HiCAD 3D

Installation Notes

HiCAD 3D and HiCAD PDM

Version 2027

Date of issue: 23/11/2026

isdgroup.com

ISD GROUP

TOC

Before You Begin Installing or Updating 6

System Requirements 15

System Requirements for HiCAD 3D 16

Compatibility Matrix for Interfaces Applications (HiCAD 3D) 18

System Requirements for the HiCAD 3D Worker 20

System Requirements for the HiCAD PDM Database Server 21

System Requirements for the HiCAD PDM Vault Server 23

System Requirements for the HiCAD PDM Desktop 24

Compatibility Matrix for Interfaced Applications (HiCAD PDM) 25

System Requirements for the Job Server 28

System Requirements for the License Server 29

Operation in Virtual Environments 30

HiCAD PDM Client 30

Job Server 30

License Server 30

Network licenses on Virtual Machines (VM) 30

Further Requirements for Installation 31

Installation 32

Installing HiCAD 3D 35

Installing the HiCAD 3D Viewer 48

Installaling the HiCAD 3D Worker 51

Installing the Database Import & Export Tool 54

Installing the HiCAD PDM Vault Server 58

Installing the HiCAD PDM Desktop 63

Support with the Office Interface 72

Activate Database Connection and Vault Server (HiCAD PDM Database Connection Manager) 72

Installing the Job Server 74

Troubleshooting 80

Installing the HiCAD PDM Task Starter 86

Installing the Trial Edition (Demo Version) 90

Installation Education Edition (for Students) 94

Silent Installation 98

Configuration 104

Database Connection Manager (PdmSetup) 104

Configuration Management 107

Configuration Management for Updates 109
Configuration Management for New Installations 110
Parameter Configuration for HiCAD 3D 112

Update 115
Licensing in Case of Updates 116
Updating the Server License 116
Updating Local Licenses 117
Carrying Out the Installation 118
Data Compatibility of HiCAD 3D/HiCAD PDM 119
Update of HiCAD 3D 120
Backups Before Performing the HiCAD 3D Update Installation 120
Update Installation of HiCAD 3D 121
ISD Update Service 135
Installing the ISD Update Service 135
Using the ISD Update Service 138
ISD Update Service: Settings 142
Update - Procedure for the modules Plant Engineering and Pipeline Planning 144
Part Variants 144
Manual Registration of Multi-CAD Add-ins 146
CatalogueMaker 147
CatalogueUpdate 147
CatalogueMaker 148

Licensing 149
General Notes on Licensing 150
General Information on Local (Workstation-specific) Licenses 150
General Information on (Server-controlled) Network Licenses 150
General Information on Commuter Licenses 151
Installing the License Server 153
Licensing via Entitlement ID (License Activator) 158
AutoRequest Licenses 158
Activate Licenses 160
Deactivate Licenses 161
Temporary Licenses 162
Reconstruction of Licenses 162
Notes on the Use of Mobile Computers (Laptops) 162
Floating Licenses 163
Commuter Licenses 164

Checking Out Commuter Licenses, with Network Connection 164
Checking Out Commuter Licenses, without Network Connection 168
License Configuration 174
Server Monitor 177
Theft of a Workstation 178
First Steps 179
HiCAD 3D at a Glance 180
Start HiCAD 3D 181
DLL Check 182
Start Centre 183
Close HiCAD 3D 185
HiCAD PDM at a Glance 186
Start HiCAD PDM 187
What's New in Version 2027? 189
Calling the Help 190
Support 191
Copyright 192

Before You Begin Installing or Updating

Important Notes!

HELiOS becomes HiCAD PDM

From version 2027 onwards, HiCAD is the collective name for our product family. The CAD system is called **HiCAD 3D**. The PDM system, previously known as HELiOS, is now called **HiCAD PDM**. Both products remain unchanged; what has changed are the names and the places where these names appear: program files, the Start menu, directories and settings. You can find further information on HiCAD 3D here and on HiCAD PDM here.

Hardware Exchange

If you use local HiCAD 3D/HiCAD PDM licenses and want to exchange any hardware components, modify the partitioning of, or re-install the operating system, you need to revoke the existing license on the HiCAD 3D/HiCAD PDM workstation first, and request, using the new hardware or modified configuration, a new license key (further information on the procedure can be found in the software documentation).

If a revocation is technically possible, but will not be performed, the ISD reserves the right to charge costs in an appropriate amount for the reissuing of the license. If the license will not be revoked, or if such revocation is no longer technically possible, the ISD may request proof that the unrevoked license is no longer utilisable; in case of failure to produce such proof, the ISD reserves the right to refuse the transfer of the license to a new hardware.

Discontinuation of Windows® 10

Microsoft® has discontinued support for the Windows® 10 operating system in October 2025. For compatibility reasons, HiCAD 2025 SP2 and HELiOS 2025 SP2 were the last versions of our CAD or PDM system to support Windows© 10. HiCAD 2026 and HELiOS 2026 no longer run under Windows© 10.

Operating system

We recommend deactivating local licenses and network licenses before performing an update/upgrade of the operating system (e.g. from Windows 10 to Windows 11), and activating them again after successful update/upgrade of the operating system.

Backup HiCAD 3D/HiCAD PDM

Backups of the following files must be made, for cases in which an unexpected interruption of the update occurs: Catalogues, HiCAD.cfgdb (Configuration Database) and HiCAD PDM Database (only required if you actually use a HiCAD PDM Database).

Discontinuation of the Plant Engineering/Layout Planning module

From HiCAD 3D 2027 (Version 32.0) onwards, the **Plant Engineering/Layout Planning** Extension Module will no longer be supported. Customers with a maintenance contract for the Plant Engineering/Layout Planning module will automatically receive the **Pipeline Planning** Extension Module when they update. Additional features from the Plant Engineering/Layout Planning module will be incorporated into Pipeline Planning.

Discontinuation of various HiCAD modules

Starting with HiCAD 2026 (Version 31.0), the following HiCAD modules will no longer be supported:

- **HiCAD classic** and **HiCAD creator**

  The extension modules that previously required HiCAD classic or HiCAD creator now require HiCAD solution. Customers with a maintenance contract for one of the two modules will automatically receive HiCAD solution when they update.

- **HiCAD Sheet Metal suite**

  Customers with a maintenance contract for HiCAD Sheet Metal suite will automatically receive Sheet Metal suite premium when they update.

- **Metal Engineering suite classic**

  Customers with a maintenance contract for HiCAD Metal Engineering suite classic will automatically receive HiCAD solution when they update.

- **Report Manager professional**

  The additional functionality of the Report Manager professional has been integrated into the Report Manager.

From HiCAD 2026 onwards, the following change to the module structure applies:

- **Steel Engineering suite premium**

  The extension module Sheet Metal professional has been integrated into the Steel Engineering suite premium.

Discontinuation of HELiOS 32 Bit, HiCAD Viewer 32 Bit and Office Interface 32 Bit

Since HELiOS 2022 (Version 2700.0) there is no 32 Bit version available for HELiOS and the HiCAD Viewer. Since Microsoft has also offered a 64 Bit installation of Office since Office 2010 and many add-ins for Office are now also available as 64 Bit versions, with HELiOS 2024 we will support an Office interface only for a 64 Bit Office. If you are still using the Office interface in conjunction with a 32 Bit Office, you must uninstall your Office version and reinstall it as a 64 Bit version as soon as you update to HELiOS 2024.

Discontinuation of Microsoft SQL Server 2012 and 2014

Microsoft® discontinued support for **SQL Server 2012** in July 2022 and no longer provides security updates. As a result, **SQL Server 2012** will no longer be supported from **HELiOS 2025** onwards.

Also, Microsoft® discontinued support for SQL Server 2014 in July 2024. Therefore, SQL Server 2014 will no longer be supported from HELiOS 2026 onwards.

Discontinuation of Office interfaces for Office 2013, 2016 and 2019

Microsoft® has discontinued support for **Office Versions 2013**, **2016** and **2019** and no longer releases security updates for these versions. Therefore, starting with **HELiOS 2026** (Version 31.0), Microsoft Office interfaces for **Office 2013**, **2016** and **2019** will no longer be supported.

Discontinuation of the Spooler Client

As of HELiOS 2025 (Version 30.0), the **Spooler Client** tool for limiting parallel printing processes is no longer supported.

Discontinuation of the HELiOS.Briefcase tool

As of HELiOS 2025 (Version 30.0), the HELiOS.Briefcase tool for synchronising separate HELiOS databases will no longer be supported.

In order to be able to continue working at different locations without significant latency to the database, the corresponding workstations must be provided centrally, and appropriate remote access to the environment must be set up.

Discontinuation of the Zuken E3 interface

As of HELiOS 2024 (Version 2900.0) we will no longer support the Zuken E3 interface.

Discontinuation of Oracle

As of HELiOS 2022 (Version 2700.0), Oracle will no longer be officially supported as a database system! Please migrate to a SQL Server as soon as possible.

Discontinuation of old Multi-CAD/CAE interfaces for HiCAD PDM 2027

As of HiCAD PDM 2027 (Version 32.0), the following versions of Multi-CAD/CAE interfaces are no longer supported:

- AutoCAD 2024 or older
- AutoCAD Mechanical 2024 or older
- Inventor 2024 or older
- EPLAN 2022 or older

Before installing or updating, please check if your current interfaces are supported by HiCAD PDM.

User & Workflow Manager: Discontinuation of connection line settings

In earlier versions of the **User & Workflow Manager** (formerly “EDBSetup”) in HiCAD PDM, it was possible to change the properties of connection lines – such as line colour and line width – within a workflow via **Extras -> Configuration**.

As the display of workflows is being redesigned as part of the tool’s overhaul, this menu option will be removed from HiCAD PDM 2027 onwards.

Discontinuation of the classic workflow management

Please note that the so-called **classic workflows** have been removed from the standard database supplied with HELiOS 2026 Service Pack 1. This means that if you are already working with HELiOS and do not install a new database, nothing will change for you. If you are still working with the classic workflows, these will continue to be available to you. When installing the HELiOS standard database for the first time, you will only be able to work with the **modern role workflows** from HELiOS 2026 Service Pack 1 onwards.

Discontinuation of the "old" Report Manager

From HELiOS 2024 onwards, the "old" Report Manager, i.e. the Report Manager up to 2022, will no longer be delivered with a standalone installation of the HELiOS Desktop. In a HiCAD/HELiOS installation or a HELiOS update of HiCAD, however, the "old" Report Manager is still included. From HiCAD 2025 onwards, only the "new" Report Manager as of 2023 will be supported.

Discontinuation of the ISD.PDM.API

Before carrying out a HELiOS update (HiCAD PDM from 2027 onwards) for an older HiCAD version (HiCAD 3D from 2027 onwards), please note that from HELiOS 2022 omwards, the previous ISD.PDM.API will be discontinued and replaced by the new API from Helios.Interface. If you use customisations that use functionalities from the previous ISD.PDM.API, you must update the customisations to the new API before carrying out the HELiOS update. If you use customisations that use functionalities from the HiCAD API, you should ensure that the HiCAD version used is at least version 2502.5 or 2601.1 or newer. If you are unsure whether you are using corresponding adaptations, please talk to your administrator or contact the ISD in case of doubt.

Discontinuation of length measurements deviating from mm

HiCAD 2022 only supports drawings with the unit of measurement “Millimetres” (mm). The unit of measurement is saved in the corresponding SZA, FGA or KRA file when saving a drawing or a part. Attempts to open drawings with a different unit of measurement or to insert parts with a unit of measurement different from mm will be blocked.

Discontinuation of CADENAS PARTdataManager

As of HiCAD 2022 SP2, the CADENAS **PARTdataManager** will no longer be supported. Thus, the functions **Insert main part, PARTsolutions (CADENAS program)** and **Import PARTsolutions part** will no longer be available from SP2 onwards.

Central configuration directory: Only UMC paths permitted

Please note the following when working with a **central (cross-computer) directory for configuration data**:

Following an update to HiCAD PDM 2027 or higher, only a UMC path is permitted here. If, during an update installation, change installation or new installation, a path containing a drive letter is specified (e.g. “D:\(...)”), you will receive a corresponding error message. Similarly, specifying “ProgramData” paths is not permitted. You may also receive a corresponding error message in this case.

If such a path was entered incorrectly during a previous installation, it must be changed when updating to HiCAD PDM 2027 or higher.

New Plugin Management starting with HELiOS 2025 SP2

- Customer-specific plugins that were integrated into HELiOS 2025 via the HELiOS.exe.config file will not be automatically transferred to the new Plugin management when updating to HELiOS 2025 SP2 or higher. They must therefore be entered manually once in the HELiOS Options on the **Plugins** tab.
- In future updates, the HELiOS Update (HiCAD PDM Update from 2027 onwards) will then automatically update the settings for the plugins stored in the HELiOS Options. Only the plugins themselves may need to be updated beyond the limits of a release cycle.
- Please also note that, starting with version 2025 SP2, managing plugins via the HELiOS options replaces the manual modification of the HELiOS.exe.config that was required in earlier versions. As a result, after installing HELiOS, there is no longer a Plugins folder under (...)\exe\.
- When installing an update for HELiOS Desktop in standalone mode, a backup of the existing plugin directory is automatically created. However, this does not happen when updating a combined HiCAD/HELiOS installation, as the installation routine cannot distinguish between HiCAD and HELiOS plugins.
- If a plugin has been accidentally copied to the HELiOS EXE directory, an error message appears instructing you to remove the relevant plugin DLL from the invalid directory and then restart HELiOS.
- The functionality for pipeline planning with HiCAD (working with pipe classes and variants) can now be enabled or disabled for the desktop via the HELiOS options in the General section. Previously, the corresponding plugin had to be enabled or disabled manually in the HELiOS.exe.config file.

License Server as of 2025 SP2

The **AdminToolsServers** for the license server are now 64-bit; they are installed by default under **Program files\ISD Software und Systeme\AdminToolsServer**. After installation, you will find the **ISD License Manager (Server)** in the Windows Start menu under **ISD Software und Systeme**. Unlike the Client, the corresponding EXE file is called **ISDLicenseManagerAdmin.exe**. The **Sentinel RMS License Manager** is still 32-bit.

HELiOS Workspaces: Conversion of the system directories

When installing an update from an older version to HELiOS 2025 (from 2027: HiCAD PDM, version 32.0.0) or higher, please note that the directory structure will change (again). As automated migration is not possible, all users must (and, when updating to HiCAD PDM 2027, may need to do so repeatedly) check out all data and clear their workspaces before installing the update to avoid data loss.

In earlier versions, the workspaces were located under %localappdata%. This meant that different workspaces could exist on a single system. To address this, the workspaces were moved to the **%programdata%** directory.

Checked-out files are then located under **%programdata%\Hicad\Pdm\Workspace\(...)***\ (*plus Location ID and User ID). Depending on the version, the workspace databases will be located under **%programdata%\Hicad\Pdm\32.0\General\Locations**.

Microsoft SQL Server

The SQL Server Native Client (often abbreviated to SNAC) has been removed by Microsoft from SQL Server 2022 (16.x) and SQL Server Management Studio 19 (SSMS). It is recommended to use the latest version of the Microsoft ODBC Driver for SQL Server instead.

Further information can be found on the Microsoft website or in the installation instructions for Microsoft SQL Server 2022.

Transfer HiCAD sheet structure to HiCAD

From HELiOS 2023 onwards, when printing drawings, information relating to the HiCAD sheet structure will be used; this information will be transferred when a drawing is saved using HELiOS. For existing data that has not yet been resaved, this information is missing, and printing via HELiOS is not possible.

When HiCAD is started with HELiOS (HiCAD PDM from 2027 onwards) after installing the update, a message will appear and you can add the HiCAD sheet structure for existing data. See also the PDM Online Help.

Mark-up und redlining

Using the **HiRedLine.exe** tool (Redline.exe from 2027 onwards), you can add correction notes or suggested changes to a HiCAD design drawing without altering the underlying original file.

From HiCAD 2023 onwards, this tool will only be available as part of a HiCAD 3D installation. It will no longer be possible to run it with a standalone installation of the HELiOS Desktop (from 2027: HiCAD PDM Desktop)

.

Data compatibility

HiCAD 3D 2027 uses a different data format, which means that.SZA files saved with HiCAD 3D 2027 can no longer be loaded into older HiCAD 3D versions.

When carrying out a HiCAD PDM update, the PDM version is displayed on the update's start screen. This must match the existing database version. If it does not, an error message will appear when you start HiCAD. You can update the database version using the **PdmSetup.exe** program. If the database version needs to be updated, older versions of HiCAD will **no longer** be able to access the database. All workstations that access the database must therefore be upgraded at the same time.

Update HiCAD 3D and HiCAD PDM

In the context of HiCAD 3D/HiCAD PDM Update Installations, the last 5 release cycles are supported. As of HiCAD 3D/HiCAD PDM 2027 (Version 32.0.*), you can only update installations from 2022 (Version >= 2700.0) and newer.

Attribute mappings: Conversion of the default mapping

With HELiOS Major Release 2022 (V. 2700) an adjusted standard attribute mapping is delivered. By converting the mapping for designating component names to configuration-specific attributes, a significant performance increase was achieved.

Existing mappings, which are generally not changed by an update installation, should be updated to the new standard manually. Please refer to the PDM Online Help.

HiCAD PDM Data base schema

As existing datasets with non-compliant conditions may cause conflicts during the central update process of the HiCAD PDM delivery database, you should consider the following:

1. **Create a database backup**: You should make sure that a backup of your HiCAD PDM database has been created before the update. This can be done with the **HiCAD PDM Database Import & Export** tool or via your SQL Server application. Please contact the ISD hotline if you have any questions or need support for your individual system architecture.
2. **The log file of the update**: If any conflicts arise during the update, these are recorded in the log file PdmUpdate.txt (%AppData%\Hicad\Pdm\<Major.Minor>\Logging\PdmUpdate). Please have this file to hand should you need to contact ISD Support to resolve any issues and carry out a successful update in the event that the update does not complete without errors.

Material Manager

The Material Manager (materialmanager.exe) that enables a taking over of materials from Catalogue Editor to HiCAD PDM needs to have the same database version as HiCAD PDM. Therefore the Material Manager will also be updated.

List attributes

The database version update (PdmSetup.exe) checks from HELiOS 2022 onwards whether list attributes with other data types than VARCHAR exist. If this is the case, the database version update for updating the database schema will not be carried out. In this case, please contact the ISD in order to migrate with the help of the Consulting the corresponding attributes to data types that will be supported in the future.

Units for attributes when working with the HiCAD-HELiOS interface

If you work with the HiCAD-HEliOS interface and want to use interface-relevant units for attributes, then you must work with HiCAD 2022 (V 2700) or higher.

User-defined columns in catalogue tables

Until now, the creation of user-defined columns was only possible for tables in the **Factory standards** catalogue. From HiCAD 2024 this is supported for tables in all catalogues. For this purpose, the table function **New column** has been extended. With this extension, the columns CUSTOM1 to CUSTOM9, which were previously predefined for this purpose (before HiCAD 2024), are no longer needed and have been removed from the table.

During a catalogue update, however, only empty CUSTOM columns are removed from the tables.

Omission of the system files KSTEXT_STDKOP.DLL and TEILHOST_NEXT.EXE

As of HELiOS 2022 (V. 2700), the system file KSTEXT_ STDKOP.DLL and the executable file TEILHOST_NEXT.EXE are omitted. Customer-specific adjustments to your system, in which these files were used, must therefore be adjusted again.

Please contact the Consulting team of the ISD Group.

Discontinuation of Steel Engineering grid

From HiCAD 3D 2027 onwards, the **Steel Engineering grid** function will no longer be available.

Discontinuation of Part insertion v26 (PE)

The old **Part insertion** function in Plant Engineering has now been completely replaced by the new **Part insertion** function. Therefore, the function **Part insertion v26** in Plant Engineering is no longer available as of HiCAD 2024 SP1.

Discontinuation of 3-D projection grid

As of HiCAD 2023, the **3-D projection grid function** is no longer available.

Discontinuation of the "old" Create detail drawing function

With the release of HiCAD 2012, the previously valid workshop drawing functionality in Steel Engineering had been extended to a function for general drawing derivation. The previous functions for detail drawings in Steel Engineering were still available in the Detail drawing section of the Drawing menu. As of HiCAD 2022 (Version 2700.0) these functions are no longer supported.

System Requirements

- HiCAD 3D
  - Compatibility Matrix for Interfaced Applications (HiCAD 3D)
- HiCAD 3D Worker
- HiCAD PDM Database Server
- HiCAD PDM Vault Server
- HiCAD PDM Client
  - Compatibility Matrix for Interfaced Applications (HiCAD PDM)
- Job Server
- License Server
- Operation in Virtual Environments
- Further Requirements for Installation

System Requirements for HiCAD 3D

Here you will find the system requirements for operating HiCAD 3D.

Minimum hardware requirements	
Computer	Generally, all hardware can be used enacting current drivers of applicable OS. Please note that for instance the graphic-card drivers support OpenGL command sequence. Internet connection and adrive for the installation medium.
Processor (CPU)	Intel or AMD processor with AVX2 and FMA support. This is the case for all processor generations from Intel Haswell (2013) or AMD Excavator (2015).
Main memory	8 GB RAM
Hard disk	approx. 20 GB free disk space
Graphics card	A fully OpenGL 4.3-capable graphics card with at least 1 GB memory should be used. You can check whether the graphics output requirements of your computer are sufficient for HiCAD 3D with the **OpenGL Test** button (in the Installation Wizard > **Standard Edition**) To avoid possible problems with onboard graphics cards, we recommend using a stand-alone graphics card. .
Screen resolution	1920 x 1080
Operating system:	Microsoft Windows 11
Other	For the output of reports, e.g. Sheet Metal cost calculations, you require Microsoft Office.

There are no further requirements for the installation of the **HiCAD 3D version with License Management**; the legal licensing check is performed during runtime.

Examples of suitable hardware components for HiCAD 3D	
Computer:	HP Workstation Z2 G9
Processor (CPU):	Intel® Core™ i7-14700K 20 Core 3,4 GHz (28MB Cache) max. Turbo 5,6 GHz SingleCore Benchmarks that can be found on various websites may help you with the choice of the processor. Example: https://www.cpubenchmark.net/singleThread.html
Main memory:	64GB DDR5 nECC / 4800 MHz For optimal performance with large drawings, the system should have significantly more main memory than is apparently necessary for HiCAD 3D. When converting point clouds, the memory requirement is often significantly greater than when using the converted point cloud in HiCAD 3D.
Hard disk:	HP Z Turbo Drive 1TB NVME M.2 SSD
Graphics card:	NVIDIA® RTX A4000 16GB GDDR6 graphics memory Alternatives: NVIDIA® RTX 3070, AMD Radeon PRO W6600, AMD Radeon RX6600 When working with point clouds, at least 16 GB of graphics memory is recommended.

Examples of suitable hardware components for HiCAD 3D	
Screen resolution:	Working with a high screen resolution is only possible to a limited extent.
Operating system:	Microsoft Windows 11
Others:	For the output of reports, e.g. Sheet Metal cost calculations, you require Microsoft Office.

The interfaces available for the HiCAD 3D can be found in the compatibility matrix.

Please note:

- For the connection to Sentinel License Server, the Firewall of the UDP Port 5093 License Server must be released for in- and outcoming connections; for the Windows Firewall, the port release is executed automatically by activating the respective option in the installation program of the License Server.
- As of HiCAD 2024 SP2, Microsoft Windows 10 N and Microsoft Windows 11 N are no longer supported.
- If you use network licenses, use the operating systems indicated in the System Requirements for the License Server.
- Internet access is necessary for the computer/server via which the licenses are managed!
- In addition, you need one of the database systems listed under Hardware Requirements for the HiCAD PDM Database Server when using HiCAD PDM.
- If you encounter any kind of display problems, please check if your graphics card driver is up-to-date first. If it is not, update to the current driver.

Compatibility Matrix for Interfaces Applications (HiCAD 3D)

Listed below you find an overview of the interfaces that are available for HiCAD 3D:

	HiCAD 3D 2027	HiCAD 2026	HiCAD 2025
Operating system			
Microsoft Windows * * As of HiCAD 2024 SP2, Windows 10 N and Windows 11 N are no longer supported. ** In order to use HiCAD 2025, Windows 10 19H1 or a higher version is required.			
Windows 11, 64 Bit	✓	✓	✓
Windows 10, 64 Bit	✗	✗	✓ **
Windows 8.1, 64 Bit or older	✗	✗	✗
PDM system			
HiCAD PDM 2027	✓	✗	✗
HELiOS 2026	✗	✓	✗
HELiOS 2025	✗	✗	✓
HELiOS 2024 or older	✗	✗	✗
Interfaces			
LogiKal 12	✓	✓	✓
LogiKal 11	✓	✓	✓
LogiKal 10	✓	✓	✓
LogiKal 9	✗	✗	✗
KISSsoft 03/2017 up to 03/2026	✓	✓	✓
CADClick 3.0	✓	✓	✓
Microsoft Office * *If communication between Microsoft Office and HiCAD 3D takes place via the COM interface, then both must have the same Bit version (64/64 Bit). Otherwise problems may occur in connection with VBA, e.g. when creating/editing Excel BOMs.			
Office 2021	✓	✓	✓
Office 2019	✓	✓	✓
Office 2016	✓	✓	✓

	HiCAD 3D 2027	HiCAD 2026	HiCAD 2025
Office 2013	✓	✓	✓
Browsers			
Edge	✓	✓	✓
Mozilla Firefox	✓	✓	✓
Google Chrome	✓	✓	✓

The ✗ symbol does not always mean that the respective product is not compatible. It can also mean that interactions have not been sufficiently tested by the ISD yet.

System Requirements for the HiCAD 3D Worker

The system requirements for the Worker are identical to those for a normal HiCAD 3D Client (please see System Requirements for HiCAD 3D). The RAM should be at least as large as the RAM for the existing HiCAD 3D Clients. The reason for this is that the Worker must be able to perform, besides automation tasks, various other tasks such as the conversion of HiCAD 3D drawings (to 3D-PDF or similar).The Worker runs on a separate Plot Server System.

In a combined operation of HiCAD 3D and HiCAD PDM, the Worker is driven by Job Server. You can find further instructions for installing Job Server running on the same system as the Worker in HiCAD PDM Help.

Besides the Client operating system Windows 11 you can also use the Server operating systems Windows Server 2016 or newer. Whether a Server operating system needs to be used depends on the licensing conditions for the Microsoft operating system that you use. The decisive factor is the number of permitted simultaneous device connections.

Windows 11 allows 20 simultaneous connections. This will be sufficient for 20 Print Clients, if all of them are actually running at the same time. Please note however that each connection from a non-HiCAD 3D/HiCAD PDM workstation will reduce this number.

Please note:

- The Worker runs on a separate Plot Server system.
- The minimum requirement for HiCAD 3D is OpenGL 4.3. If the minimum requirements for the Worker are not met, individual graphics components are replaced by customised components (Mesa implementation version 24.2.0) during installation, so that the Worker can also run on systems that do not support OpenGL 4.3. This may result in some restrictions.

System Requirements for the HiCAD PDM Database Server

The requirements with regard to the hardware primarily depend on the specifications given by the respective supplier (Microsoft). Currently, following operating systems are supported:

	HiCAD PDM 2027	HELiOS 2026	HELiOS 2025
Microsoft SQL Server 2025	✓	✗	✗
Microsoft SQL Server 2022	✓	✓	✓
Microsoft SQL Server 2019	✓	✓	✓
Microsoft SQL Server 2017	✓	✓	✓
Microsoft SQL Server 2016	✓	✓	✓
Microsoft SQL Server 2014	✗	✗	✓
Microsoft SQL Server 2012 or older	✗	✗	✗

In addition, the following minimum requirements should be guaranteed for the main memory and hard disk:

	HiCAD PDM 2027	HELiOS 2026	HELiOS 2025
Main memory	Additionally at least 4 GB main memory. With an increasing database size the working memory should be enlarged in order to guarantee optimal performance.		
Hard disk	Additionally at least 10 GB hard disk memory. The actual demand depends on the size of the database.		

Please note:

- The use of virtual servers is essentially possible. Please consider to grant sufficient resources within the virtual environment.
- On the database server, HiCAD PDM data base should be imported beforehand, for example via HiCAD PDM Database Import & Export tool, so that clients can connect with the database.
- For information on the compatibility level of the PDM database, please refer to the SQL Server 2025 Installation and Setup Guide.
- SQL Server Standard vs. SQL Server Express
  The productive use of SQL Server Express is also possible. Please note that SQL Express has limited storage size (10 GB) for each data base and provides weaker performance than SQL Standard, especially on powerful hardware. If well-equipped hardware is used for the server (multiple processors and plenty of RAM), the SQL server thwarts the performance again. On regular desktop hardware the difference between SQL Express and SQL Standard is smaller due to the accordance of express limits and system. A detailed comparison of the different SQL Server editions can be found on the manufacturer's website.

- Please note that the semicolon must not be used as a special character in the password for connecting to the SQL Server.

System Requirements for the HiCAD PDM Vault Server

The minimum requirements are as follows:

	HiCAD PDM 2027	HELiOS 2026	HELiOS 2025
Processor (CPU)	64 Bit processor		
Main memory	Additionally at least 4 GB main memory		
Hard disk	The required hard disk space depends on the volume of arising data use (files). A safety margin should be considered. For optimal performance we recommend using an SSD drive.		
Operating system	Microsoft Windows 11 or Microsoft Windows Server 2016 or higher		

Please note:

- If you work with only interfaces to HiCAD 3D and/or Microsoft Office, the use of HiCAD PDM Vault Servers is optional. Other interfaces must be used in conjunction with the HiCAD PDM Vault Server.
- The needed hard disk space can also be distributed on multiple volumes.
- We recommend the use of RAID system in order to ensure failsafe performance.

System Requirements for the HiCAD PDM Desktop

The minimum requirements for the HiCAD PDM Client are as follows:

	HiCAD PDM 2027	HELiOS 2026	HELiOS 2025
Processor (CPU)	64 Bit processor		
Main memory	Additionally at least 4 GB main memory		
Hard disk	Additionally at least 2 GB free hard disk memory		
Operating system	Microsoft Windows 11 or Microsoft Windows Server 2016 or higher		

The interfaces that are available for the HiCAD PDM Desktop are listed in a Compatibility Matrix.

Please note:

- When linking a HiCAD PDM Desktop to other applications such as a CAD system or office product, the minimum requirements of the respective system manufacturer must also be observed.
- If you want to use an integrated viewer, the hardware requirements of respective viewer manufacturer must be considered.
- Using the HiCAD 3D Viewer in HiCAD PDM (HiCAD Viewer and HELiOS before 2027) from Version 2024
  - During the HiCAD 3D installation (**"HiCAD 3D and HiCAD PDM"**, red installation dialogue), the Active X component of the HiCAD 3D Viewer is automatically installed. This enables the preview of HiCAD 3D files in HiCAD PDM.
  - On workstations on which only the HiCAD PDM Desktop (standalone) is installed, the HiCAD 3D Viewer must be installed separately from HELiOS 2024 and updated if necessary. This is also the case if only HiCAD PDM is updated when using an older HiCAD 3D version with HiCAD PDM. Otherwise, the preview of HiCAD 3D files cannot be displayed in HiCAD PDM. You will find the installation of the HiCAD 3D Viewer at Download > Download Area > Tools Download.
- Before starting a HiCAD PDM Client, you need a HiCAD PDM Database Server and an appropriately configured ODBC connection. Documents (in .pdf format) on installing the database system and importing and exporting the database can be found here.
- If a HELiOS application crashes, so- called dump files will be stored in the directory %LOCALAPPDATA%\ISD Software und Systeme\CrashDumps.

Compatibility Matrix for Interfaced Applications (HiCAD PDM)

Below you find a list of possible interfaces for HiCAD PDM:

	HiCAD PDM 2027	HELiOS 2026	HELiOS 2025
Operating system			
Windows 11, 64 Bit	✓	✓	✓
Windows 10, 64 Bit	✗	✗	✓
Windows 8.1, 64 Bit or older	✗	✗	✗
Server Operating system			
Windows Server 2025	✓	✓	✓
Windows Server 2022	✓	✓	✓
Windows Server 2019	✓	✓	✓
Windows Server 2016	✓	✓	✓
CAD system			
HiCAD 3D 2027	✓	✗	✗
HiCAD 2026	✗	✓	✗
HiCAD 2025	✗	✗	✓
HiCAD 2024 or older	✗	✗	✗
AutoCAD (Mechanical) 2027	✓	✗	✗
AutoCAD (Mechanical) 2026*	✓ AutoCAD as of Update 2026.1.2	✓ AutoCAD up to Update 2026.1.1	✓ AutoCAD up to Update 2026.1.1, HELiOS as of version 30.1.2
AutoCAD (Mechanical) 2025*	✓ AutoCAD as of Update 2025.1.4	✓ AutoCAD up to Update 2025.1.3	✓ AutoCAD up to Update 2025.1.3
AutoCAD (Mechanical) 2024	✗	✓	✓
AutoCAD (Mechanical) 2023	✗	✓	✓
AutoCAD (Mechanical) 2022	✗	✗	✓
AutoCAD (Mechanical) 2021 or older	✗	✗	✗

	HiCAD PDM 2027	HELiOS 2026	HELiOS 2025
Inventor 2027	✓	✓ HELiOS as of version 31.2	✓ HELiOS as of version 30.2.7
Inventor 2026*	✓ Inventor as of SP4	✓ Inventor up to SP3	✓ Inventor up to SP3, HELiOS as of version 30.1.2
Inventor 2025*	✓ Inventor as of SP5	✓ Inventor up to SP4	✓ Inventor up to SP4
Inventor 2024	✗	✓	✓
Inventor 2023	✗	✓	✓
Inventor 2022	✗	✗	✓
Inventor 2021 or older	✗	✗	✗
CAE system			
EPLAN Electric P8 2026	✓	✓	✓ HELiOS as of version 30.2.4
EPLAN Electric P8 2025	✓	✓	✓ HELiOS as of version 30.0.1
EPLAN Electric P8 2024	✓	✓	✓
EPLAN Electric P8 2023	✓	✓	✓
EPLAN Electric P8 2022	✗	✓	✓
EPLAN Electric P8 2.9	✗	✗	✓
EPLAN Electric P8 2.8	✗	✗	✓
EPLAN Electric P8 2.7	✗	✗	✓
EPLAN Electric P8 2.6	✗	✗	✓
EPLAN Electric P8 2.5	✗	✗	✓
EPLAN Electric P8 2.4	✗	✗	✓
OFFICE			
Office 2024	✓	✓	✓ HELiOS as of version 30.2

	HiCAD PDM 2027	HELiOS 2026	HELiOS 2025
Office 2021	✓	✓	✓
Office 2019	✗	✗	✓
Office 2016	✗	✗	✓
Office 2013	✗	✗	✓
Office 2010 or older	✗	✗	✗

*** Note on AutoCAD and Inventor:** Newer updates of AutoCAD (as of 2025.1.4 and 2026.1.2 respectively) and Inventor (as of 2025 SP5 and 2026 SP4 respectively) require .NET 10. These updates can only be used with HiCAD PDM 2027, not with HELiOS 2025 or 2026. If you are still using HELiOS 2025 or 2026, install these updates only when you switch to HiCAD PDM 2027.

The ✗ symbol for the operating systems does not always mean that the respective product is not compatible. It can also mean that interactions have not been sufficiently tested by the ISD yet.

System Requirements for the Job Server

The minimum requirements for the Job Server are as follows:

	HiCAD PDM 2027	HELiOS 2026	HELiOS 2025
Processor (CPU)	64 Bit processor		
Main memory	Additionally at least 4 GB main memory. The main memory should be dimensioned at least as large as the main memory of the client systems used. This ensures that all data to be processed by the Job Server (which is transmitted from the client systems to the Job Server) can be processed successfully.		
Hard disk	Additionally at least 4 GB free hard disk memory		
Operating system	Microsoft Windows 11 or Microsoft Windows Server 2016 or higher		

Please note:

- The Job Server requires corresponding locally installed CAD, E-Tech or Office applications to execute the plot or conversion jobs. Please consider that you need appropriate licenses for the operation of these applications and that the hardware requirements of the respective system provider must be taken into account accordingly.
- If you process AutoCAD and/or Inventor files with the Job Server, please note—in addition to the system requirements for each application—that AutoCAD and Inventor products do not support server operating systems (such as Microsoft Windows Server).
- The applications used by the Job Server to process print and conversion jobs must be exclusively available to the Job Server and must not be used by other applications or HiCAD PDM installations used simultaneously. Otherwise, unexpected behavior may occur during job processing.
- In addition to the client operating systems for Windows, the above-mentioned server operating systems can also be used. Whether a server operating system must be used depends on the license conditions for the Microsoft operating system you are using. The number of permitted simultaneous device connections is decisive here. Windows 11 allows 20 simultaneous logins to the operating system. In this case, you must ensure that, in addition to the existing logins, there are sufficient free logins left that can be used by the respective Clients.

System Requirements for the License Server

The minimum requirement for running a license server is as follows:

	HiCAD 3D/HiCAD PDM 2027	HiCAD/HELiOS 2026	HiCAD/HELiOS 2025
Processor (CPU)	64 Bit processor. Recommended: 2 GHz Processor		
Main memory	Additionally at least 1 GB main memory		
Hard disk	Additionally at least 2 GB free hard disk memory		
Operating system	Microsoft Windows 11 or Microsoft Windows Server 2016 or higher		

We use the Software Sentinel RMS© from Thales© for licensing.

Please note:

- The license server need not be installed on a separate server or server operating system.
- A static IP address is required for the correct operation of a license server. When using a virtual server, a static MAC address is required.
  The use of a cloud server is only possible if changes to the underlying hardware can be excluded by the cloud provider. This also includes that the provider does not move the virtual server to another physical machine.
- The license server must not be installed on the same computer as an ISD product (e.g. HiCAD 3D, HiCAD PDM, etc.), as both products share system information for licensing purposes.
- Internet access is needed for the license server due to activation and deactivation.
- A Windows Server Core installation is not supported.

Operation in Virtual Environments

HiCAD PDM Client

Generally, the HiCAD PDM Client can be operated on Virtual Machines (VM). If you use integrated viewers, the hardware requirements of the respective viewer manufacturer must be considered.

The HiCAD PDM Client can also be used as a terminal application.

Job Server

Generally, the Job Server can be operated on Virtual Machines (VM). However, limitations may occur with regard to simultaneously installed CAD system, electrical engineering software or Office applications.

With regard to graphics functionality, performance and integration of printers, too, limitations may occur in virtual environments.

License Server

The license management system based on Sentinel RMS© by the company Thales© can, generally, also be used in virtual environments.

The use of a cloud server is only possible if changes to the underlying hardware can be excluded by the cloud provider. This also includes that the provider does not move the virtual server to another physical machine.

Network licenses on Virtual Machines (VM)

If you want to use/activate/deactivate the network licenses on virtual machines, please observe the following points:

- A static MAC address is required
- A static IP address is recommended or required when using Commuter Licenses
- Before copying or changing a virtual machine, deactivate the network licenses, since the UUID (Universal Unique IDentifier) of the VM will change due to the copying process, and cannot be deactivated afterwards any more. This also applies to the starting of the VM on a different host.

Further Requirements for Installation

- **Microsoft .NET Framework** and **Visual C++ Runtime Libraries** need to be installed on the computer before HiCAD 3D/HiCAD PDM can be used; these packages will be installed as part of the HiCAD 3D/HiCAD PDM installation if required.
- To be able to work with HiCAD PDM, a database system must be available that has been prepared for HiCAD PDM. For this you require
  - A Microsoft SQL Database Management system on your Server,
  - A HiCAD PDM database imported with the **HiCAD PDM Database Import & Export** tool, and
  - An ODBC connection on the Clients.

Documents (in .pdf format) describing the installation procedure for the database system and the import and export of the database can be found here.

Installation

The installation medium (e.g. ISO file from the Download area) contains the installation files for:

- HiCAD 3D
- HiCAD 3D Viewer
- HiCAD 3D Worker
- HiCAD PDM Database Import & Export (required when creating a HiCAD PDM database for the first time, and for importing or exporting an existing database)
- HiCAD PDM Vault Server
- HiCAD PDM Desktop
- Activate Database Connection (HiCAD PDM Setup)
- HiCAD PDM Job Server
- HiCAD PDM Mail Proxy
- HiCAD PDM Task Starter
- Trial Edition (Demo version)
- Education Edition (for students)
- Silent Installation
- Postscript printer driver (required for the output of multiple views in a PDF file)
- You can find detailed information on installation in the following documents:
  - Firewall Configuration License
  - Data Protection and Data Management
  - IT-Security Requirements

Important note on the scope of installed modules!

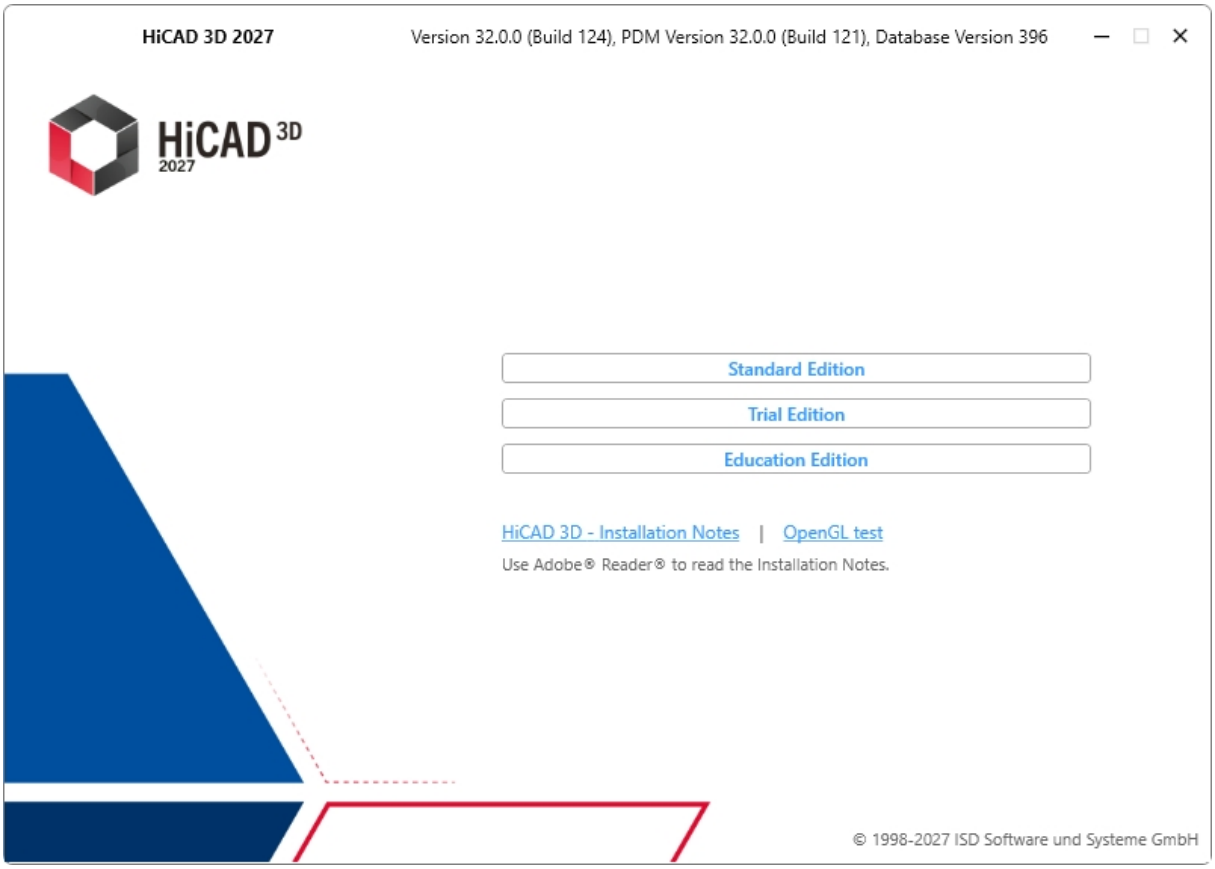
The scope of modules that will be installed depends on the product that was purchased. This means that not all modules described in the installation manual may be included in your software version.

It is mandatory for the installation of HiCAD 3D to start the **setup.exe** file from the root directory of the ISO file; only in this way it is ensured that the version will recognize the operating system, and that the matching HiCAD 3D-/HiCAD PDM version will be installed.

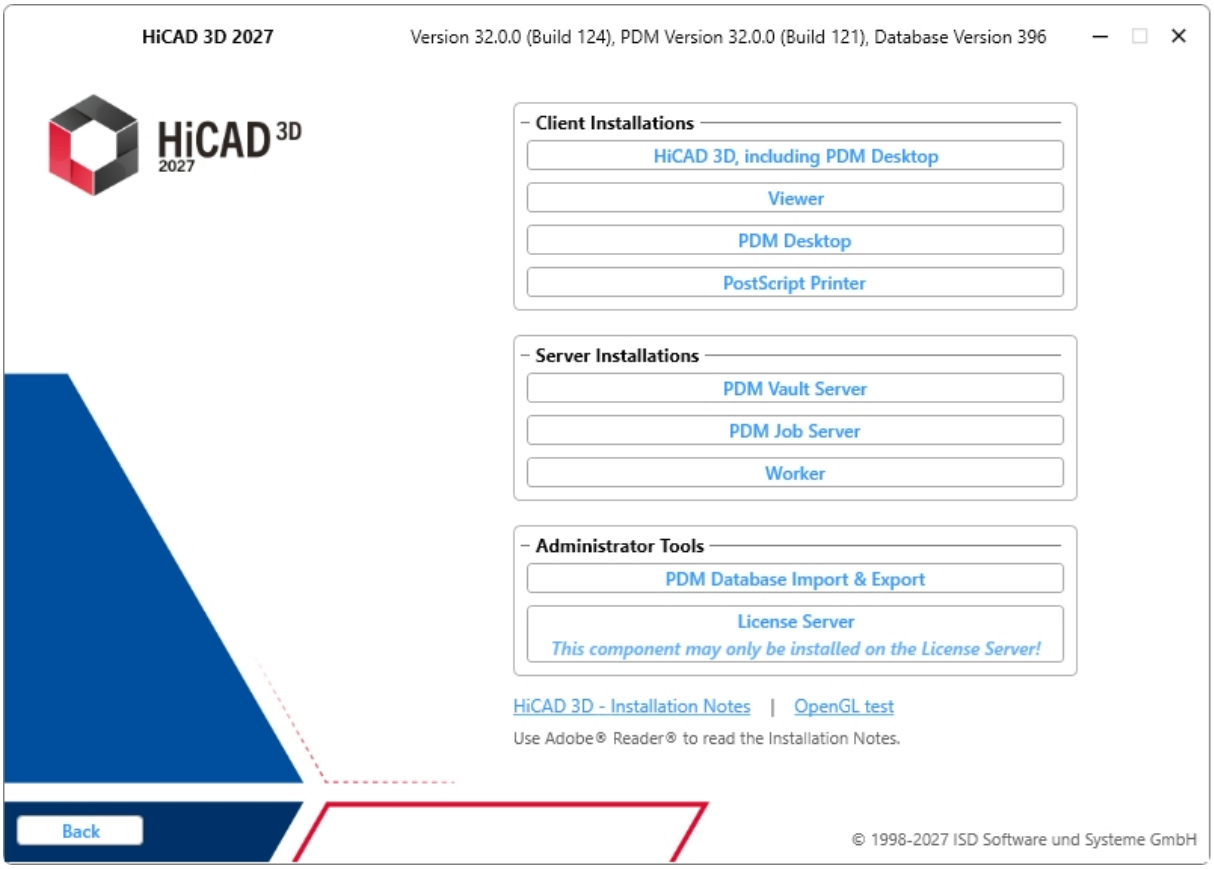
Please note:

- You can conveniently download the current HiCAD 3D/HiCAD PDM version in the Download Area.

After running the **setup.exe** file, the following dialogue will be displayed:



Click on the **Standard Edition** button. This will open the following selection mask:



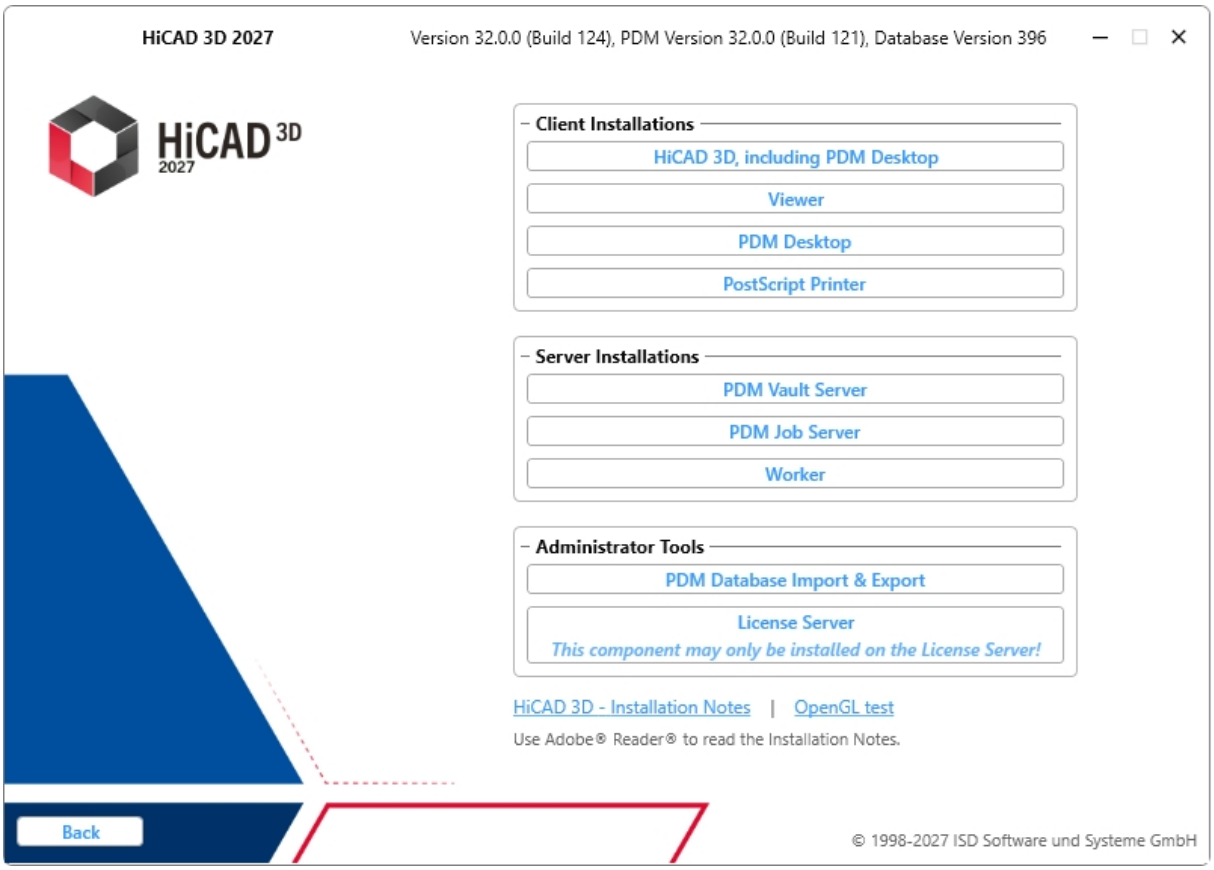
Leave this selection mask open, so that you can select the desired components one after the other.

Discontinuation of Windows® 10

Microsoft® has discontinued support for the Windows® 10 operating system in October 2025. For compatibility reasons, HiCAD 2025 SP2 and HELiOS 2025 SP2 were the last versions of our CAD or PDM system to support Windows© 10. HiCAD 2026 and HELiOS 2026 no longer run under Windows© 10.

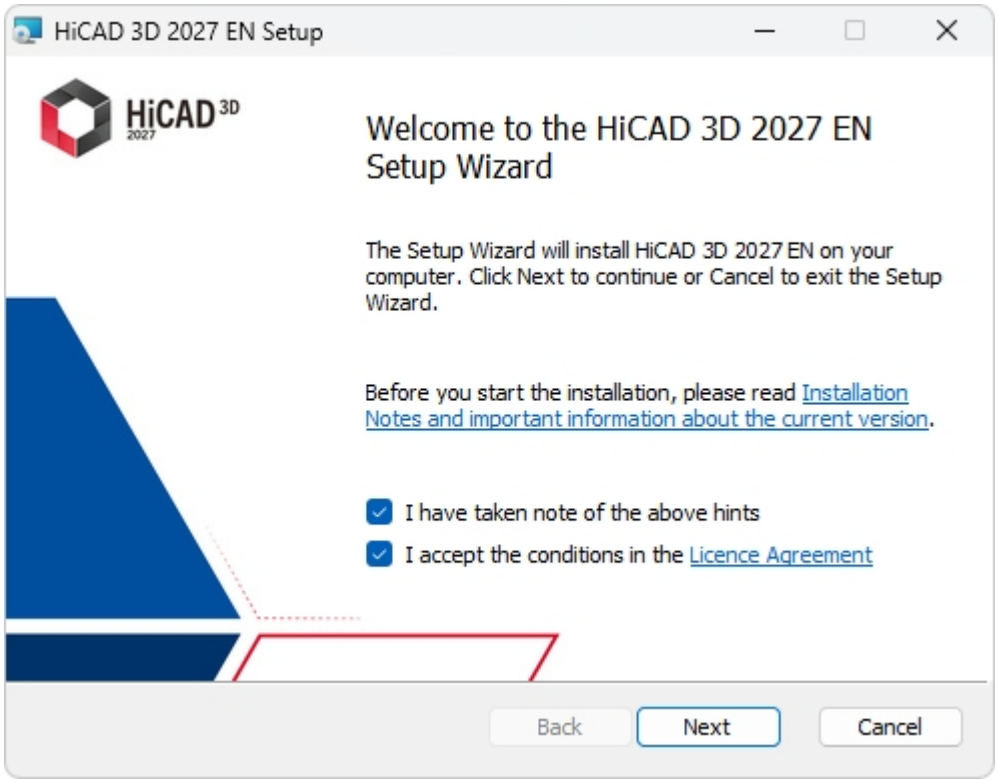
Installing HiCAD 3D

To install HiCAD 3D, start Windows. If Windows has already been started, close all other applications and start the installation wizard. In the installation wizard, click on the **Standard Edition** button. This will open the following selection mask. Leave this selection mask open, so that you can select the desired components one after the other.

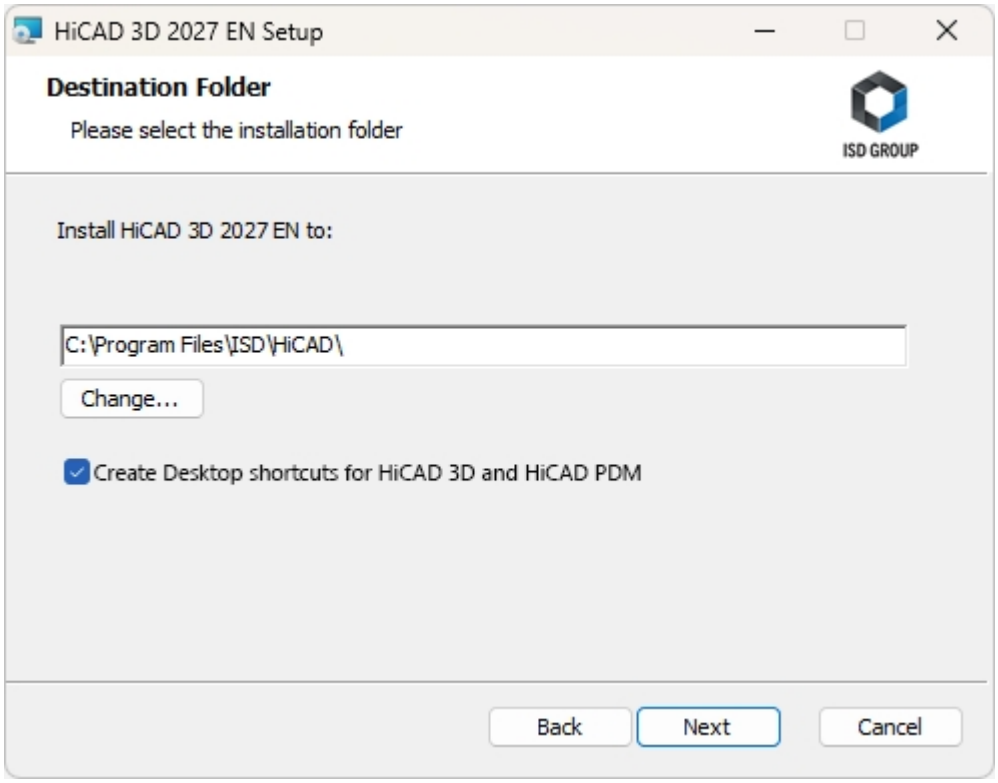


Click on the **HiCAD 3D and HiCAD PDM** button to start the installation.

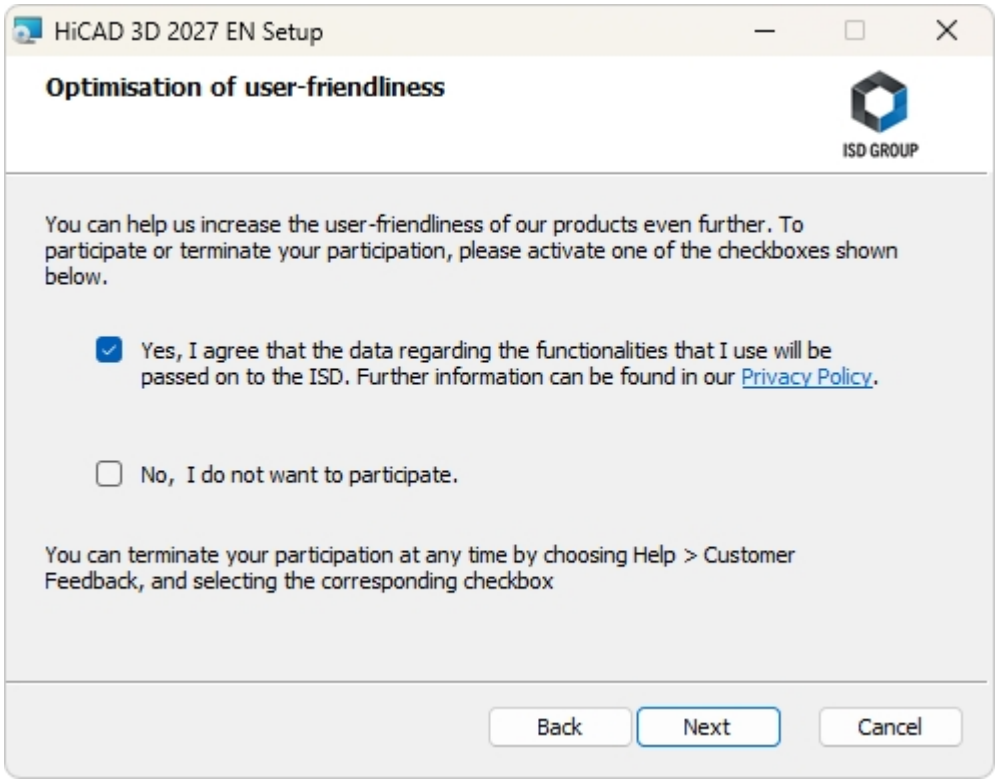
Before using HiCAD 3D/HiCAD PDM, **Microsoft .NET Framework** and the **Visual C++ Runtime Libraries** must have been installed on the computer; these packages will be installed as part of the installation if required.



Please read the **Installation Notes** and the Licence Agreement carefully.



Select an installation directory.



You can help us increase the user-friendliness of our products even further. To participate or terminate your participation, please activate the corresponding checkbox.

In the dialogue window, our notice on collection of data for constant GUI optimization can be opened.

You can terminate your participation at any time by choosing **Help > Customer Feedback**, and activating the corresponding checkbox.

Data Protection notice: Collection of Data for Constant GUI Optimisation

You can help us increase the user-friendliness of our products even further. If you participate, the ISD will collect information on your use of our software, in order to detect trends and use patterns. This information will then be used for a constant optimisation of our user interface, with the aim to make the operation of our software as convenient and efficient as possible for our users.

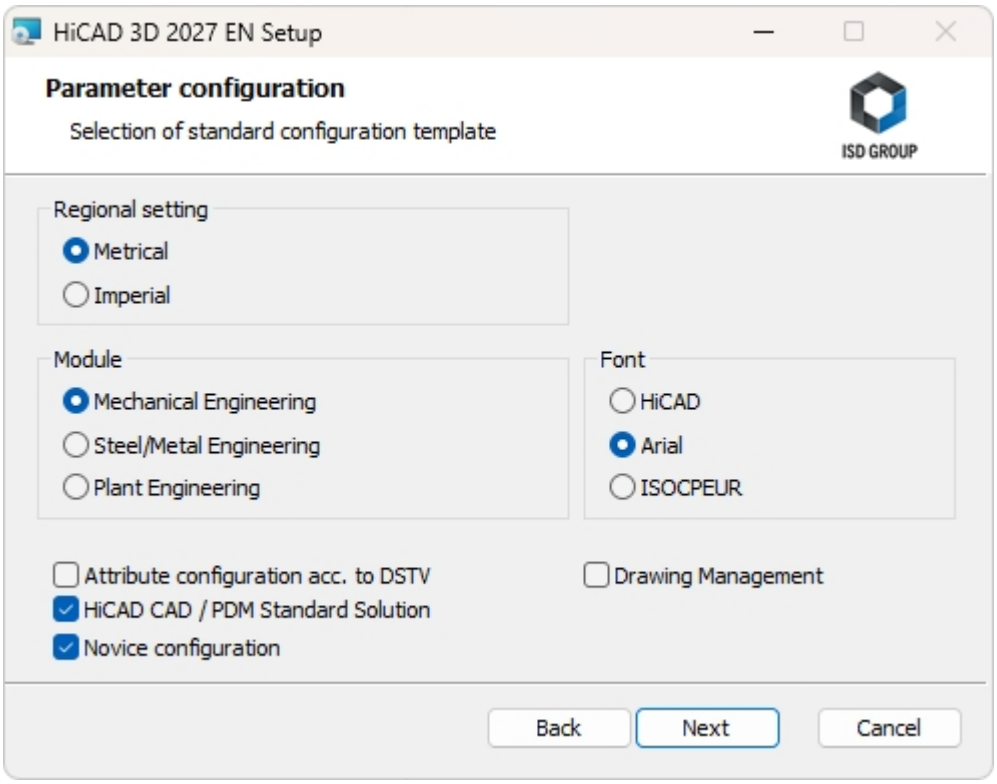
The collected information

- Contains data on the functions that you used (frequency and chronological order).
- Contains a key enabling the identification of your computer. It does not contain any personal data, and will not be used to detect your identity. The key will only be used to obtain data on the diffusion rate of customer feedback. For instance, it is important to know whether a functionality has been used 100 times by 1 customer, or whether another function has been used only once by 100 customers etc.
- Will be automatically removed after transmission to the ISD. In case of a failed transmission (e.g. because of network problems) the information will be automatically removed after 1 week at the latest when the program has been re-launched.
- Will not cause a slowing down of the program operation.

The ISD will not

- Store your name, address, or any other personal data.
- Ask any further questions besides asking for your consent to the participation.
- Use the data for any other purposes than those described above.
- Contact you in any form in connection with your participation.

You can choose to participate when installing the product for the first time. To terminate your participation at a later time, choose **Help > Customer Feedback**, and select the corresponding option.

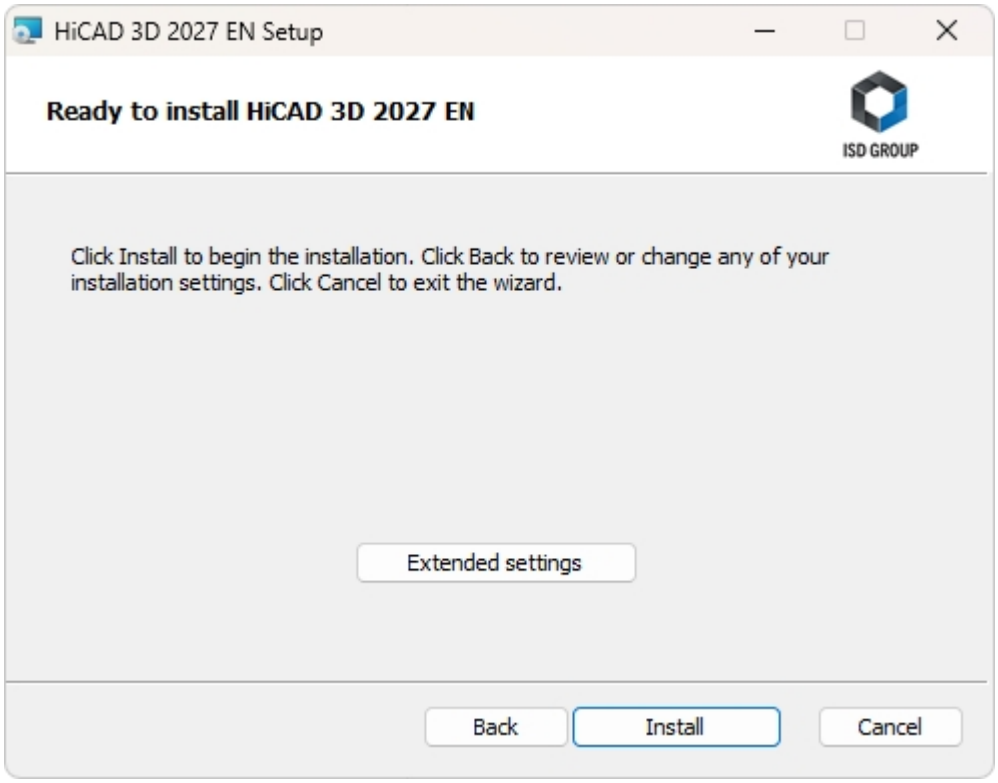


For different drawing areas HiCAD 3D offers especially adjusted surfaces and configurations, e.g. for Mechanical Engineering, Steel Engineering and Plant Engineering. These can be selected during the installation of HiCAD 3D. If you choose **imperial** as the **Regional setting**, then the system automatically switches to imperial, i.e. non-metric units. This applies to the units of your drawings, dimensions and scales. In addition, further drawing frames are available.

Depending on the parameter configuration the saved settings in the CSV file will be applied, too. The CSV file contains information on e.g. which files (e.g. HiCAD 3D part masks or template files for labels) should be copied into the sys directory. In case of an update different system files in the HiCAD 3D sys directory will be replaced – without further inquiry – by file supplied in the HiCAD 3D templates directory, which are specifically adjusted to the chosen modules and activated checkboxes (e.g. DSTV or Drawing Management).

Via **Extended Settings** you can change the parameter configuration once more and select your own template files.

Select a module for the parameter configuration and click **Next**.



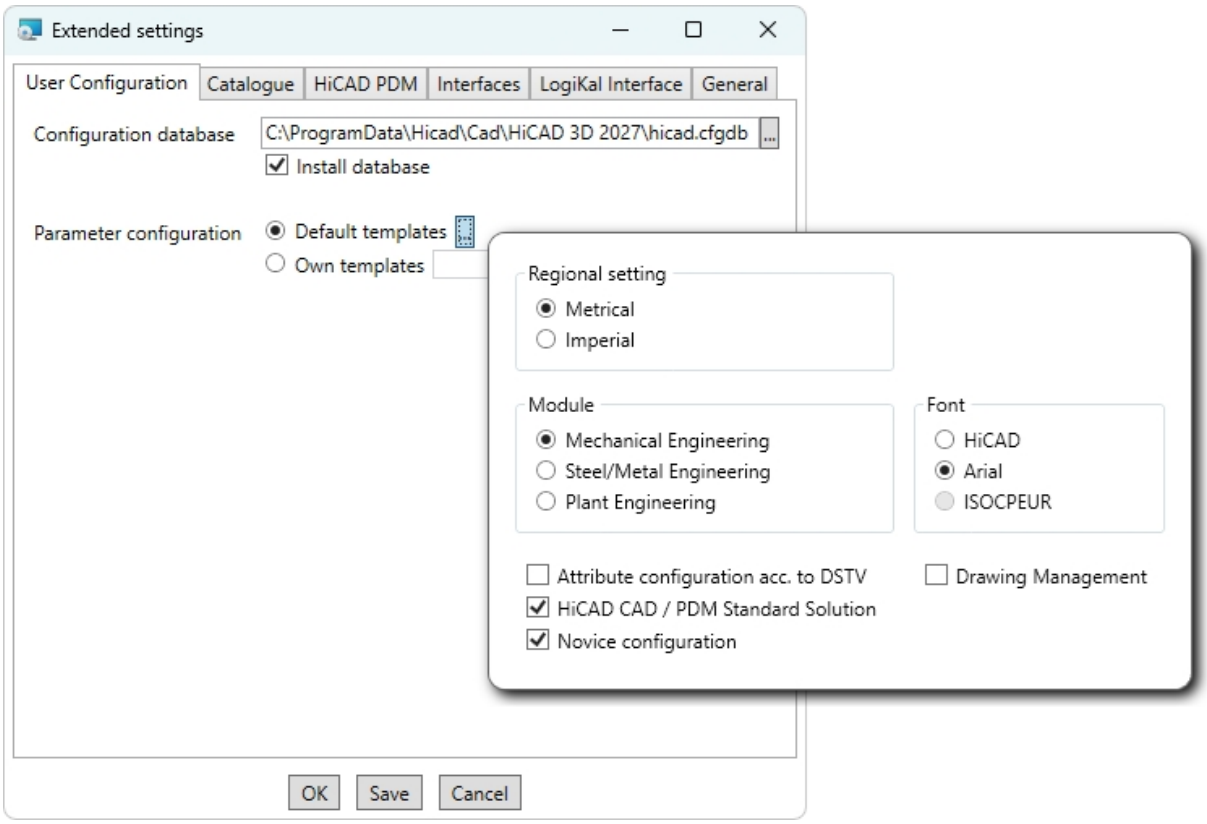
You can now start with the installation or modify the **Extended Settings**, e.g. for the user configuration, the catalogues, or HiCAD 3D with HiCAD PDM.

Please note the following important information:

If a network path is specified on the tabs **User Configuration**, **Catalogue** or **LogiKal interface**, please make sure that not the connected network paths (e.g. H:\Data\HiCAD_Katalog) are specified here, but the **direct UNC paths** to the respective server, e.g. \\Server01\Data\HiCAD_Katalog.

This is because the user, e.g. the system administrator performing the installation, in contrast to the user using HiCAD 3D, may not have connected the required network drives (in the above example: H:\). In such a constellation, these paths cannot be set up correctly by the installation.

