

Installation Guide

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Contacts

Bolgium Hoodquarters	France
Belgium Headquarters	
SCIA nv	SCIA France sarl
Industrieweg 1007	Centre d'Affaires
B-3540 Herk-de-Stad	16, place du Général de Gaulle
Tel: +32 13 55 17 75	FR-59800 Lille
E-mail: info@scia.net	Tel.: +33 3.28.33.28.67
Support Phone	Fax: +33 3.28.33.28.69
CAE (SCIA Engineer)	E-mail: france@scia.net
Tel: +32 13 55 09 90	Agence commerciale
CAD (Allplan)	8, Place des vins de france
Tel: +32 13 55 09 80	FR-75012 Paris
	Tel.: +33 3.28.33.28.67
Support E-mail:	Fax: +33 3.28.33.28.69
support@scia.net	E-mail: france@scia.net
Austria	Germany
SCIA Datenservice Ges.m.b.H.	SCIA Software GmbH
Dresdnerstrasse 68/2/6/9	Technologie Zentrum Dortmund, Emil-Figge-Strasse 76-80
A-1200 WIEN	D-44227 Dortmund
Tel.: +43 1 7433232-11	Tel.: +49 231/9742586
Fax: +43 1 7433232-20	Fax: +49 231/9742587
E-mail: info@scia.at	E-mail: info@scia.de
Support	
Tel.: +43 1 7433232-12	
E-mail: support@scia.net	
Netherlands	Switzerland
SCIA Nederland B.V.	SCIA Swiss Office
Wassenaarweg 40	Dürenbergstrasse 24
NL-6843 NW ARNHEM	CH-3212 Gurmels
Tel.:+31 26 320 12 30	Tel.: +41 26 341 74 11
Fax: +31 26 320 12 39	Fax: +41 26 341 74 13
E-mail: info@scia.net	E-mail: info@scia.ch
Czech Republic	Slovakia
SCIA CZ s.r.o. Praha	SCIA SK s.r.o.
Evropská 2591/33d	Murgašova 1298/16
160 00 Praha 6	SK-010 01 Žilina
Tel.: +420 226 205 600	Tel.: +421 415 003 070
Fax: +420 226 201 673	Fax: +421 415 003 072
E-mail: info.praha@scia.cz	E-mail: info@scia.sk
SCIA CZ s.r.o. Brno	
Slavickova 827/1a	
638 00 Brno	
L	

Chapter 0

Tel.: +420 530 501 570	
Fax: +420 226 201 673	
E-mail: info.brno@scia.cz	

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SCIA Engineer 19.0

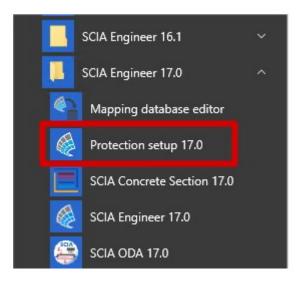
Step 1: Close all SCIA related software (SCIA Engineer, SCIA Concrete Section, etc.)

First close everything related to SCIA software. This can be SCIA Engineer, SCIA Concrete Section, or simply a message about no license being found.

Step 2: Open the protection setup (through Windows "Start")

Open the protection setup for the SCIA software you want to use.

In this case, it is SCIA Engineer 17:



Step 3: Select 'Import license file'

Protection setup	
Licence number(s): 550943	ОК
Type C Try-out	Apply / Refresh
Only standalone	
Only floating	Cancel
C First standalone, then floating	Import licence file
C First floating, then standalone	
C Student	Expand >>>

Scia Engineer	×
Licence file(s) has been	sucessfully downloaded and initialized.
	ОК

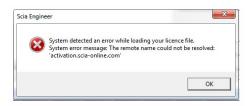
Now you're done!

.... Unless you didn't get the last message, but a different one. In that case, go to step 4.

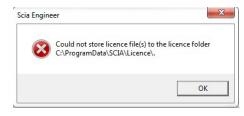
Step 4: Something went wrong...



Go to chapter "System could not find attached SCIA dongle" on the facing page



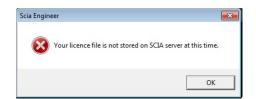
Go to chapter "System detected an error while loading your license file" on page 10 $\,$



Go to chapter "Could not store license file to the license folder" on page 12 $\,$



Go to chapter "Counter X by license file of counter Y (X>Y)" on page 14



Go to chapter "Your license file is not stored on SCIA server" on page 15 $\,$

Do you have a different problem? If so, please contact us at support@scia.net with a print screen and a description of the problem.

