# FANUC PC Software

## Download of Software & Activation

## Instruction manual

April 12, 2022

# Purpose of this manual

<Purpose>

This manual explains the follows:

- Procedure for software download.
- Procedure for software activation.

# I . Overview

This part explains overview of PC software delivery.


1. PC software delivery
2. Overview diagram of PC software delivery
3. Advance preparation
4. Procedure for software activation

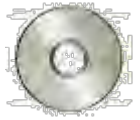
# 1.PC software delivery

The conventional delivery method of PC software has been changed to distribution via FANUC America Customer Portal site.

The conventional delivery method of PC software:

- Software was provided to the customer by DVD.
- USB Hardware-key was used for activation.

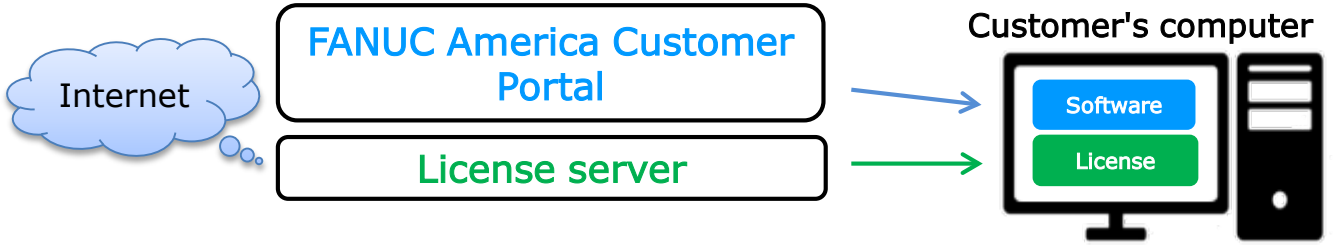
Software DVD



Hardware-key(USB dongle)

What is “PC software delivery”?

- Software is delivered by FANUC America Customer Portal.
- Activation by Internet instead of the conventional USB hardware-key.

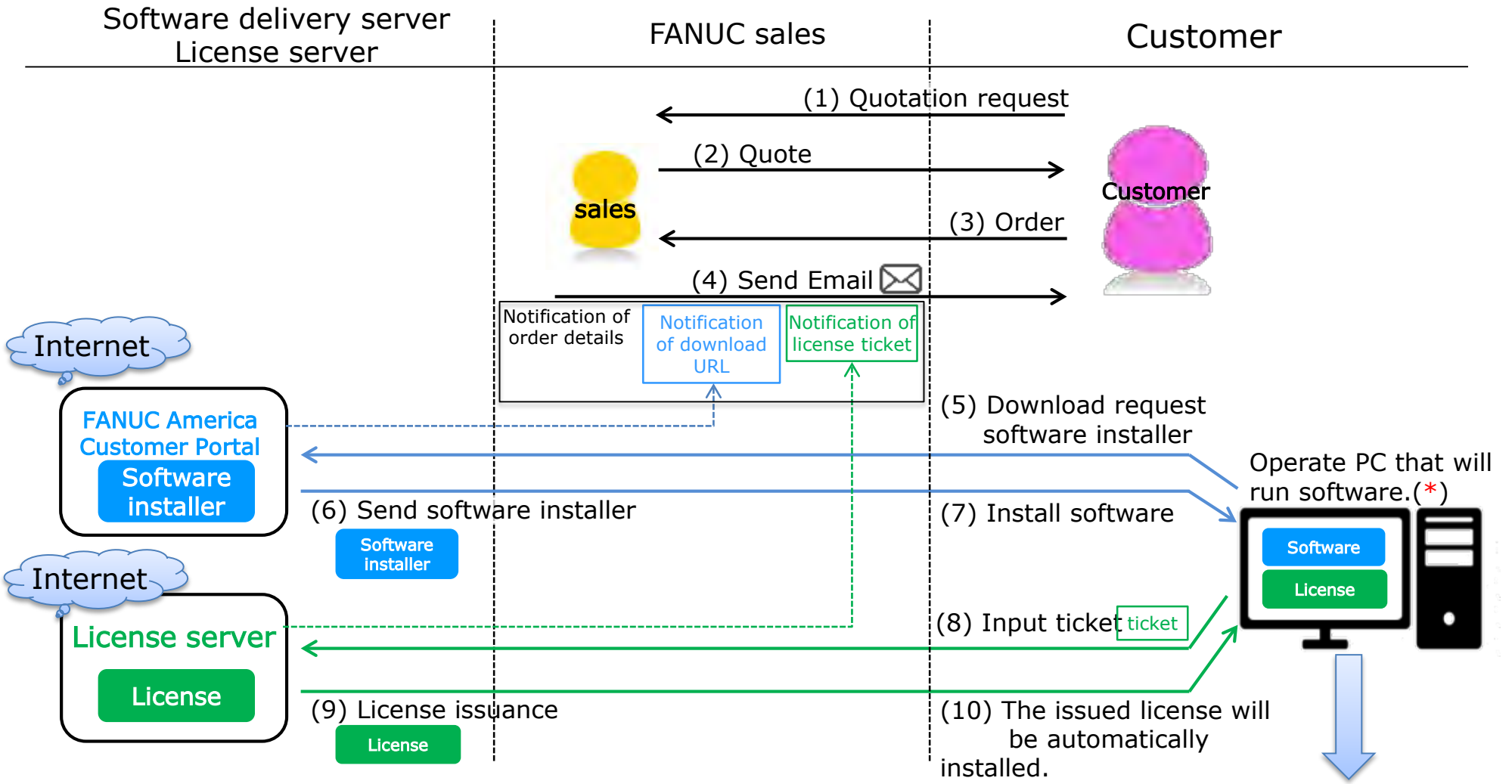



What is advantage of PC software delivery?

- Shorter delivery time.
- Computers without DVD drives or without the USB interfaces that can use used.

# 2. Overview diagram of PC software delivery

You can user software by the following steps from (1) to (10).



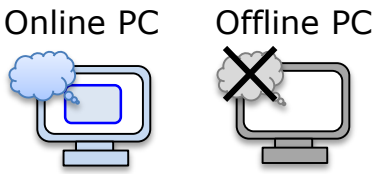

(*) This computer can access the Internet. The computer without Internet can use the software, too.

# 3. Advance preparation (1/3)

Before you can download the software from FANUC Customer portal, please prepare the following.

## 1. Prepare Windows computer (*) with Internet access.

This manual expresses the computer, whether the computer can access the Internet or not such as the following.




- Computer with Internet access: Online PC
- Computer without Internet access: Offline PC

## 2. Install Google Chrome browser to above Online PC.

Use Google Chrome to access the software delivery server and the license server.

## 3. Allow receiving Emails from FANUC

After ordering the software an email is sent to you with following content:

(1) Order details

(2) Instructions how to download the software

(3) Notification of license ticket (Information for activating software)

Please keep a copy of all e-mail notifications for your records.

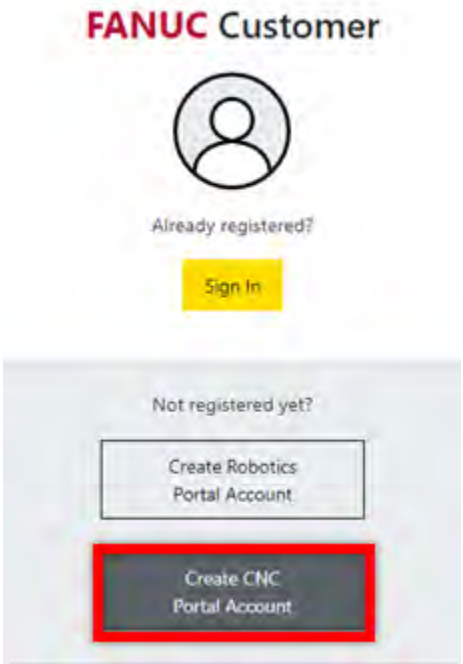
(*) Software and license server have been tested on Windows 10 only. It was not tested on other operating systems such as iOS.

# 3. Advance preparation (2/3)

## 4. Check the access to FANUC America Customer Portal.

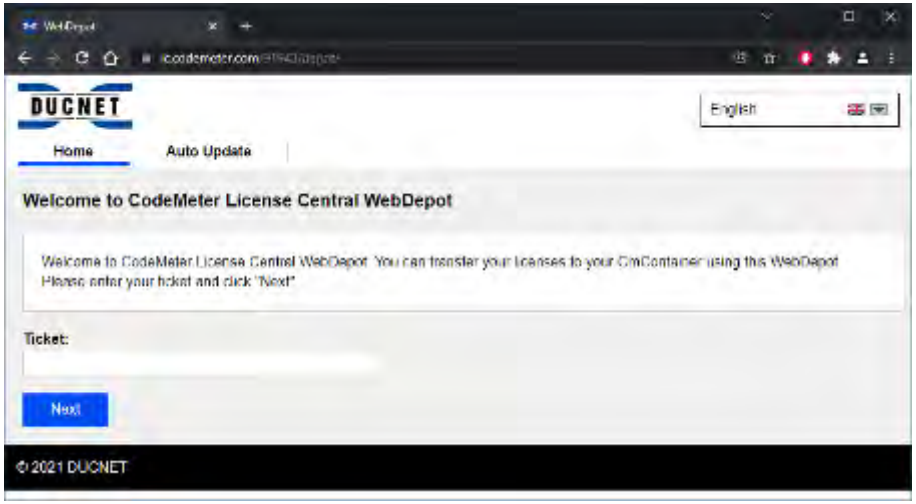
If you have not yet registered at FANUC America Customer Portal, please register:
https://myportal.fanucamerica.com/

It is required that the account be a "CNC Portal Account".




## 5. Check the access to the license server (*).

Please check access to following URL
https://lc.codemeter.com/91943/depot/

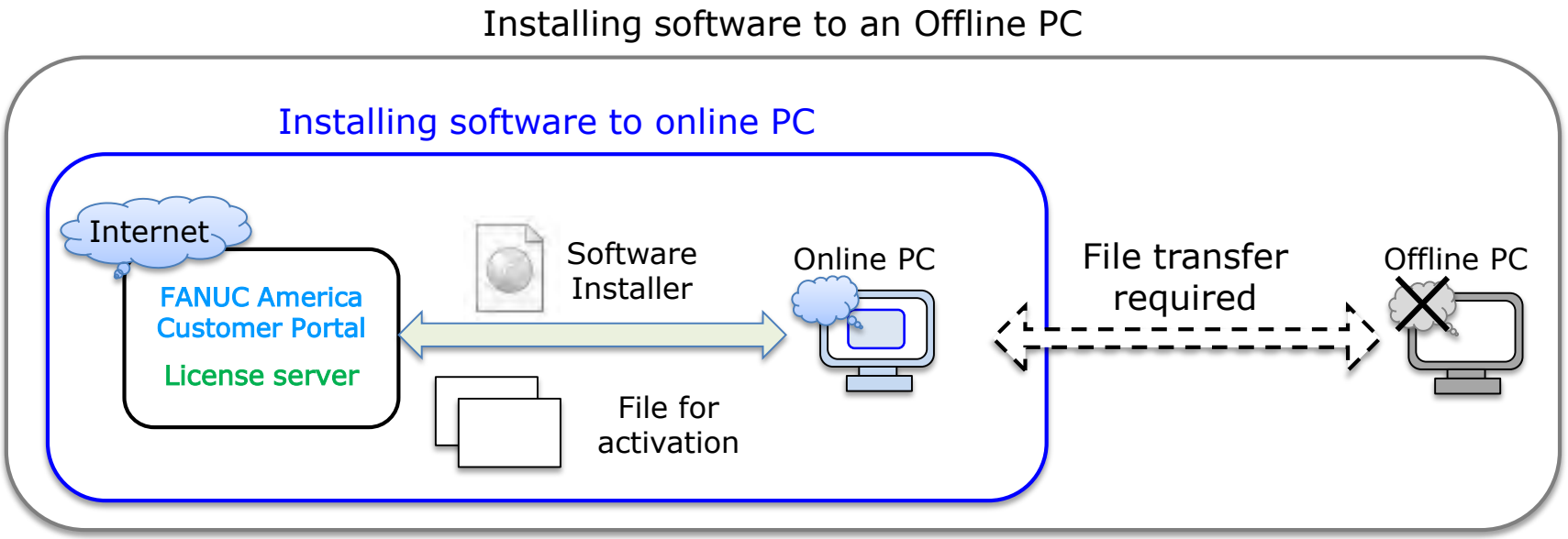



(*) About accessing the Internet, please contact to your Network Management Div.

# 3. Advance preparation (3/3)

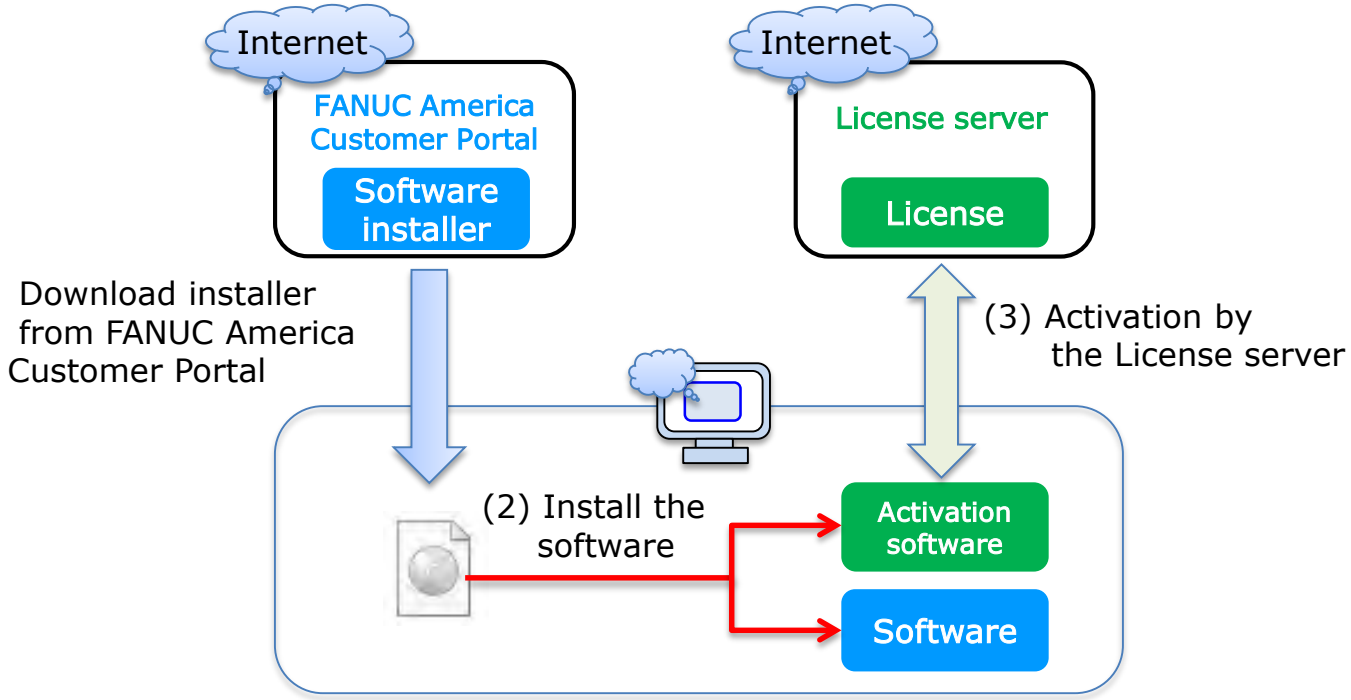
Attention: When you install the software to an Offline PC

To download the software installer and to activate the license, you need an Online PC.
To transfer the software installer and activation file from the Online PC to the Offline PC use USB memory or your local network.



