HiCAD PDM

System and Hardware Requirements

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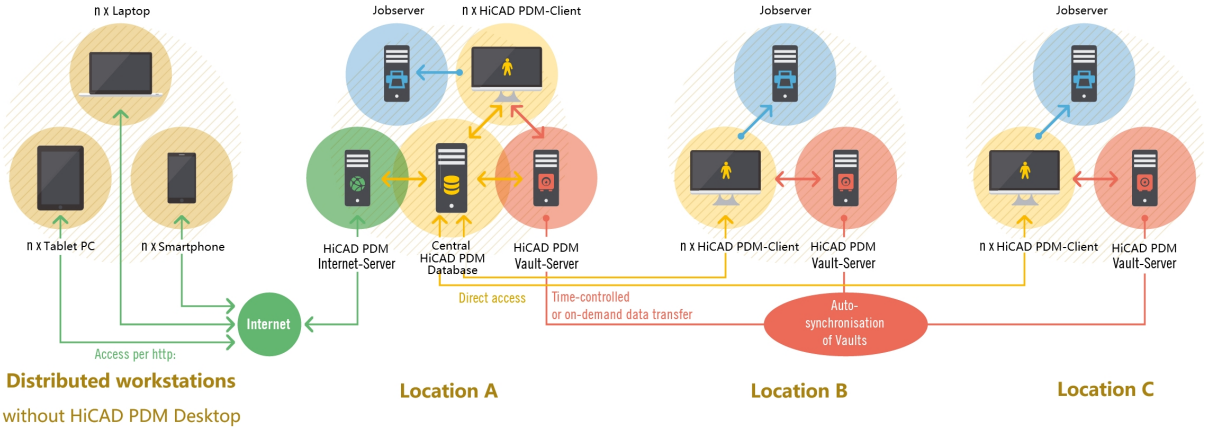
Architecture / System Overview

HiCAD PDM is the PDM/PLM system for safe corporate processes. Typical use cases for PDM/PLM are:

- Central and safe management of all company-relevant documents.
- Company-wide access to product-related information via the locally installed HiCAD PDM Client or, if desired, also without additional Client installation via the HiCAD PDM Internet Server.
- Bringing in of external partners and suppliers as well as mobile employees via the HiCAD PDM Internet Server.
- Company-wide control, output and conversion of drawings and documents via the Job Server.
- Data exchange across departments with ERP systems via Standard Connectors or, if desired, as customer-specific solution.



HiCAD PDM – PDM/PLM for the entire enterprise

To ensure that you actually work with the suitable hardware and software when using HiCAD PDM, we recommend reading the information about the different HiCAD PDM components contained in this Whitepaper. These are:

- HiCAD PDM Database Server
- HiCAD PDM Database Import & Export
- HiCAD PDM Vault Server
- HiCAD PDM Client
- HiCAD PDM Internet Server
- Job Server
- HiCAD PDM EPLAN Article Synchronisation Service
- HiCAD PDM Server Monitor
- License Server.

HiCAD PDM Database Server

HiCAD PDM manages all metadata centrally in one database. For this a Database Server is required that supports and provides the corresponding data management services. You can use a Microsoft SQL Server as Database Server (RDBMS).

HiCAD PDM Database Import & Export

To create a HiCAD PDM database for the first time, the HiCAD PDM Database Import & Export tool must be installed and executed on the database server. This creates the database and table structure and populates them with records from the HiCAD PDM standard database. An empty HiCAD PDM standard database is stored on the installation medium in the directory **Databases**.

HiCAD PDM Vault Server

HiCAD PDM saves all utilized data (files) either to a central file system or, if desired, to the HiCAD PDM Vault Server. Whether a HiCAD PDM Vault Server is required also depends on the interfaces types that that are used.

The HiCAD PDM Vault Server is an “electronic safe” for all documents in a company that prevents an immediate, uncontrolled access to security-relevant files.

Special authentication and check-in/check-out mechanisms in the background efficiently restrict access to the persons who actually have access permission, while regulating simultaneous concurrent accesses on the basis of the corresponding access type.

Furthermore, the HiCAD PDM Vault Server provides the basis for document replication when multiple locations are involved.

HiCAD PDM Client

HiCAD PDM can be used integrated in a CAD system such as HiCAD 3D, but also as a standalone system – the so-called HiCAD PDM Desktop. The corresponding Client must be installed locally.