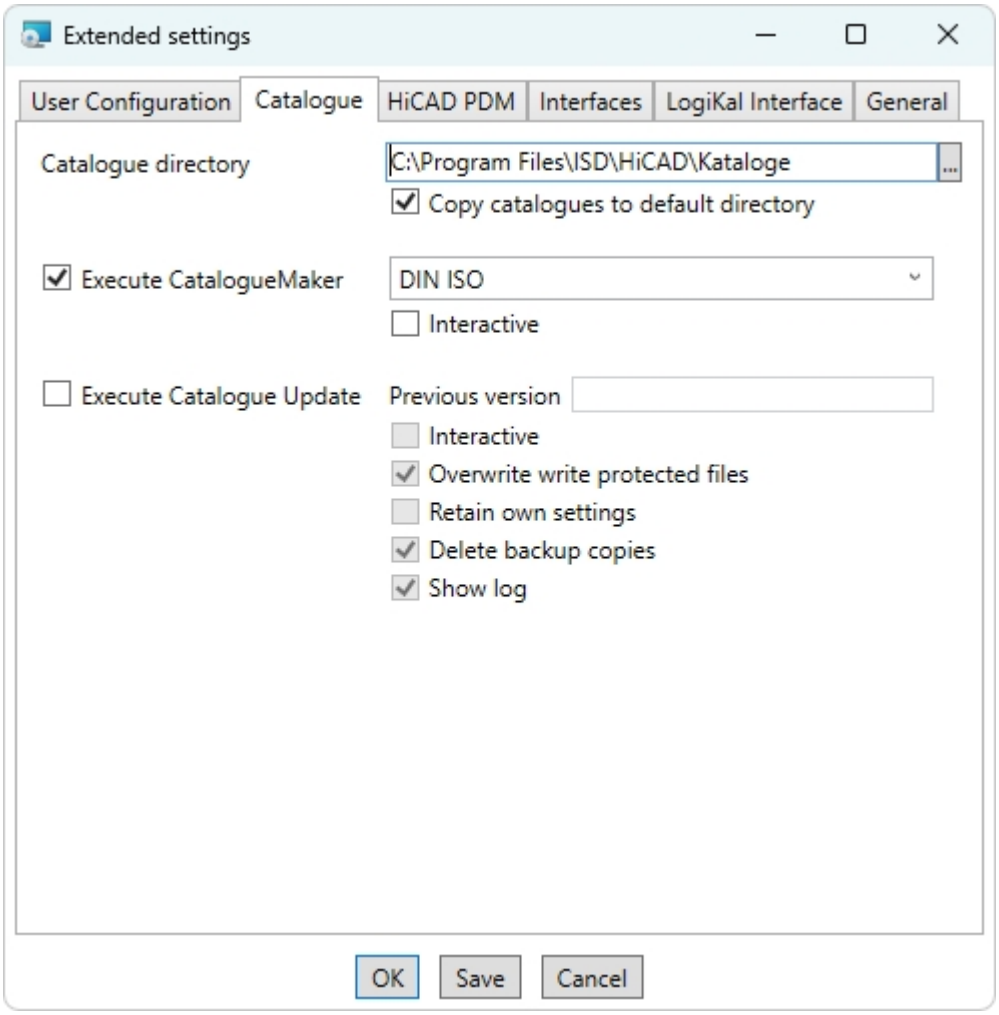
In contrast, UNC paths are available in the same form to both users - provided that both users have access.



In the **Configuration Database**, customer-specific settings for various features such as dimensioning, annotations, workshop drawing creation or fitting of vertical ladders are stored. When performing an update, **customer-specific settings** can be applied. In addition, values that have not been modified by the user will automatically obtain the updated pre-settings.

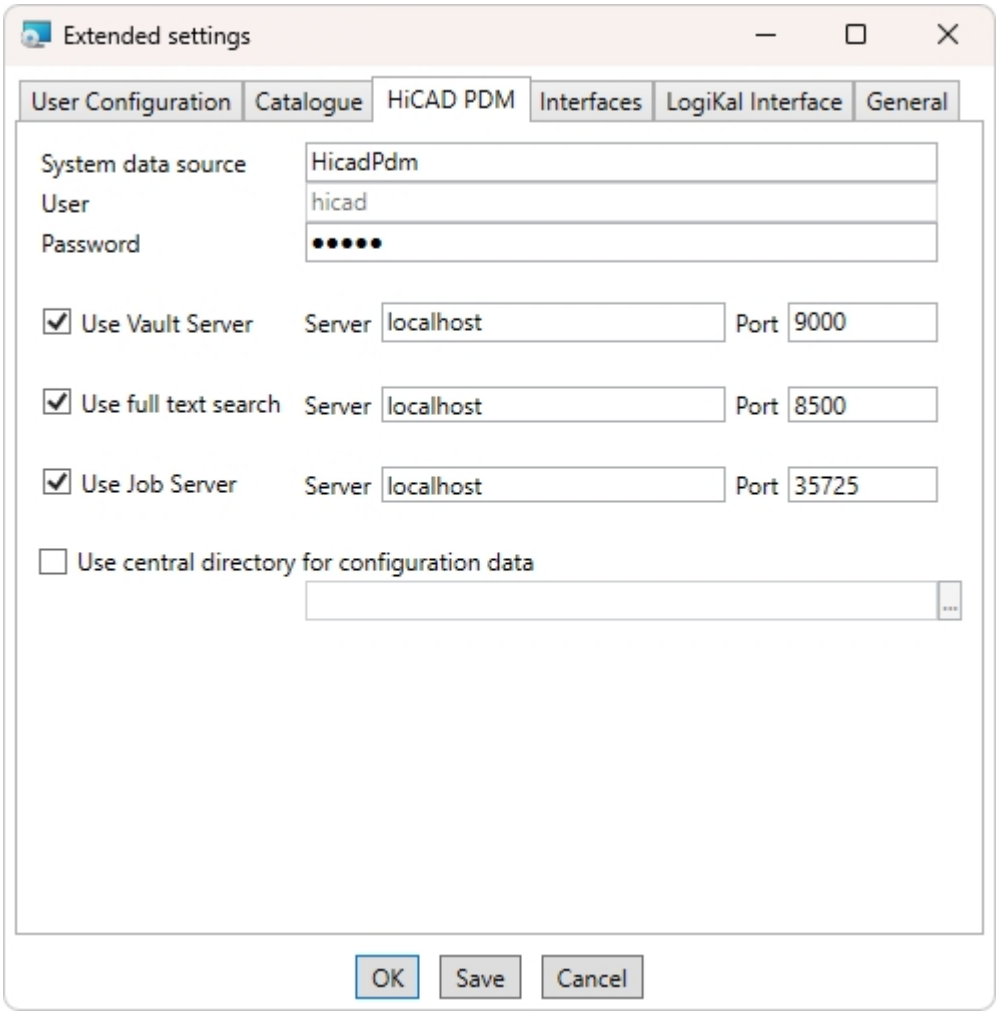
In the Parameter configuration you can modify previously activated default templates. Moreover, you can select CSV files via **Own templates**. The settings stored in the CSV file, too, will be applied. In a CSV file it is, amongst other things, specified which files (e.g. HiCAD 3D part masks or template masks for annotations) are to be copied to the sys directory. When performing an Update, various system files in the HiCAD 3D sys directory will be replaced with the files supplied in the HiCAD 3D templates directory which have been designed especially for a working with the selected module and the activated checkboxes (e.g. …DSTV or Drawing Management). The standard CSV files are located in the templates directory of the HiCAD 3D installation. CSV files are configuration templates that you can create and edit with Microsoft Excel (please see Online Help).

Parameter configuration: **No templates** is activated by default in Parameter Configuration. You can also change this setting subsequently, via the programs ..exe/ParameterConfigAdministrator.exe (for the workstation) and ..exe/ParameterConfigUser.exe (for the User).



The execution of the **CatalogueMaker** serves the purpose of specifying which standard series are to appear in the standard part catalogues (currently standard series are available for DIN, ISO, EN, ANSI and JIS); the selection of standards in the **CatalogueMaker** only influences the display of standard parts, but not their availability; the availability is still controlled via license selection in the **ISD License Manager**.

The **CatalogueUpdate** tool is used to update the catalogues during an update installation. It can be started automatically during the update installation by activating the option **Execute CatalogueUpdate**. You can also start the tool later from the EXE directory of your HiCAD 3D installation, e.g. if you want to exchange catalogues among customers.



In case of a new installation of HiCAD PDM you can specify an arbitrary name for the system data source. In case of an update, the existing data source will be offered. **User** and **Password** will be identical with the ODBC login.

If you use a Vault Server, activate the **Vault Server** checkbox. Enter the name of the Server in the **Address** input field, and the Server Port of the Vault Server in the **Port** input field. You already entered both during the installation of the Vault Server. Connection information for a Vault Server installation that already exists in the system may be recognized by new installations or update installations and set accordingly.

If you have not installed the Vault Server yet, you can do this now: Choose HiCAD PDM Options > Database > General > Vault Server ... and specify the connection. For activation you must then restart the HiCAD PDM Desktop.

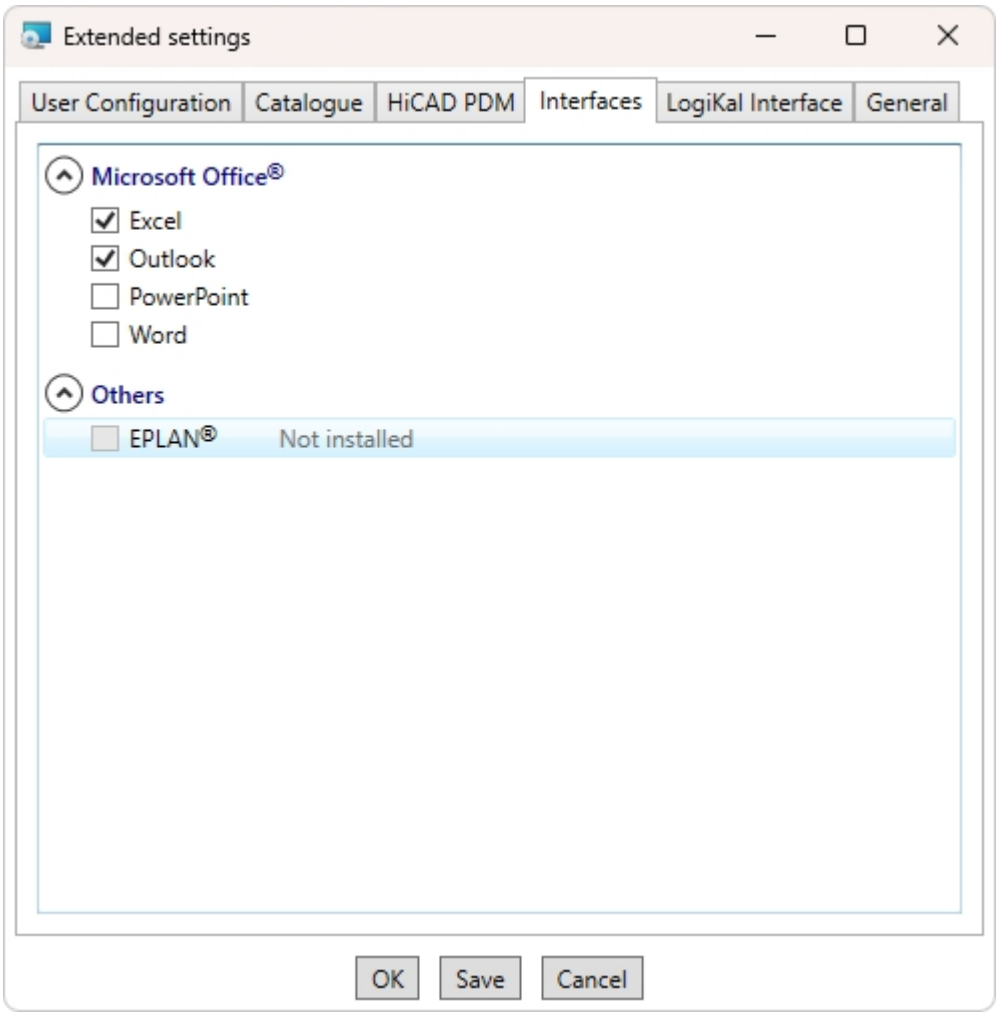
During an update installation it will be checked whether the existing HiCAD PDM version is newer than the one on the DVD. If this is the case, the HiCAD 3D installation will only update the non-HiCAD PDM files. The HiCAD PDM files are those that would be supplied by a standalone installation of the HiCAD PDM Desktop, minus the hicadcommons contained therein.

If you want to process your print jobs via the ISD **Plot Management**, you need to install one **PrintClient** on each workstation. Activate **Use Job Server**. In the Server field, enter the network name of the computer on which the Job Server is installed. The **Port** is used for communication between Client and Job Server as well as for monitoring via the Server Monitor. The Job Server collects the print jobs and processes them, taking your settings into account.

Individual settings of HiCAD PDM can be distributed to other users or workstations. To do this, create a ZIP file in the HiCAD PDM Client via the HiCAD PDM icon

 **> HiCAD PDM Options >** Manage... **> Export settings**. To load the settings on another workstation, select **HiCAD PDM Options > Manage... > Import settings**. You can then select the ZIP file and confirm with **Open**.

If you want to make the settings available to multiple workstations, activate the **Use central directory for configuration data** option during installation and then select a directory after clicking on the ... icon. Via **HiCAD PDM Options > Manage... > Save settings centrally**, you can save the current settings of your HiCAD PDM Desktop to the specified central directory and thus make them available to other workstations.

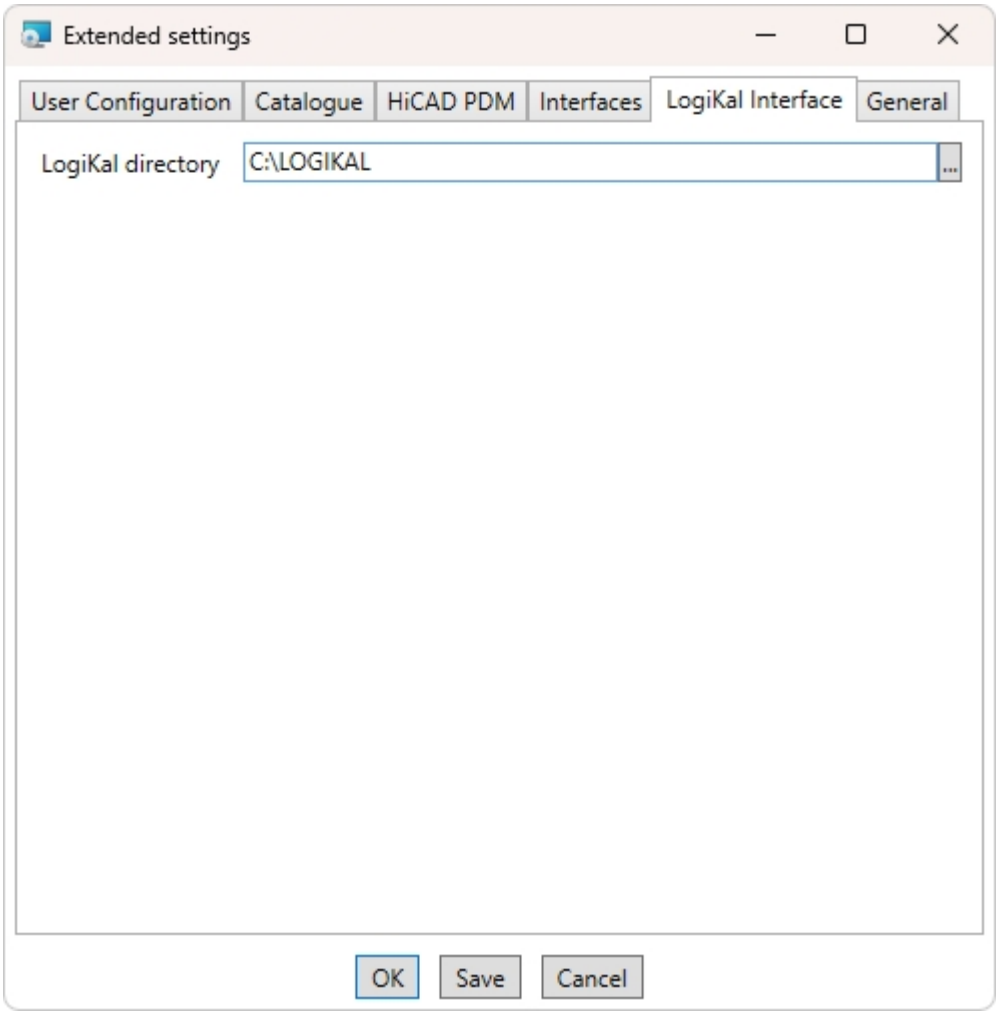


The availability of interfaces with HiCAD PDM depends on the programs that are installed on your computer. You can only link 64-Bit versions to HiCAD PDM 64-Bit versions. Please note however that an additional, special ODBC connection will be required for old BOMs. In such cases, please contact the ISD Consulting team.

Multiple selections of HiCAD PDM Interfaces are also possible. The HiCAD PDM functions will be integrated in the programs that are linked to HiCAD PDM.

Please note:

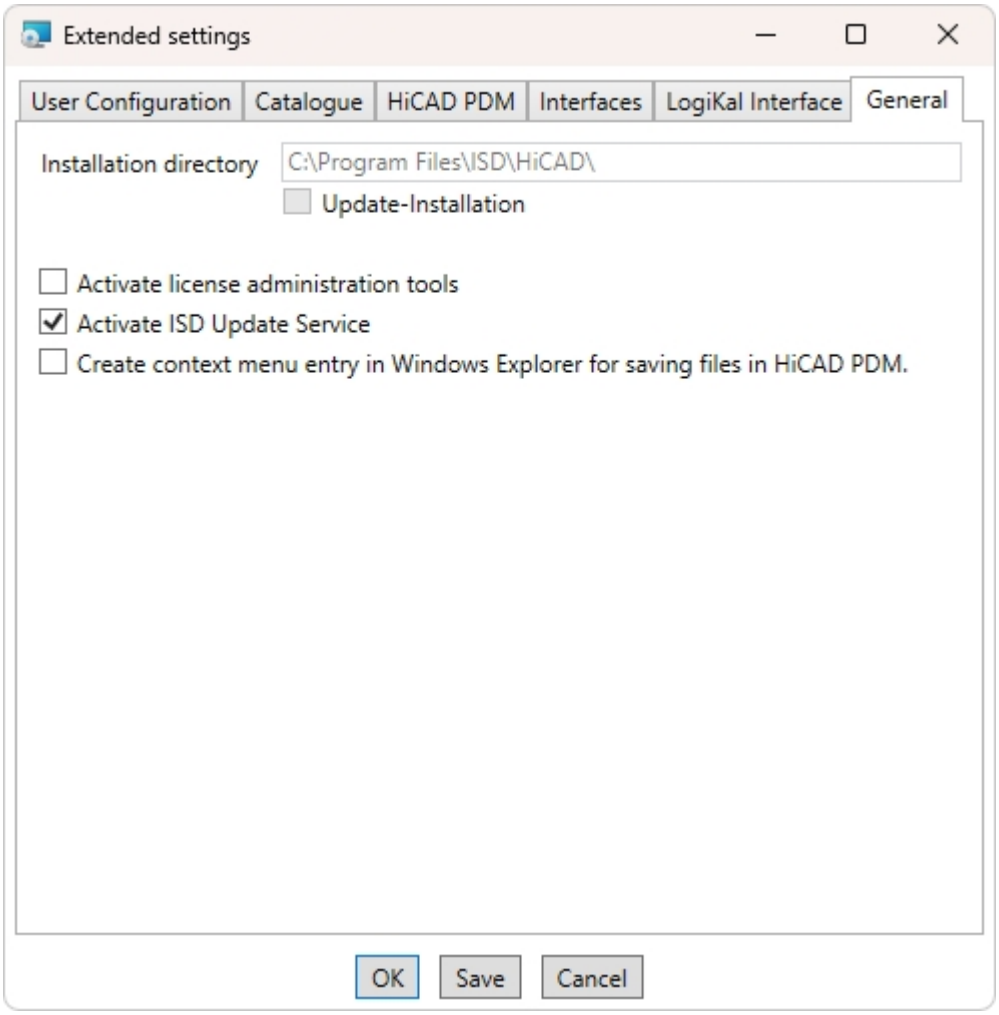
Integration of shared networks
If a directory is accessed by more than one computer, in the filegrup.dat under C: (for the Szenen directory) should not be listed a local path or the network connection letter, but the entire UNC path according to the pattern C:\\servername\ShareName\Directory.
The filegrup.dat can be found in the HiCAD 3D/HiCAD PDM installation in the HiCAD 3D exe directory and in case of an EPlan interface as well under HiCAD PDM Synchronisation Service\exe. In the HiCAD PDM Standalone installation the filegrup.dat can be found in the HiCAD PDM exe directory.



If you have installed **LogiKal** on your computer, you can enter the installation directory here.

Please note:

In HiCAD 3D, at **Settings > Further directories** you can set the paths for the database of the **Configuration Editor**, the **Catalogue Editor** and **LogiKal**. These paths are located in the Windows Registry at **HKEY_ LOCAL_ MACHINE\SOFTWARE\Hicad\Cad\Hicad\<Major>.<Minor>.<Patch>**. **<Major>.<Minor>.<Patch>** is the internal HiCAD 3D version number.



The **Activate license administration tools** checkbox must be activated for the management of server licenses.

Please note:
If you are using server licences, select the **Activate licence administration tools** option when installing on the workstation (client). This will enable the **Server Monitor** (shows who is currently using which licences) and **Commuter Licence** (borrowing a licence, e.g. for a laptop) tabs in the client's **ISD Licence Manager**.

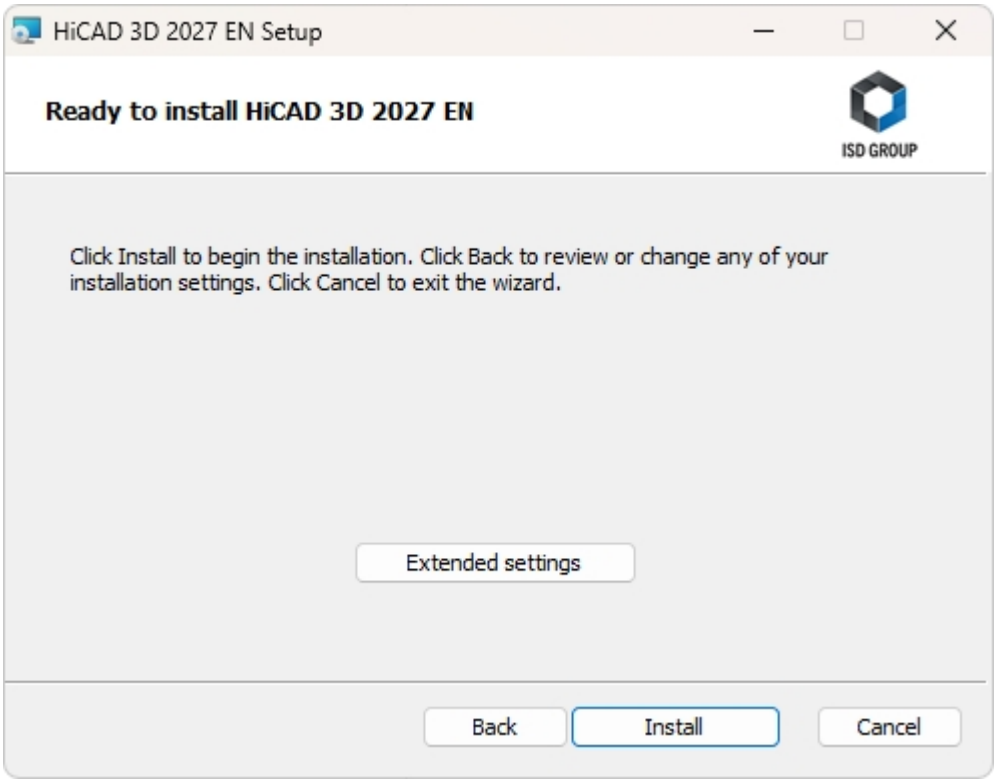
If you checkmark the **Activate ISD Update Service** option, a Hotfix will be searched on the ISD Web Server when you start HiCAD 3D. You can also activate this option subsequently via the Windows Control Panel: There, choose **Programs and Features**, right-click on **HiCAD 3D** and choose **Change**.

If you want the function **Save to HiCAD PDM** to appear in the context menu of Windows Explorer, activate the checkbox **Create context menu entry in Windows Explorer for saving files in HiCAD PDM**.

Please note the following: If several installations of HiCAD PDM (or HiCAD 3D) with the context menu function enabled are installed on a single system, uninstalling them or deselecting the function during a change installation may result in the other HiCAD version being "switched to".

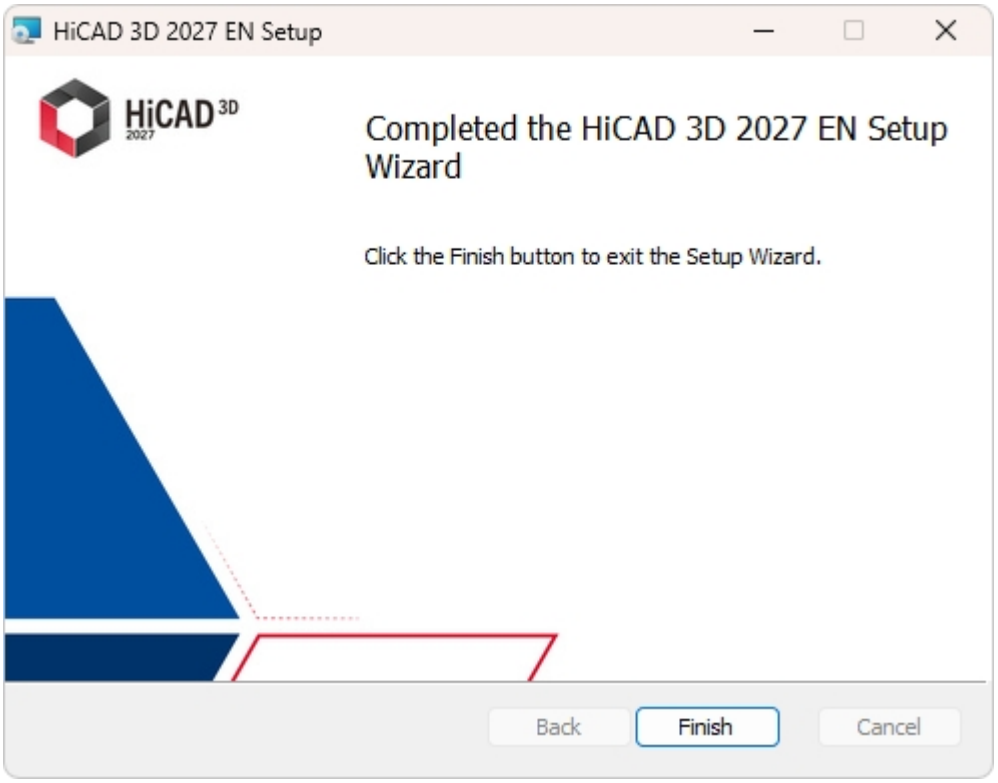
Click **Save** to save the **Extended settings** to an .ini file. If you place the .ini file in the installation directory when installing server licenses, the settings will be applied.

As soon as you exit the **Extended settings** dialogue with **OK**, the installation will be started.



Click **Install**.





Click **Finish** to complete your HiCAD 3D installation. After successful installation you will find the HiCAD 3D shortcut on the Desktop of your computer for program start.

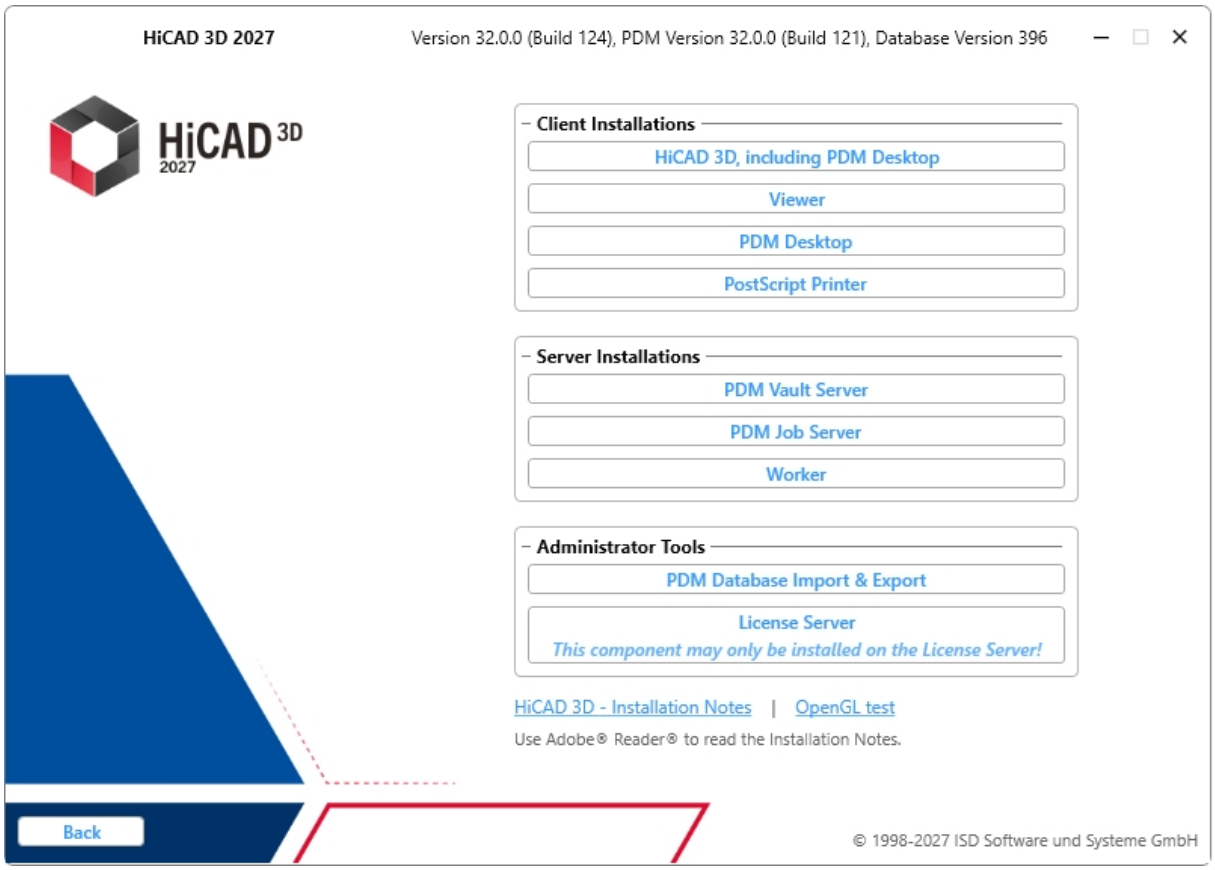
If desired, you can use the buttons of the installation mask to install further software components.

Installing the HiCAD 3D Viewer

With HiCAD 3D Viewer, drawings in HiCAD 3D format (*.sza, *.szx) can be viewed and output (without scale), even if HiCAD 3D is not installed. This viewer is free of charge and may be freely distributed without changing the scope of delivery. You can also find HiCAD 3D Viewer at Download > Download Area > Tools Download.

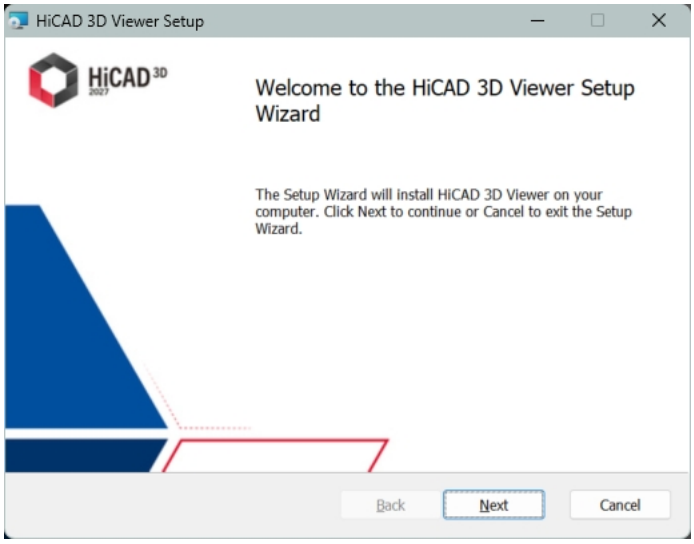
To install the HiCAD 3D Viewer, start Windows. If Windows is already open, close all other applications and start the installation wizard.

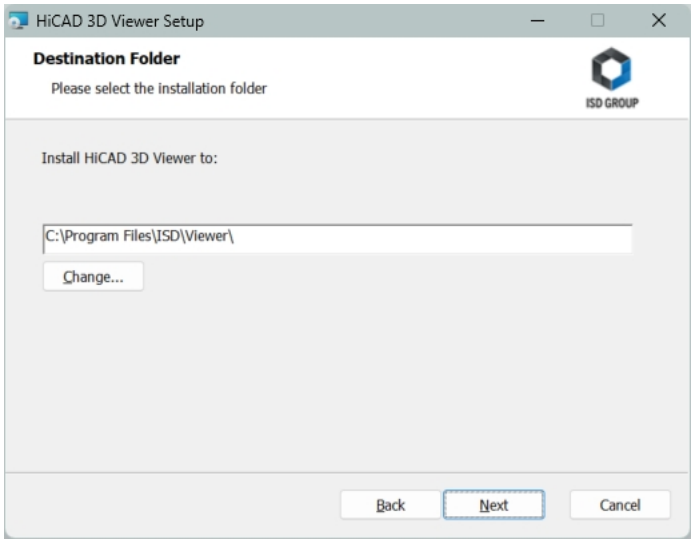
Click the **Standard Edition** button. The software components selection screen will then open. This selection screen remains open so that you can install the required components one after the other.



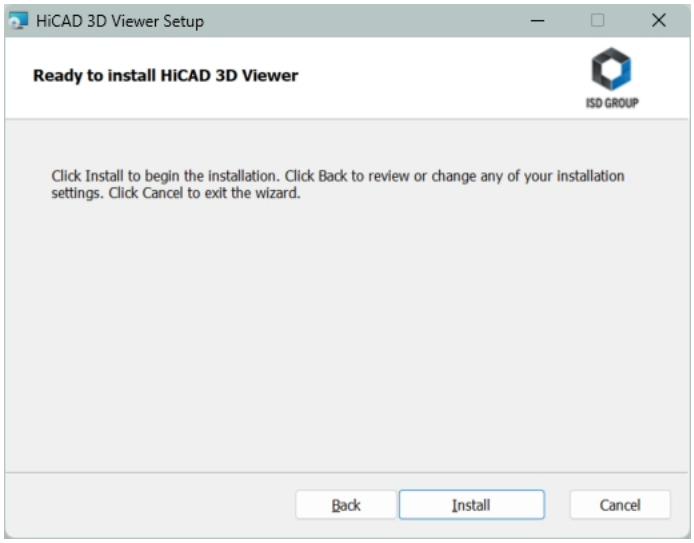
Click on **HiCAD 3D Viewer**.

The minimum requirement for HiCAD 3D is OpenGL 4.3. If the minimum requirements for the HiCAD 3D Viewer are not met, individual graphics components will be replaced by adapted components (Mesa implementation version 24.2.0) during installation so that the Viewer can also run on systems that do not support OpenGL 4.3. This may result in restrictions..

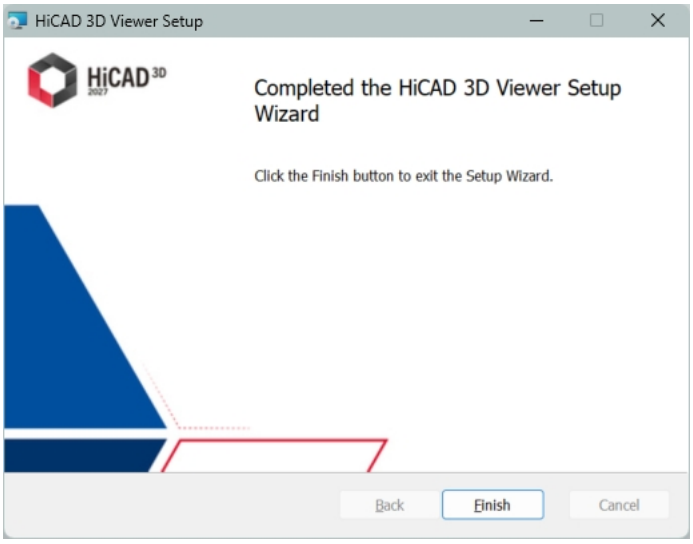




Specify the installation directory for the software.



You can now start the installation.



Click **Finish** to complete the installation of the HiCAD 3D Viewer. You can now install additional components from the selection screen.

Please note:

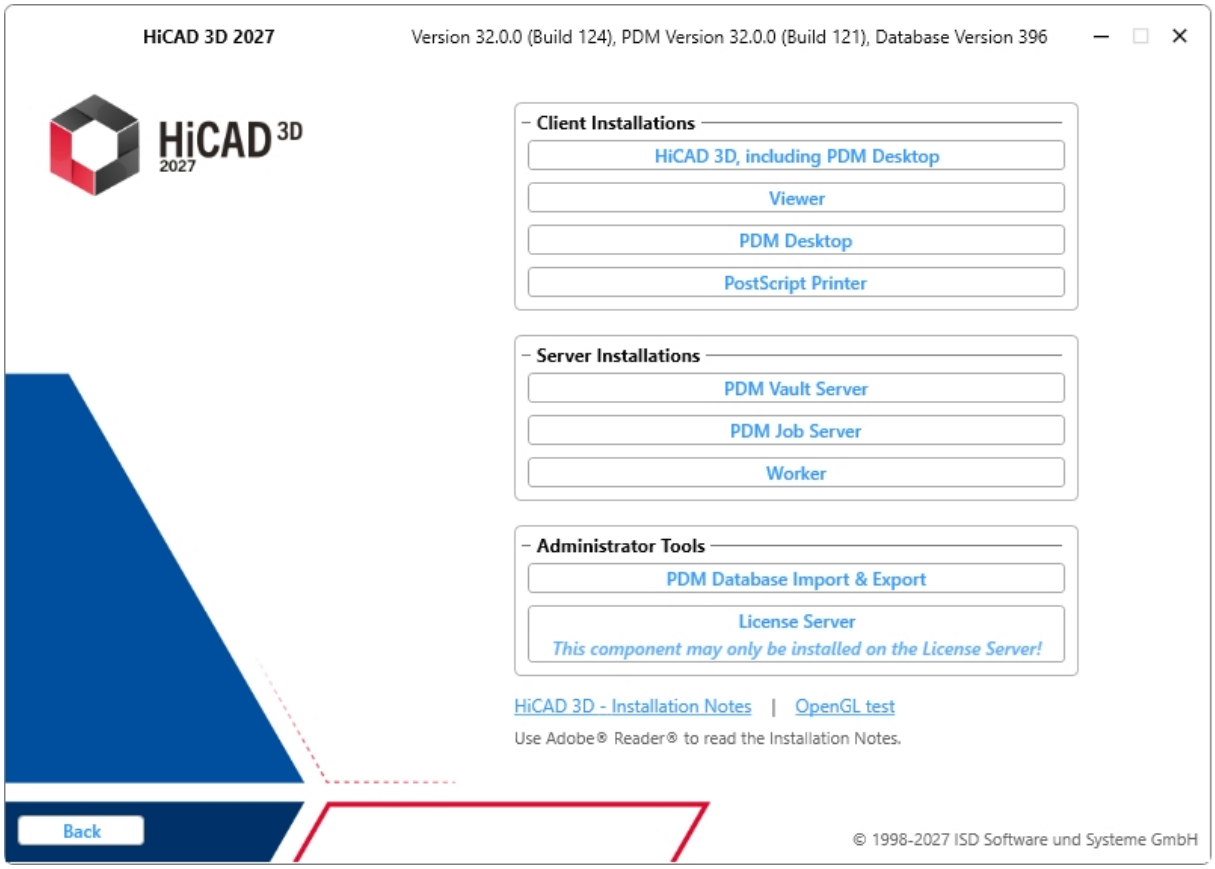
- Using the HiCAD 3D Viewer in HiCAD PDM (HiCAD Viewer and HELiOS before 2027) from Version 2024 onwards
  - During the HiCAD 3D installation (**"HiCAD 3D and HiCAD PDM"**, red installation dialogue), the Active X component of the HiCAD 3D Viewer is installed automatically. This enables the preview of HiCAD 3D files in HiCAD PDM.
  - On workstations where only the HiCAD PDM Desktop (standalone) is installed, the HiCAD 3D Viewer must be installed separately from HELiOS 2024 onwards and updated if necessary. This is also the case if only HiCAD PDM is updated when using an older HiCAD 3D version with HiCAD PDM. Otherwise, the preview of HiCAD 3D files cannot be displayed in HiCAD PDM. You can find the HiCAD 3D Viewer installation at Download > Download Area > Tools Download.

Installaling the HiCAD 3D Worker

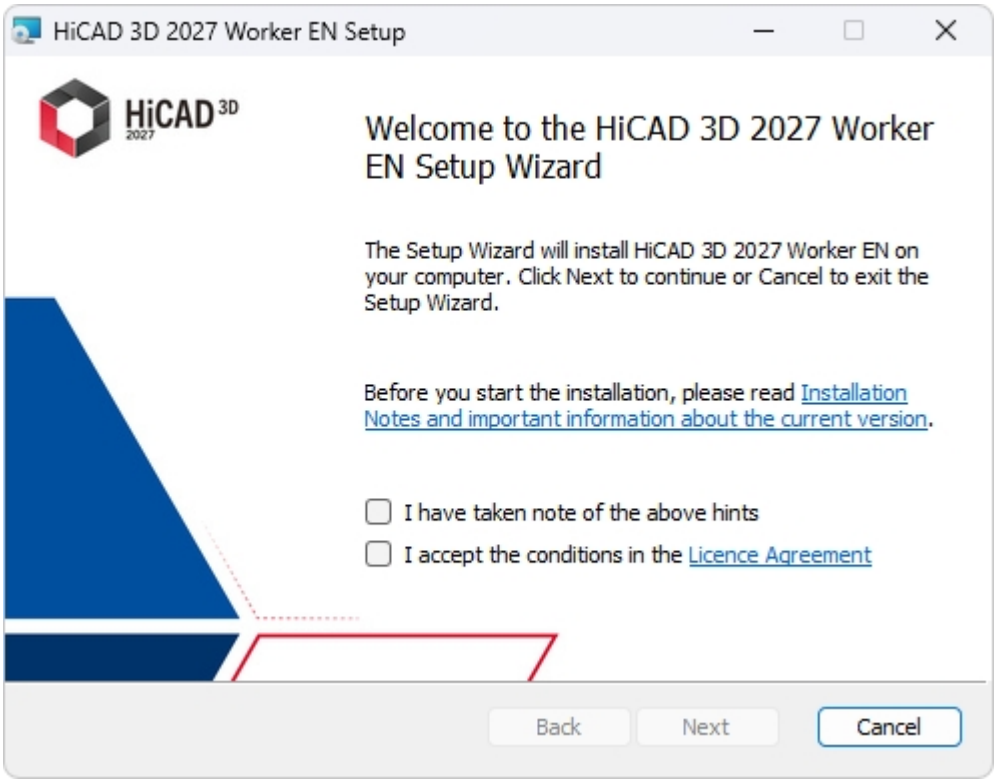
Start Windows to install the Worker. If Windows has already been opened, close all other applications and start the installation wizard.

In the installation wizard, click the **Standard Edition** button, which opens a mask with various selection options for software components.

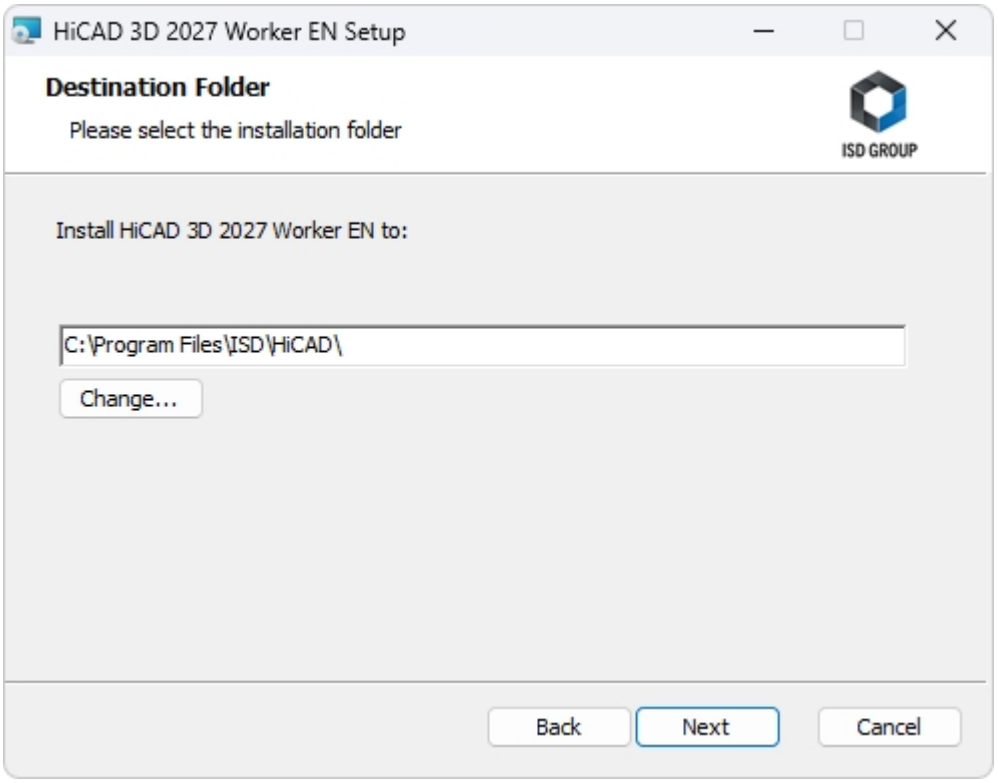
Leave the selection mask of the installation wizard open, so that you can select the desired components one after the other.



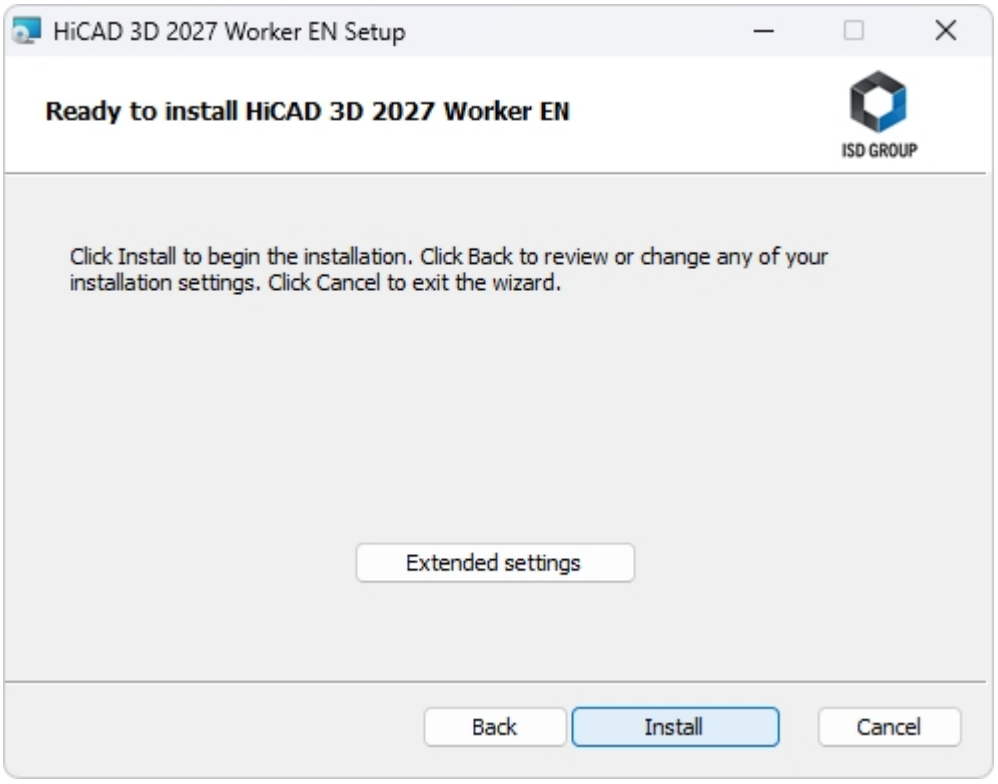
Click on the **Worker** button.



Please read this information carefully.

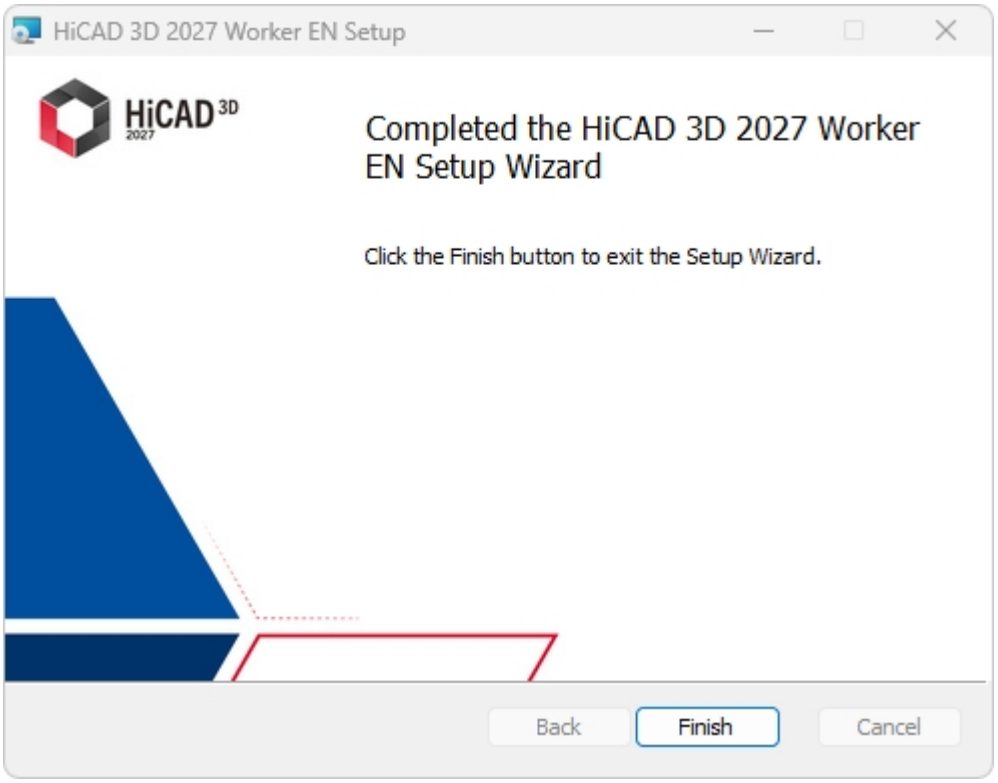


Enter the installation directory for the software.



You can now either begin with the installation or open the **Extended Settings**, for example to modify the user configuration or catalogues. You can modify the **Extended Settings** as you would do for a HiCAD 3D installation.

Click **Install**.



After successful installation, the Worker can be found in the program folder.

Installing the Database Import & Export Tool

The HiCAD PDM modules (Document management, Part Management, Workflow etc.) are based on a relational database. Before you put HiCAD PDM into operation, the Microsoft SQL Server database administration system needs to be installed on the server, a HiCAD PDM database needs to be imported and a ODBC connection needs to be set up on the clients.

When you set up a HiCAD PDM database for the first time, the **Database Import & Export** tool (DbImportExport.exe) needs to be installed and executed on the database server first. The database and table structures will then be created, and filled with data records of the HiCAD PDM standard database.

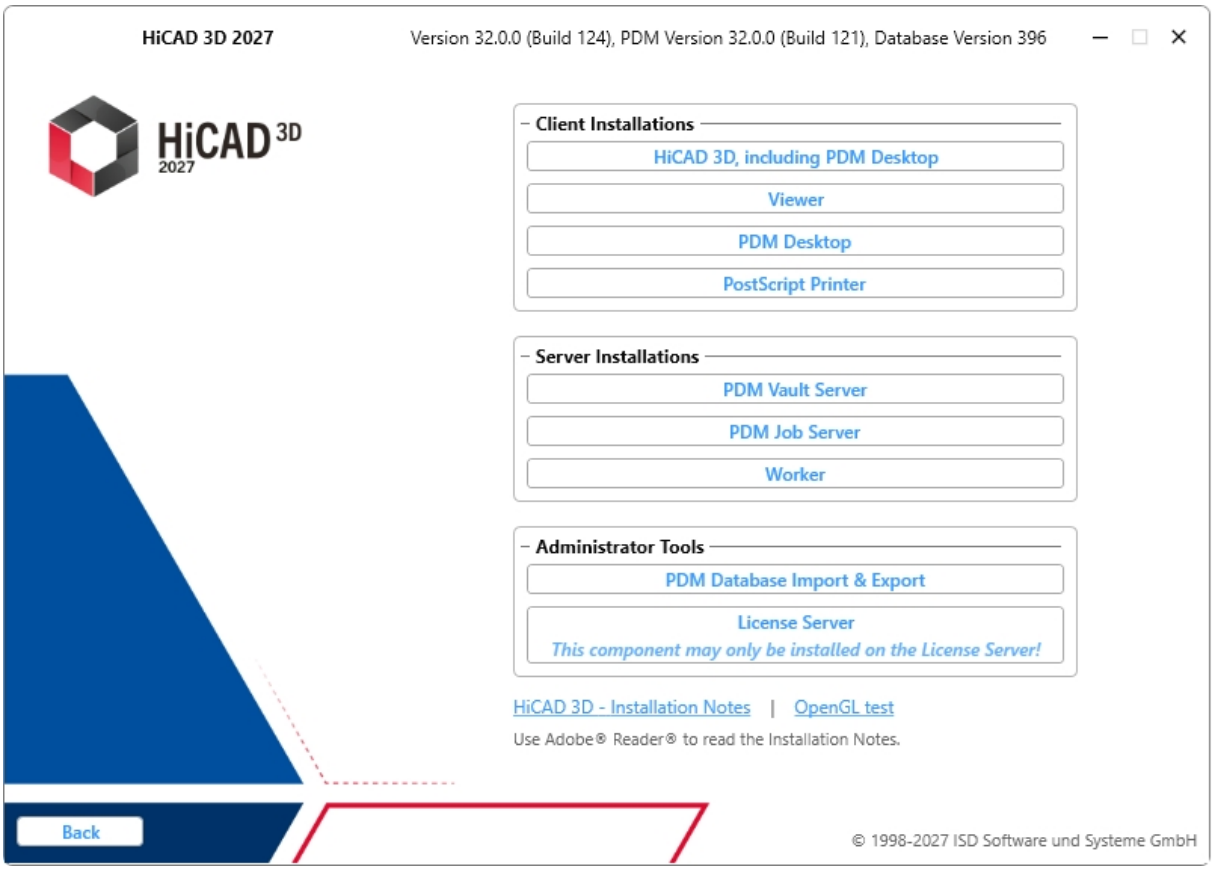
An empty HiCAD PDM standard database is located in the **Databases** directory on the installation medium.

Please note:
Further information about the correct procedure for the execution of the Database Import & Export, as well as the previous and subsequent steps required for the setting up of a database server can be found in the user guide for the installation of the **Microsoft SQL Server**. You can find this document here. Please note that the semicolon must not be used as a special character in the password for connecting to the SQL Server.

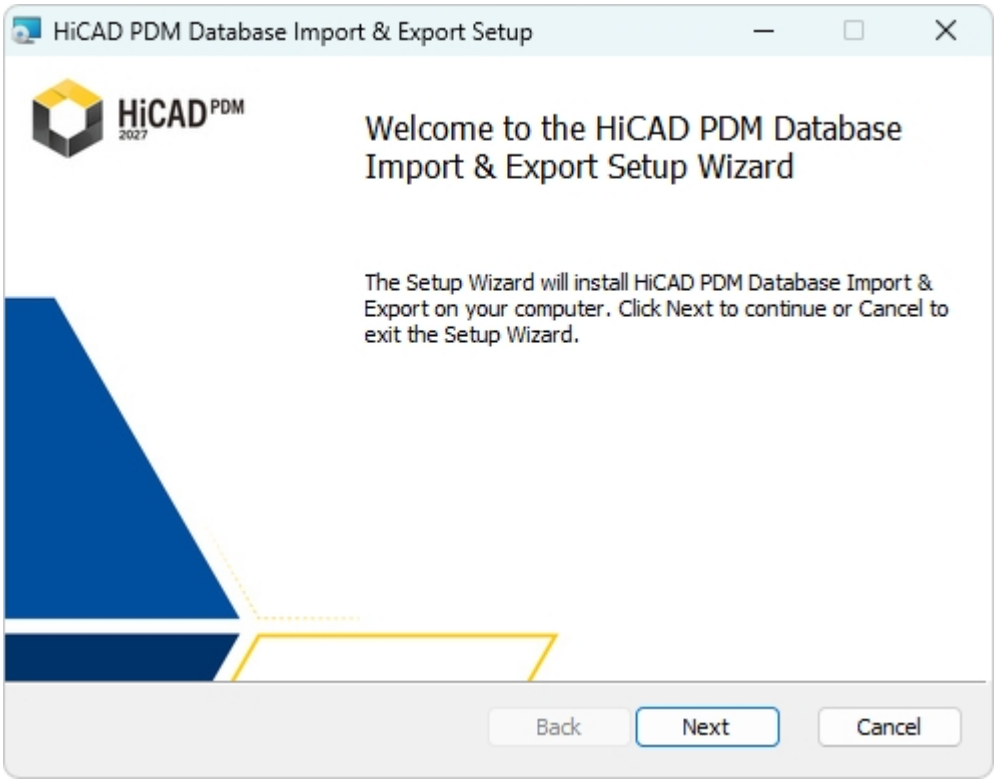
Start Windows to install the Database Import & Export tool. If Windows has already been started, close all other applications and start the installation wizard.

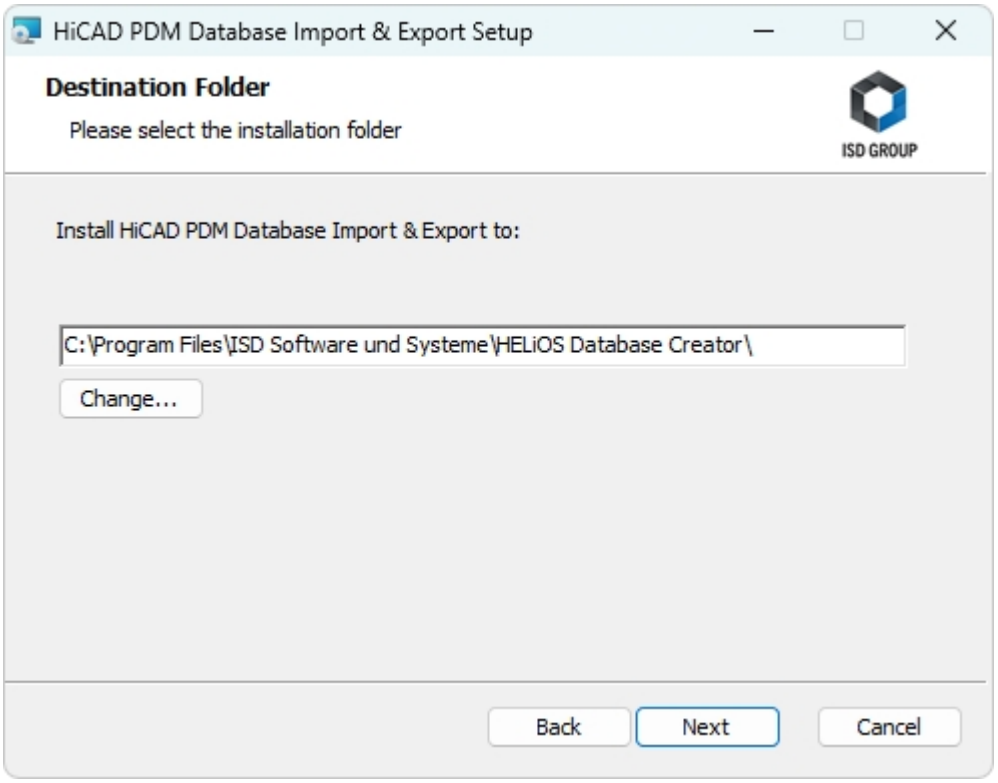
Click on the **Standard Edition** button. This will open the following selection mask.

Leave this selection mask open, so that you can select the desired components one after the other.

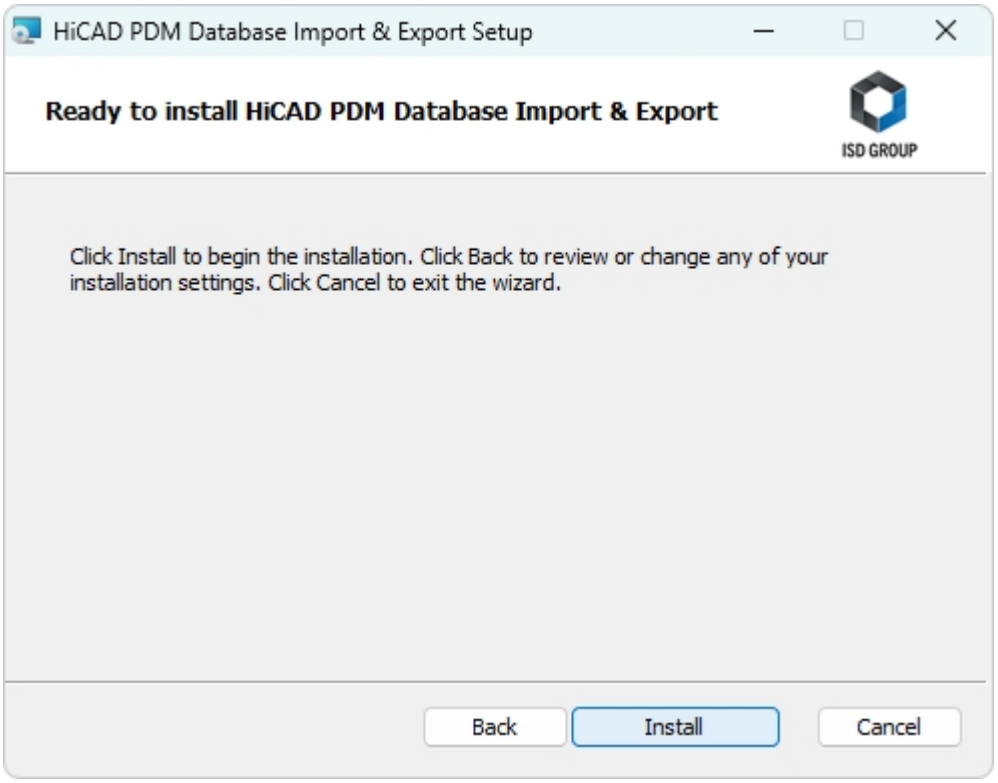


Click on the **Database Import & Export** button.

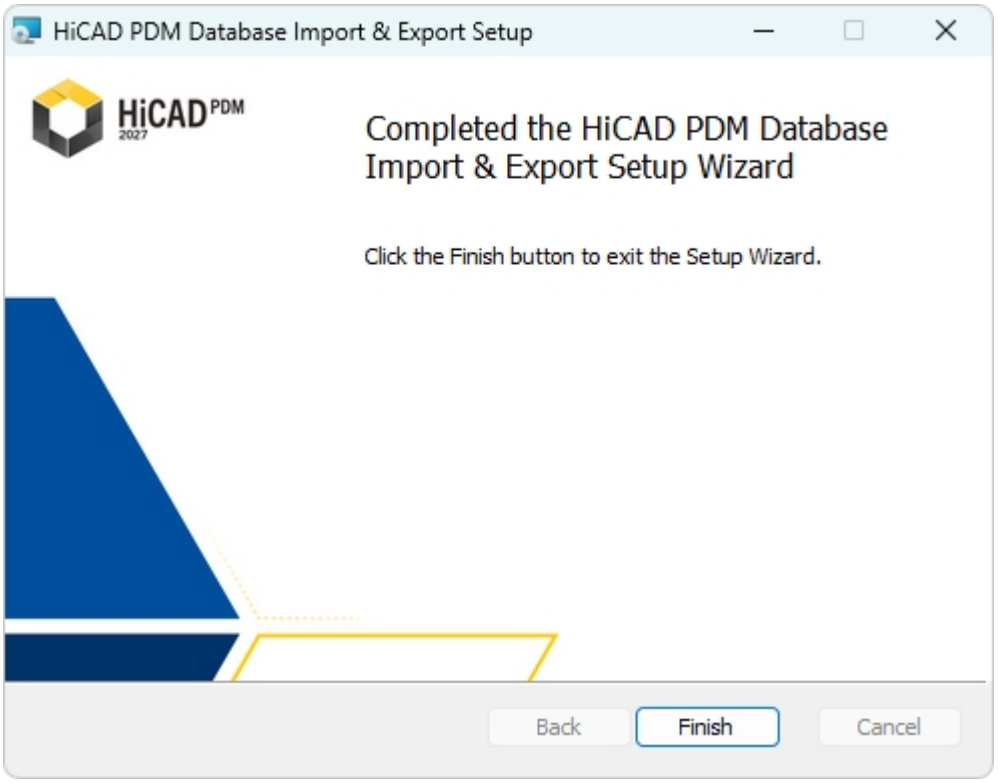




Select an installation directory for the **Database Import & Export** and click **Next**.



Click **Install** to start the installation.



Click **Finish** to complete the installation of the **Database Import & Export**. If desired, you can now install further components via the selection mask.

Please note:

There may be situations where you need to use the **Database Import & Export** tool from the command line. The command **DbImportExport.exe** --help displays all the available parameters.

Note on update installations

Some of the tools and components of HiCAD and HiCAD PDM that need to be installed separately are first uninstalled during updates and then reinstalled.

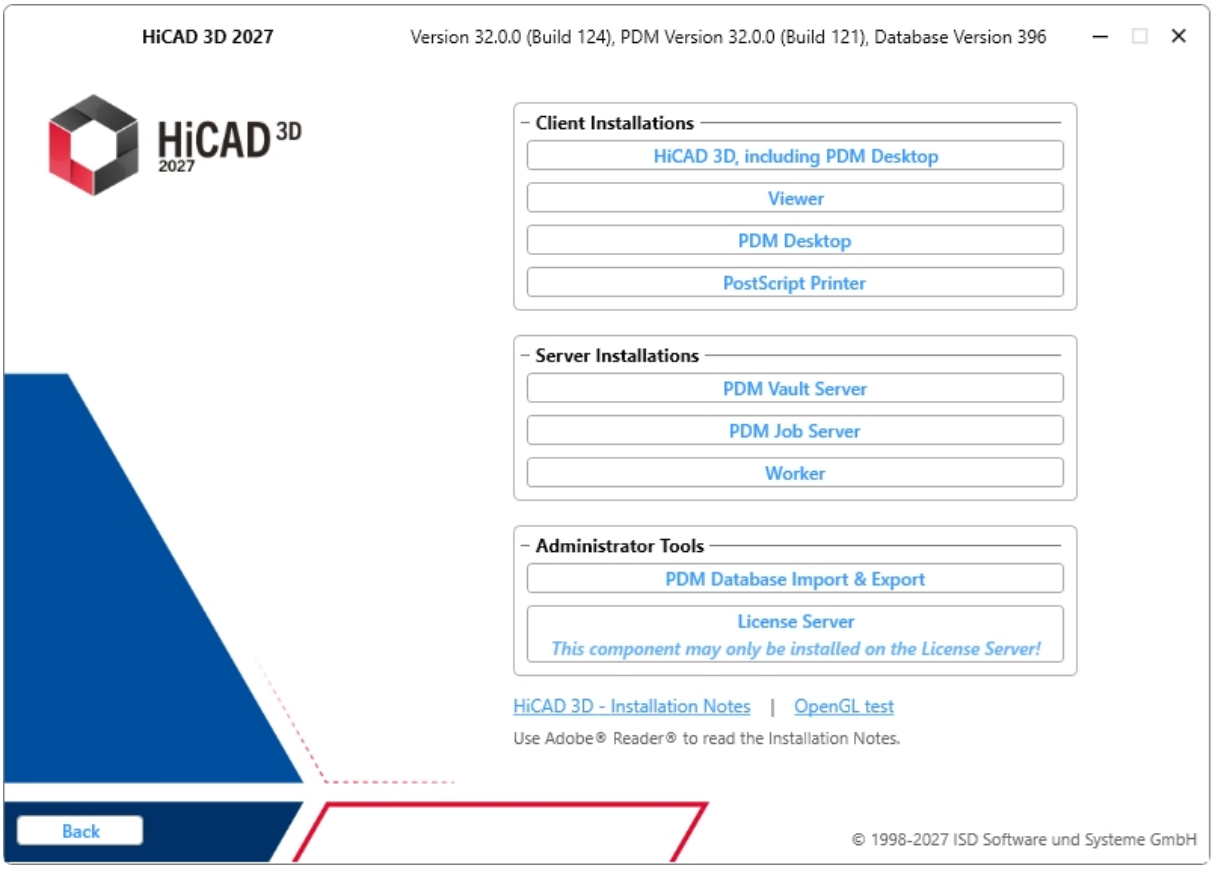
If errors occur or the installation is interrupted, the old version will be restored.

Installing the HiCAD PDM Vault Server

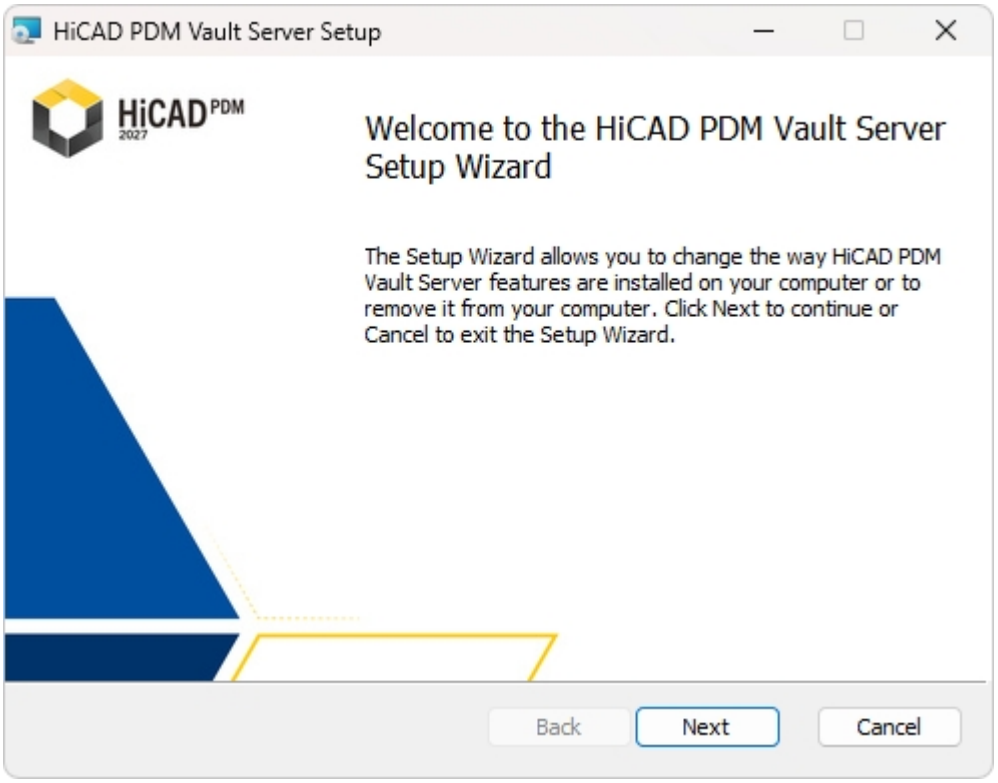
Please start Windows to install the HiCAD PDM Vault Server. If Windows is already open, end all other applications and start the Installation Wizard.