# 4. Steps for software activation (Online) (1/2)

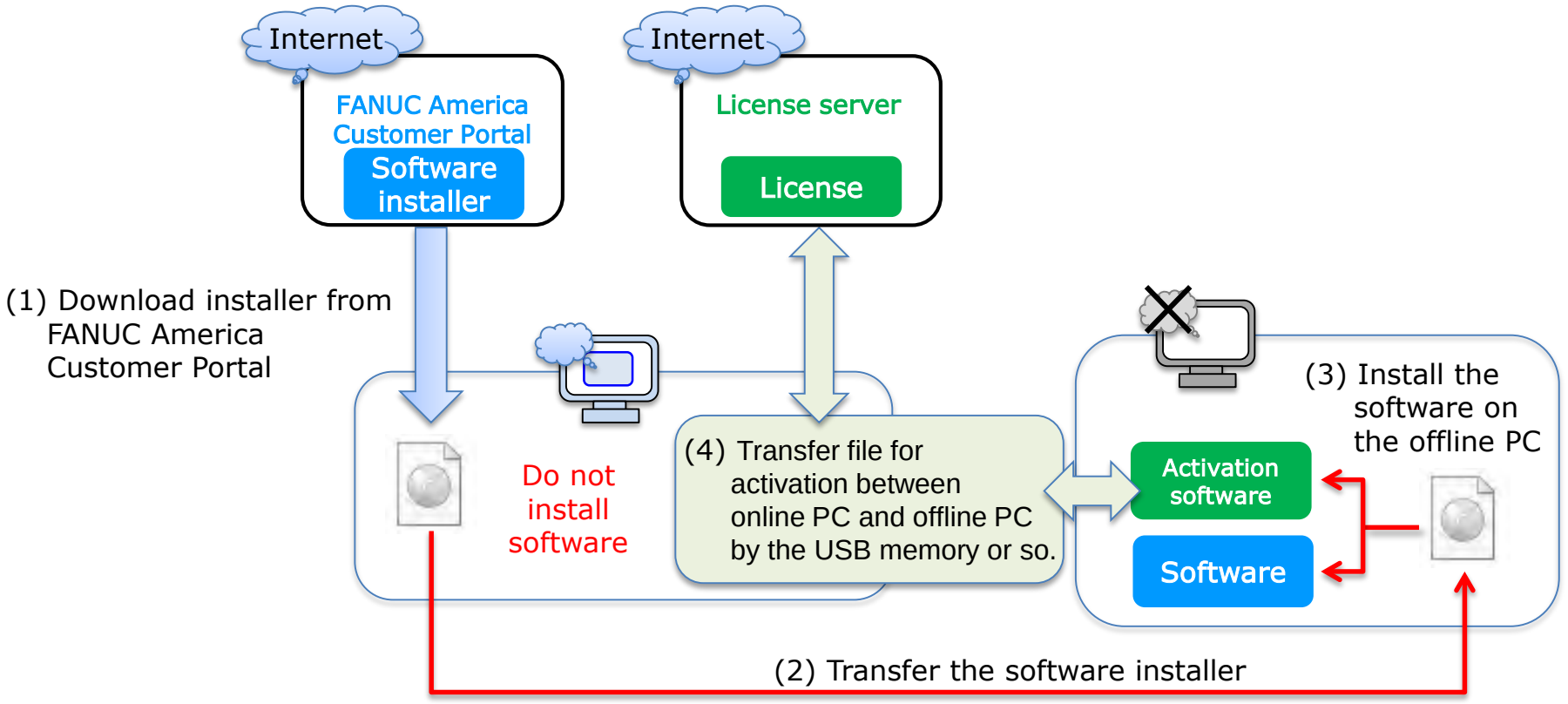
- Before conducting software license activation, please first install the software.
- Activation is done using the activation software that is installed with the software.
- Steps for activation on the Online PC is explained at [Ⅱ 3.1 Activation on the Online PC].




- Above shows the steps when installing the software to the computer that can access the Internet. When installing the software to a computer that cannot access the Internet, refer to the next page.

# 4. Steps for software activation (Offline) (2/2)

- When installing the software on an offline PC, please do the following.
  - Do not install the downloaded software to the Online PC!
  - Copy the software to the Offline PC.
- The steps to activate on Offline PC is explained in [Ⅱ 3.2 Activate on the Offline PC].



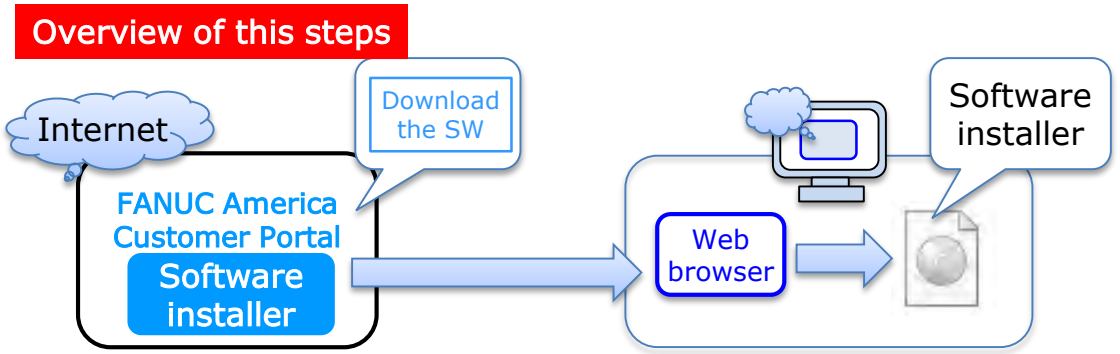
# Ⅱ. Steps of Operation

This part explains the steps of operation of software delivery server and license server with an example based on a  FANUC CNC GUIDE.


1. Download the software installer
2. Install the software
3. Steps to activate
   3.1. For online PC
   3.2. For offline PC

# 1. Download the software installer / Overview

This chapter explains steps of download a software installer like ISO image file or ZIP file from the software delivery server (FANUC America Customer Portal).




[Things to prepare]

(1) Account at FANUC Customer portal

A valid account at FANUC Customer portal is necessary to download the software.
If you have no account, please register at FANUC Customer portal (https://myportal.fanucamerica.com/).

(2) Online PC

This Online PC is used to download the software installer by a web browser, so it does not need to be the same as the computer that runs the software.

# 1. Download the software installer / Notification email

For example:  Contents of a "Order Acknowledgement"

FANUC

**Order Acknowledgement**

| | |
|---|---|
| Date | 11-APR-2022 |
| Sales Order | 1212121564 |
| Order Date | 11-APR-2022 |
| Customer # | 900 |
| Customer PO # | Taylor PO Test |
| Contact | Taylor, Rob |

**Ship To:** FANUC AMERICA CORP CHICAGO
1800 LAKEWOOD BLVD
HOFFMAN ESTATES, IL, 60192, US

**Bill To :** FANUC AMERICA CORP CHICAGO
1800 LAKEWOOD BLVD
HOFFMAN ESTATES, IL, 60192, US

| Line No. | Item | UOM | Quantity | Customer Part # | List Price | Discount | Amount | Scheduled Ship Date |
|---|---|---|---|---|---|---|---|---|
| 2 | A08B-9510-J702#ZZ99<br>FANUC MT-LINKi (Software license, 20 machines)<br>FANUC CNC GUIDE (Software license1 user) | EA | 1 | | 4536.00 | | 4536.00 | NA |
| 3 | A08B-9010-J<br>FANUC CNC<br>user)<br>FANUC CNC | | 1 | | 1134.00 | | 1134.00 | NA |

This is download URL of software installer in the step 1 (a).

**Download URL**
https://portal.fanucamerica.com LINK TO DOWNLOAD SOFTWARE
**INSTRUCTION MANUAL FOR DOWNLOAD AND LICENSE ACTIVATION:**
https://www.fanucamerica.com/documents/pc-software-download/ManualForCustomer_DownloadAndActivation_A-45268-00001EN_FAC_V3.pdf
**Software Download Conditions:**
https://www.fanucamerica.com/documents/pc-software-download/Software%20Download%20Conditions.pdf
***Software Download only in North America***

Thank you for your order. Please reference order number 1212121564 with any future communication FANUC America provides a 1year warranty on all spare parts from the point of sale. FANUC America must be notified within the 1year warranty claim. Failure to contact FANUC America within 1 year on a warranty claim will result loss of the warranty claim.  Warranty will be approved by FANUC America before warranty credit is issued.

| | | |
|---|---|---|
| Goods Amount | : | 5670.00 |
| Discount Amount | : | |
| Tax | : | 30.00 |
| Sales Rep | : | Brito, Mr. Robert |

**Total:** 5670.00
**Currency:** USD

# 1. Download the software installer / Step1 (1/2)

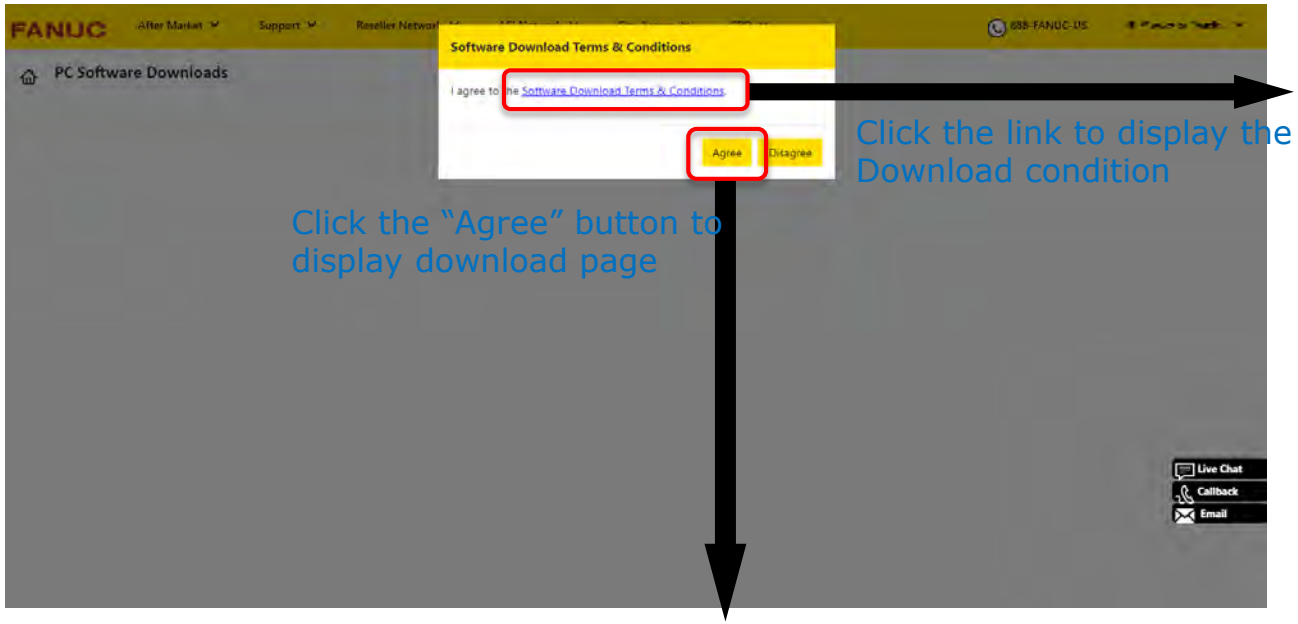
Step1. Access to the software delivery server (FANUC America Customer Portal)

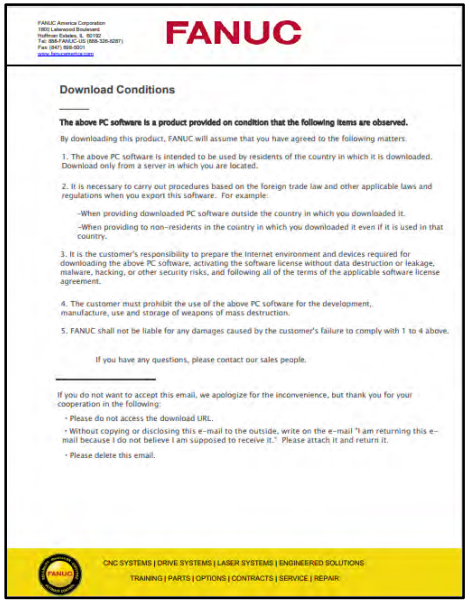
(a) Login to FANUC America CNC Customer Portal (https://myportal.fanucamerica.com/).

(b) Navigate to “PC Software Downloads”

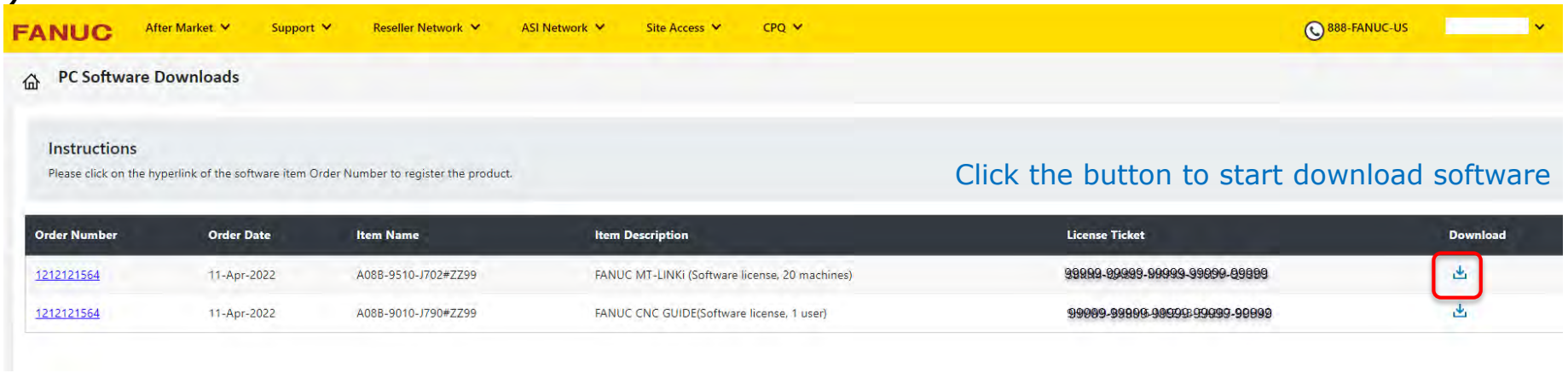
# 1. Download the software installer / Step1 (2/2)

(c) Agree the terms and conditions




(d) Download the software installer



# 1. Download the software installer / Step2

Step2. Check the download file.

When the download is complete, open the download folder and confirm the file exists. In addition, the following image's software installer extension is “iso", but depending on the software, it may be a “zip” file or some other format.

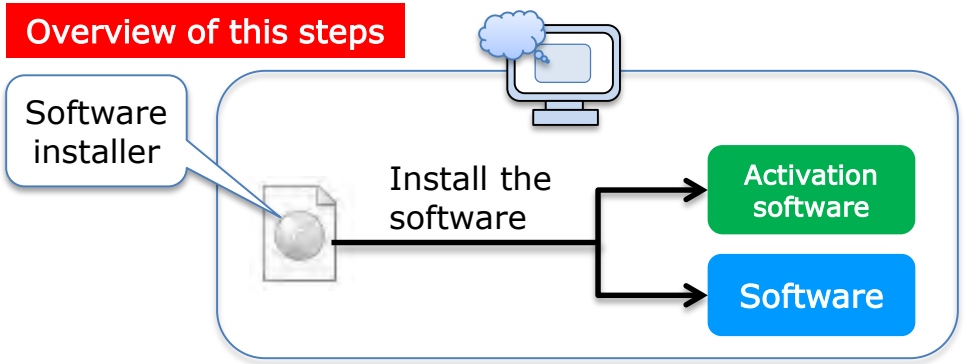
## Attention

When you transfer software to other computer, this software installer is needed, so please keep it.

# 2. Install the software / Online PC

This chapter explains steps for installing the software.

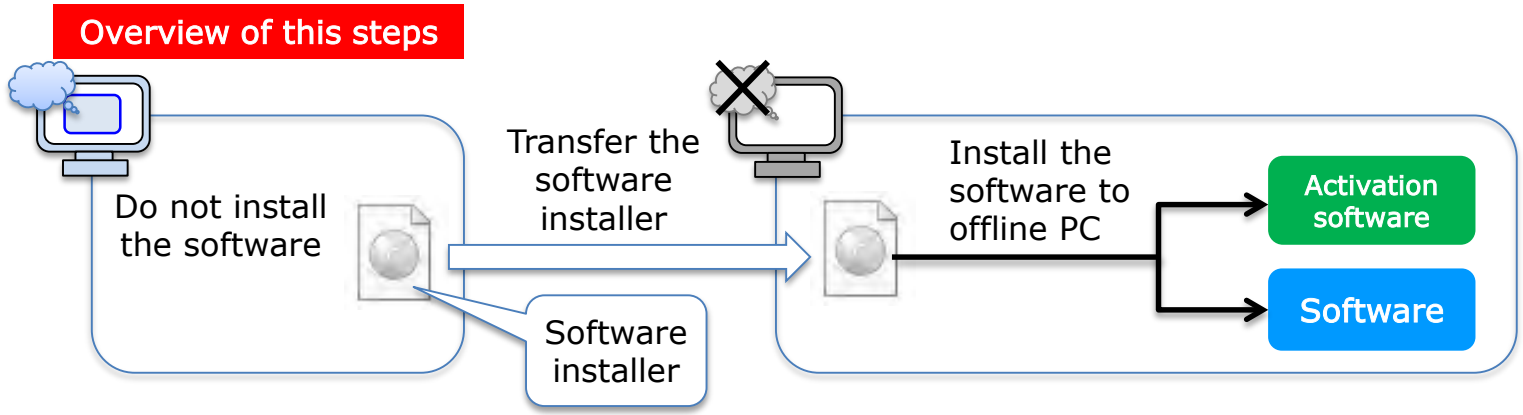
## 2.1 Steps for installing the software to online PC.




For installing the software, refer to each software manual.

# 2. Install the software / Offline PC

## 2.2 Steps of installing the software to an Offline PC




### Step1. Transfer the software installer

Do not install the software to Online PC!
Transfer the software installer to the Offline PC.

### Step2. Installing the software

For installing the software, refer to each software manual.

# 3. Steps to activate

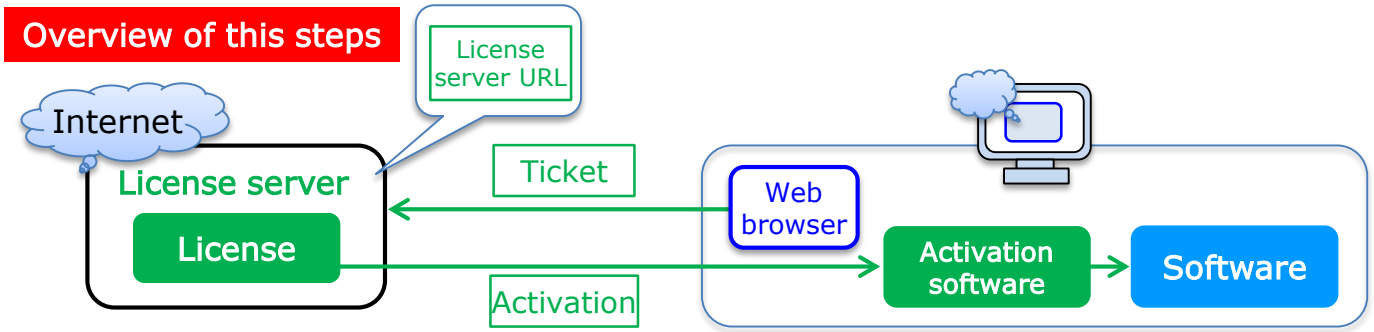
This chapter explains the steps to activate the software at each type of computer, because the steps to activate are different between Online PC and Offline PC.