HiCAD PDM Internet Server

Via a HiCAD PDM Internet Server you can give your customers and suppliers web-based access to projects, documents and articles. With the help of a common Internet Browser the corresponding infor-mation can be displayed, complete with graphical previews. Even within closed networks the HiCAD PDM Internet Server can be used in a very efficient manner. For instance, it allows immediate mobile access to data and documents throughout the entire company, e.g. in the production department, warehouse, external service etc., without any special technical equipment being required.

Job Server

The Job Server is the automation platform for the processing of print, plot and conversion jobs by Servers or other automation tasks. The utilisation of the Job Server offers the following advantages:

- Automatic processing of print/plot jobs with a multitude of configuration options, e.g. an automatic as-signing of printing devices according to format sizes.
- Automatic processing of conversion jobs, e.g. for an automatic creation of PDF documents. The availa-ble target formats vary depending on the utilized CAD base system.
- All jobs are handled centrally by the Job Server, which spares the users at individual workstation a lot of work and avoids unnecessary disruptions of their daily work. A simultaneous running of multiple Job Servers is also possible.
- Jobs can be controlled by a timer and prioritized.
- Current jobs, job statuses and job histories can be viewed as result lists. Individual jobs can be repeated at any time.

HiCAD PDM EPLAN Article Synchronisation Service

HiCAD PDM EPLAN Article Synchronisation Service compares article information from, for example, EPLAN with the HiCAD PDM article master data. In both systems, the article number is stored by the other system so that the connection between the EPLAN article and the HiCAD PDM article can be established at any time.

In addition to the interface (e.g. EPLAN), which you activate during the installation of HiCAD PDM in the **Extended Settings** on the **HiCAD PDM Interfaces** tab, the parts synchronization service, which runs separately in the system, must also be installed.

HiCAD PDM Server Monitor

The Server Monitor allows you to monitor the operability of your HiCAD PDM server applications.

License Server

Before you can use HiCAD PDM you need to get a license for the software. You have the following options:

- 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 PDM licenses. These licenses can be used on any workstation in your network that is connected to this Server. But Network Licenses can even be used if the workstation has no network connection to the Server. For this to happen, a license can be temporarily provided via direct checkout from the License Server as a so-called “Commuter License”.



- Standalone Licenses (local licenses) Here, the activation will be directly locked to the hardware of the workstation on which your HiCAD PDM program is installed.

To be able to use Network Licenses, a License Server must have been installed.

The License Server carries out licensing in a multi-user environment and manages them. It also provided an overview of all licenses and regulates licensing requests of all users who wish to work with a HiCAD PDM appli-cation.

System and Hardware Requirements

Important Notes!

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.

(fehlender oder ungültiger Codeausschnitt)

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.

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.

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.

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 HiCAD PDM Internet Server

For the HiCAD PDM Internet Server, similar system and hardware requirements as for the HiCAD PDM Desktop apply:

	HiCAD PDM 2027	HELiOS 2026	HELiOS 2025
Processor (CPU)	64 Bit processor		
Main memory	Minimum: 4 GB RAM + 1 GB per simultaneous user (i.e. user working on the Internet Server at the same time as others)		
Hard disk	Additionally at least 2 GB free hard disk memory		
Operating system	Microsoft Windows 11 or Microsoft Windows Server 2016 or higher		
Others	It makes sense to install a HiCAD PDM client so that you can configure the HiCAD PDM Internet Server. Please note that the HiCAD PDM Client and the HiCAD PDM Internet Server require different licenses. The IIS Rewrite module from https://www.iis.net/downloads/microsoft/url-rewrite must be installed. Operation via SSL (https) requires valid certificates for the corresponding HiCAD PDM Internet Server websites.		