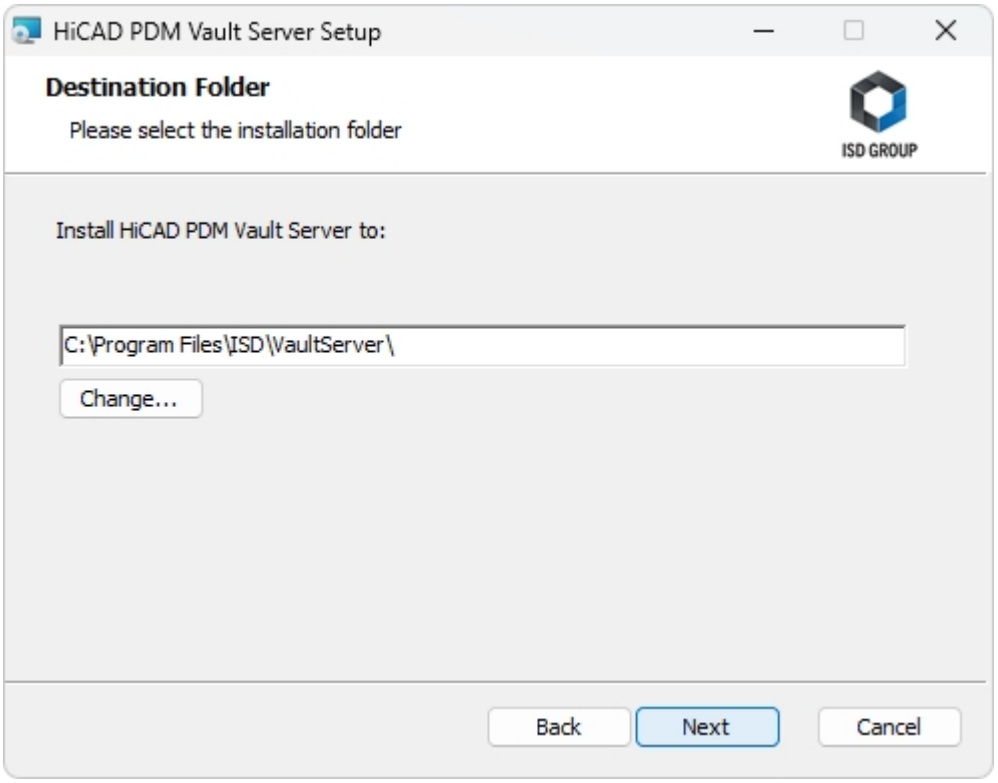
Click on **Standard Edition**.The screen with the software components then appears.

This screen remains open so that you can install the required components one after another.

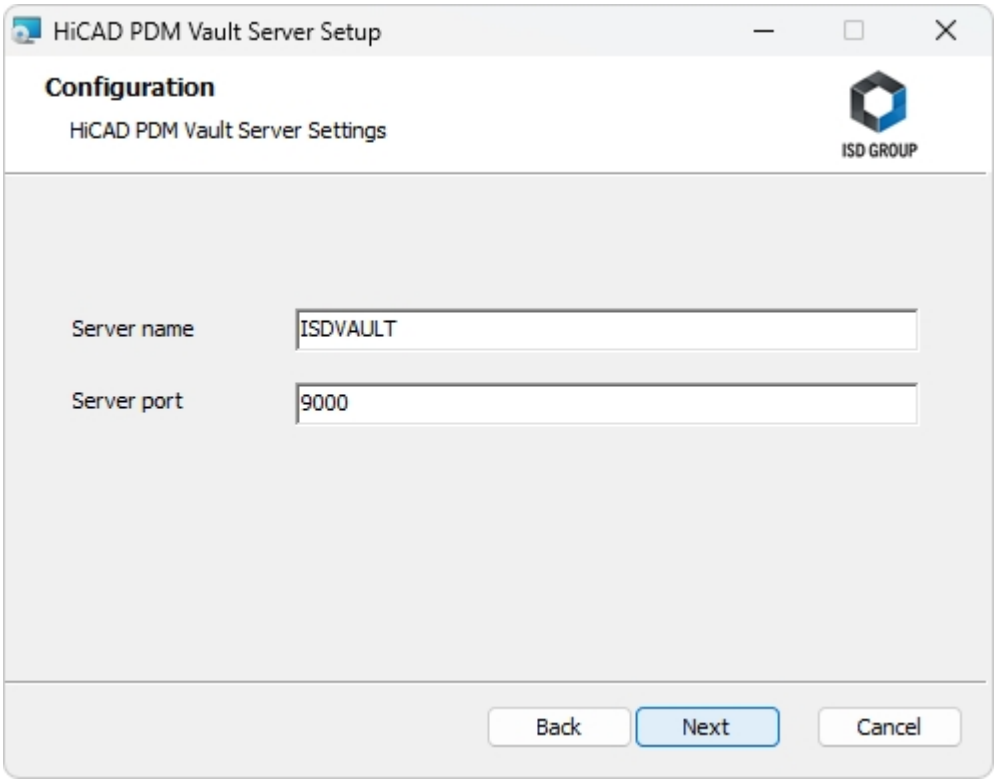


Click on the **Vault Server** button.

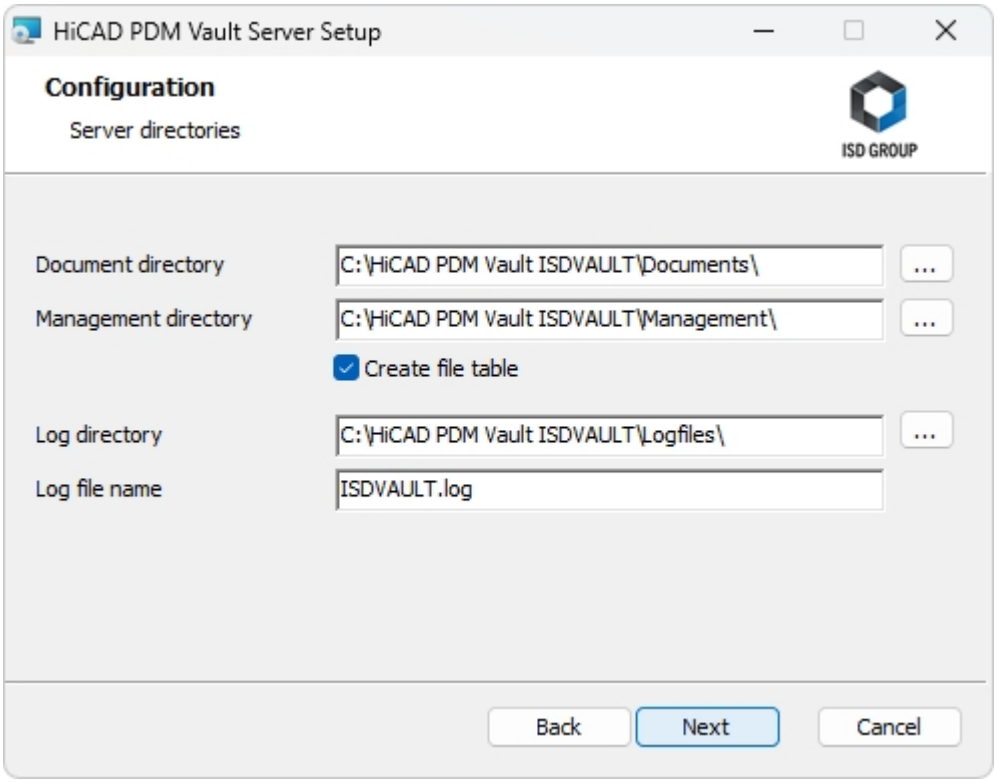




Enter the installation directory for the Vault Server. If the installation wizard finds an already installed version, it will be offered to you for updating.



Give the Vault Server a name, e.g. the name of your company, plus the location of your company. This name will be shown, for example, when you connect to the Vault Server from the Vault Client.

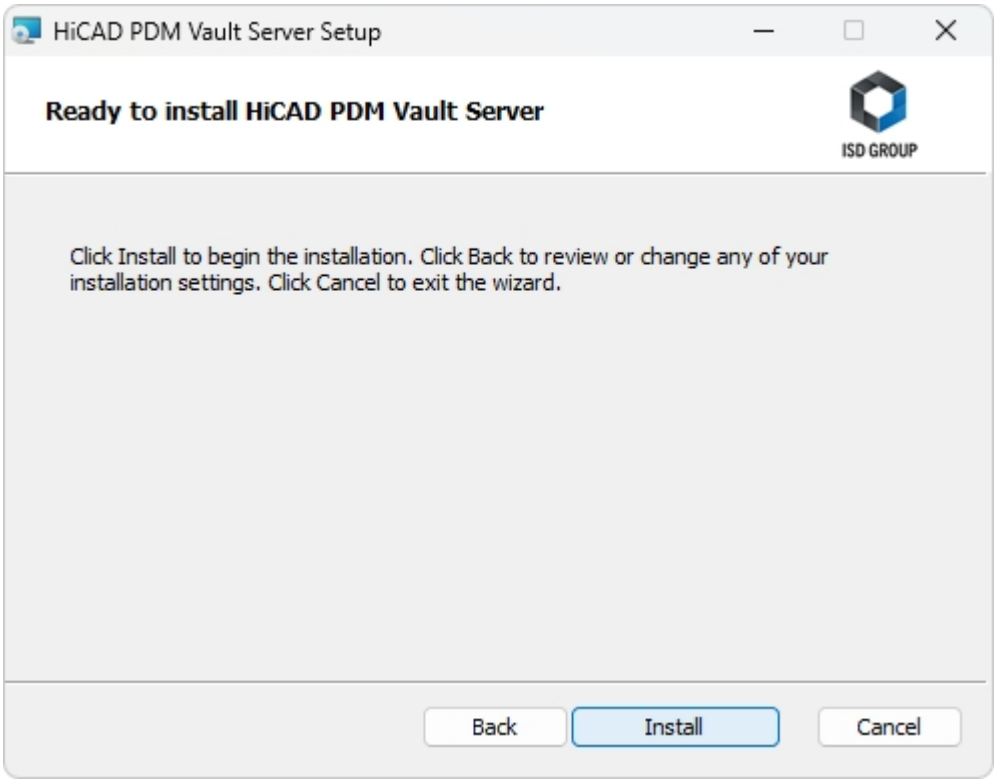


The Vault Server renames all documents that are managed in the database (e.g. SZA, DOC, XLS, ...) to *.VDF. These VDF files are saved to the Document directory.

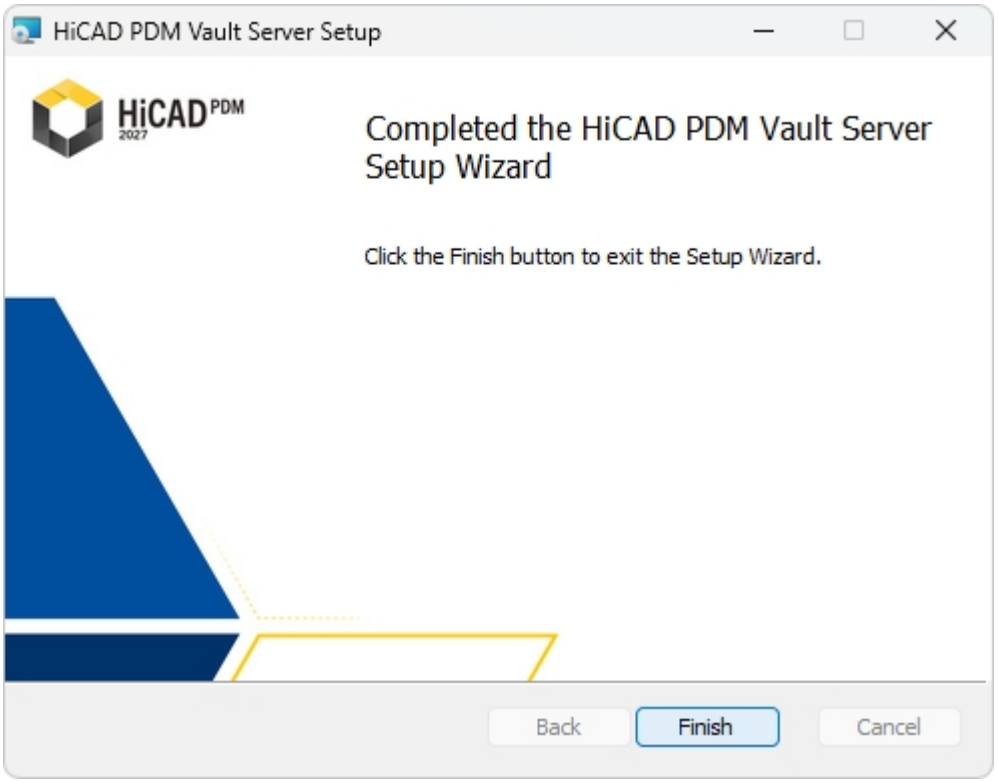
The files stored in the **Management directory** contain the assignments of the VDF file names to the “original file names”.

Log files (*.LOG) are saved to the **Log directory**. They record each access to the VDF files.

Enter the name of the log file in the **Log file name** field. The name of the **Vault Server** would also be possible here. If the log file exceeds a certain length, it will be cut down and suffixed by the current date.



Click **Install**.



Click **Finish** to complete the installation of the Vault Server. You can now install further components from the selection mask.

Please note:

The HiCAD PDM Vault Server Configuration (VaultServerConfig.exe) is used, amongst other things, to define which server is the central vault when multiple Vault Servers are in operation. When doing so, the hierarchy of one server as the central vault and all other Vault Servers as secondary sites must be maintained.

Please also read the notes on the HiCAD PDM Vault Server Configuration in the HiCAD PDM Online Help.

If the installation routine detects an "unclear" previous (manually performed) Vault installation in the system, you will receive a message stating that a new installation or update cannot be carried out. In this case, please contact ISD Consulting.

Note on update installations

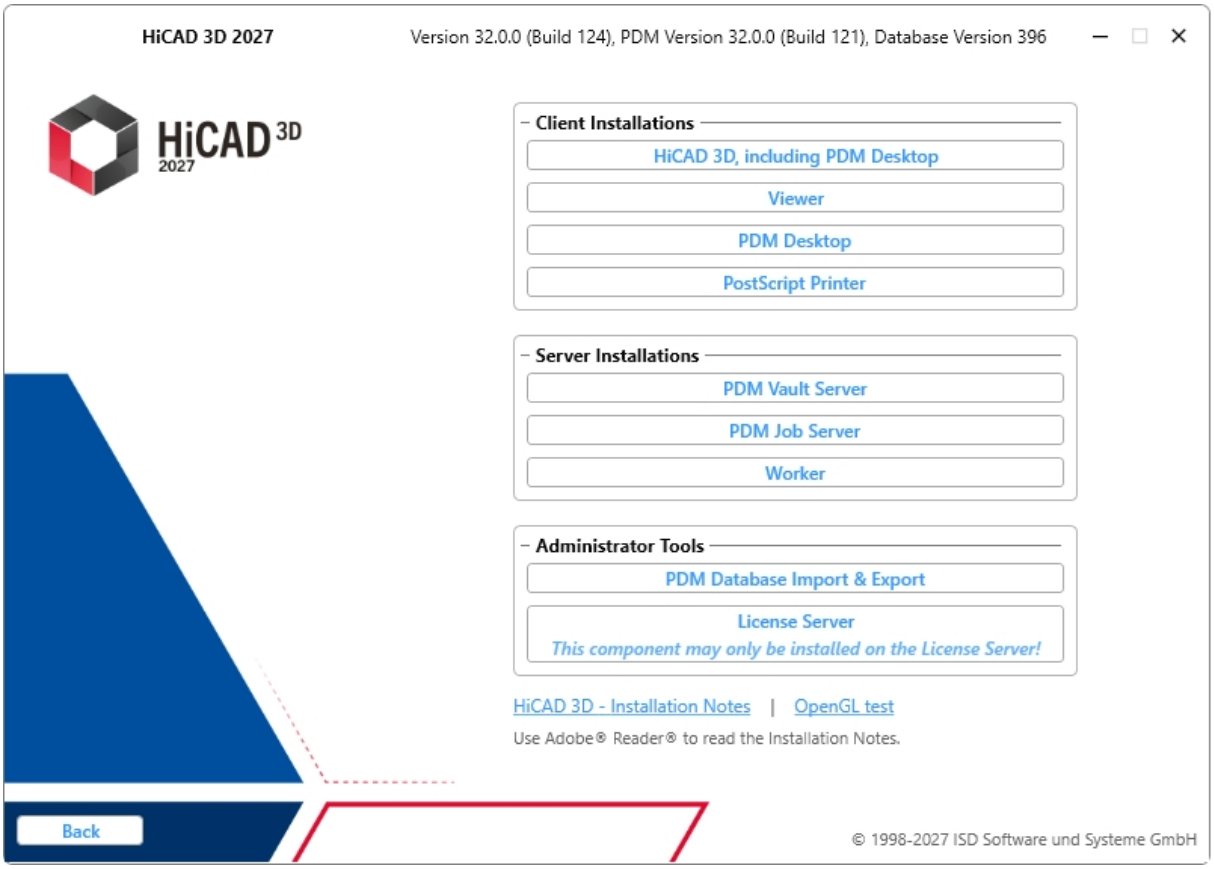
Some of the tools and components of HiCAD and HiCAD PDM that need to be installed separately are first uninstalled during updates and then reinstalled.

If errors occur or the installation is interrupted, the old version will be restored.

Installing the HiCAD PDM Desktop

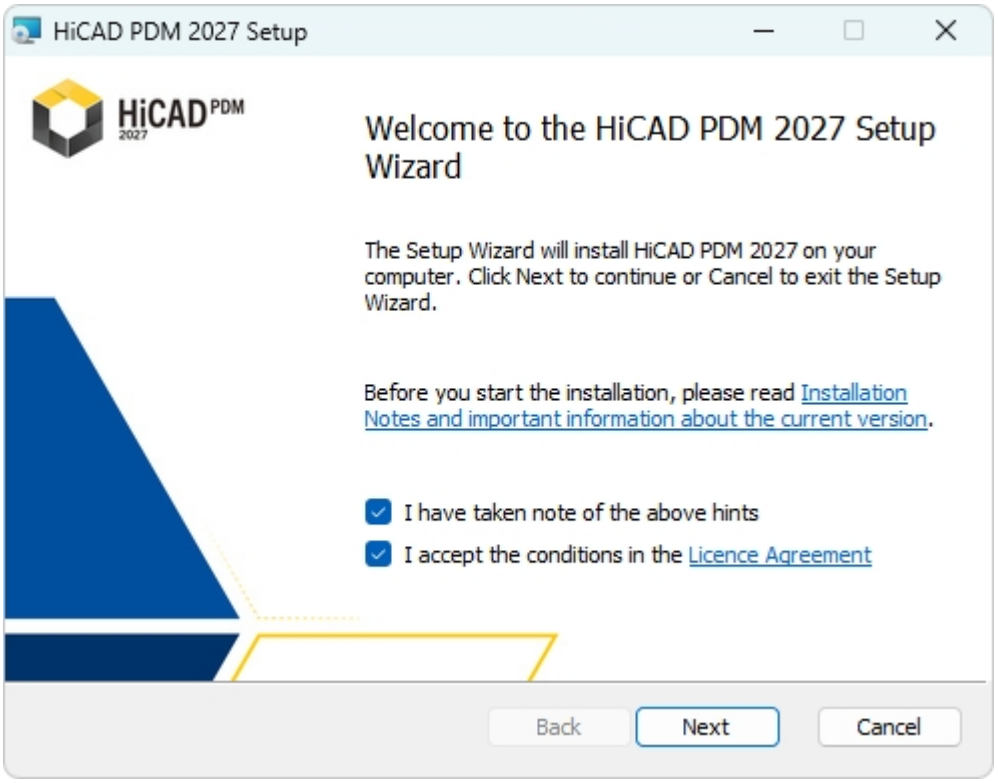
The HiCAD PDM Desktop is normally automatically installed during the HiCAD 3D installation. But of course, you can also install HiCAD PDM separately. To install HiCAD PDM, start Windows. If Windows has already been started, close all other applications and start the installation wizard.

In the installation wizard, click on the **Standard Edition** button. This will open the following selection mask. Leave this selection mask open, so that you can select the desired components one after the other.

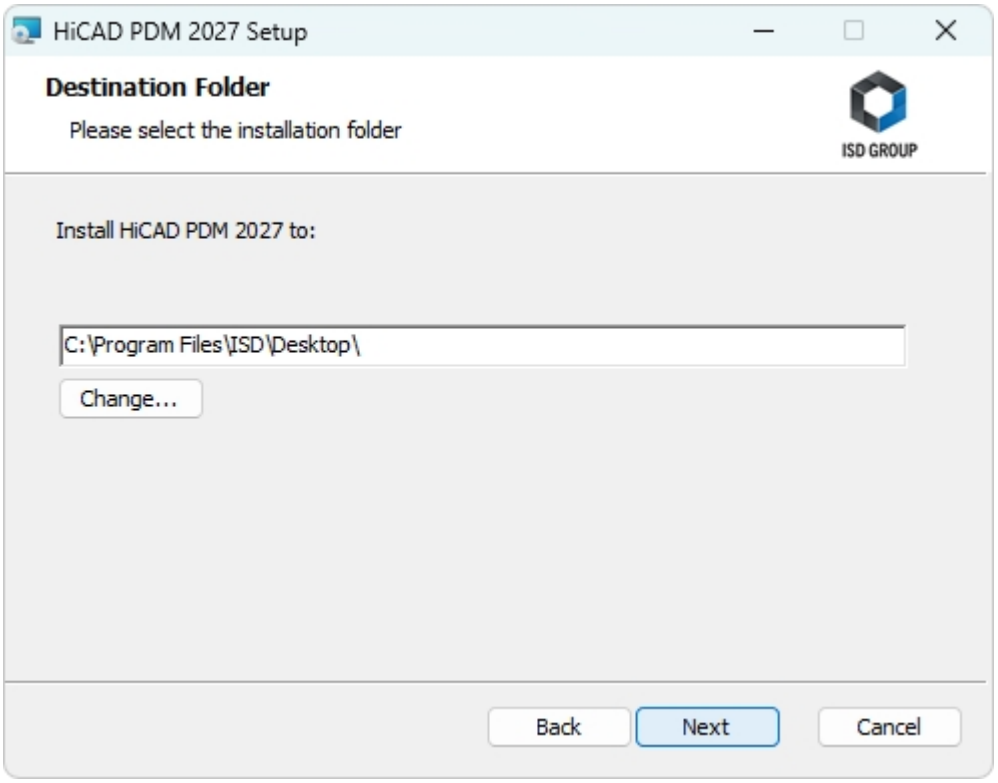


Click on the **HiCAD PDM** button.

Before using HiCAD PDM, **Microsoft .NET Framework** and the **Visual C++ Runtime Libraries** must have been installed on the computer; these packages will be installed as part of the installation if required.



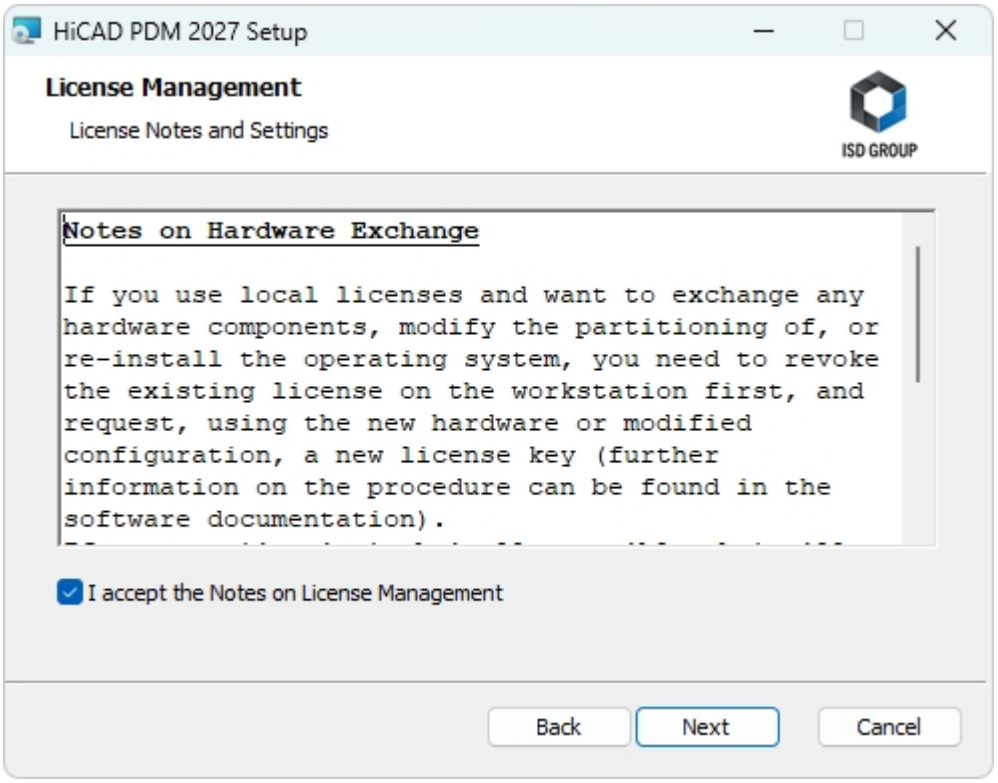
Please read the **Installation Notes** and the Licence Agreement carefully.



Select an installation directory. If the installation wizard finds an already installed version, it will be offered to you for updating.

In accordance with the current Microsoft guidelines, the HiCAD PDM documents will be saved to C:\Users\Public\Documents\HiCAD\ in case of a new installation. Only the Administrator has write permissions for the installation directory (C:\ProgramFiles\..).

If you work on several workstations without a Vault Server, you need to enter on each workstation the path of the document directory into the system file FILEGRUP.DAT. This means that the default path needs to be changed accordingly in all corresponding places of the FILEGRUP.DAT. The directory should be a shared network directory to which all Clients have access.



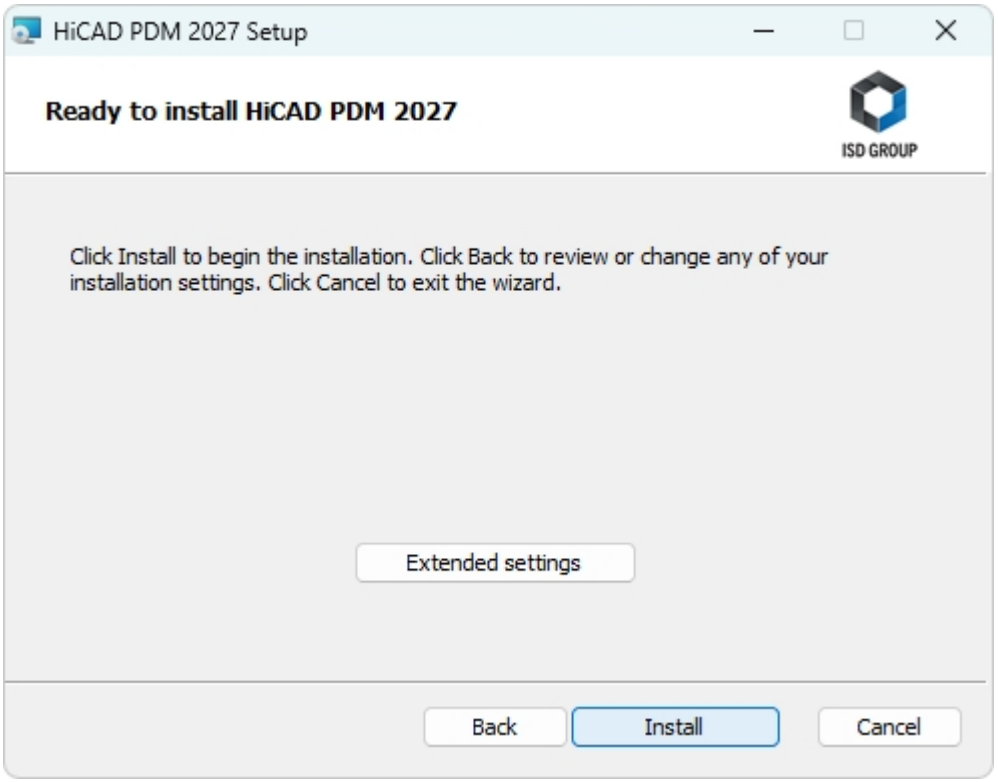
Please read the **Notes on Hardware Exchange** carefully.

Hardware Exchange

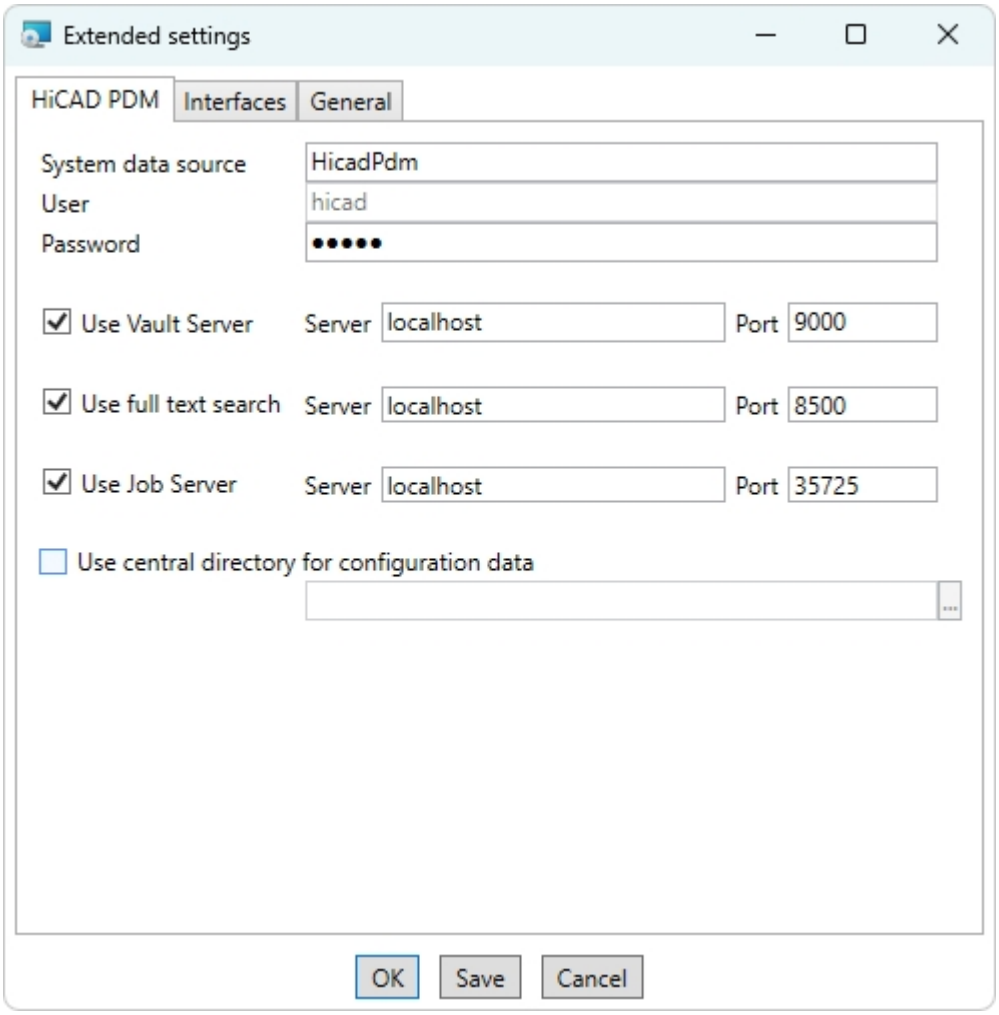
If you use local HiCAD 3D/HiCAD PDM licenses and want to exchange any hardware components, modify the partitioning of, or re-install the operating system, you need to revoke the existing license on the HiCAD 3D/HiCAD PDM workstation first, and request, using the new hardware or modified configuration, a new license key (further information on the procedure can be found in the software documentation).

If a revocation is technically possible, but will not be performed, the ISD reserves the right to charge costs in an appropriate amount for the reissuing of the license. If the license will not be revoked, or if such revocation is no longer technically possible, the ISD may request proof that the unrevoked license is no longer utilisable; in case of failure to produce such proof, the ISD reserves the right to refuse the transfer of the license to a new hardware.

Accept the notes to continue with the installation.



You can now start with the installation or modify the **Extended Settings** for HiCAD PDM.



In case of a new installation you can specify an arbitrary name for the system data source. In case of an update, the existing data source will be offered. User and Password will be identical with the ODBC login.

If you use a Vault Server, activate the **HiCAD PDM Vault Server** . Enter the name of the Server in the **Address** input field, and the Server Port of the Vault Server in the **Port** input field. You already entered both during the installation of the HiCAD PDM Vault Server. Connection details for a Vault Server installation that already exist in the system may be recognised by new or updated installations and set accordingly.

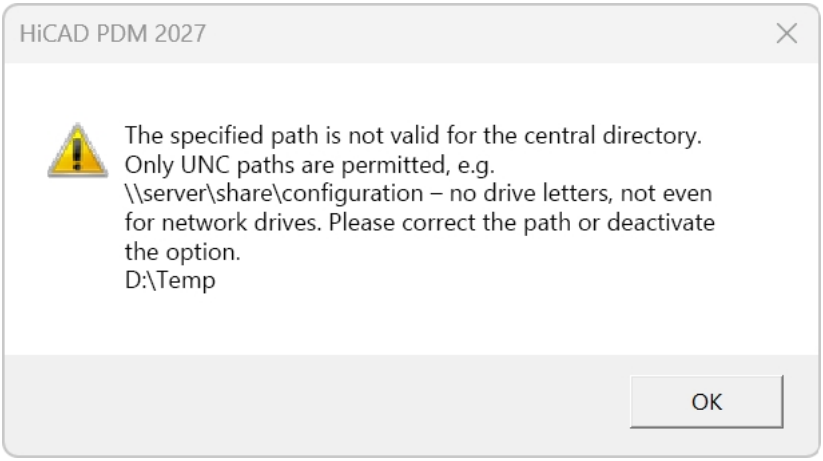
If you have not installed the HiCAD PDM Vault Server yet, you can do this now: Choose HiCAD PDM Options > Database > General > Vault Server ... and specify the connection. For activation you must then restart the HiCAD PDM Desktop.

If you want to process your print jobs via the Plotmanagement of the ISD, you need to install a **Print Client** on each workstation. Activate **Use Job Server**. In the Server field, enter the name of the computer on which you install the Job Server. The **Port** is used for communication between Client and Job Server as well as for monitoring via the Server Monitor. The Job Server collects the print jobs and processes them according to your settings.

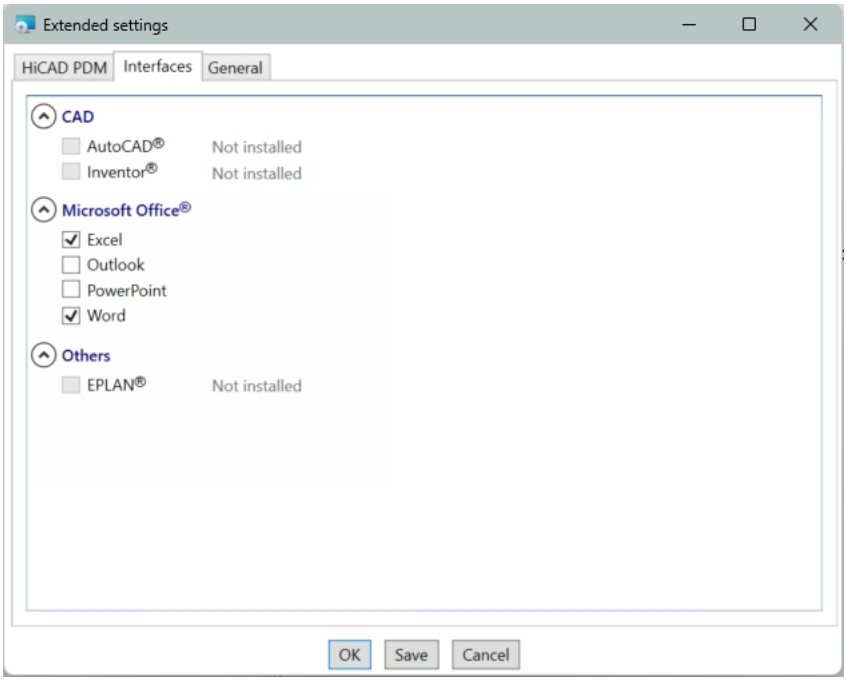
Individual settings of HiCAD PDM can be distributed to other users or workstations.To do this, create a ZIP file in the HiCAD PDM Client by clicking on the HiCAD PDM icon  and choosing **HiCAD PDM Options >** Manage... **> Export settings**. To load the settings on another workstation, select **HiCAD PDM Options > Manage... > Import settings**. You can then select the ZIP file and confirm with **Open**.

If you want to make the settings available to multiple workstations, activate the **Use central directory for configuration data** option during installation and then select a directory after clicking on the ... icon. Via **HiCAD PDM Options > Manage... > Save settings centrally**, you can save the current settings of your HiCAD PDM Desktop to the specified central directory and thus make them available to other workstations.

Please note that only UNC paths are allowed for the central configuration directory. If you specify a path that includes a drive letter (e.g., “D:\Temp\”), you will receive a corresponding error message:



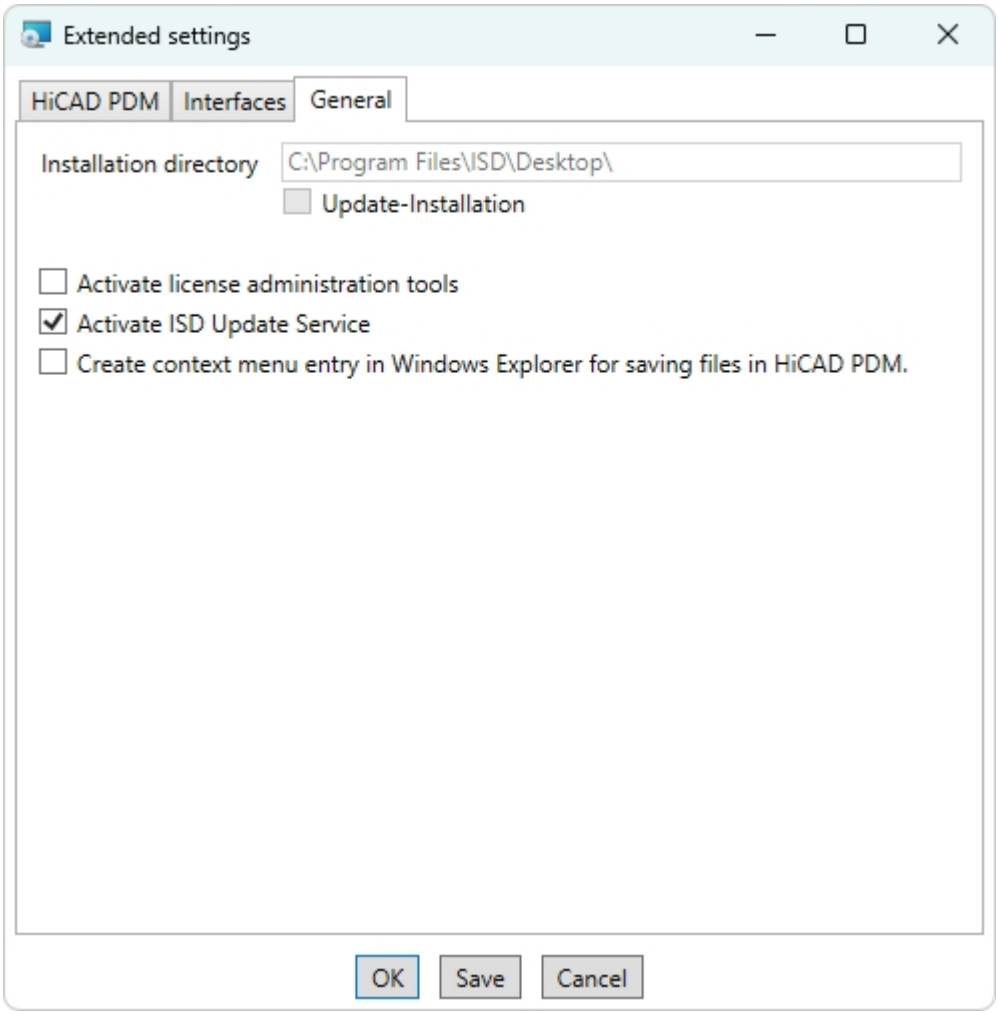
Similarly, specifying "ProgramData" paths is not allowed. You may also receive a corresponding error message in this case.



The availability of interfaces with HiCAD PDM depends on the programs that are installed on your computer. You can only link 64-Bit versions to HiCAD PDM 64-Bit versions. Please note however that an additional, special ODBC connection will be required for old BOMs. In such cases, please contact the ISD Consulting team.

Multiple selections of HiCAD PDM Interfaces are also possible. The HiCAD PDM functions will be integrated in the programs that are linked to HiCAD PDM.

Please take a look at the Compatiblity Matrix.to check which interfaces to external software products are supported by HiCAD PDM.



The **License administration tools** are required for the management of server licenses.

Please note:
If you are using server licences, select the **Activate licence administration** tools option when installing on the workstation (client). This will enable the **Server Monitor** (shows who is currently using which licences) and **Commuter Licence** (borrowing a licence, e.g. for a laptop) tabs in the client's ISD Licence Manager.

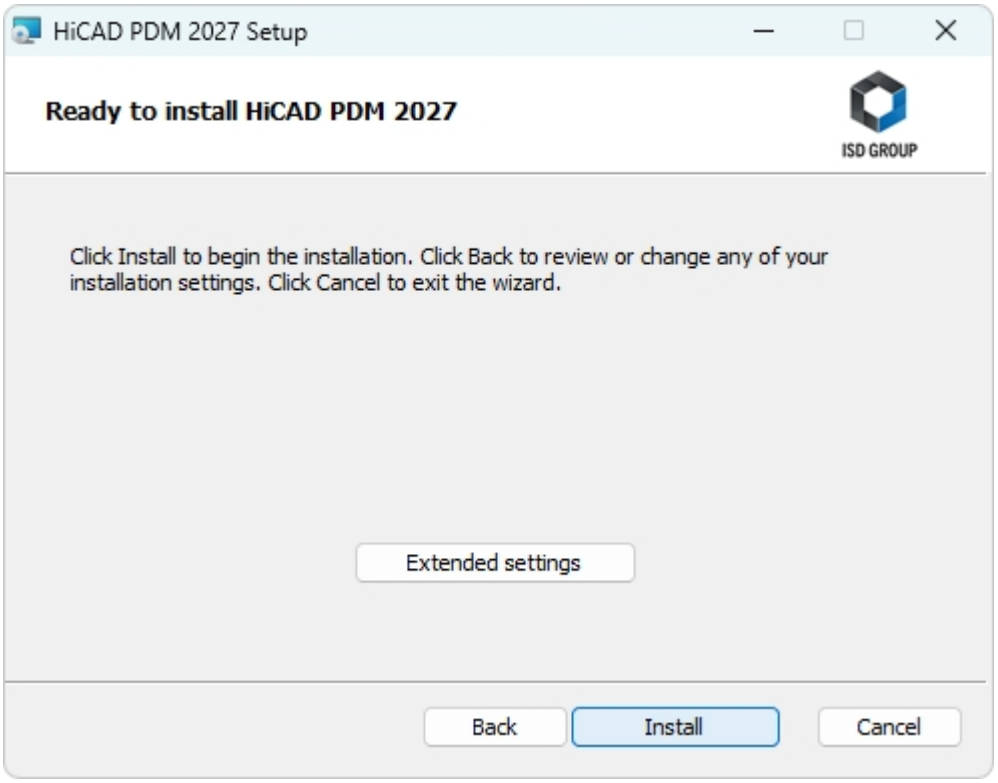
During the installation, you decide to search for a hotfix on the ISD Webserver when starting HiCAD PDM by activating the checkbox **Activate ISD Update Service**.

If you want the function **Save to HiCAD PDM** to appear in the context menu of Windows Explorer, activate the checkbox **Create context menu entry in Windows Explorer for saving files in HiCAD PDM**.

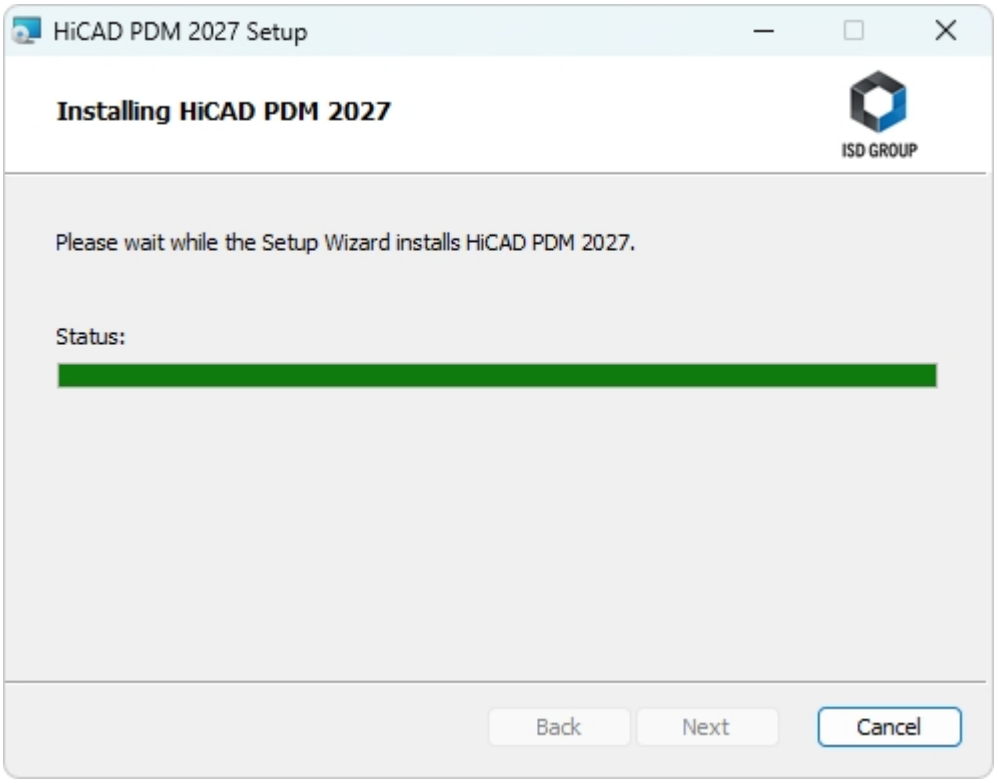
Please note the following: If several installations of HiCAD PDM (or HiCAD 3D) with the context menu function enabled are installed on a single system, uninstalling them or deselecting the function during a change installation may result in the other HiCAD version being "switched over" to this setting.

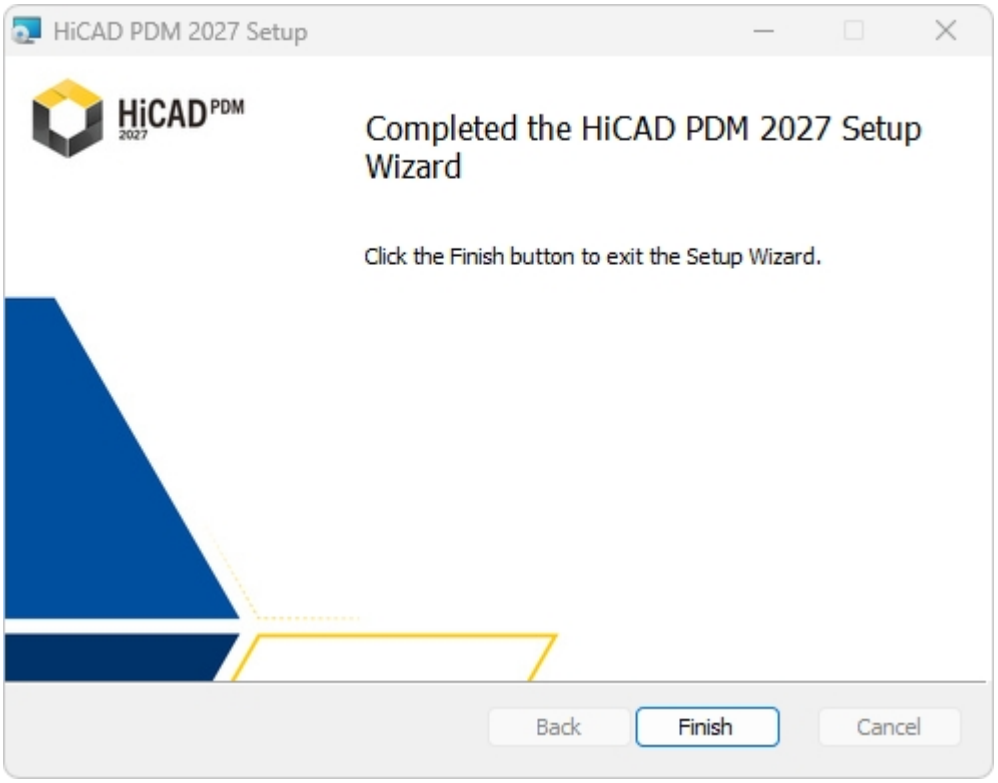
Click **Save** to save the **Extended Settings** to an **.ini file**. If you place the .ini file in the installation directory when installing server licenses, the settings will be applied.

Close the **Extended settings** dialogue with **OK**.



Click **Install**.





After successful installation, you will find the **HiCAD PDM** shortcut on the Desktop of your computer for program start.

Support with the Office Interface

Starting the Office interface with administrator rights

Note that the interface between HiCAD PDM and an Office application does not work if the corresponding Office application has been started via the Windows option **Run as administrator**, but HiCAD PDM has been started as a normal user. This is because Windows prevents communication between normally running applications and applications started as administrators.

If the add-in starts but is constantly disabled

In this case, there are likely conflicting entries in the registry. When the HiCAD PDM add-in is blocked by Office, Office stores the relevant information in the registry. This can also cause the add-in to behave differently depending on whether you start Office as an administrator or a standard user. In that case, delete all registry keys and their subentries that begin with “Pdm.” under the following paths, which are all located within ...\Addins\ or ...\AddinsData\:

- HKEY_CURRENT_USER\Software\Microsoft\Office\Outlook\
- HKEY_CURRENT_USER\Software\Microsoft\Office\Word\
- HKEY_CURRENT_USER\Software\Microsoft\Office\Excel\
- HKEY_CURRENT_USER\Software\Microsoft\Office\PowerPoint\

Then start **PdmCouplings.exe** as administrator and link the interface again.



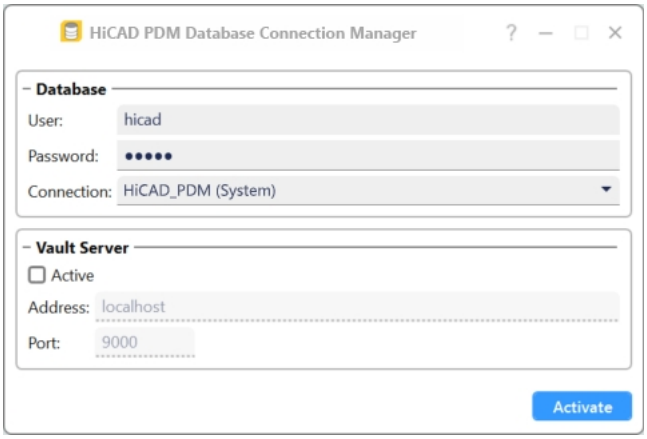
Important:

Changes to the registry should only be carried out by an administrator. In any case, the original files should be saved before making any changes!

Activate Database Connection and Vault Server (HiCAD PDM Database Connection Manager)

After installing HiCAD PDM, you may need to activate the database connection.

To do this, run the **PdmSetup.exe** application from the \exe\ directory of your HiCAD installation (Windows administrator rights are required).

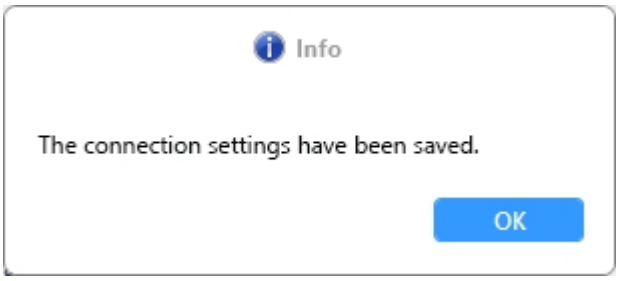


The **User** name and **Password** entered in the **Database** area of the dialogue window must match the SQL Server authentication settings configured for your database.

Select the required ODBC data source from the **Connection** drop-down menu. (The drop-down menu only displays ODBC data sources that have been entered into the system.)

Click on **Activate**.

If the database connection is established successfully, you will receive a confirmation message..



You can only tick the **Active** checkbox to enable the **Vault Server** in the section below once a connection to a valid HiCAD PDM database has been established.



If the **Address** and/or **Port**–which are displayed here as the defaults set during installation–change, you can update the corresponding configuration for the client here.

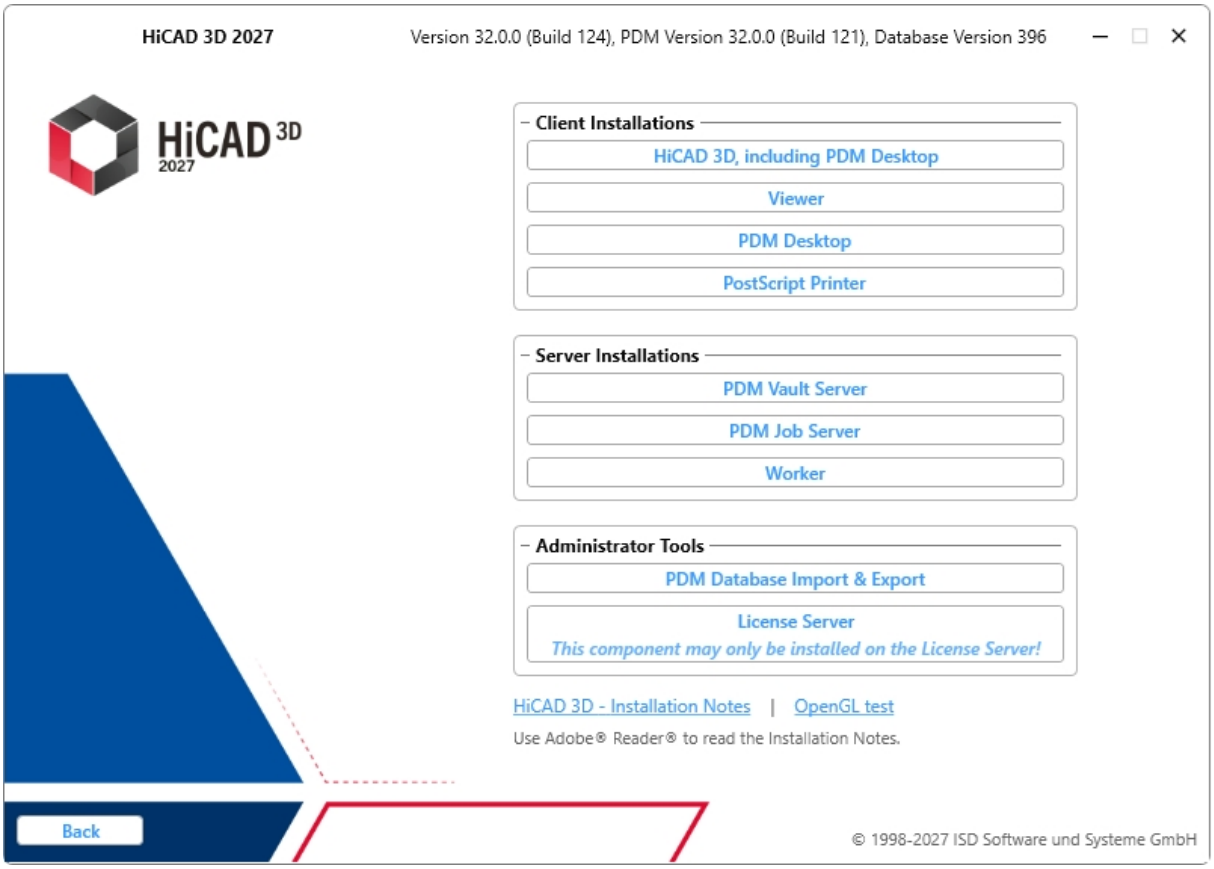
To enable the Vault Server, click **Activate** again.

Installing the Job Server

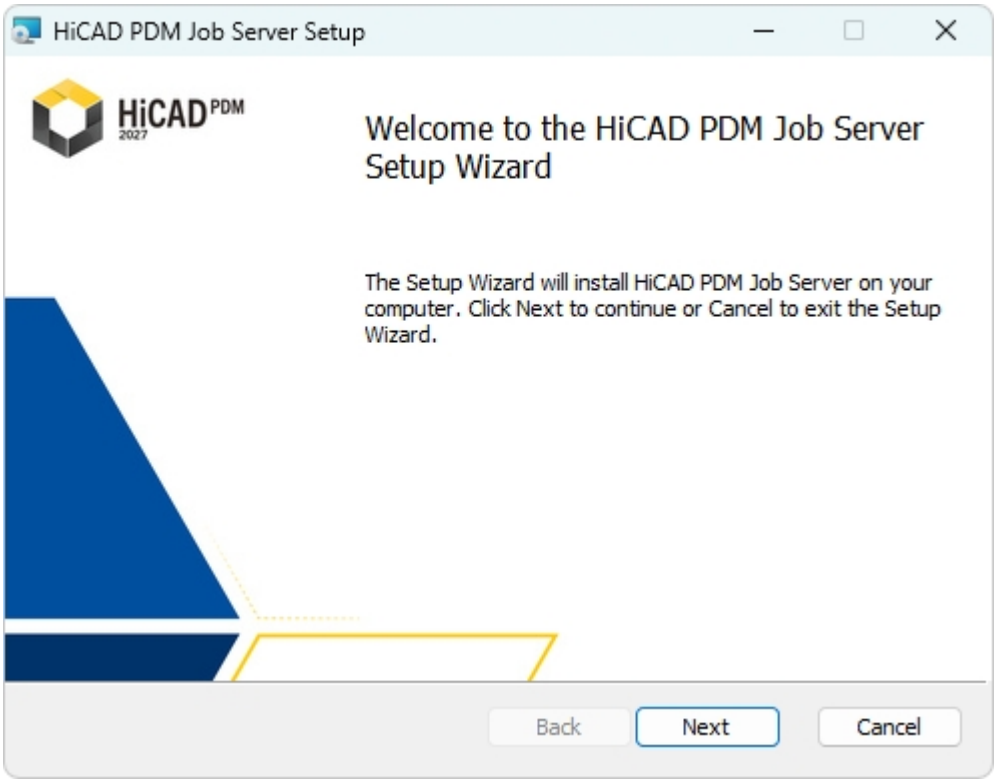
Start Windows to install the Job Server. If Windows has already been opened, close all other applications and start the installation wizard.

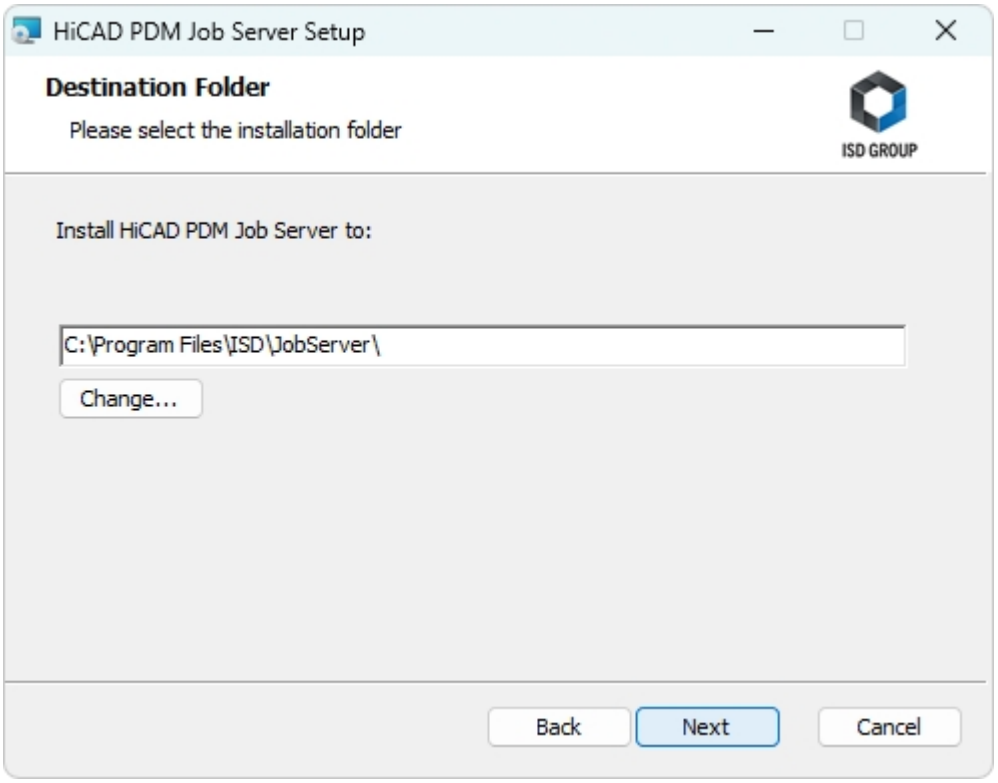
In the installation wizard, click the **Standard Edition** button, which opens a mask with various selection options for software components.

Leave the selection mask of the installation wizard open, so that you can select the desired components one after the other.

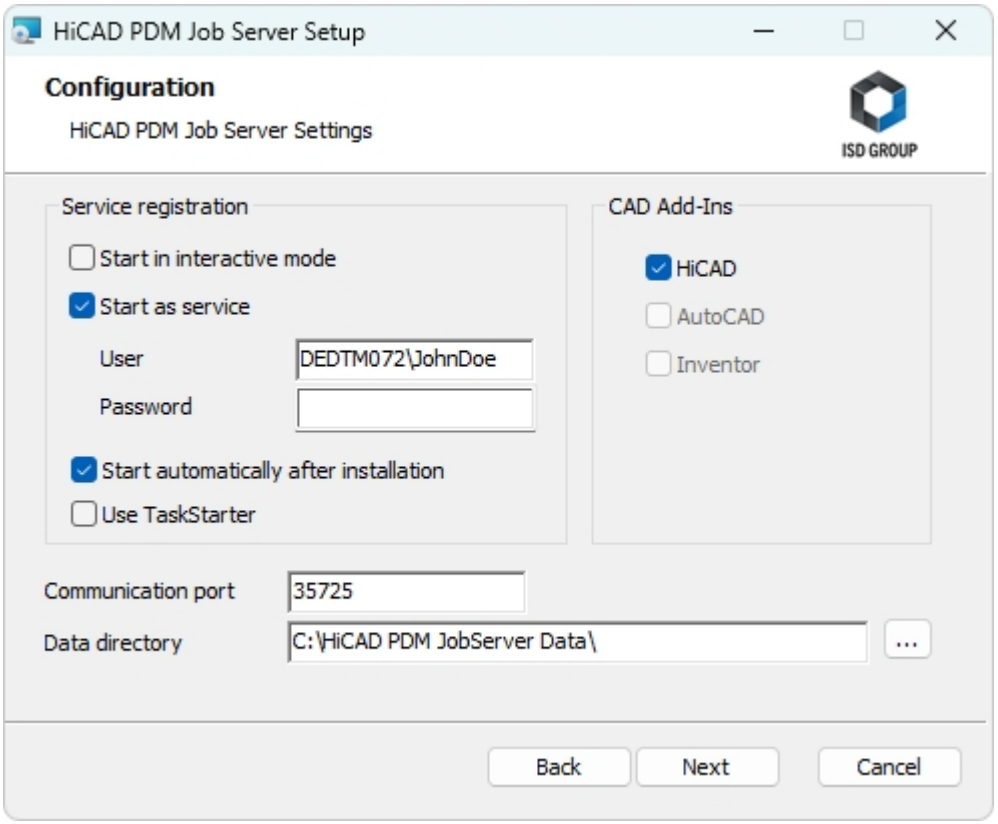


Click on the **Job Server** button.





Enter the installation directory for the software. If the installation wizard finds an already installed version, it will be offered to you for updating.



In the Service registration area you can choose between the options Local system and User account.

A part of the Job Server is started by the system as a background process (Windows service). For safety reasons it is recommended to create a **Windows User account**, with **User name** and **Password** with read and access permission, before installation.

If you do not know the user yet, you can choose Local system. The Job Server will then run, initially without access to any printers, as a simple Windows system service. Now, select **Control Panel > Administrative Tools > Services**. Right-click **Job Server** and select **Properties**. On the **Log On** tab, switch to **This account** and enter the **User name** and the **Password**.

Important:

If the Job Server user's password later changes or expires, the password must be reassigned to the Job Server service in the Windows **Control Panel** at **Management > Services** via **Right-click > Properties > Log On**.

Please also note the following regarding update installations: You may need to re-enter the service account password. When you click Next or Update in the dialogue window (or, in the case of a silent installation, as documented in the log), the password is then verified. If the verification cannot be carried out (e.g. if network logon is prohibited by policy, no domain controller is accessible, etc.), a warning will be displayed. If an incorrect Windows username or password is entered for the service account, a message such as the following appears: “Login with the service account <server name\username> failed: The user name or password is incorrect.”

If the **Start automatically after installation** option is active, the Job Server service will not require a manual start after installation.

Normally, the Job Server runs as a Windows Service in the background. In this standard configuration the Job Server process will be started by the operating system in a special session which is not visible for the user.

Therefore, the process will even continue running after the Job Server user has logged off from the computer. Unfortunately, internal tests have found that problems may occur with this type of operation in conjunction with some CAD systems.

Should you encounter any problems,, we therefore recommend choosing the **Start in interactive mode** option during installation. When this option has been selected, the Job Server will no longer be set up as a service, but will be started directly in the foreground via the Administration UI. During this type of operation, the Job Server process will appear in the form of a small text window in the window bar (Caution: When you log off from the Server, the Job Server process will also be ended here!)

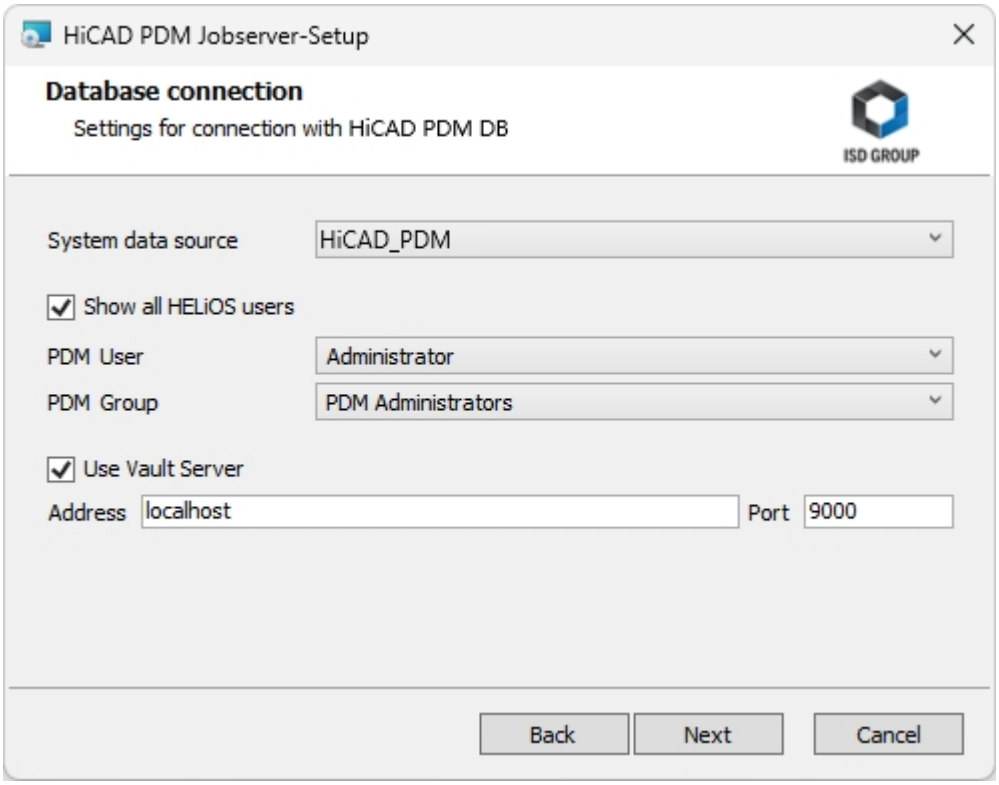
For starting the “interactive” configuration of the Job Server automatically, the file **JobServer.exe** from the installation directory must be invoked with the option “–no service”, for instance, either from the “Autostart” folder or via **Windows task planning**. If you have further questions, please contact our ISD Consulting team.

You can activate the **Use TaskStarter** checkbox to set it up directly as part of a new **Job Server** installation. This option is not available for update or change installations; however, the TaskStarter can also be installed separately.

The **Communication port** is used for communication between client and Job Server as well as for monitoring via the Server Monitor.

Select the data directory. Activate the Create network share checkbox to enable the communication with the **PrintClient**. If the network share is not created during installation, it must be created manually afterwards. Since special settings will be required here, we recommend contacting our Consulting team.

Choose the CAD system that you want to link to the Job Server, and click **Next**.