3.1 Activation on the online PC

3.2 Activation on the offline PC

# 3.1 Activation on the Online PC / Overview

The software installed on the online PC will be activated as follows:




[Thing to prepare]

(1) Order Acknowledgment from FANUC

This includes license server URL and license tickets.
License tickets are different for every software, so please check the specification number on the order acknowledgment when purchasing multiple types of software. You can also check that on the member page of the FANUC America Customer Portal site.

(2) Online PC that is installed the software

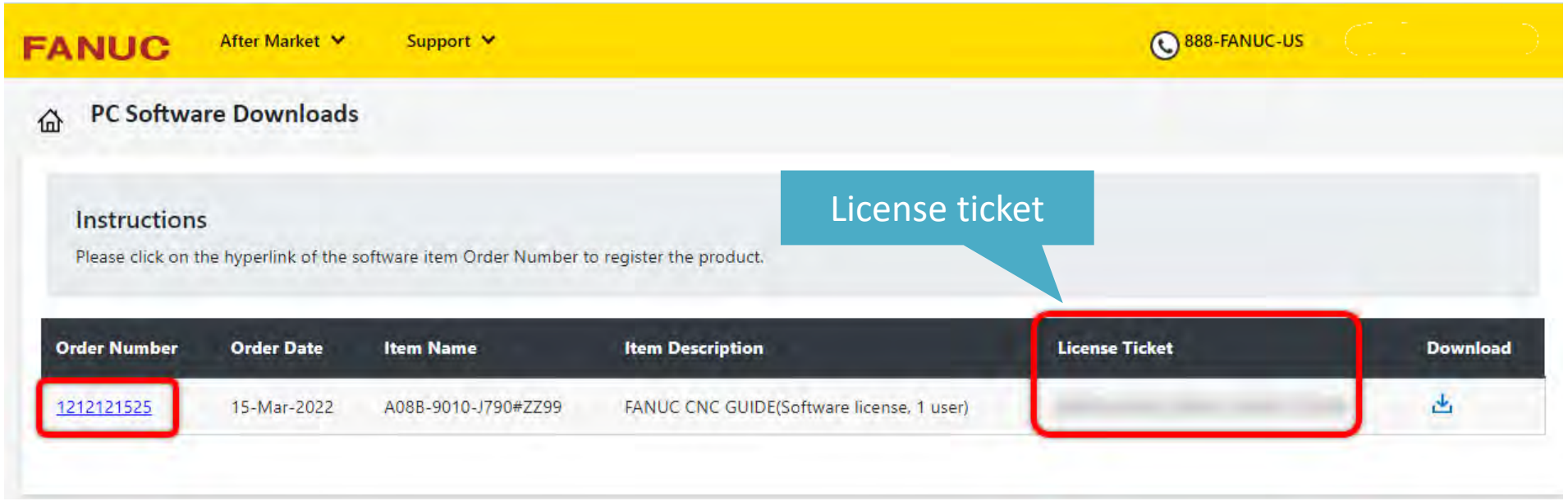
Activate the software by accessing license server.

# 3.1 Activation on the Online PC / Step1 (1/2)

Step1. Enter the ticket on the license server

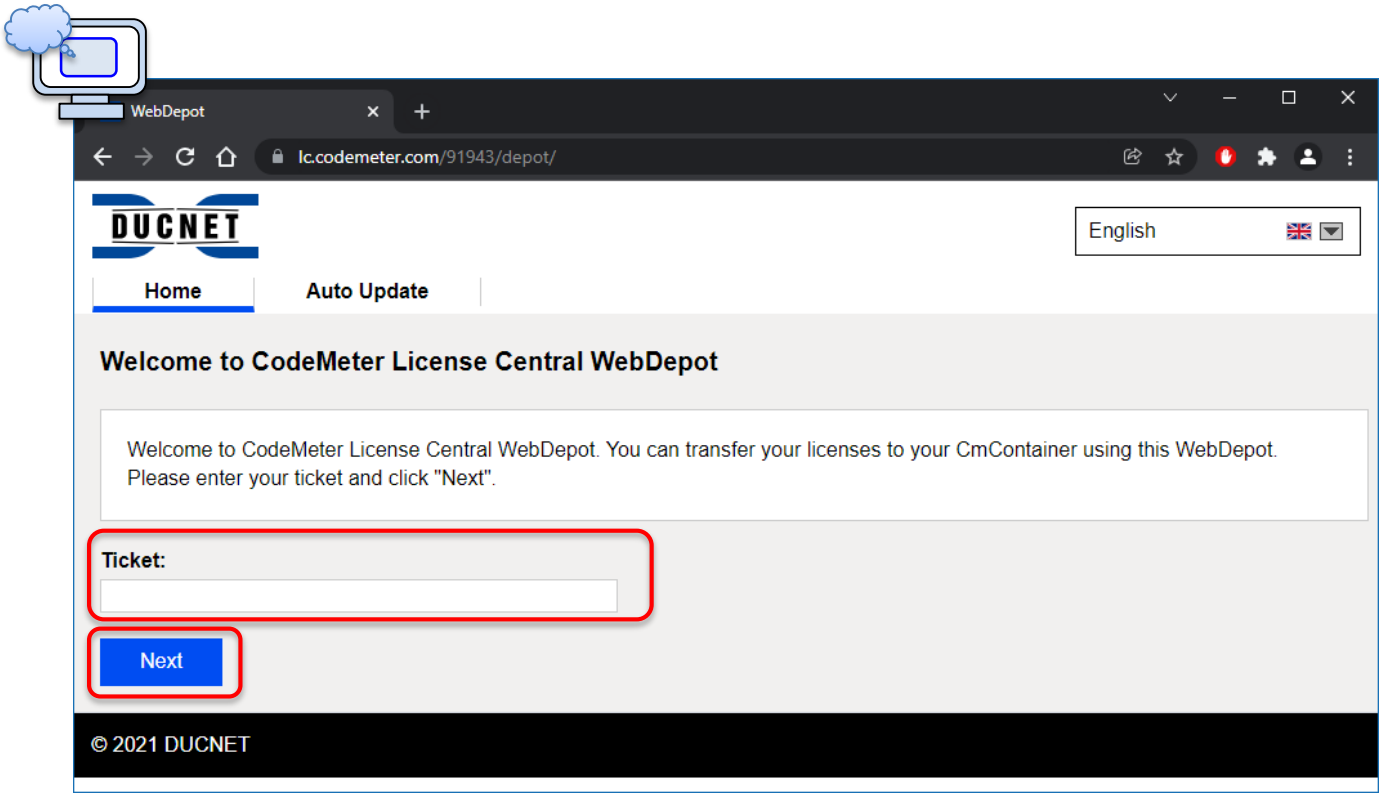
(a) Access to FANUC America Customer CNC Portal and navigate to the PC Software Download page, by Google Chrome browser.

(b) Click the link of the software item Order Number to access the license server.



# 3.1 Activation on the Online PC / Step1 (2/2)

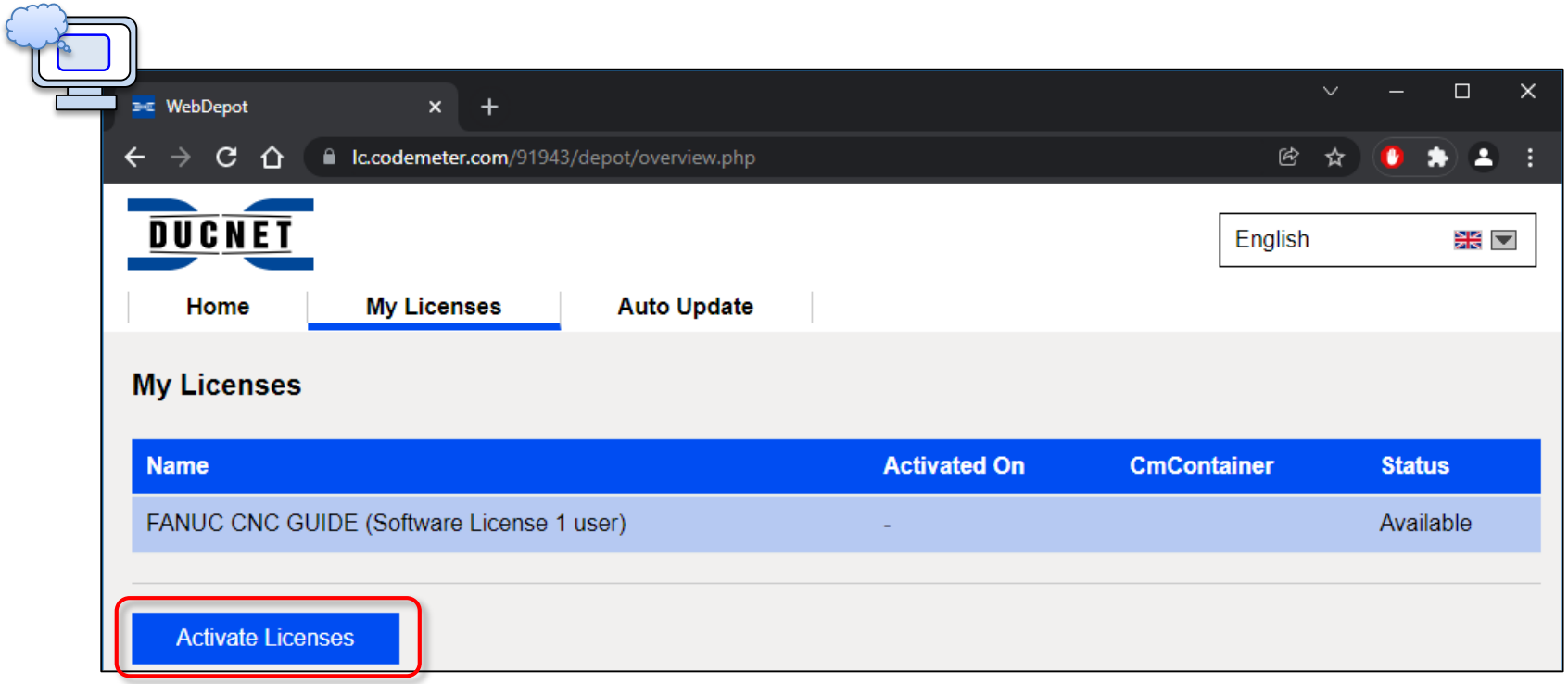
(c) Enter the License ticket on the software download site to the following [Ticket] filed, and click [Next].



# 3.1 Activation on the Online PC / Step2 (1/4)

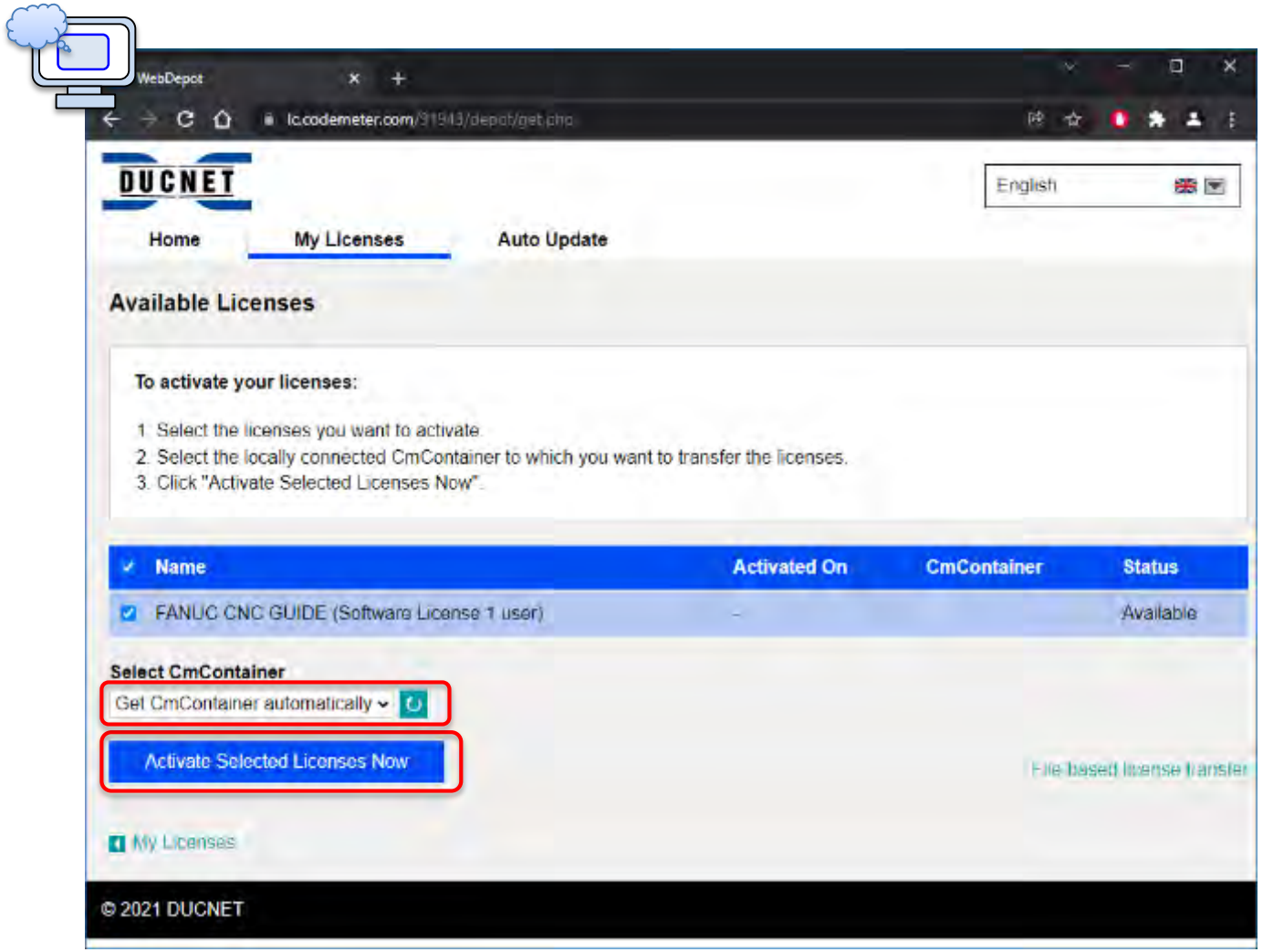
Step2. Activation

(a) The software that you purchased is displayed.
Check the software name and click [Activate Licenses].



# 3.1 Activation on the Online PC / Step2 (2/4)

(b) Select the [Get CmContainer automatically], and click [Activate Selected Licenses Now].

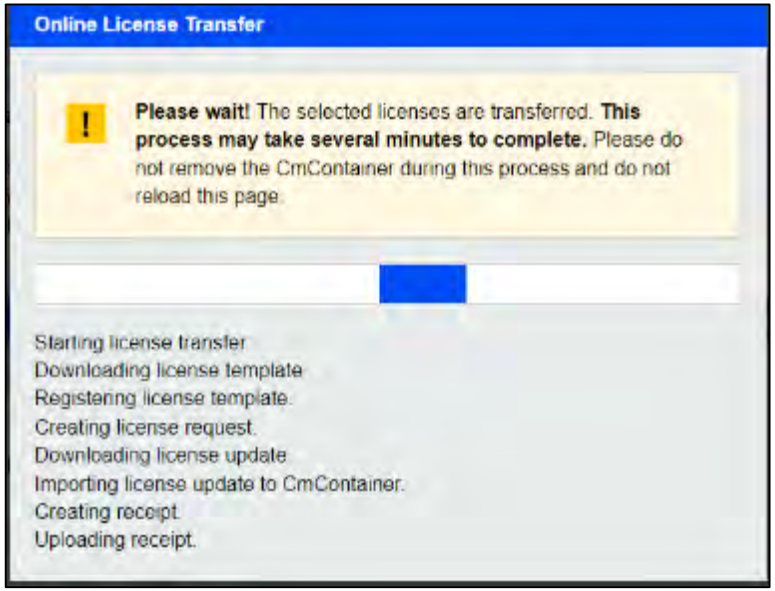


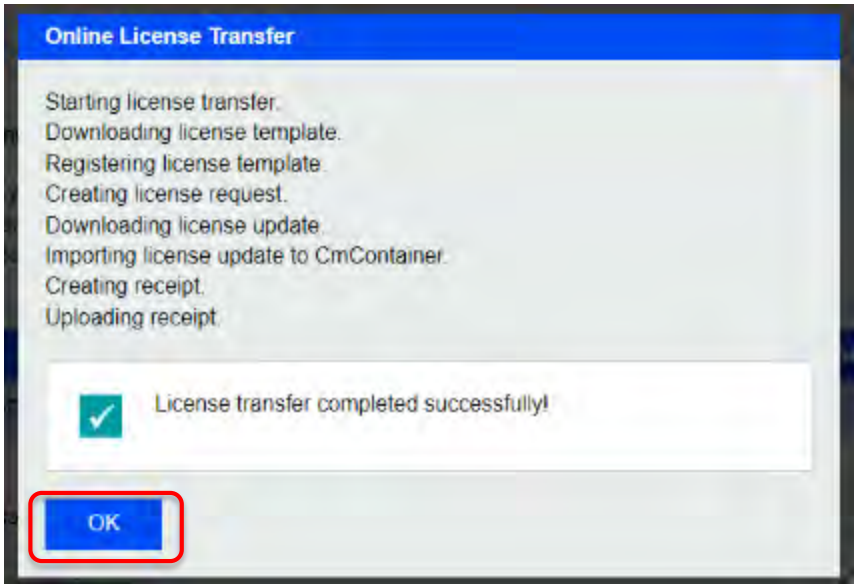
# 3.1 Activation on the Online PC / Step2 (3/4)

(c) First, the window on left side is displayed.
Please wait until <License transfer completer successfully> window on right side is displayed.

