation, the names of the folders for the SigmaNEST program and SNData folder must be different from the existing names. A new SQL database must also be created. When naming folders and databases, it is best to use similar yet distinct names, so they can be easily located later.

Note: If both versions of SigmaNEST point to the same database and SNData folder, parts and Work-spaces from the new version cannot be opened in the older version. Because SigmaNEST is backwards compatible, all Work-spaces and parts from older versions can be opened in newer versions.

For example:

- If the existing SigmaNEST program is in a folder named **SigmaNEST**, name the new folder **SigmaNEST10**.
- If the existing SNData folder is named **SNData**, name the new folder **SNData10**.

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

- If the existing SQL database is named **SNDBASE**, name the new database **SNDBASE10**.

Copy Data

Information from the existing folders must also be copied into the newly created folders. This allows the new version to access the data in the existing version.

Note: The newly installed version should point to the new SNData folder and SQL Server database.

To copy the folder, right-click the folder with existing data and select **Copy**. Browse to the location of the new folder, right-click on it, and then select **Paste**.

Note: The copy process may take several minutes for larger data folders.

Transitioning Out of a Parallel Upgrade

Once the users have become familiar with the new version, the previous version can be uninstalled.

Warning! Before removing the old version, verify all data is copied over to the new version. Also, verify the newly installed version points to an existing production SQL database or back up the current SQL database and restore it to the new database (if one was created during installation).

SIM & License File Management

SigmaNEST uses a security signed license file stored on the local machine to authenticate the program on single machines or servers. In a network environment, client systems retrieve a valid SigmaNEST license file from the server.

The SIM key is plugged into a USB port on a single machine. For network licensing, a network SIM key is installed in a USB port on the system hosting the license.

Note: When updating a network SIM installed on a server, the SIM must be updated locally by logging into the server machine and performing the update. For security reasons, you cannot remote into the server to update the network SIM.

SIM Codes and Licensing

SIM codes can be requested by contacting SigmaTEK by email, fax, or phone. The codes can be updated with or without an Internet connection.

Note: If a legitimate license file is not present, the License Manager opens automatically when SigmaNEST starts.

Procedure 1 (Internet Connection): Live Update

1. On the **Tools Help** tab, in the **Tools** group, click the drop-down arrow under **Config** and select **License Manager**.
2. Select the **License File** tab.
3. Click the **Install from Web** button. The license file is retrieved and installed.

Procedure 2 (No Internet Connection): Email

1. Copy the attached .SNLic file from the SIM Code email to a location on the computer.
2. On the **Tools Help** tab, in the **Tools** group, click the drop-down arrow under **Config** and select **License Manager**.
3. Click the **License File** tab.
4. Click **Browse** and locate the license file saved in step one. Select the file and click **Open**. The license is installed.

Network SIM Management

Network SIMs are managed using SafeNet's Sentinel License Manager. This license manager is web-based and automatically detects your network SIM.

The site can be accessed using the follow methods:

Method 1:

1. Using a web browser on the machine with the SIM, type `http://-localhost:1947/_int_/devices.html` in the address field and press **Enter**. The website opens and lists your network SIMs.

Method 2:

1. On the **Tools Help** tab, in the **Tools** group, click the drop-down arrow under **Config** and select **License Manager**.
2. Click the **Net Hasp Setup** tab.
3. Click **List Network SIMs** to launch the Sentinel License Manager website.

Note: For more information on using SafeNet's Sentinel License Manager, click the Help link in the left navigation menu on the site.

Configuring Access to Remote Servers

When you install SigmaNEST in a network environment, workstations may access the server to retrieve a valid license file for the SigmaNEST software. This server can be located in the same building, across town, or across the country.

In some cases, the network configuration used in your environment may block the workstation's license request from reaching the server. For example, if a SigmaNEST workstation is located on a network sub-net used for all workstations, but the server is on a different sub-net, the router used to pass traffic between these two sub-nets may filter out the request to the server for the license file, causing it to never reach the server.

To prevent this, you must configure access to remote license managers in the SafeNet Sentinel Control Center.

1. Open a web browser and type `http://localhost:1947/_int_/devices.html` in the address bar and then hit **Enter**. The SafeNet Sentinel Control Center displays.
2. In the **Options** area to the left, click **Configuration**.
3. Select the **Access to Remote License Managers** tab.
4. In the **Specify Search Parameters** text box, enter the computer name of the SigmaNEST server. You can also enter the IP address of the server if the server is configured to use a static IP address.
5. Click **Submit** to save the changes and close out of the SafeNet browser window.
6. Start SigmaNEST. If the Start-up dialog box opens, skip to step 9.