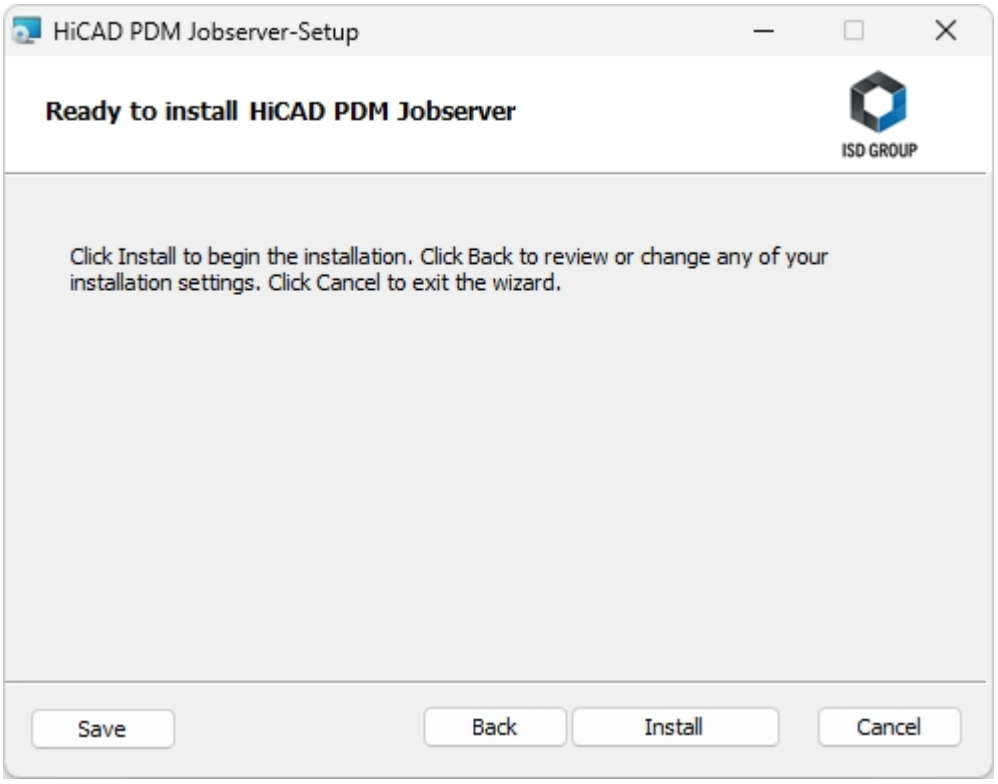


In this dialogue window you will be asked for the login of the database user, which is the login of the (SQL) database system.

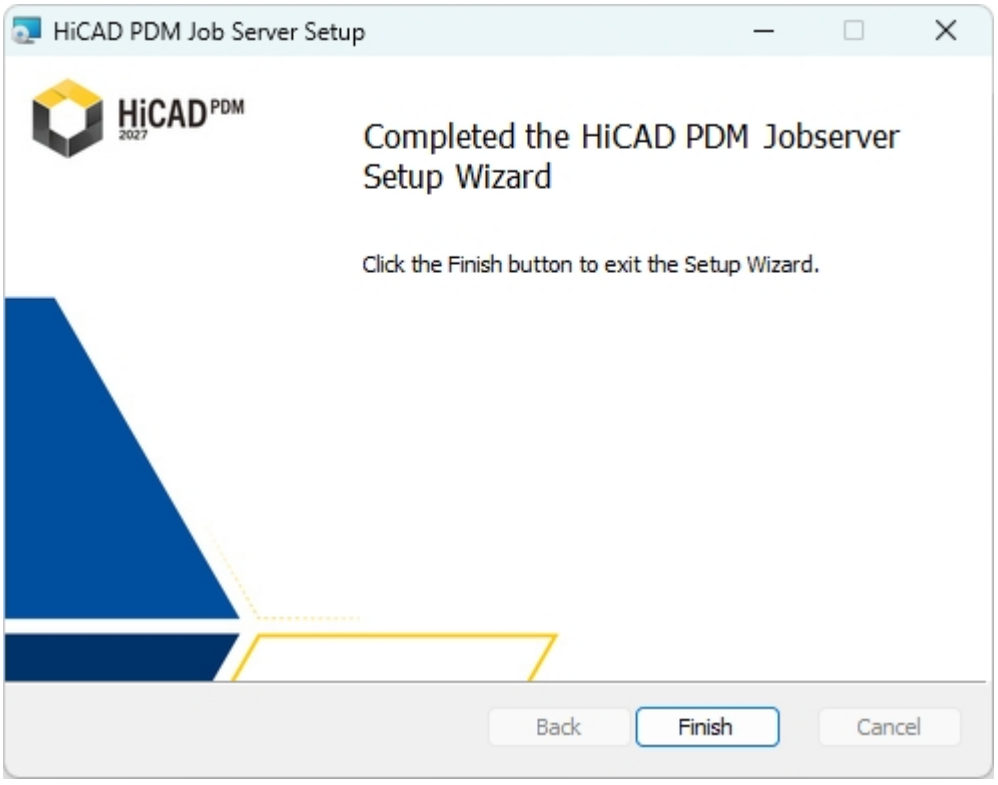
For **System data source** you have to select the corresponding ODBC database connection. Here the **HiCAD PDM User** is selected, over which the Job Server runs. It is important that this user has admin rights and is also assigned to the **HiCAD PDM Group** of "PDM administrators" here. Otherwise you will get an error message. Then you will be asked for the login of the database user. This is the login of the (SQL) database system.

Activate **Use Vault Server** and enter the **Address** and **Port** of the Vault Server installed in the system for your Multi-CAD operation.

Click **Next**.



Click **Install**.



Click **Finish** to complete your installation.

After successful installation, the Job Server can be found in the program folder.

Note on update installations

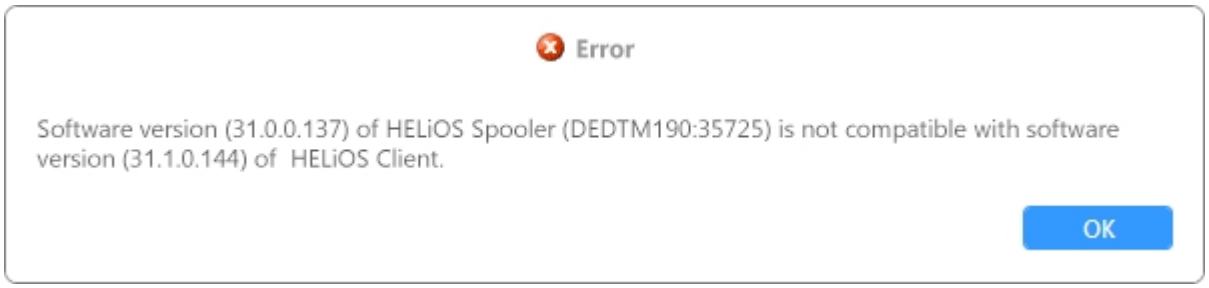
Some of the tools and components of HiCAD and HiCAD PDM that need to be installed separately are first uninstalled during updates and then reinstalled.

If errors occur or the installation is interrupted, the old version will be restored.

Troubleshooting

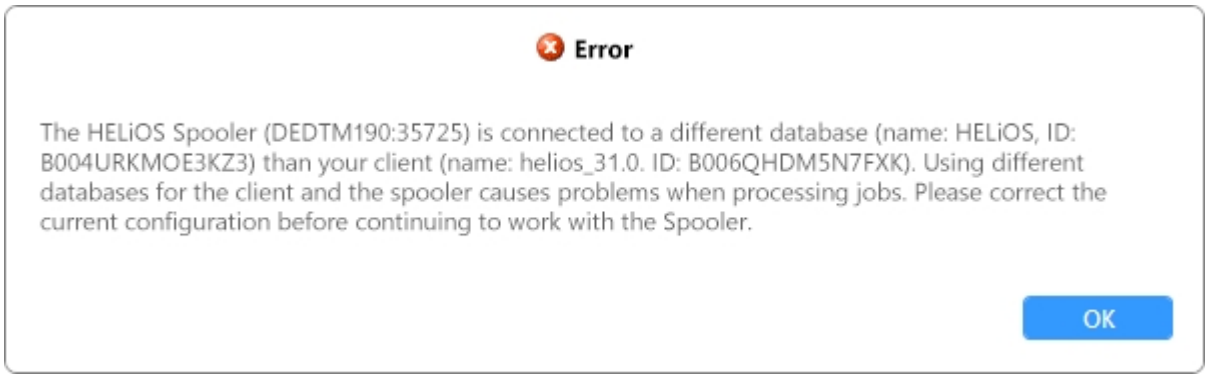
Check version compatibility

Since the Job Server and the HiCAD PDM Client work with the same database and the database version can change per service pack, they must have the same version (e.g. both 2025 Service Pack 2 or both 2027 Major Release). The version numbers are checked at startup and an error message is displayed if necessary..



Check database connection

The Job Server can only work in conjunction with the HiCAD PDM Client if both are connected to the same database. Both the database name and the database ID are checked for consistency. If the information does not match, the following error message appears:

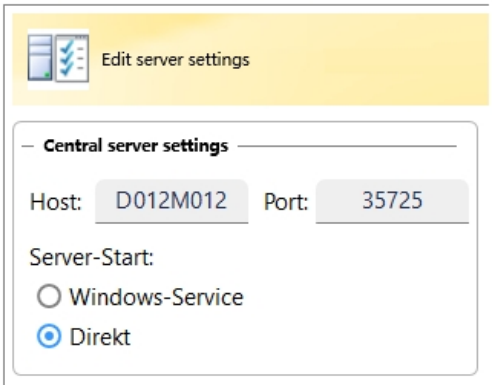


Communication between HiCAD PDM and Job Server

For communication with the Job Server, HiCAD PDM uses an interface similar to the HiCAD PDM Internet Server or the HiCAD PDM Vault Server. This means that the server name and the port must be specified in the configuration. The default port of the Job Server is 35725. If errors occur during the connection, the following points must be checked.

Check Settings: Server

If problems occur, the settings on the server and workstation side must be checked. The currently used computer name and port are noted in the Job Server's Admin Tool:



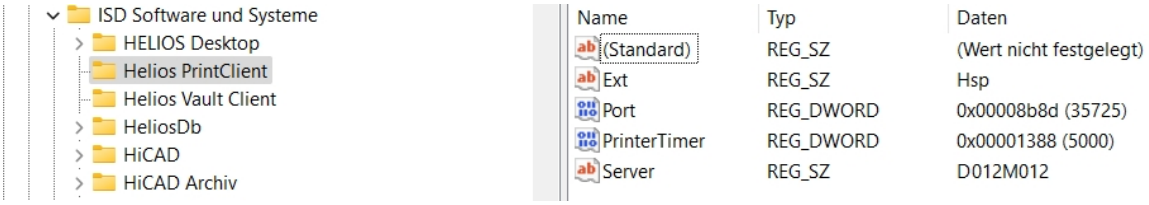
Since a server can theoretically have several names, the name under which the server can be accessed from the workstations must be entered here.

Important:

After moving a server, the new name must also be entered correctly here, in addition to the adjustments on the workstations.

Check Settings: Client

If the client (workstation computer) cannot connect to the Job Server, the settings must be checked first. These can be found in the Registry Editor.



The values for **Server** and **Port** must match the settings on the server side exactly. Alternatively, the **IP address** of the server can be entered instead of the server name.

Please note:

When changing the settings, the HiCAD PDM Desktop always has to be restarted.

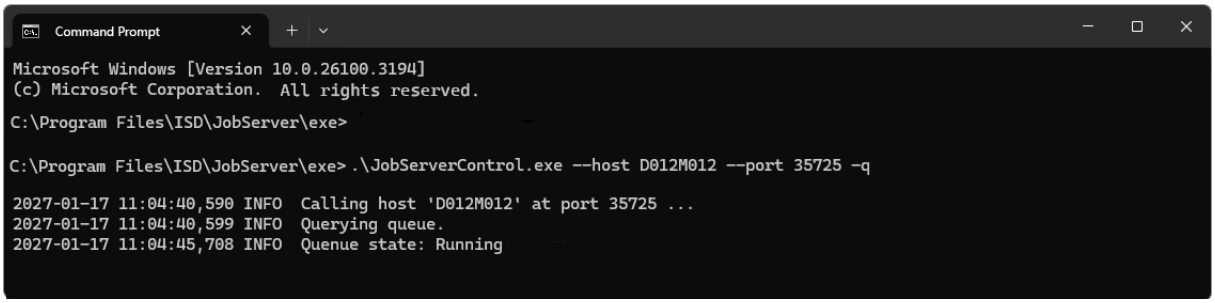
Function test: Server

By using the Windows command prompt, it can be checked in the exe directory of the Job Server whether the Job Server process is running under the set host name and port and whether it is responding to requests.

In the command prompt, change to the EXE directory of the Job Server installation and then enter the following command:

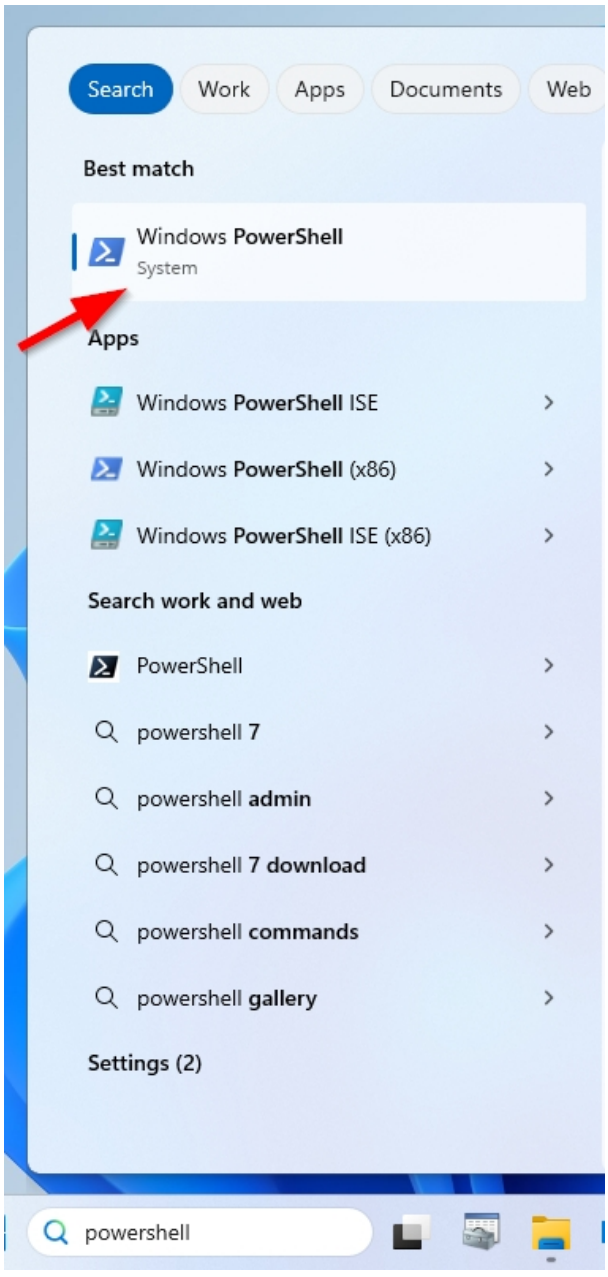
```
.\JobServerControl.exe --host XXXXXX --port 35725 -q
```

Replace **XXXXXX** with the server name.

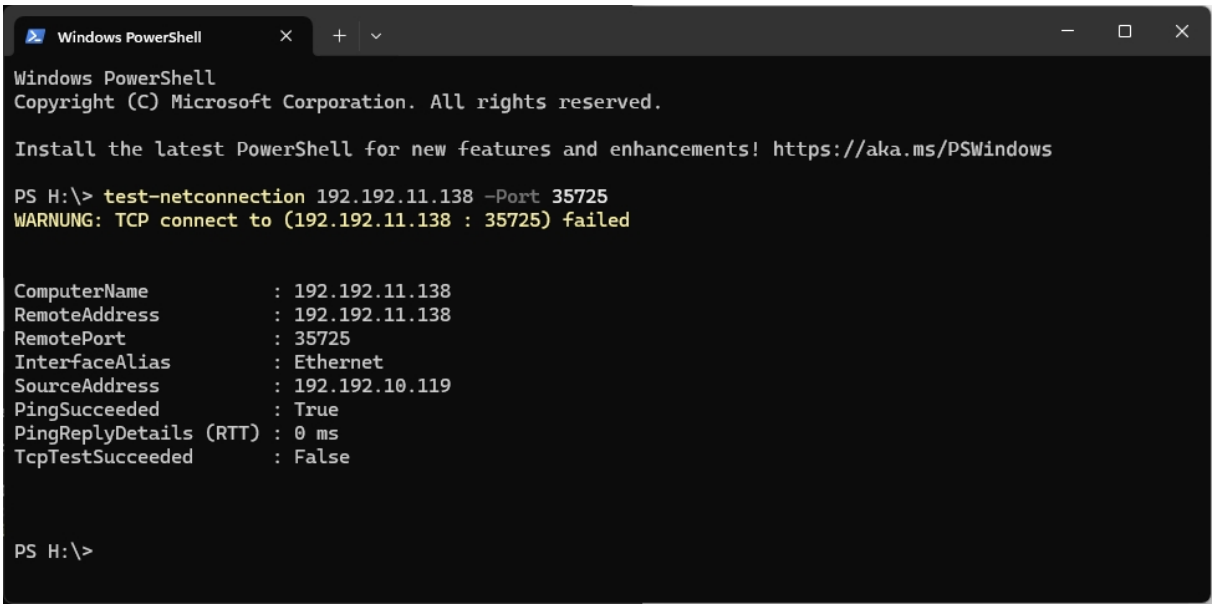


Connection test in the Windows PowerShell

If the Job Server cannot be accessed, this is often caused by the server firewall. In this case, there is often no inbound rule defined for the JobServer.exe or the port. In this case, you can use **Windows PowerShell** on the workstation to check whether the port is open or not, independently of HiCAD PDM. Proceed as follows:



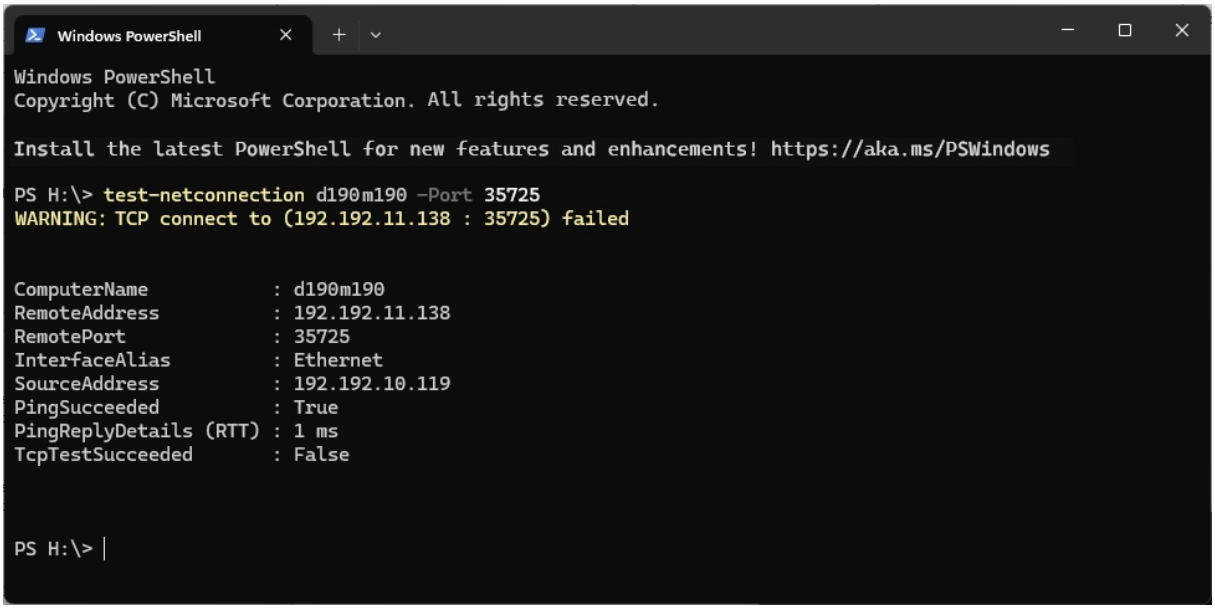
Enter PowerShell in the Windows search field. Then open the **Windows PowerShell Console**.



To check the port via the IP address, enter the following in the input window:

`test-netconnection XXX.XXX.XX.XXX -Port 35725`

Replace **XXX.XXX.XX.XXX** with your IP address.

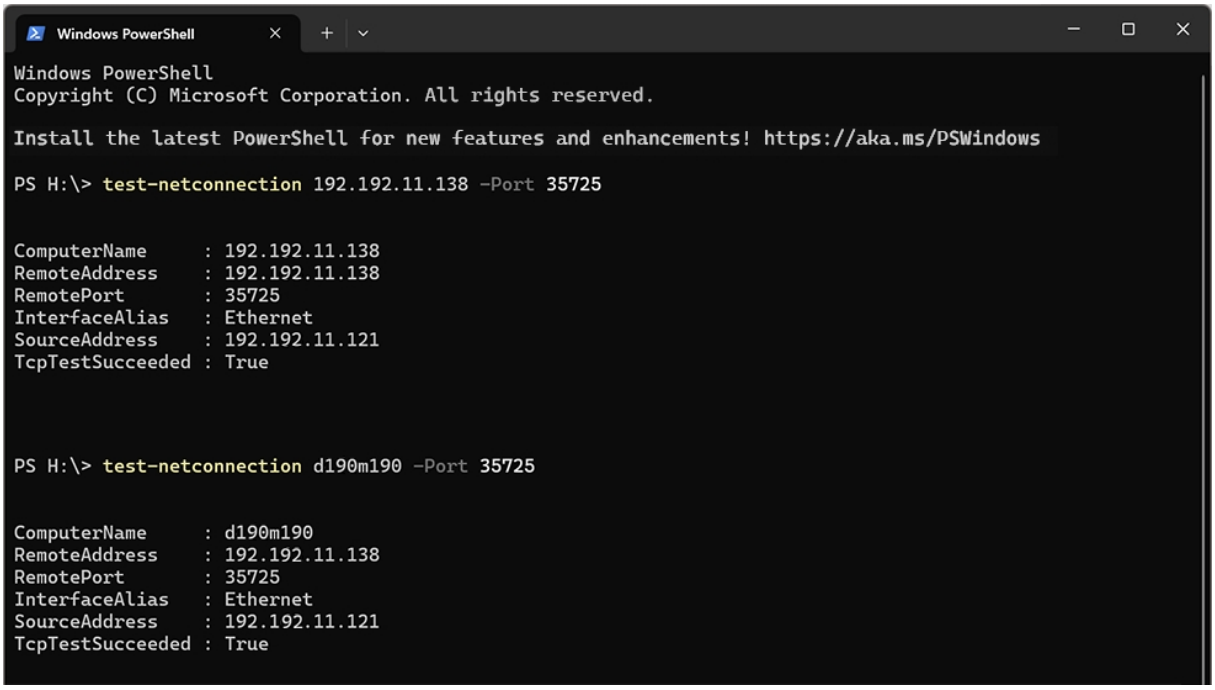


If you want to check the port via the computer name, enter the following:

`test-netconnection XXXXXX -Port 35725`

Replace **XXXXXX** with your computer name.

The result should then look like this:



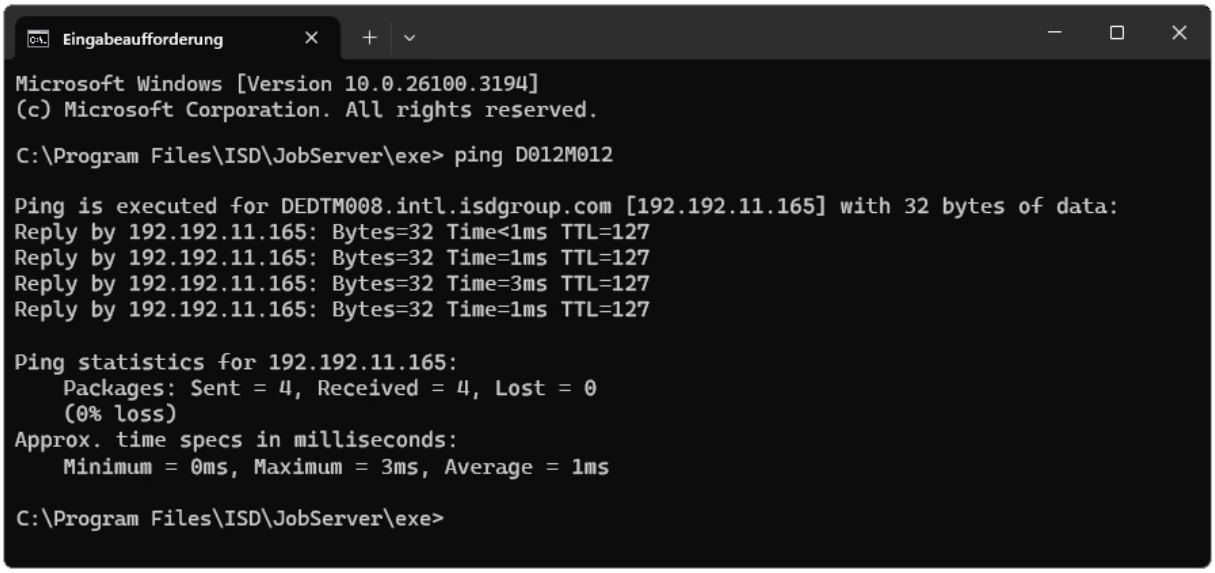
Check connection

First of all, you need to check whether the server can be reached from the client. If this is not the case, it is a matter for the user's IT department.

In the command prompt, change to the EXE directory of your Job Server installation and then enter the following command:

ping XXXXXX

Replace **XXXXXX** with the server name.



The connection test can also be carried out in PowerShell on the workstation (Test-NetConnection, see above). If the Job Server process is running and the test works on the server but fails on the client, the problem lies in the connection between the two computers.

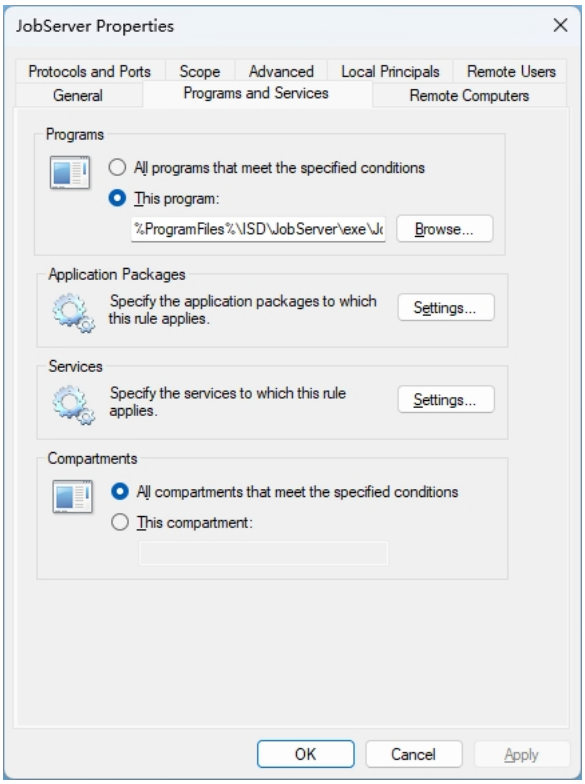
If the TCP connection fails, but the ping test was successful, the problem is probably a firewall that is not set up correctly.

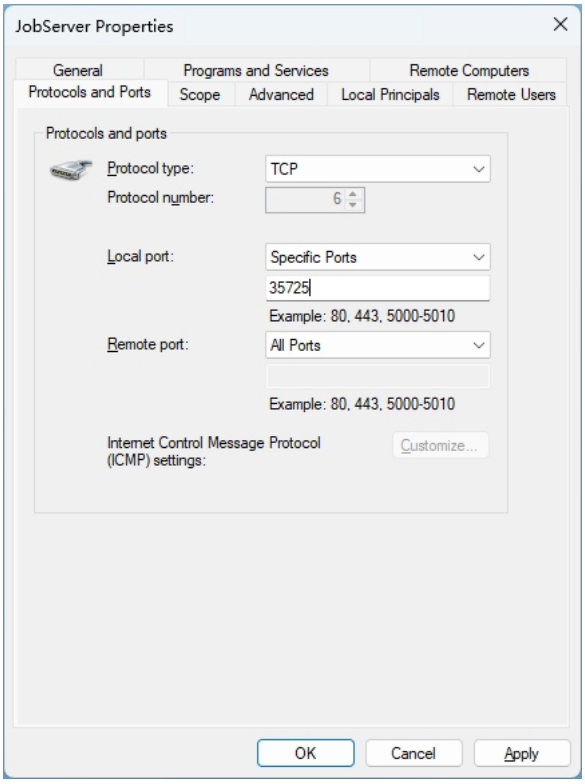
Important:

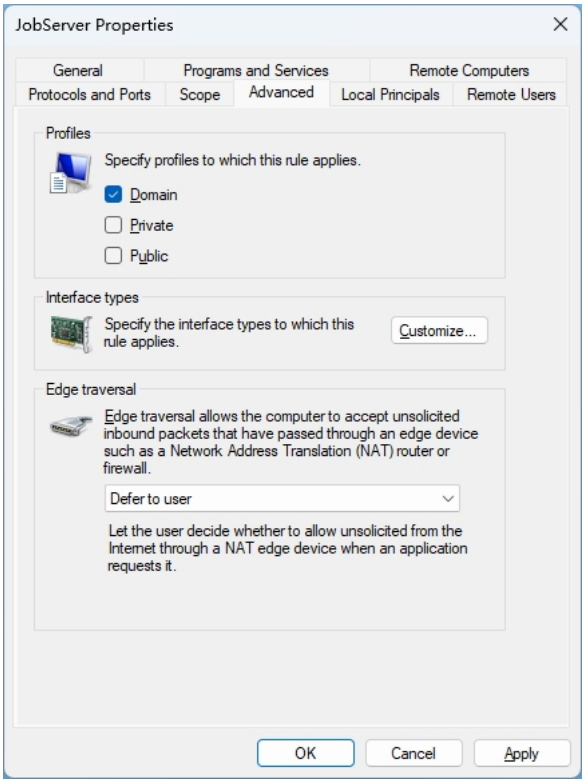
We can only provide limited assistance with the user's network settings.

If the **Windows Defender Firewall** is used, a suitable **Inbound Rule** for the Job Server should be defined there. If there is no firewall for the Job Server, you have to create one.

Open the **Windows Defender Firewall** and then go to **Advanced Settings** on the left. Now open the **Inbound Rule**, right-click on the **Job Server** and select **Properties**. The properties should be set as shown in the following figures.



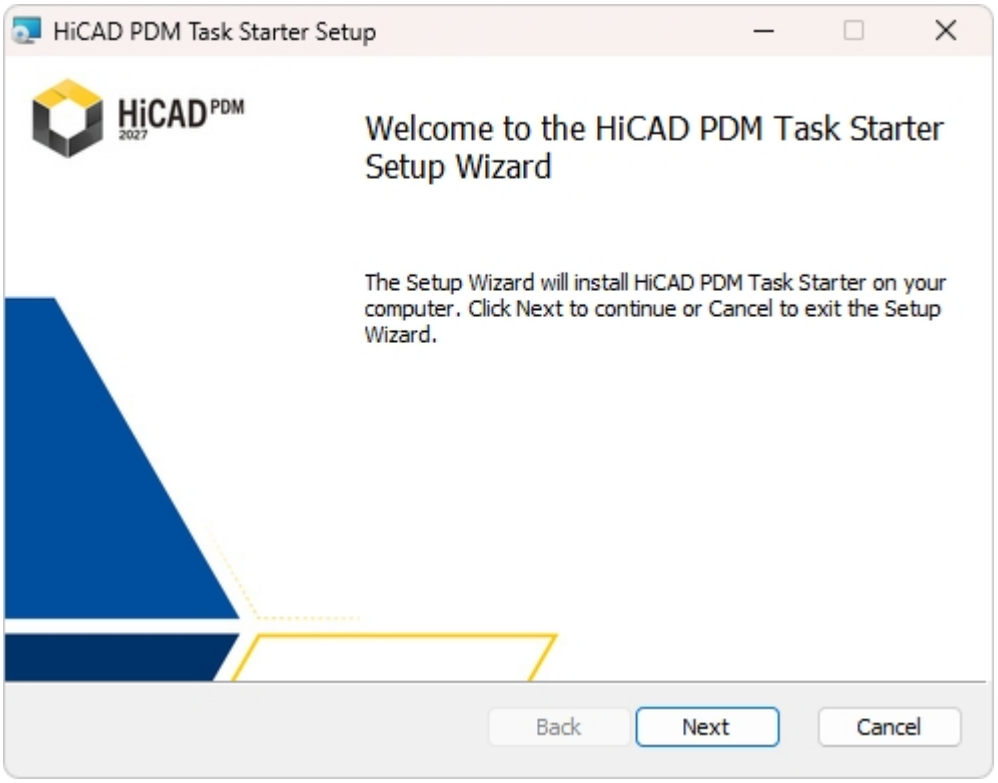


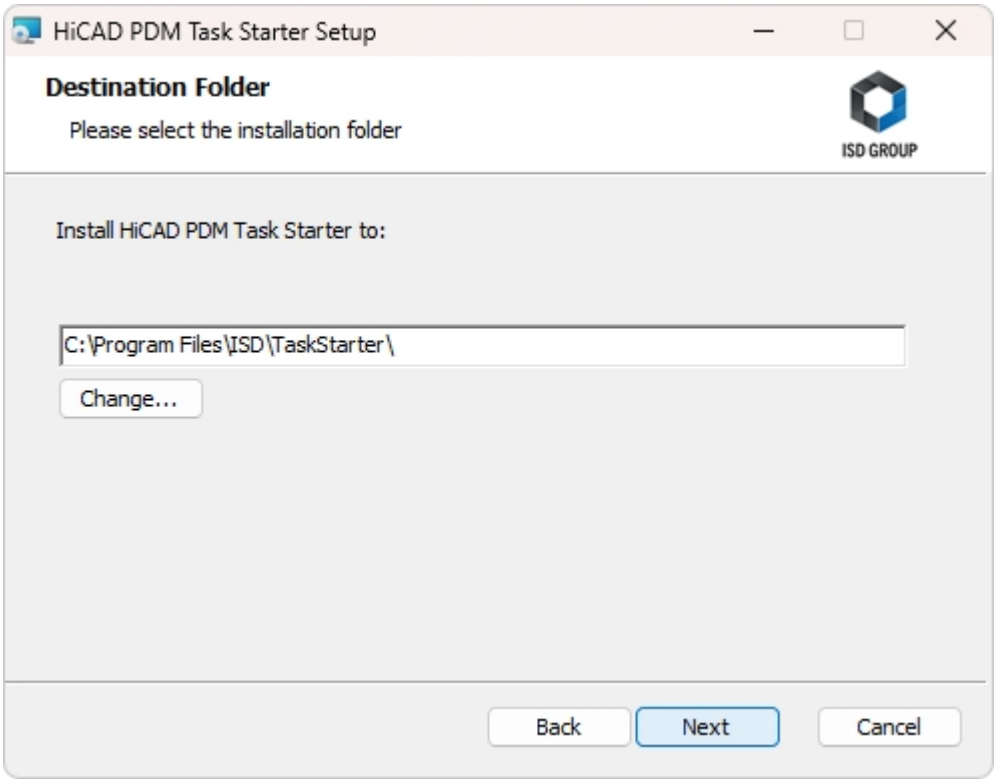


Installing the HiCAD PDM Task Starter

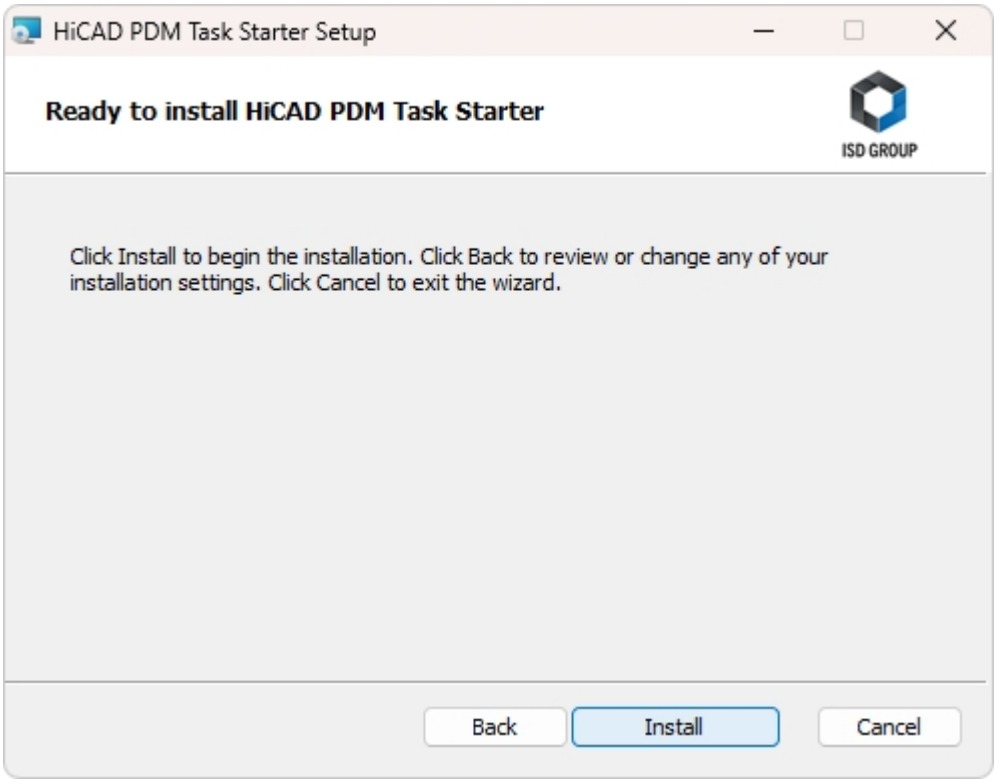
The **HiCAD PDM Task Starter** is a tool with which HiCAD PDM services such as the Job Server can be automatically restarted after termination or after a crash (e.g. due to interruption of the database connection or network access).

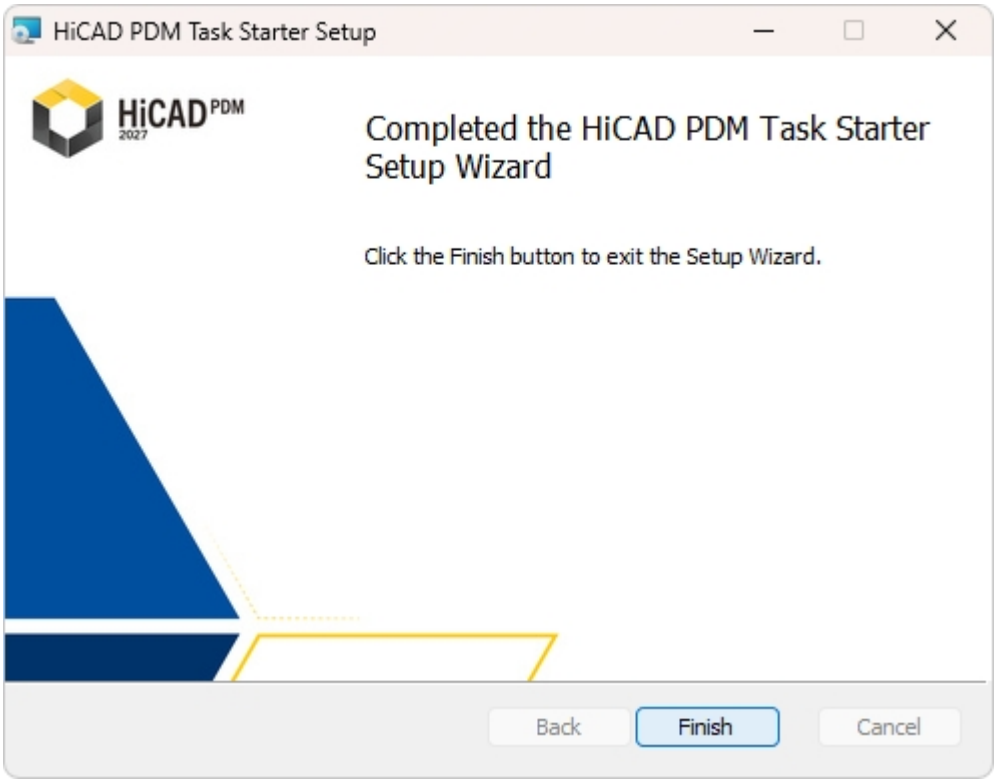
You start the installation of the **HiCAD PDM Task Starter** with a double click on the file SETUP.EXE from the directory **Tools > TaskStarter** of your installation medium.





Specify the installation directory.





After the installation, the **HiCAD PDM Task Starter** must be configured (see HiCAD PDM online help). To do this, edit the file **TaskStarter.config** (%ProgramData%\Hicad\Pdm\TaskStarter\). Then enter the service in the Windows task scheduler. If you have any questions, please contact the ISD Consulting team.

Note on update installations

Some of the tools and components of HiCAD and HiCAD PDM that need to be installed separately are first uninstalled during updates and then reinstalled.

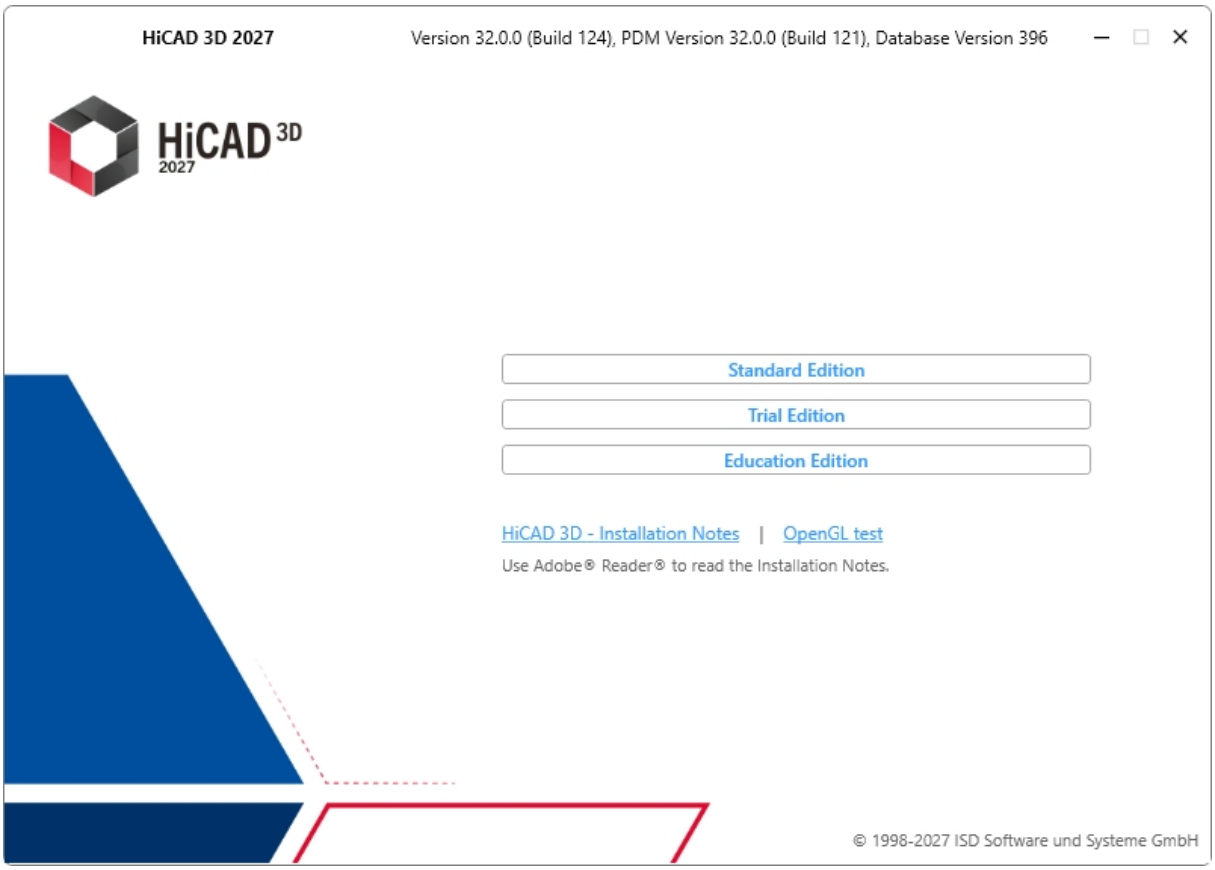
If errors occur or the installation is interrupted, the old version will be restored.

Installing the Trial Edition (Demo Version)

The Trial Edition (Demo version) has a changed data format, which allows a reading of data out of the Standard Edition, but not a writing of data back to it (i.e. in a Standard Edition the data format of special versions is not readable!). For printouts, plot stamps will always be output.

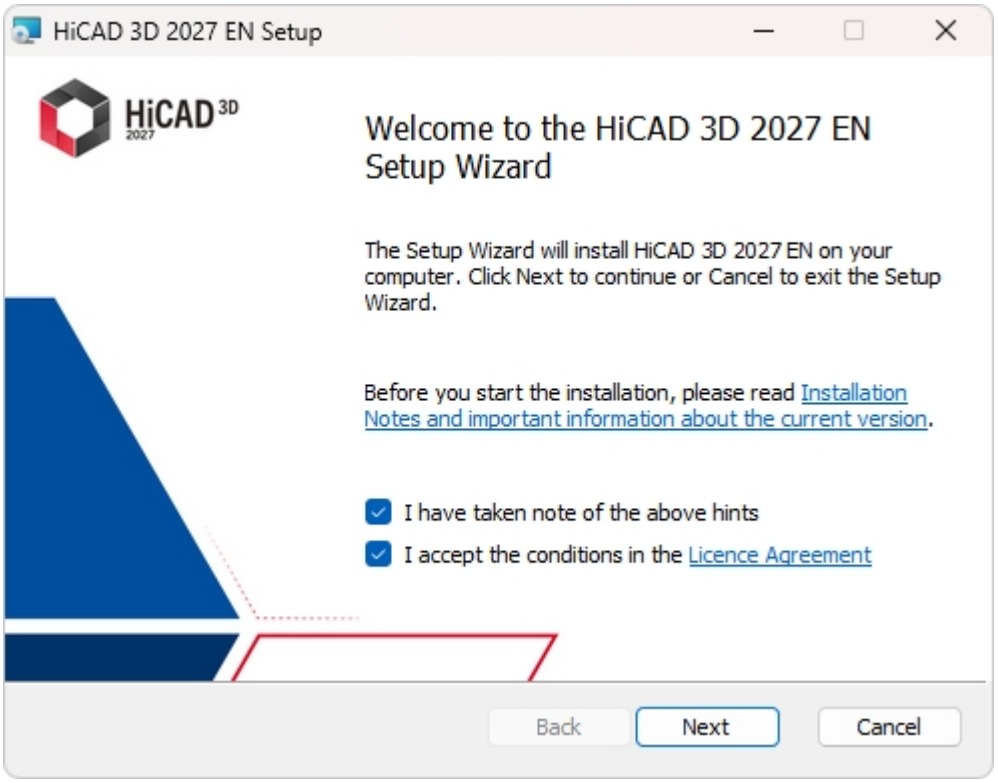
Please note:
The license is free and valid for 30 days from the date of installation. Its transfer to other computers after its activation is not possible.

Start Windows to install the HiCAD 3D Worker. If Windows has already been opened, close all other applications and start the installation wizard.

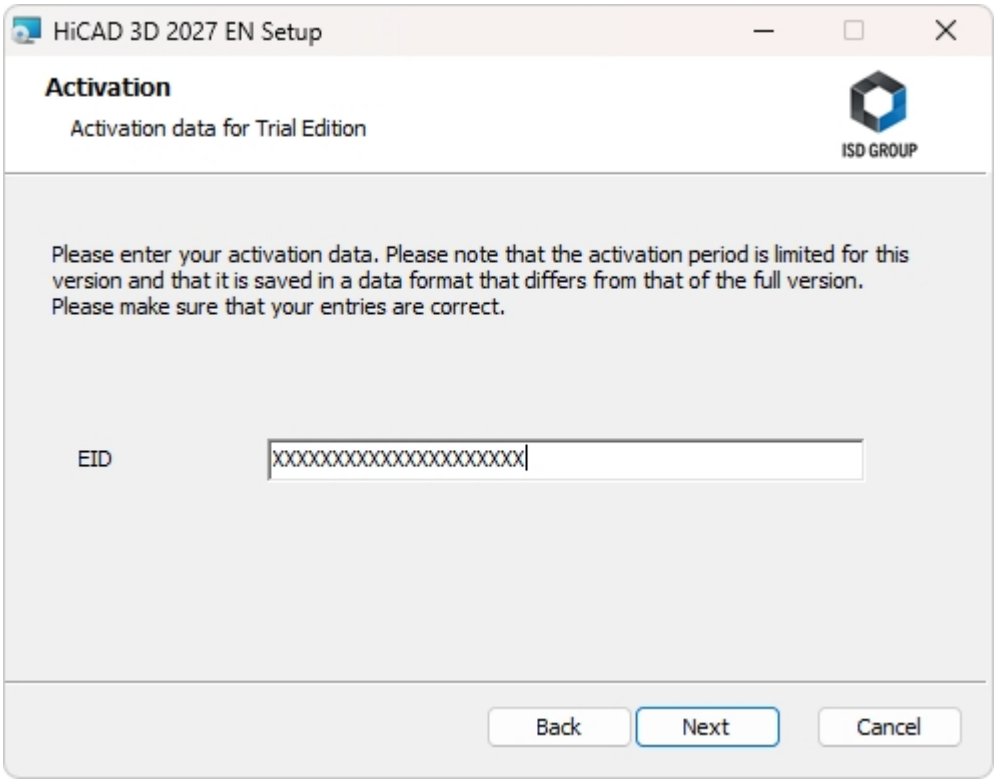


In the start mask of the Installation Wizard, click **Trial Edition**.

Before using HiCAD 3D/HiCAD PDM, **Microsoft .NET Framework** and the **Visual C++ Runtime Libraries** must have been installed on the computer; these packages will be installed as part of the HiCAD 3D installation if required.

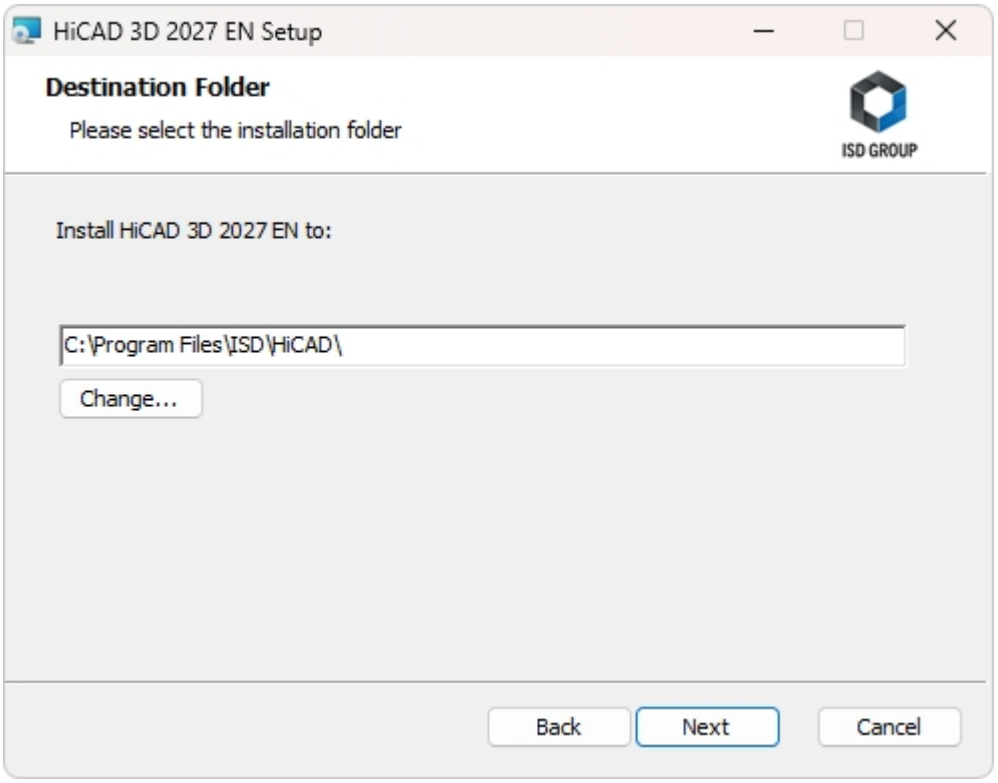


In the **Welcome...** window, click **Next**.

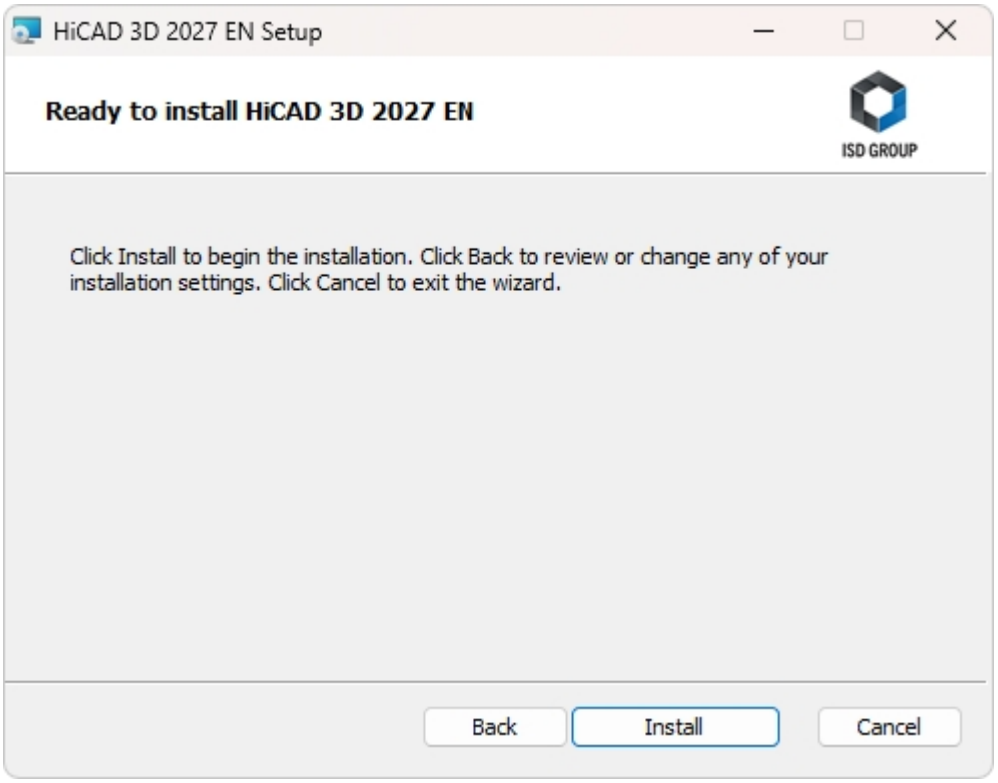


Enter the activation data for product activation and click **Next**.

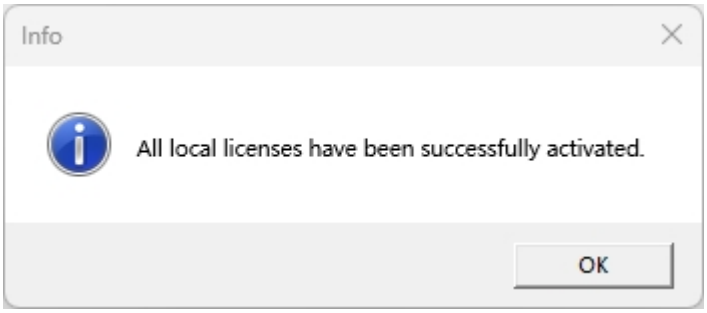
To obtain the activation data, please fill in the form on our website at isdgroup.com.



Install the program to the ...\Trial Edition folder.



Click **Install**.



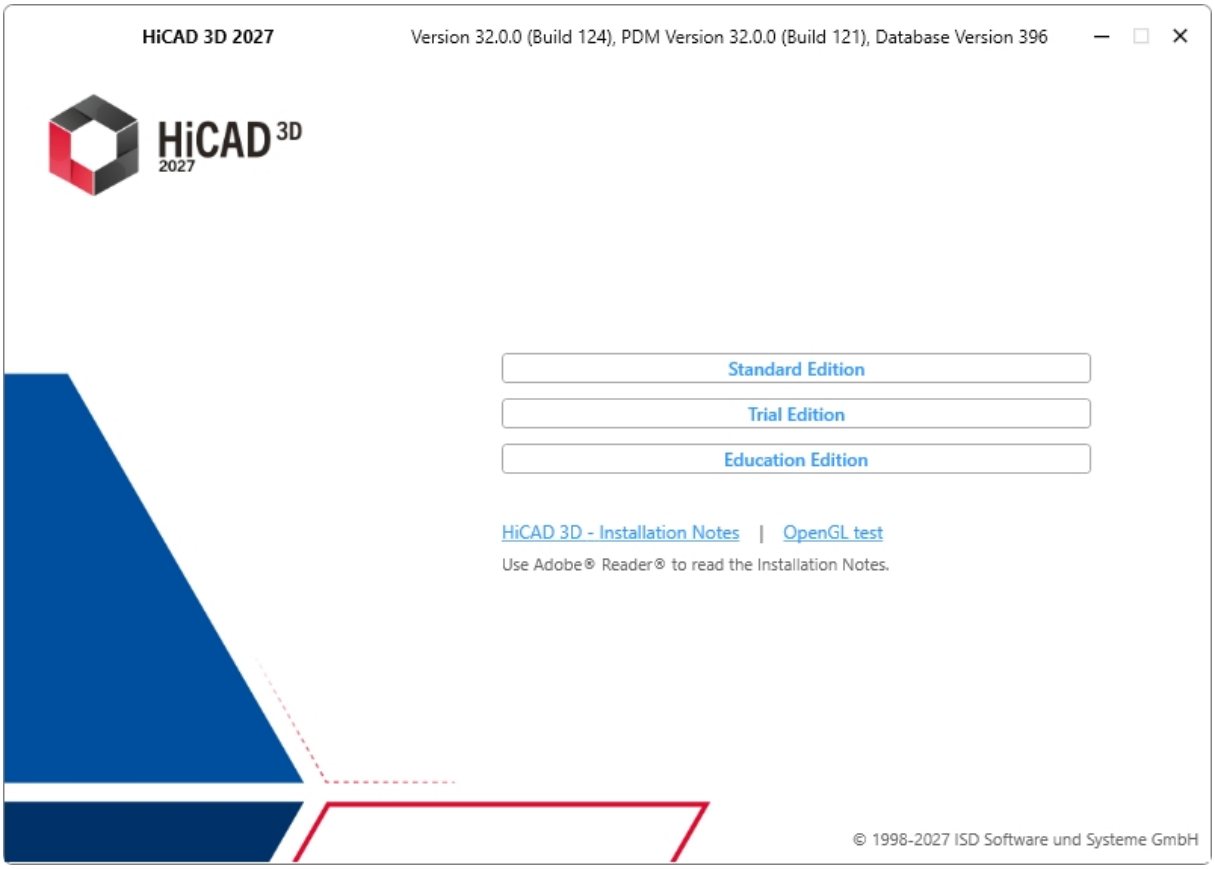
Click **OK** to complete the installation.

Installation Education Edition (for Students)

The Education Edition (Student Version) is a fully functional standard version. The license is free and valid for 1 year (365 days). It can be activated and deactivated with the ISD License Manager, which will be available after installation (see Chapter 7.3).

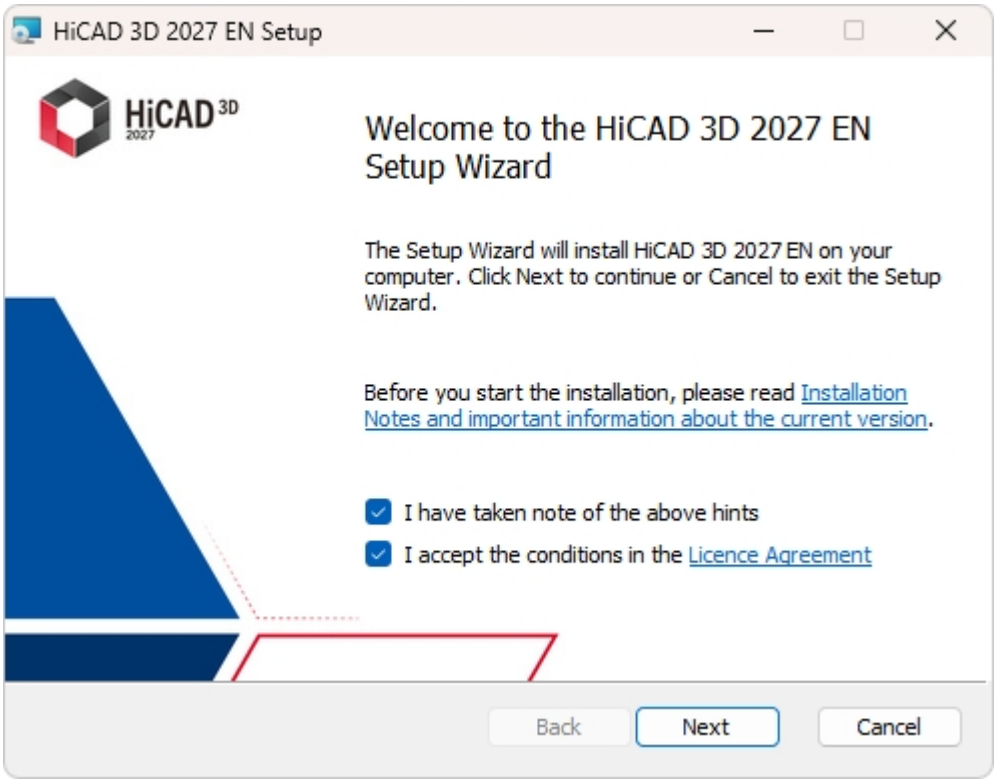
The drawings (.-SZA) and parts (.KRA) created with Education Edition can not be loaded with the Standard Edition. In case if a file (.SZA or .KRA) created with the Education edition is opened with a Standard Edition, an appropriate message will be sent. The title bar of the HiCAD 3D interface will show the text HiCAD 3D Education Edition: Not for commercial purposes.

If the Autostart function has been switched off in the operating system, you must run the setup.exe file in the root directory of the DVD for installation. Only in this way will be ensured that the version of the operating system will be correctly recognized and that the correct HiCAD 3D version will be installed.

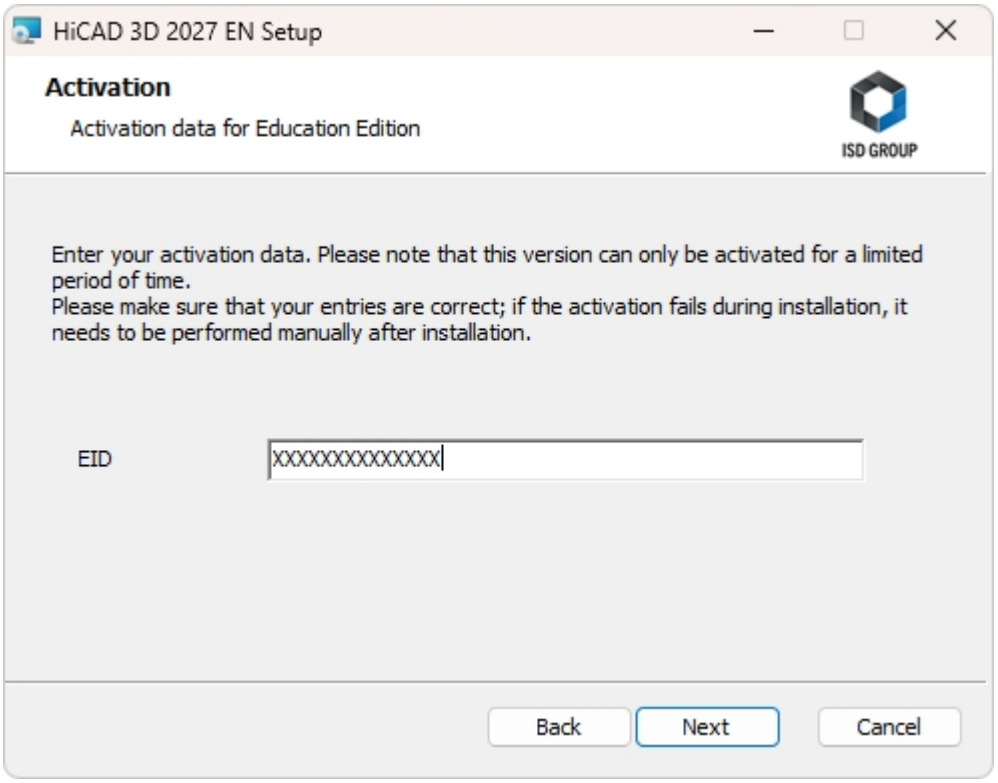


Click on the **Education Edition** button.

Before using HiCAD 3D/HiCAD PDM, **Microsoft .NET Framework** and the **Visual C++ Runtime Libraries** must have been installed on the computer; these packages will be installed as part of the HiCAD 3D installation if required.

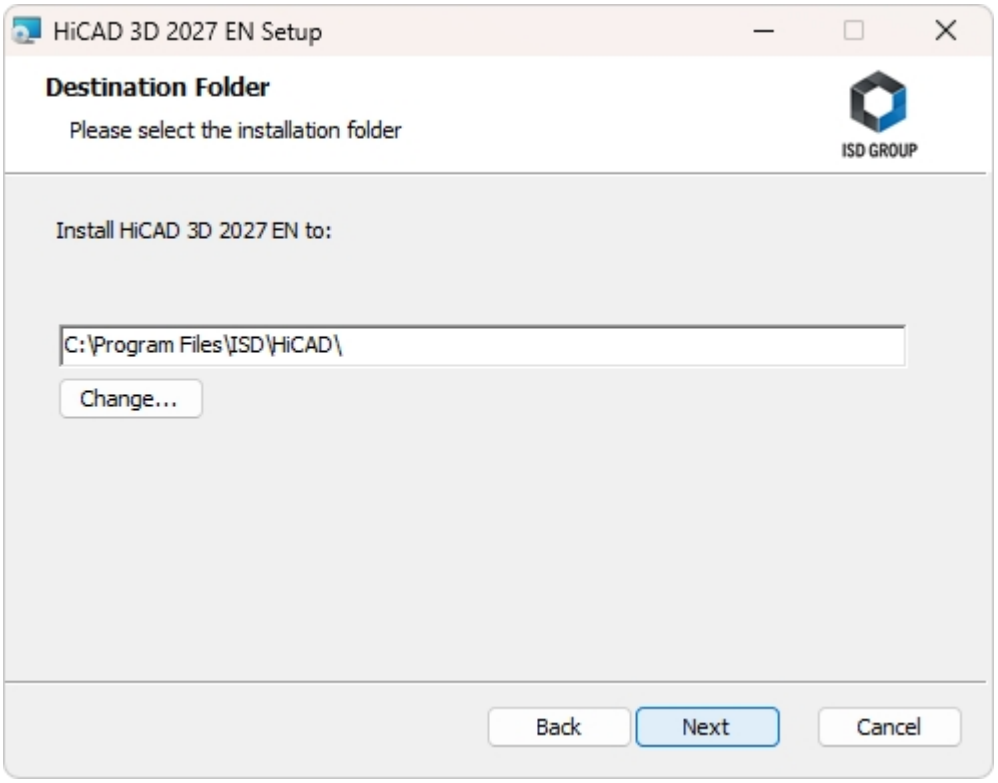


Click **Next** to start the installation.

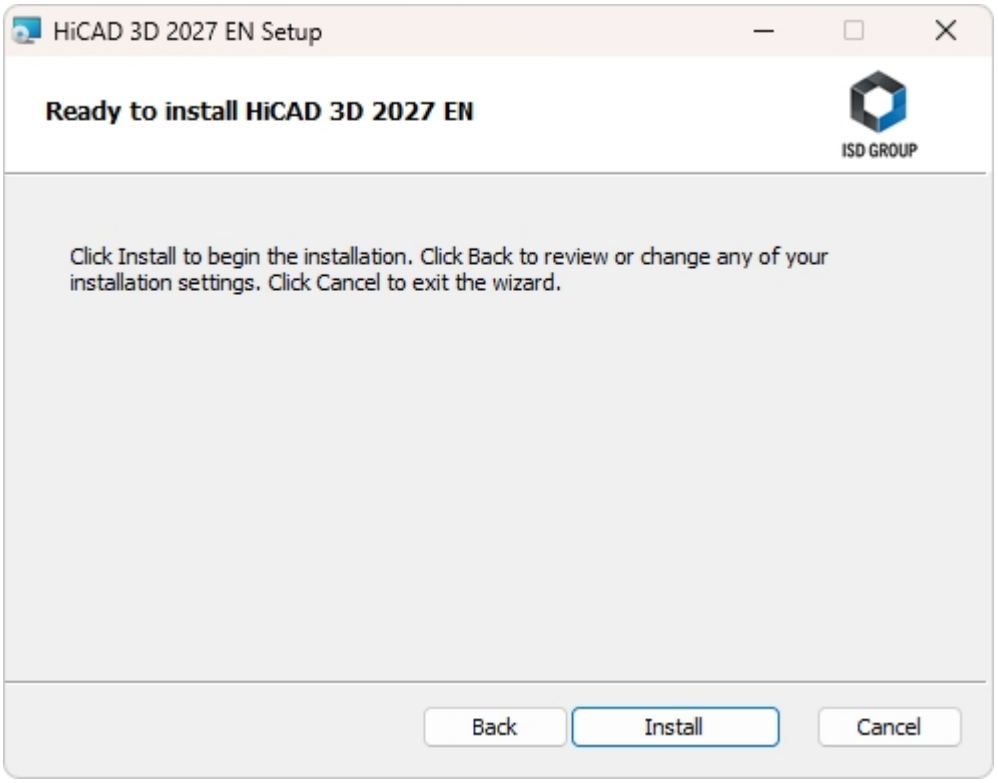


Enter the activation data for product activation and click **Next**.

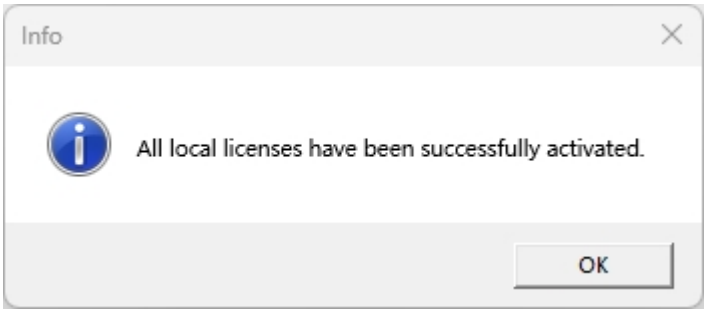
To obtain the activation data, please fill in the form on our website at isdgroup.com and upload your student identity card or your matriculation certificate.



Select an installation directory.



Click **Install**.



