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MANUFACTURING INTELLIGENCE

PC-DMIS 2020 R1 - Release Notes -



PC-DMIS

2020 R1

Initializing...



Hexagon Manufacturing Intelligence –
Metrology Software, Inc. © 2020

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Release Notes

PC-DMIS 2020 R1 is a significant development release of the software. For detailed information and video tutorials about this release, visit hexagonmi.com/products/software.

Featured Items

Graphical Guidance Tools

Added new graphical guidance tools to lead the way when you take your manual measurement hits.

See "[Guided-Portable-Execution](#)".

Home Improvement

Added an example routine library to help you discover advanced techniques from our top application engineers. You can also create new routines from useful templates.

See "[Home Page](#)".

E-Store

For similar probe components, you have the option to order them with different materials for the sphere and shaft. Also, you can choose to make the shafts with different diameters or working lengths. When you select the **Add to Cart** option in **Probe Description** area, PC-DMIS checks if similar components are available. PC-DMIS then displays a menu to select one or more of similar components to add to your shopping cart.

We also support Online Shopping from PC-DMIS. When you click the **Online Shopping** button in cart view, the button opens a link in your default browser where you can complete your order.

See "[E-Store](#)".

New Enhancements

CMM

- Updated the HR-MP rack calibration measurement to account for a design change in the production rack to allow it to use TP20 probes. See PCD-171391.

DCI/DCT

- Added DCI support for CREO 6 and NX 1872. See PCD-169888 and PCD-176809.
- Improved load times for the communication model of NX DCI. See PCD-161354.

Constructed Features

- We added a 1D option to the constructed width feature, completing the family of width feature types (1D, 2D, and 3D). The 1D width is constructed from two opposed points. It supports FCF Position at MMC/LMC. It can be referenced as a tertiary datum at MMB/LMB or as an origin in an alignment. See PCD-173380.

Laser

- Added a **Plane Selection** button to the Laser Auto Cylinder properties. This button helps to manually select the intersection plane when you enable the **Ring Band** option. See PCD-170264.

- Added the Start Angle and End Angle properties to the Laser Circle feature. These properties help to measure the segment of a circle. See PCD-56396.
 - Added the Start Angle and End Angle properties to the Laser Auto Cylinder feature. These properties help to measure a part of a cylinder thereby reducing the area used to extract the feature from the pointcloud data. See PCD-147564.
- The default values of the following settings for 3D laser auto features have been changed when a CAD model is used. This change was made so that 3D laser features would have more reasonable settings and could be extracted without editing:
 - When a Laser Auto Plane, Cylinder, Cone, or Sphere is created using the QuickFeature method, the CAD Offset is enabled by default.
 - For Laser Auto Cylinder and Cone features, the **Center offset** is automatically computed to be in the center of the feature **Length**. The **Search length** is automatically computed as 90% of the feature **Length**.

See PCD-164816.

- Added the ability to delete the last scan pass with the use of the arm's left button when you use the Hexagon Absolute Portable Arm with the integrated laser scanner. See PCD-73199.
- When the measurement routine has an existing pointcloud (COP) and is aligned to a CAD model, the laser Auto Feature is extracted and also measured when it is created. This applies to the following:

Creating a laser Auto Feature using the QuickFeature method (Shift + Click)

See PCD-175110 and PCD-162357.

- Updated the **Laser Data Collection Settings** dialog box to include the **Mesh** option under the **Pointcloud Display** section for Portable laser scanners. The Mesh license is required to use this option. See PCD-176214.

Measurement Strategy Editor (MSE)

- Added a toolbar for the Measurement Strategy Widget so that you can now change the active group without opening the widget. See PCD-169898.
- Added the capability in the Measurement Strategy Editor to start in a state that reflects the active probe type and program mode. See PCD-151077.
- When you open PC-DMIS for a portable device for the first time, PC-DMIS automatically clears the **Use Measurement Strategy Widget** and **Use Measurement Strategy Editor** check boxes in the **Setup Options** dialog box. When you later update PC-DMIS, these check boxes remain cleared. See PCD-175384.
- Added the ability to decide the available parameters in the Measurement Strategy Widget. You can do this from the Measurement Strategy Editor. See PCD-163804.

Pointclouds/Mesh

- Added a **Profiles** section to the **Laser Data Collection Settings** dialog box that allows you to select pre-configured scan profiles. You can also create your own scan profiles. The list of pre-configured pointcloud scan profiles that come with PC-DMIS are:

COP - Standard resolution (to scan parts with details 1 mm or larger)

COP - Fine Resolution (to scan parts with details 1 mm or smaller)

COP - Very Fine Resolution (to scan parts with details 0.5 mm or smaller)

If you have the Mesh_option license, the pre-defined Mesh profiles are available:

Mesh Normal (The scan speed and the drawing of scanned points is good, the Mesh Display resolution is medium.)

Mesh Smooth (The scan speed and the drawing of scanned points is faster, but the Mesh Display resolution is low.)

Mesh Detailed (The scan speed and the drawing of scanned points is slow, but the Mesh Display shows more details.)

See PCD-63593.

- Added a new **Max Angle** setting to the Pointcloud CLEAN command. When you enable this function, it returns the relevant points with estimated normal vectors that are within a specified angle of the CAD vectors. This tool results in a cleaner CLEAN to select data related to CAD faces. By default, the **Max Angle** setting is off so that it does not impact existing measurement routines. See PCD-169206.

- Added a **Noise Reduction** filter to the Pointcloud Filter operator. The filter works on the global density of the selected pointcloud and removes points that are too far away from the global cloud. A slider represents the minimum and maximum values for the **Noise Reduction** filter. The default value is 80.

The minimum value is zero which means PC-DMIS applies no noise filter to the data.

The maximum value that PC-DMIS allows to set the noise filter is 99.

As you move the slider, PC-DMIS updates the Graphic Display window with included points in green and excluded points in red.

See PCD-106520.

- Added a **Import Pointcloud** operation to the **Pointcloud** toolbar that allows you to simulate the individual scan passes as an XYZ or PSL file, whichever is imported.

You can visualize the way the pointcloud was originally scanned.

You can see the result of real-time filters. PC-DMIS applies any active settings in the **Laser Data Collection Settings** dialog box.

From the **Pointcloud** toolbar, click the **Simulate Pointcloud** button to open the **Simulate** dialog box that lets you navigate and select the file to import.

You can use the **Frequency** value to control the speed of the simulation during the import process. The range is 1 through 500. See PCD-61589.

- Added the ability to expand or collapse to show or hide the sections in the **Laser Data Collection Settings** dialog box. See PCD-178353.
- PC-DMIS now supports grey-scale graphical rendering for pointclouds. When an imported pointcloud file or scanned data contains intensity values (such as from the Leica ATS600 Tracker), the **Pointcloud Display** of the COP is automatically set to Grey Scale. You can right-click the COP in the Edit window and select **Pointcloud Display** to change the display setting. See PCD-162485.
- Improved the Pointcloud Surface Colormap performance time. See PCD-96922.
- When you do Laser scanning with a portable device and you use the **Pointcloud Display | Mesh** menu option, you can show triangles in the Graphic Display window which were scanned to part-surface orientation. The triangles that are scanned with a good sensor for surface orientation are shown in green, and the ones which are outside the **Quality Angle** setting area are in red. You can adjust the **Quality Angle** value from the **Pointcloud Laser Data Collection** dialog box. When you select the **Remove Overlap** option and re-scan the low-quality areas with a better sensor orientation, the red triangles might be replaced with the new scanned data. You can also enable the display of the low quality triangles from the **Portable Scanning Widget** toolbar. See PCD-63839.

- Updated the **Create Mesh** dialog box and command so that you can select between two different methods to create a Mesh data object. The two different methods are the existing **3D Mesh** method and the new **Grid Mesh** method. See PCD-176213.
- Improved the performance when you compute the Pointcloud Point Colormap with the help of Dots, Needles, or Text options on the full COP and CAD. See PCD-173921.

Portable

- For the T-scan with an AT960 tracker, if the T-Scan Interface is already running when you open PC-DMIS, you can lock onto the T-scan and start scanning. The T-Scan Interface and PC-DMIS must be started by the same Windows user with the same permission level. See PCD-168533.
- PC-DMIS automatically shows the **Portable Scanning Widget** toolbar when you are connected to a portable device, and the active probe is a laser scanner. This widget allows you to do the following:
 - Set the exclusion plane that allows you to measure and set exclude data during scanning
 - Select a scanning profile
 - Delete the acquired scan pass
 - Create a mesh data object with the use of scanned data

See PCD-169561.