(d) Click [OK] on the right side window.

(c)

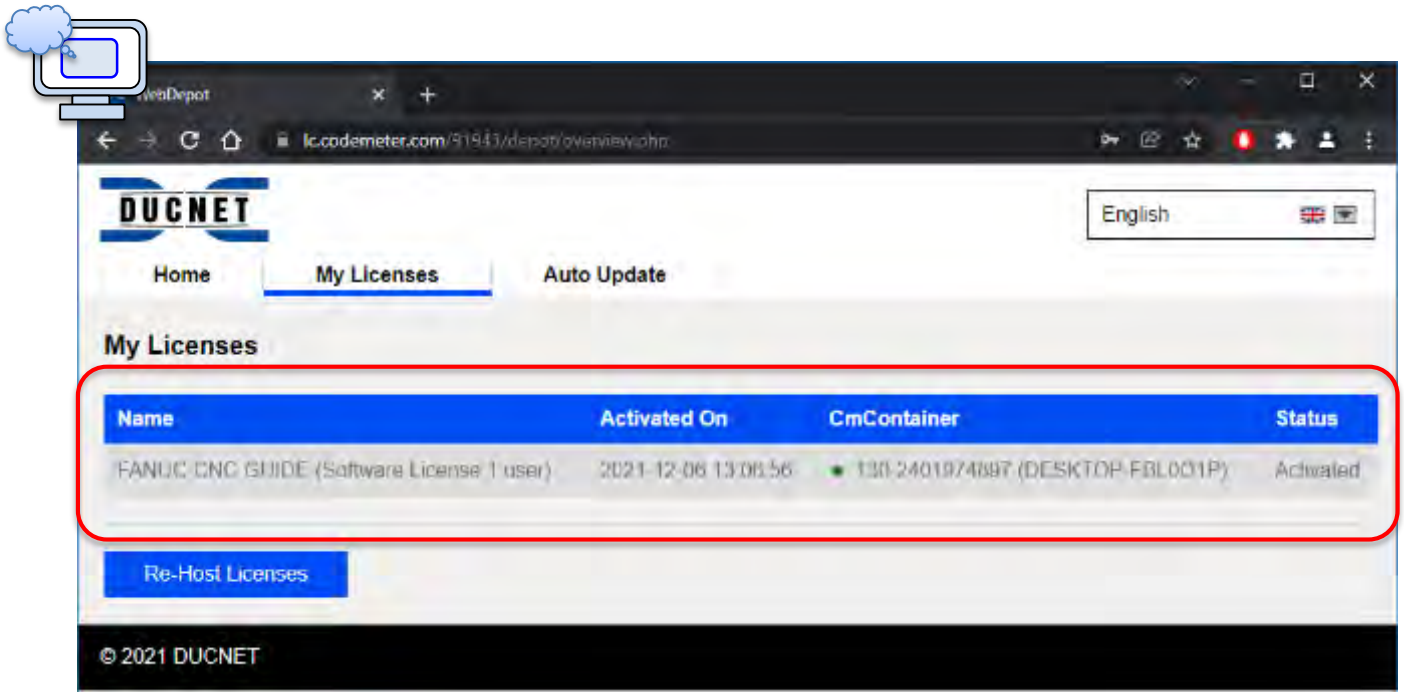



(d)

# 3.1 Activation on the Online PC / Step2 (4/4), Step3

(e) Check [Status] of purchased software is <Activated>.

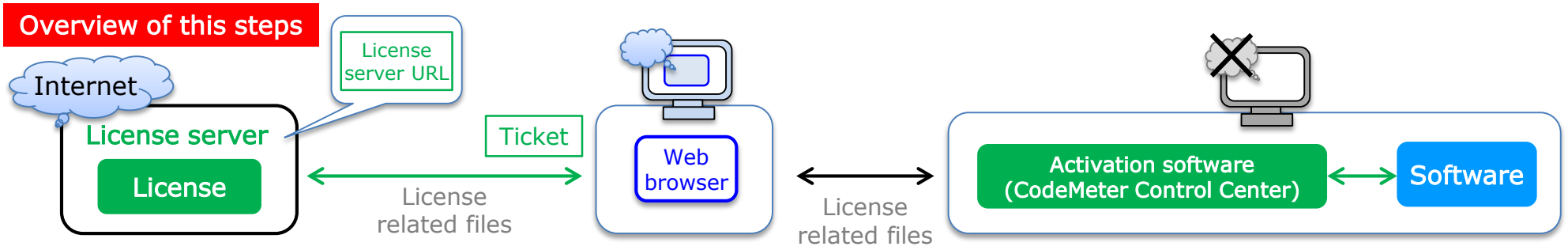



Step3. Check that the software is working.

For how to use the software, refer to each manual.

# 3.2 Activation on the Offline PC / Advance preparation

The software installed on the Offline PC will be activated as follows:




[Thing to prepare]

(1) Order Acknowledgment from FANUC

This includes license server URL and license tickets.
License tickets are different for every software, so please check the specification number on the order acknowledgment when purchasing multiple types of software. You can also check that on the member page of the FANUC America Customer Portal site.

(2) Online PC that can access to the license server

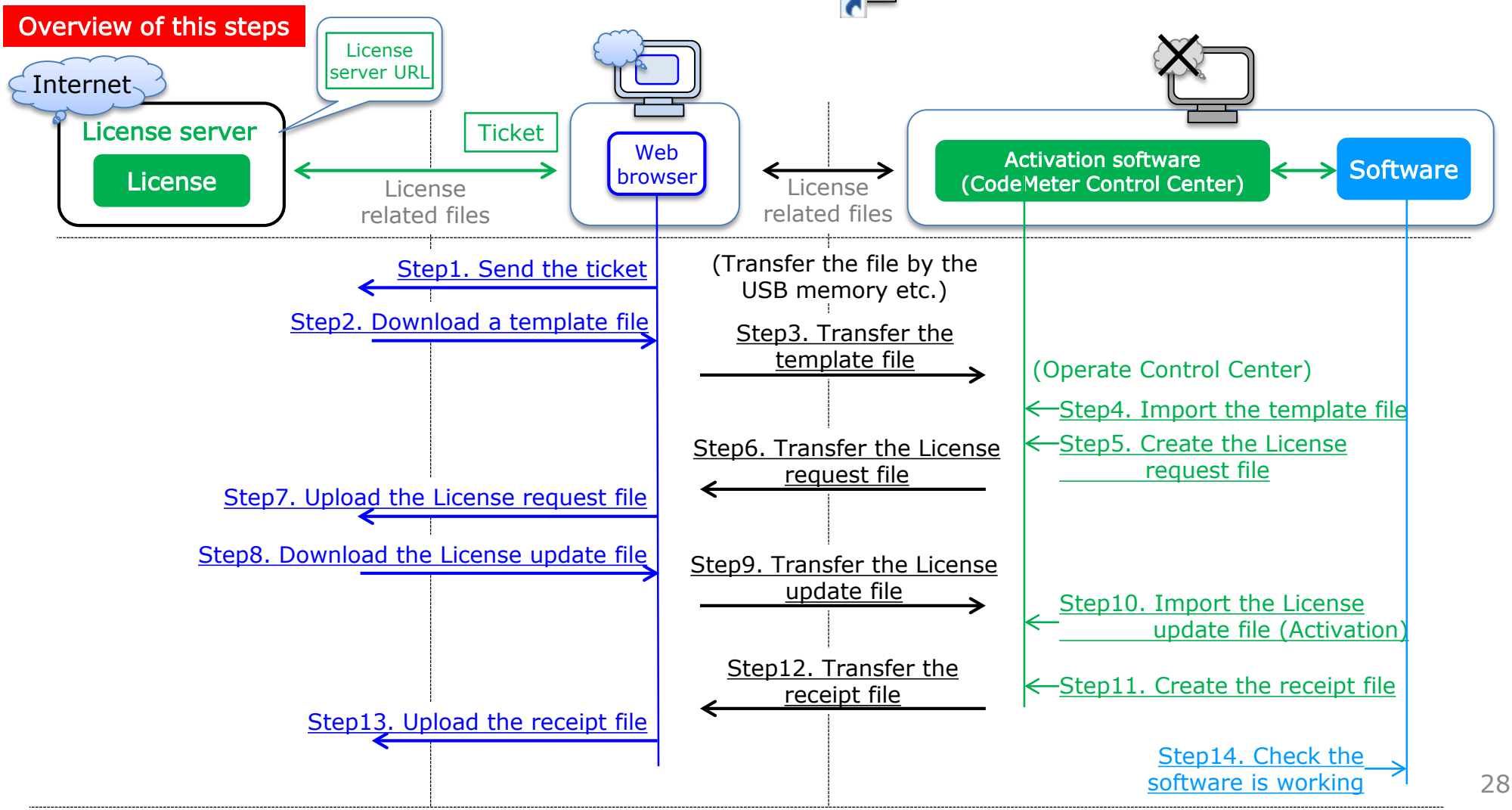
Do not install the software on the Online PC!
Install the software to the Offline PC.

(3) Offline PC where the software is installed

Run the activation software. It is installed with the software.

# 3.2 Activation on the Offline PC / Steps

This chapter explains the following steps from 1 to 14.
(When click each step, move to its page. And when click Back to list page, back to this page.)

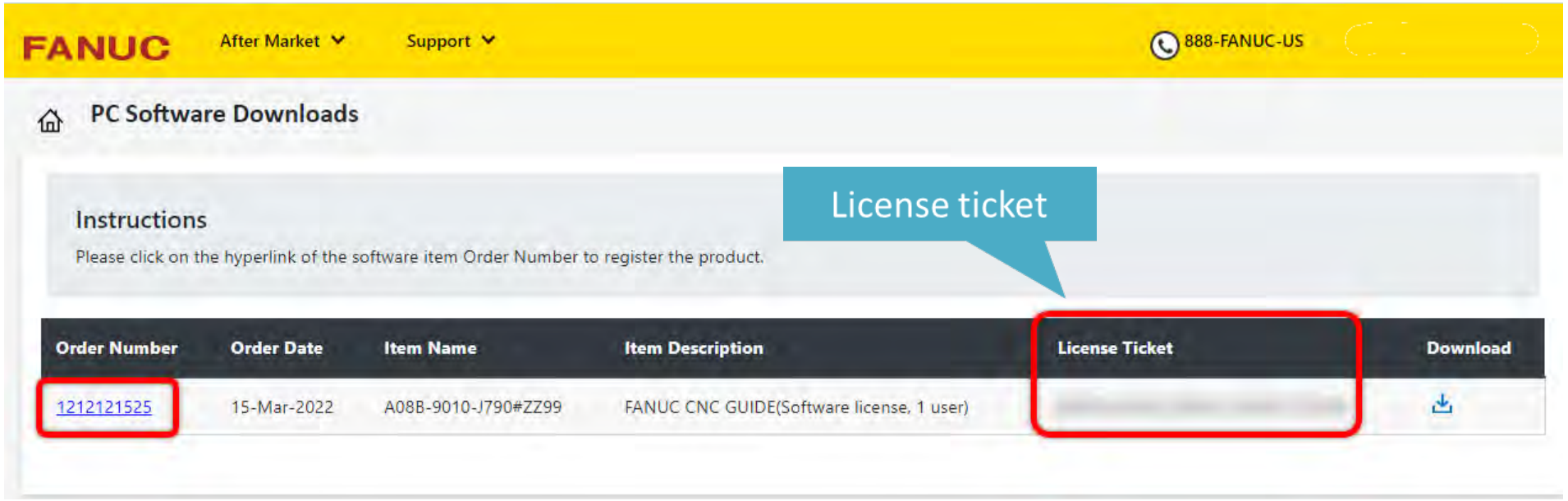


# 3.2 Activation on the Offline PC / Step1 (1/3)

Step1. Enter the ticket on the license server

(a) Access to FANUC America Customer CNC Portal and navigate to the PC Software Download page, by Google Chrome browser.

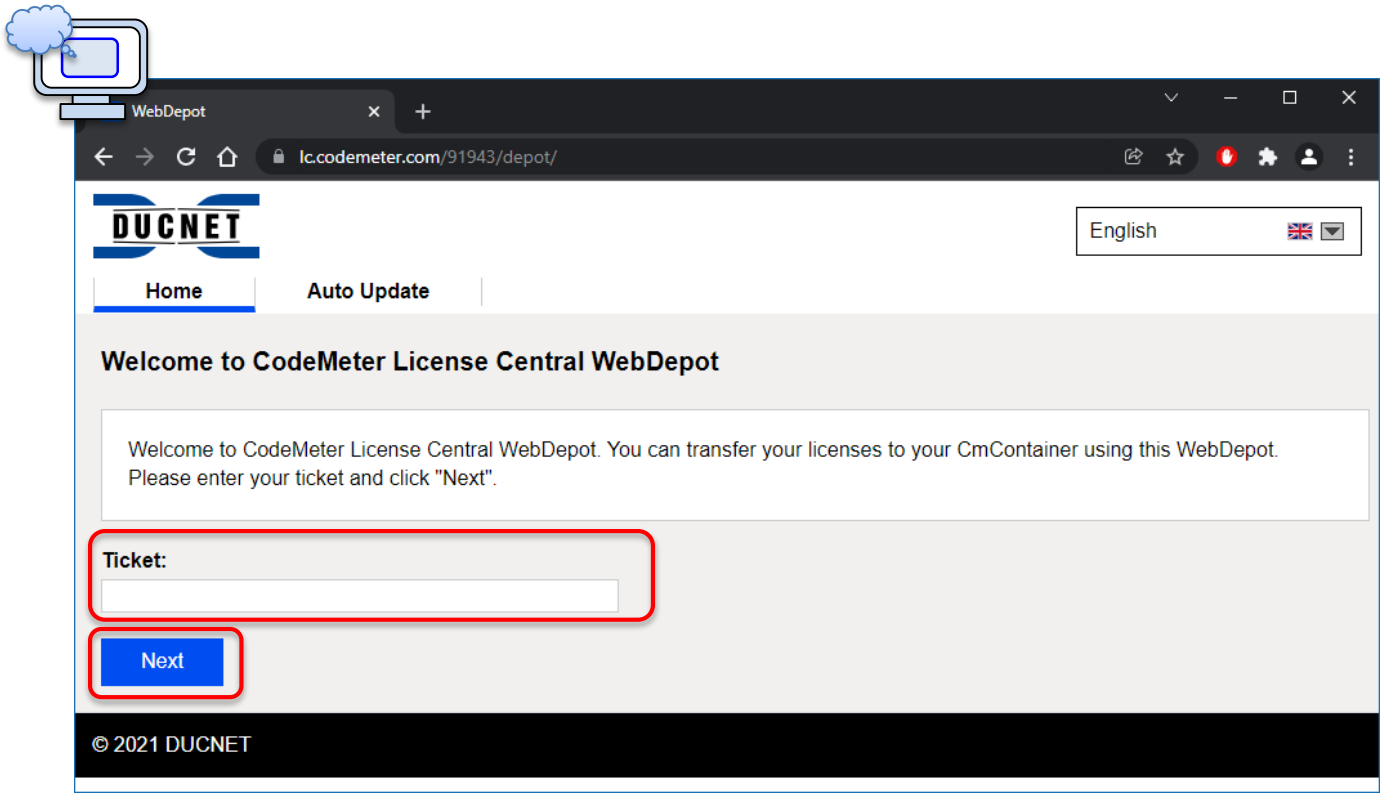
(b) Click the link of the software item Order Number to access the license server.