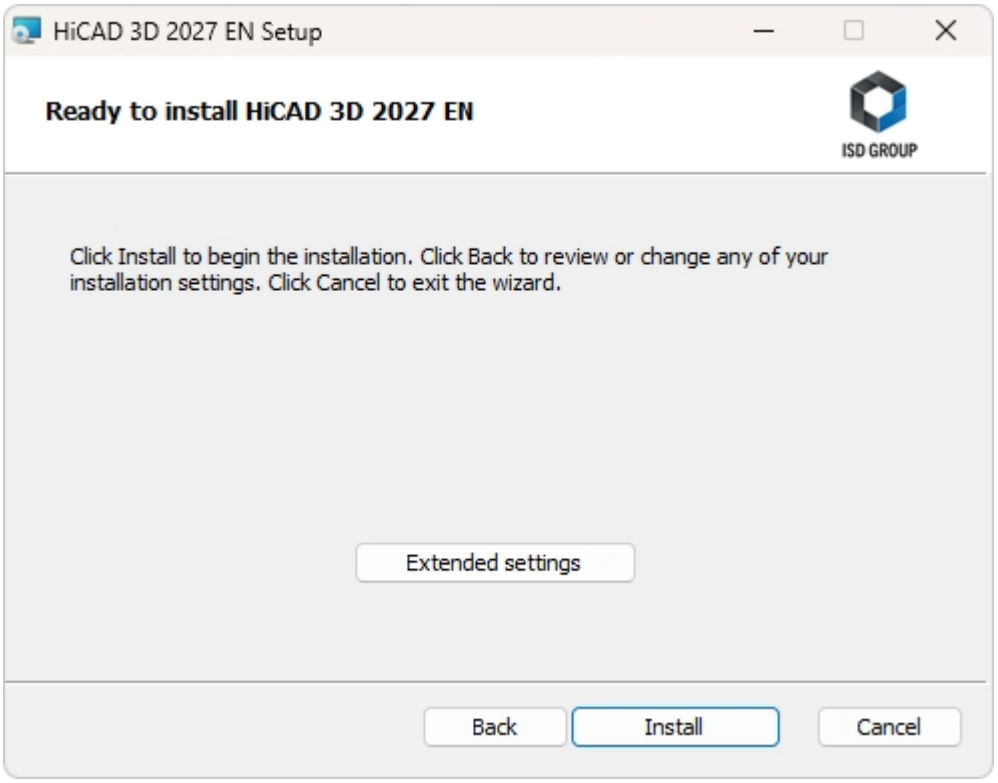
Click **OK** to complete the installation.

Silent Installation

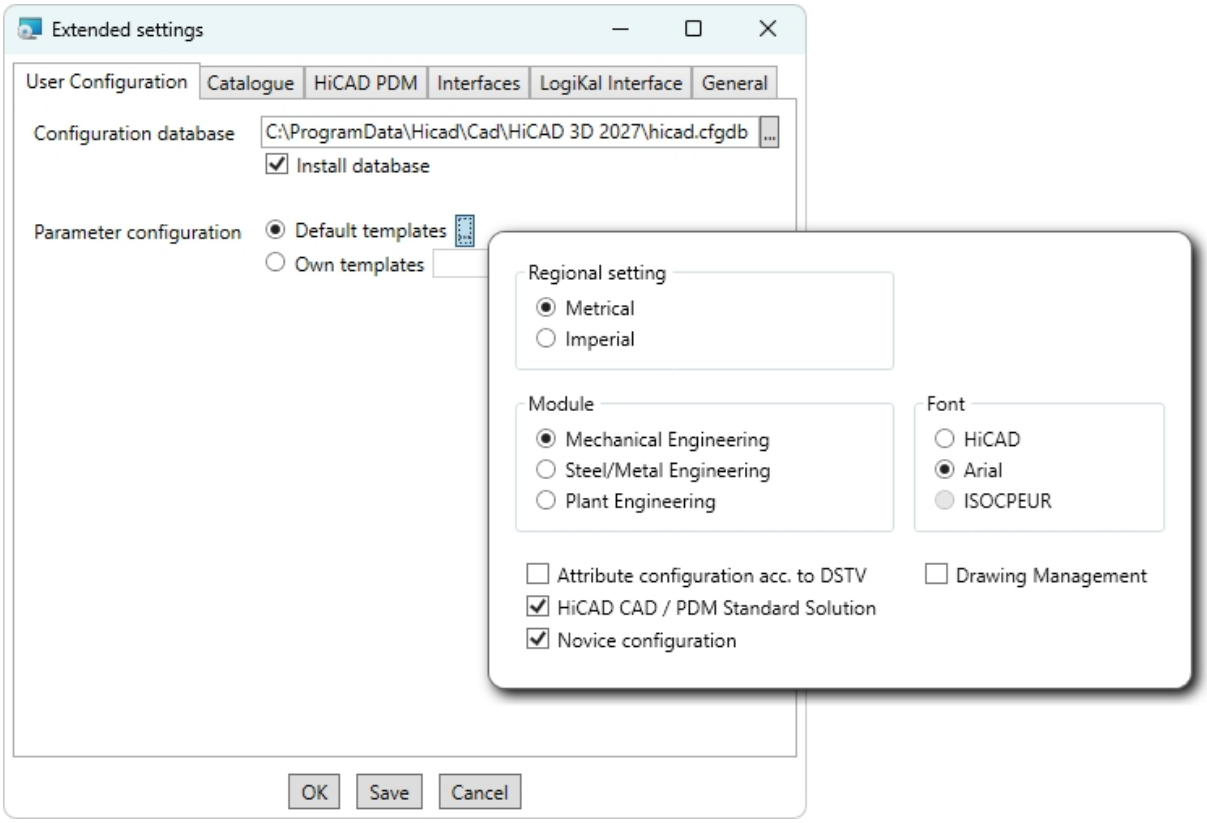
The silent installation can, for example, be configured for HiCAD 3D, HiCAD PDM or the Job Server. The procedure is always the same.

To configure the installation options, start the installation **setup.exe** as usual and make the required settings.

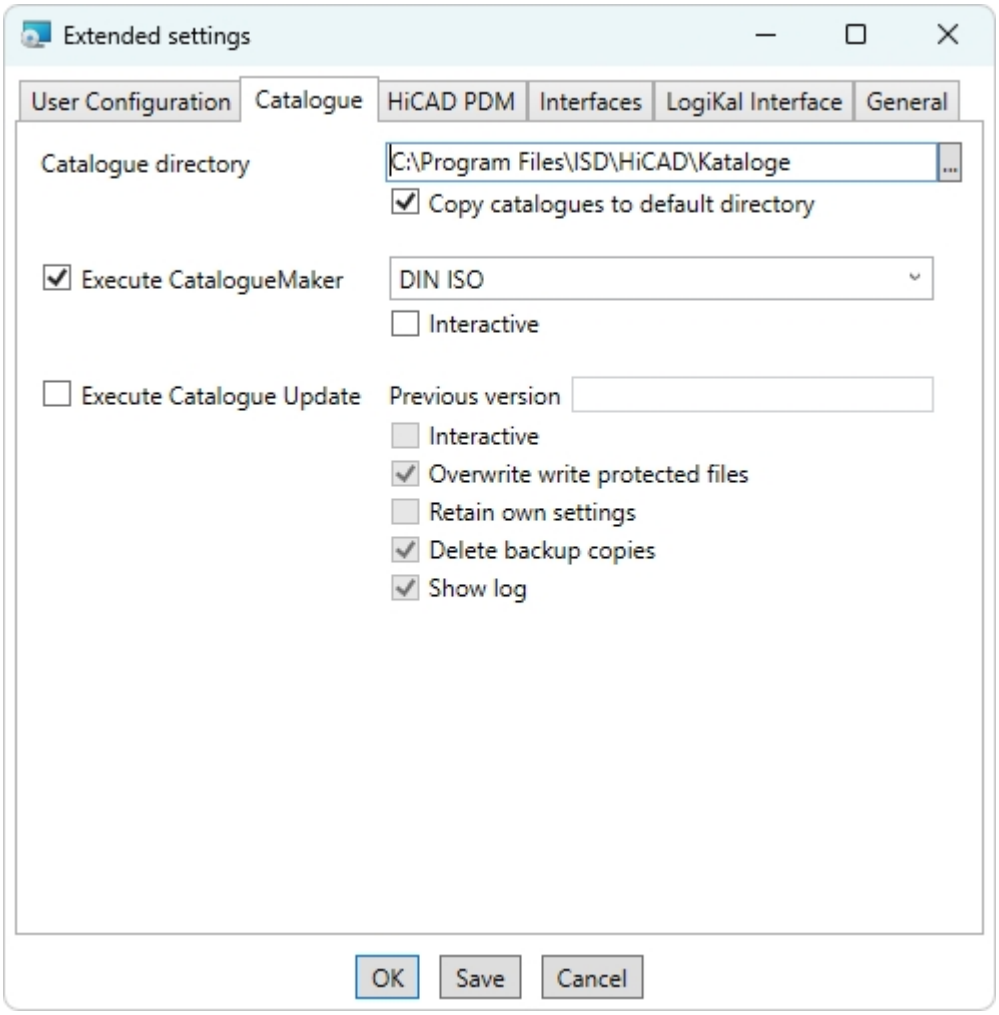
In the last dialogue of the installation, click on **Extended Settings**.



Here you can configure in particular the settings for the and the Catalogues in such a way that user interactions will no longer be required.



The parameter configuration takes place via selection of the .CSV file.



For **Execute CatalogueMaker**, the **Interactive** checkbox must been deactivated.

Clicking **Save** creates a setup.ini file containing the desired settings. This file will be loaded automatically if it is located in the same directory as the Windows Installer package **HiCAD.msi**. Alternatively you can specify a file via the command line:

setup.exe SETTINGS="<Ini-Datei>" /l*v "<Log-Datei>"

or

msiexec /i HiCAD.msi SETTINGS="<Ini-Datei>" /l*v "<Log-Datei>"

In this case the starting will not be “silent”, i.e. the installation dialogues will appear, but with the default values of the .ini file.

The option /l*v "<Log-Datei>" creates a log file of the installation which can be used for the diagnosis of installation problems.

Redistributables

Before distributing the installation you need to install the required redistributables on the target systems in order to circumvent the Microsoft-EULAs.

Examples:

vcredist.exe /passive

NDP48-x86-x64-AllOS-ENU.exe /passive

The respective command line options of the individual Redistributable Installer can be called via the command line option **/?**.

If required, the .msu files of the Windows Installer 4.5 can be installed with the Windows Package Manager **pkgmgr.exe** (http://support.microsoft.com/kb/934307/en).

The packages can be installed with /passive /norestart. Otherwise, a reboot would be initiated automatically. If a package requires a reboot, the return value is 3010; otherwise it is 0 or an error code.

Please note:

- When updating from an older version to HiCAD PDM 2027 (32.0.0) or later, please note that existing Setup.ini files must be modified or recreated.
- The redistributables located in the Hicad folder on the installation media must be installed (excluding the setup.exe file in that folder and the language-specific folders such as en-en.
- The difference between using the MSI package and setup.exe is that, if a prerequisite (redistributable) is missing, setup.exe displays an interactive message, whilst the MSI package aborts with an error code. The latter may be more suitable for use within a software deployment program.

Starting the installation in the silent mode

The installation can only be set to the silent mode via the command line:

setup.exe SETTINGS="<Ini-Datei>" /passive /l*v "<Log-Datei>"

or

msiexec.exe /i HiCAD.msi /qb!- /SETTINGS="<Ini-Datei>" /l*v "<Log-Datei>"

As neither dialogues nor error messages are displayed, /l*v "<Log-Datei>" creates a log file of the installation which can be used for the diagnosis of installation problems.

Information on further command line options can be obtained via the command line, by means of the command msiexec /? , and via the Internet at

https://learn.microsoft.com/en-en/windows/win32/msi/standard-installer-command-line-options

Starting a hotfix installation in the silent mode

Example: **msiexec.exe /i "\\entw042\Setups\Hotfix_HiC26022x64-3.msi" INSTLOC="C:\HiCAD" /passive**

Example: Batch installation incl. Redistributables and Log

@REM UAC auto elevate -->

@net file 1>nul 2>nul && goto :run || powershell -ex unrestricted -Command "Start-Process -Verb RunAs -FilePath '%comspec%' -ArgumentList '/c cd /d %CD% && %~fnx0 %*'"

```
@goto :eof
:run
@REM UAC auto elevate <--

@setlocal
@setlocal EnableDelayedExpansion

@set SOURCE=d:\Hicad
@set LANGUAGE=en-us

@for /r "%SOURCE%" %%f in (vc*redist*) do @(
echo "%%f" /passive /norestart
"%%f" /passive /norestart
if not "!errorlevel!" == "0" if not "!errorlevel!" == "1638" if not "!errorlevel!" == "3010" echo Visual C++ Runtime Installation Error && goto error
)

"%SOURCE%\DotNetFX48\NDP48-x86-x64-AllOS-ENU.exe" /q /norestart
@if not "%errorlevel%" == "0" if not "%errorlevel%" == "1638" if not "%errorlevel%" == "3010" echo .NET Runtime Installation Error && goto error

"%SOURCE%\VSTOR40\vstor_redist.exe" /passive /norestart
@if not "%errorlevel%" == "0" if not "%errorlevel%" == "1638" if not "%errorlevel%" == "3010" echo VSTOR Runtime Installation Error && goto error

@setlocal DisableDelayedExpansion

msiexec.exe /qb+! /i "%SOURCE%\%LANGUAGE%\HiCAD.msi" /l*v "HiCADInstall_%COMPUTERNAME%.log" SETTINGS="%setup.ini"

goto :eof

:error
@echo Error %errorlevel%
@net helpmsg %errorlevel%
@pause
```

Important:

The INI file must always be specified in the batch file with the complete path, as no assumptions can be made about the current directory of the Windows installer process.

If the INI is in the same directory as the batch file, this could be done via **SETTINGS="%~dp0setup.ini"**.

Configuration

Company- or user-specific requirements can be conveniently adapted to the configration.

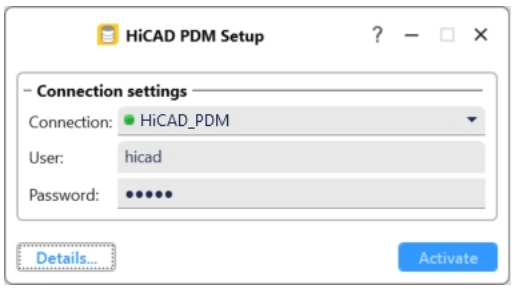
- Database Connection manager PdmSetup)
- Configuration Management HiCAD 3D
  - Configuration Management for Updates
  - Configuration Management for New Installations
- Parameter Configuration for HiCAD 3D

Database Connection Manager (PdmSetup)

The **Database Connection Manager (HiCAD PDM Setup)** allows you to enable or change various connection settings for your PDM client, for example, if errors (such as incorrect entries) occur or if changes have been made to the system architecture in the meantime.

This tool is also used to update the database version when necessary, such as after installing updates (see Updating the HiCAD PDM Database).

Run the **PdmSetup.exe** application from the \exe\ directory of your HiCAD installation, or select **Database Connection Manager** from the Windows Start menu (Windows administrator rights are required for this).

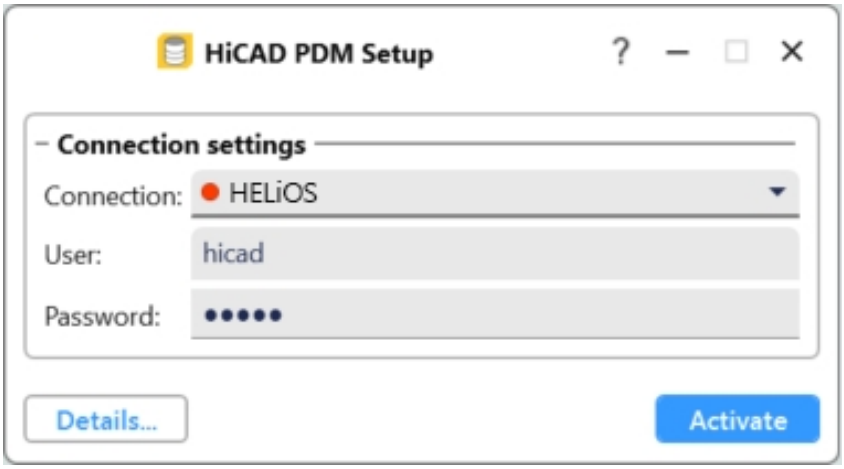


For **Connection**, any ODBC connection that may already be active is displayed (with the name of the associated database in parentheses, unless the names of the ODBC connection and the database are identical).

For **User** and **Password**, you can also show the entered password for verification. The **User** and **Password** entered in the **Database** area of the dialogue window must match what has been configured as SQL Server authentication for your database.

Select the appropriate ODBC data source from the **Connection** drop-down menu. (The drop-down menu only displays ODBC data sources that have been entered in the system.)

A database connection marked in green is the one saved in HiCAD PDM and is therefore the current ODBC connection; an inactive database is displayed in red in the drop-down menu.

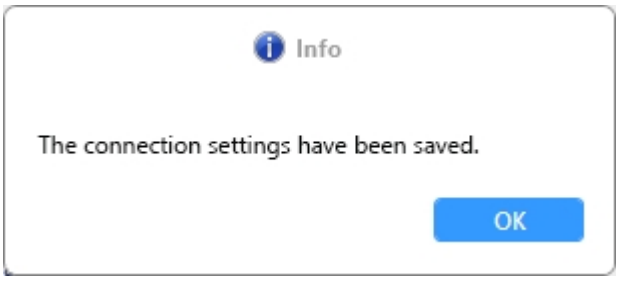


If no connection (or a connection other than the desired one) is active, you must verify that the **User** and **Password** are correct and that the selected **Connection** is the correct one.

Then click the **Activate** button. If the activated database connection is current, this button is grayed out and cannot be clicked.

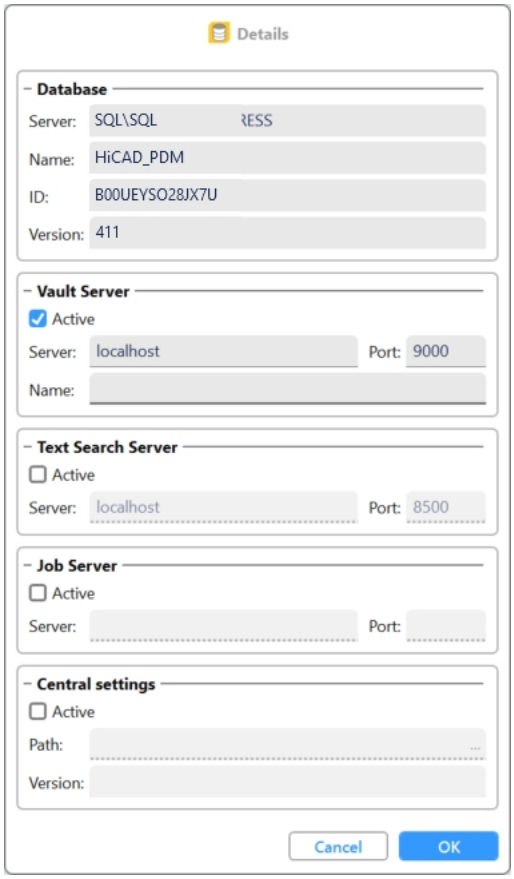
If the **Next** button appears instead of **Activate**, further actions are possible or necessary. For example, updating the database version (see Updating the HiCAD PDM Database)..

If the database connection is established successfully, you will receive a corresponding message.



The tool is structured as a wizard, which means that after clicking **Next**, the necessary update steps are presented to you sequentially in separate windows.

Clicking **Details** takes you to additional menu sections of the window: In addition to the **Database** connection, this includes connection options for the **Vault Server**, **Text Search Server**, **Job Server**, and **Central settings**.



Each of these server components can be enabled or disabled on your client system using the respective Active checkbox and modified as needed:

- **Vault-Server**: When activating or modifying this setting, specify the **Server** (name or address path), the **Port**, and the configured, system-internal name of the HiCAD PDM Vault Server.
- **Text Search Server**: When activating or modifying this setting, specify the **Server** (name or address path) and the **Port**.
- **Job Server**: When activating or modifying this setting, specify the **Server** (name or address path) and **Port**.
- **Central settings**: When activating or modifying the central settings directory, specify the **Path** to the directory. The settings **Version** indicates the current and, if applicable, required version of HiCAD PDM.

Configuration Management

HiCAD 3D offers a central configuration management with the Configuration Editor. This tool allows the creation of customer-specific configurations for a wide range of tasks, such as dimensioning, annotation, workshop drawing creation, fitting of vertical ladders etc. Once adjusted to company-specific requirements, these configurations can directly be used in HiCAD 3D, without having to specify any further settings. The aim of our further developments is a gradual transfer of the previously used system files with their adjustable parameter settings into the Configuration Editor, thus enabling a central and safe configuration management.

This transfer has already been realised for the following files:

- ALGPAR.DAT (as of 1800)
- BEMPAR.DAT (as of 1800)
- DIMENSIONING_SETTINGS.XML (as of 1800)
- KRPGEN.DAT (as of 1801)
- MASPAR.DAT (as of 1801)
- FITTABLE_SETTINGS.XML (as of 1801)
- STBEMPAR.DAT (as of 1801)
- TXTANSI.DAT (as of 1801)
- STABMPAR.DAT (as of 1802)
- AUBM3PAR.DAT (as of 1802)
- ALG3DPAR.DAT (as of 1901)
- FEATURE.DAT (as of 1901)
- SCHRIF.DAT (as of 1901)
- TXTFONT.DAT (as of 1901)
- LINPAR.DAT (as of 1901)
- SSWRITESTEP.DAT (as of 1901)
- NORM.DAT (as of 2000)
- PASSTAB.DAT (as of 2000)
- PASSTAB0.DAT (as of 2000)
- ANSGEN.DAT (as of 2100)
- PARAMASS.DAT (as of 2101)
- SSTINI3D.DAT (as of 2102)
- SSTINI.DAT (as of 2102)
- STB_PARAMETER.DAT (as of 2102)
- GRAPAR.DAT (as of 2201)
- KNTPAR.DAT (as of 2202)
- REF3D_ATTR_AKT.DAT (as of 2300)
- TXTPAR.DAT (as of 2300)
- TPAR.DAT (as of 2400)
- ABWPAR.DAT (as of 2402)

- ABWCOL.DAT (as of 2402)
- ABWPOL.DAT (as of 2500)
- KRPMOD.DAT (as of 2700)
- SKIZZTEC.DAT (as of 2701)
- PRODUKTEDITORKONFIG.DAT (as of 31.0)

The settings from these files have been integrated into the Configuration Management. In the Online Help for the Configuration Management you will find the document schluesselnamen.pdf, which shows you where you can retrieve the entries from the DAT files in the Configuration Editor.

In addition, the Online Help provides a description of various scenarios for the utilisation of the tool. An extensive description of the Configuration Management (Performance – Functions – Scenarios) is provided in the document ISD-Configuration.pdf.

Configuration Management for Updates

When performing an update, your settings from the existing configuration file **HICAD.CFGDB** of your previous HiCAD 3D version will be transferred to the Configuration Management of HiCAD 3D 2027, namely into the Administrator profile.

When the update is performed, only the values predefined by the ISD, i.e. the “factory settings”, will be changed. All other (administrator or user) settings will be preserved.

If you use a central configuration database on a server, it will be automatically detected by the update program by means of the aforementioned Registry entry, and will be updated. For an update of several workstations, one single update will be sufficient; a multiple update will, however, not do any harm either (as an already updated setting will not be updated again).

When HiCAD 3D is started, the configuration database will be checked.

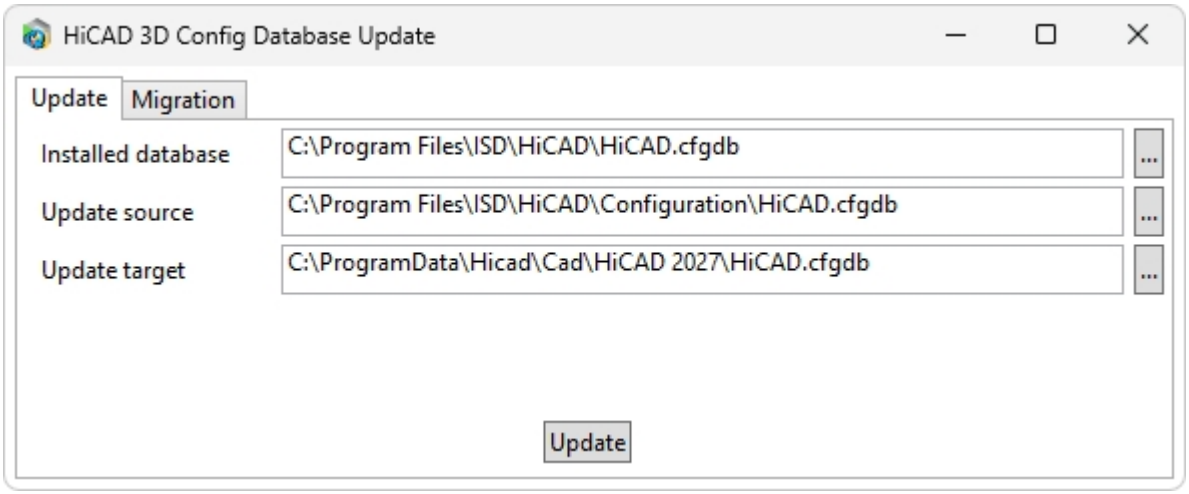
- If HiCAD 3D is started with an outdated configuration base, a corresponding message will be displayed. In this case, please perform an update of the configuration database in order to avoid error messages or unexpected behaviour.
- If HiCAD 3D is started with the database of a newer Major Release, a corresponding message will be displayed. In this case, please use a compatible database to avoid error messages or unexpected behaviour.

Configuration Management for New Installations

If you perform a (new) installation of HiCAD 3D 2027, the settings predefined by the ISD will be initially used in the Administrator profile of the Configuration Management. If you want to transfer your individual settings in the file **HICAD.CFGDB** to the Configuration Management of HiCAD 3D 2027, use the program **ConfigDatabaseUpdate.exe** in the HiCAD 3D EXE sub-directory for this.

Furthermore, you are enabled to transfer settings from old **DAT** and **XML** files which are now managed in the Configuration Editor, to the configuration database of the current version.

Start the **ConfigDatabaseUpdate.exe** from the HiCAD 3D / exe sub-directory



Use the **Update** tab of the ConfigDatabaseUpdate you tab to transfer the settings of your previous configuration file (.CFDB) to the configuration file.

Installed database	The configuration database to be updated, i.e. (the configuration database of your previous HiCAD 3D.
Update source	The configuration database of the new version; the configuration database with the current ISD settings can be found in the folder: [HiCAD 3D installation directory]\Configuration.
Update target	The result of the update. If you enter the same file here as in the Installed database, a backup of the previous configuration database will be created. You cannot enter the same database here that you entered in the Update source field.

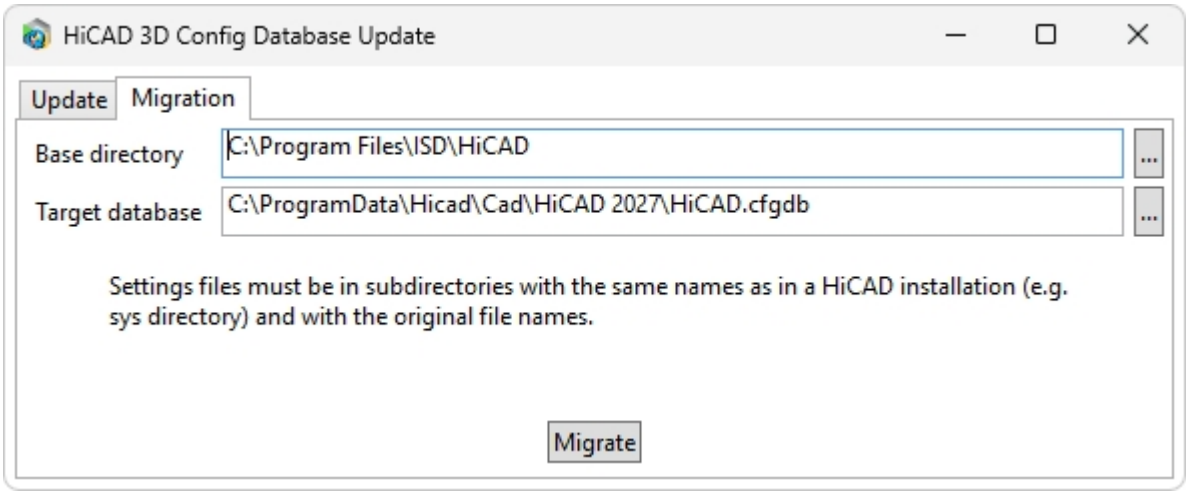
Select the directories.

Click the Update button to start the process.

Use the **Migrate** tab to transfer your individual settings from old **DAT** and **XML** files which are now managed in the Configuration Editor, to the configuration database of HiCAD 3D.

The setting files with their adjustments need to be copied to the HiCAD 3D SYS subdirectory of the new HiCAD 3D version for this purpose.

Start the **ConfigDatabaseUpdate.exe** from the HiCAD 3D / exe sub-directory and activate the **Migrate** tab.



HiCAD 3D base folder	Here you enter the directory where your old DAT and XML files etc. are located. Please make sure that the old files have the same name and are located in the same directory structure as in a HiCAD 3D standard installation.
Target data-base	Here you specify the database to which the data are to be transferred.

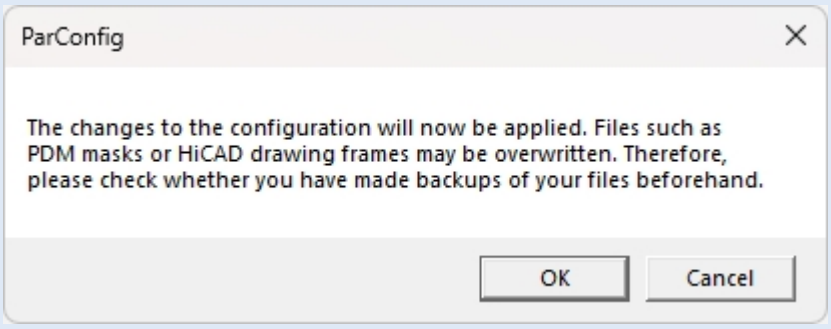
Select the directories.

Click the **Migrate** button to start the process.

Parameter Configuration for HiCAD 3D

Important update notes - please read carefully!

When you run the **Parameter Configuration (Administrator)** (HiCAD 3D exe\ParameterConfigAdministrator.exe) tool – either during the installation/update (Extended Settings > User Configuration tab) or later – the following message will be displayed.



After confirming with **OK**, various system files in the HiCAD 3D sys and szenen directory will be replaced with the files supplied in the HiCAD 3D templates directory which have been designed especially for a working with the selected module and the activated checkboxes (e.g. …DSTV or Drawing Management). These files include, for example

- HiCAD 3D masks for the part attributes (*.HDX),
- HiCAD PDM masks for projects, documents and articles (*.XML),
- Various configuration files (*.HDB) and
- Template files for annotations (*.FTD).

You should therefore always make backups of all files that you have customized before using the ParameterConfigAdministrator.exe tool! If you have any questions, please contact your nearest ISD branch office.

Cancel aborts the operation without any changes to the configuration.

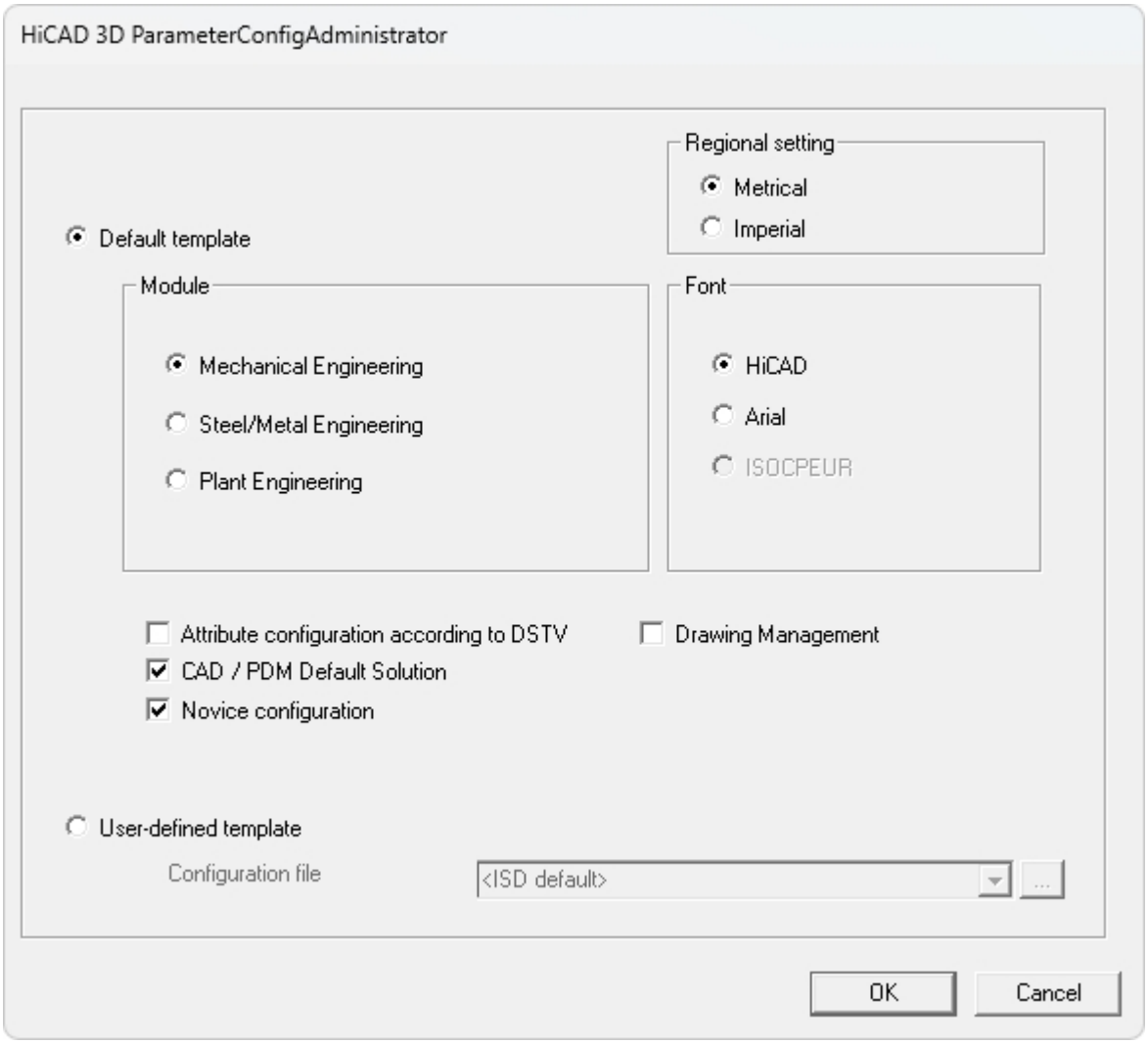
HiCAD 3D provides suitably customised interfaces and configurations for various fields of engineering, e.g. for Mechanical Engineering, Steel Engineering, Metal Engineering or Plant Engineering. You can select these options during the installation of HiCAD 3D.

To change the parameter configuration subsequently, start the programs

- ..exe/**ParameterConfigAdministrator.exe** for the workstation configuration, and
- ..exe/**ParameterConfigUser.exe** for the user configuration.

Depending on the selection in the Parameter configuration, the settings stored in the **CSV file**, too, will be applied. In a CSV file it is, amongst other things, specified which files (e.g. HiCAD 3D part masks or template masks for annotations) are to be copied to the sys directory.

When performing an Update, various system files in the HiCAD 3D sys directory will be replaced with the files supplied in the HiCAD 3D templates directory which have been designed especially for a working with the selected module and the activated checkboxes (e.g. …DSTV or Drawing Management). The standard CSV files are located in the templates directory of the HiCAD 3D installation. CSV files are configuration templates that you can create and edit with Microsoft Excel.



In the dialogue window you have the following setting options:

- **Region**
  If you choose **North America** as the **Region**, then the system automatically switches to imperial, i.e. non-metric units. This applies to:
  - units of your drawings,
  - dimensions and
  - scales.

  This means that settings made in the Configuration Editor will be replaced if necessary! The same applies if you choose **Europe** as the **Region**. Here, the conversion is to metric units, dimensions and scales. In addition, further drawing frames are available.
- **Module**
  Here you choose the required filed of engineering. The common HiCAD 3D parameters are then configured for this area.
- **Font**
  Specifies the text font default setting, e.g. for dimensioning, title blocks, view labelling, annotation etc.
- **Attribute configuration according to DSTV**
  If you want the HiCAD 3D attribute masks for parts and drawings to obtain the DSTV-relevant attributes, please activate the appropriate checkbox. The files BRW_3DTEIL.HDX and BRW_SZENE.HDX in the HiCAD 3D SYS directory will be preset for DSTV BOM configuration.

- **HiCAD 3D/HiCAD PDM Default Solution**
  Provides you with a preconfigured database solution for a safe and convenient management of product data. If you want to use it, activate the checkbox.
- **Novice Configuration**
  If you want HiCAD 3D to be preset so that the automatic procedures of the novice configuration apply, activate this checkbox.
- **Drawing Management**
  Provides the PDM configuration with typical civil engineering attributes, masks and title blocks.
- **User-defined template**
  Activate this option if you want to use your own configurations. Then select the relevant configuration file.

Please note:
When performing an update, only activate the copying of default templates if no user-specific, customized masks and Bills of Materials are used.

Update

- Licensing in Case of Updates
  - Updating the Server License
  - Updating Local Licenses
- Carrying Out the Installation
- Data Compatibility of HiCAD 3D/HiCAD PDM
- Update of HiCAD 3D
  - Backups Before Performing the HiCAD 3D Update-Installation
  - Update Installation of HiCAD 3D
- ISD Update Service
  - Installing the ISD Update Service
  - Using the ISD Update Service
  - ISD Update Service: Settings
- Update - Procedure for the modules Plant Engineering and Pipeline Planning
- Updating the HiCAD PDM Database
- Manual Registration of Multi-CAD Add-ins
- CatalogueMaker

Licensing in Case of Updates

Before updating HiCAD 3D/HiCAD PDM, you must deactivate all licenses (Server Licenses or Local Licenses). The procedures for Server Licenses and Local Licenses are different.

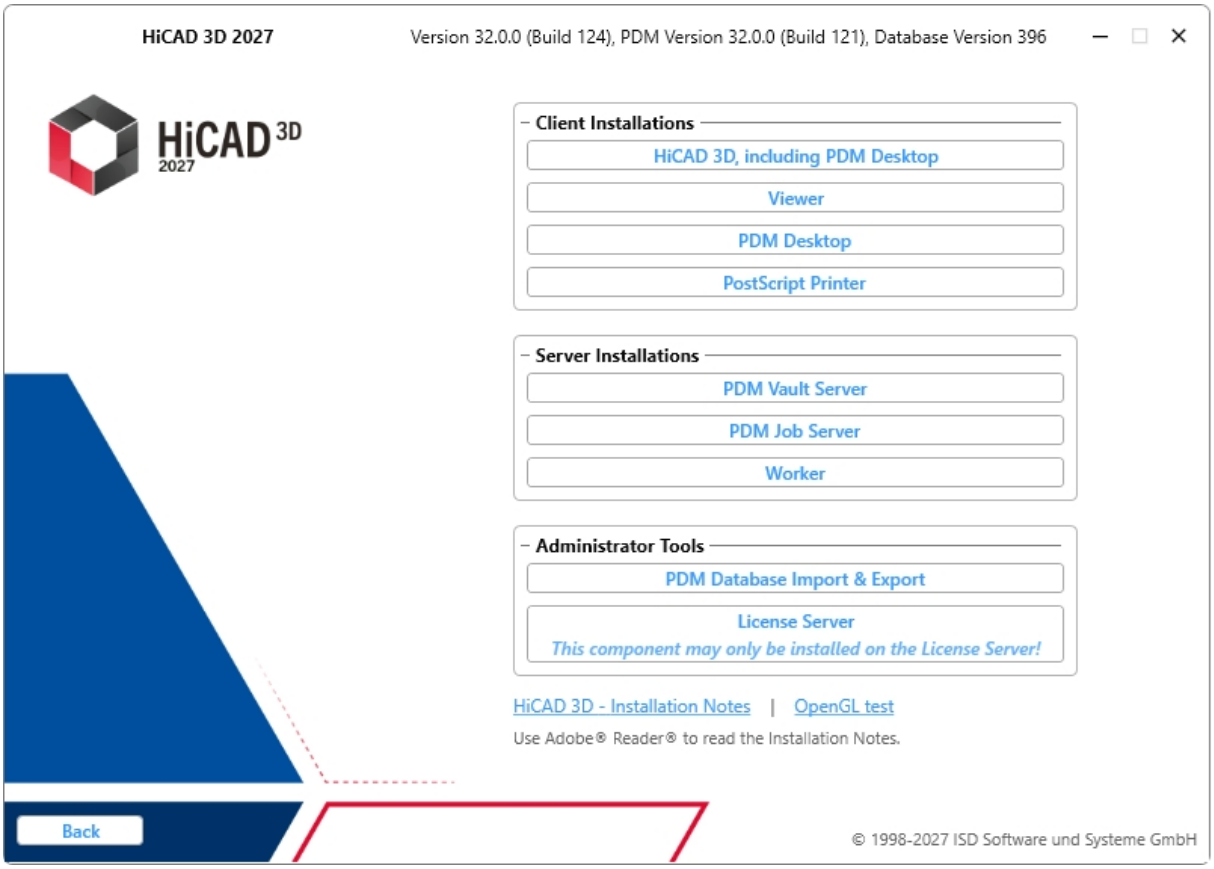
Updating the Server License

For a Server license the License Server software and the License Management tools may require an update. Furthermore, you need to deactivate the licenses for the old Version first, and then activate those for Version 2027.

You can start with the installation of HiCAD 3D/HiCAD PDM before or after activation of the new licenses; a starting of the software is, however, only possible after activation of the new licenses.

The current Version of the License Server, Sentinel RMS License Manager, can be found on the installation medium of HiCAD 3D/HiCAD PDM 2027. If you have an older version, you need to uninstall this version with the help of the Windows Control Panel. First, uninstall the **Sentinel RMS License Manager** there and (if there are any) the AdminToolsServer.

You can then install the new version of the License Server from the installation medium. Start the installation wizard and click on the **Standard Edition** button. In the selection mask of the installation wizard, click on the **License Server** button.



Before you can use the new licenses of HiCAD 3D/HiCAD PDM 2027, you need to deactivate the old licenses with the help of the ISD License Manager. This tool is can be found via the in the Windows Start menu under **Program files** > **HiCAD 3D**.

After starting the **ISD License Manager** the **License Activator** tab will be active. Normally, the **EID** (Entitlement ID) field is still filled in and the fields **E-mail** and **Password** are still empty. The activated modules of

the old version are highlighted (blue). Click on the **Deactivate** button to revoke the activation of these modules.

To activate the new licenses you require the **ISD License Manager (Server)**. After installing 2027 this tool is available in the Windows **Start** menu via **Programs > HiCAD Licensing**.

Another prerequisite for the activation of the new licenses is their requesting via the via the Update form and the subsequent provision of the licenses by the ISD.

Start the current **ISD License Manager (Server)**, which you can find in the Windows Start menu via**Programs > HiCAD Licensing** (the ISD License Manager (Server) required for server licenses is installed in the folder C:\Program Files\ISD\AdminToolsServer\exe).

On the **License Activator** tab, enter the **Entitlement ID**, your **E-mail address** and your **Password** and click **Login**. After connecting to the **ISD License Server**, all your purchased licenses will be shown. Use the checkboxes to select the modules that you wish to activate and confirm your selection with a click on the **Activate** button.

After successful activation you can start HiCAD 3D/HiCAD PDM.

Updating Local Licenses

Before installing HiCAD 3D/HiCAD PDM 2027, you need to deactivate the local licenses of the old version on **all** workstations. After installing HiCAD 3D/HiCAD PDM 2027, you need to activate the new licenses.

To deactivate the old licenses you use the **ISD License Manager**, which is located in the Windows start menu at **HiCAD 3D** or in the exe directory of your HiCAD 3D version.

On the **License Activator** tab, click on the **Deactivate** button to revoke the activation of the modules, i.e. to deactivate them. After successful deactivation, a corresponding message will be displayed.

To activate the new licenses you require the most recent **ISD License Manager**. After installing HiCAD 3D/HiCAD PDM 2027 this tool will be available to you in the **Start** menu of Windows under **HiCAD 3D** or in the exe directory of the new HiCAD 3D version.

Another prerequisite for the activation of the new licenses is their requesting via the Update form and the subsequent provision of the licenses by the ISD. After installing HiCAD 3D/HiCAD PDM, start the most recent **ISD License Manager** (Folder [HiCAD 3D/HiCAD PDM installation directory]\exe\ISDLicenseManager).

On the **License Activator** tab, enter the **Entitlement ID**, your **E-mail address** (the address to which the E-mails of the Activation@isdgroup.de were sent) and your **Password** and click **Login**.

After connecting to the **ISD License Manager**, all your purchased licenses will be shown. Use the checkboxes to select the modules that you wish to activate and confirm your selection with a click on the **Activate** button. The selected modules will then be activated on your workstation. You can deactivate them again at any time to enable their use on a different workstation.

After successful activation you can start HiCAD 3D/HiCAD PDM.

Carrying Out the Installation

The installation of HiCAD 3D/HiCAD PDM and 3rd Party CAD can be carried out by the Consulting of the ISD. In the context of Update Installation, the last 5 release cycles are supported.

We recommend to note the following instructions:

1. Users with sufficient background knowledge can generally perform the updates themselves.
2. When performing an Update Installation, the "Installation Notes" must be read/considered thoroughly. The responsibility lies with the user. Updates generally fall under the category "Consulting". Therefore, questions about the Update Installation that go beyond purely functional questions about the installation are subject to a charge.
3. When performing an Update Installation, in addition to reading the "Installation Notes", we always recommend carrying out a test update as part of a test installation first and, only if this is successful, carrying out the update in the live system. Customer-specific adjustments to the HiCAD 3D/HiCAD PDM installation may have to be updated/adjusted as part of the test installation.

Since the effort of an update increases with the number of skipped versions, we generally recommend an installation by the ISD. This also saves the user from having to familiarize themself with the Update Installation topics and ensures that nothing will be forgotten.

Data Compatibility of HiCAD 3D/HiCAD PDM

No changes are made to the HiCAD 3D data format and the HiCAD PDM standard database within major releases. This means that all patches and service packs of a version (e.g. 32.0.x, 32.X.x) will be using the same data format, and no HiCAD PDM update will be required.

When updating from older HiCAD 3D versions to HiCAD 3D 2027(Version 32.X), please note the information given below.

Update from Version	HiCAD PDM Update	HiCAD 3D data format changed
HiCAD 3D 2026 Version 31.X	✓	✓
HiCAD 3D 2025 Version 30.X	✓	✓

Please note:

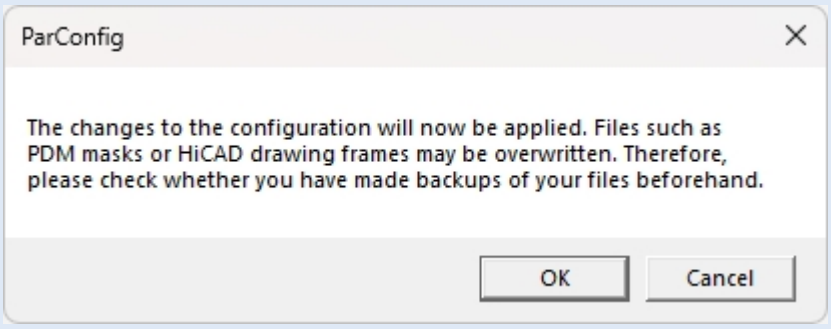
- If a HiCAD PDM update is necessary, older HiCAD 3D, respectively HiCAD PDM versions have no access to the database any more. All workplaces need to be converted at the same time.
- If the HiCAD 3D data format has been changed, drawings and parts cannot be loaded with the older version if they were saved with the new version.

Update of HiCAD 3D

The ISD recommends performing an Update Installation when switching from an old version to HiCAD 3D 2027 or for the installing of Service Packs and Patches. Before the update, create a backup of the Catalogues, the HiCAD.cfgdb (Configuration Database) and the HiCAD PDM Database (only required if you actually work with a HiCAD PDM Database).

Important update notes - please read carefully!

When you run the **Parameter Configuration (Administrator)** (HiCAD 3D exe\ParameterConfigAdministrator.exe) tool – either during the installation/update (Extended Settings > User Configuration tab) or later – the following message will be displayed.



After confirming with **OK**, various system files in the HiCAD 3D sys and szenen directory will be replaced with the files supplied in the HiCAD 3D templates directory which have been designed especially for a working with the selected module and the activated checkboxes (e.g. ...DSTV or Drawing Management). These files include, for example

- HiCAD 3D masks for the part attributes (*.HDX),
- HiCAD PDM masks for projects, documents and articles (*.XML),
- Various configuration files (*.HDB) and
- Template files for annotations (*.FTD).

You should therefore always make backups of all files that you have customized before using the ParameterConfigAdministrator.exe tool! If you have any questions, please contact your nearest ISD branch office.

Cancel aborts the operation without any changes to the configuration.

Backups Before Performing the HiCAD 3D Update Installation

Before starting the Update Installation of HiCAD 3D, you should create a backup of the following files:

- Catalogues
- HiCAD.cfgdb (Configuration Database)
- HiCAD PDM Database (only required when you actually work with a HiCAD PDM Database)

These components will be automatically updated during the installation. Nevertheless is a backup of these components recommended, e.g. for cases in which an unexpected interruption of the update occurs.

Please create an archive folder for the storage of these backups.

Backup of catalogues

Find the folder where the catalogues of the old version are located.

- In case of a local installation this is usually the KATALOGE folder in the directory of your HiCAD 3D installation.
- In case of a network installation the catalogues are normally located in a shared network folder, which is indicated in the Windows Registry at HKEY_LOCAL_MACHINE\SOFTWARE\Hicad\Cad\Hicad\<Major>.<Minor>.<Patch> (version) in the CatDir key.

In the Windows Explorer, right-click the folder that contains the catalogues. Select **Send to > Compressed (zipped) folder**. Important: Please choose a descriptive name for the zipped folder enabling an easy recognition of the catalogues, e.g. HiCAD_2025_CATALOGUES.ZIP

After its creation, move the file to the archive folder.

Backup of Configuration Database HiCAD.cfgdb

Before installing the new HiCAD 3D version, copy the old file HiCAD.cfgdb to the archive folder.

In the Windows Registry at HKEY_ LOCAL_ MACHINE\SOFTWARE\Hicad\Cad\Hicad\<Major>.<Minor>.<Patch> (version) in the CfgdbPath key you can see where the file HiCAD.cfgdb is located.

Backup of HiCAD PDM Database

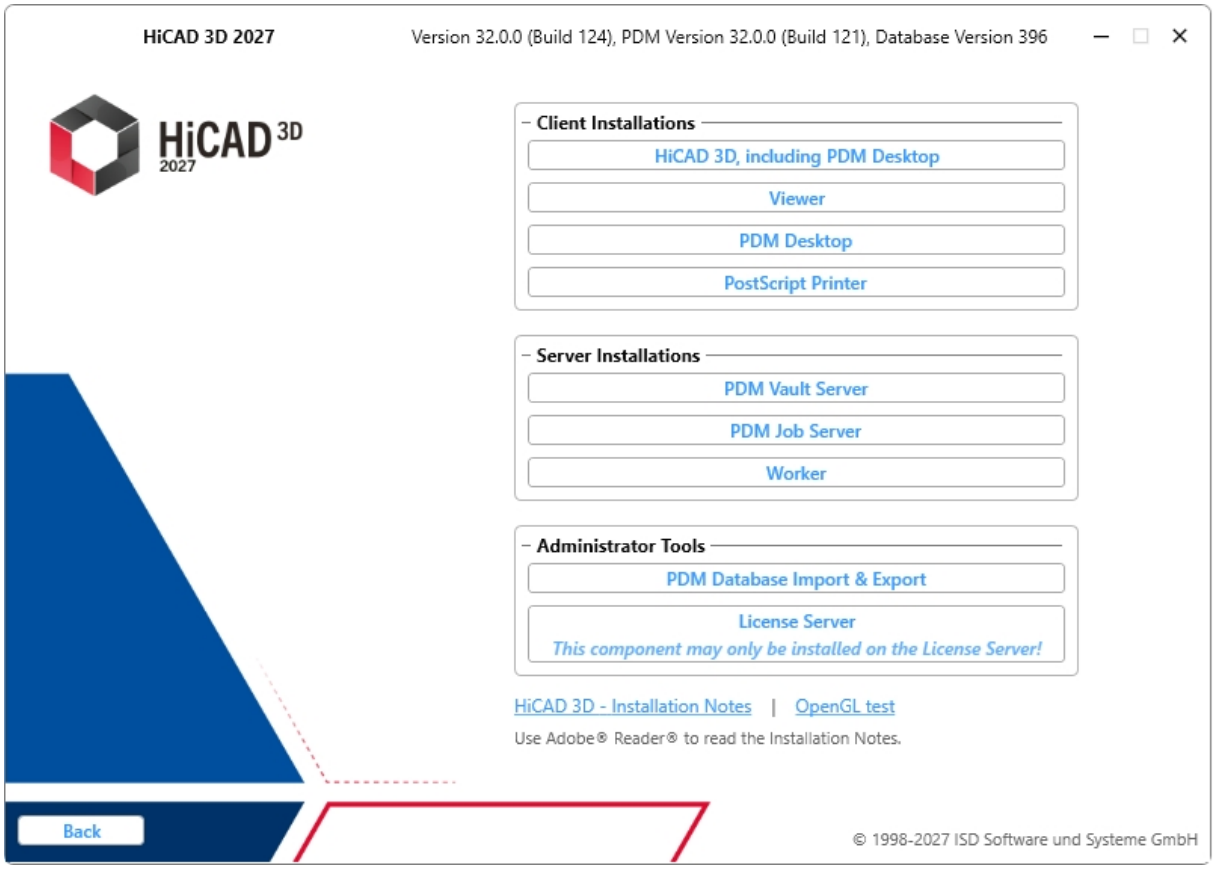
Open the **SQL Server Management Studio**. .On the left side, right-click **bauteil...** in the list. Then, select Tasks > Back Up. Make sure that the backup will be stored in the archive folder. You can then compress the backup file (.bak) to a ZIP file.

Update Installation of HiCAD 3D

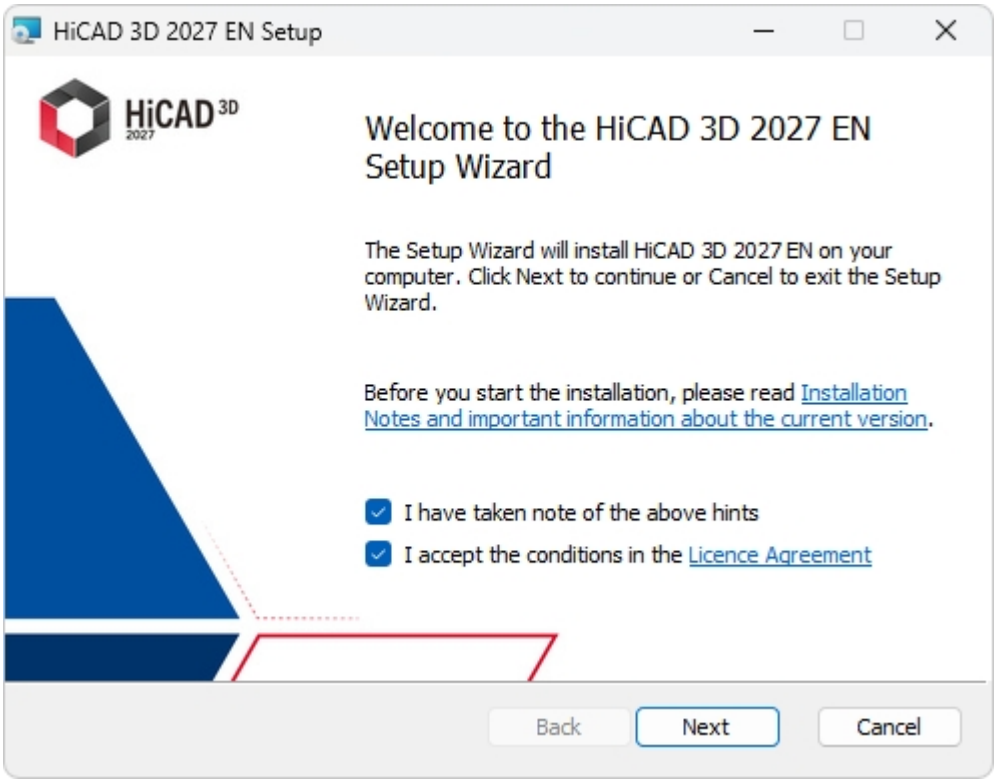
You can conveniently download the current HiCAD 3D version in the Download Area. On the corresponding installation medium you will find, besides the HiCAD 3D installation, further utilities and the HiCAD PDM installation. Please note that the HiCAD PDM installation is the last available HiCAD PDM patch containing the same database version as the HiCAD PDM version that was originally released with the corresponding Major Release. The advantage of this is that you will not need to update the database as well thanks to the simultaneous installation of HiCAD PDM.

Start Windows to begin with the Update Installation. If Windows has already been opened, close all other applications and start the installation wizard.

In the installation wizard, click the **Standard Edition** button, which opens a mask with various selection options for software components.

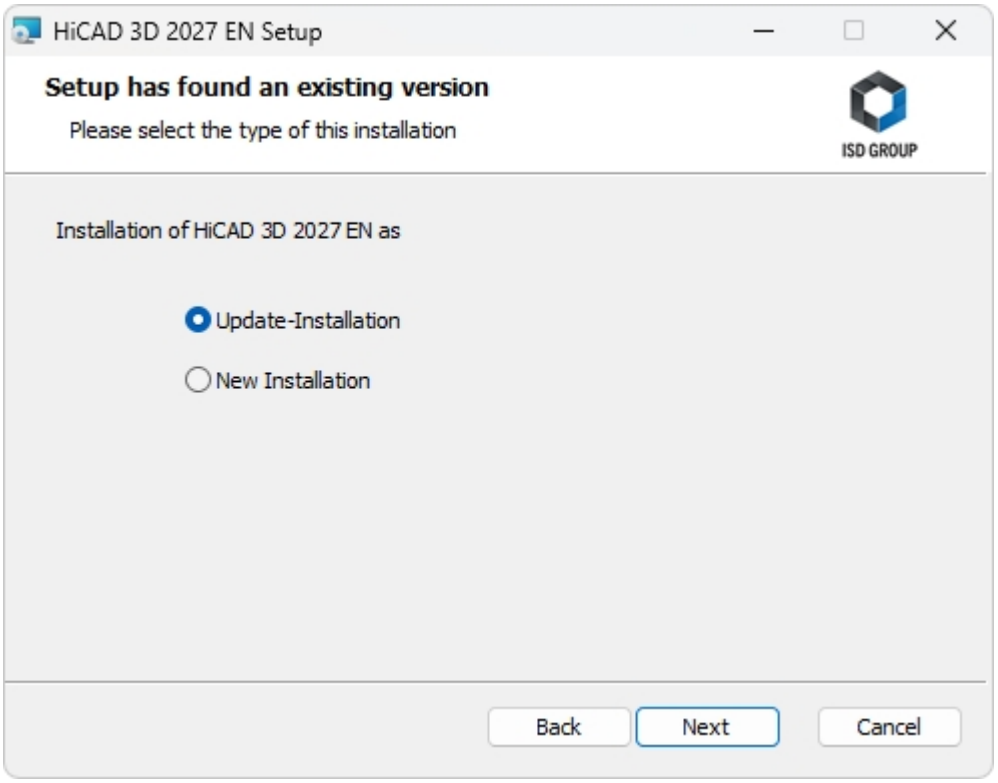


Click on the **HiCAD 3D and HiCAD PDM** button.

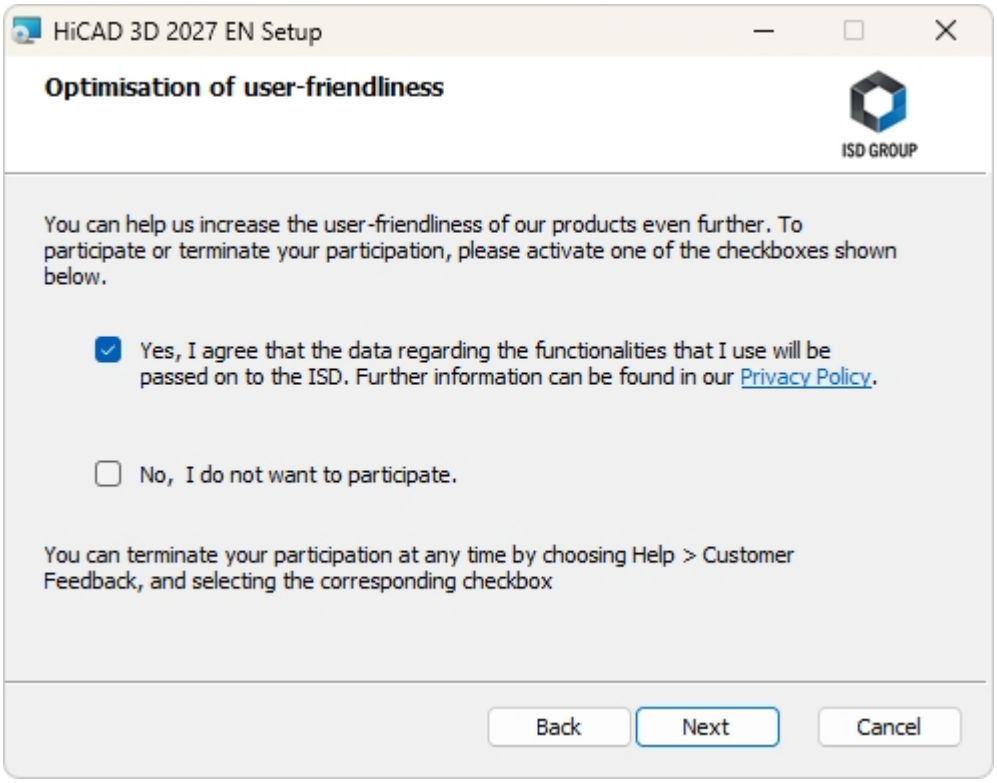


Please read the **Installation Notes** and the Licence Agreement carefully.

If the installation program finds an already installed HiCAD 3D Version, this will be indicated in a corresponding dialogue window.

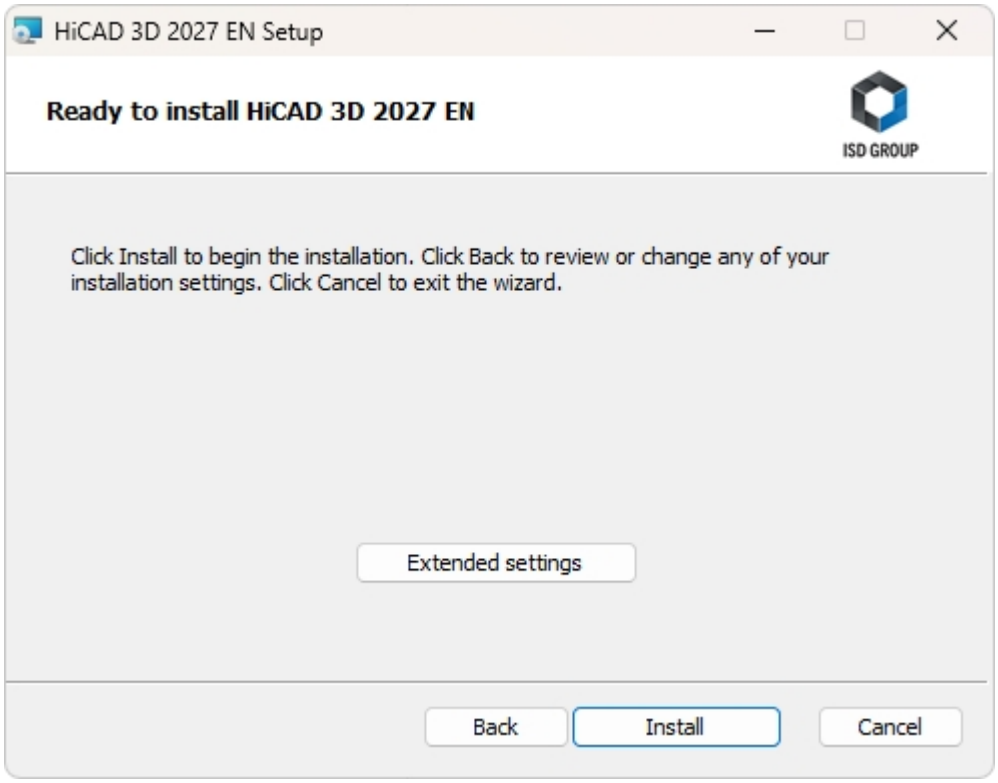


Activate the **Update Installation** option and click **Next**.

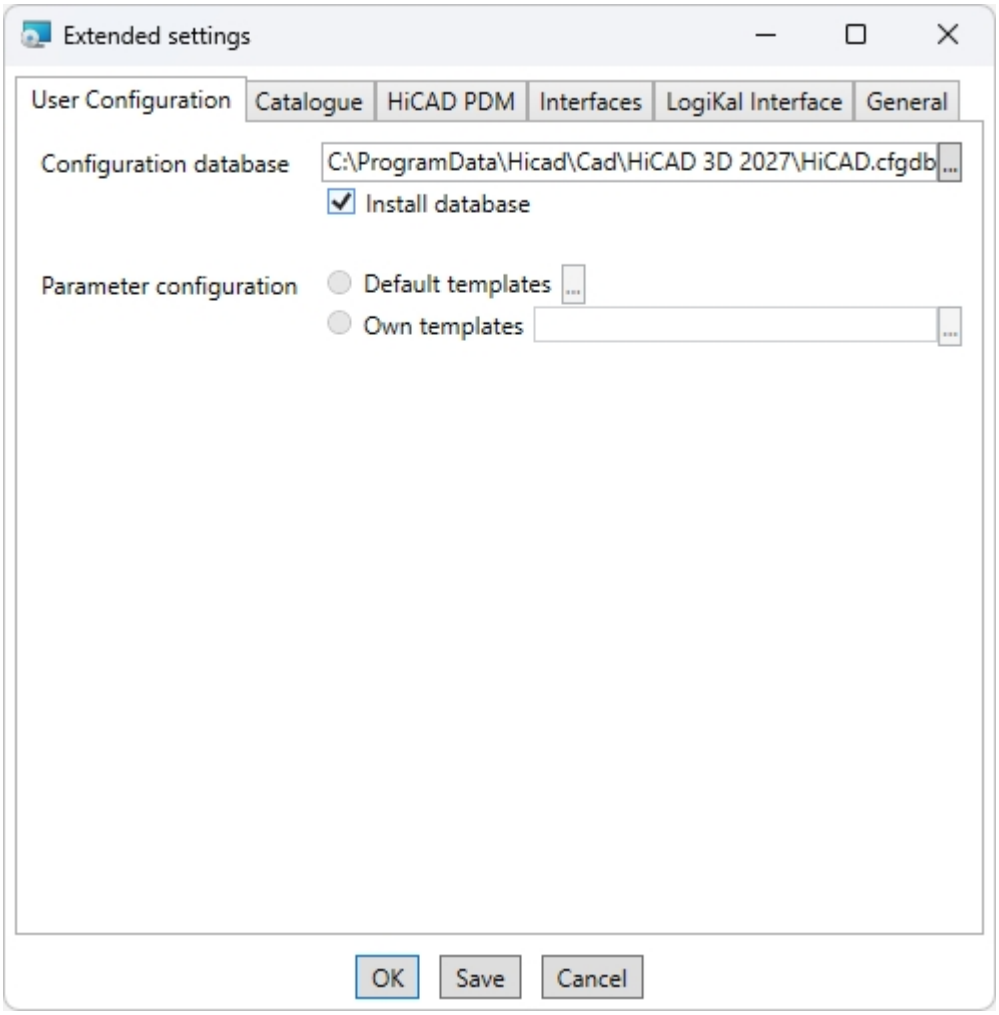


You can help us increase the user-friendliness of our products even further. To participate or terminate your participation, please activate the corresponding checkbox.

You can terminate your participation at any time by choosing **Help > Customer Feedback**, and selecting the corresponding checkbox.