- Added a change to manage the probes for the AT-9x0 LeicaLMF interface. When you run a measurement routine with the LeicaLMF interface, PC-DMIS does not ask you to load a probe if the probe is a smart probe and is the active probe. Smart probes are the T-probe, LAS/LAS-XL scanner, T-scan, and so forth. See PCD-169332.

- Added a change to manage the probes for the Absolute Portable Arm. When you run a measurement routine with a Hexagon Absolute Portable Arm with the RDS interface, PC-DMIS does not ask you to load a probe if the probe is already the active probe. See PCD-154213.
- Moved settings for the Leica AT960 T-scan from the **Probe Toolbox** dialog box to the **Parameter Settings** dialog box. These settings are seen in the Option Probe command in the PC-DMIS measurement routine and are sent to the T-scan interface software. These parameters are useful when you export with the **File | Export | XML** command. See PCD-168216.
- Added the ability to select the ATS600 LeicaLMF tracker from the PC-DMIS Home page (**Edit | Set Portable Interface**). See PCD-169321.
- Added the ability to zoom and rotate the active feature when you execute a portable measurement routine. See PCD-174405.

HTML Help

- Added support for multiple languages on the default page of the documentation website (<https://docs.hexagonmi.com>). You can now select a language, and the browser remembers your selection when you come back to that site. See PCD-160163.
- Added the ability to more easily view specific versions of our Help content on our documentation website (<https://docs.hexagonmi.com>). Before you had to manually change the version in the address bar. We now provide dynamic links from the main page. See PCD-166652.
- Documented a workaround to get better search results in the Help documentation. If the Help is not returning search results, surround your search word or phrase with quotes. See PCD-178087.
- Improved the PC-DMIS Help to include the rules and limitations of the Vision Multi Capture functionality. See PCD-174465.

- Improved the documentation to include an example of how to use the PRINT command within loops. See PCD-155586.

User Interface

- Added light and dark themes support for the **Optimize Path** dialog box. You can change the theme from the Home page in PC-DMIS. See PCD-173796.

Vision

- Added CHRcodile SE unit support for CWS. See PCD-166596.
- Added 2D lens distortion to calibrate the non-linear errors in the field of view (FOV) throughout the zoom cell's magnification range or for a given optics configuration. This can significantly improve measurement accuracy away from the center of the FOV, especially on lower magnification optics. See PCD-165013

List of Fixes

- PCD-127845 - Fixed an issue where a variable name can be used in the **Output Configuration** dialog box.
- PCD-155115 - Fixed an issue where PC-DMIS would hang when you tried to move up or down in newly-created assemblies.
- PCD-159846 - Fixed an issue to save the CAD model's hidden status in the snapshot command.
- PCD-161426 - Corrected an issue with GD&T import from JT files where datum A was not generated with the GD&T selection tool.
- PCD-162253 - Corrected an issue where the reference ID for Pointcloud Operators was not used in automation.
- PCD-162438 - Corrected an issue where the **Remove points with normals outside** check box was not available in laser Auto Feature dialog box when

the pointcloud was imported as an STL file type. For existing measurement routines, the STL file needs to be re-imported so the normal IJK values are calculated.

- PCD-162651 - Fixed an issue for undo and redo function where the **Save** dialog box does not appear when you had edited the commands in a measurement routine.
- PCD-164330 - Corrected an issue where if you ran PC-DMIS online and opened the **Auto Feature** dialog box and manually changed the probe position, PC-DMIS didn't show and update the position.
- PCD-164339 - Fixed an issue where both Legacy Perpendicularity and Parallelism displayed an incorrect color representation for the feature material condition size.
- PCD-164342 - Fixed an Expression issue that caused FCFLOC1.TP.MEAS to not report the MEAS value.
- PCD-165032 - Fixed an F9 issue where datums were added before the FCF command and not after the command.
- PCD-165872 - Fixed an Expression issue that caused the variable .m to not report the .m value.
- PCD-168938 - Fixed an application error that occurred when you had used "To Points".
- PCD-169815 - Fixed a per-unit Straightness issue that allowed the diameter to report twice.
- PCD-169834 - Fixed an issue where PC-DMIS didn't allow you to create a QuickFeature whenever the feature size was smaller than the probe diameter.
- PCD-169963 - Fixed an issue in PC-DMIS Vision where the machine would drive off into the air when executing a template matching feature. Now,

when you don't have an actual required camera image, PC-DMIS restricts Template Matching in these ways:

- During execution of a feature with Template Matching, PC-DMIS skips the Template Matching.
- When you edit a feature with Template Matching, PC-DMIS shows the Template Matching, but you cannot edit it.
- When you teach a new feature with the **Auto Feature** dialog box, PC-DMIS turns off Template Matching, and you cannot turn it on.
- PCD-170088 - Fixed a feature computation error where the laser feature execution did not finish when the feature was skipped.
- PCD-170401 - Fixed an issue where the Edit window cursor was left in an incorrect location.
- PCD-170402 - Fixed an issue where a Mesh Thickness Colormap was not applied when you used selected CAD surfaces.
- PCD-170523 - Fixed an issue where the **Laser AF Multiple Creation** tab was not available for the Laser Auto Feature Flush and Gap when using a laser probe offline.
- PCD-170533 - Added an ability in the installer to add the LampDefinitions.xml file into the PC-DMIS application directory.
- PCD-171132 - Fixed a crash that occurred when you deleted the thickness gage from the measurement routine.
- PCD-171477 - Fixed an issue where the software stopped responding when you cut a GROUP in the Edit window Summary mode. PC-DMIS now checks for a positive index while accessing a command.
- PCD-171501 - Corrected an issue where the Surface Profile dimension was not calculated for a Point Colormap.

- PCD-171649 - Fixed a crash that occurred when you used the Summary Preview mode in the Edit window and performed a pointcloud alignment.
- PCD-171945 - Fixed an issue where the amount of video RAM was incorrectly reported.
- PCD-172111 - Fixed an issue where the **Close** button overlapped the text of the Reorder title.
- PCD-172581 - Fixed an issue where the video descriptions on Home Page were cropped in some languages.
- PCD-172591 - Fixed an application error when you used optimize path.
- PCD-172875 - Corrected an issue where sample hits were not handled correctly.
- PCD-173016 - Fixed an issue where some spherical surfaces didn't tessellate correctly.
- PCD-173105 - Fixed a crash that occurred when you selected the **Use large menus** check box in the **Customize** dialog box after execution of a measurement routine.
- PCD-173164 - Fixed an application error in Summary Mode (Preview) that occurred when you changed the animation percentage through the F5 settings.
- PCD-173263 - Fixed an issue where the CMM limits used for the collision avoidance during tactile probe calibration with indexable probe heads did not correctly reflect the current active unit. This happened when you opened measurement routines with different units (metric vs inch).
- PCD-173320 - Fixed an issue in multi QuickFeature circle creation where PC-DMIS could not find all the circles. This happened when the circles were colinear and on opposite sides of a flange.

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- PCD-173578 - Fixed an issue where PC-DMIS displayed an error when you edited a constructed feature and the input feature is an array.
- PCD-173825 - Fixed an issue with Summary label MEAS and DEV for Position of a Width feature.
- PCD-173826 - Fixed a crash that occurred when you ran the BASIC script file in Summary Mode (Preview).
- PCD-174176 - Fixed an issue where the CAD display state did not match the viewset when a viewset was created.
- PCD-174369 - Fixed an issue where PC-DMIS multiplied the inch value by 25.4 instead of dividing the value when you used the Edge Offset in a Patch scan.
- PCD-174543 - Fixed an issue in the Measurement Strategy Editor where it did not apply the **Find Hole** setting.
- PCD-174611 - Fixed an issue where Avoidance Move and Surface Thickness parameters were not properly working when you tried to change the values from the MSE widget.
- PCD-174719 - Fixed an issue where annotation points for the Pointcloud Point Colormap were sometimes picked on the back-facing surface. PC-DMIS now picks the points from the current front-facing view.
- PCD-174740 - Fixed an error that occurred in Change Manager when you used inch units.
- PCD-174779 - Corrected mismatch of units with the use of Step and PMI.
- PCD-174780 - Fixed an issue when you performed auto GD&T where the RFS condition on the Feature Control Frame didn't have this modifier defined.
- PCD-174980 - Fixed an issue where the CAD transform rotation matrix failed.
- PCD-175227 - Changed the default value in the Settings Editor of the VectorToIMM registry entry under the RomerRDS_Interface section. This was

done to correct an occasional incorrect compensation when you measured a pulled hit.