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7. Click the **Tools Help** tab.
8. Click the drop-down arrow under **Config** and then select **License Manager**. The Start-up dialog box opens.
9. Click the **Net Hasp Setup** tab.
10. Verify the **Check for Network SIM** check box is checked.
11. Select the SigmaNEST server name entered in step 4 from the **Network Address/s** drop-down list.
12. Click **OK** to save the changes. If SigmaNEST is open, close it and then re-start.

Post Installation

Follow the steps below to install the post.

1. In SigmaNEST, identify your current post folder by selecting **Tools Help > Config > Paths**. The path is listed next to **PST and TEC file** field. By default, this folder is located at C:\Users\Public\Documents\SNData10\POST.
2. Save the zip file to the post folder, unzip and extract all the files to the post folder.
3. In SigmaNEST, click **Tools Help** and then click **Config**. Select the **Machine** tab.
4. Click **New**.
5. In the New/Edit Machine dialog box, select the file extracted in step 2 from the **Post** drop-down list. The **Machine** text box is auto populated based on the post file name. You can change the name if necessary.
6. Select the **Cost file** and **Machine Group** from the drop-down lists. Machine Groups allow you to assign multiple machines to a single group.
7. Click **OK** to save the changes.

Troubleshooting

This section lists the most common technical issues you may experience after installing SigmaNEST 10. If you need further assistance, see "**Contact SigmaTEK Support**" on **page 58** for information on contacting SigmaNEST Technical Support.

Error message: "SigmaNEST SIM Not Found"

Possible Cause	Solution
The SIM is not detected.	Unplug SIM and insert it back into the USB port. Wait a few moments for the drivers to install. If it still does not work, try a different port.
The SIM is plugged in but the red LED light is not on.	The computer does not recognize the USB device. Download and install the USB driver.
The computer's firewall is turned on and is blocking data sent from SigmaTEK.	Disable the firewall or configure it to allow data from SigmaTEK.
SIM does not have valid SIM codes.	Contact SigmaTEK for SIM codes.
More than one SIM is being used.	Use only one SIM per PC/Server.
The Sentinel Local License Manager service is not running.	Click Start and type services.msc. Select Services to open Windows Services. Scroll down until you see the Sentinel Local License Manager Service. Right-click it and select Start .

Issue: After installing, SigmaNEST is unable to connect to the database on the SQL Server.

Possible Cause	Solution
Database not properly connected.	Test the connection to the database (in SigmaNEST - Tools Help > Config > Database) and verify all login information is correct or use the built-in SigmaNEST user account to access the server.

Issue: Data is missing after install (upgrading from version 9.0 and up).

Possible Cause	Solution
Data is in older version's SNDATA folder and not in the new one.	Copy the contents from the old SNSData folder to the new one.

Issue: Data is missing after install (upgrading from version 8.0 and prior).

Possible Cause	Solution
Some items, such as Shapes90 and Reports90, were not installed to the data folder.	Copy the contents from the old SNSData folder to the new one. Next, re-install SigmaNEST 10 using the Network Server, Single User, or Custom methods and enter the path to the new SNSData folder when prompted.

SigmaNEST Technical Support & Training

SigmaTEK's expert Technical Support Team is ready to assist you with any problems you may have. We also offer a variety of training classes to help you get the most out of SigmaNEST.

Technical Support

SigmaNEST Technical Support combines application experts and technology to best support our customers. Advantage Support takes our support philosophy one step further and offers customers customized options and services tailored to meet their troubleshooting needs.

Hourly Support

SigmaTEK's Technical Support Team is available for users without a maintenance subscription plan at an hourly rate of \$180. Technical Support is billed in hourly increments only. A minimum of one hour is billed per call. Remaining minutes for calls under one hour cannot be used at a later date.

SigmaNEST Maintenance Subscription

SigmaNEST Maintenance Subscription Membership is an annual license that grants users access to new SigmaNEST versions and product updates when they become available for a yearly subscription fee.