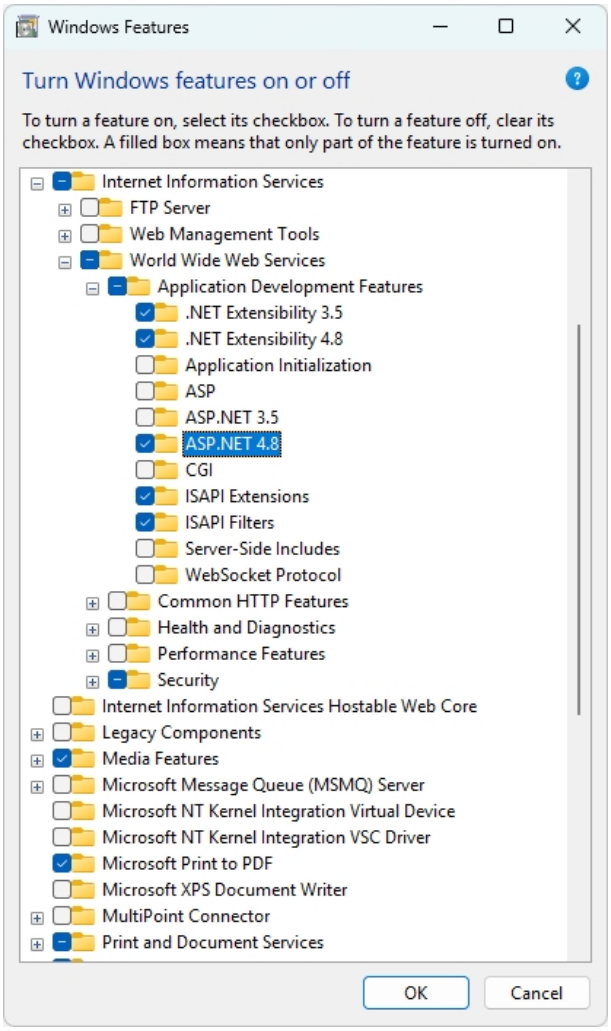
The Microsoft Internet Information Server (IIS), at least version 10.0 with ASP.NET 4.8 support, is also required.This is an integral part of Windows, but must be installed/activated separately before installing the HiCAD PDM Internet Server.

The IIS Rewrite module from https://www.iis.net/downloads/microsoft/url-rewrite must be installed.

Proceed as follows:

Choose **Control Panel > Programs and Features** and, at the top left of the window, select **Turn Windows features on or off**.

In the **Windows Features** dialogue window, blow Internet Information Services, expand the areas **Web Management Tools**, **World Wide Web Services > Application Development Features** and **Common HTTP Features**, and activate the checkboxes as shown below:



Please note:

- To operate the HiCAD PDM Internet Server, a number of website configurations in the Internet Information Server (IIS) are required. Parallel operation with other websites/products on the IIS is not recommended.
- The HiCAD PDM Internet Server supports the browsers Google Chrome, Firefox, Microsoft Edge and Android. The use of the HiCAD PDM Internet Server in iOS / Safari has not yet been conclusively tested and approved by the ISD.

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 PDM 2027	HELiOS 2026	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.

Multiple HiCAD PDM Servers on One Computer

The following rules apply with regard to simultaneously installed, different HiCAD PDM Server components on the same computer:

- The HiCAD PDM Database Server, the HiCAD PDM Vault Server and the ISD License Server can in principle be installed and operated together on one computer. However, the Database should not be located on the same RAID system as the user data of the HiCAD PDM Vault Server. The Vault requires large hard disks, while the Database requires fast hard disks.

  The HiCAD PDM Vault Server can be installed together with the MS SQL Server on one machine, if the amount of data does not exceed a certain limit and the resources (especially RAM) on the machine are sufficient. A Vault Server can be moved subsequently to a different computer at any time.
- Microsoft recommends not to install the MS SQL Server on a computer that is at the same time a domain controller.
- The Job Server with the integrated applications for conversion and printing should always be in-stalled on an own (if required, a virtual) machine.
- The same applies to the HiCAD PDM Internet Server.
- None of the two above mentioned products should ever be combined with a Database Server, Vault Server or File Server.

Network Requirements

To avoid loss of performance we recommend the operation of HiCAD PDM in a 1 GBit network or networks with an even higher bandwidth. Generally, the bandwidth affects the provision of the user data (e.g. CAD documents) which need to be transmitted from the central storage directory or the HiCAD PDM Vault Server, respec-tively, to the corresponding Clients.

Also, the latency of the connection between the HiCAD PDM Clients and the HiCAD PDM Database Server should be well below 5 ms; otherwise, the reactivity of the HiCAD PDM Clients will be slowed down significantly.

Backup

You as a customer are responsible for regular data backup. The following data must be backed up:

- The HiCAD PDM Database on the Database Server.
- The HiCAD PDM Document storage directory or the Document and Management areas when using a HiCAD PDM Vault Server. If multiple HiCAD PDM Vault Servers are used (for a working across different locations), all HE-LiOS Vault Servers must be backed up.

If you use a HiCAD PDM Vault Server please ensure that the time difference is as small as possible at the time of the backup of the HiCAD PDM Database or the HiCAD PDM Vault Server, respectively.

Legal notes

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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!

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