- PCD-175329 - Corrected an OCR crash that occurred when you processed a tolerance.
- PCD-175336 - Fixed an issue where the Solidworks files were not able to recognize the characteristic IDs.
- PCD-175726 - Fixed an issue where the QuickFeature was not able to create the pattern circles on the Z+ plane when you used the **To Points** toggle button.
- PCD-175889 - Fixed a crash that occurred during the creation of an Auto Vector Point.
- PCD-176014 - Fixed an issue where the wrong illumination value was shown in the **AutoTune** dialog box.
- PCD-176016 - Fixed an issue where the Measurement Strategy Widget stopped working when you created a feature with To Point mode if you were in Probe point-only mode.
- PCD-176049 - Fixed an issue with point selection for laser feature extraction from a COP without CAD where the selection was incorrectly piercing through the side of the cloud. Now, the the selection is done using the current view.
- PCD-176200 - Fixed an issue where True Position was not updated properly in the analysis view.
- PCD-176955 - Fixed an issue so that Change Manager properly loads xyz files.
- PCD-177118 - Fixed an issue where the user interface did not respond after simulation of a Laser scan, such as a Laser linear open scan.

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- PCD-177345 - Fixed an issue where there was no warning displayed when the LampDefinitions.xml file was missed. This caused incorrect illumination behavior.
- PCD-177379 - Fixed a software crash that occurred when you used Five Unique.
- PCD-177382 - Fixed an issue that caused the nominal values to change to incorrect measurement units when a Size tolerance was entered in an XactMeasure command.
- PCD-177599 - Fixed an issue where when you edited a vision feature with Template Matching turned on. The problem was that the sizes of the Template Area and Template Search Area changed if they were even partially out of the FOV. Now the size remains the same.
- PCD-177611 - Fixed an issue that showed incorrect intensity values for illumination in the editor.
- PCD-177972 - Corrected an issue where PC-DMIS reported a false warning regarding a "template area" that was not inside the "template search area" when the system had a rotary table at certain angles, such as >90 or <-90.
- PCD-177989 - Fixed a crash that occurred when the Undo or Redo operation was performed in the **Thickness Gage** dialog box.
- PCD-178443 - Corrected a crash that occurred when you selected **Undo** after you chose **Edit | OverrideGuess** and changed the feature type.
- PCD-178534 - Fixed an issue where labels were not seen after the conversion of a Text Only report to a custom report.
- PCD-179333 - Improved vision feature multi-capture checks for similar illumination between features.

- PCD-179370 - Fixed a software crash when you pressed the reset message with the buttons on the arm at the end of the execution from the hardware machine.
- PCD-179768 - Fixed a software crash that occurred when you changed some properties in the **Label Layout Wizard** dialog box and then clicked **Cancel**.
- PCD-179871 - Fixed a software crash that occurred when you selected two or more commands from top to bottom with the Shift key in Summary mode (Preview) and then deleted those commands.
- PCD-180549 - Fixed a software crash that occurred when you saved measurement routines that contained vision features.
- PCD-180650 - Fixed a software crash that occurred when you clicked on the expand arrow in the **Selected Items** list in the **XactMeasure GD&T** dialog box.
- PCD-180688 - Fixed an issue where values weren't parsed correctly when XYZ files were imported as CAD.
- PCD-180868 - Fixed a software crash that occurred when you executed vision features after you closed the **Probe Toolbox** dialog box.
- PCD-181221 - Fixed an issue where the offline vision CAD camera view did not work when you renamed the machine HSI.dll.
- PCD-181556 - Fixed a software crash that occurred when you cancelled a vision probe tip offset calibration where a focus operation was active.
- PCD-181558 - Fixed a software crash that occurred when you opened an existing legacy report into a measurement routine and then clicked F9 on the legacy report command to view it.
- PCD-183181 - Fixed a software crash that occurred when you closed PC-DMIS.

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- PCD-183698 - Fixed an issue where the measured values exported from symmetry and coaxiality were tolerance values when you exported DMO data.
- PCD-183924 - Fixed an issue where the Role column in Protect Viewer does not show the localized values when opened in various languages.
- PCD-184685 - Fixed a software crash that occurred where the **Execution** dialog box doesn't respond when you used Clearance Moves with the **With Feature Creation** option.

Information about this Release

We at Hexagon Manufacturing Intelligence are proud to bring you PC-DMIS 2020 R1. PC-DMIS brings together aspects of the software for the development of a complete manufacturing process control solution. With PC-DMIS, dimensional measurement data can flow through your organisation, as it is collected from coordinate measuring machines (CMMs), portable measuring arms, and laser trackers.

The testing of this version has been significant. We'd like to take a moment to discuss this process and also make you aware of the various components of testing.

Testing consists of two parts. These can be described as functional testing and integration testing.

- The vast majority of testing effort goes on in the functional area. This is the testing that determines that specific functions that are core to the software, regardless of what type of machine is used, are working correctly.
- The integration testing is essentially a testing of the interface with a particular type of machine.

In the ideal scenario, Hexagon Manufacturing Intelligence would have access to at least one of every piece of hardware running the software that is operating in the field. However, in practical terms, this is impossible. This integration test plan is then performed on as many types of machines as we have available.

Should you experience problems with your system after you install PC-DMIS 2020 R1, it could possibly be an integration problem. If it is a problem of this nature, it will probably be evident immediately upon first use of the possibly untested configuration. To report any integration problems, see "[Contact Hexagon](#)

[Manufacturing Intelligence](#)". Should such a problem materialize on a commercial release, you will be given the highest priority for correcting these problems.

For existing users of the software who currently have earlier versions of the software installed, it is advised that you install PC-DMIS 2020 R1 into a new directory. This lets you continue to use your current version if you have problems with the new version.

Recommended System Requirements

Operating System

PC-DMIS 2020 R1 operates under 64-bit Windows 10, Windows 8.1, Windows 8, and Windows 7. No other operating systems are supported.



When you use third-party drivers, you should contact your local Hexagon Manufacturing Intelligence representative to ensure operating system compatibility.

Running PC-DMIS inside a Virtual Machine (VM) is supported only if the VM supports OpenGL 3 or higher.



The Matrox Framegrabber PC-DMIS Vision hardware component does not support a 64-bit operating system.

Microsoft .NET Framework

Microsoft .NET Framework 4.6.1 for Windows. If you do not have Microsoft .NET Framework 4.6.1, the PC-DMIS installer will install it for you.

RAM

- 4 GB of RAM or higher

The size of the CAD data file and the tessellation multiplier value used affect the amount of memory needed. These both affect the amount of

tessellated facets needed to display the model. The smaller the tessellation multiplier value used, the more memory needed for the facets. For large CAD models, this could cause an "Out Of Memory" error. If this occurs, the current PC-DMIS session will be left in an unstable state and should be terminated.

The default tessellation multiplier value is 1.0. Setting a tessellation multiplier of 0.1 will result in a 10 to 20 percent increase in the memory required over the default value of 1.0. Decreasing the tessellation multiplier further to 0.01 will result in an additional 50 to 65 percent increase of memory required.

- 1 GB of video RAM

CPU

2 GHZ or higher quad core processor

Graphics

Any popular graphics card that meets or exceeds the following suggested minimums:

- GPU Memory 2 GB DDR3*
- Memory Bandwidth 29.0 GB/s
- CUDA Cores 384
- Open GL 3.0

* For an RS4 laser sensor or later model, you need to have a GPU with at least 4 GB DDR3.

The graphics driver must support OpenGL 3.0 or higher. A warning message appears on PC-DMIS startup if the driver does not support OpenGL 3.0 or if your graphics driver is more than three years old.

Hard Drive

- 2 GB of free hard drive space plus allocated virtual memory of eight times the largest CAD file used
- SSD drive, HDD 10K, or two disks in RAID 0 mode (high-performance hard disk drive)

Display

Screen resolution of 1280 x 1024 or higher

Connectivity

- Two Ethernet ports. This may be required for specific installations in consideration of local needs, including but not limited to CMM systems where one port is required for controller communications and another for intranet/Internet communications.
- Two USB ports
- A properly-configured LMS license or a HASP key (a physical USB portlock)



A HASP key does not act as general-purpose data storage; therefore, you cannot use a HASP key to store (download) arbitrary data from a computer. Similarly, you cannot use a HASP key to put (upload) arbitrary data on a computer. Also, only Hexagon Manufacturing Intelligence applications can read or write to a HASP key; other applications do not have this capability. As a result, you cannot use a HASP key to load and unload data to and from a computer.