System could not find attached SCIA dongle

Description

→ The USB license key is not found



Solution

This problem can have 2 different causes.

	Basic Checks
\bigcirc	⚠ USB Driver Installation
SafeNet	Parallel Driver Installation
	Sentinel Protection Server Installation
	Sentinel Keys Server Installation
Enable Logging	Sentinel Driver Communication
Enable Terminal Services	Sentinel Key Communication
17 A	
lint Driver is not properly Installed. Insta http://safenet-inc.com/support/tech/ May not be an error if you have Ser	/sentinel.asp
Driver is not properly Installed. Insta http://safenet-inc.com/support/tech/ May not be an error if you have Ser	/sentinel.asp
http://safenet-inc.com/support/tech/	/sentinel.asp

Reason 1: The driver

- Run the Sentinel Advanced Medic (extract and run Sam1.3.1.exe) (http://www.safenet-inc.com/support-downloads/sentinel-drivers/)
- 2. If it does not show at least 7.5.8 behind "USB Driver Installation", then run the Sentinel Protection Installer (http://www.safenet-inc.com/support-downloads/sentinel-drivers/)

Reason 2: The USB key

- 1. Is it connected to the computer, and is the green light visible?
- 2. If no: try again on a different USB port and on a different computer.
- If the light never lights up, then contact the main office for a replacement. Replacement is free for customers with maintenance (if it broke down due to normal use) and 75€ (\$80 USD) in other cases. (http://scia.net/en/contact/offices)

Checks

Run the Sentinel Advanced Medic (Sam1.3.1.exe) and all checks should be good.

(http://www.safenet-inc.com/support-downloads/sentinel-drivers/)

SafeNet	✓ USB Driver Installation 7.5.8 ✓ Parallel Driver Installation 7.5.0 ✓ Sentinel Protection Server Installation 7.6.1
SafeNet	
J. C. C. C.	Sentinel Protection Server Installation 7.6.1
	Sentinel Keys Server Installation 1.3.2
Enable Logging	 Sentinel Driver Communication
Enable Terminal Services	Sentinel Key Communication
SuperPro Key Found. JitraPro Key Found. Sentinel Hardware Key (SHK) Fo	bund

If all checks are good, try step 3 again.

System detected an error while loading your license file

Description

→ The "Protection Setup" could not connect to "activation.scia-online.com".

Solutions

This problem can be solved in 2 different ways.

Option 1: Fix the internet connection.

- 1. Can you browse on the internet
- 2. Is something be blocking the "Protection Setup"? (firewall or anti-virus)

 \rightarrow The 'Protection Setup' is a program called Lockman.exe, which is stored in the folder where SCIA Engineer is installed (C:\Program Files (x86)\SCIA\EngineerXX).

→ Make sure that your firewall or anti-virus does not prevent lockman.exe from connecting to the internet.

Option 2: Manually load the license file.

 \rightarrow If you click on "Import license file" in the protection setup, you can click "OK" after receiving the error message. Then you will have the possibility to load in the license file manually.

1. Make sure you have the license file.

(Send a mail to support@scia.net, and indicate the license number on your USB key,

which is a 6-digit number, starting with a 5. E.g.: 554155)

1. Pick the license file that matches the license number on your USB key.

icence number(s): 55094. Sype Try-out		
Only standalone		Apply / Refres
C Only floating		Cancel
/ Los Series, No. Solling		
DATA (D:) Licenties	✓ 4 Search Licenties	Q
🗐 Open 🔻 Burn New	folder 📰	• 🔳 🔞
Name	Date modified	Туре
SCIA129617.lid	17/09/2015 13:1	19 LID File
SCIA550943.lic	17/09/2015 13:1	19 LIC File
		et iles
		et
		iles
		set iles
		► All
IA550943.lic Date modified: 17/0	9/2015 13:19	NI I
CIA550943.lic Date modified: 17/0 C File Size: 1,14		

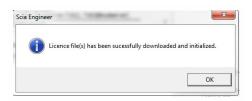
Chapter 4

0

If SCIA support sends you both a .lic and a .e2c file, then always keep these two files together (in the same folder). The .e2c file will be necessary if your licenses contains an edition.