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SigmaNEST Maintenance Subscription Membership includes the following:

- New versions upon release.
- Incremental production builds.
- Access to SigmaNEST Live Update.
- Ability to report software issues and submit enhancement requests, all with progress notification.
- Documentation updates.
- Favorable pricing for SigmaNEST add on modules.
- Ability to contact Technical Support by phone or email.
- Access to the SigmaNEST on-line forum community.
- Periodic focused training webinars.

Advantage Support

SigmaTEK's Advantage Support Agreement delivers additional support options that enhance all aspects of SigmaNEST Software Technical Support.

The Advantage Subscription Agreement includes:

- Accelerated response time for call-in issues (1-3 hours), 8:00 AM to 5:00 PM EST.
- Access to Advantage only phone line and support email address.
- Support calls handled by senior level SigmaTEK Engineers.
- SigmaTEK manages support documentation of your licenses, methods of use, and operational data in the event another engineer is assigned.

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- One Major Upgrade Service every two years.
- One scheduled remote upgrade per year.
- Custom reports.
- Eight hours of general online training per year.
- Post enhancements (2 hours per year per post).

For more detailed information and pricing on SigmaNEST Maintenance Subscriptions or Advantage Support, contact Technical Support at 513.674.0005 and select option 2.

- Rates are subject to change.
- Phone support is available to trained SigmaNEST users only. You must attend a SigmaNEST training course to receive phone support.

SigmaTEK Systems Software Maintenance Subscription Membership and Advantage Support Service is updated yearly to address changes in SigmaNEST software, computer operating systems, and peripheral software changes in the CAD/CAM industry. SigmaTEK Systems reserves the right to make changes to the service agreement year to year to address these changes. Any changes made will be effective for the term of the agreement.

SigmaNEST Training

While SigmaNEST is a very intuitive program, there are times when you may not be aware of functionality that can have a great impact on your cutting time, scrap, process management, and overall productivity. For these reasons and more, SigmaNEST offers training classes designed to ensure you get the most out of your purchase.

Our training classes empower you with knowledge of key program components and functionality. At any time, you can ask our Instructors specific questions about how SigmaNEST can work for you in your unique environment. Our experts walk you through tools designed to maximize the efficiency of the work you do every day. The training class size is limited to a small, select group. This allows us to give you a focused and interactive experience both with our Instructors and other users attending the class. You also have access to a workstation to follow along and receive hands-on experience with SigmaNEST.

SigmaNEST training is offered at SigmaTEK's Cincinnati headquarters, the SigmaTEK Seattle office and other locations worldwide. Training classes generally begin at 8:30 AM and conclude between 4:30 and 5:00 PM. A one-hour catered lunch break is provided about halfway through the day.

SigmaTEK offers the following training classes:

- **Refresher.** A one day refresher class for regular users of SigmaNEST.
- **SigmaNEST User.** A comprehensive three day class for beginners or long-time users wanting to enhance their skills.

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- **Combo.** A one day class which focuses on punching and combo machines.
- **Turret.** A one day class which focuses on punch machines.

Note: Classes for beveling and router are available upon request.

For customers who need to train a group, SigmaTEK also offers on-site training. On-site training can include up to five attendees per trainer and requires the customer to provide the training space and necessary equipment.

If you have any questions or would like more information regarding training, please speak to your Regional Sales Manager or contact SigmaTEK's Technical Support Team at 513.674.0005, option 2, or send an email to support@sigmanest.com .

Contact SigmaTEK Support

SigmaTEK's Technical Support Team is available Monday through Friday from 8:00 AM to 5:00 PM EST, excluding nationally recognized holidays.

Technical Support

Email: support@sigmanest.com

Phone: 513.674.0005, option 2

Review the following before contacting support to ensure the issue is related to SigmaNEST and not to your local computer, network, or other software.

- Review the system requirements. See "**System Requirements**" on **page 8** for more information.
- Have your SIM number ready. You can find this by selecting the **Tools Help** tab, and clicking **About**. The SIM is listed as the serial number.
- Know your SigmaNEST version and build number. You can find this by selecting the **Tools Help** tab, and clicking **About**. The version number and build number are listed in the bottom right corner. For example, 10.0 SP1 (188).

Note: Write down the SIM and Version numbers on the inside cover of this manual or in the Notes section so you can easily find them when contacting support.



Visit us at
www.sigmanest.com

Get connected through the SigmaNEST Customer Portal
connect.sigmanest.com

Technical Support
support@sigmanest.com