Anti-Virus Software

Hexagon Manufacturing Intelligence used the Sophos anti-virus tool to test PC-DMIS 2020 R1. You will need to confirm the performance of any other anti-virus tool.

<http://sophos.com/products/enterprise/endpoint/security-and-control/>

Solutions for CMMs Using RS-232 Communications

If you are installing PC-DMIS 2020 R1 on a new or existing computer, but you have an older CMM model that uses RS-232 communications, then you will need to install one of these solutions on your computer:

- An external RS-232 serial-to-USB adapter cable plus the serial-to-USB adapter cable driver
- An internal serial adapter card with serial ports

Installing the Software

To install the software, follow these steps:

Step 1: Check System and Hardware Requirements

Before you attempt to install a new version, ensure that you meet the system and hardware requirements discussed in "[Recommended System Requirements](#)". You must also have a USB portlock or valid LMS license for the installation to work. Your IT specialist can help you with this information.

- To get your computer's properties, highlight the **This PC** icon, right-click on it, and select **Properties**.
- To check the display properties for the graphics card, go to **Start** and type **Control Panel**, and then select **Display and Settings**.

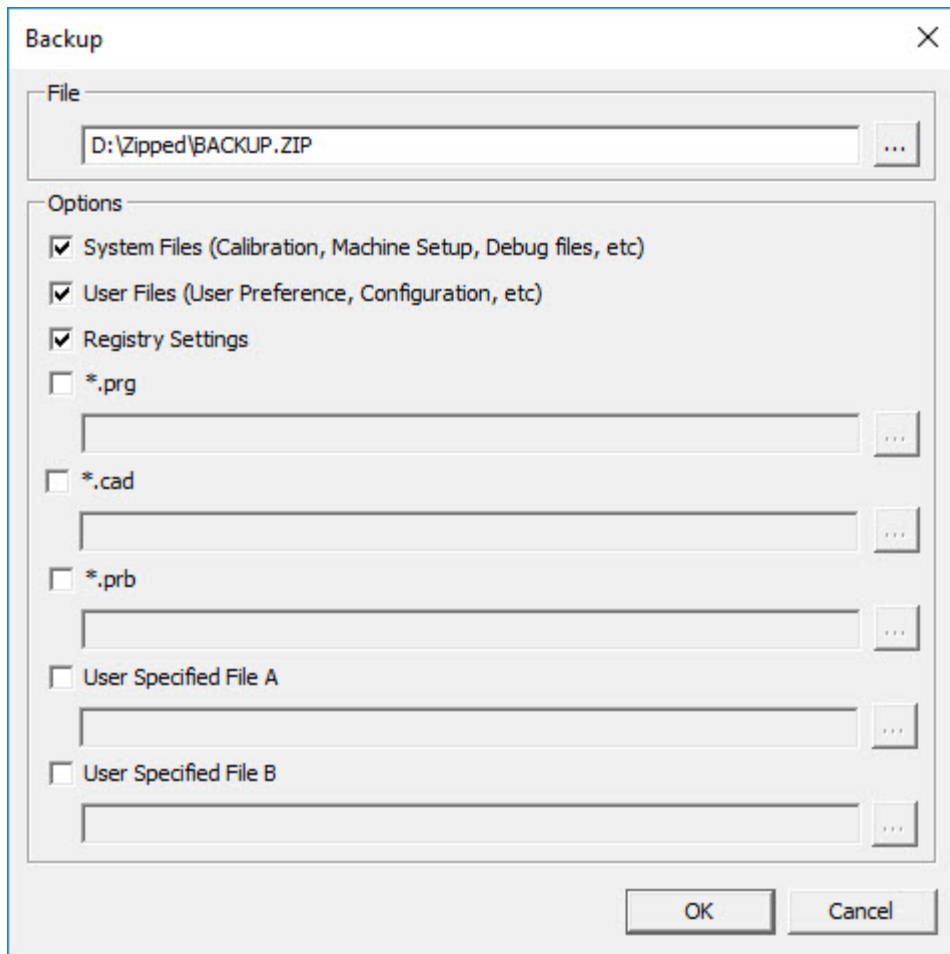
Step 2: Log on as an Administrator

To install and run your new version for the first time, you must be logged on as a user with administrator privileges.

Step 3: Back Up Existing Settings

Back up your settings from your previous version. By default, PC-DMIS 2020 R1 attempts to migrate existing settings from previous installs on the same computer, even from very old versions of the software where settings were stored in the pcdln.ini file.

- If your current version uses the pcdlrm.ini file for its settings, back up your pcdlrm.ini file. This file is in the Windows system directory. Save a copy of the file in a safe place.
- If your current version uses the PC-DMIS Settings Editor, back up your PC-DMIS Settings Editor data. To do this, perform the following steps:
 1. Start the Settings Editor.
 2. Click the **Backup** button (or **Export**) to open the **Backup** dialog box.



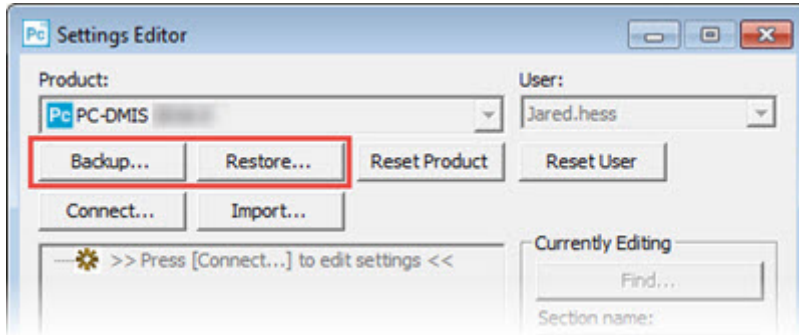
Backup dialog box

3. In the **File** box, define a safe location to save the backed-up files, and give the file a .zip extension.

Installing the Software

4. Under the **Options** area, select the first three check boxes, and click **OK**.

If you replace your computer or transfer settings that reside on another computer, you can use the Settings Editor's **Backup** and **Restore** buttons:



Backup and Restore buttons

For more information on the backup and restore functionality, refer to the Settings Editor documentation.

Backing Up Machine Files for an Xcel CMM or a Sharpe Controller

If you are using a Brown and Sharpe Xcel CMM or a CMM that uses a Sharpe controller, and you are going to install PC-DMIS 2020 R1 on a new computer, save copies of the following CMM machine files from your previous version to a safe place:

- comp.dat

Starting with PC-DMIS 2013 MR1, the comp.dat file moved to:

C:\ProgramData\WAI\PC-DMIS\version

- downl.oad

The files are located in the installation (root) directory for all software versions prior to 2013 MR1, regardless of the operating system.

The location of the installation (root) directory is:

C:\Program Files\WAI\PC-DMIS *version*

For versions of PC-DMIS up to and including 3.7 MR3, the location of the installation (root) directory is:

C:\PCDMISW

Backing Up Machine Files for a CMM with a DEA Controller

If you are using a DEA or other CMM with a DEA machine controller, and you are going to install PC-DMIS 2020 R1 on a new computer, save copies of the following CMM machine files from your previous version to a safe place (the files vary according to the type of CMM):

- cosdat1.bin
- compens.dat

Starting with PC-DMIS 2013 MR1, the compens.dat file moved to:

C:\ProgramData\WAI\PC-DMIS*version*

- Fzyfile.txt
- Rcxfile.txt
- Rmxfile.txt
- Any file with your machine's serial number in its name

The files are located in the installation (root) directory for all software versions prior to PC-DMIS 2013 MR1, regardless of the operating system.

The location of the installation (root) directory is:

C:\Program Files\WAI\PC-DMIS *version*

For software versions up to and including 3.7 MR3, the location of the installation (root) directory is:

C:\PCDMISW

Step 4: Install the Software

The following steps run you through a typical installation. Your installation screens may differ if you are running a different version of PC-DMIS 2020 R1 or if you are installing a custom build with additional options. In addition, your license may be configured with different options.


1. Locate the installation file on your installation media; or, if you downloaded it, open the directory that contains the downloaded file. The name of the installation file is:

Pcdmis2020_R1_release_##.#.###.#_x64.exe

The # symbols represent the version and build numbers.

2. Right-click on this executable file and click **Run as administrator** to open the installation program.
3. If a security warning appears, click **Run**.
4. From the initial license screen, read the license agreement, and select the **I agree with the License terms and conditions** check box.
5. In the box at the bottom, you can define the installation folder. By default, the file installs to:

C:\Program Files\Hexagon\PC-DMIS 2020 R1 64-bit

To change the folder, either click the browse button () and choose a folder, or in the box, type a new path.