# 3.2 Activation on the Offline PC / Step1 (2/3)

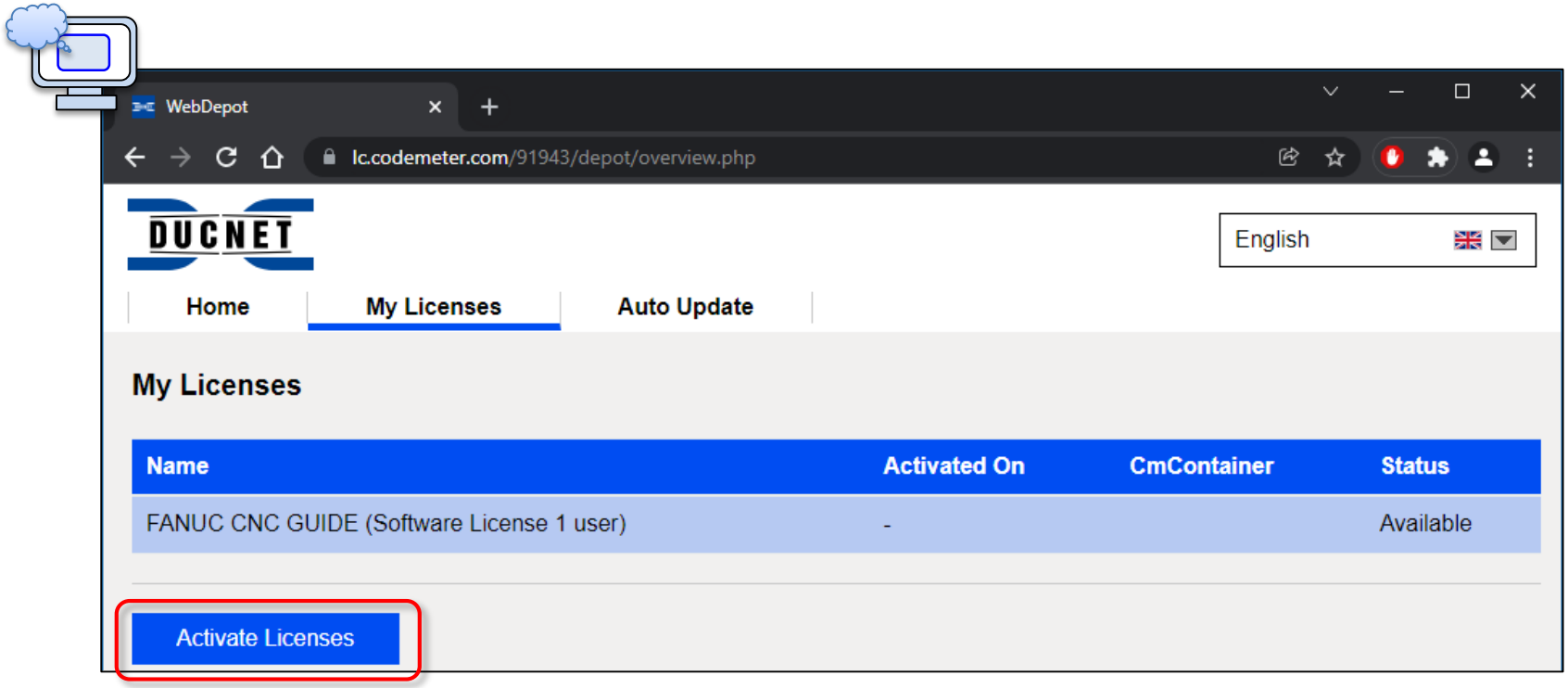
Back to list page

(c) Enter the License ticket on the email to the following [Ticket] filed and click [Next].



# 3.2 Activation on the Offline PC / Step1 (3/3)

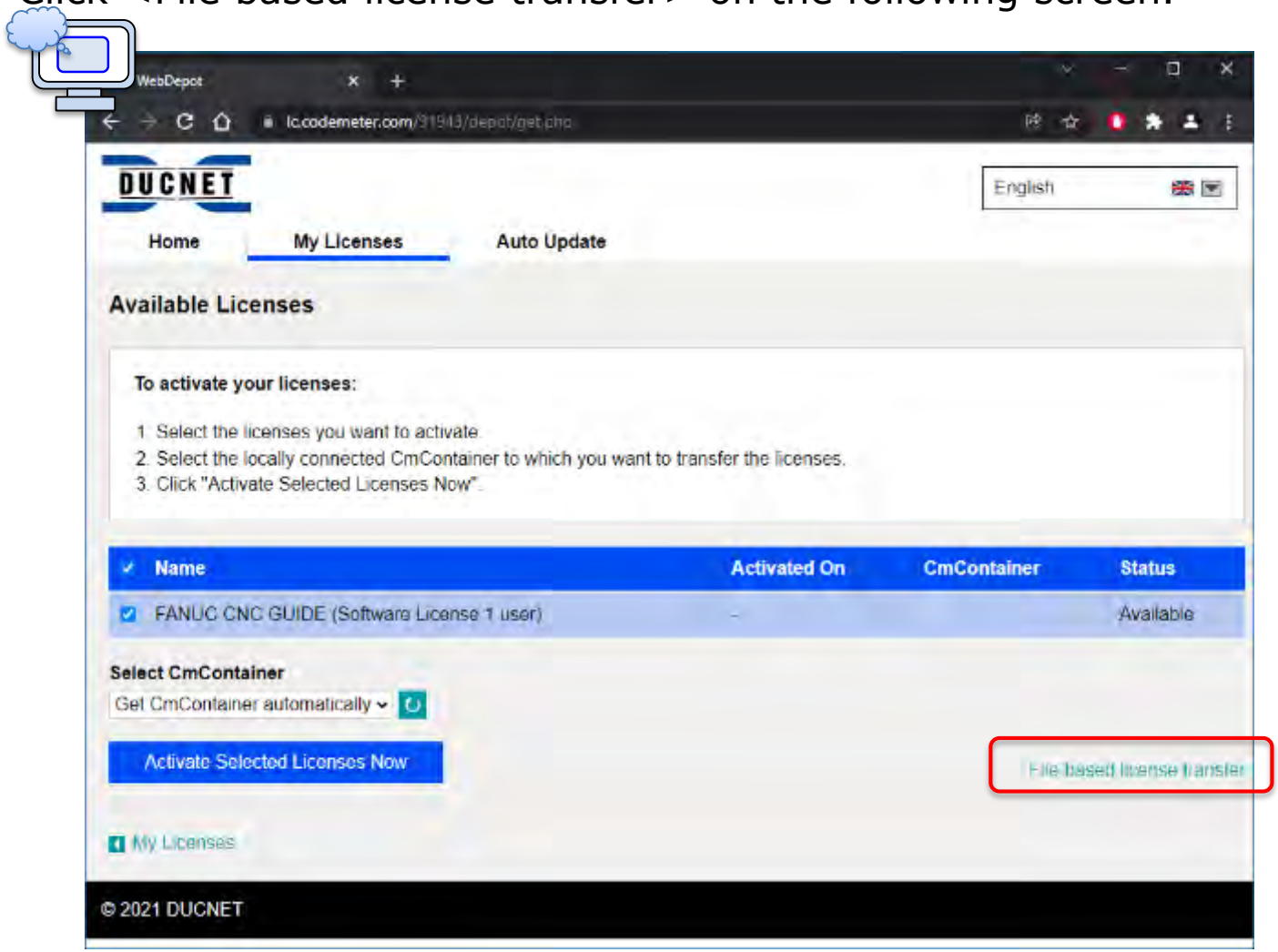
(d) The software that you purchased is displayed.
Check the software name and click [Activate Licenses].



# 3.2 Activation on the offline PC / Step2 (1/3)

Step2. download template file

(a) Click <File based license transfer> on the following screen.

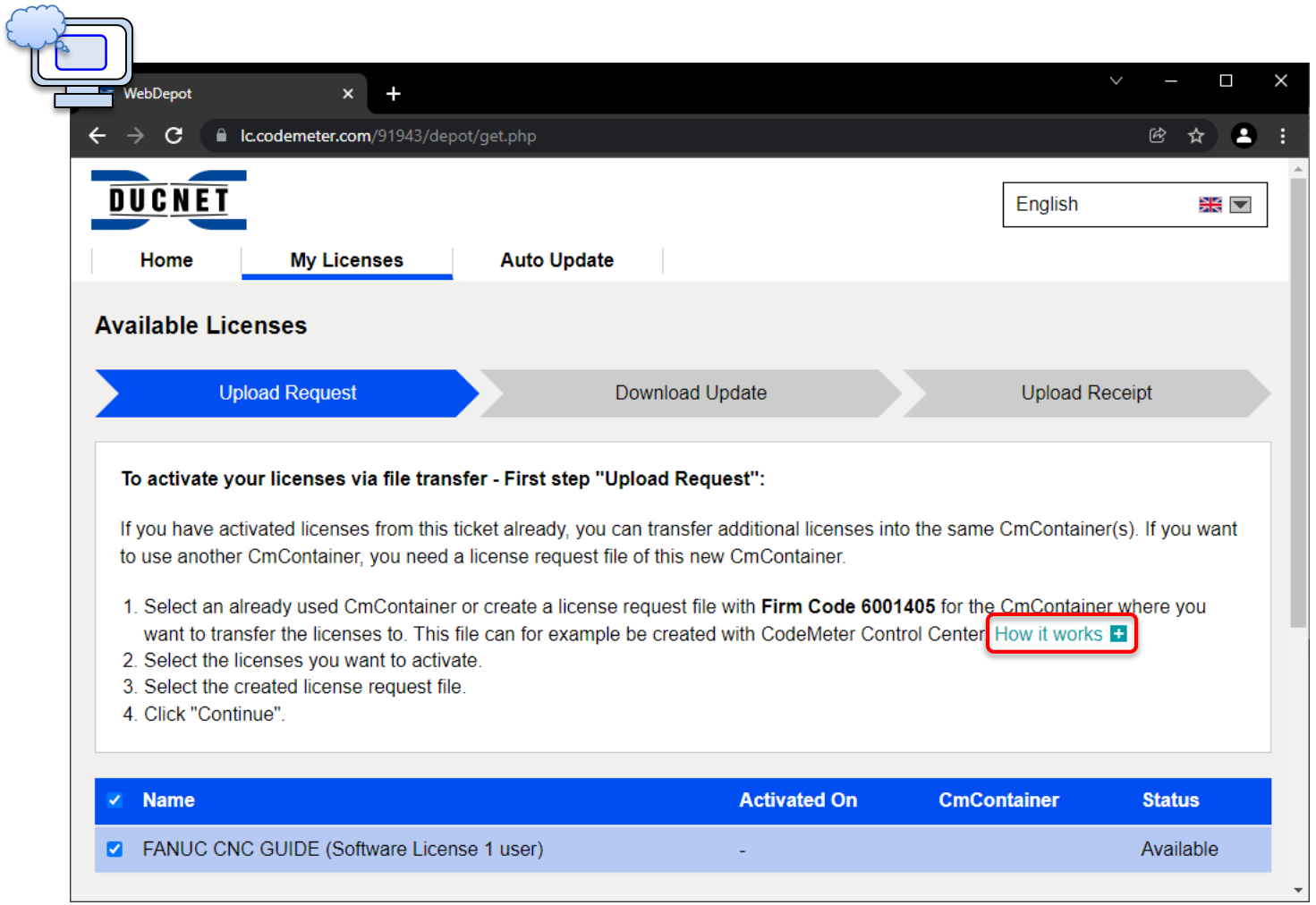


# 3.2 Activation on the Offline PC / Step2 (2/3)

Back to list page

Step2. download template file

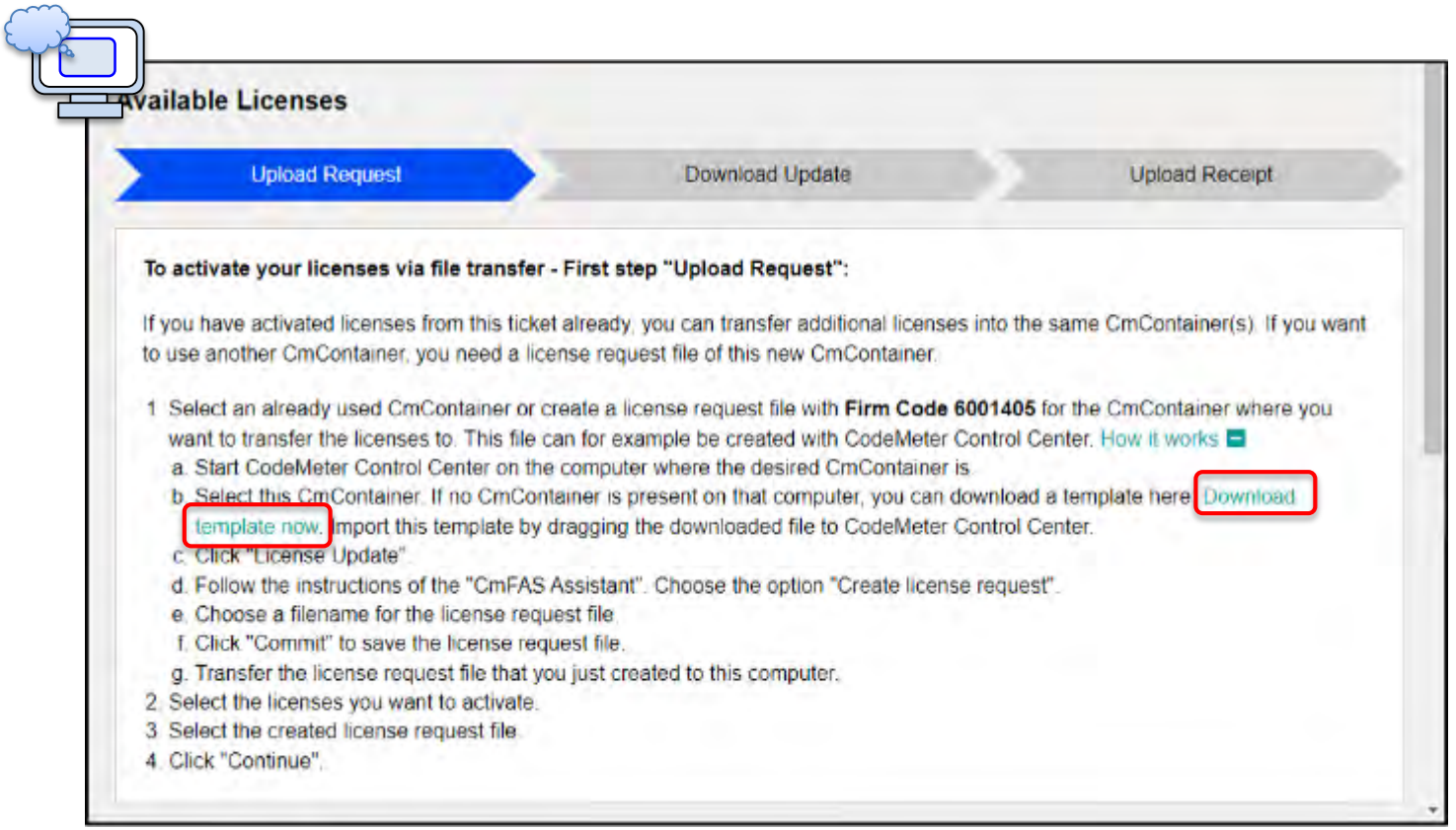
(a) Click <How it works> on the following screen.



# 3.2 Activation on the Offline PC / Step2 (3/3)

Back to list page

(b) Click <Download template now> on the following screen.
Download template file (*) every time because it is different every ticket.

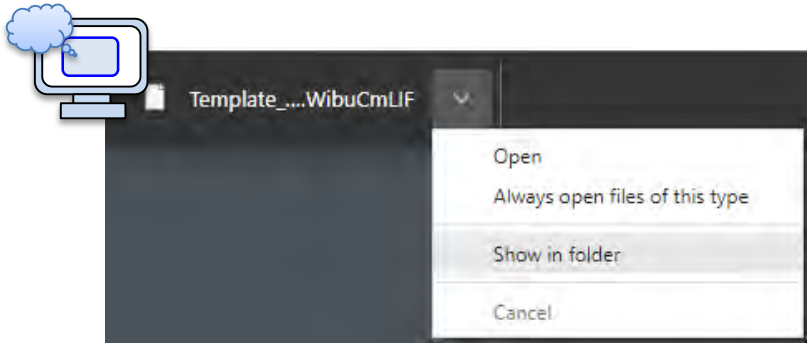



(*) See the next page for more information of template file.

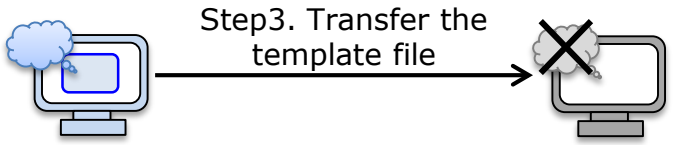
# 3.2 Activation on the Offline PC / Step3

(c) After downloading the template file, transfer it to the Offline PC.

Back to list page




Step3. Transfer the template file from the Online PC to the Offline PC.




(*) What is the template file?

- Activation has a purpose to prevent illegal duplication of use by identifying the computer that use the software. So, the license server need to acquire the computer that runs the software.
- The template file is "Model" of [License request file] that will be created on the offline PC in Step7, and has the configuration of the Offline PC.