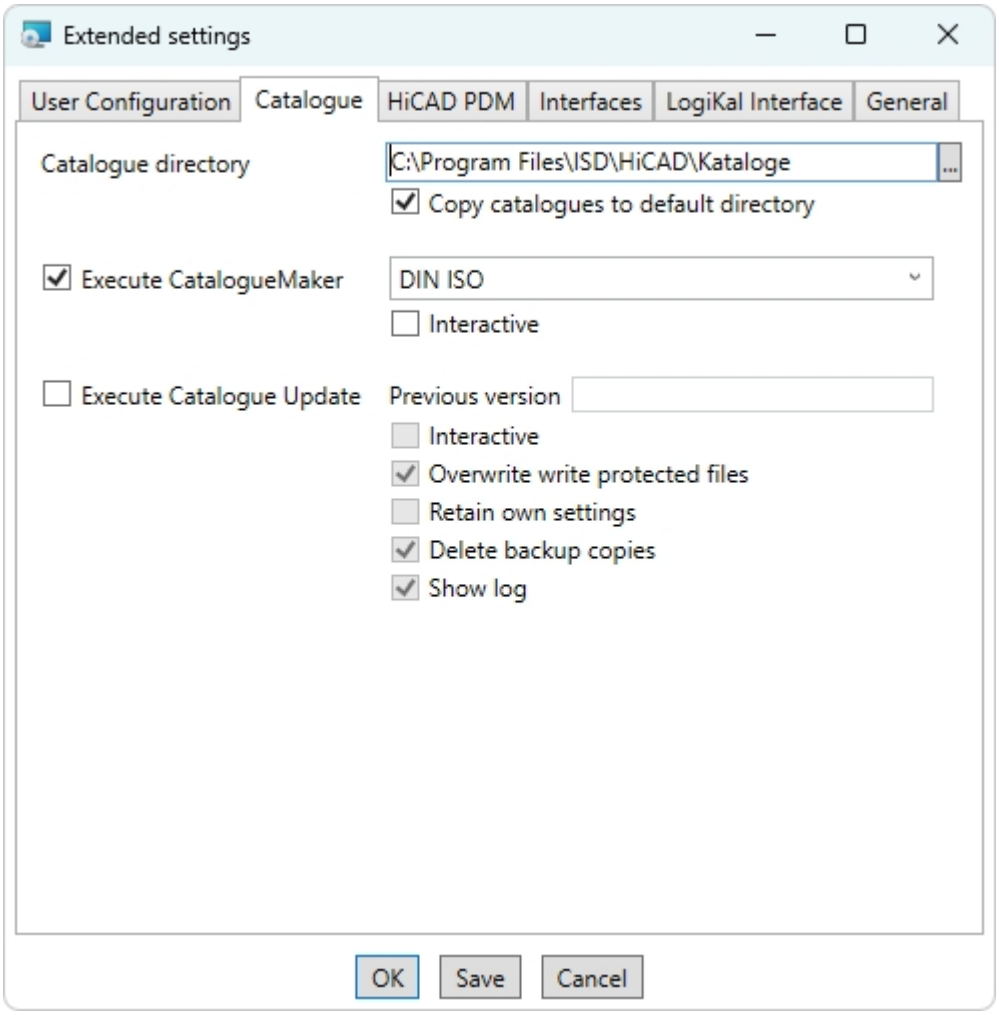


You can now start with the installation or modify the **Extended Settings**, e.g. for the user configuration, the catalogues, or HiCAD 3D with HiCAD PDM



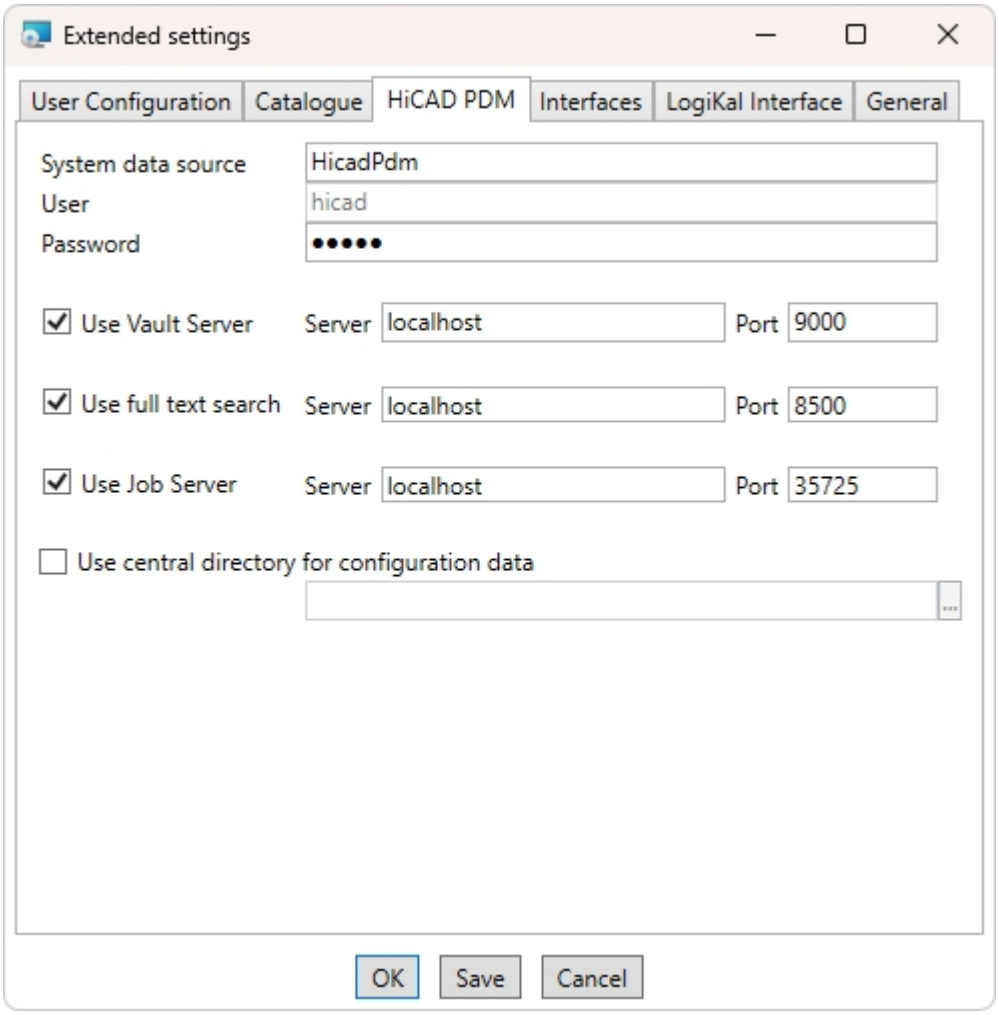
Under the path specified in the **Configuration Database** field, customer-specific settings for various features such as dimensioning, annotations, workshop drawing creation or fitting of vertical ladders are stored. When making an update, **customer-specific settings** can be applied. In addition, values that have not been modified by the user will automatically obtain the updated pre-settings.

You can change the parameter configuration after the update installation with the programs ../exe/ParameterConfigAdministrator.exe (for the workstation) and ../exe/ParameterConfigUser.exe (for the user).



The running of the **CatalogueMaker** serves the purpose of specifying which standard series are to appear in the standard part catalogues (currently standard series are available for DIN, ISO, EN, ANSI and JIS); the selection of standards in the **CatalogueMaker** only influences the display of standard parts, but not their availability; the availability is still controlled via license selection in the **ISD License Manager**.

The **CatalogueUpdate** tool is used to update the catalogues during an update installation. It can be started automatically during the update installation by activating the option **Execute CatalogueUpdate**. You can also start the tool later from the EXE directory of your HiCAD 3D installation, e.g. if you want to exchange catalogues among customers.



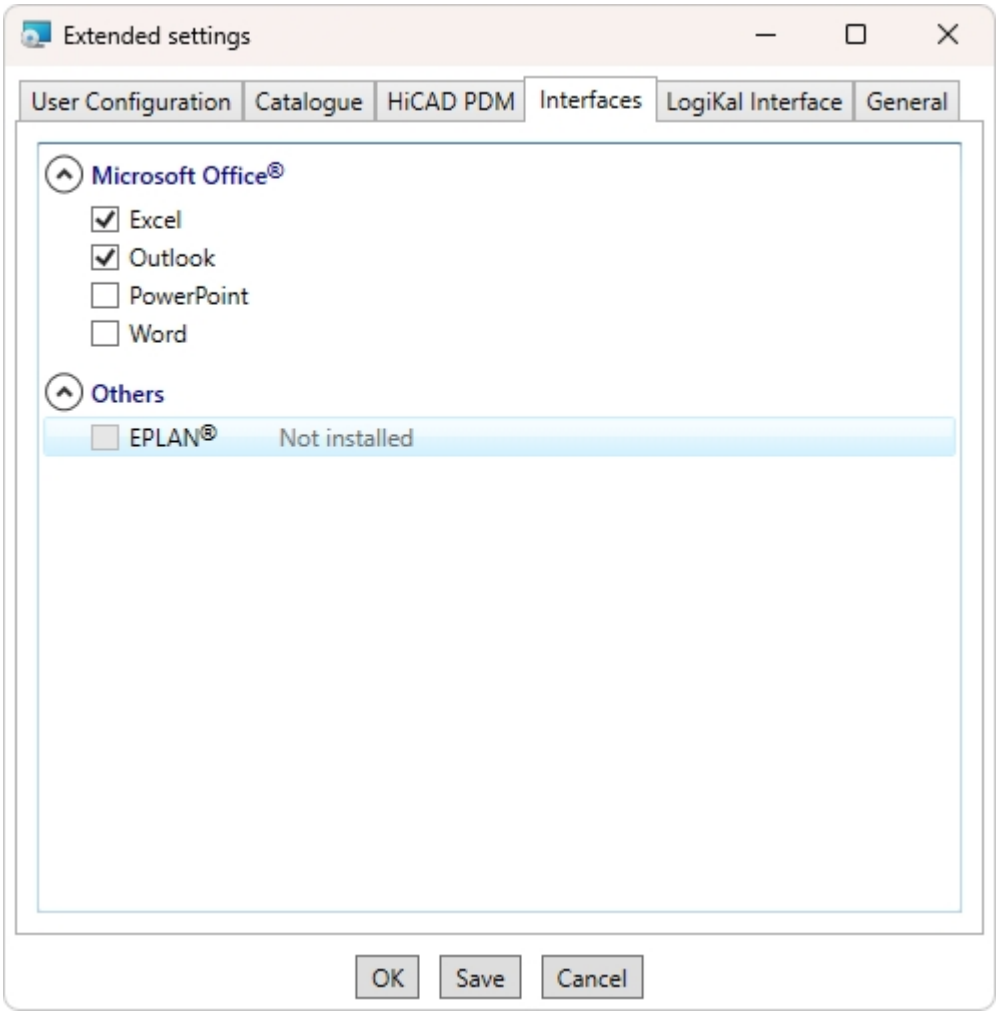
For a new installation, you can enter any name for the system data source. In the case of an update, you are offered the existing data source. **User** and **Password** are identical to the ODBC login.

If you are working with a HiCAD PDM Vault Server, **Use Vault Server** is activated and the **Address** and **Port** are entered. The data of the Job Server are also taken over.

Individual settings in HiCAD PDM can be distributed to other users or workstations. To do this, create a ZIP file in the HiCAD PDM client via  **> HiCAD PDM Options >** Manage... **> Export settings** to create a ZIP file. To load the settings on another workstation, select **HiCAD PDM Options > Manage... > Import settings**. You can then select the ZIP file and confirm with **Open**.

If you want to make the settings available to multiple workstations, activate the **Use central directory for configuration data** option during installation and then select a directory after clicking on the  icon. Via **HiCAD PDM Options > Manage... > Save settings centrally**, you can save the current settings of your HiCAD PDM Desktop to the specified central directory and thus make them available to other workstations.

During the update installation, the system checks whether the existing HiCAD PDM version is more recent than the one on the installation medium. If this is the case, the HiCAD 3D installation will only update those files that do not originate from HiCAD PDM. The files that belong to HiCAD PDM are those that a standalone installation would bring from the HiCAD PDM desktop minus the hicadcommons contained there.

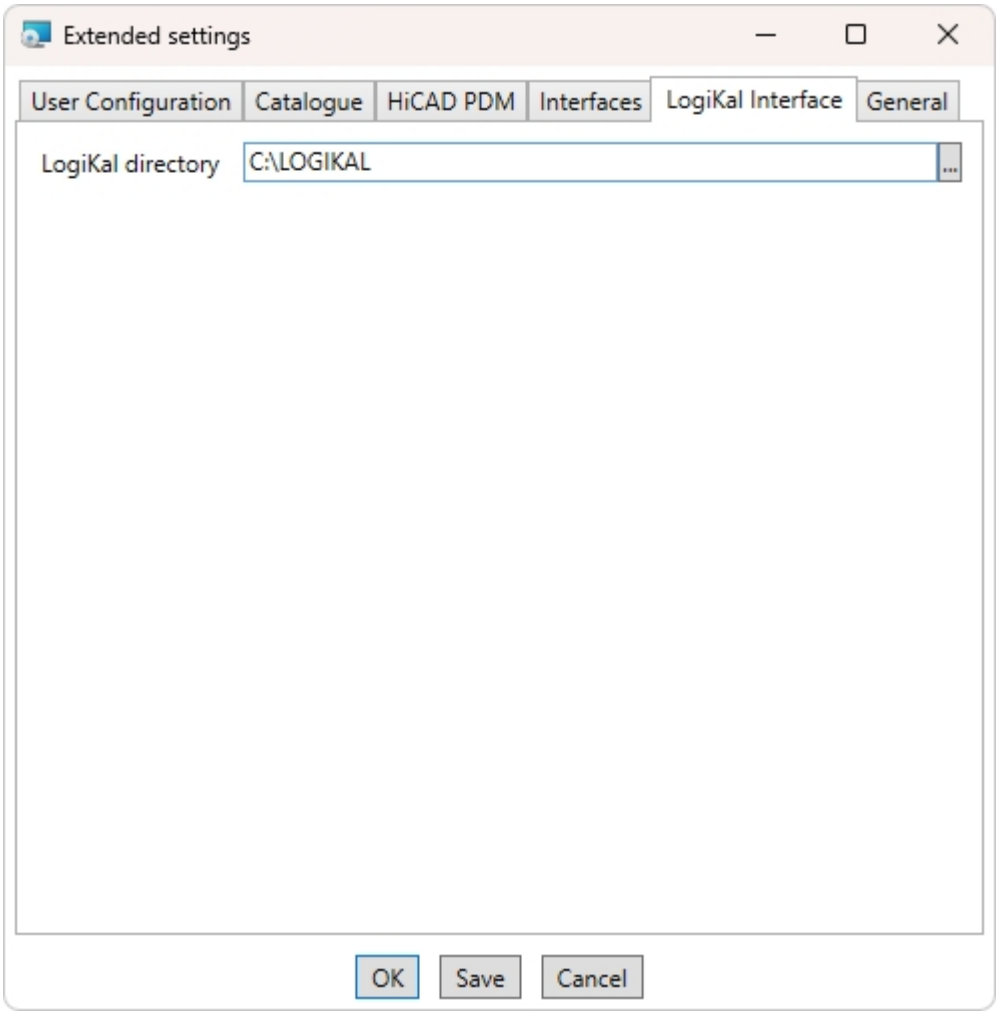


The availability of interfaces with HiCAD PDM depends on the programs that are installed on your computer. You can only link 64-Bit versions to HiCAD PDM 64-Bit versions.

Multiple selections are also possible. The HiCAD PDM functions will be integrated in the programs that are linked to HiCAD PDM.

Please note:

Integration of shared networks
If a directory is accessed by more than one computer, in the filegrup.dat under C: (for the Scenes directory) should not be listed a local path or the network connection letter, but the entire UNC path according to the pattern C:\\servername\ShareName\Directory. The filegrup.dat can be found in the HiCAD 3D/HiCAD PDM installation in the HiCAD 3D exe directory and in case of an EPLAN interface as well under HiCAD PDM Synchronisation Service\exe. In the HiCAD PDM Standalone installation the filegrup.dat can be found in the HiCAD PDM exe directory.

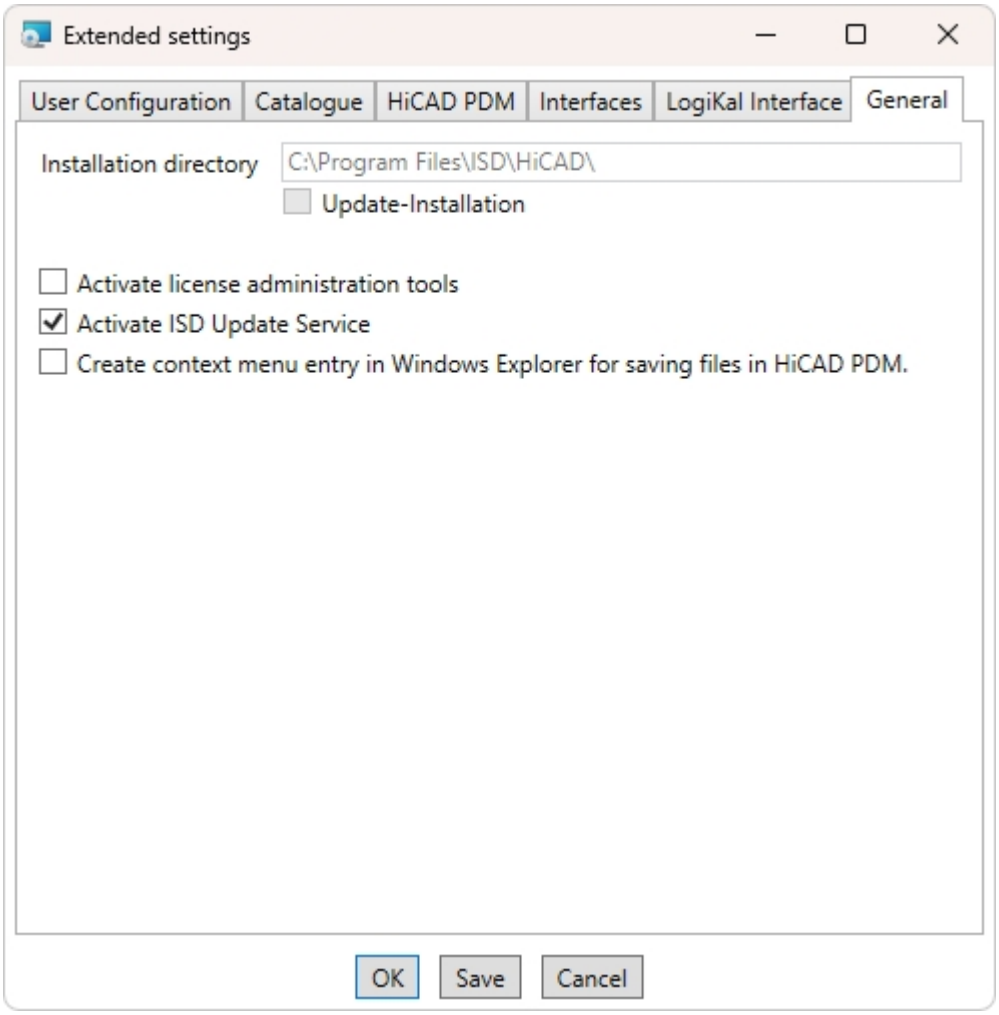


If you have installed **LogiKal** on your computer, you can enter the installation directory here.

Please note:

In HiCAD 3D, at **Settings > Further directories** you can set the paths for the database of the **Configuration Editor**, the **Catalogue Editor** and **LogiKal**. These paths are located in the Windows Registry at **HKEY_LOCAL_MACHINE\SOFTWARE\Hicad\Cad\Hicad\<Major>.<Minor>.<Patch>**.

XXXX is the HiCAD 3D version number.



The **Activate license administration tools** option must be activated for the management of server licenses.

Please note:
During installing of HiCAD 3D, a ISD License Manager that may exist will be uninstalled. By checkmarking the **Activate license administration tools** option you can reinstall the current standard ISD License Manager during the installation.

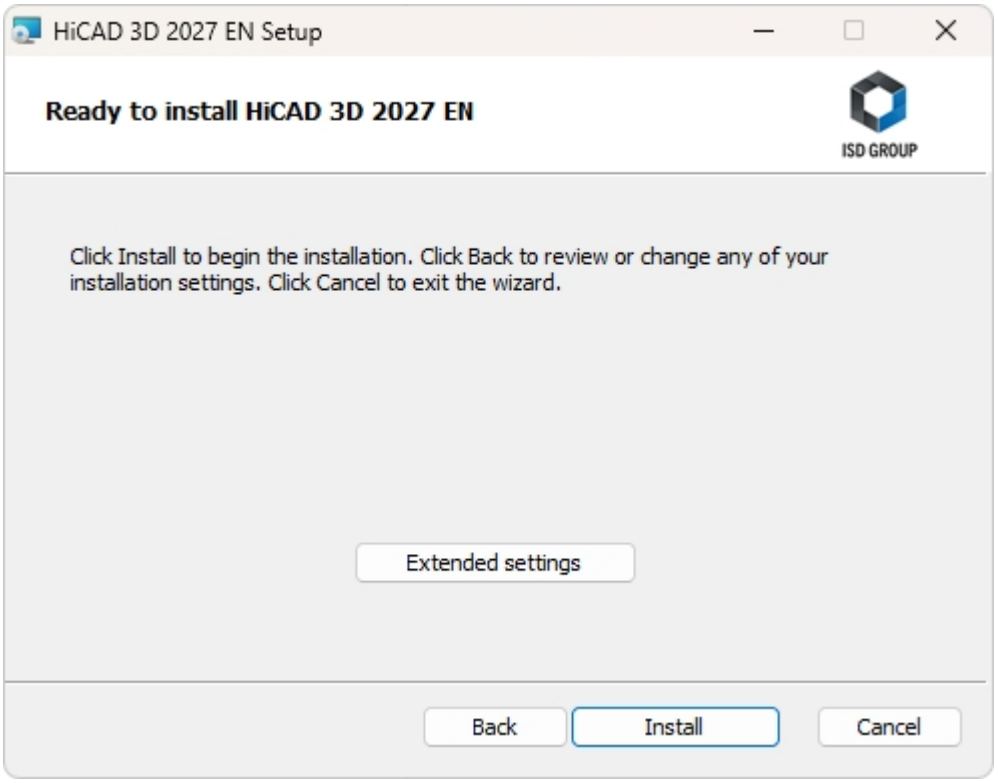
If you checkmark the **Activate ISD Update Service** option, a Hotfix will be searched on the ISD Web Server when you start HiCAD 3D. You can also activate this option subsequently via the Windows Control Panel: There, choose **Programs and Features**, right-click on **HiCAD 3D** and choose **Change**.

If you want the function **Save to HiCAD PDM** to appear in the context menu of Windows Explorer, activate the checkbox **Create context menu entry in Windows Explorer for saving files in HiCAD PDM**.

Please note the following: If several installations of HiCAD PDM (or HiCAD 3D) with the context menu function enabled are installed on a single system, uninstalling them or deselecting the function during a change installation may result in the other HiCAD version being "switched over" to this setting.

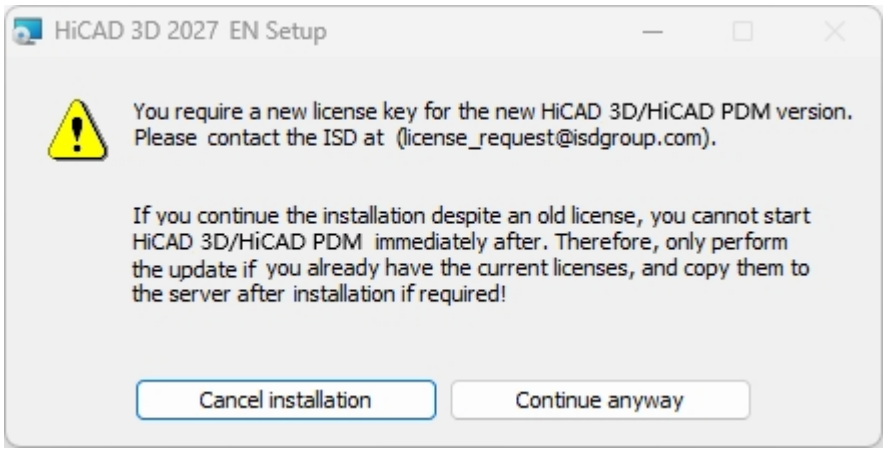
Click **Save** to save the **Extended settings** to an .ini file. If you place the .ini file in the installation directory when installing server licenses, the settings will be applied.

Close the **Extended settings** dialogue with **OK**.



Click **Install**.

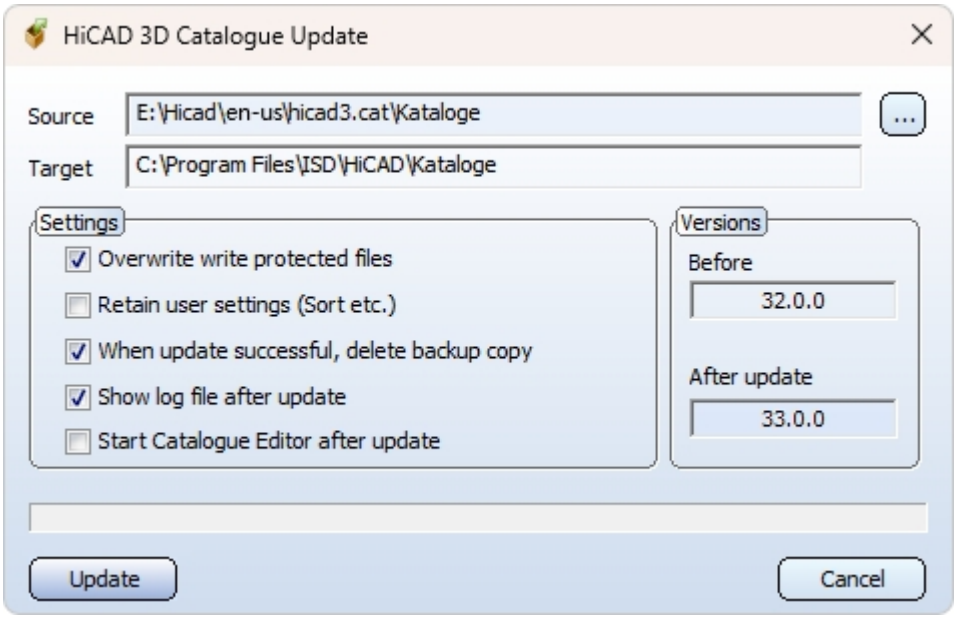
You will now be informed that you need a new license key for the new version.



Click **Continue anyway** to start the installation.

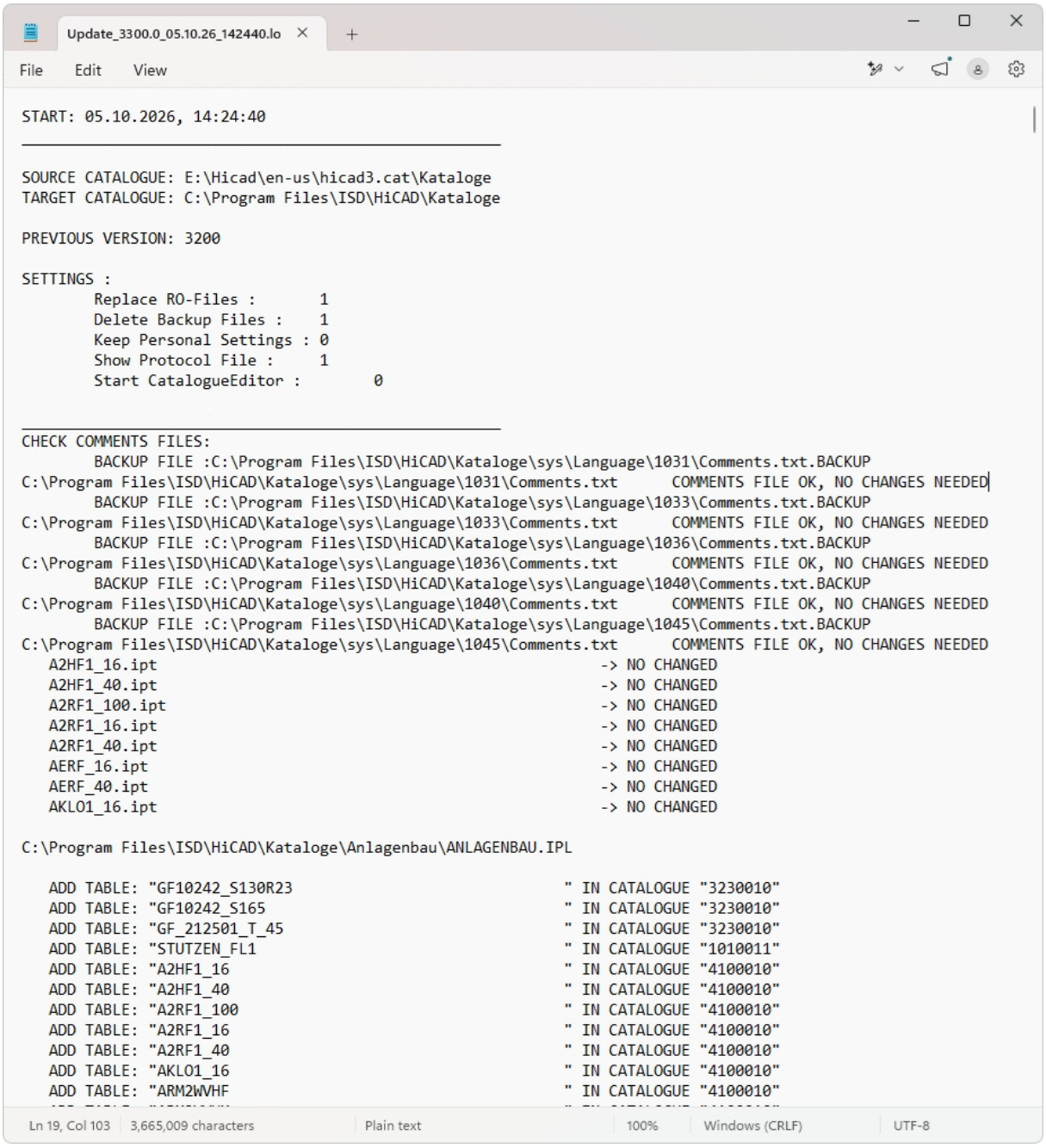
Towards the end of the installation you can specify the procedure for the updating of the catalogue files if you activated the **Execute CatalogueUpdate** checkbox in the **Extended settings** beforehand.

Please remember that HiCAD 3D will check the version of the utilized version upon HiCAD 3D start. If the catalogue directories are old there is a risk that HiCAD 3D will search for catalogue entries which do not yet exist in the old catalogues. One example of this is the Textures that were integrated in the catalogue some time ago. If these are missing in the catalogue, you will have no access to these Textures in HiCAD 3D. Use the CatalogueUpdate.exe program in the HiCAD 3D EXE directory to update the catalogues



Specify the desired settings and click **Update**.

After successful updating, the update information for the replaced files will be shown in a dialogue window. The old files will be preserved and renamed, e.g. 0.mac > 0.mac.XXXX.

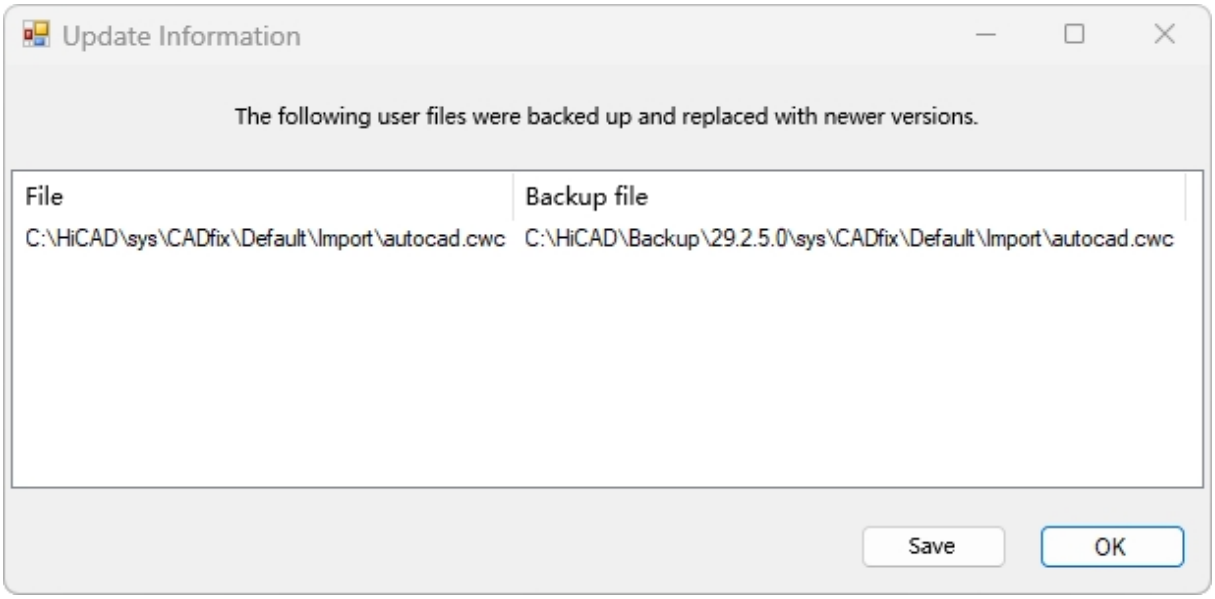


Update_3300.0_05.10.26_142440.lo

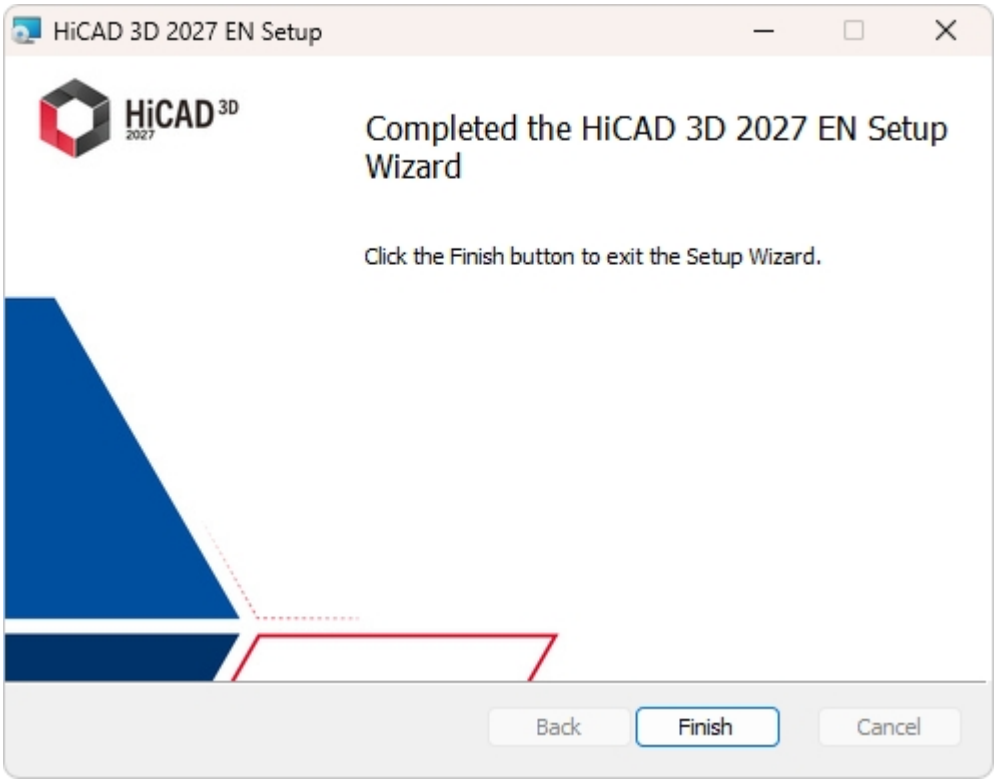
File Edit View

```
START: 05.10.2026, 14:24:40
_____________________________________________

SOURCE CATALOGUE: E:\Hicad\en-us\hicad3.cat\Kataloge
TARGET CATALOGUE: C:\Program Files\ISD\HiCAD\Kataloge

PREVIOUS VERSION: 3200

SETTINGS :
        Replace RO-Files :       1
        Delete Backup Files :    1
        Keep Personal Settings : 0
        Show Protocol File :     1
        Start CatalogueEditor :        0


_____________________________________________
CHECK COMMENTS FILES:
        BACKUP FILE :C:\Program Files\ISD\HiCAD\Kataloge\sys\Language\1031\Comments.txt.BACKUP
C:\Program Files\ISD\HiCAD\Kataloge\sys\Language\1031\Comments.txt      COMMENTS FILE OK, NO CHANGES NEEDED
        BACKUP FILE :C:\Program Files\ISD\HiCAD\Kataloge\sys\Language\1033\Comments.txt.BACKUP
C:\Program Files\ISD\HiCAD\Kataloge\sys\Language\1033\Comments.txt      COMMENTS FILE OK, NO CHANGES NEEDED
        BACKUP FILE :C:\Program Files\ISD\HiCAD\Kataloge\sys\Language\1036\Comments.txt.BACKUP
C:\Program Files\ISD\HiCAD\Kataloge\sys\Language\1036\Comments.txt      COMMENTS FILE OK, NO CHANGES NEEDED
        BACKUP FILE :C:\Program Files\ISD\HiCAD\Kataloge\sys\Language\1040\Comments.txt.BACKUP
C:\Program Files\ISD\HiCAD\Kataloge\sys\Language\1040\Comments.txt      COMMENTS FILE OK, NO CHANGES NEEDED
        BACKUP FILE :C:\Program Files\ISD\HiCAD\Kataloge\sys\Language\1045\Comments.txt.BACKUP
C:\Program Files\ISD\HiCAD\Kataloge\sys\Language\1045\Comments.txt      COMMENTS FILE OK, NO CHANGES NEEDED
   A2HF1_16.ipt                                                -> NO CHANGED
   A2HF1_40.ipt                                                -> NO CHANGED
   A2RF1_100.ipt                                               -> NO CHANGED
   A2RF1_16.ipt                                                -> NO CHANGED
   A2RF1_40.ipt                                                -> NO CHANGED
   AERF_16.ipt                                                 -> NO CHANGED
   AERF_40.ipt                                                 -> NO CHANGED
   AKLO1_16.ipt                                                -> NO CHANGED

C:\Program Files\ISD\HiCAD\Kataloge\Anlagenbau\ANLAGENBAU.IPL

   ADD TABLE: "GF10242_S130R23                              " IN CATALOGUE "3230010"
   ADD TABLE: "GF10242_S165                                 " IN CATALOGUE "3230010"
   ADD TABLE: "GF_212501_T_45                               " IN CATALOGUE "3230010"
   ADD TABLE: "STUTZEN_FL1                                  " IN CATALOGUE "1010011"
   ADD TABLE: "A2HF1_16                                     " IN CATALOGUE "4100010"
   ADD TABLE: "A2HF1_40                                     " IN CATALOGUE "4100010"
   ADD TABLE: "A2RF1_100                                    " IN CATALOGUE "4100010"
   ADD TABLE: "A2RF1_16                                     " IN CATALOGUE "4100010"
   ADD TABLE: "A2RF1_40                                     " IN CATALOGUE "4100010"
   ADD TABLE: "AKLO1_16                                     " IN CATALOGUE "4100010"
   ADD TABLE: "ARM2WVHF                                     " IN CATALOGUE "4100010"
```

Ln 19, Col 103 | 3,665,009 characters | Plain text | 100% | Windows (CRLF) | UTF-8



Click **Save** to save this list to a directory of your choice. Click **OK** to continue with the installation.



Click **Finish** to complete your HiCAD 3D installation. .

If you have already activated the new Server License before the installation, you can start HiCAD 3D now (Standard Konfiguration).

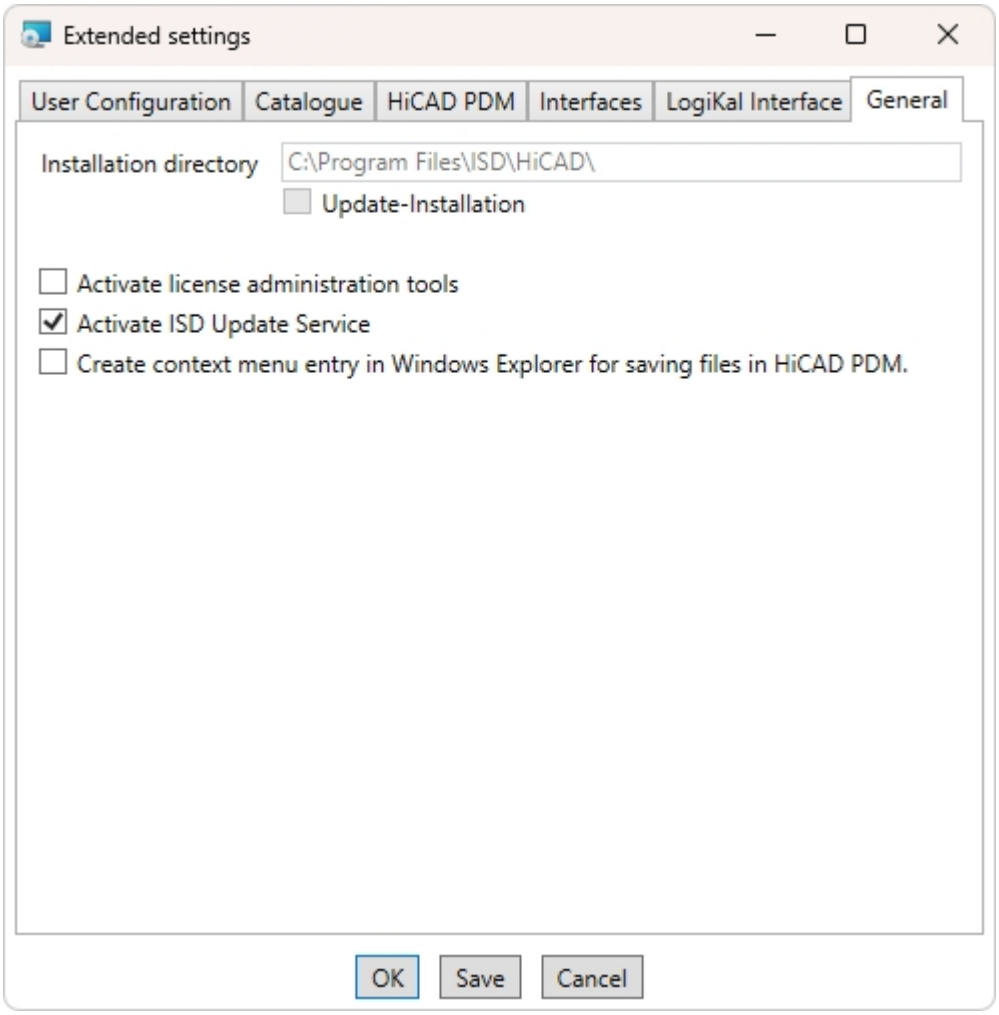
If you have a local license you need to activate it first before you can start HiCAD 3D.

ISD Update Service

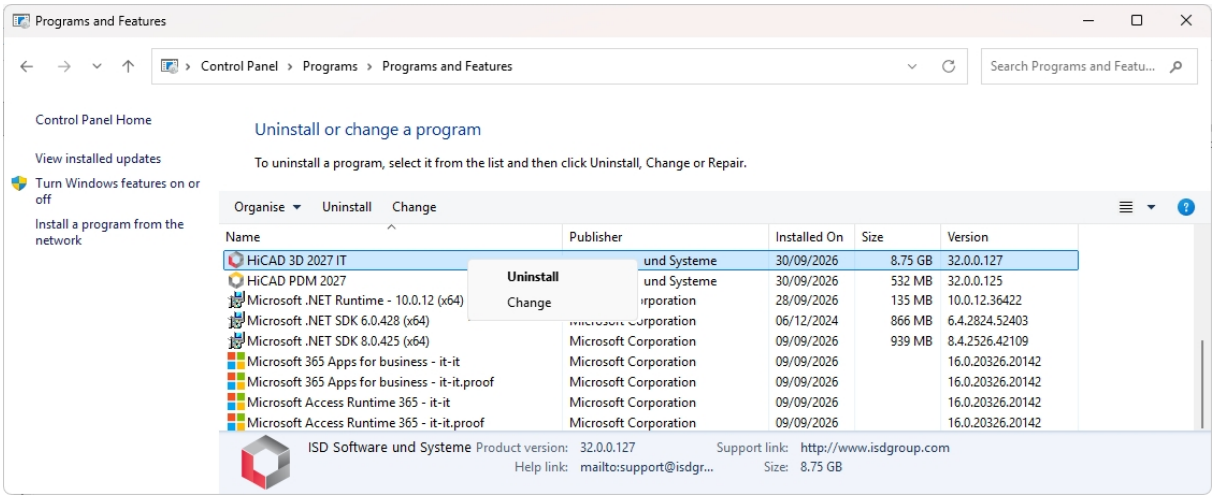
The automatic search for and installation of HiCAD 3D/HiCAD PDM updates (Hotfixes). For this you require the program **ISDUpdateSvc.exe**, that you can either activate during installation of HiCAD 3D or install via the Windows Control Panel afterwards.

Installing the ISD Update Service

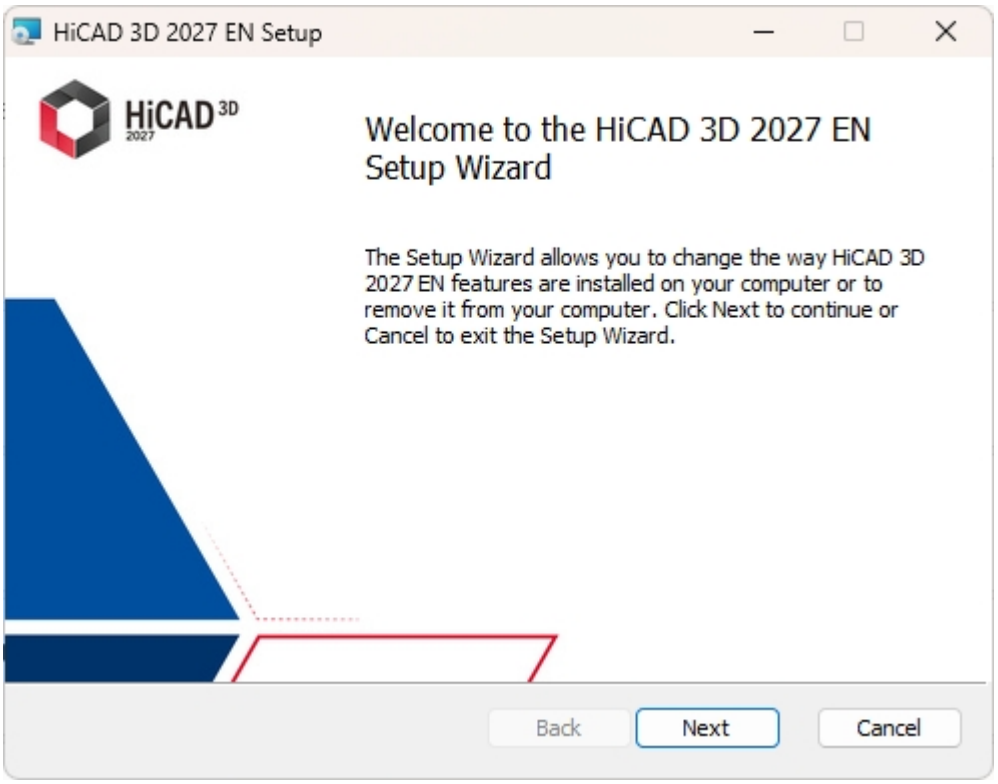
You can activate the automatic search for and installation of HiCAD 3D/HiCAD PDM updates (Hotfixes), either during the installation of HiCAD 3D/HiCAD PDM or, later, via the Windows Control Panel.

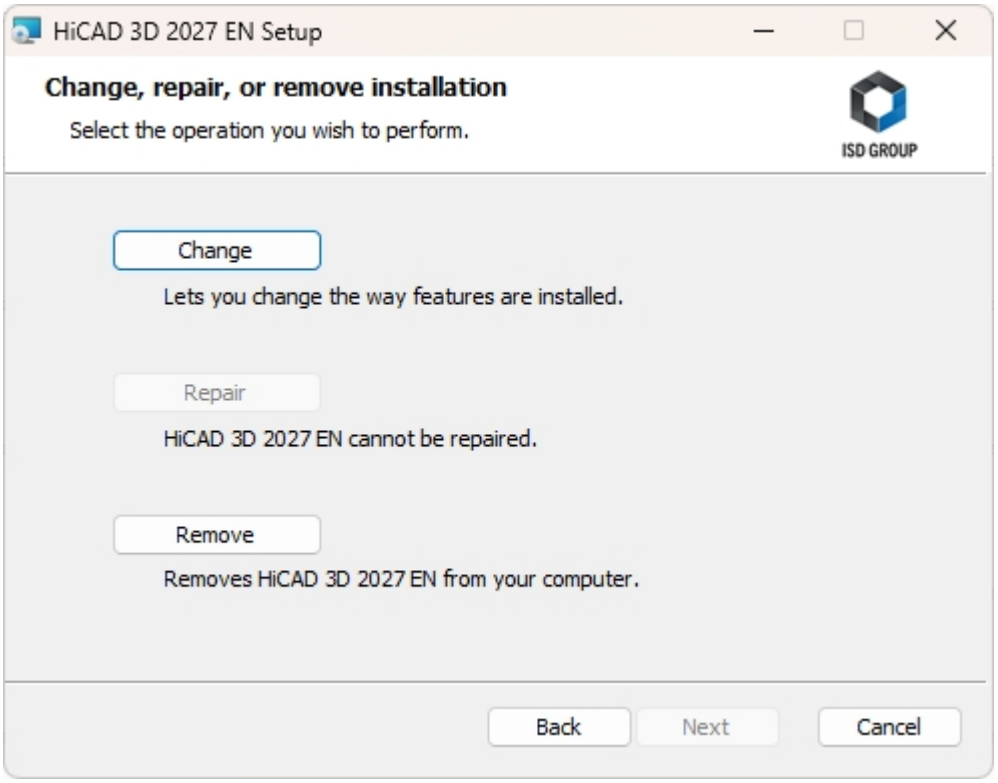


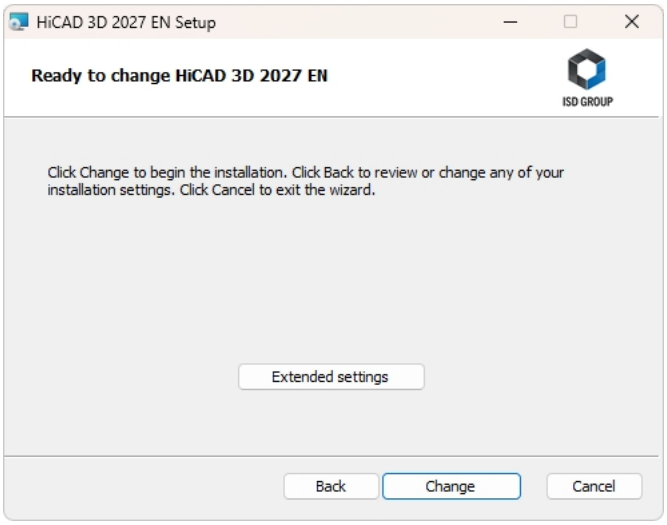
During installation you can go to **Extended settings > General** and activate the **Activate ISD Update Service** option to activate the automatic search for Updates on the ISD Server. You can also activate or deactivate this option afterwards via the Windows Control Panel.



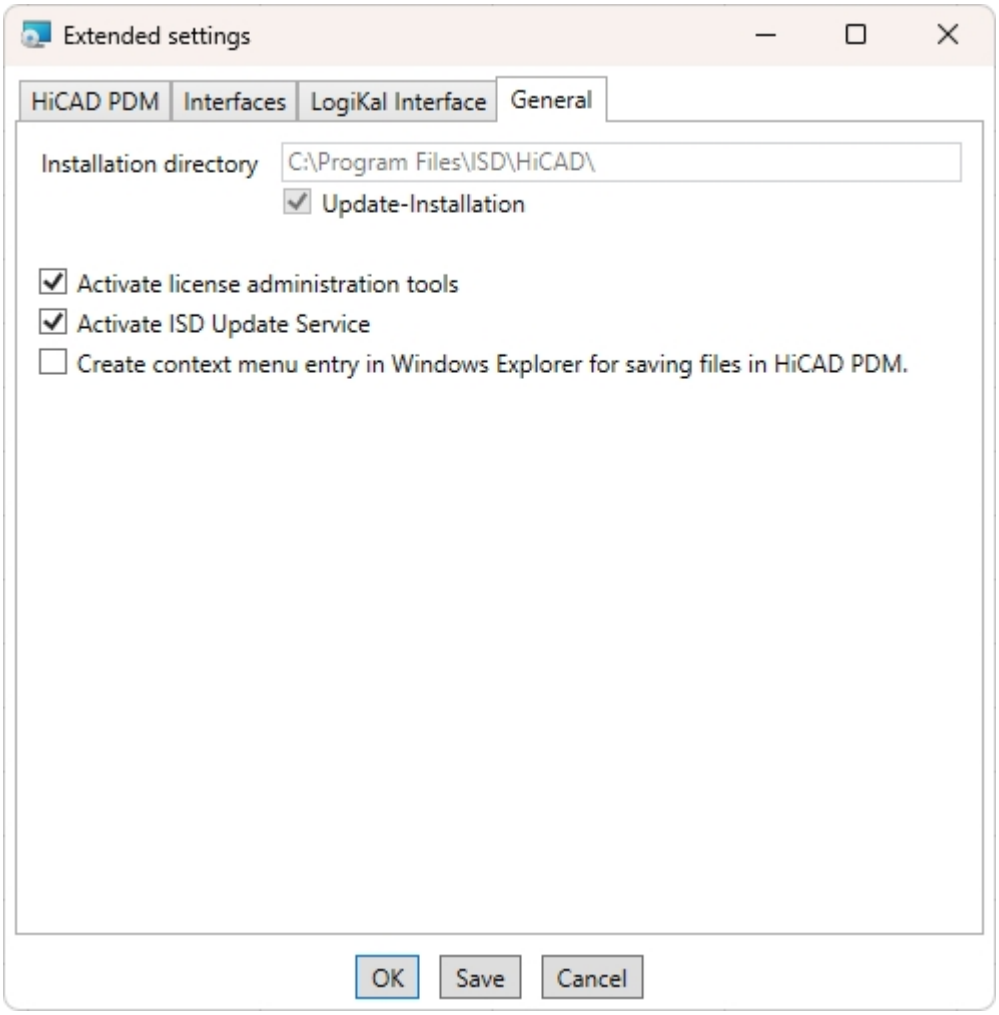
In the Windows Control Panel, choose **Programs and Features**, right-click on **HiCAD 3D** and choose **Change**.







Next, click on **Extended settings** and then, on the **General** tab, select the option **Activate ISD Update Service**.

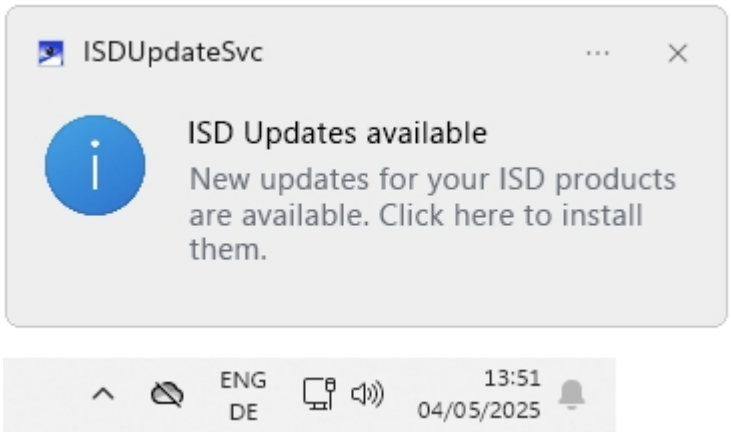


After all options have been queried, click **Change**.

After successful installation, the program ISDUpdateSvc.exe will be located by default in directory C:\Program Files\ISD\UpdateService

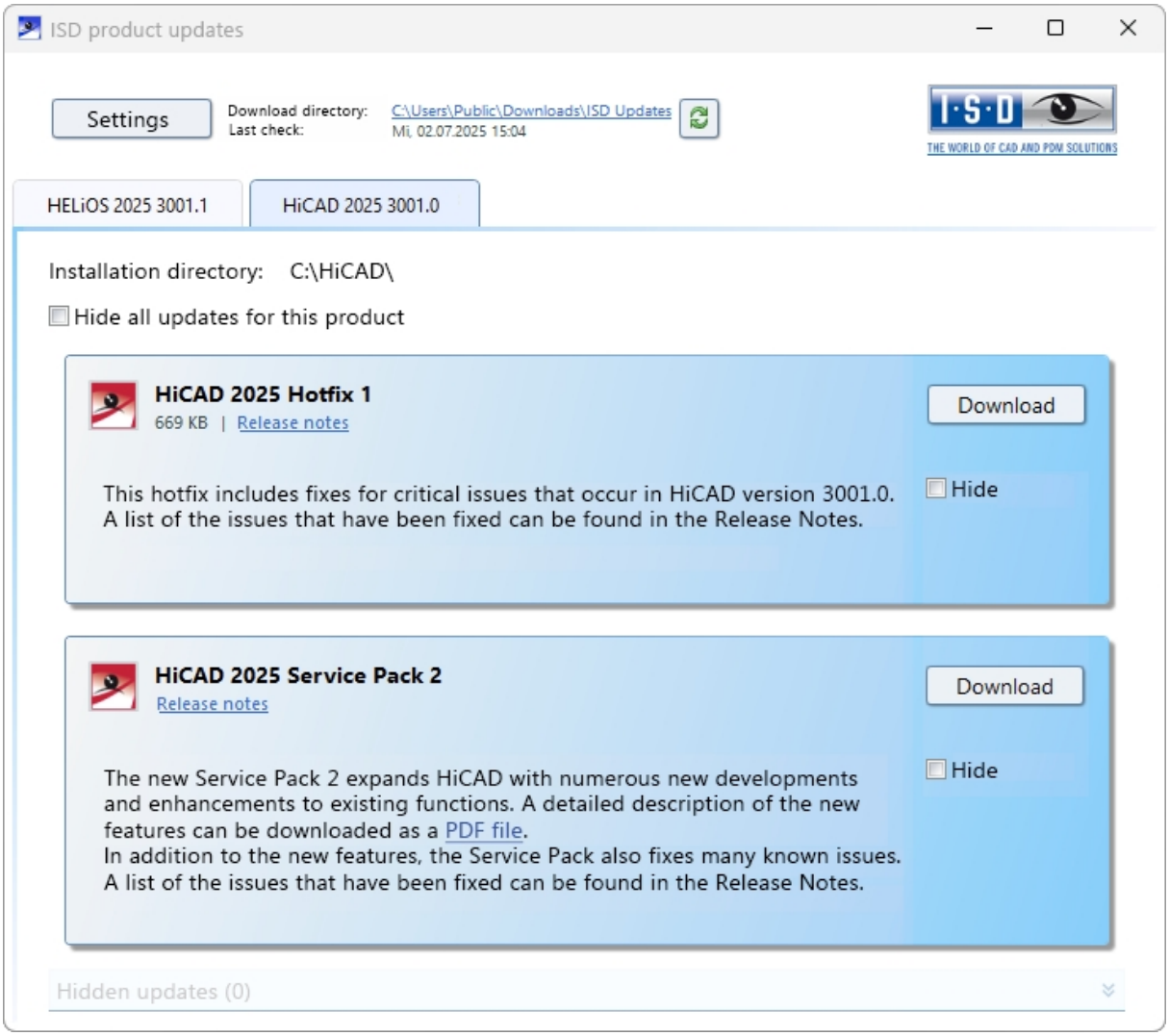
Using the ISD Update Service

If you have installed the ISD Update Service, the following message appears at the bottom right of your screen whenever a Hotfix is available:

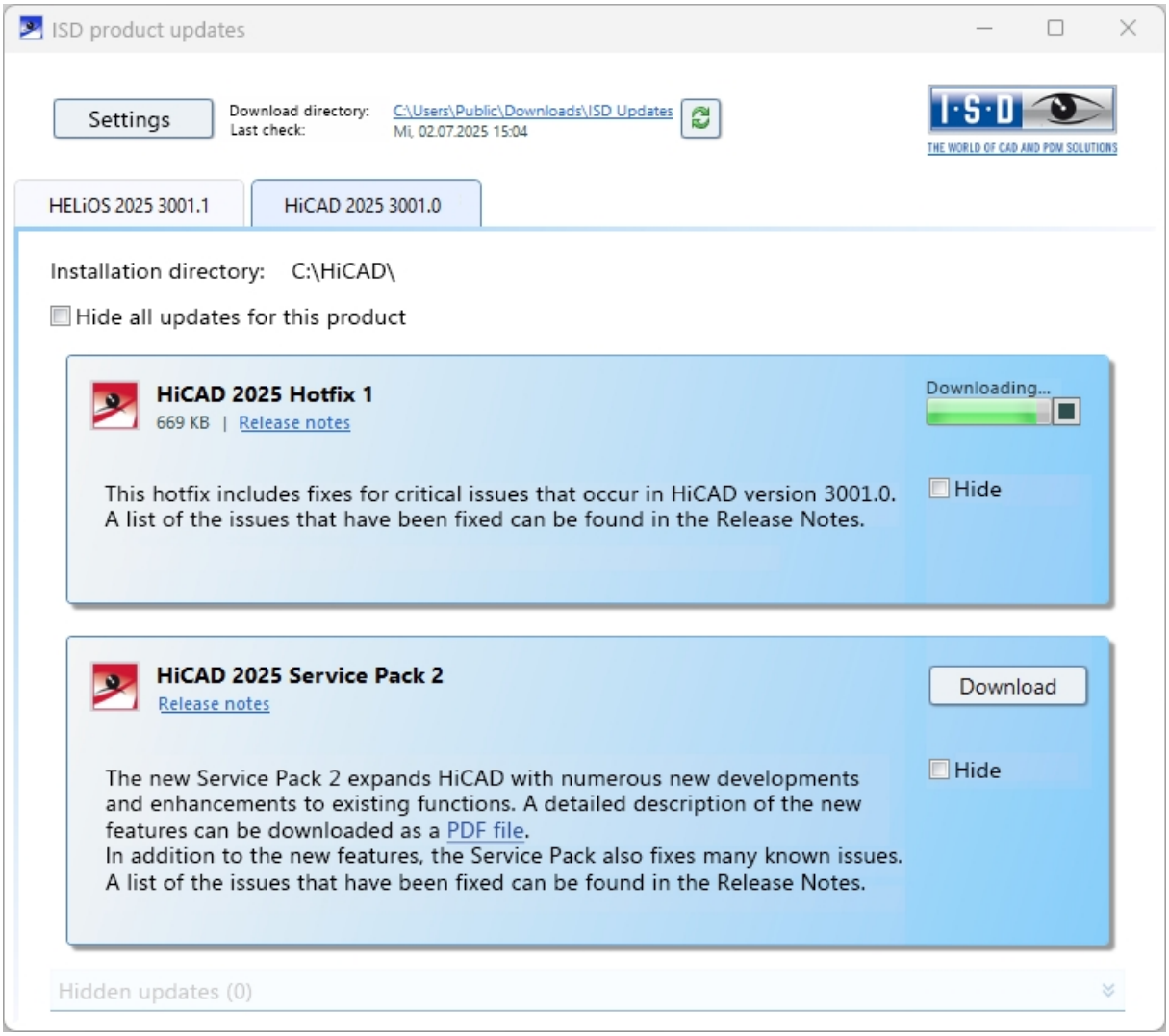


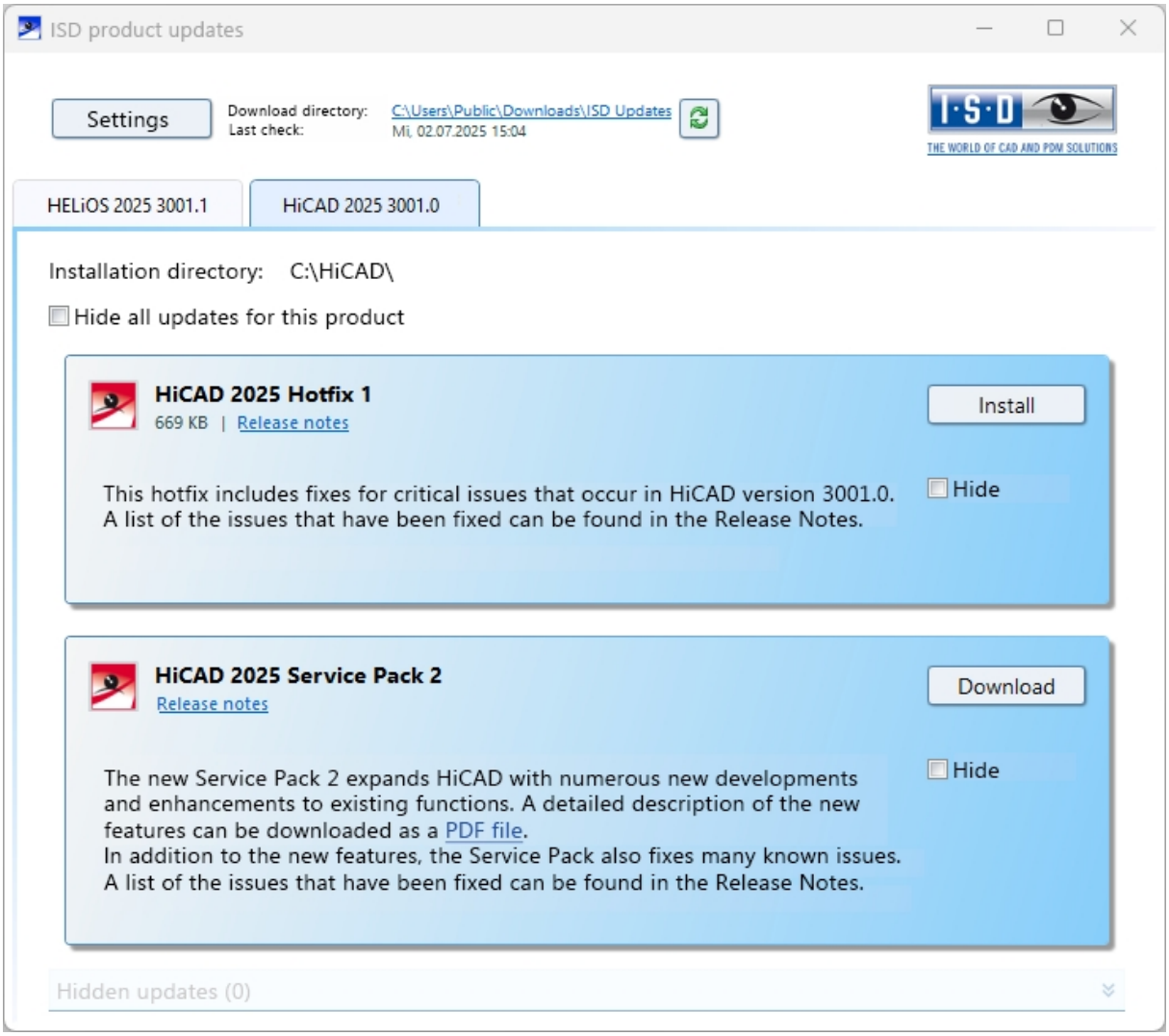
Click on the message or double-click on the tray icon at the bottom right to start the ISDUpdateSvc.exe program. You can also directly double click on the **ISDUpdateSvc.exe** file to start the program.

Please accept the Windows administrator confirmation when ISDUpdateSvc.exe starts.

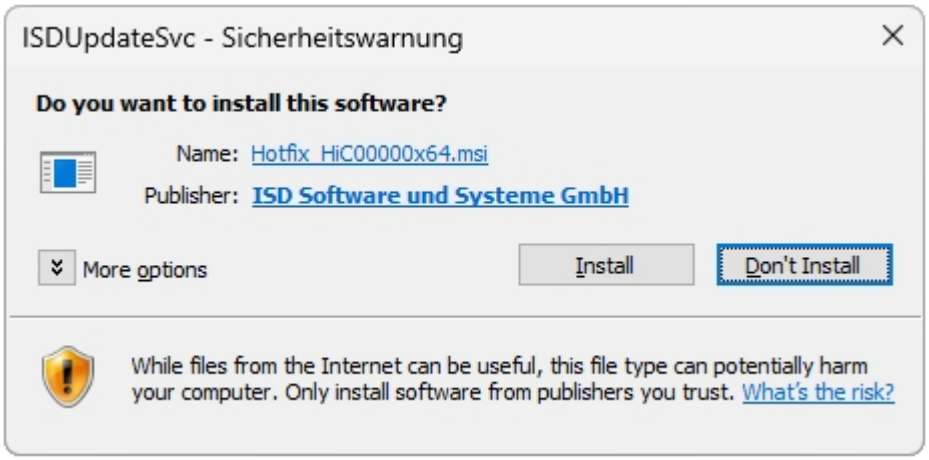


If an update is available, click the **Download** button to download it from the ISD Server to your computer. If an update should not be displayed anymore, activate the **Hide...** checkbox. In addition to the Hotfix, Major Release and Service Pack are also displayed here. However, unlike the Hotfix, you cannot download and install these here.


ISD product updates
Settings
Download directory:
Last check:
C:\Users\Public\Downloads\ISD Updates
Mi, 02.07.2025 15:04
THE WORLD OF CAD AND PDM SOLUTIONS
HELiOS 2025 3001.1
HiCAD 2025 3001.0
Installation directory: C:\HiCAD\
Hide all updates for this product
HiCAD 2025 Hotfix 1
669 KB | Release notes
Downloading...
This hotfix includes fixes for critical issues that occur in HiCAD version 3001.0.
A list of the issues that have been fixed can be found in the Release Notes.
Hide
HiCAD 2025 Service Pack 2
Release notes
Download
The new Service Pack 2 expands HiCAD with numerous new developments and enhancements to existing functions. A detailed description of the new features can be downloaded as a PDF file.
In addition to the new features, the Service Pack also fixes many known issues.
A list of the issues that have been fixed can be found in the Release Notes.
Hide
Hidden updates (0)



After downloading of the Hotfix, click **Install**.



Confirm the Windows Security Warning with **Install**.

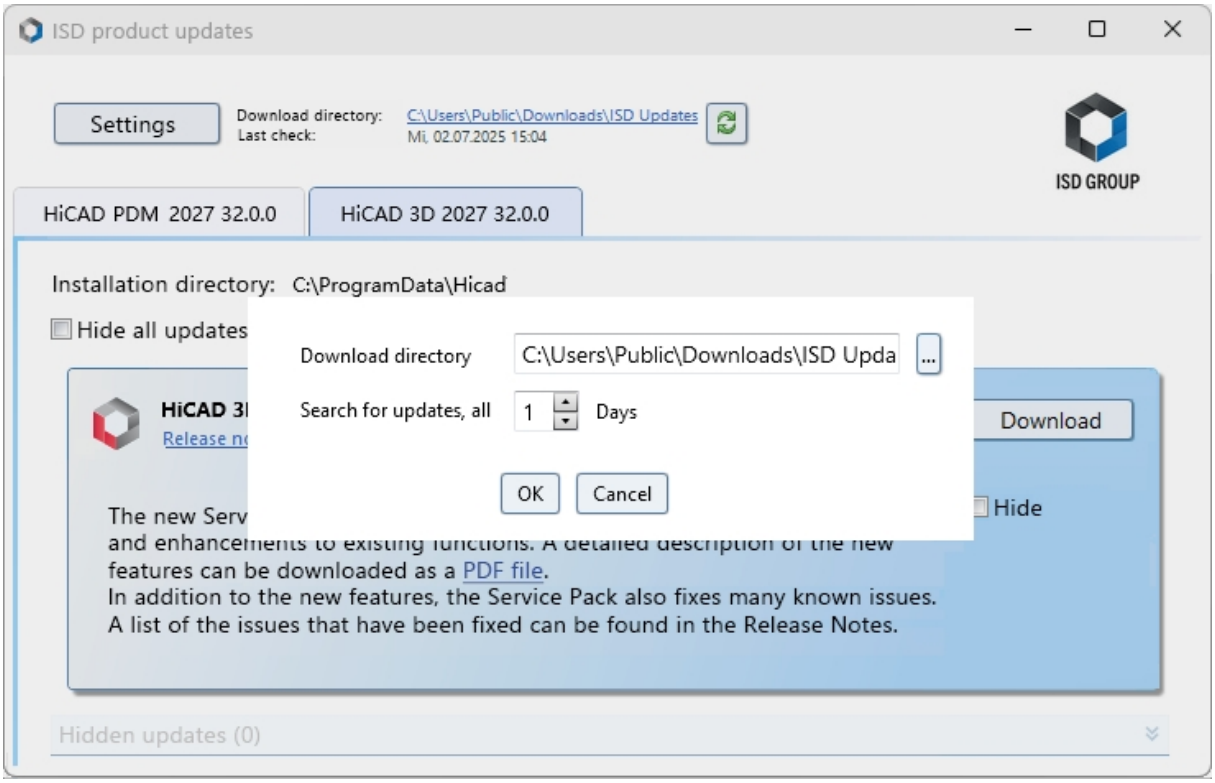
Follow the instructions on the screen to install the update.

The HiCAD 3D Info window displays the current HiCAD 3D version number (including build number) as well as the numbers of any installed hotfixes. To show the info window, click on **Help Topics and Information** and choose **HiCAD 3D**.



ISD Update Service: Settings

If you have installed the ISD Update Service, you can, after calling the program (with the icon at the bottom right on the Windows Taskbar, or by double-clicking on the file **ISDUpdateSvc.exe**), configure the search and the installation with the **Settings** button.



Via the **Settings** button you can specify the download directory for Updates and a time interval for the search for updates.

You can use the  icon to start the search for updates manually.