6. Once you accept the license agreement and choose the installation folder, click **Next** to open the licensing screen.
7. From the licensing screen, choose your license type:
 - **LMS (Software) License** - If you have a software license (called an Entitlement ID), select this option. Complete the boxes beneath this option.
 - **LMS License Server** - If you have a license server to connect to, select this option and then type the server address.
 - **HASP** - If you have a portlock (a physical USB device with the licensed options), ensure that it is connected to your computer, and then select this option.

For help on how to set up an LMS license, see "[LMS License Setup](#)".

8. Click **Next**.
9. Choose to install additional software components. If you chose a custom installation path, the additional software still installs to your default measurement routine directory (usually C:\Program Files\Hexagon\).
 - **PDF Converter 5.0** - This third-party tool converts PC-DMIS 2020 R1 reports to PDF outputs.

If you are a Portable user and you have the appropriate license, you can select a Portable interface as your default. For details, see "[Switchable Portable Interface](#)" in the PC-DMIS Portable documentation.
 - **Offline English Help** - This option installs the English HTML5 Help into an installation folder that you define in step 14. When you access the Help, PC-DMIS tries to use the Internet-based Help, but if it cannot detect an Internet connection, it then attempts to access this offline fallback Help. If you mark the **Use Offline Help** option from the **Help**

menu, then it also accesses this offline fallback Help even if you are connected to the Internet. This option appears if you have not installed the offline Help yet. Once you install the offline Help, and you later install an update to PC-DMIS, any updates to the Help occur automatically without presenting a prompt.

If you need a non-English offline Help, see "[Installing Non-English Offline Help Files from Language Packs](#)".

- **Join the Hexagon Customer Experience Improvement Program** - To help improve the product and send usage data to Hexagon Manufacturing Intelligence, select this check box. To opt out of sending usage data, clear the check box. For more information about this program, visit the [Hexagon Customer Experience Improvement Program](#) website.

10. Click **Install** to start the installation. A progress bar shows the overall progress.

11. When the installation finishes, a screen shows any warnings or errors. It also contains these options:


- **Launch PC-DMIS 2019 R2 64-bit** - To launch PC-DMIS 2020 R1 now, select this check box. If this is your first time installing this version on this computer, you should do this to initialize registry entries. For more information, see "[Administrator Privileges Explained](#)".
- **Show Release Notes** - To display a Readme.pdf file that shows what is new or has changed in this release once you click **Close**, select this check box.

12. Click **Close** to close the installation program.

13. If you have marked the **Offline English Help** check box in step 9, the Help installer program opens to install the offline Help.

14. In the box at the bottom, you can define the installation folder. By default, the file installs to:

C:\Program Files\Hexagon\PC-DMIS 2019 R2 64-bit English Help

To change the folder, either click the browse button () and choose a folder, or in the box, type a new path.

15. Click **Install** to start the installation. A progress bar shows the overall progress.

16. When the installation finishes, a screen shows any warnings or errors. Click **Close** to close the installation program.

LMS License Setup

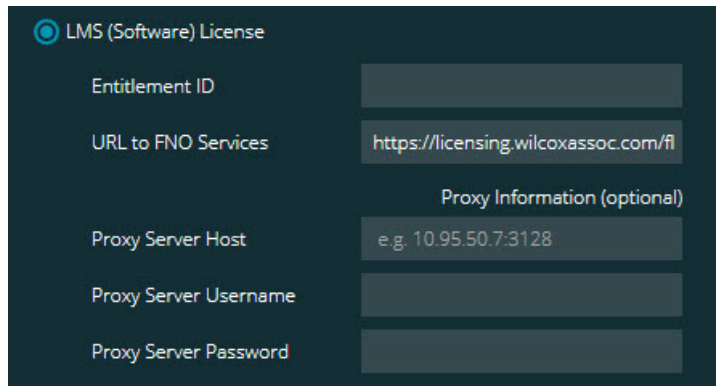
This topic provides information if you need to:

- Set up your LMS (software) license
- Connect to an LMS license server
- Update your LMS license
- Provide licensing information to the installer from the command line

LMS (Software) License

If you chose **LMS (Software) License** on the [licensing screen](#), and the installation cannot find a valid license on your system, you need to complete these options:

Installing the Software



LMS (Software) License

Entitlement ID

URL to FNO Services `https://licensing.wilcoxassoc.com/fl`

Proxy Information (optional)

Proxy Server Host `e.g. 10.95.50.7:3128`

Proxy Server Username

Proxy Server Password

LMS (Software) License option

1. Complete the options:

- **Entitlement ID** - If you have an Entitlement ID, type or paste the ID you were issued in the box. If you have supplied this value in a previous installation, the installer pulls in that value from the registry.
- **URL to FNO Services** - This points to the URL that verifies your license. Ensure that it has this URL:

`https://licensing.wilcoxassoc.com/flexnet/services`

- Proxy information - If your computer is on a network where you need a proxy server to reach the Internet, contact your IT specialist to get this information. Enter the server host, user name, and password.
2. If you do not have an Entitlement ID and you need to activate your license offline, use the CLM Admin application. From the CLM Admin application, choose **Activate new licenses**, and follow the on-screen instructions.



For information on how to use the CLM Admin application, consult the Hexagon Client License Manager (CLM) Software documentation. You can find this in the subfolder for your language (such as the **en** directory for English).

3. Click **Next**. The installation software connects to the Internet and activates your license. It then installs the FLEXnet Licensing Service required to use LMS licenses.

LMS License Server



LMS License Server option

If you use a license server, select this item, and then type your license server name in the **License Server(s)** box. The format of this line of text is *port number@server name*, where *port number* is the TCP port number for the license server, and *server name* is the name of the server.

The default TCP port number is 27000. If you don't identify a specific port, the license server uses the default. For example, these mean the same thing:

@server1

27000@server1



If you use this option, place the "@" symbol in front of the server address. If the "@" symbol is left off, the installation process attempts to look locally for the license. This may result in an error.

You can also specify multiple license servers. You can separate them with semicolons. For example, suppose that you have three license servers called

licenseserver1, licenseserver2, and licenseserver3, and all of them use the default TCP port. You can specify all of them in a single line of text, like this:

```
@licenseserver1;@licenseserver2;@licenseserver3
```

Updating Your LMS License

Once you finish with the license setup and install PC-DMIS 2020 R1, it checks for license updates when it starts and after every eight hours of running. If a license update is available, this notification appears:

PC-DMIS

Updates are available for your PC-DMIS license. Applying them now will require PC-DMIS to restart. Would you like to apply the updates now?

To apply the update, click **Yes**. If you click **No**, PC-DMIS 2020 R1 displays the message every eight hours of running or the next time it runs.

- If an option or a feature is added, you are given the choice to apply the changes. A pop-up message displays in the system tray if you apply the changes.
- If an option or feature is removed, a message that requests you to restart PC-DMIS 2020 R1 appears. A pop-up message also appears in the system tray to inform you of this.
- If an option or feature is obsolete, it is automatically removed.



After you apply an update, restart PC-DMIS to ensure that it functions properly.

Providing LMS Licensing Information to the Installer from the Command Line

You can send LMS licensing information to the installer through command line parameters. For more information, see "[Providing LMS Licensing Information to the Installer from the Command Line](#)" in Appendix A.

Administrator Privileges Explained

Software versions earlier than version 2012 require that you run the software as an administrator because some system settings (such as the last probe used, wrist angles, and other items) were shared among all users on that computer. This required that these settings were placed in the LOCAL_MACHINE section of the Windows registry instead of in the CURRENT_USER section (for user-specific settings). Making changes to settings in the LOCAL_MACHINE section requires administrator privileges.

In PC-DMIS version 2012 and later, the settings mechanism used by PC-DMIS changed to only require administrator access the very first time it runs at the end of the installation. From that point forward, standard user access is sufficient.

The PC-DMIS installer has a flag that is built into the setup executable file (Pcdmis2020_R1_release_###.#.###.#_x64.exe) that requires the setup process to run with administrator privileges. If the current user has lesser privileges, the setup program displays a prompt to provide a user name and password of an account with administrator privileges.

Once the installation finishes, the first time you run PC-DMIS 2020 R1, you must launch it with administrator privileges. If you mark the [Launch PC-DMIS 2019 R2](#)

[64-bit check box](#) when the installation finishes, PC-DMIS 2020 R1 does this automatically by passing the original privilege level of the installer onto PC-DMIS.