# 3.2 Activation on the Offline PC / Step4 (1/2)

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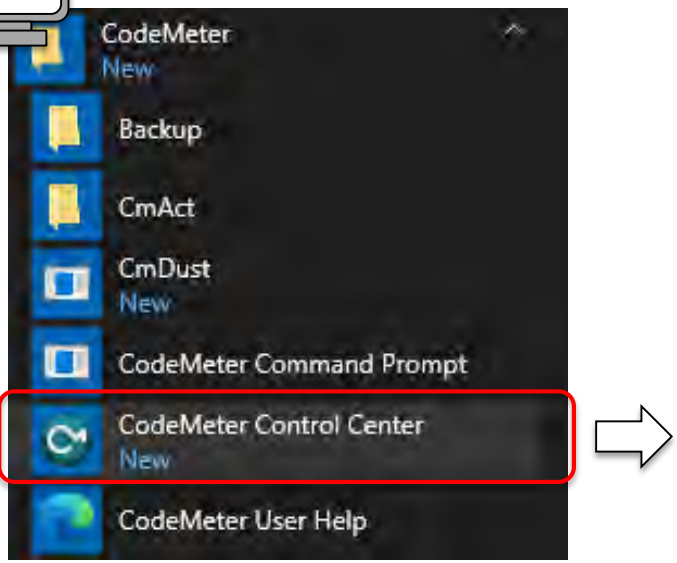
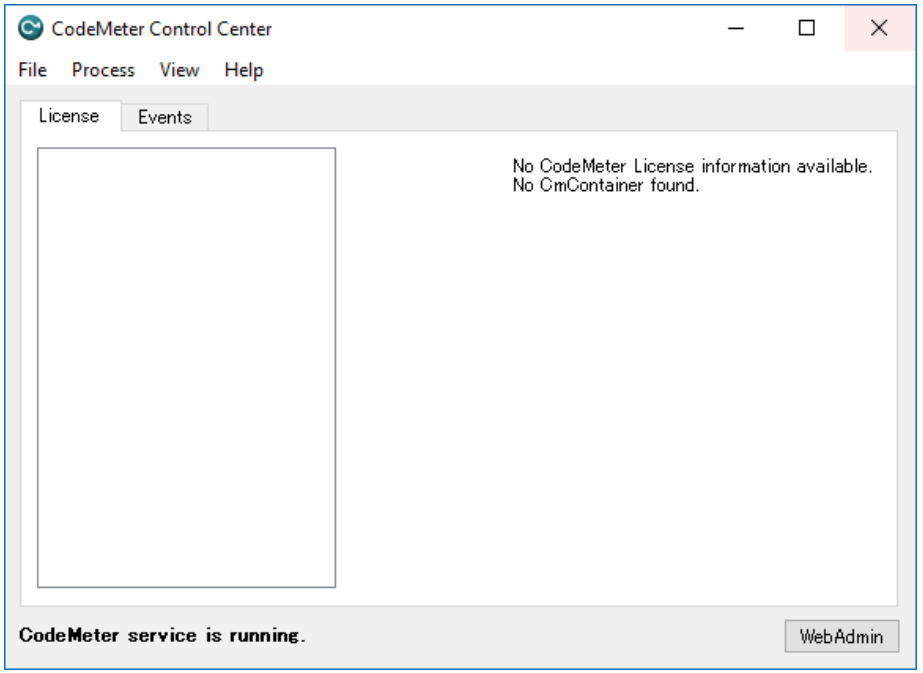
Step4. Import the template file to the offline PC

(a) Start the Control Center that is used for import.
Start the <CodeMeter Control Center> in the <CodeMeter> folder from Windows start menu.
When it is not displayed, the downloaded software from the software delivery server may be not installed.

Windows start menu



# 3.2 Activation on the Offline PC / Step4 (2/2)

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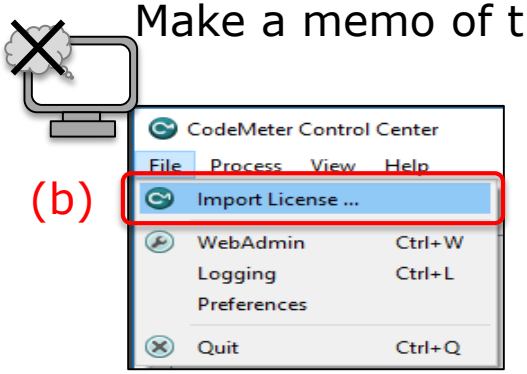
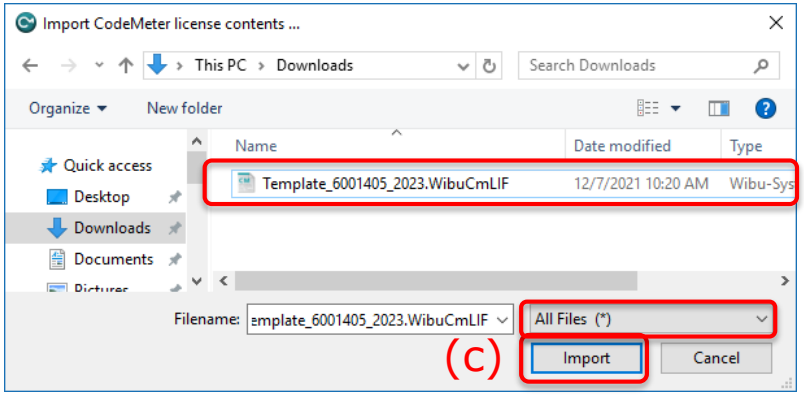
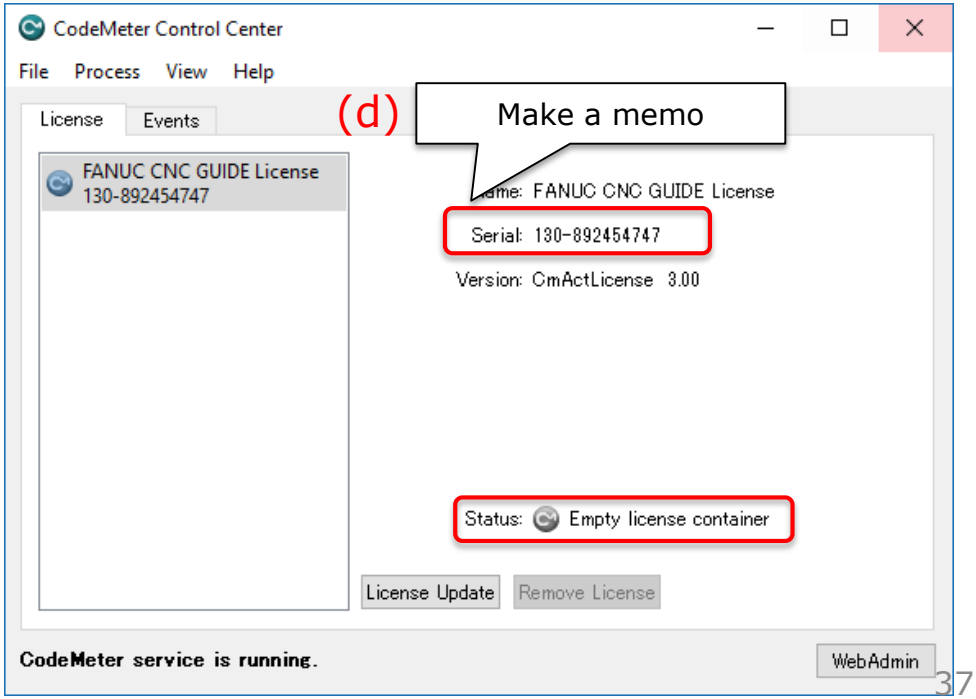
(b) Select the <Import License> in <File> on the Control Center to import the template file.

(c) Change [All Files (*)] when dialog is displayed. And select the template file that was transferred in Step3 and click the <Import>.

(d) [Empty license container] will be imported like a right image.
Make a memo of the displayed serial number. It will be needed later (Step10 and Step11).



# 3.2 Activation on the Offline PC / Step5 (1/2)

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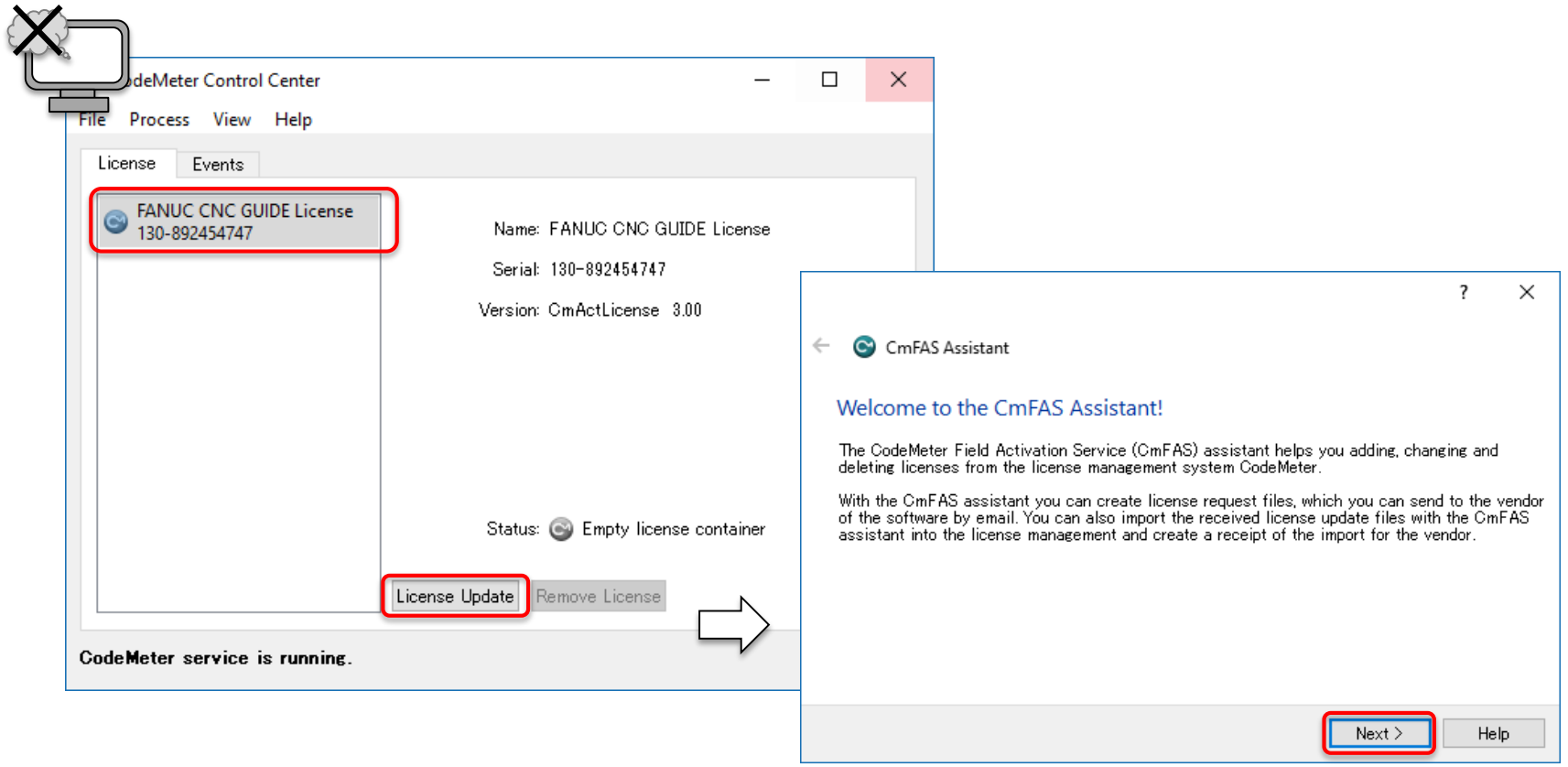
Step5. Create the license request file

(a) Start the CmFAS assistant by clicking <License Update> on the Control Center. Click <Next>.



# 3.2 Activation on the Offline PC / Step5 (2/2), Step6

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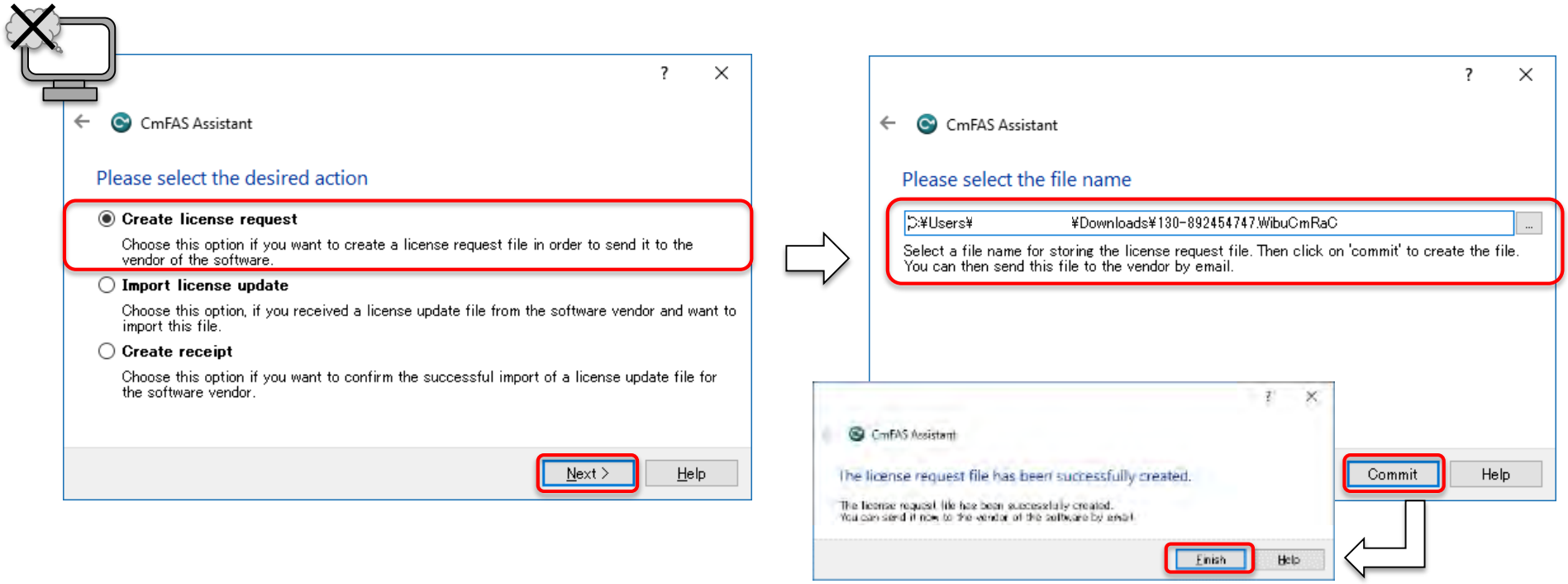
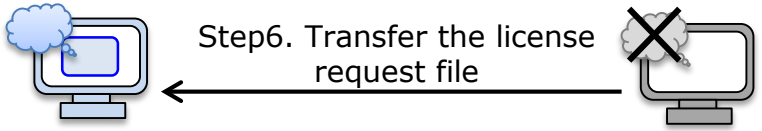
(b) Select <Create license request> on the CmFAS assistant and click <Next>.
Set the destination path and click <Commit>.
When [The license request file has been successfully created.] dialog is displayed, click <Finish>.




Step6. Transfer the license request file to the online PC



# 3.2 Activation on the Offline PC / Step7 (1/2)

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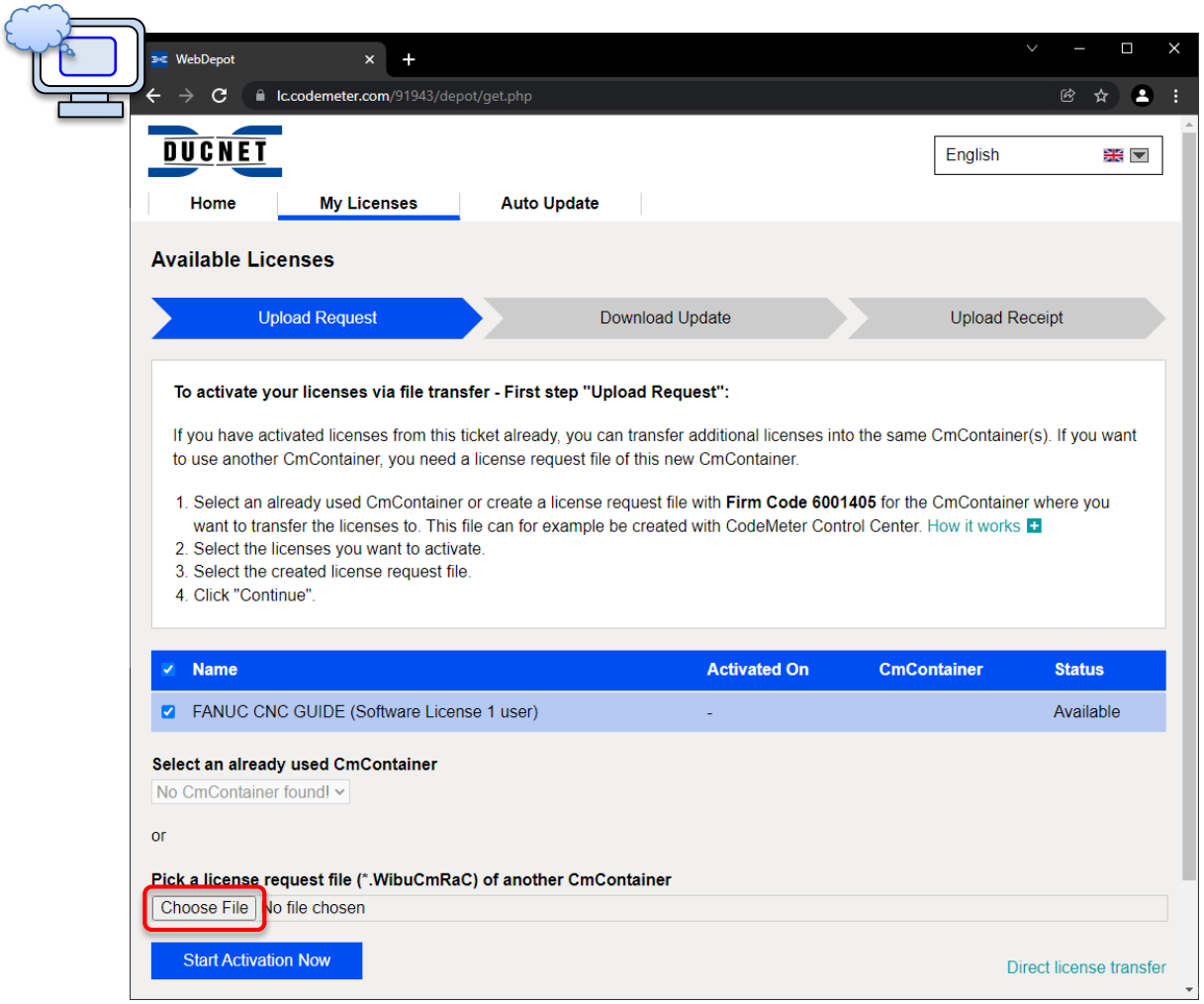
Step7. Upload the license request file

(a) Click <Choose File>.