Update - Procedure for the modules Plant Engineering and Pipeline Planning

If you have already used the modules of a HiCAD version older than 2022, proceed as follows:

1. Backup

Make a backup of the current state of your database. In the file FILEGRUP.DAT in the *exe* directory of the existing old HiCAD version, check the entry located under 6:. The entry specifies the part directory for HiCAD Plant Engineering. This can be the local *PlantParts* directory of your HiCAD 3D installation (e.g. *6:C:\hicad\PlantParts*) or a server directory, e.g. *6:\\MyServer\hicad\PlantParts*.

- If the Server directory has been entered here, make a backup of this Server directory.
- If the local directory has been entered here, make a backup of this local *PlantParts* directory.

2. Installation

Perform the **HiCAD Update Installation**. **Please do not start the programs yet.**

3. Realise required database state (only for Plant Engineering!)

- Start the ***PlantDataImport.exe*** program. Login as Administrator. Please note that you require all read and write permissions.
- Click on **Update HELiOS for Plant Engineering**.
- After completion of the process, close the program.

Part Variants

HiCAD currently offers more than 1000 part variants for Plant Engineering, which can be found in the PLANTPARTS sub-directory of your HiCAD installation. If you open a VAA file with the Variant Editor you will obtain extensive information about this variant.

Use the **PlantDataImport.exe** tool to import supplied (new) variants to your database if these are not yet contained in it.

**Please first check whether these variants do not already exist in your database!**

Please note:

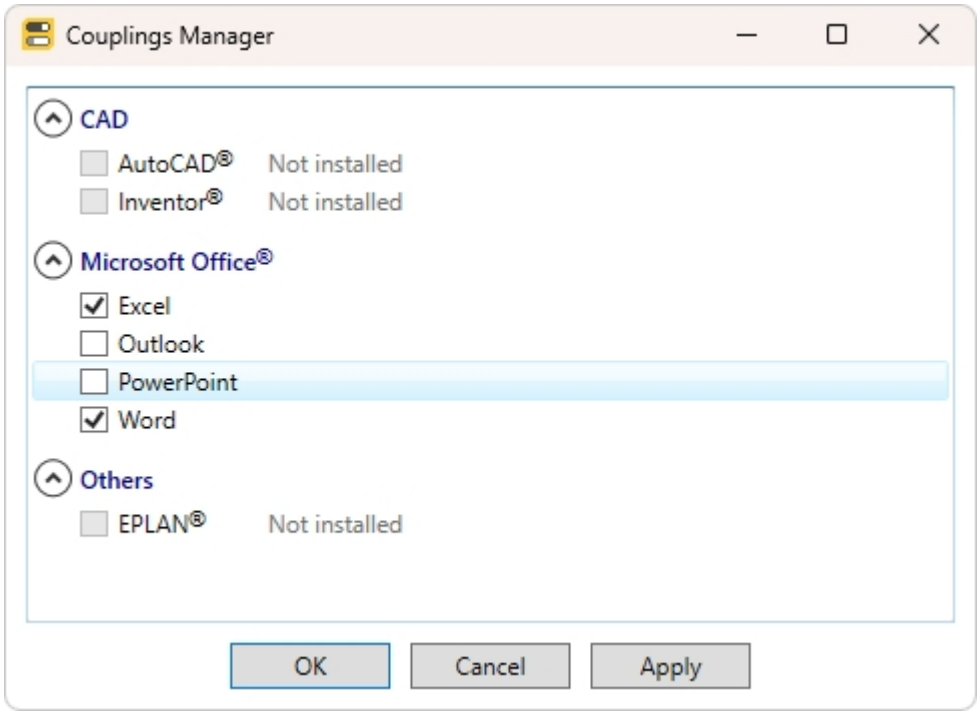
- To transfer new variants to the HiCAD catalogue, use the tool VariantToCatalogue.exe or the Part data synchronisation function.
- With the PlantPartsList.exe tool you can generate a list of the current Plant Engineering variants - in German, English, French, Italian and Polish. The list is written to a CSV file, which you can then open and edit with Microsoft Excel.

Manual Registration of Multi-CAD Add-ins

If you use both HiCAD 3D and HiCAD PDM on your system in mixed operation it is not possible (as opposed to the standalone version of the HiCAD PDM Desktop) to establish an interface between HiCAD PDM and further CAD or CAE software via an update or modification installation.

To do so you can use the **Couplings Manager** (PdmCouplings.exe, in the /exe/ directory of the HiCAD 3D installation).

It can be used to activate interfaces with AutoCAD, Inventor or EPLAN.



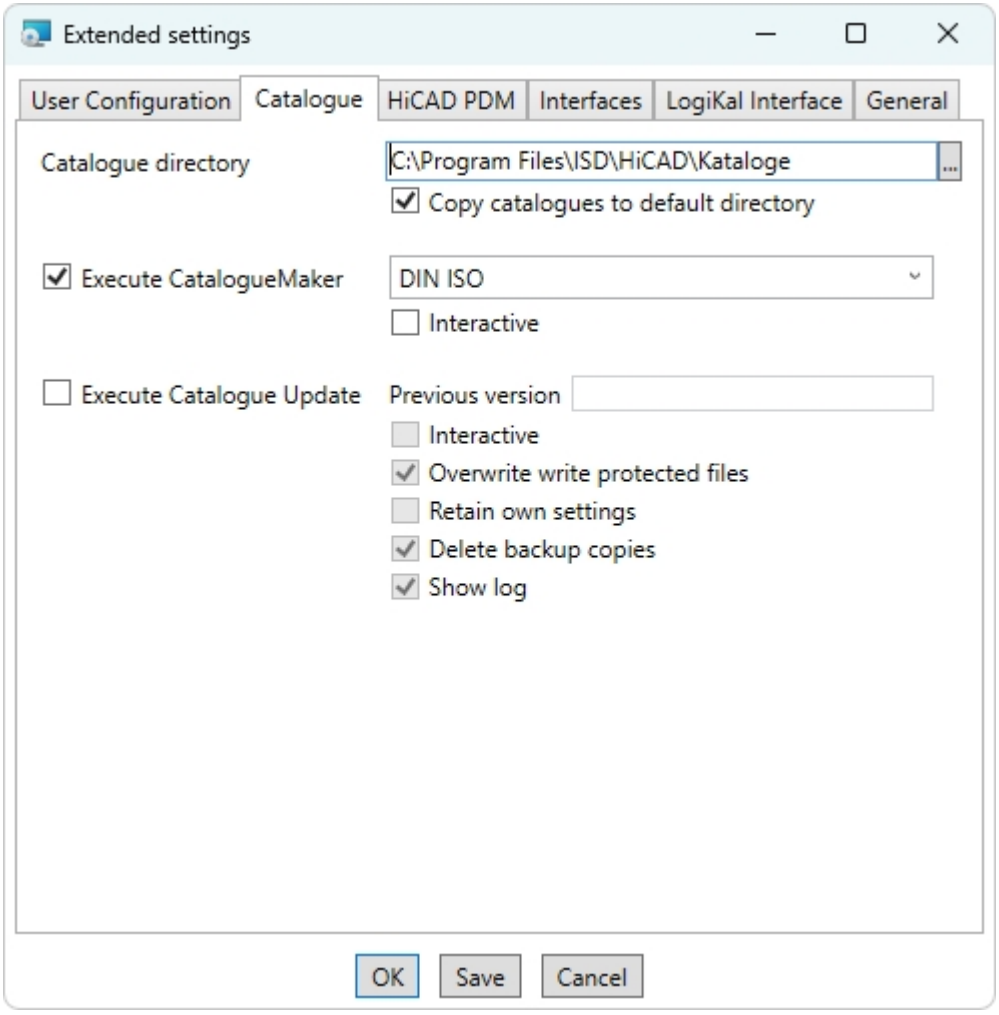
Activate the checkbox of the required software and confirm with **OK**. The interface will then be activated.

The respective software has to be installed in the system.

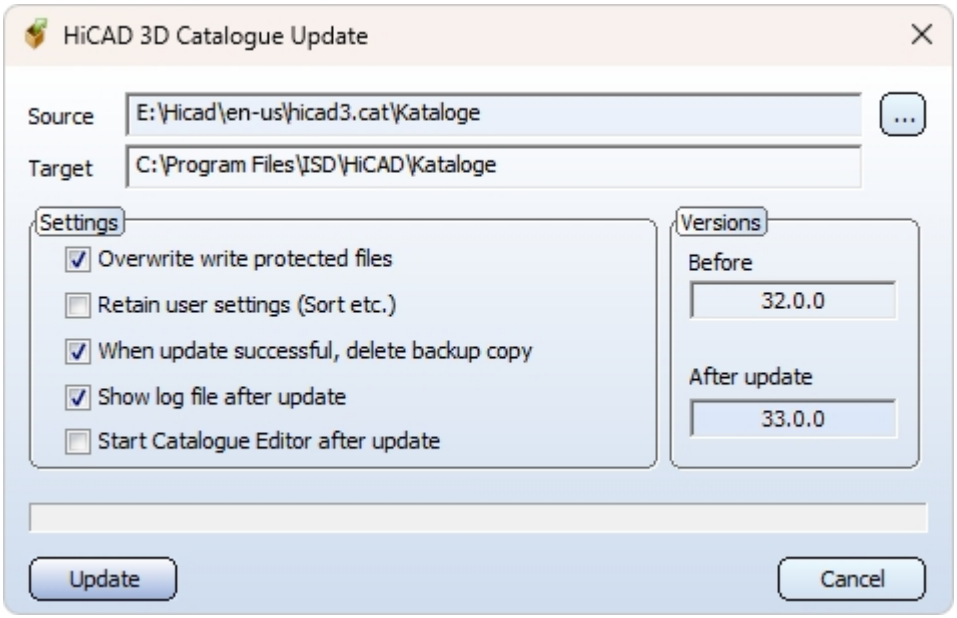
CatalogueMaker

CatalogueUpdate

The tool **CatalogueUpdate** is used to update the catalogues and can be started automatically or manually. When updating HiCAD 3D, the existing configuration is adopted, the tool CatalogueUpdate.exe is only started automatically if you have set the check mark in the **Extended settings**.



If you want to add new tables to the catalogues or exchange catalogues with customers later, the program can be called from the EXE directory of the HiCAD 3D installation.



For the automatic update during the update installation, the **Source** is preset. The path is automatically filled with the catalogues to be replaced.

If the program is started manually, then the source is to be selected as follows:

- for a HiCAD 3D Update: **\Hicad\de-de\hicad3.cat\Kataloge** on the DVD or in the ISO file of the update.
- in case of a HiCAD 3D Patch: **\de-de\hicad3.cat\Kataloge** on the DVD or in the ISO file of the patch.

For foreign language installations, replace **de-de** with the corresponding language abbreviations, i.e. **en-us** (English) **fr-fr** (French), **it-it** (Italian), **pl-pl** (Polish).

Please note that the activation of the option **Retain user settings...**. is possible, but not recommended. option is possible but not recommended. If you have activated the setting, some tables may not be displayed correctly. Check the log file if necessary.

CatalogueMaker

With the **CatalogueMaker** (HiCAD 3D EXE directory) you can compile your individual selection of standards, whether a complete national standard or any combination of national and international standards. During a new or update installation, the CatalogueMaker is called up if the check mark is set in the **Extended settings**.

The CatalogueMaker is used to determine which series of standards are to appear in the parts catalogues (currently, series of standards for DIN, ISO, EN, ANSI and JIS are available); the selection of standards in the CatalogueMaker only affects the display of the parts catalogues, not their availability; this is still controlled by the licence selection in the configuration menu.

Licensing

- General Notes on Licensing
  - ...for Local Licenses
  - ...for Network Licenses
  - ...for Commuter Licenses
- Installing the License Server
- Licensing via Licensing ID (License Activator)
  - AutoRequest Licenses
  - Activate Licenses
  - Deactivate Licenses
  - Trial Licenses
  - Reconstruction of Licenses
  - Notes on the Use of Modbile Computers (Laptops)
  - Floating Lizenzen
- Commuter Licenses
  - Checking Out Commuter Licenses, with Network Connection
  - Checking Out Commuter Licenses, without Network Connection
- License Configuration
- Server Monitor
- Theft of a Workstation

General Notes on Licensing

HiCAD 3D/HiCAD PDM can be activated via 3 types of licenses:

- Standalone Licenses (Local Licenses)
- Network Licenses
- Commuter Licenses

Please note:

- To use, activate, and deactivate network licenses on a virtual machine, you need to follow these steps:
  - A static MAC address is required.
  - A static IP address is recommended or required when using the commuter licenses.
  - Before copying or modifying a virtual machine, deactivate the network licenses because the copy process changes the UUID (Universal Unique IDentifier) of the virtual machine and cannot be deactivated later. This also applies when starting the virtual machine on another host.
  - The use of a cloud server is only possible if changes to the underlying hardware can be excluded by the cloud provider. This also includes that the provider does not move the virtual server to another physical machine.
- If you activated a license while the WLAN card is switched on, this license will only be valid and visible when the WLAN card is switched on.
- In the HiCAD 3D/HiCAD PDM directory DOCU you can find an Online Help for the Licence Manager. You start the Help by calling the LICENSEMANAGER.HTML file in the folder Docu\tools\Licensemanager.
- In the Online Help, on the **PDF Documents on Various Topics** page, you can find the document Checking out Licenses.

General Information on Local (Workstation-specific) Licenses

If you choose local licensing, the activation will be directly locked to the hardware of the workstation on which your HiCAD 3D and HiCAD PDM Desktop program is installed.

The ISD will send you an E-mail containing the Entitlement ID for local licenses (standalone). This ID will be required for the activation and deactivation of the licenses and software modules. Please keep the Entitlement ID! Without this ID you cannot activate or deactivate any licenses! In case of a defect, no reconstruction of licenses will be possible without the Entitlement ID! After installing HiCAD 3D/HiCAD PDM , you activate the licenses by means of the **License Activator** in the **ISD License Manager** (Folder [HiCAD 3D/HiCAD PDM installation directory]\exe\ISDLicenseManager.exe).

General Information on (Server-controlled) Network Licenses

If you choose network (server-controlled) licensing, the license will be directly locked to the hardware of the server that centrally manages the HiCAD 3D/HiCAD PDM licenses. These licenses can be used on any workstation in your network that is connected to this server.

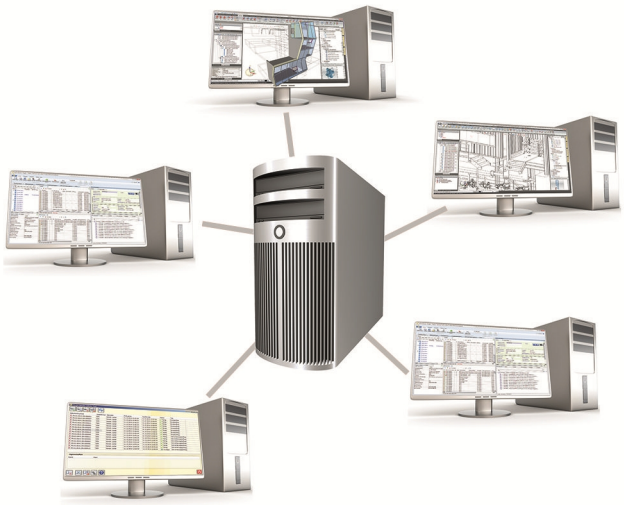
The ISD will send you an E-mail containing the Entitlement ID. If you have several network servers, e.g. at several locations, you will receive one Entitlement ID for each network server. This ID will be required for the activation and deactivation of the licenses and software modules. Please keep the Entitlement ID! Without this ID you cannot activate or deactivate any licenses! In case of a defect, no reconstruction of licenses will be possible without the Entitlement ID! You activate/deactivate the network licenses by means of the **License Activator** in the **ISD License Manager (Server)** (ISDLicenseManagerAdmin.exe).

To be able to use network licenses, a License Server needs to be installed on a computer without HiCAD 3D/HiCAD PDM.

The license server enforces and manages licensing in multi-user environment. It keeps track of all the licenses and handles requests from network users who want to run a HiCAD 3D/HiCAD PDM application, granting authorization to the requesters, or denying requests if all licenses are in use.

The license server must not be installed on the same computer on which an ISD software product (HiCAD 3D/HiCAD PDM) is installed, as both product share system data concerning the licensing information. Formerly, such parallel installations of license servers and ISD products were performed in cases where a customer occasionally wanted to transfer the license to another computer (Remote Commuter License).

Important:
Installations of license servers and ISD products on the same computer are no longer covered by the warranty. The ISD group advises you strongly not to perform such installations.



General Information on Commuter Licenses

Individual licenses can be checked out from the server and locked to a workstation within or outside the network (so-called “commuter licenses”). This enables you to continue working at a different location, without being connected to the license server (unless your HiCAD 3D/HiCAD PDM installation requires a connection to a database server).

To do this, when installing HiCAD 3D/HiCAD PDM Installationon the workstation (client), select the **Activate licence administration tools** option. This will activate the **Server Monitor** (shows who is currently using which licences) and **Commuter Licence** (borrowing a licence, e.g. for a laptop) tabs in the client’s ISD Licence Manager.

You should then define a specific period during which the licence is to be available on the selected workstation. During this period, the licence is reserved on the licence server. Once this period has expired, the

licence becomes available again automatically on the licence server. It is also possible to manually return this licence to the server before the defined period expires, provided the workstation is connected to the server. Licences for a workstation can be checked out for a minimum of one day, with the day being counted from 01:00 on the day following the check-out time.

.

If you want to replace/exchange your license server, you need to deactivate all licenses first.

Practical Examples of Network Licensing

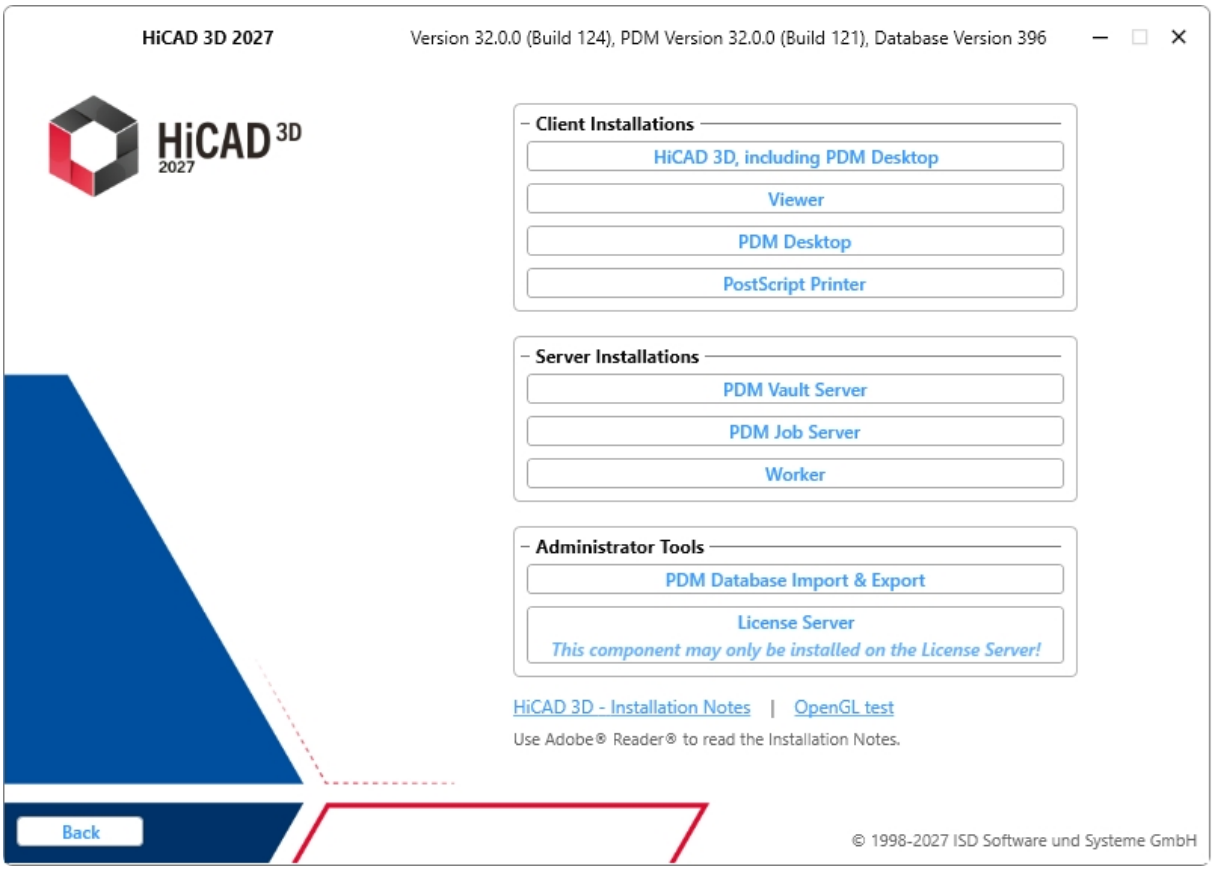
- Let us assume that three licenses have been activated on your server. Monday morning (11.00 am) you suddenly need to see a customer for design tasks, and you know that you will still be on-site at the customer's facility on Tuesday. You therefore check out a license for 24 hours on 11.00 am. This means that you can use this license until Tuesday night, 11.59 pm, from your mobile workplace. After expiration of this period, the license is automatically made available again on the server. If you manage to finish your work on Tuesday at midday, you can go back to your office and return the license to the server somewhat earlier.
- Similar situation as the one described above, with the difference that you are not in your office on Monday, 11.00 am. In such cases you can generate a hardware ID, enabling your colleagues in the office to check out a license for you. This license is sent to you by E-mail and can then be activated. In contrast to the previous example, this license is exclusively available to you for a fixed period of time and cannot be returned to the server before expiration of this period.

Installing the License Server

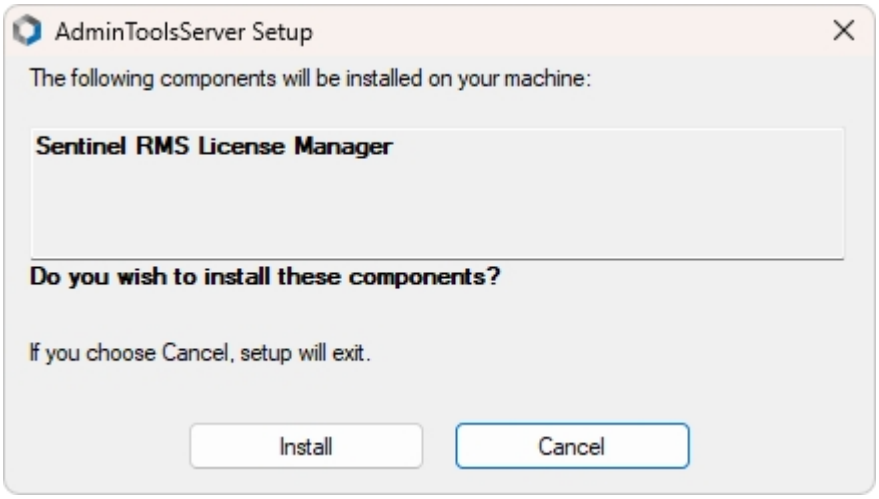
If you want tp perform a HiCAD 3D/HiCAD PDM update to Version 2027 and use a license server (i.e. work with network licenses), you require the License Server from the installation medium. If you have an older version, you must first uninstall it. This can be done via the Windows Control Panel. Uninstall the **Sentinel RMS License Manager** and, if present, the **AdminToolsServer**.

To install the License Server, start Windows. If Windows has already been opened, close all other applications and start the installation wizard.

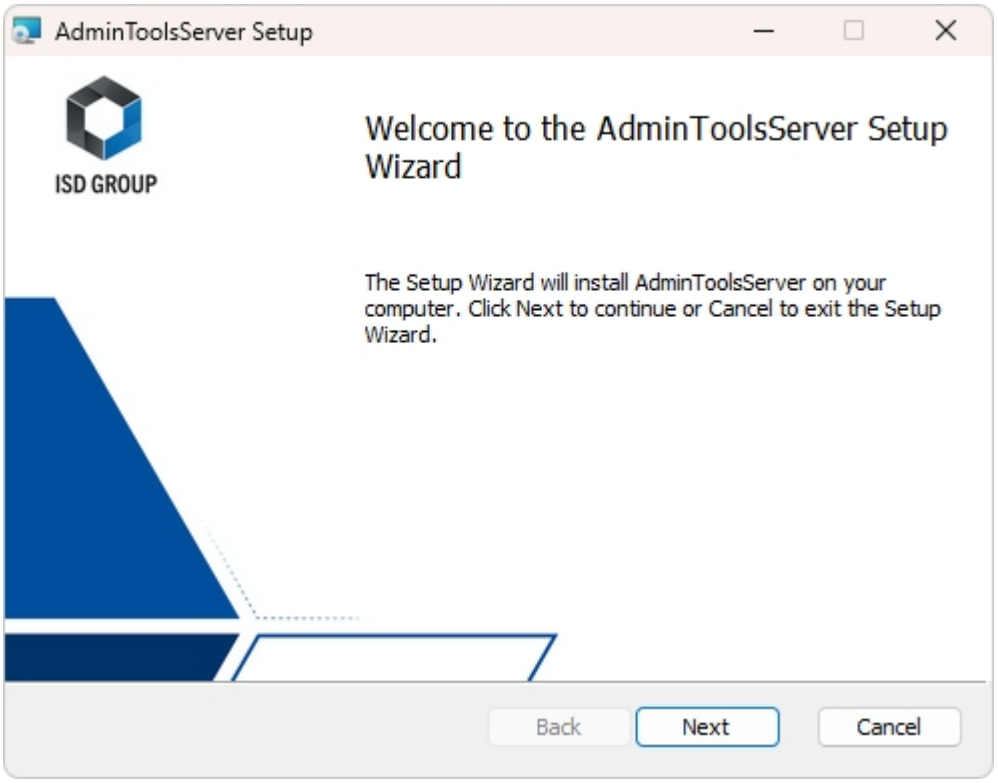
Click the **Standard Edition** button, which opens a mask with various selection options for software components.



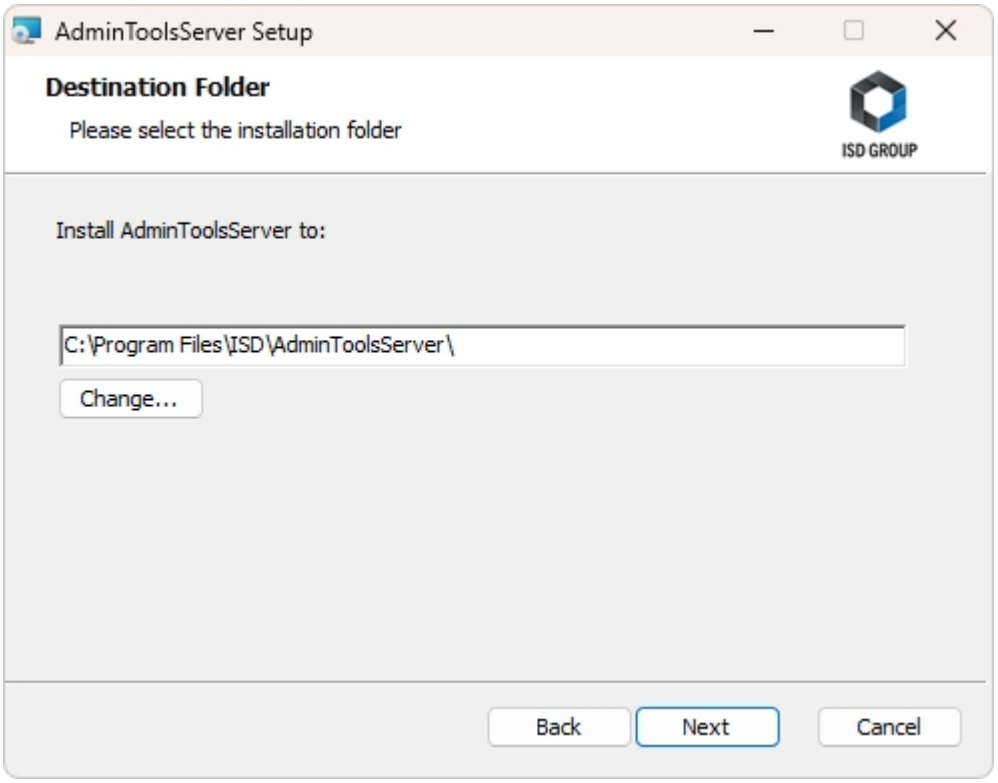
Start the installation of the **License Server**.



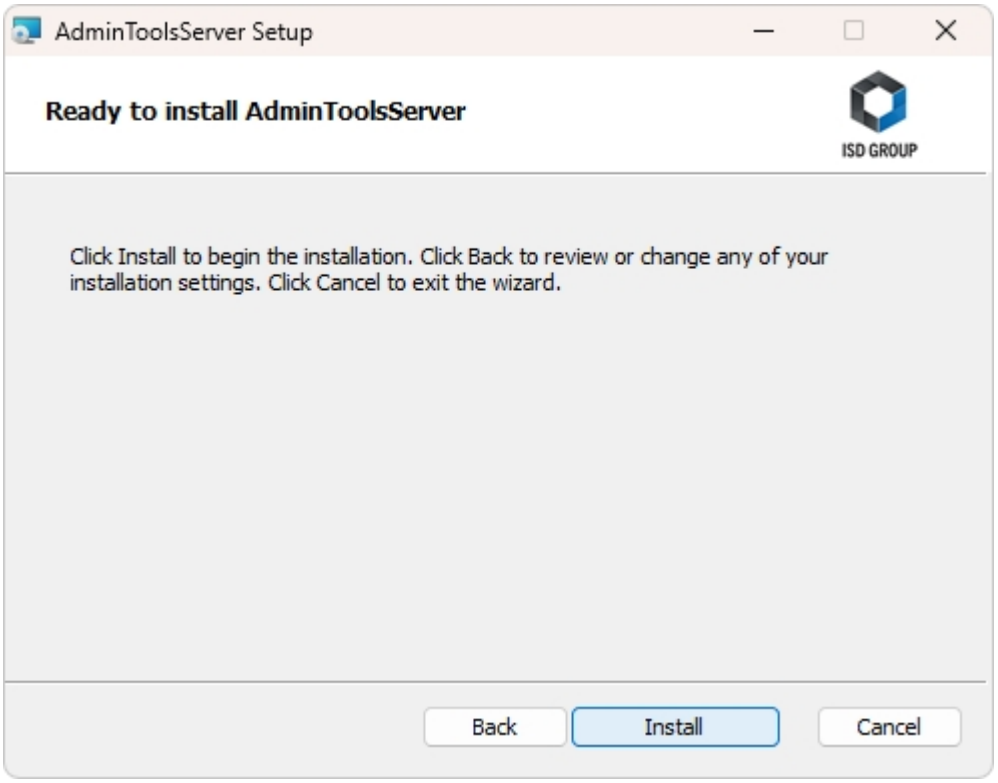
First, the system checks whether the Sentinel RMS License Manager is installed. If not, you need to install it.



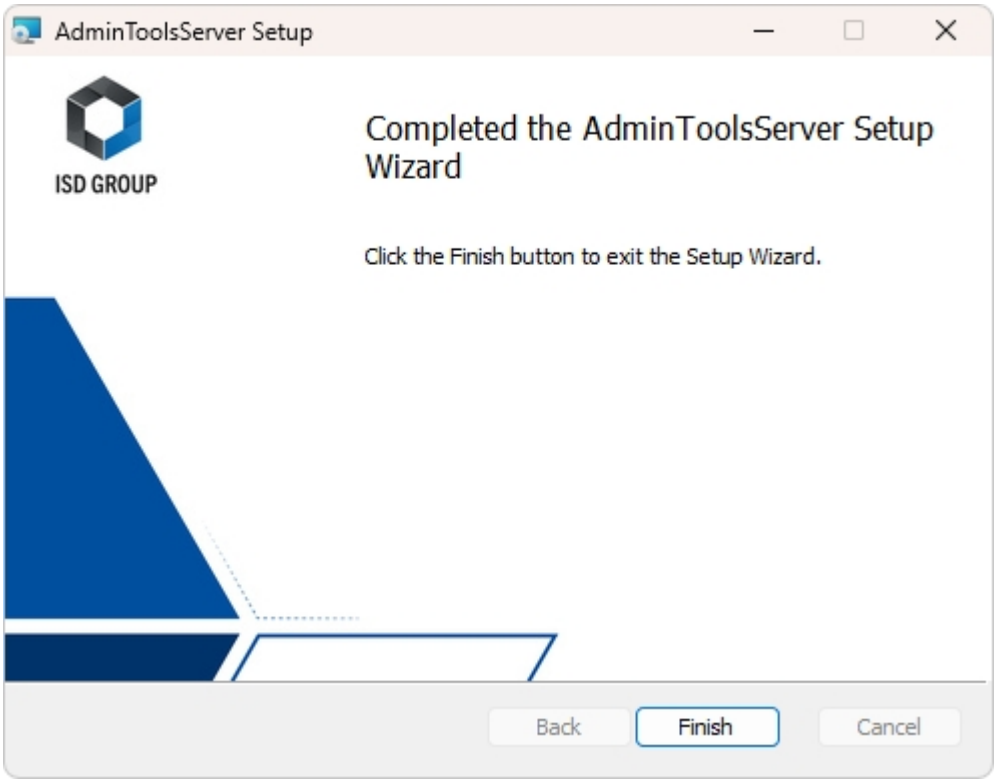
Activate the **Next** button.



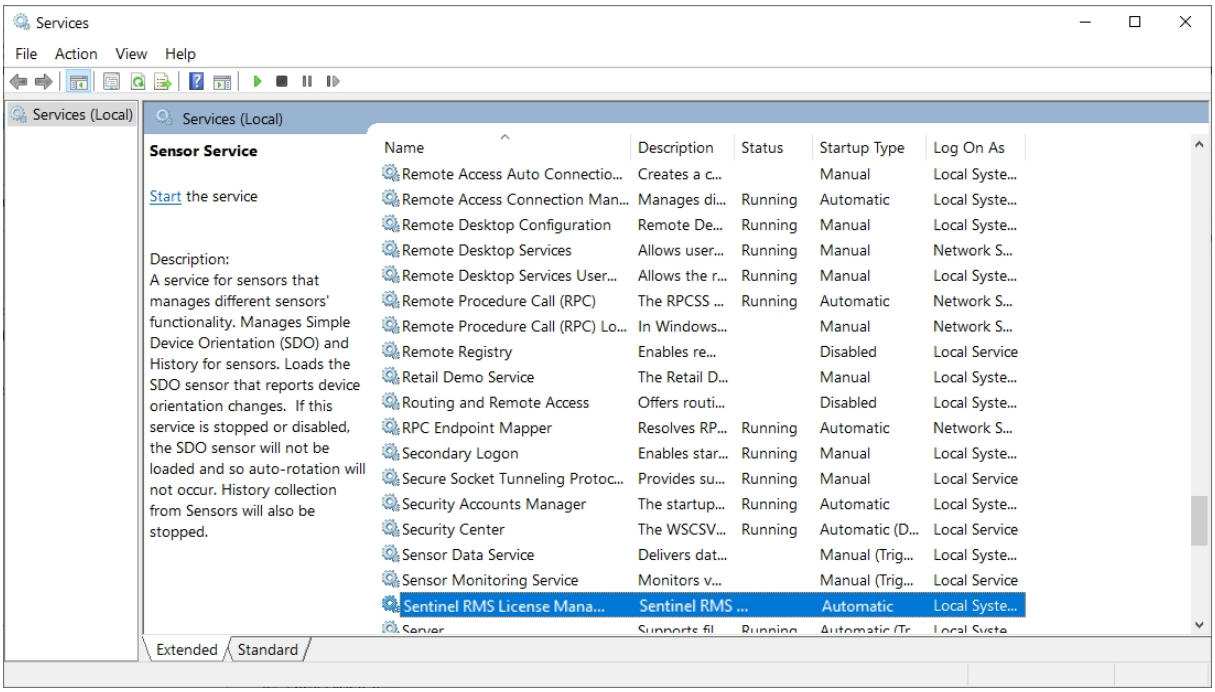
Accept the default path by clicking **Next**.



Then start the installation process.



After successful installation, you will find the Server service (Sentinel RMS License Manager) under Services. You can also start or stop it there. The **ISD License Manager (Server)** is located in the Windows Start menu. The program file ISDLicenseManagerAdmin.exe is located by default in the C:\Program Files\ISD\AdminToolsServer\exe\.



Important:

To ensure that the HiCAD 3D/HiCAD PDM Client will find the correct License Server, an environment variable LSFORCEHOST should be set on each Client using network licenses. The value HOSTNAME, respectively the IP address of the License Server is assigned to the variable.

Licensing via Entitlement ID (License Activator)

The ISD License Manager significantly facilitates the communication between the customer and the ISD during licensing.

Important:

To activate HiCAD 3D, you always require the ISD License Manager that matches the version you use. For local client licenses, this is the ISD License Manager (ISDLicenseManager.exe) from the EXE directory of the HiCAD 3D installation. For server licenses, use the ISD License Manager (Server) (ISDLicenseManagerAdmin.exe), which is located by default in Program Files\ISD\AdminToolsServer\exe.

AutoRequest Licenses

When acquiring a HiCAD 3D/HiCAD PDM license, you will obtain one Entitlement ID for local licenses (Standalone) and another one for network licenses (Network). If you have several network servers, e.g. at different locations, you will obtain one Entitlement ID for each network server. These numbers will be required for the activation and deactivation of the licenses and the software modules.

Von: ISD Group | Licensing [mailto:activation@isdgroup.com]
Gesendet: 11/02/2026
An: info@mustermann.com
Betreff: ISD - Entitlement Certificate

Dear Herrn Mustermann,

Congratulations! An entitlement has been created/modified for you with the following details:

Click here to obtain information on the license activation procedure.

Entitlement Details

EID:	cd14e6c7-c78d-cc8a-a05c-0a114ccccc60b6	**Start Date:**	11/02/2026
Customer:	Mustermann GmbH	**End Date:**	Never expires
Contact:	info@mustermann.com		

Associated Products and Features

Product Name	Item number	Quantity	Remaining quantity	Start Date	End Date	Status	License type
HiCAD 3D Worker	E102SPO001 31.99	1	1	11/02/2026	Never expires	Enabled	Network
HiCAD 3D steel engineering package	E103ATS2004 31.99	1	1	11/02/2026	Never expires	Enabled	Network
HiCAD 3D steel engineering suite premium	E103STB2010 31.99	1	1	11/02/2026	Never expires	Enabled	Network
HiCAD 3D Integration Module	E180CAH2001 31.99	2	2	11/02/2026	Never expires	Enabled	Network
HiCAD PDM engineer from	E181HEL2010 31.99	2	2	11/02/2026	Never expires	Enabled	Network
HiCAD PDM Jobserver	E183SPO2001 31.99	1	1	11/02/2026	Never expires	Enabled	Network
HiCAD 3D Point Cloud	F107PUW2001 31.99	1	1	11/02/2026	Never expires	Enabled	Network
Master License	MasterLic 31.99	15	15	11/02/2026	Never expires	Enabled	Network

For further assistance, contact us using the following details:
Contact No. - +49-(0)231-9793-0
Email - support@isdgroup.com

Sincerely,
ISD Software und Systeme GmbH Team

2016 SafeNet, Inc. All Rights Reserved.

Important:

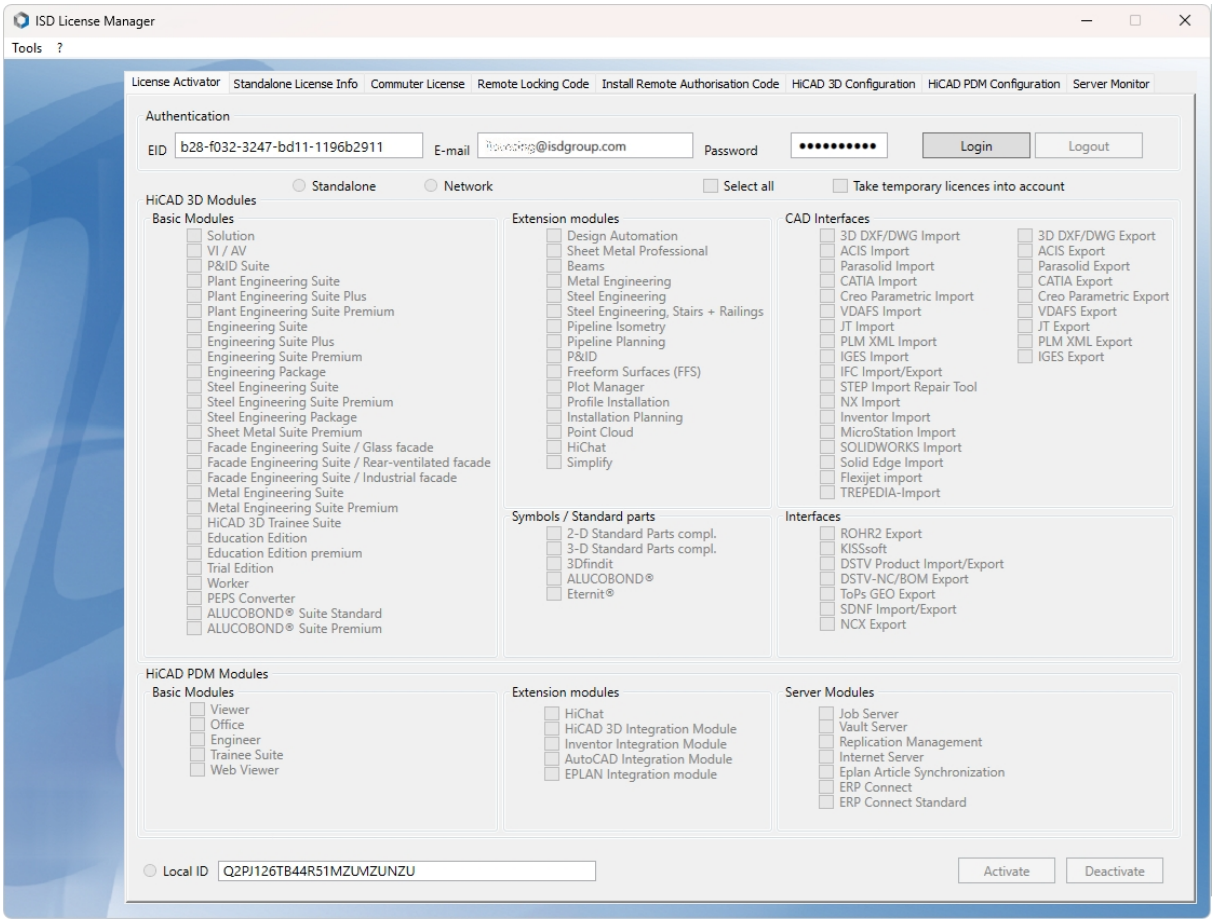
Please keep the Entitlement ID! Without this number you cannot activate or deactivate licenses. In case of a system crash a reconstruction of the licenses cannot take place without the Entitlement ID.

After installing HiCAD 3D/HiCAD PDM you can find the program in the Windows **Start** menu under **HiCAD 3D**. Please note that for the execution of some functions, administrator rights are required.

The functionality of the ISD Licence Manager depends on whether the **Licence Administration Tools** option is selected during installation. You will need the **Licence Administration Tools** to manage server licences. If you select the **Licence Administration Tools** option when installing HiCAD 3D/HiCAD PDM on the workstation (client), the **Server Monitor** (shows which users are currently using which licences) and **Commuter Licence** (borrowing a licence, e.g. for a laptop) tabs will be enabled in the client's ISD License Manager.

Important:

To activate HiCAD 3D you always need the ISD Licence Manager that corresponds to the version. For local client licences, this is the ISD Licence Manager (ISDLicenseManager.exe) located in the EXE directory of the HiCAD 3D installation. For server licences, use the ISD License Manager (Server) from the installation media for the HiCAD 3D version you wish to activate.The default installation of the ISD License Manager (Server) (ISDLicenseManagerAdmin.exe) is located in Program Files\ISD\AdminToolsServer\exe.



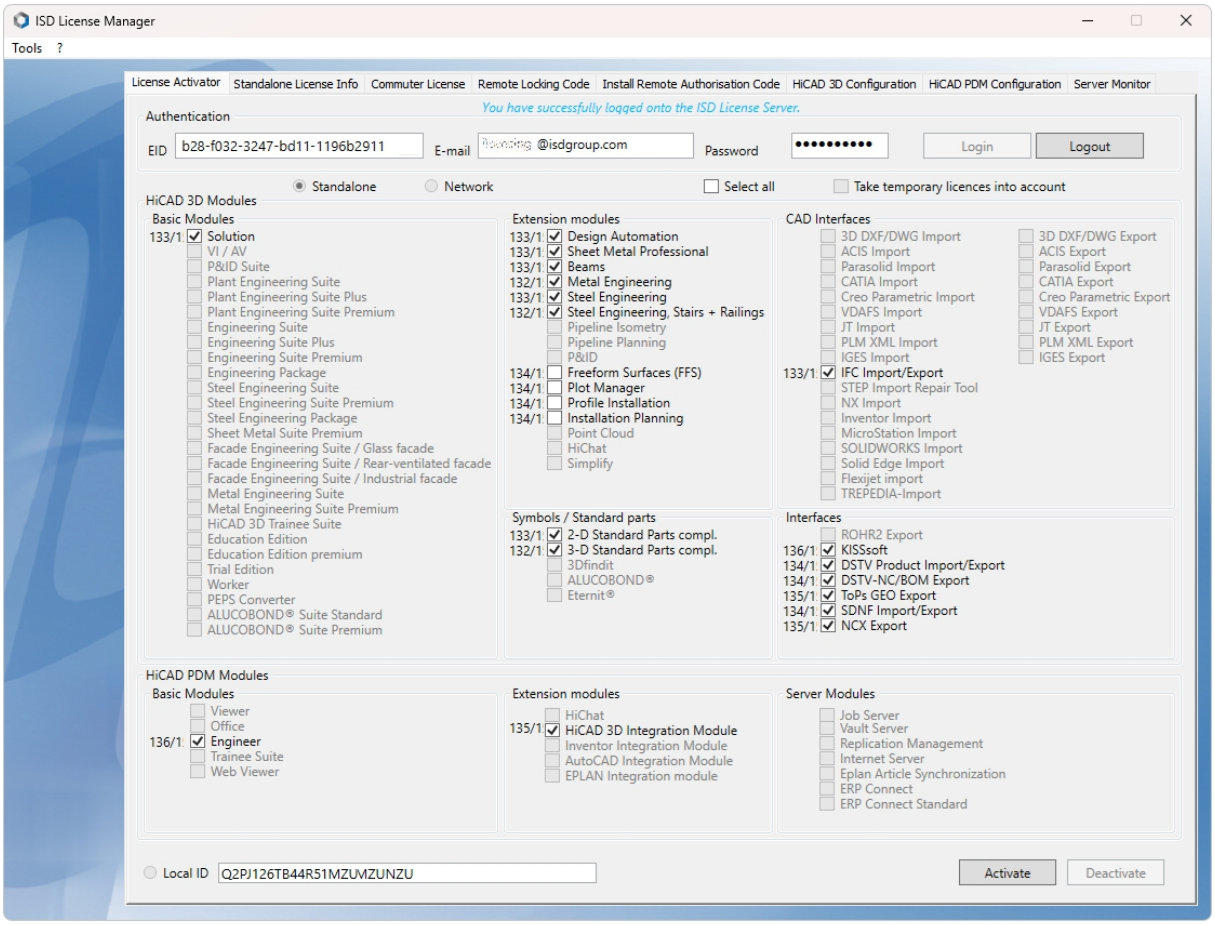
Activate the **License Activator** tab and enter the **Entitlement ID**, your **E-mail address** and your **Password**. New customers obtain their password from the Support. With this password you can also access the Download Area.

After entering the data, click **Login**. The ISD License Manager connects to the ISD License Server and the acquired licenses will be displayed.

This process may take several minutes. You can then activate the licenses.

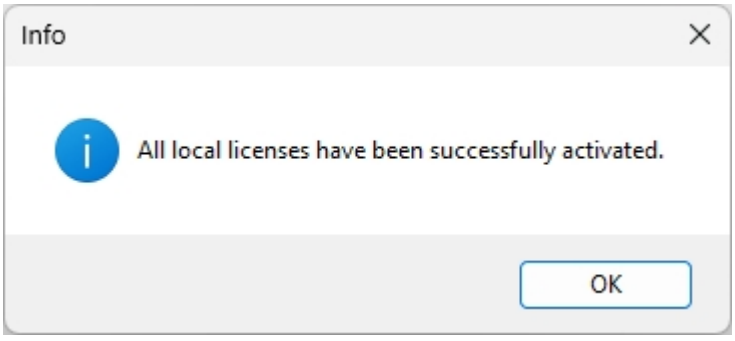
Activate Licenses

After successful Login the number of available licenses and the number of acquired licenses are indicated next to each module.



Select the modules to be activated and click **Activate** to start the activation. For Server Licenses the modules are already pre-selected.

After successful activation a message showing you that all licenses have been successfully activated will be displayed:



You can then log out and work with the HiCAD 3D/HiCAD PDM modules.

In addition, you will receive an E-mail informing you about the deactivated modules.

For Network Licenses, all modules will always be activated or deactivated (for further information about the operation of the License Manager, please read the Online Help for the License Manager).

Deactivate Licenses

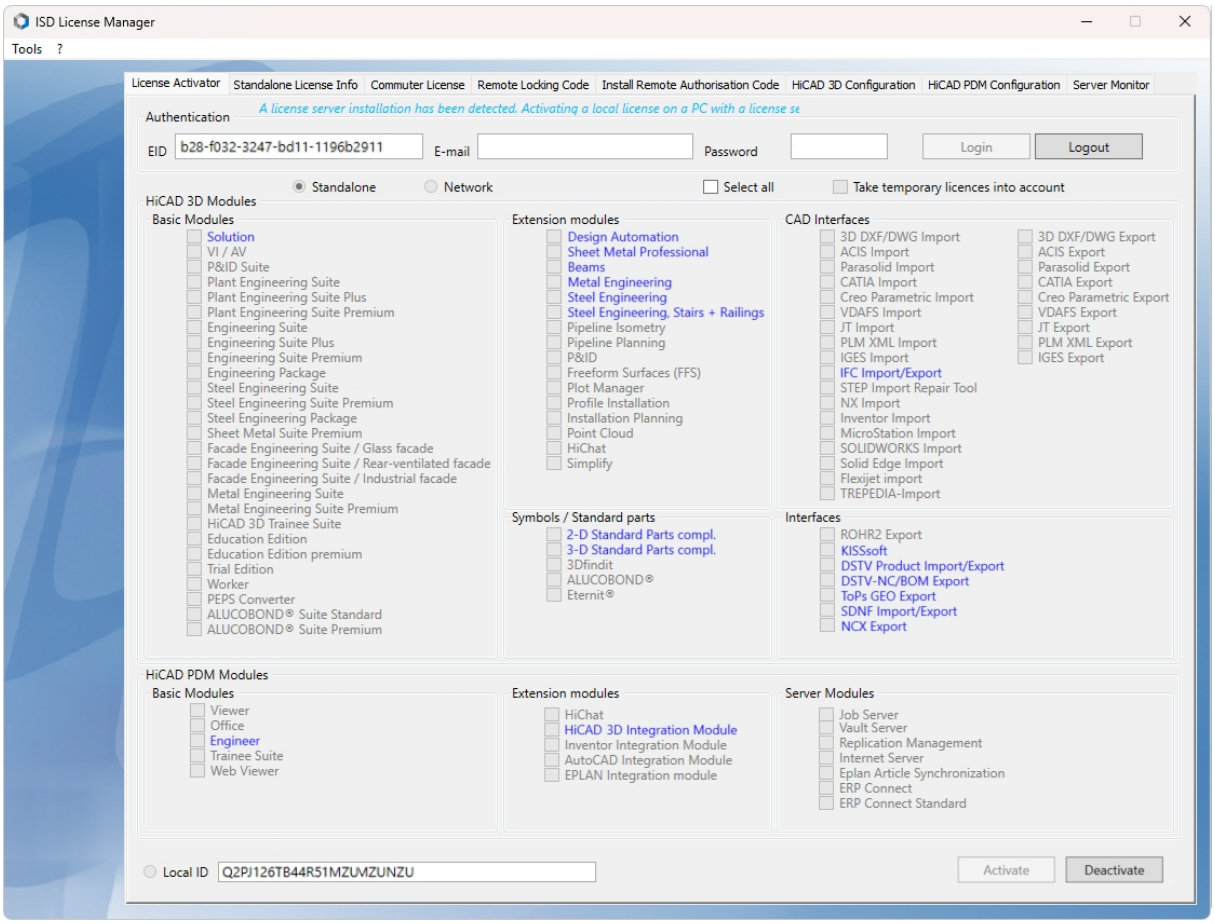
A deactivation of licenses for modules will be required in the following situations:

- Exchange of hardware or changing of hard disk partitioning
- Update of the operating system,e.g. from Windows 10 to Windows 11). For updates within one version no deactivation will be required.)
- Transfer of local modules from one workstation to another
- Acquisition of further modules, or return of hired licenses
- Switch from local licenses to network licenses

Please note the following: All workstations with modules having the same Entitlement ID need to be deactivated completely before a redistribution of the module licenses can take place.

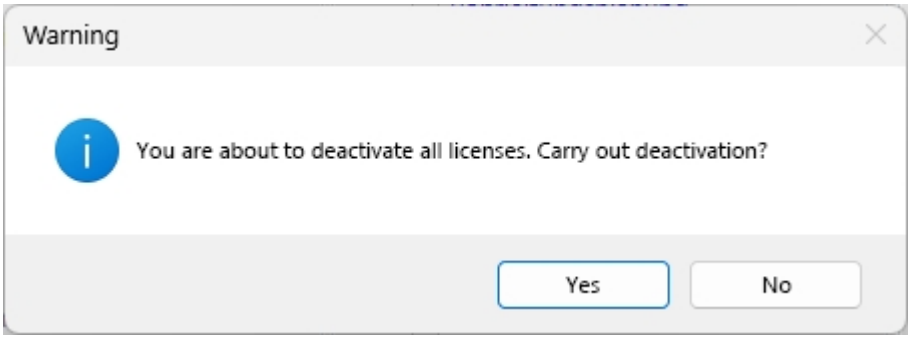
Close all HiCAD 3D/HiCAD PDM applications before deactivating local licenses or logging onto the License Manager.

After starting the ISD License Manager the activated modules will be highlighted in a different colour.



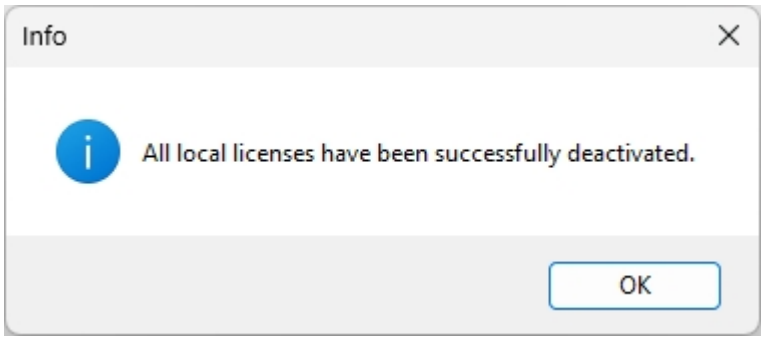
Click the **Deactivate** button to revoke the activation of the modules.

A selection is not possible, as you need to deactivate all modules, no matter whether local licenses or network licenses. The deactivation process must not be disrupted, e.g. by a logout or the closing of ISD License Manager!



Click on **Yes** when the security prompt appears.

After successful deactivation the following message will be displayed.



Temporary Licenses

If you select **Take temporary licences into account** after login, you will be also shown, besides all trial licenses with a limited period of validity, all purchasable licenses which are not simultaneously available as trial licenses.

Reconstruction of Licenses

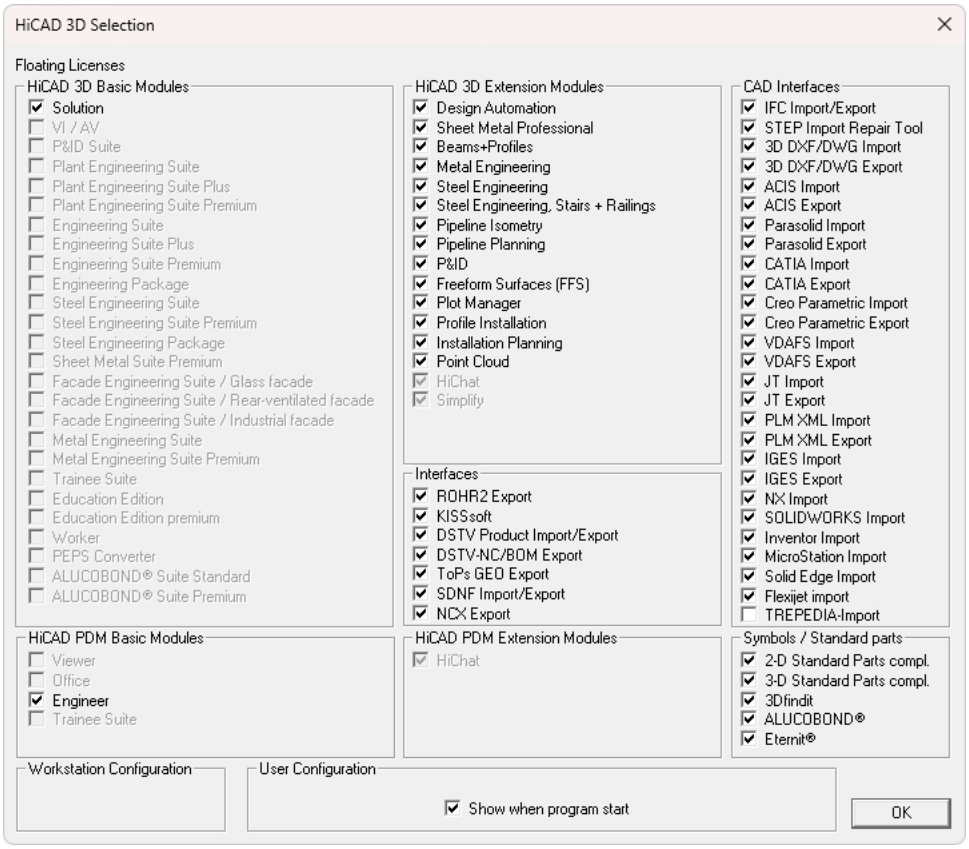
As all licenses are stored on the ISD Server, you can, in case of an interrupted connection or an accidental deletion of licenses, restore all licenses by logging in with your Entitlement ID. The restoring will only function if the hardware was not changed (see Deactivate Licenses).

Notes on the Use of Mobile Computers (Laptops)

If you use a computer with WLAN card, Please make sure that the WLAN card is either always switched on, or always switched off.

Floating Licenses

If you have acquired a HiCAD 3D Extension Module with the property **Floating-able at runtime**, you can activate/deactivate them during the current HiCAD 3D session. To do this, click on the m HiCAD 3D nach dem **Help**  icon on the top right of the HiCAD 3D screen and choose the option **Floating Licenses**. The HiCAD 3D module selection window will be displayed:



If one Extension Module is (de)activated, the Extension Modules that are prerequisites for this module will also be (de)activated (if they are also floating-able at runtime).

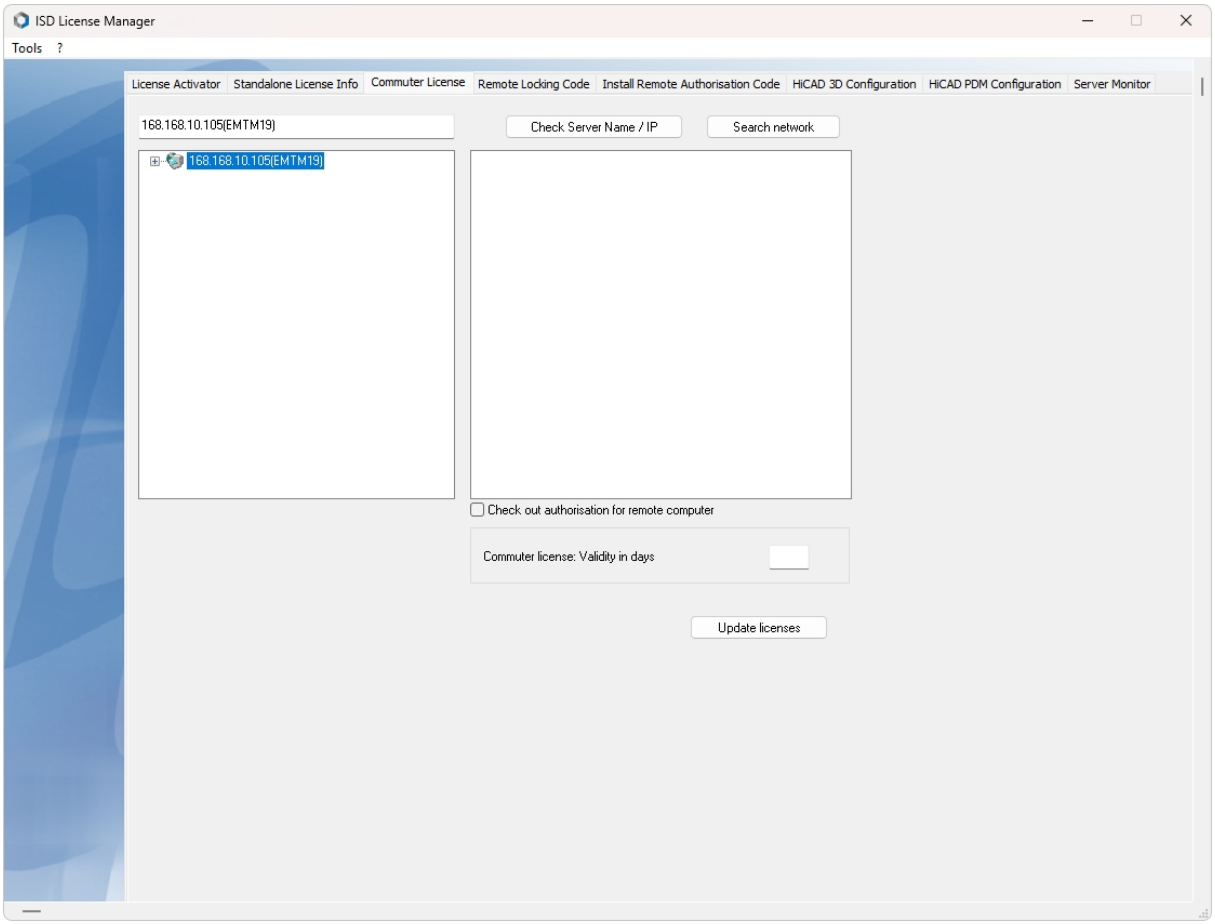
Commuter Licenses

Commuter licenses enable you to use network licenses even if the workstation is not connected to the Server. There are two ways of receiving commuter licenses:

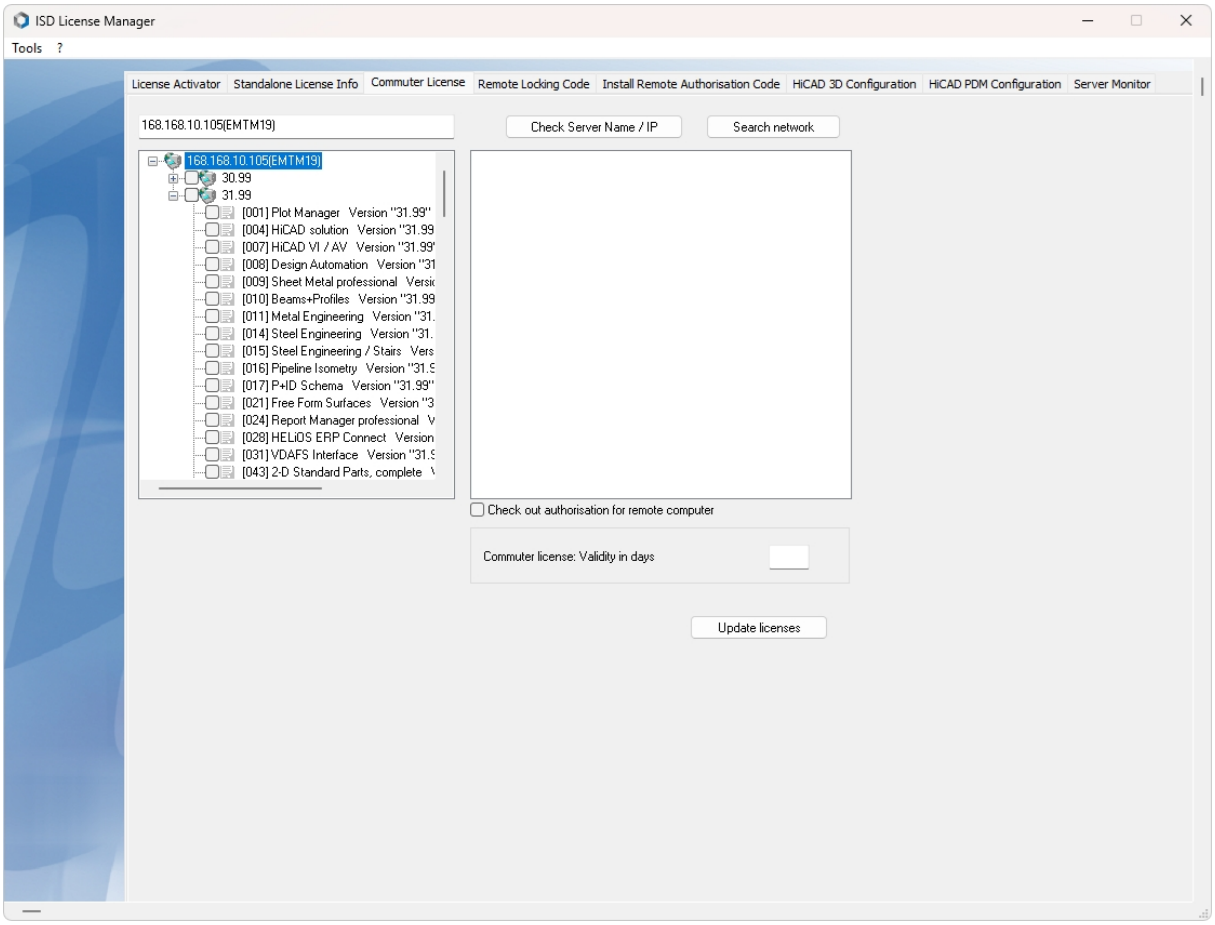
- Checking Out Commuter Licenses, with Network Connection
- Checking Out Commuter Licenses, without Network Connection

Checking Out Commuter Licenses, with Network Connection

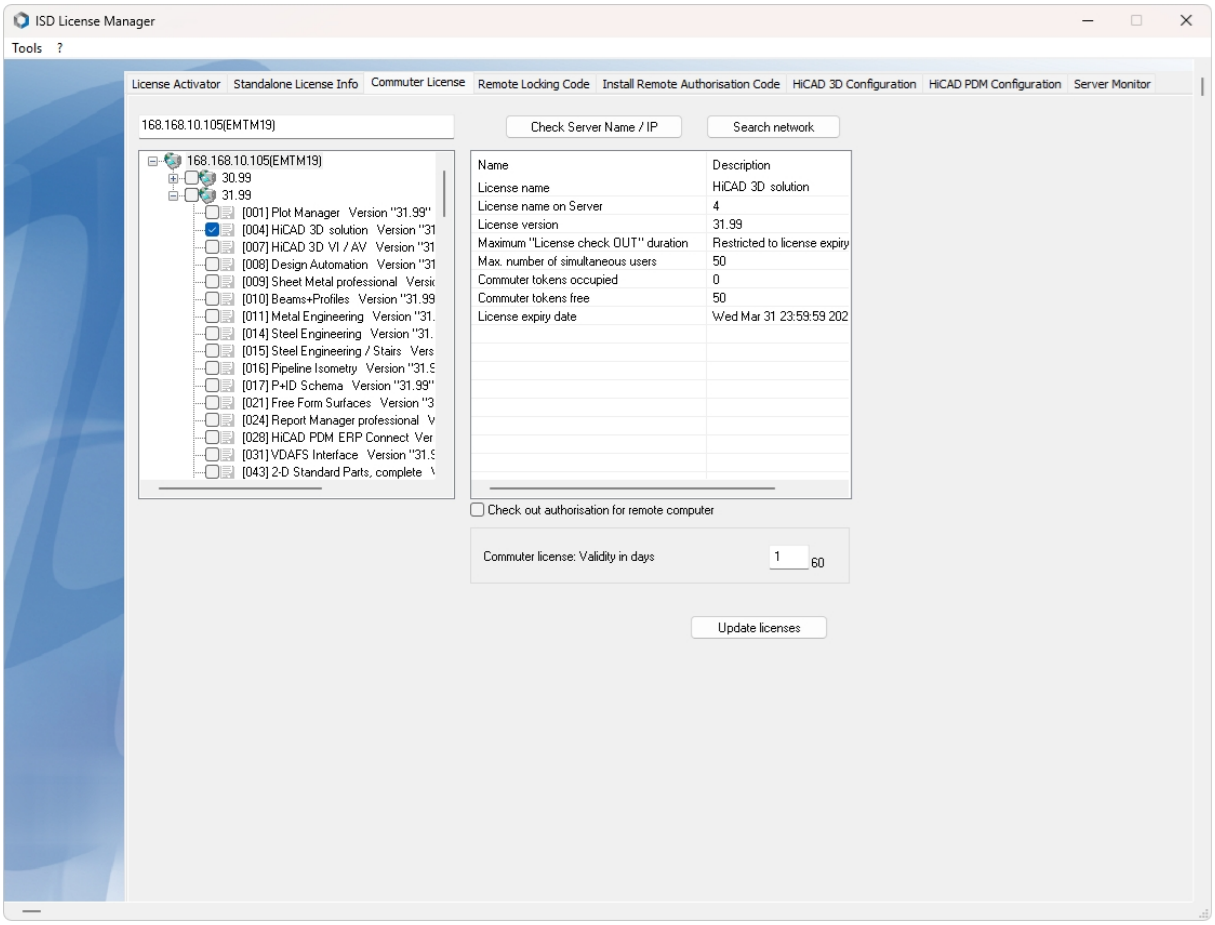
Start the **ISD License Manager** (while a connection to the Server still exists). Switch to the **Commuter License** tab.



Use the **Search network** button to automatically search for License Servers. Expand the tree structure of the found Server by a click on the “+”-sign. All Versions will then be shown on the License Server. The result looks as follows:



Select the required licenses by activating the corresponding checkboxes on the left hand side.