Note, however, that if you do not mark this check box, you will need to explicitly right-click on the shortcut and select **Run as administrator** as described in [step 6](#).

For more information on the file system and registry rights that PC-DMIS 2020 R1 requires, see "[Required User Access Rights](#)" in Appendix B.

Step 5: Copy Files after Installation

If these files are available, copy them from your old PC-DMIS installation directory to the directory where you installed the newer version:

- Sysparam.dat
- Downl.oad
- Fzyfile.txt
- Rcxfile.txt
- Rmxfile.txt

Starting with PC-DMIS 2010 MR2, PC-DMIS automatically copies common system files to the program data files directory when you install a newer version of PC-DMIS.

The comp.dat, compgrid.at, comp.enc, and compens.dat volcomp files used with volcomp methods 13 (ASI) and 14 (BNS) must be in the program data files directory. When you install a newer version of PC-DMIS, these files automatically copy to the program data files directory for the new version. For the default path location of this directory, see "Understanding File Locations" in the PC-DMIS Core documentation.

For additional information on volumetric compensation files and setup, see the Machine Interface Installation Manual (MIIM).

Copying Machine Files for an Xcel CMM or a Sharpe Controller

If you are using a Brown and Sharpe Xcel CMM or a CMM that uses a Sharpe controller, and you installed PC-DMIS 2020 R1 on a new computer, copy the backed-up CMM machine files to the following location on the new computer:

C:\Program Files\Hexagon\PC-DMIS *version*

For more information about these files, see "[Backing Up Machine Files for an Xcel CMM or a Sharpe Controller](#)".

Copying Machine Files for a DEA CMM with a DEA Controller

If you are using a DEA CMM with a DEA machine controller, and you installed PC-DMIS 2020 R1 on a new computer, copy the backed-up CMM machine files to the following location on the new computer:

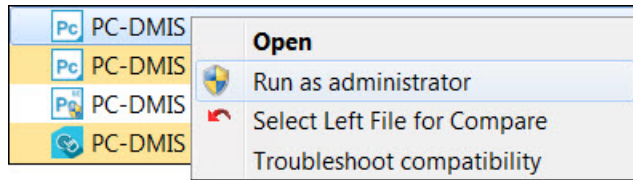
C:\Program Files\Hexagon\PC-DMIS *version*

For more information about these files, see "[Backing Up Machine Files for a DEA CMM with a DEA Controller](#)".

Step 6: Launch the Software for the First Time

1. When you run PC-DMIS 2020 R1 for the first time, go to **Start** and type **PC-DMIS 2020 R1 64-bit**.
2. From the list of shortcuts in the **Start** menu, right-click on either the **Online** or **Offline** icon, and then select the **Run as administrator** option (required

only if the **Launch PC-DMIS** check box wasn't checked at the end of the installation).



Run as administrator option

The **Run as administrator** option allows the program to write the needed machine-specific settings.

3. You can import settings from a previous version.

If your previous version used the pcdlrn.ini file, PC-DMIS 2020 R1 asks if the settings in your PCDLRN.INI file should be used as your registry settings. Click **Yes** at the prompt. Otherwise, PC-DMIS 2020 R1 loads in the factory defaults.

If your previous version used the Settings Editor, do the following to use your previous software settings:

- a. Close PC-DMIS 2020 R1.
- b. Launch the PC-DMIS Settings Editor from the **Start** menu.
- c. Once it opens, click **Import**, and open the PCDRegFile.dat file you backed up in the "[Step 3: Back Up Existing Settings](#)" section of this document. PC-DMIS 2020 R1 imports your settings.
- d. Close the PC-DMIS Settings Editor.

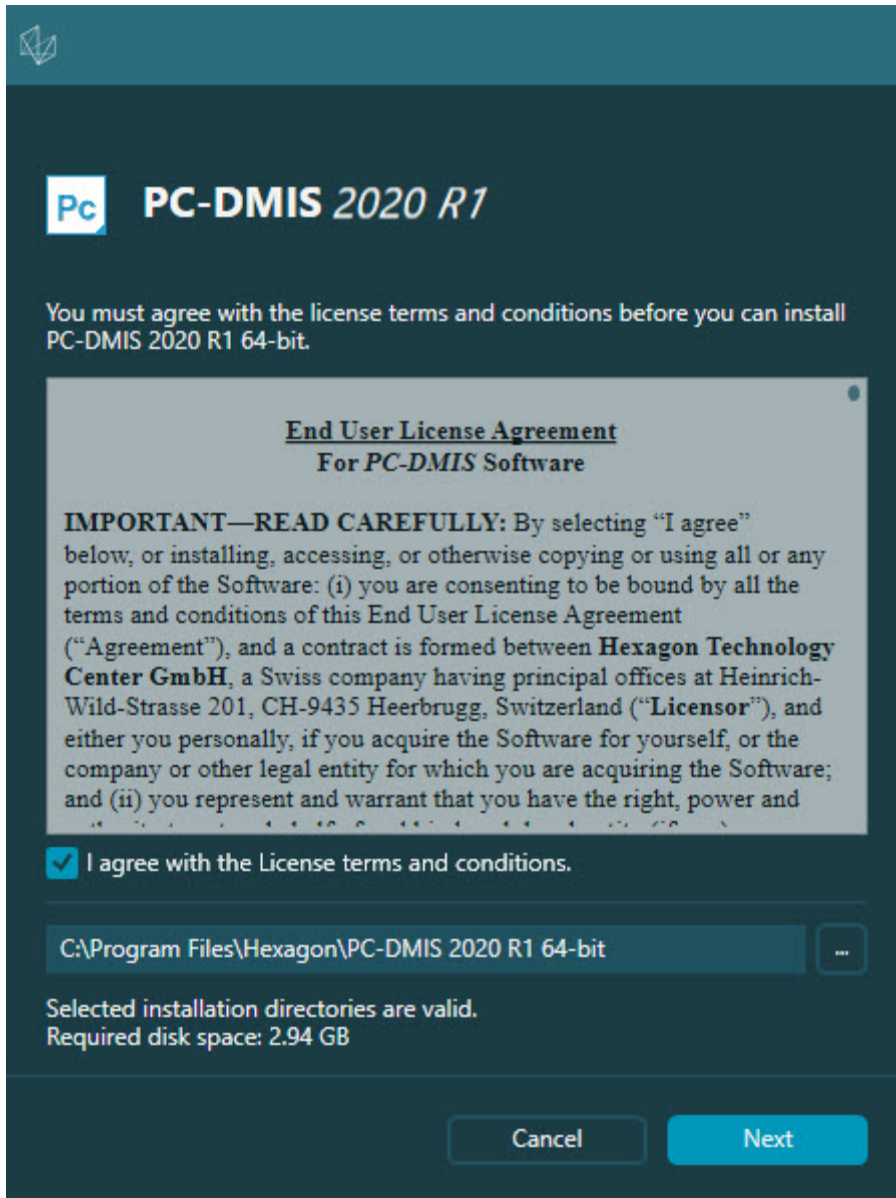
Subsequent Startups

For subsequent startups, click the usual **Offline** or **Online** shortcut to launch PC-DMIS 2020 R1 normally :



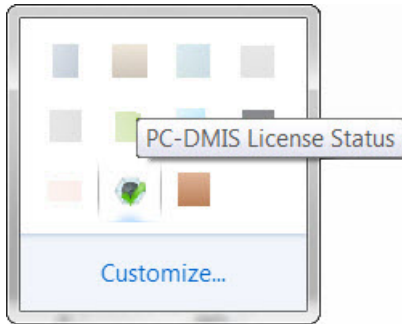
PC-DMIS 2020 R1 shortcuts

Once PC-DMIS 2020 R1 starts, the **Software License** screen displays the current license agreement. Read the agreement carefully and then at the bottom, click **I agree with the License terms and conditions** to proceed:



Software License screen

Once PC-DMIS 2020 R1 runs, an icon displays in your system tray. If your portlock or LMS license is programmed correctly, the icon displays a green check mark as shown below:



Message for valid PC-DMIS license

If your portlock is not connected or is not programmed correctly, or if you are using an LMS license and your software has not been properly licensed, the icon appears with a red exclamation point overlay. A pop-up message says that the license is disconnected:



Message for disconnected PC-DMIS license

If the license is disconnected, PC-DMIS 2020 R1 functions normally, but after 5 minutes, it automatically closes. Be sure to save your data immediately before this occurs.

Note About CMMs Using RS-232 Communications

By default, PC-DMIS 2020 R1 communicates through the COM1 communications port. You need to change this port number to the number that Windows automatically created if a serial-to-USB adapter cable or serial adapter card was installed for communicating with an older RS-232 CMM.