# 3.2 Activation on the Offline PC / Step7 (2/2)

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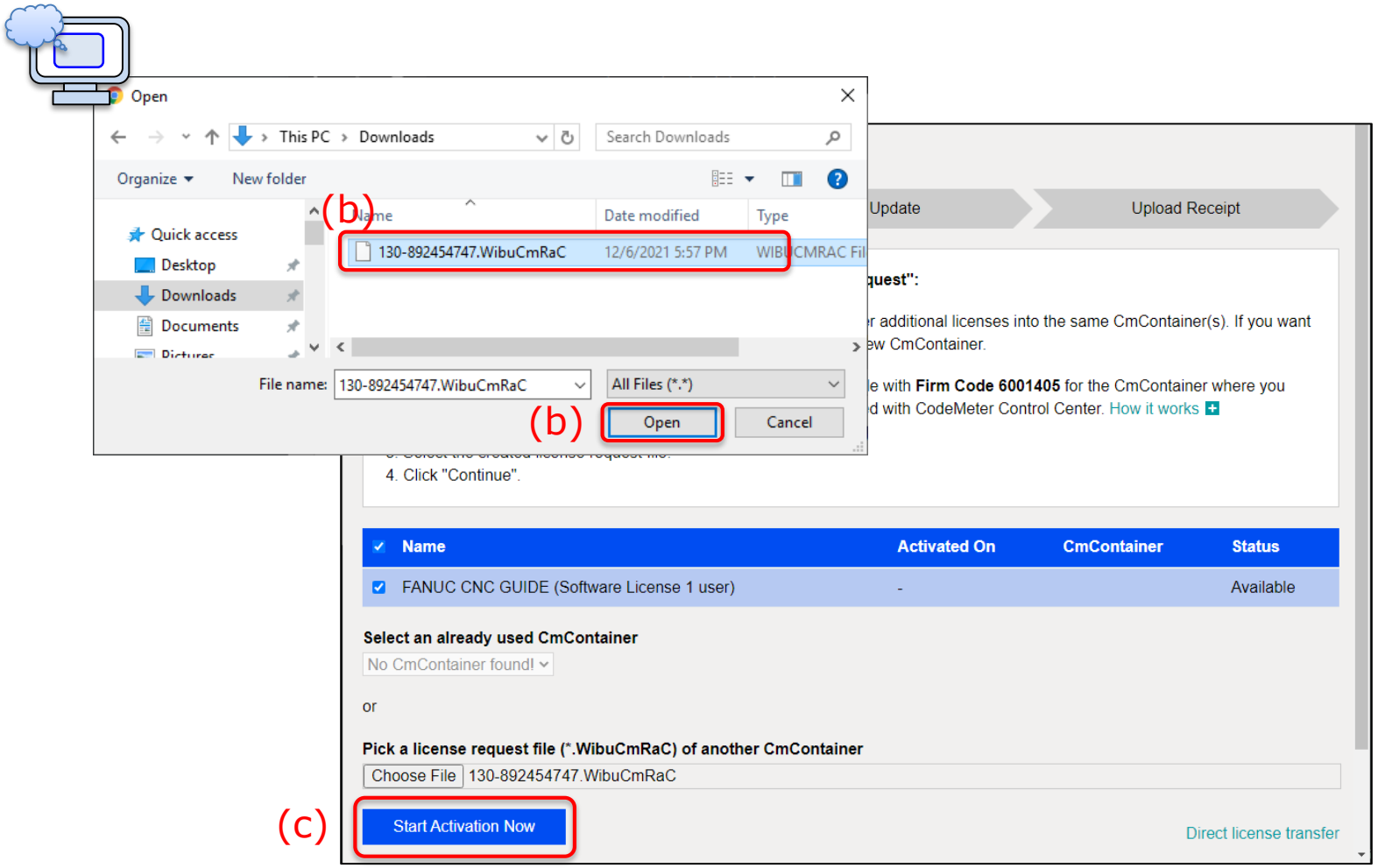
(b) When a dialog for selecting file open,
click the license request file and click <Open>.

(c) After the dialog closes, click <Start Activation Now>.



# 3.2 Activation on the Offline PC / Step8 (1/2)

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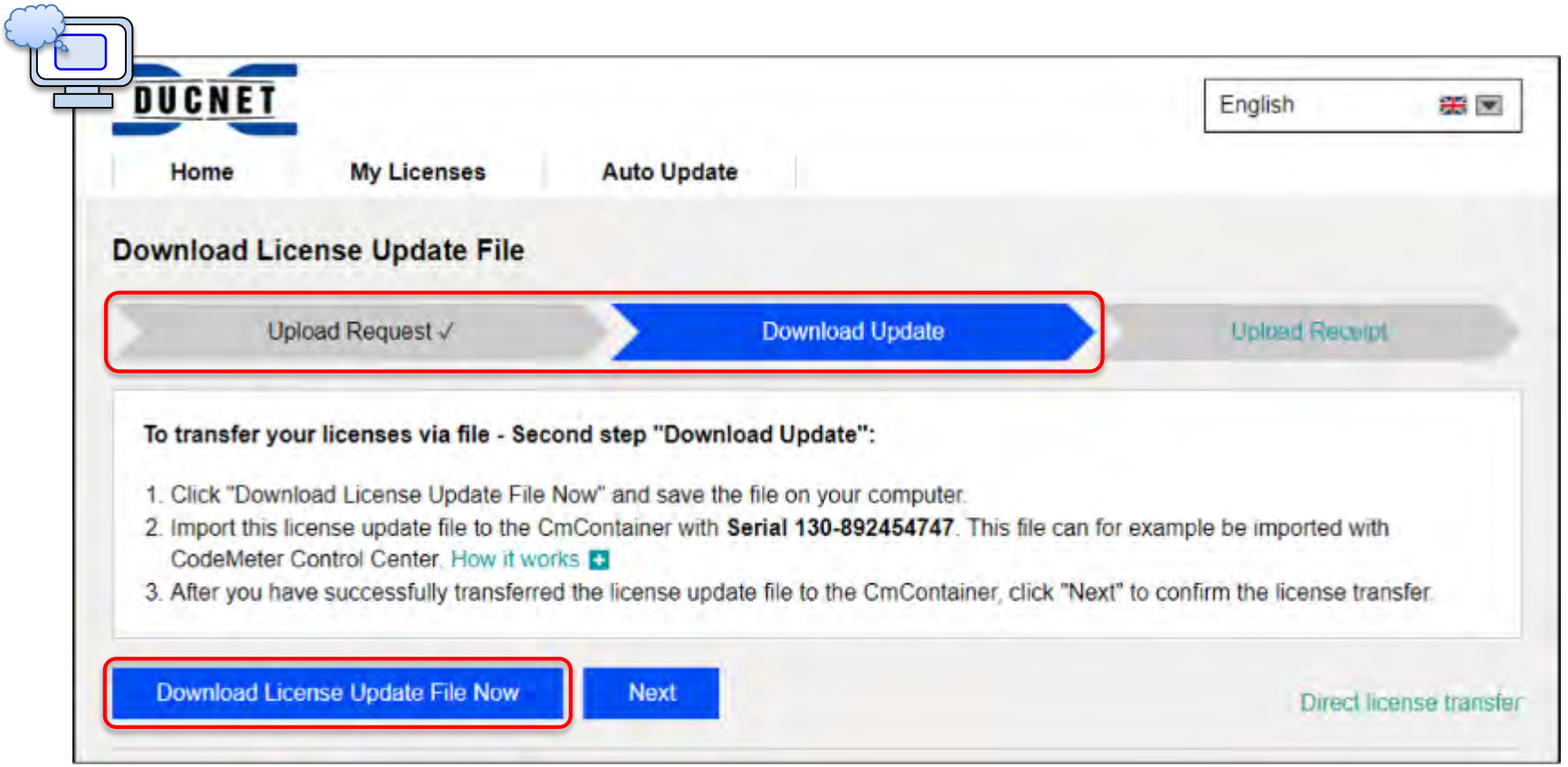
Step8. Download the license update file

(a) After uploading the license request file to the license server, above of screen change from [Upload Request] to [Download Update].
Click <Download License Upload File Now> to download the license update file.



# 3.2 Activation on the Offline PC / Step8 (2/2), Step9

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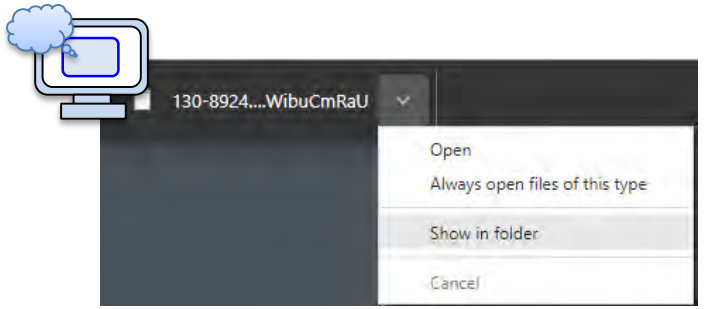
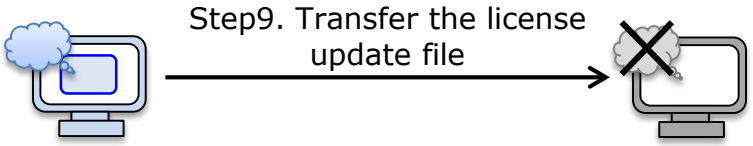
(b) After downloading the license update file, click <Show in folder> to check it exist. This file is transferred to the Offline PC.




Step9. Transfer the license update file from the Online PC to the Offline PC.



# 3.2 Activation on the Offline PC / Step10 (1/3)

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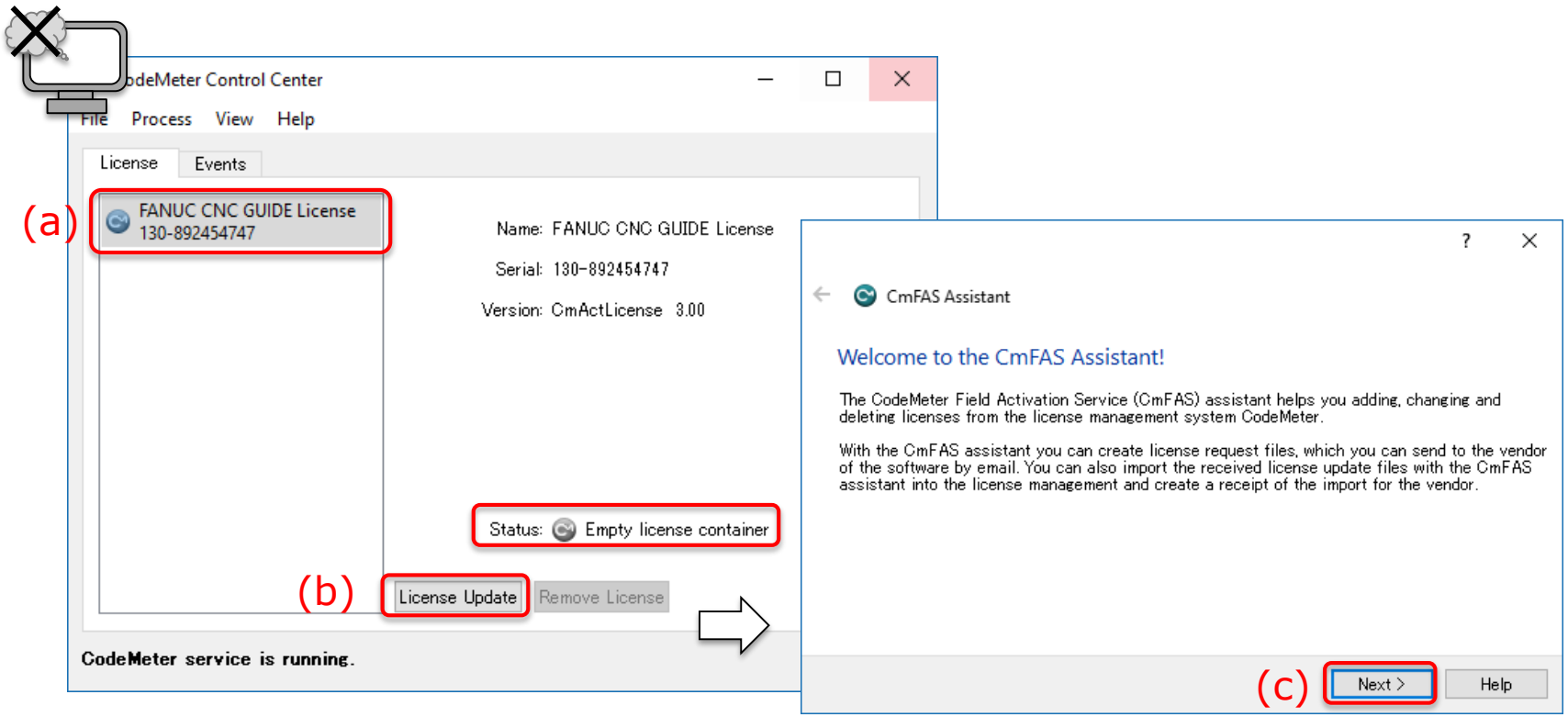
Step10. Import the license update file (Activation)

(a) Start the Control Center and select the serial number (memo in Step4).

(b) Click <License Update> on the Control Center to start the CmFAS assistant.

(c) After starting CmFAS assistant, click <Next>.



# 3.2 Activation on the Offline PC / Step10 (2/3)

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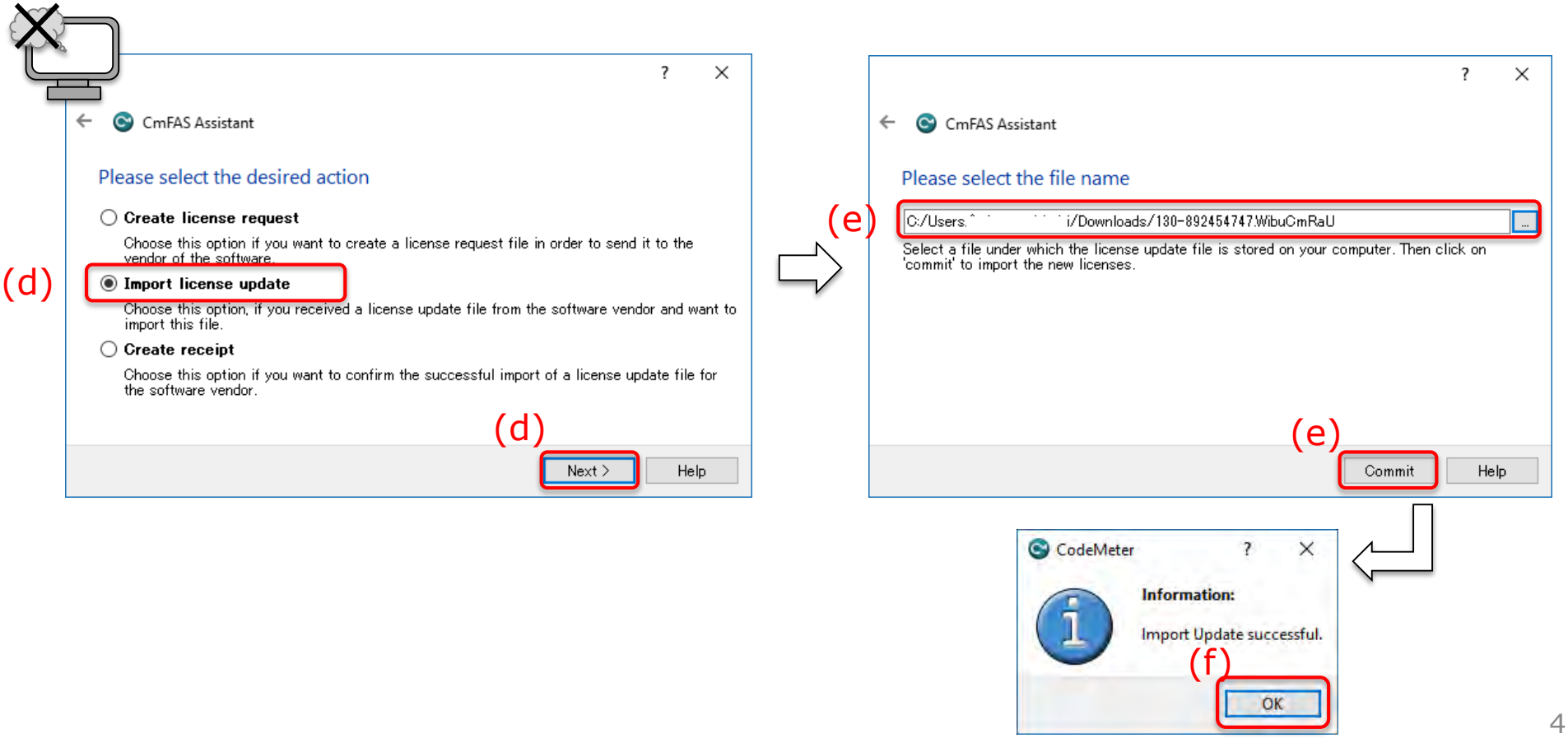
(d) Select <Import license update> on the CmFAS and click <Next>.