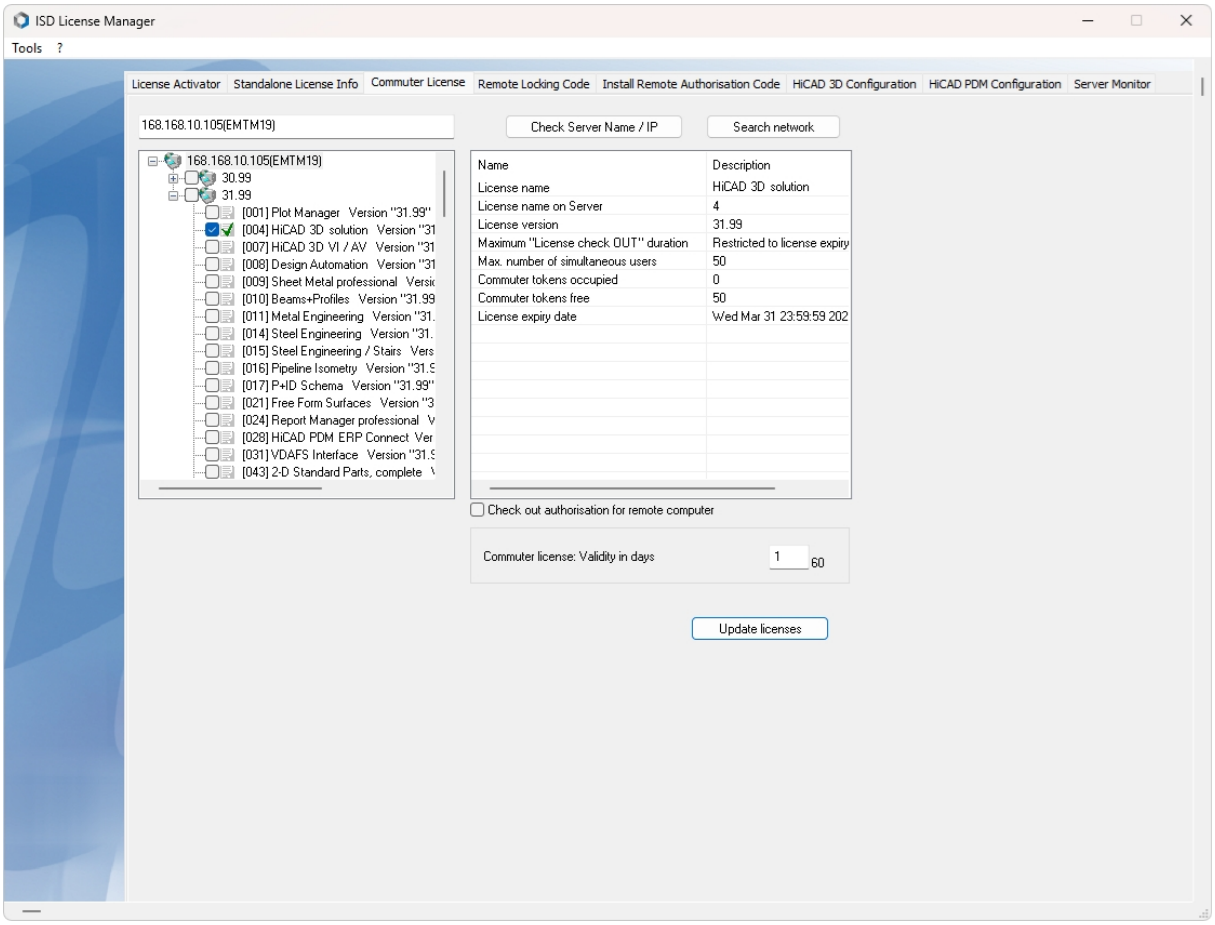


On the right hand side, information on the selected license is displayed.

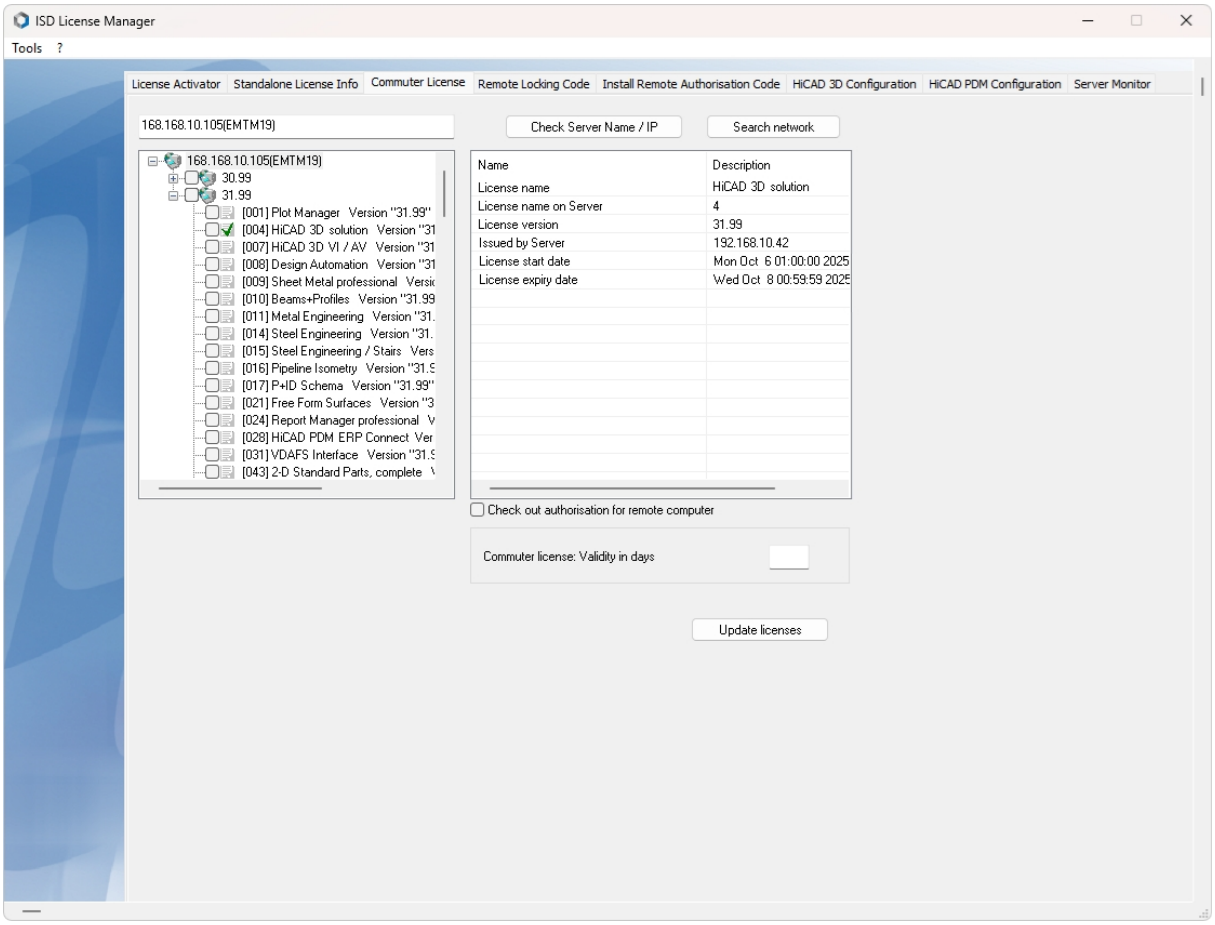
In the **Commuter license: Validity in days** field, you enter the number of days that you want the commuter licenses to remain checked out from the Server. The maximum number of days is 30. By default (or if a “0” is entered), the value is set to 1.

For reasons of safety you should check out the licenses only for the required period! If a commuter license is lost, e.g. because of theft or a defect of the client computer, the license on the Server cannot be used any more before expiry of this date.

After entering the expiry date for the commuter licenses, click the **Update licenses** button. The Commuter licenses are checked out from the Server.



All selected licenses are now checked out from the Server and you possess all rights on your computer for the specified validity period for the commuter licenses. This means that you are enabled to work network-independent. The checked out licenses are no longer available to the other computers on the network.



You can however also return the commuter licenses before their expiry date. To do this, you need to connect to the Server, deactivate the checkboxes on the left and click the **Update licenses** button. All licenses are now made available on the Server and locked on your computer, i.e. you can now only use HiCAD 3D/HiCAD PDM if there is a connection to the License Server. The licenses made available again can now also be used from other workstations.

Checking Out Commuter Licenses, without Network Connection

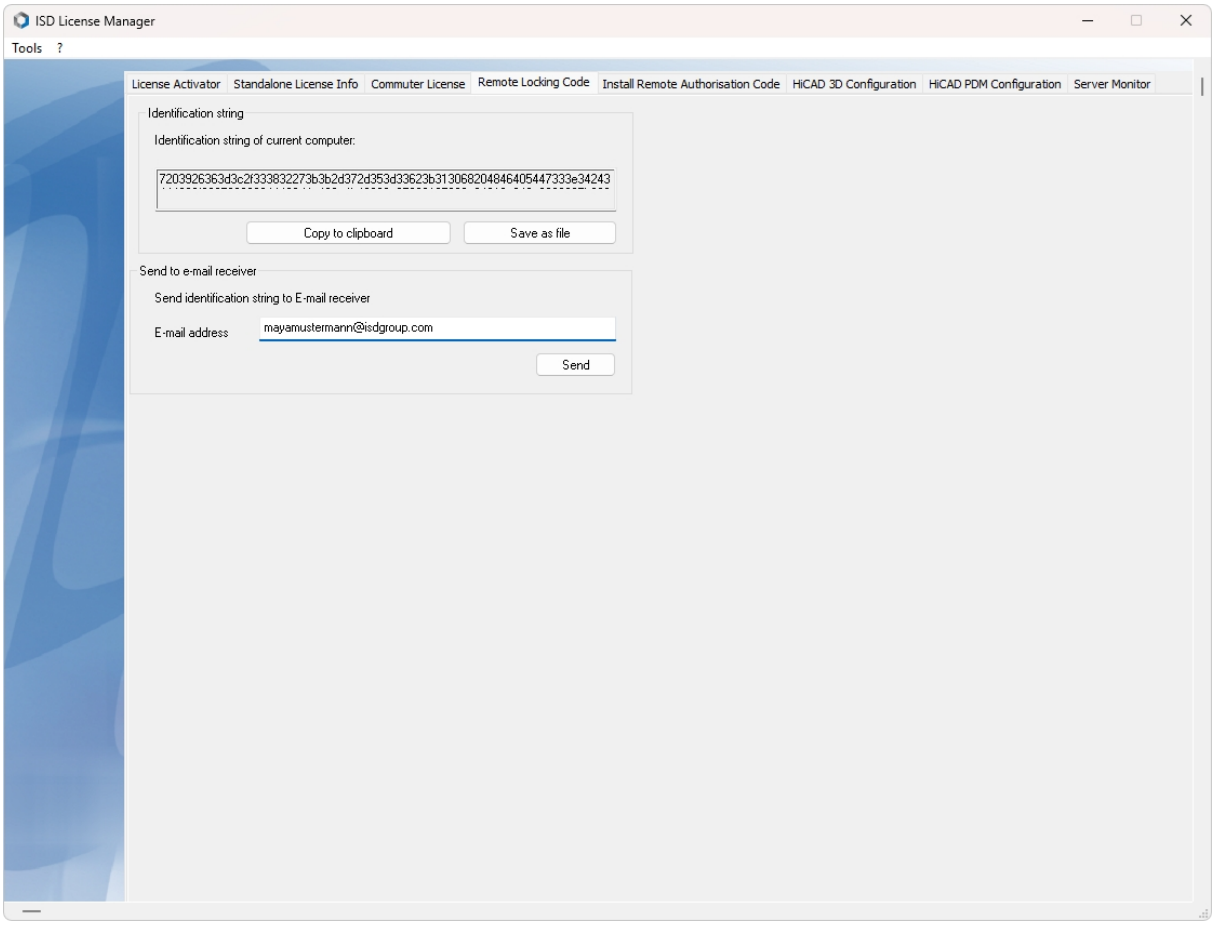
Commuter licenses can also be drawn from the License Server without an existing network connection. For this **Administrator rights** are required.

Commuter licenses checked out in this way cannot be returned to the License Server! This means that the commuter licenses that have been checked out from the Server are only (automatically) made available again after their expiry date.

Several steps are required for checking out without network connection - by the Administrator having a network connection to the License Server, as well as by the Client (that is, your laptop) having no network connection to the License Server.

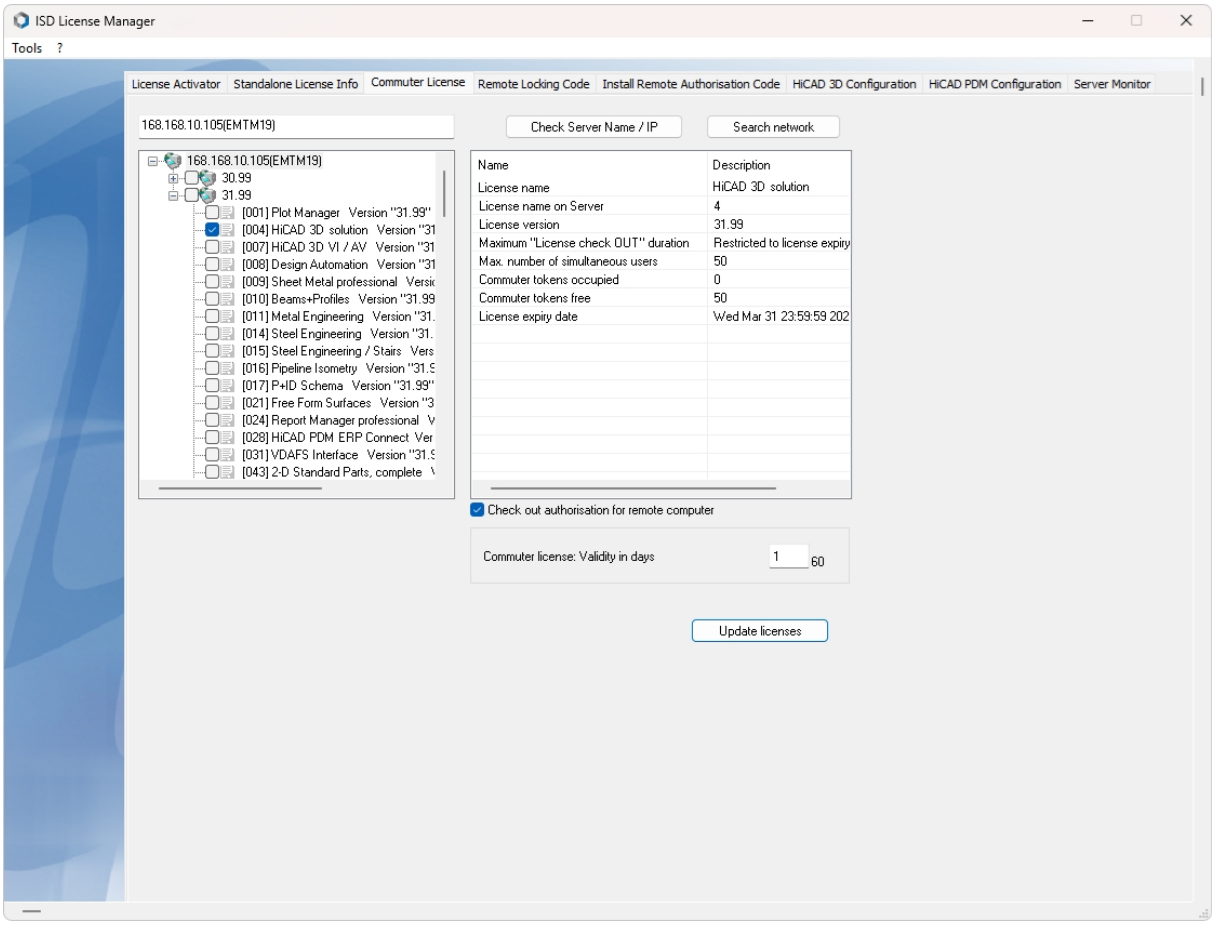
As long as commuter licenses are checked out in this way, it is not possible to update the network licenses on the server. The same applies when buying new modules/licenses and changing the configuration.

The Client starts the **ISD License Manager** tool, switches to the **Remote Locking Code** tab.



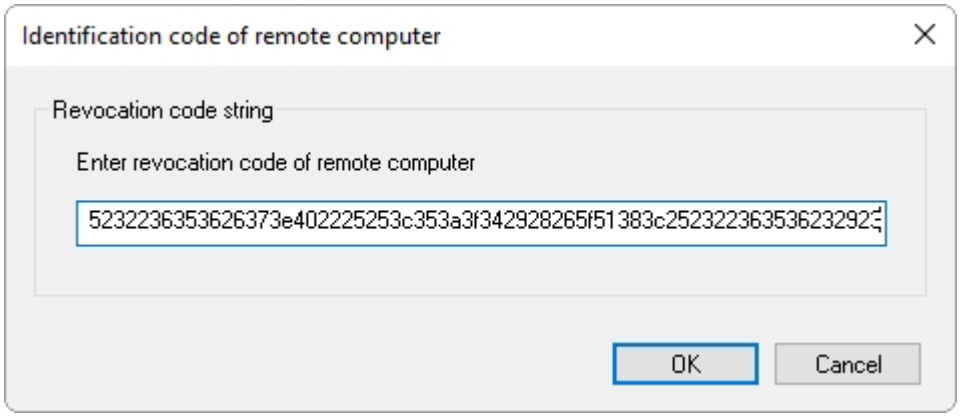
Then, the Client sends the generated character set to the Administrator (via E-mail or over the phone).

The Administrator starts the **ISD License Manager** and switches to the **Commuter License** tab.

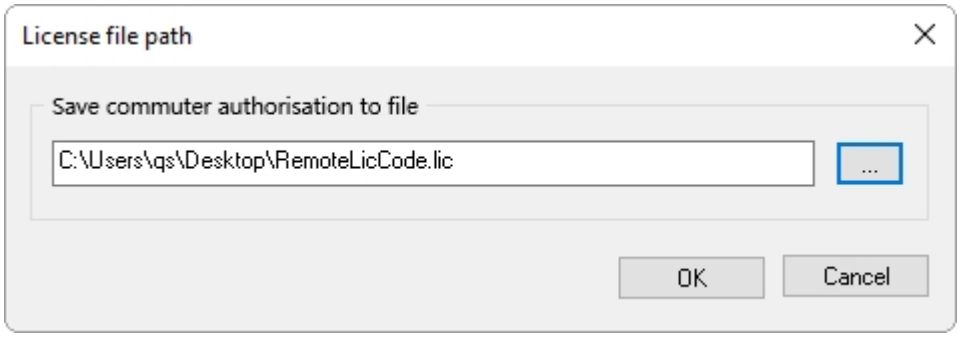


The License Server will be selected, and the required licenses (modules) are activated in the left window. In the **Commuter license: Validity in days** field, you enter the number of days that you want the commuter licenses to remain checked out from the Server. The maximum number of days is 30. By default (or if a “0” is entered), the value is set to 1. To checkout a remote commuter license the administrator now needs to activate the **Check out authorisation for remote computer** checkbox ☑. Administrator rights are required for this.

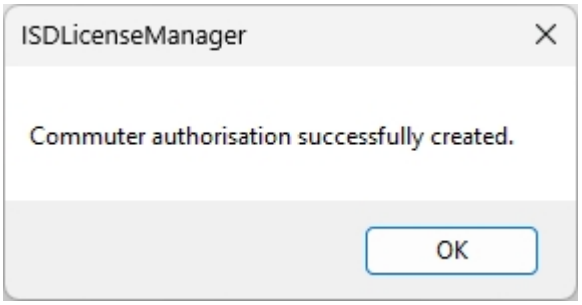
A click on the **Update licenses** button opens a new dialogue window, in which the administrator enters the character set received from the Client



After selecting **OK**, another dialogue opens.

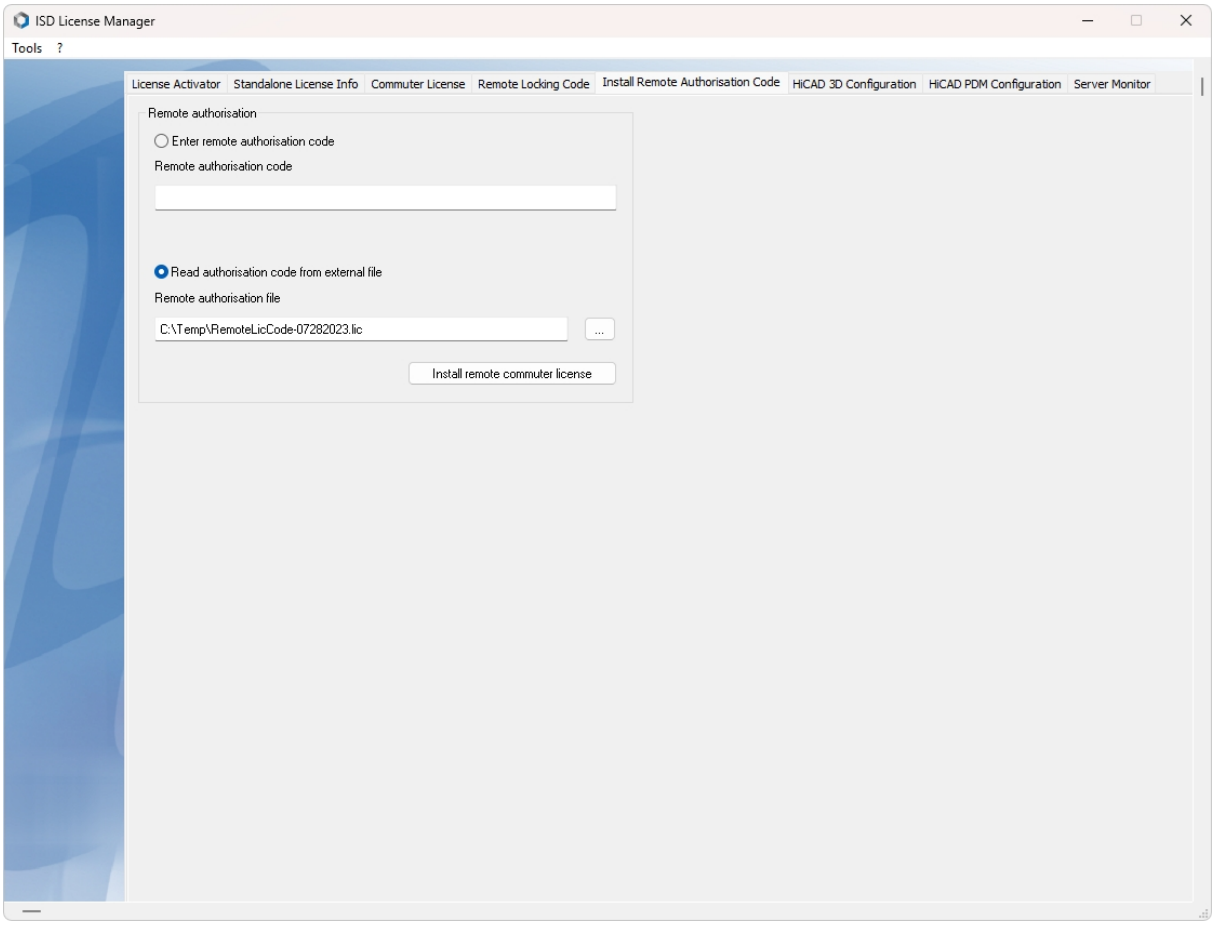


Here the Administrator enters the target path and the file name for the licenses to be swapped out. Make sure that a unique file name is used, for example, by including in the file name the host name of the remote computer and the expiry date.

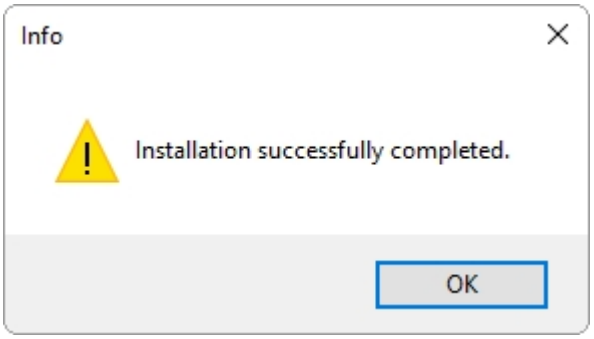


Click **OK** to check out the commuter licenses from the License Server and swap them out to a file, e.g. RemoteLicCode.lic.

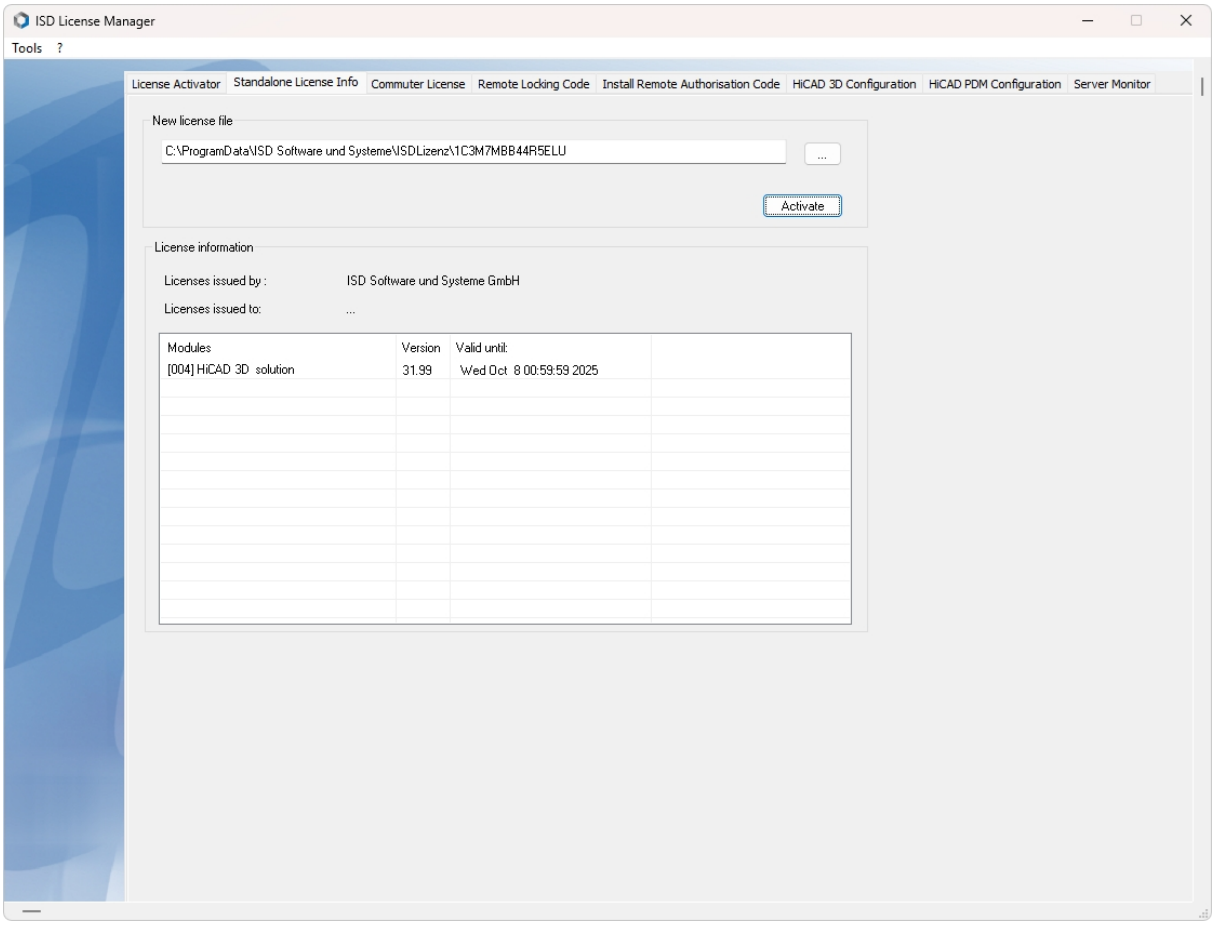
After receiving the file with the commuter licenses, the Client starts the **ISD License Manager** again and activates the **Install Remote Authorisation Code** tab.



Now the Client can install the received commuter licenses directly via file selection or via copying of the file contents. Click the **Install Remote Commuter License** button to install the Commuter Licenses on the Client.



After successful installation, the Client must switch to the **Standalone License Info** tab.



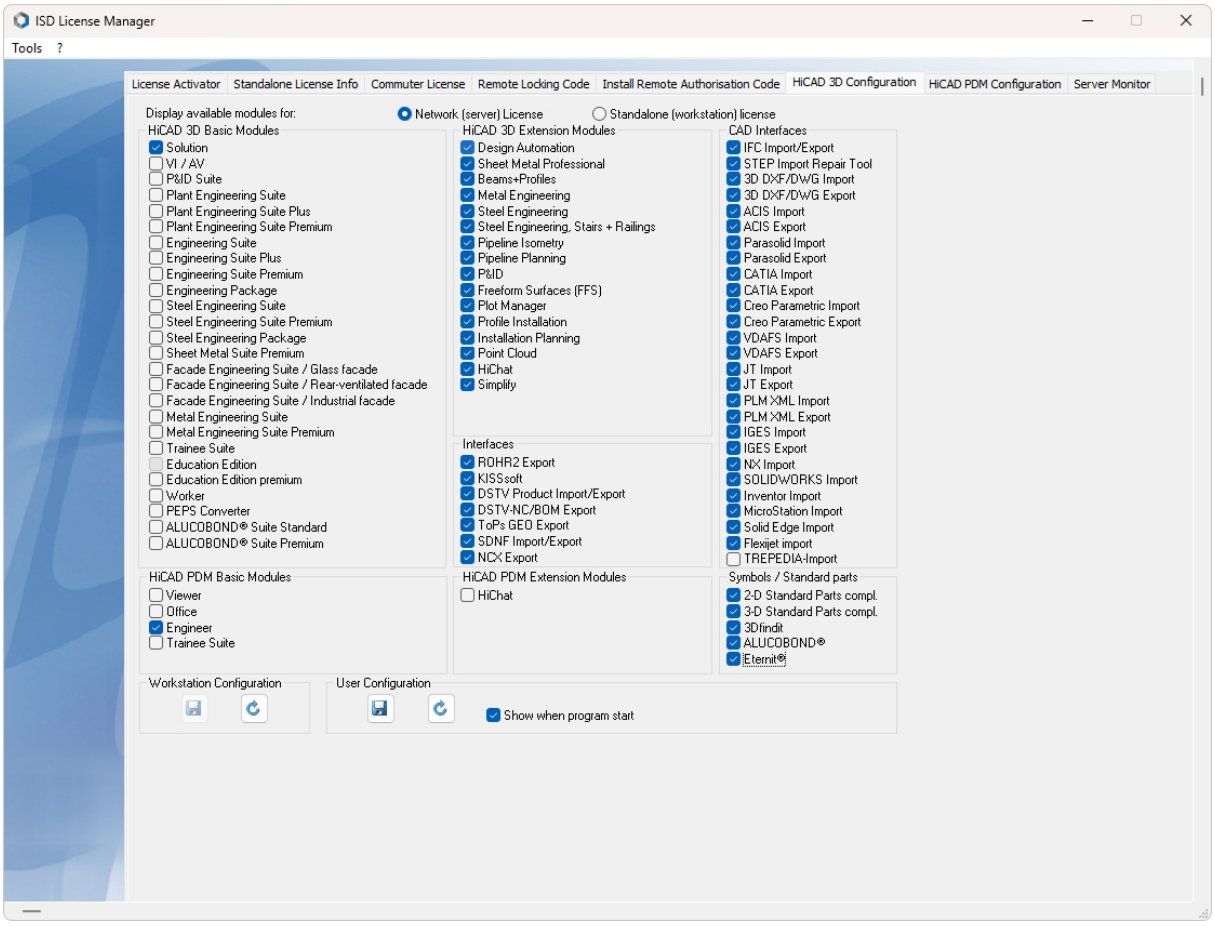
To update, the Client must click on the **Activate** button. The information which licenses are installed locally on the computer will then be provided to the Client.

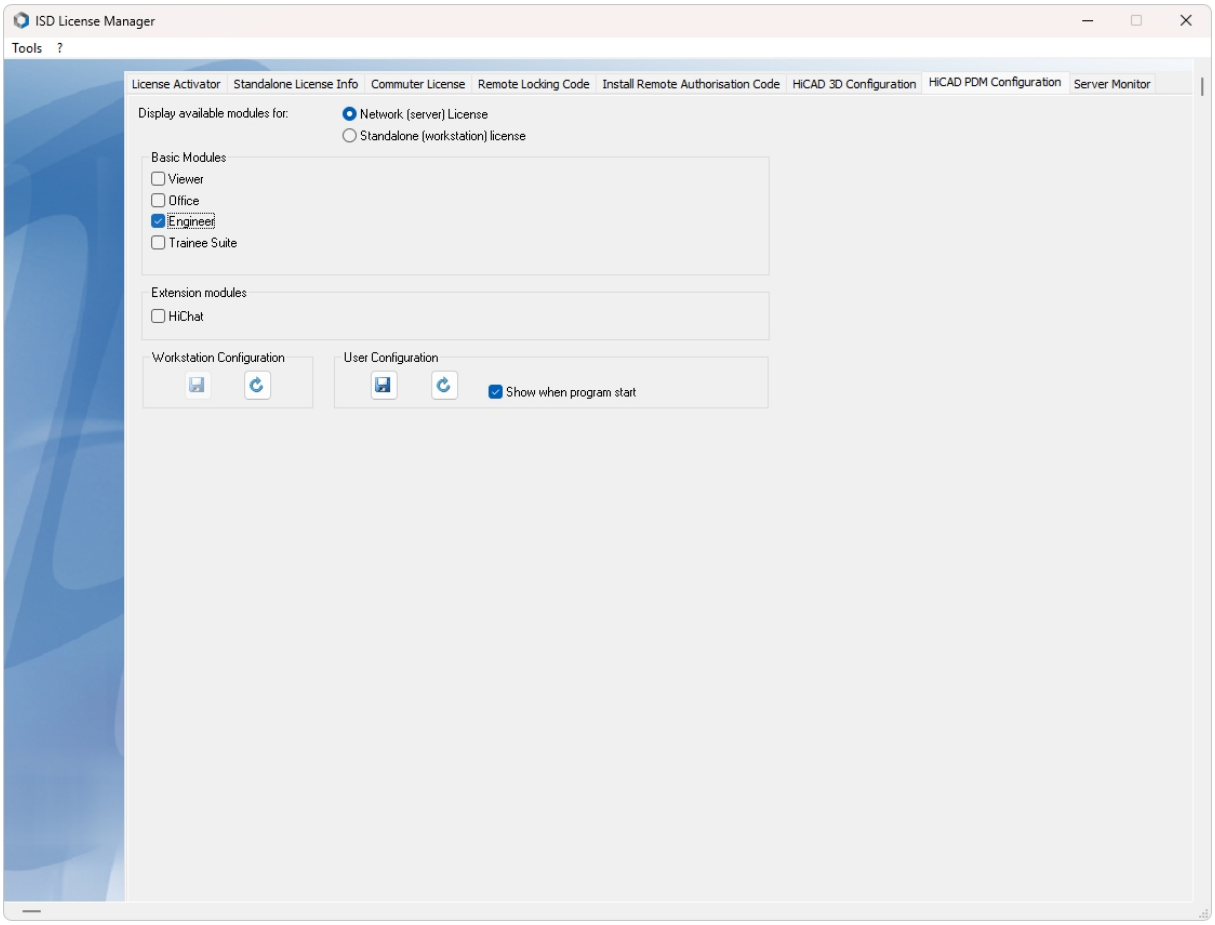
License Configuration

Some cases may require the use of only certain specific licences on a computer. Example: On the Server HiCAD 3D Plant Engineering Suite, and HiCAD 3D Solution licenses are available.

On one Client, HiCAD 3D is to be started with a HiCAD 3D Plant Engineering Suite license; on another Client, with a HiCAD 3D Solution license. If the selected license is no longer available, an application start is no longer possible.

If there are several basic modules in a standalone (workstation) license (to which also the Commuter Licenses belong), it is mandatory to make a pre-configuration and save it as workstation configuration. If no pre-configuration is possible, the HiCAD 3D configuration tab will be displayed before the start of HiCAD 3D/HiCAD PDM. If the selected configuration does not match the available licenses, a warning message will be issued, with a list of available licenses. After this, the configuration selection will be displayed again.





On the **HiCAD 3D Configuration** or **HiCAD PDM Configuration** of the **ISD License Manager** tool you have the option to save a workstation or user configuration for individual Clients.

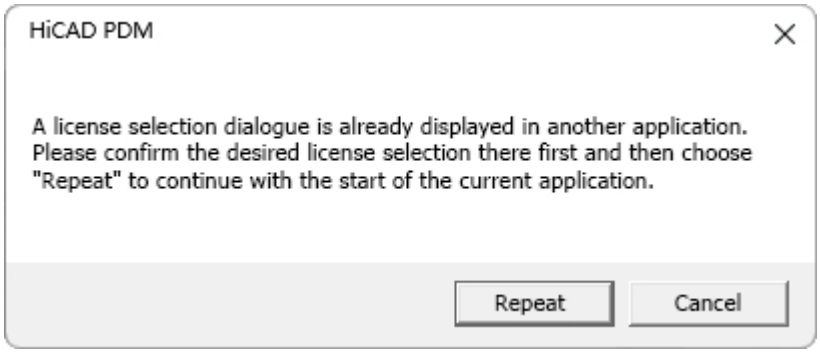
- **Save as workstation configuration**: This configuration will be saved for all users of this computer. When HiCAD 3D/HiCAD PDM is started, the selection window is no longer displayed (administrator rights are required for this).
- **Save as user configuration**: If the **Prompt on program start** checkbox is activated when saving the user configuration, the licence selection screen will appear when HiCAD 3D/HiCAD PDM is launched. If the licence selection is saved with the checkbox deactivated, the selected configuration will be used and you will not be prompted again when the program starts.

These license configurations apply to network licenses and standalone (workstation) licenses.

Licence selection with parallel product start

If you start several applications without licence selection (e.g. without workstation configuration) one after the other, the system checks whether a licence selection dialogue is already displayed in another application. If this is not the case, the dialogue is displayed.

If another licence selection dialogue is already displayed, then you will receive the following message:



The **Repeat** button checks whether another licence selection dialogue is started at the same time. If yes, the same information dialogue appears again. If not, the start (and possibly the display of the licence selection dialogue) is continued.

Use the **Cancel** button to end the start of the application.

Please note:

If no licence could be reserved for the HiCAD 3D integration module, only viewing functionalities are available in the HiCAD PDM, regardless of the selected basic module.

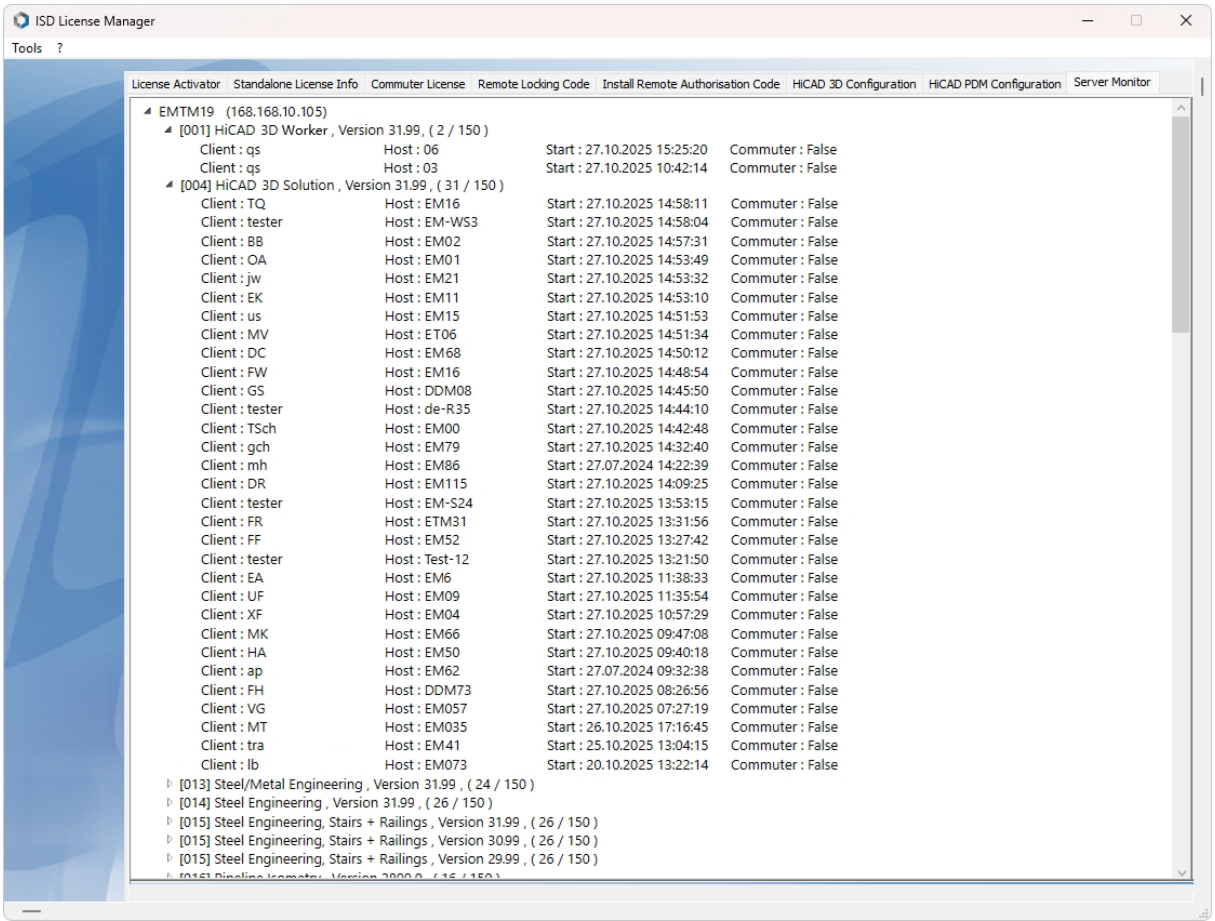
Server Monitor

With the ISD License Manager tab **Server Monitor** you are allowed (as far as you are able to execute ISD License Manager) to view detailed information as follows:

- Listing of available modules with module description (e.g. “Element Installation”). Relevant is the License Server which the user is connected with.
- Apart from the module description, the maximum amount of available licenses as well as allocated licenses is displayed.
- You can open up the available modules and here the users using the respective license are displayed.
- The listing of users using a license also shows which user is connected with the License Server and which user uses a Commuter License.

By listing the licenses you can easily see who blocks licenses and, for example, easily speak to them in case if you need a license.

In the installation program, the tab **Server Monitor** is activated by clicking on the option **Activate license administration tools**.



Theft of a Workstation

The user is responsible for appropriately insuring the HiCAD 3D and HiCAD PDM workstations against theft. If desired, we can tell you the reinstatement value of your software. If a workstation is stolen, you will need a new license. In such cases, please send us the police report of the theft first. We will then provide you with a license for a limited period of time, and submit an offer for a new license to you. The ISD will send you the new license after clarification of the case with your insurance and receipt of your payment for the license fee.

First Steps

- HiCAD 3D at a Glance
- Start HiCAD 3D
- DLL Check
- Start Center
- Close HiCAD 3D
- HiCAD PDM at a Glance
- Start HiCAD PDM
- What's New in Version 2027?

HiCAD 3D at a Glance

HiCAD 3D is a versatile CAD with a unique, combined 2-D/3-D approach, innovative functions, comprehensive industry solutions and an integrated PDM component. State-of-the-art technologies and a multitude of automatisms help you speed up your daily routine tasks. And simulation and analysis tools enable you to find and correct possible collisions and errors in your product models at very early design stages.

Performance characteristics:

- Microsoft Windows Standard
- GUI with multifunctional toolbar (Ribbon)
- Combined, fully associative working in 2-D and 3-D
- From 2-D to 3-D via model reconstruction
- Part-oriented designing
- Combined free ("direct") and parametric modelling
- Information + Communication Navigator (ICN)
- Automatic object snap and context menus (opened via right-click)
- Access to extensive symbol and standard part libraries (also online)
- Function simulation with the HiCAD 3D Constraints Manager (HCM)
- Mounting, transport and motion simulations
- Free-form surface (FFS) technology
- Part referencing
- Feature technology
- Material Editor and lighting models
- Integrated Product Data Management (PDM) with HiCAD PDM
- Transfer of data from other systems (CATIA, STEP, DXF, DWG etc.)
- BOM creation, PPS interface, data transfer to NC machines
- Powerful and versatile industry solutions
- Modular, expandable structure

Start HiCAD 3D

You start HiCAD 3D by

- Selecting the HiCAD 3D symbol  via the Start button on the Windows task bar (**Start > HiCAD 3D > HiCAD 3D**), or
- via the HiCAD 3D icon  on the Desktop of your computer.

To make the best possible use of the numerous new features and enhancements offered by HiCAD 3D, check out the videos explaining the new and changed HiCAD PDM functionalities. From now on we will provide you with such videos with each Major Release and Service Pack to keep you constantly informed in the best possible way.

You can configure the display of the **News window** at the bottom left. Please note that you can configure the display of the News window at the bottom left. We recommend using the **Show most recent news** option to ensure that you will never miss any news about HiCAD 3D. If you selected the **Show never** option, you can call the News window again at any time and change the display option by clicking on the  symbol at the top right and selecting **Show news**.

 **Please note:**

During the start of HiCAD 3D it is checked whether the required version of .NET Framework is actually installed. If this is not the case, an appropriate error message will be displayed and HiCAD 3D will be closed.

DLL Check

Entries in the Windows Registry mean that, when HiCAD 3D is launched, libraries from third-party manufacturers (DLL files) are increasingly being loaded, for example to intercept messages or screen output. Examples include:

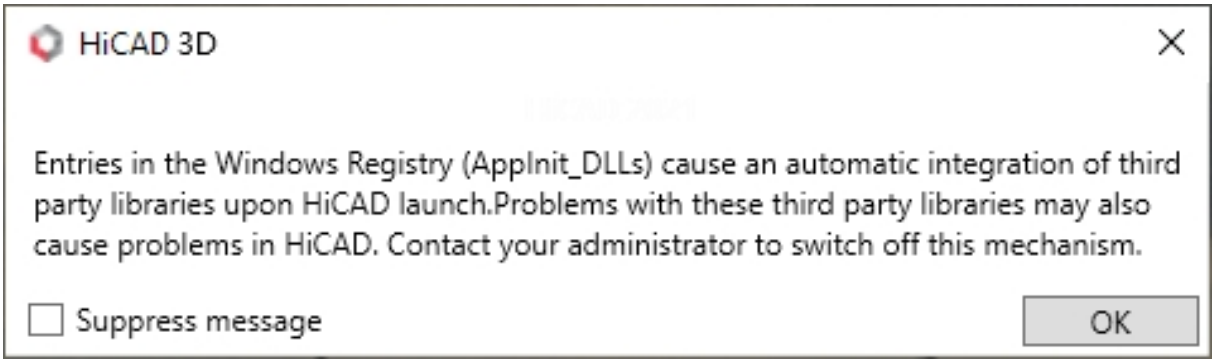
- antivirus scanners,
- PDF programmes,
- programmes for recording screen activity,

and many more. These files may cause problems.

When HiCAD 3D is started, the system therefore checks whether, under the registry key

- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Windows

the value LoadAppInit_DLLs is not equal to 0 and whether DLL files are associated with the value AppInit_DLLs. If both conditions are met, the following message is displayed:



If you do not wish this message to appear when HiCAD 3D is launched in future, you can activate the **Suppress message** checkbox. Please contact your administrator if necessary. The message will only reappear if the registry value has changed, i.e. if different DLL files are being loaded!

To display the message again regardless of this, set the value for the **CheckBoxState** key in the Windows Registry under

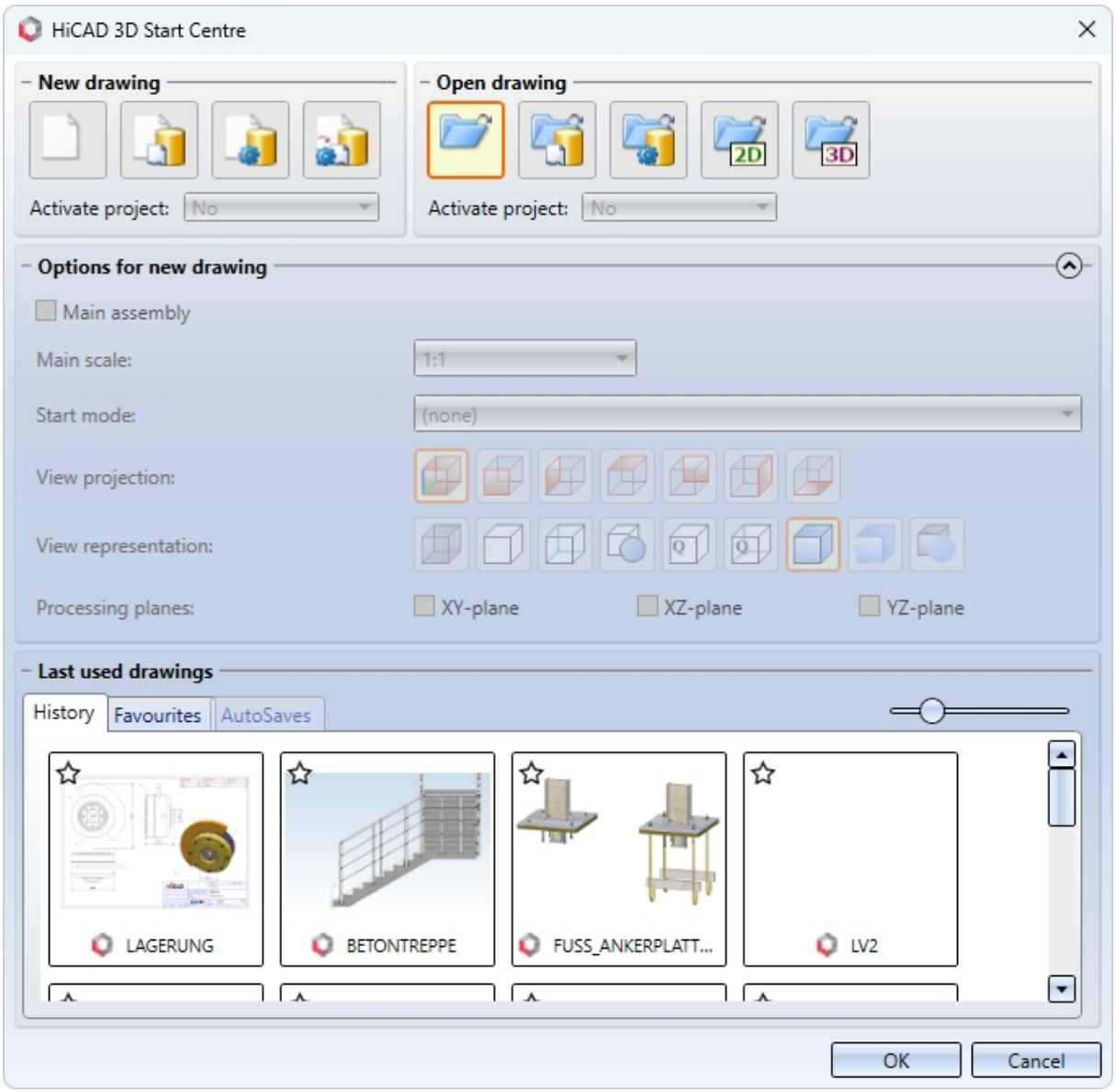
- HKEY_CURRENT_USER\SOFTWARE\Hicad\Cad\HiCAD 2027\Splash Screen

to **0**.

Important:
Be careful when editing the Registry! The entering of incorrect values or the deleting of values may destablilize the operating system!

Start Centre

When you start HiCAD 3D for the first time, the **Start Centre** will be displayed, which has been designed to facilitate your first steps of drawing creation. If you are using HiCAD PDM at the same time, you may need to log in first.



- When you call the Start Centre again, the last set values will be displayed as default values.
- The settings you have selected for the start action **New drawing** will even be used in HiCAD 3D if you call the **New drawing** function while the Start Centre is inactive.

If you want to create a new drawing, specify whether you want to create a **Main assembly** by activating the same-named checkbox. This will make the drawing a main assembly drawing.

- **Part drawing** (aka Detail drawing)
  In a part drawing (detail drawing) you divide your drawing into main parts and sub-parts. To define the part structure you use so-called dummy parts which symbolise the assembly. You then assign assembly-relevant main parts and sub-parts to these dummy parts. Instead of dummy parts you may as well use the special part type Assembly.

- **Assembly drawing**
  You can define 3-D drawings directly when creating the assembly drawing and - if you are working in parallel with HiCAD PDM - enter them into the database. This provides significantly more efficiency, particularly for referencing, itemisation and BOM-creation.

Options

- **Enter drawing into database**
  If you are working with HiCAD PDM you can define whether you want to the new drawing to be entered into the database. HiCAD 3D will prompt you to specify the document master data once you exit the Start Centre. If not, you will be prompted to enter the name of the drawing file.
  Activate, if desired, the project to which you want to assign the drawing.
- **Scale**
  Here you can preset the scale of the drawing.
- **Start mode**
  Here, choose the start mode you want to be activated once you exit the Start Centre, e.g. **2-D**, if you want to start the drawing in 2-D or **3-D Extruded solid**, if you want to start your drawing by creating an extruded solid in 3-D.
- **Create processing planes (3-D only)**
  Here you can specify which of the standard processing planes you want to create. Activate the appropriate checkbox.
- **View projection and View representation (3-D only)**
  If you want to work in 3-D, use these functions to pre-set the model view and the view representation.

Open drawing

If you have chosen **Openg drawing** as start mode, you can specify whether you want to load the drawing via the database, the Explorer or via an interface. As with a new creation, you may also activate the project directly.

Close HiCAD 3D

To close HiCAD 3D,

- just click on the  icon at the top right , or
- Click on the ISD Button at the top left and choose **End**.

If HiCAD 3D drawings are still open at this point, you have the option to save them. HiCAD 3D distinguishes between the currently open drawing, i.e. the one that you see on your screen, and other drawings that are also still open. If a file with the same name already exists, you can either save the drawing under a different name, or overwrite the existing file with the same name. Please note however that no backup copy will be created in this case!

 **Important:**

When closing HiCAD 3D, all files except for the auto-saved files will be removed from the TEMP directory of your HiCAD 3D installation.

HiCAD PDM at a Glance

On the way to the finished product, invested time, spent costs and product quality can only be optimised if all departments of a company cooperate efficiently. This requires a well-structured and efficient exchange of information between the parties involved in the production process - from Manufacturing, Purchasing and Service to Marketing and Sales.

HiCAD PDM is a state-of-the-art PDM/PLM system providing all essential tools for an error-free gathering, management and distribution of the data required for the production process chain. Once saved, these data can be re-used within the entire company and for the complete product life cycle. HiCAD PDM manages and controls all process cycles by regulating and monitoring the processing and transfer of these data.

By combining Product, Process and Peripherals Management in a single system, HiCAD PDM becomes the central “knowledge reservoir” of your company and guarantees transparent and secure processes.

HiCAD PDM can be interfaced with your CAD system or used as a stand-alone system, the so-called HiCAD PDM Desktop - either as a single workstation or at different locations.

Thanks to its modular structure, HiCAD PDM can be optimally adapted to company-specific requirements.

Start HiCAD PDM

Start the HiCAD PDM Desktop by double-clicking on the PdmDesktop.exe file or via the HiCAD PDM icon on the Desktop of your computer.

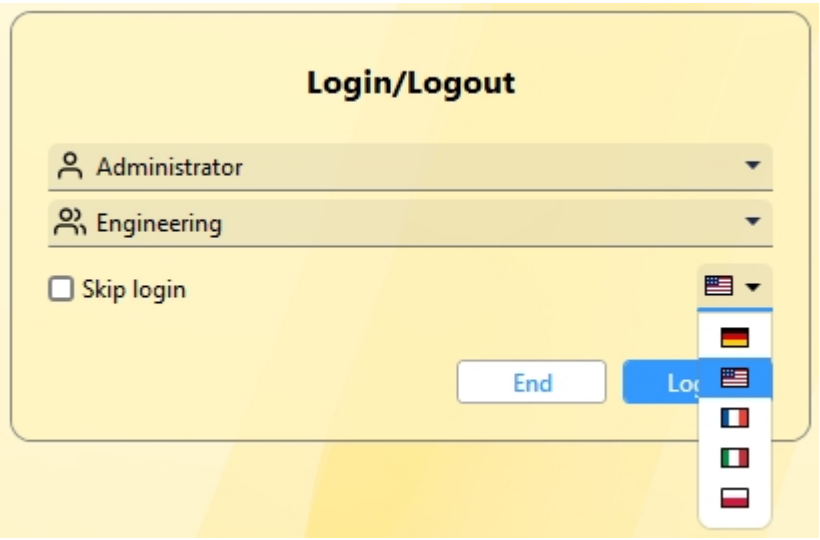
If you have not closed HiCAD PDM correctly during your last session, you will receive an error message from the Vault Server.

To make the best possible use of the numerous new features and enhancements offered by HiCAD PDM, check out the videos explaining the new and changed HiCAD PDM functionalities. From now on we will provide you with such videos with each Major Release and Service Pack to keep you constantly informed in the best possible way.

You can configure the display of the **News window** at the bottom left. Please note that you can configure the display of the News window at the bottom left. We recommend using the **Show most recent news** option to ensure that you will never miss any news about HiCAD PDM. If you selected the **Show never** option, you can call the News window again at any time and change the display option by clicking on the symbol at the top right and selecting **Show news**.

Login

The HiCAD PDM User Management is based on the User Management of Windows. Punctuation marks such as commas, apostrophes, square brackets etc. and special characters such as @ cannot be used in user names. If several users are registered with the same Windows User Name in the **User & Workflow Manager** (edbsetup.exe) , a login mask will appear when starting HiCAD PDM Desktop.



User name and active group enable the user to login with the rights guaranteed by the User Management.

If you select a project from the **Active project** drop-down list, this project will be opened after starting HiCAD PDM Desktop. If you select the project-independent setting, all documents will be displayed.

Start the HiCAD PDM Desktop with **Login**.

To ensure that a specific project is always opened after starting HiCAD PDM, click on the  icon at the top left of the HiCAD PDM Desktop and then select the **HiCAD PDM Options**. You can select a start project on the **General** tab.

Switch user

Use the **Switch user**  function for a renewed login while working with HiCAD PDM Desktop, e.g. to work with different rights without having to exit the program.

Activate the **Switch user**  function via the QuickAccess toolbar. Select a different user. Change the active project if required and confirm the new settings with **Login**.

What's New in Version 2027?

An extensive overview of all changes and enhancements of HiCAD 3D 2027 can be found in the **What's new?** topic of the Help. You can also click on the 

button in the Help.

An overview in PDF format will be displayed if you click on the 

button.

Calling the Help

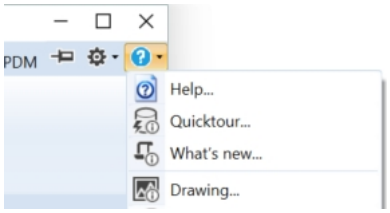
The Online Help contains information, descriptions and examples of the functions and techniques available in HiCAD 3D/HiCAD PDM HiCAD 3D/HiCAD PDM.

Please note:
The range of functions available depends on the HiCAD 3D/HiCAD PDM product you are using. This means that not all of the functions described in the Help section may be available in your system.

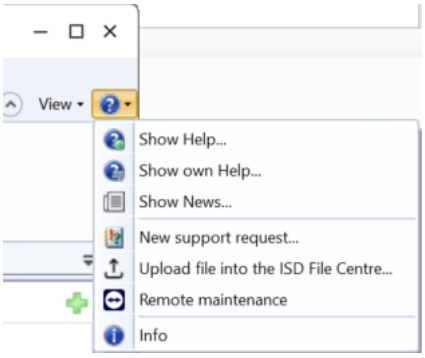
The Help is available on the Internet (regularly updated) at help.isdgroup.com. On this website, you will find concise information in the upper section. In the lower section, you can open the Online Help or, for example, the **Installation Notes** as a PDF file after selecting the respective version.

You can also start the Help directly from HiCAD 3D/HiCAD PDM.

The Help can be accessed in HiCAD 3D via the **Help** menu.



The HiCAD PDM Help can be accessed via the question mark symbol .



Please note:
For the functions of the ribbon and the drop-down menus, you can directly access the corresponding Help page by pressing the **F1** key.

Support

Even after implementation, the support team of the ISD ensures competent support of their customers. Besides support over the phone, all current means of communication such as E-mail (support@isdgroup.com) and Internet can be used. If any problems could not be solved in this way, our staff in all our offices will be there to help you at your company if required.

If all lines are busy, a voice mail system will be activated, allowing you to leave a message. Our staff will call you back as soon as possible. If a line becomes available during the recording of your message, your call will be accepted immediately. It is our ambition to solve your problems as quickly as possible and let you have the solution via phone or E-mail. A problem diagnosis will be made on the spot, and the existing problem will be dealt with and eliminated as fast as possible.

In cases where your problem cannot be solved immediately, we will call you back after analyzing the situation. Depending on the level of difficulty our Support team will also bring in the Development department.

Copyright

© 2011-2026 ISD ® Software und Systeme GmbH. All rights reserved.

This User Guide and the software described herein are provided in conjunction with a license and may only be used or copied in accordance with the terms of the license. The contents of this User Guide solely serve the purpose of information; it may be modified without prior notice and may not be regarded as binding for the ISD Software und Systeme GmbH. The ISD Software und Systeme GmbH does not assume any responsibility for the correctness or accuracy of the information provided in this document. No part of this document may be reproduced, saved to databases or transferred in any other form without prior written permission by the ISD Software und Systeme GmbH, unless expressly allowed by virtue of the license agreement.

All mentioned products are trademarks or registered trademarks of their respective manufacturers and producers.

3Dconnexion, Copyright (c) 1992 - 2021. All rights reserved.

3D input device development tools and related technology are provided under license from 3Dconnexion.

Apache log4net, Copyright © 2004-2026 The Apache Software Foundation

This product includes software developed at The Apache Software Foundation (http://www.apache.org/). Licensed under the Apache License, Version 2.0 (the "License"); you may not use this file except in compliance with the License. You may obtain a copy of the License at http://www.apache.org/licenses/LICENSE-2.0 Unless required by applicable law or agreed to in writing, software distributed under the License is distributed on an "AS IS" BASIS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, either express or implied. See the License for the specific language governing permissions and limitations under the License.

benchmark, Copyright 2015 Google Inc. All rights reserved.

Licensed under the Apache License, Version 2.0 (the "License"); you may not use this file except in compliance with the License. You may obtain a copy of the License at http://www.apache.org/licenses/LICENSE-2.0.

Unless required by applicable law or agreed to in writing, software distributed under the License is distributed on an "AS IS" BASIS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, either express or implied. See the License for the specific language governing permissions and limitations under the License.

Boost Libraries

This software uses the Boost C++ Libraries.

Boost Software License - Version 1.0 - August 17th, 2003

Permission is hereby granted, free of charge, to any person or organization obtaining a copy of the software and accompanying documentation covered by this license (the "Software") to use, reproduce, display, distribute, execute, and transmit the Software, and to prepare derivative works of the Software, and to permit third-parties to whom the Software is furnished to do so, all subject to the following:

The copyright notices in the Software and this entire statement, including the above license grant, this restriction and the following disclaimer, must be included in all copies of the Software, in whole or in part, and all derivative works of the Software, unless such copies or derivative works are solely in the form of machine-executable object code generated by a source language processor.

THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A

PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT. IN NO EVENT SHALL THE COPYRIGHT HOLDERS OR ANYONE DISTRIBUTING THE SOFTWARE BE LIABLE FOR ANY DAMAGES OR OTHER LIABILITY, WHETHER IN CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE.

imgui Graphical User interface, Copyright (c) 2014-2026 Omar Cornut

D-Cubed

This work contains the following software owned by Siemens Industry Software Limited:

D-Cubed® 2D DCM © 2026. Siemens Industry Software Limited. All rights reserved.

D-Cubed® 3D DCM © 2026. Siemens Industry Software Limited. All rights reserved.

D-Cubed® AEM © 2026. Siemens Industry Software Limited. All rights reserved.

EPPLUS

HiCAD uses the EPPLUS library. EPPlus is an Open Source project provided under the GNU General Public License (LGPL) as published by the Free Software Foundation.

See http://epplussoftware.com/en/LicenseOverview for details.

FreeImage

HiCAD uses the FreeImage open source image library. FreeImage is licensed under the FreeImage Public License (FIPL).

See http://freeimage.sourceforge.net for details.

FreeType

Portions of this software are copyright 2018 The FreeType Project (www.freetype.org). All rights reserved.

GLFW

Licensed under the zlib/libpng License (the "License"); you may not use this software except in compliance with the License. You may obtain a copy of the License at https://opensource.org/license/zlib. Unless required by applicable law or agreed to in writing, software distributed under the License is distributed on an "AS IS" BASIS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, either express or implied. See the License for the specific language governing permissions and limitations under the License.

imgui Graphical User interface, Copyright (c) 2014-2026 Omar Cornut

Permission is hereby granted, free of charge, to any person obtaining a copy of this software and associated documentation files (the "Software"), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, sublicense, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, subject to the following conditions:

The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software.

THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. IN NO EVENT SHALL THE AUTHORS OR COPYRIGHT HOLDERS BE LIABLE FOR ANY CLAIM, DAMAGES OR OTHER LIABILITY, WHETHER IN

AN ACTION OF CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE.

ICSharpCode.AvalonEdit, Copyright (c) 2010-2014 AlphaSierraPapa for the SharpDevelop Team

This software uses AvalonEdit (ICSharpCode.AvalonEdit), licensed under the MIT License.

License: https://opensource.org/licenses/MIT

Source: https://github.com/icsharpcode/AvalonEdit

IronPython, Copyright (c) .NET Foundation and Contributors. All Rights Reserved.

This software uses IronPython, which is licensed under the Apache License, Version 2.0.

Copyright (c) Microsoft Corporation and Contributors. You may obtain a copy of the License at https://www.apache.org/licenses/LICENSE-2.0

lp_solve

HiCAD uses the lp_solve library. lp_solve is an Open Source project provided under the GNU General Public License (LGPL) as published by the Free Software Foundation.

See http://lpsolve.sourceforge.net/5.5/LGPL.htm for details.

Mesa Gallium, Copyright (C) 1999-2007 Brian Paul. All Rights Reserved.

Permission is hereby granted, free of charge, to any person obtaining a copy of this software and associated documentation files (the "Software"), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, sublicense, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, subject to the following conditions:

The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software.

THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. IN NO EVENT SHALL THE AUTHORS OR COPYRIGHT HOLDERS BE LIABLE FOR ANY CLAIM, DAMAGES OR OTHER LIABILITY, WHETHER IN AN ACTION OF CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE.

Microsoft WebView2: Copyright (C) Microsoft Corporation. All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

- Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.
- Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the followin disclaimer in the documentation and/or other materials provided with the distribution.
- The name of Microsoft Corporation, or the names of its contributors may not be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED

WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT OWNER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT

(INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

PDF3D®

PDF3D®, © 2003-2026 Visual Technology Services Ltd. All rights reserved.

PDF3D® is a registered trademark of Visual Technology Services Ltd.

Protocol Buffer

Copyright 2008, Google Inc. All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

- Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.
- Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.
- Neither the name of Google Inc. nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS"AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT OWNER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Code generated by the Protocol Buffer compiler is owned by the owner of the input file used when generating it. This code is not standalone and requires a support library to be linked with it. This support library is itself covered by the above license.

Scene API Standardalone Developer Package®

The HiCAD Point Cloud module contains the SCENE API Standalone Developer Package®.

This is an original product of FARO® Technologies Inc. and protected by copyright.

Sentinel® RMS and EMS

The license management portion of this Licensee Application is based upon one or more of the following copyrights:

- **Sentinel®RMS**, © 2009-2026 Thales Group. All rights reserved.
- **Sentinel®EMS**, © 2009-2026 Thales Group. All rights reserved.

Sentinel® is a registered trademark of the Thales Group.

SketchUp SDK, Copyright (c) 2020-2021 Trimble Inc

Permission is hereby granted, free of charge, to any person obtaining a copy of this software and associated documentation files (the "Software"), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, sublicense, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, subject to the following conditions:

The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software.

THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. IN NO EVENT SHALL THE AUTHORS OR COPYRIGHT HOLDERS BE LIABLE FOR ANY CLAIM, DAMAGES OR OTHER LIABILITY, WHETHER IN AN ACTION OF CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE.

TeamViewer QuickSupport

TeamViewer holds all intellectual property and copyright for its software, brand, and related services, which are owned and managed by TeamViewer SE and its subsidiary TeamViewer Germany GmbH.

tracy, Copyright (c) 2019-2024, Tomasz Golebiowski

This software uses Tracy Profiler (https://github.com/wolfpld/tracy), which is licensed under the BSD 3-Clause License.

License: https://opensource.org/licenses/BSD-3-Clause

XPTable, Copyright (c) 2005, Mathew Hall. All Rights Reserverd.

This software uses XPTable by Mathew Hall, originally published on CodeProject.com under the CodeProject Open License (CPOL). https://www.codeproject.com/Articles/6648/XPTable-A-NET-data-table-control

ZLib, Copyright (C) 1995-2017 Jean-loup Gailly and Mark Adler

This software is provided 'as-is', without any express or implied warranty. In no event will the authors be held liable for any damages arising from the use of this software.

Permission is granted to anyone to use this software for any purpose, including commercial applications, and to alter it and redistribute it freely, subject to the following restrictions:

1. The origin of this software must not be misrepresented; you must not claim that you wrote the original software. If you use this software in a product, an acknowledgment in the product documentation would be appreciated but is not required.
2. Altered source versions must be plainly marked as such, and must not be misrepresented as being the original software.
3. This notice may not be removed or altered from any source distribution.

Jean-loup Gailly, jloup@gzip.org

Mark Adler, madler@alumni.caltech.edu

ZStandard, Copyright (c) 2016-present, Facebook, Inc. All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

- Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.
- Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.
- Neither the name Facebook nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT HOLDER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Legal notes

© 2026 ISD ® Software und Systeme GmbH. All rights reserved.

This User Guide and the software described herein are provided in conjunction with a license and may only be used or copied in accordance with the terms of the license. The contents of this User Guide solely serve the purpose of information; it may be modified without prior notice and may not be regarded as binding for the ISD Software und Systeme GmbH. The ISD Software und Systeme GmbH does not assume any responsibility for the correctness or accuracy of the information provided in this document. No part of this document may be reproduced, saved to databases or transferred in any other form without prior written permission by the ISD Software und Systeme GmbH, unless expressly allowed by virtue of the license agreement.

All mentioned products are trademarks or registered trademarks of their respective manufacturers and producers.

ISD GROUP

We attach great importance to the direct contact with our customers and partners, because only a lively dialogue and constant exchange with practice ensure application-oriented software development.

Feel free to contact us! Whether at our headquarter in Dortmund or at one of our branches and subsidiaries in your vicinity - we will be happy to answer all your questions about our products and services. We are looking forward to hearing from you!

All locations and contact details at a glance:

ISD Software und Systeme GmbH

Hauert 4

D-44227 Dortmund

Phone +49 231 9793-0

info@isdgroup.com

HiCAD 3D

HiCAD PDM

HiCAD 3D 32.0

This document is generated automatically.

© ISD 2026 Software und Systeme

isdgroup.com