To change the COM port number, perform the following steps:

Installing the Software

1. In Windows Device Manager, note the number that Windows assigned to the communications port on your computer. For help, refer to Windows Help.
2. Open PC-DMIS in Online mode, and then open or create a measurement routine.
3. Select **Edit | Preferences | Machine Interface Setup**.
4. In the **Comm port** box, enter the port number from Windows Device Manager.

Command Line Installation

You can install PC-DMIS from the command line instead of double-clicking on the PC-DMIS installation executable. In addition, you can turn various command line arguments on or off to speed up the installation process.

This topic lists the supported command line arguments.



Command line arguments are case sensitive.

User Interface Parameters

-q, -quiet, -s, -silent - Installs without any user interaction

-passive - Does a progress-bar-only install

Installation Commands

-uninstall - Removes the application from the computer

-repair - Repairs (or installs if not installed) the application

-package, -update - Install (default)

-layout - Creates a local/admin image

HEIP - This parameter sets the Opt-in option for the Hexagon Customer Experience Improvement Program. This provides analytics for PC-DMIS to help us improve the application. By default, this option is on (**HEIP=1**). Set this parameter to 0 (zero) to turn this option off.

USEMSLICENSING - When this parameter is turned on (**USEMSLICENSING=1**), PC-DMIS checks for an LMS license. Set this parameter to 0 (zero) to turn this option off.

INSTALLPDFCONVERTER - When this parameter is turned on (**INSTALLPDFCONVERTER=1**), the PC-DMIS installation installs the PDF Converter. By default, this option is turned on. Set this parameter to 0 (zero) to turn this option off.

INSTALLOFFLINEHELP - When this parameter is turned on (**INSTALLOFFLINEHELP=1**), the PC-DMIS installation installs the offline English help system. By default, this option is turned on. Set this parameter to 0 (zero) to turn this option off.

Restart Handling

-norestart - Suppresses any restarts

-promptrestart - Prompts if a restart is required (default)

Logging

-l, -log - Creates an installation log to a specific file (default TempFolder)

-logtoconsole - Logs installation information to the console, if started from the console

Help

-? - Shows the **Supported command line arguments** information screen

Additional Parameters

INSTALLDIR - Specifies the installation folder for the PC-DMIS application. The default location is "C:\Program Files\Hexagon\PC-DMIS <version>", where <version> is the PC-DMIS install version.

SQLCONNECTIONSTRING - Defines the connection string if required by the application

LICENSESTRING - Defines the license string if required by the application

LMSENTITLEMENTID=<EID> - This parameter specifies the LMS Entitlement ID (EID) for your LMS license. Replace "<EID>" with your actual Entitlement ID. For example:

LMSENTITLEMENTID=99999-12345-67890-12345-67890

LMURLTOFNOSERVICES=<FNO server address> - This parameter defines the URL address to the LMS FNO server. Replace "<FNO server address>" with the actual URL to the LMS server. For example:

LMURLTOFNOSERVICES=https://licensing.wilcoxassoc.com/flexnet/services

LMSPROXYHOST=<\{proxyhostname}> - This parameter defines the name of the proxy host server. Replace <\{ProxyHostName}> with the name of the proxy host server. For example: ***LMSPROXYHOST={\fnoserver}***

LMSPROXYUSERNAME=<\{proxyhostusername}> - This parameter defines the user name of the proxy server. Replace <\{proxyhostusername}> with the user name of the proxy server. For example: ***LMSPROXYUSERNAME={\jrjones}***

LMSPROXYPASSWORD=<\{proxyhostpassword}> - This parameter defines the password for the proxy server. Replace <\{proxyhostpassword}> with the password for the proxy server. For example: ***LMSPROXYPASSWORD={\AS4BGxpZyu}***

LMLICENSESERVERS (@\{ipaddress}) - This parameter defines a comma-separated list of the LMS license servers.

LICENSETYPE - This parameter specifies the license type. The options are HASP, LMSEntitlement, or LMSServer. For example: ***LICENSETYPE=LMSEntitlement.***

The correct usage for the additional parameters is:

PARAMETER=value

Unattended Installation Example

To perform a fully-unattended installation into a directory named **C:\PCDMISW**, use the following command line argument:

```
Pcdmis<installer information>.exe -q INSTALLDIR="C:\PCDMISW"
```

Where <installer information> is the PC-DMIS version and build numbers of the .exe file that you are installing.

Updating the Software

The Hexagon Universal Updater application automatically checks for software updates if your computer is connected to the Internet. This application is installed with PC-DMIS and Inspect. If the updater detects that an update is available, the updater uses the Windows notification area to the right of your clock on your taskbar to inform you of the update. You can then click on a notification to open the updater to download and install that update.

If the updater is running, a small icon for the updater appears in your taskbar's Notifications area (). You can click this icon to open the updater.

If the updater is not running, you can manually run the updater to check for updates. You can also use the updater to launch software or install new software applications. To run the updater, from the **Start** menu, type **Universal Updater**, and select the shortcut for the updater.

If you need additional help with the updater, you can access the help content available from within the updater itself.



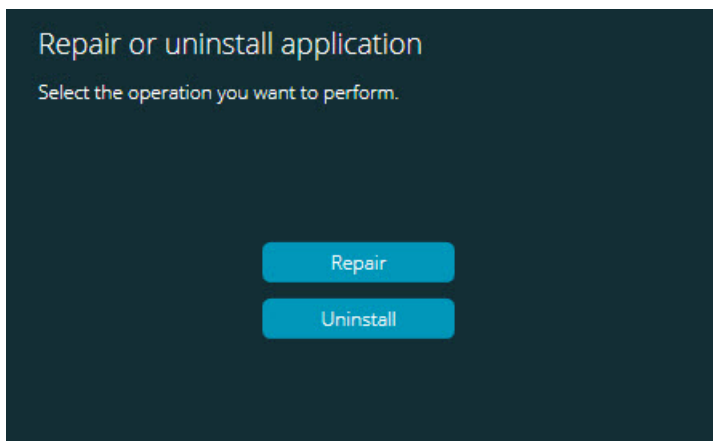
During the download and installation processes, your firewall must allow the <http://www.wilcoxassoc.com/WebUpdater> Internet address. In addition, you must have Administrator privileges to install the software update.

For information on the installation process, follow the installation steps described in the topics above. Once the installation process finishes, you can use the latest version.

For information on evaluation versions and changing HASP to LMS, see "Updating the Software" in the PC-DMIS Core documentation.

Repairing or Removing an Installation

You can also repair or remove an installation once you install it. To do this, double-click the Pcdmis2020_R1_release_##.#.###.#_x64.exe file as if you were beginning the installation process. The setup displays a screen with these options:



"Repair or uninstall application" dialog box

- **Repair** - This option reinstalls all of the product files as they were originally installed. This option may help resolve issues where an installation didn't properly install all of the files.
- **Uninstall** - This option removes the application from where you installed it. You can also use the **Apps and features** screen or the **Programs and Features** control panel item in Control Panel to uninstall the application.

Running the Software in Another Language

The initial installation setup file for PC-DMIS 2020 R1 contains the user-interface files for all of the supported languages. When you install PC-DMIS 2020 R1, it installs the language files based on your operating system's language.

To run PC-DMIS 2020 R1 in a language other than the operating system's language, select **File | Language**, and then click the desired language. PC-DMIS shows a message that says the application will be shut down and restarted. Click **Yes** to continue. PC-DMIS 2020 R1 immediately closes and then reopens in the selected language.

To get the help content available in a non-English language, see "[Installing Non-English Offline Help Files from Language Packs](#)".

Installing Non-English Offline Help Files from Language Packs

This topic only applies to users who don't have Internet access.

- With Internet access, the online Help for PC-DMIS 2020 R1 is already available from a public web server in all supported languages. The Help opens in your browser whenever you access it.
- Without Internet access, PC-DMIS 2020 R1 uses the Help where you installed the offline Help for your version.

With the main installation file, you can install the offline Help in English. However, non-English offline Help files are not included in the main installation file. This means if you intent to use a non-English language, and you don't have Internet access, in order to see any Help content, you *must* also install a language pack for that language.

A language pack contains all of the offline Help content for that language.

To install a language pack, do the following:

1. Locate the desired language pack (and .exe file) on your installation media or download it from the Internet here:

`ftp://ftp.wilcoxassoc.com/PC-DMIS-
Versions/Release/2020_R1/Release/x64/Lang/`

2. Run the .exe file and follow the setup instructions. You do not need to have administrator access to do this step.

This procedure installs the Help content into the folder where you installed the offline Help for your version.

