

Question: What computer hardware and software is required to run CIMCO Software?

Answer:

- Operating systems: Windows 2000 or newer. All versions of XP, Vista and Windows 7 supported. 32 bit and 64 bit versions supported. Server 2000, 2003 and 2008 supported.
- Windows Embedded to be tested. Windows CE not supported. Linux not supported. Apple OS X not supported.
- CIMCO Pocket PC client requires Pocket PC 2002 or newer
- Processor 1.5GHz. Intel or AMD
- Memory: 1 GB Ram, 500MB free hard disk space required.
- Graphics: Open GL compatible card required for backplot option in Cimco Edit
- Monitor: 800 x 600
- Mouse: 2 or 3 button mouse.

Question: What serial hardware is supported by CIMCO?

Answer: Most standard serial hardware is supported. Hardware from Moxa, Digi, Quatech and Sena are all supported.

Question: Will DNC-Max work with Network based controllers?

Answer. Yes. We have protocol ports to support FTP , Windows networked and NFS based machines.

Question: I could send programs to my machine using CIMCO Edit using a USB to serial convertor and now it doesn't work.

Answer: Make sure the USB to serial convertor is plugged into the same USB port each time. Windows can change the Com port number if you use a different USB port

Question: I need to reinstall CIMCO but I don't have the software anymore.

Answer: Send an email to support@cimco.com with your company details and we send a link for you to download the software.

Question: I have reinstalled CIMCO and now I need a new activation key.

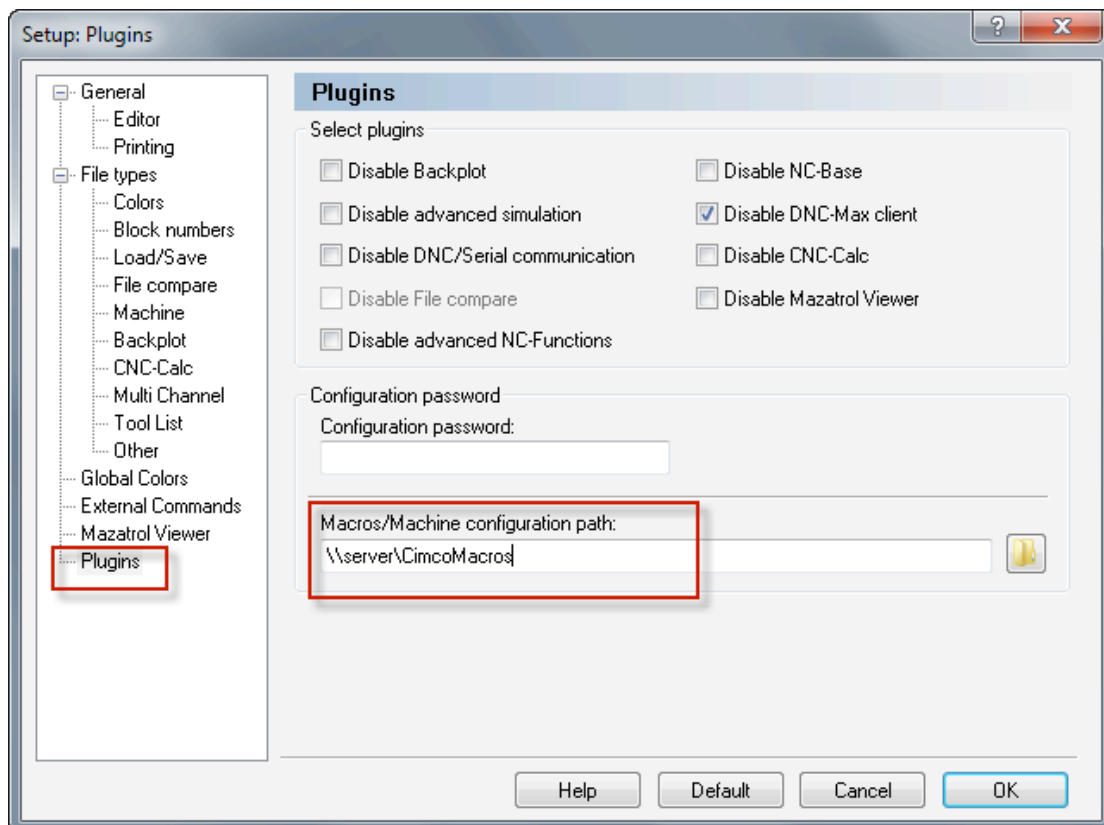
Answer: Please contact your reseller to have the activation reset.

Question: I have a CIMCO Editor supplied with Mastercam and it is very slow to start.

Answer. Some users using Mastercam with a Nethasp experience this problem. Get your Mastercam reseller to contact CIMCO for a solution.

Question. How do I transfer the NC Assistant macros I have written to another computer?

Answer. The macros are stored in the .mac files located in C:\CIMCO\CIMCOEdit6\Types. Copy these files to the new computer. You can also set a network location for the files so other users can use them. This is found under Global Setup – Plugins



Question. I have a CIMCO NFS supplied with my CNC Machine and now need to update my computer to Windows 7 or Server 2008

Answer. Please contact CIMCO at sales@cimco.com for an update.

Question. When I try to backplot an NC file in CIMCO Edit Professional nothing is shown on the screen.

Answer. Try running the Microsoft Visual C Redistributable. This can be found in C:\CIMCO\CIMCOEdit6\Sys\vc redistrib_x86.exe. You may need to restart your PC after the install.

Question: I installed DNC-Max when logged on as an Administrator in Windows and when I log on as a User DNC-Max does not start.

Answer: Log on to Windows as an Administrator and give All Users Read/Write Access to the CIMCO install folder (normally C:\CIMCO)