Checks

You should receive the next message:



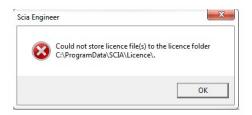
If you do, then you have successfully updated your license.

If you don't, then go to step 4 and check what is going wrong.

Could not store license file to the license folder

Description

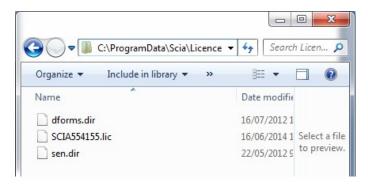
→ The "Protection Setup" can't write in the license folder



Solutions

This problem can be solved in 2 different ways.

Option 1: Go to the license folder (as shown in the message) and create it if necessary



- → Example: C:\ProgramData\SCIA\Licence\
- → Go to the Properties of this folder

(right mouse button in the white space in the folder)

→ Make sure 'Read-Only' is ticked off.

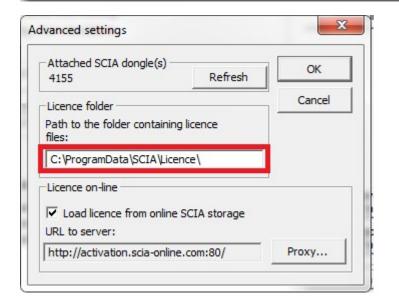
eral Shari	ng Security	Previous Versions	Customize
	Licence		
e:	File folder		
ation:	C:\ProgramD	ata\Scia	
:	2,50 KB (2.5	65 bytes)	
e on <mark>dis</mark> k:	12,0 KB (12.)	288 bytes)	
tains:	3 Files, O Fol	ders	
ated:	vrijdag 11 ap	ril 2014, 17:15:48	
ibutes:	Read-only	y (Only applies to file:	s in folder)
	🔲 Hidden		Advanced.

Option 2: Choose a different location to store the license files

 \rightarrow In the "Protection Setup", you must click with the right mouse button, but the mouse icon must be placed on the title bar while clicking the right mouse button

- \rightarrow In the next window, you can change the path where the license file must be located (see image below on the right).
- \rightarrow The new license folder must exist and also NOT be "Read-only".

Licence number(s): 550943 Type C Try-out Only standalone Only floating C First standalone, then floating C First floating, then standalone C Student	□ Ma: x Clos	e nimize ximize	Alt+F4
Software floating protection Licence server path (e.g.: http://localserver:7182/, 7182@localserver 7182@YOUR SERVERNAME/SERVER IP-ADRESS			
ets of modules: All available modules		_	Save set
ets of modules: All available modules		_	Save set of modules Import set of modules
ets of modules: All available modules		_	of modules Import set
ets of modules: All available modules		_	of modules Import set of modules Remove set
,		_	of modules Import set of modules Remove set of modules



After applying these options, please try to import the license file again.

Counter X by license file of counter Y (X>Y)

Description

 \rightarrow The license file you are loading is older than the license file on the USB key

Scia Engineer

Solutions

Get a newer license file by contacting SCIA support.

- → Send the image of the message
- \rightarrow Ask them to check the license counter (and possibly generate it again)
- \rightarrow Ask for a new license file

(this is a SCIA5xxxxx.lic file and maybe a SCIA5xxxxx.e2c file)

Checks

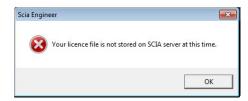
Once you receive a response, try to import the license file again

(if you pick a license file manually, then make sure to pick the new one)

Your license file is not stored on SCIA server

Description

 \rightarrow The "Protection Setup" can't find the license files on the SCIA server.



Solution

The license file must be regenerated by contacting SCIA support (support@scia.net).

 \rightarrow Send the image of the message and give them your license key number

(on the back of your dongle, 6 digits, starting with '5xxxxx')

- \rightarrow Ask them to check the license file in the database (and possibly generate it again)
- \rightarrow Ask for a new license file

(this is a SCIA5xxxxx.lic file and maybe a SCIA5xxxxx.e2c file)

Checks

Once you receive a response, try to import the license file again

(if you pick a license file manually, then make sure to pick the new one)