Installing Non-English Offline Help Files from Language Packs

You can then switch to that language in the software and access the Help content as expected.

Troubleshooting

This topic provides information for you to troubleshoot installation, startup, and software update problems.

Startup is Slow

Problem: You use a computer with at least the recommended system requirements as detailed in the "[Recommended System Requirements](#)" topic, and it takes longer than 30 seconds to launch the software.

Description: This happens if you try to run PC-DMIS 2020 R1 on a Windows 7 computer, but you didn't mark **Run as administrator** on the installation wizard. This results in a problem loading the HASP driver. Note that this problem only occurs when you install with a HASP license type, as discussed in "[Step 4: Install the Software](#)".

Solution: Uninstall PC-DMIS 2020 R1 and then reinstall it. To reinstall it, right-click on the installation file and choose **Run as administrator**.

Setting Up the Network to Send Crash Reports

Problem: PC-DMIS 2020 R1 cannot automatically send crash reports to Hexagon Manufacturing Intelligence even when your software configuration does not use the **/nocrashdump** switch. (This switch disables crash reports in PC-DMIS 2020 R1.)

Description: A firewall on your computer may be blocking the Hexagon Universal Updater application from connecting to the server. If PC-DMIS 2020 R1 crashes, it uses a PHP script over HTTP to send the crash report. If this fails, it then tries to send the report to crashreport@wilcoxassoc.com. It tries using the standard SMTP email protocol. If that fails, it tries to send the email through MAPI.

Solution: The crash report system needs to be able to use port 80 to get out to the server, <http://www.wilcoxassoc.com/>.

Installing on top of an Existing Version Results in Unexpected Behavior

Problem: You installed on top of an existing version of the software, and now the software does not behave normally. Potential symptoms include:

- After you start up the software, you get a "Procedure Entry Point" error.
- When you select **Help | About**, it does not show the new build number.
- Reported bug fixes do not seem to be fixed, and PCDLRN.EXE does not have a newer date and time than the original release.

Description: Something did not install properly on top of the existing version.

Solution: Use **Apps & Features** or Control Panel to completely uninstall the existing version and then reinstall the version you're trying to install.

Running the Legacy DPUPDATE.EXE Does Not Work

Problem: The legacy DPUPDATE.EXE does not run.

Description: If you run PC-DMIS 2020 R1 without administrator privileges, DPUPDATE.EXE does not work.

Solution: Run PC-DMIS 2020 R1 with administrator privileges.

Contact Hexagon Manufacturing Intelligence

If you are participating in the *technical preview* of PC-DMIS 2020 R1, please post your feedback in the appropriate technical preview forum located at www.pcdmisforum.com/forum.php. Please do not contact Hexagon Technical Support for technical previews.

If you are using the *commercially-released version* of PC-DMIS 2020 R1 and would like further information or technical support, please contact hexagonmi.com/contact-us or visit hexagonmi.com/products/software. You can also reach Hexagon Technical Support at support.hexagonmi.com or by calling (1) (800) 343-7933.

Appendix A

Providing LMS Licensing Information to the Installer from the Command Line

You can send LMS licensing information to the installer by using the command line:

- If the installer is running in silent mode (**-q**) or basic silent mode (**-passive**), and the correct information is provided, everything runs without user interaction. The command switch **-q** displays the progress bar and handles installer errors. The **-passive** switch hides the user interface.
- If the installer is not running in silent mode, the information provided is used to populate the LMS activation form and skip the [license screen](#).
- You can provide the **-?** to review additional command line arguments.

Descriptions of the parameters follow, along with examples.

Descriptions

USEMSLICENSING=1 - This flag is useful only if the system already has an LMS license that the user is using. It allows silent mode to work without having to prompt the user for a license choice. If the installer is not running in silent mode, it still allows the install process to skip the license type selection dialog (thus saving some time).

LMSENTITLEMENTID=entitlement id - This parameter and value are useful on a new system where no LMS license was previously installed. It indicates that you want LMS licensing and provides an Entitlement ID to try and activate. When this value is specified, there is no need to specify **USEMSLICENSING**.

LMSLICENSESERVERS="server1,server2..." - This parameter is used on systems that communicate with a license server. It also allows the license type selection dialog box to be skipped and the installation to be done silently.

LMSPROXYHOST="proxyhostaddress" - This optional parameter gives the address of a proxy host. In silent mode, it is used directly in activation. In non-silent mode, it populates the activation form with this value.

LMSPROXYUSERNAME="user name" - This parameter is another optional parameter for the proxy user name. It behaves in the same manner as **LMSPROXYHOST**.

LMSPROXYPASSWORD="unencrypted password" - This parameter is another optional parameter for the proxy password. It behaves in the same manner as **LMSPROXYHOST**.

LMSURLTOFNOSERVICES=URL to FNO server - This parameter is mostly for internal development. The default URL is to the production server. The new value can be used to override the default value and point to the development server.

Examples

On a brand-new system with a node-locked Entitlement ID, the following line installs PC-DMIS 2020 R1 in silent mode:

-q LMSENTITLEMENTID=99999-88888-77777-66666-55555

On a system that already has a license, the following line installs PC-DMIS 2020 R1 in silent mode:

-passive USELMSLICENSING=1

On a brand-new system using license servers, the following line installs PC-DMIS 2020 R1 in silent mode:

-passive LMSLICENSESERVERS="123.12.134.42"

Appendix A

On a brand-new system with no license, the following line skips the license type selection dialog box and populates the activation form:

LMSENTITLEMENTID=99999-88888-77777-66666-55555

LMSPROXYHOST="123.123.123.123" LMSPROXYUSERNAME="bob"

LMSPROXYPASSWORD="marley"

Appendix B

Required User Access Rights

PC-DMIS 2020 R1 requires read, write, and create access to the locations defined below in the file system and registry.

File System

Windows 10, Windows 8, Windows 7, and Windows Vista:

- C:\ProgramData\Hexagon\PC-DMIS\2020 R1
- C:\Users\Public\Documents\Hexagon\PC-DMIS\2020 R1
- C:\Users\UserName\AppData\Local\Hexagon\PC-DMIS\2020 R1
- Any user-specified folder locations for storing measurement routines, probes, subroutines, and so on

Registry

All of these versions have their own registry settings, which are stored in a version-specific registry key. The items shown below are for version 2020 R1.

- HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Hexagon\PC-DMIS\2020 R1 Key and all sub keys
- HKEY_CURRENT_USER\Software\Hexagon\PC-DMIS\2020 R1 and all sub keys
- HKEY_USERS\DEFAULT\Software\Hexagon\PC-DMIS\2020 R1 and all sub keys

Notes

The first time you run a new version, PC-DMIS automatically copies the settings from the most recent version of PC-DMIS that is installed. For this to work, PC-DMIS needs to run with administrator privileges the first time you run it. During the

installation, if you select the **Launch PC-DMIS** check box in the setup wizard, it runs PC-DMIS as an administrator and completes this first step.

This initial migration automatically sets read, write, and create permissions on the registry for the relevant keys.

If you are using fixturing or laser sensors, the following registry keys are stored back one level:

- HKEY_LOCAL_MACHINE\SOFTWARE\Hexagon\FxtServer
- HKEY_LOCAL_MACHINE\SOFTWARE\Hexagon\PC-DMIS\NCSSENSORSETTINGS

It may be easier to just apply create/read/write privileges to the HKEY_LOCAL_MACHINE\SOFTWARE\Hexagon\ key and all sub keys to cover these also.

Appendix C

First-Time Installation with Flexible Fixturing

To be compliant with the permission rules for PC-DMIS products, files associated with fixturing are now located in this folder:

C:\Program Files\Hexagon\PC-DMIS 2020 R1 64-bit\Models\QuickFix

This allows access to the files without needing administrator privileges on the computer running PC-DMIS. To accomplish this, the following steps are required when you install PC-DMIS for the first time:

1. The first time you install PC-DMIS and FxtServerInterface, run the FxtServerInterface installation program for the first time with administrator privileges (as is required for the PC-DMIS installation).
2. When you run FxtServerInterface, a message states that the system will migrate all of your data files to the "FIVEUNIQUE" Documents folder described above.
 - If you choose **Yes**, the files are moved, and the original folder is deleted.
 - If you choose **No**, the files are copied, but the original folder is kept.

Once this is done, the files are moved (or copied), and you are able to run FxtServerInterface.exe without administrator privileges.