(e) Set the license update file that was transferred from the online PC and click <Commit>.

(f) After [Import Update successful.] is displayed, click <OK>.



# 3.2 Activation on the Offline PC / Step10 (3/3)

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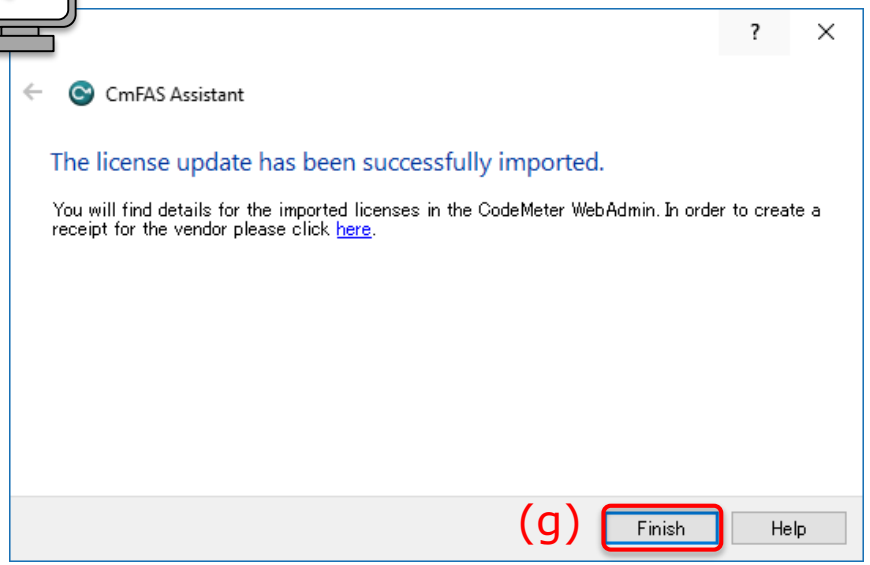
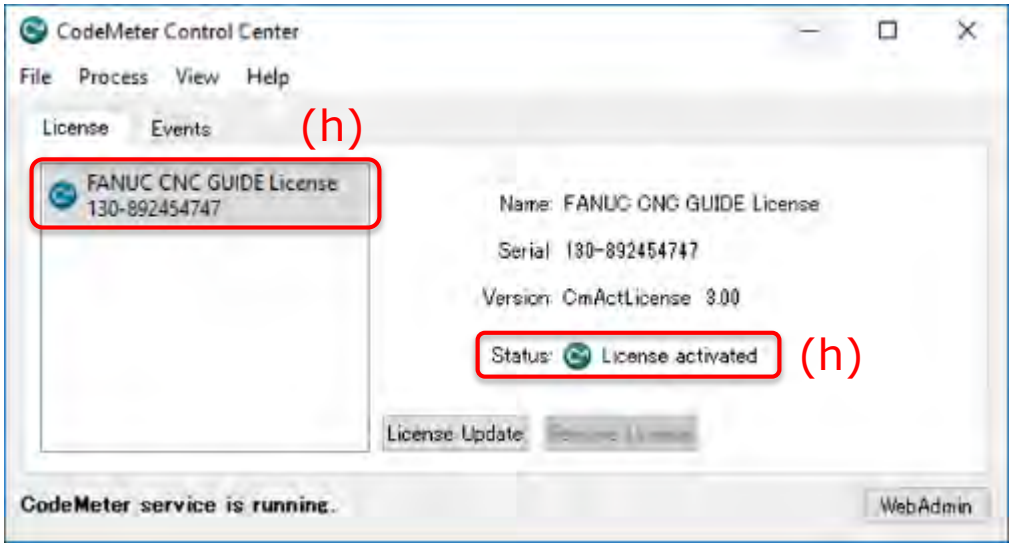
(g) After back to the CmFAS assistant, click <Finish>.




(h) After return to the Control Center, check that [License activated] is displayed as Status.



# 3.2 Activation on the Offline PC / Step11 (1/3)

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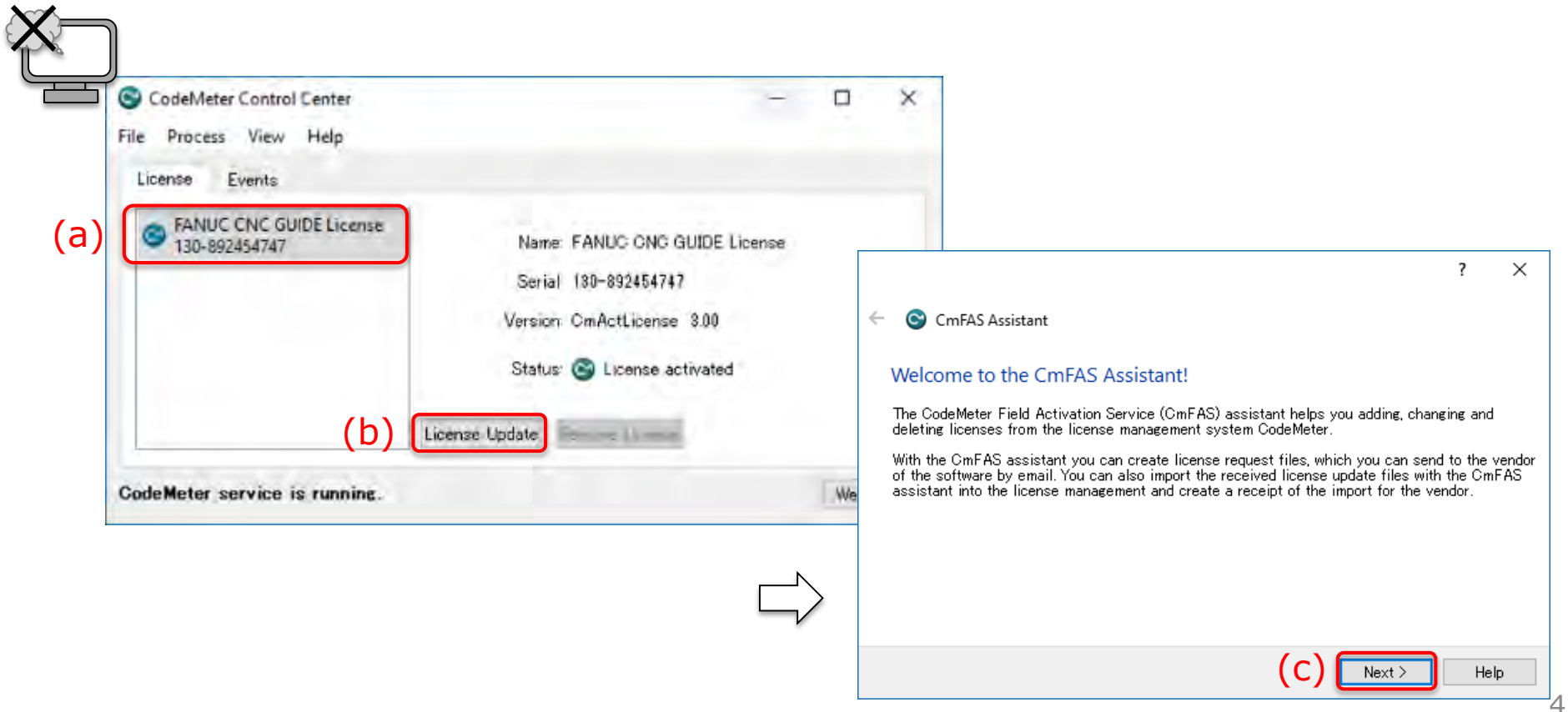
Step11. Create receipt file

(a) Start the Control Center and select the serial number (memo in Step4).

(b) Click <License Update> on the Control Center to start the CmFAS assistant.

(c) After starting CmFAS assistant, click <Next>.



# 3.2 Activation on the Offline PC / Step11 (2/3)

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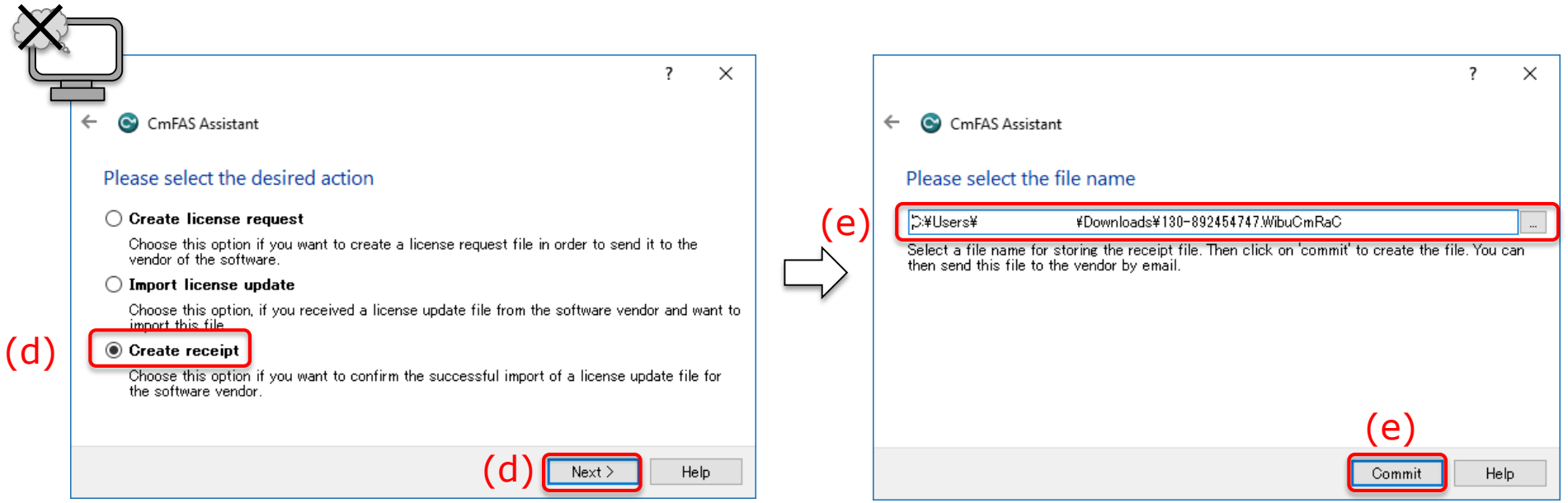
(d) Select <Create receipt> on the CmFAS assistant and click <Next>.

(e) A receipt file is a file that is created on this screen newly.
Click <Commit> because [Please select the file name] field will be displayed same name as the license request file in Step6.



# 3.2 Activation on the Offline PC / Step11 (3/3), Step12

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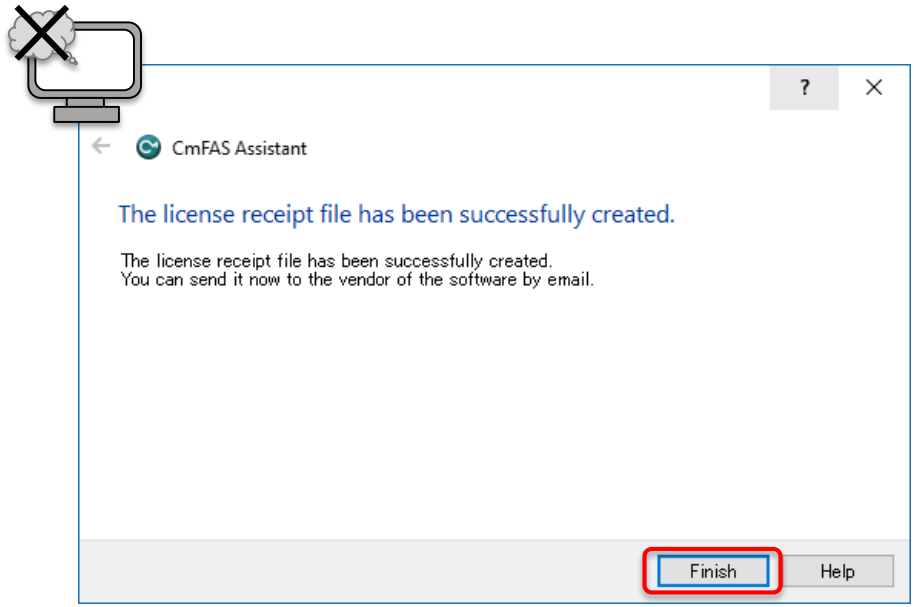
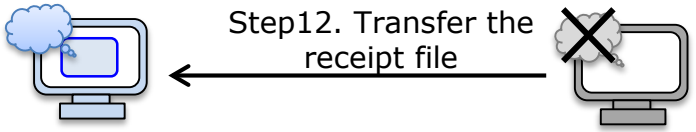
(f) After displaying [The license receipt file has been successfully created], click <Finish>.




## Step12. Transfer the receipt file to the online PC



# 3.2 Activation on the Offline PC / Step13 (1/5)

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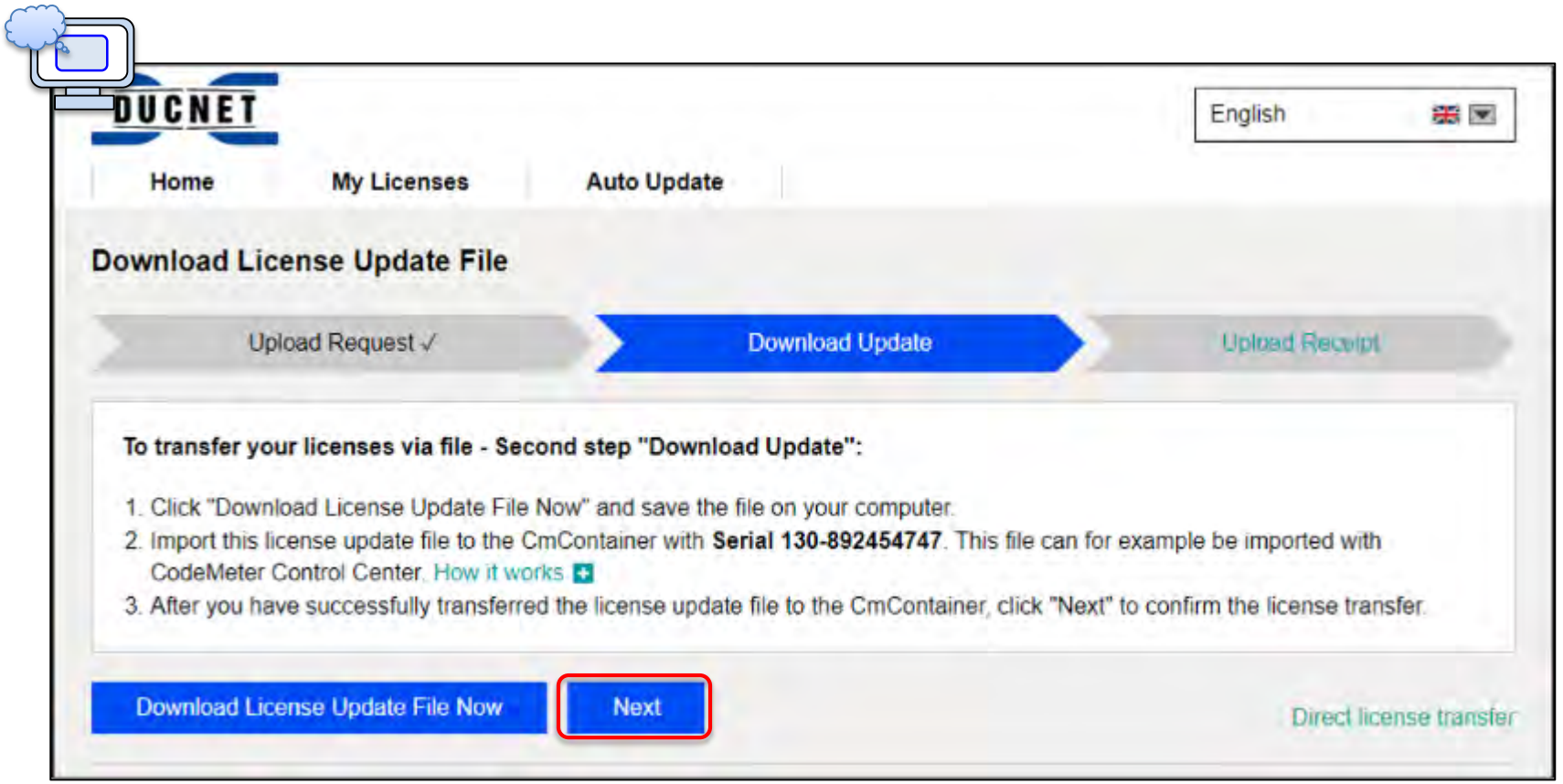
Step13. Upload the receipt file

(a) Click <Next>.



# 3.2 Activation on the Offline PC / Step13 (3/5)

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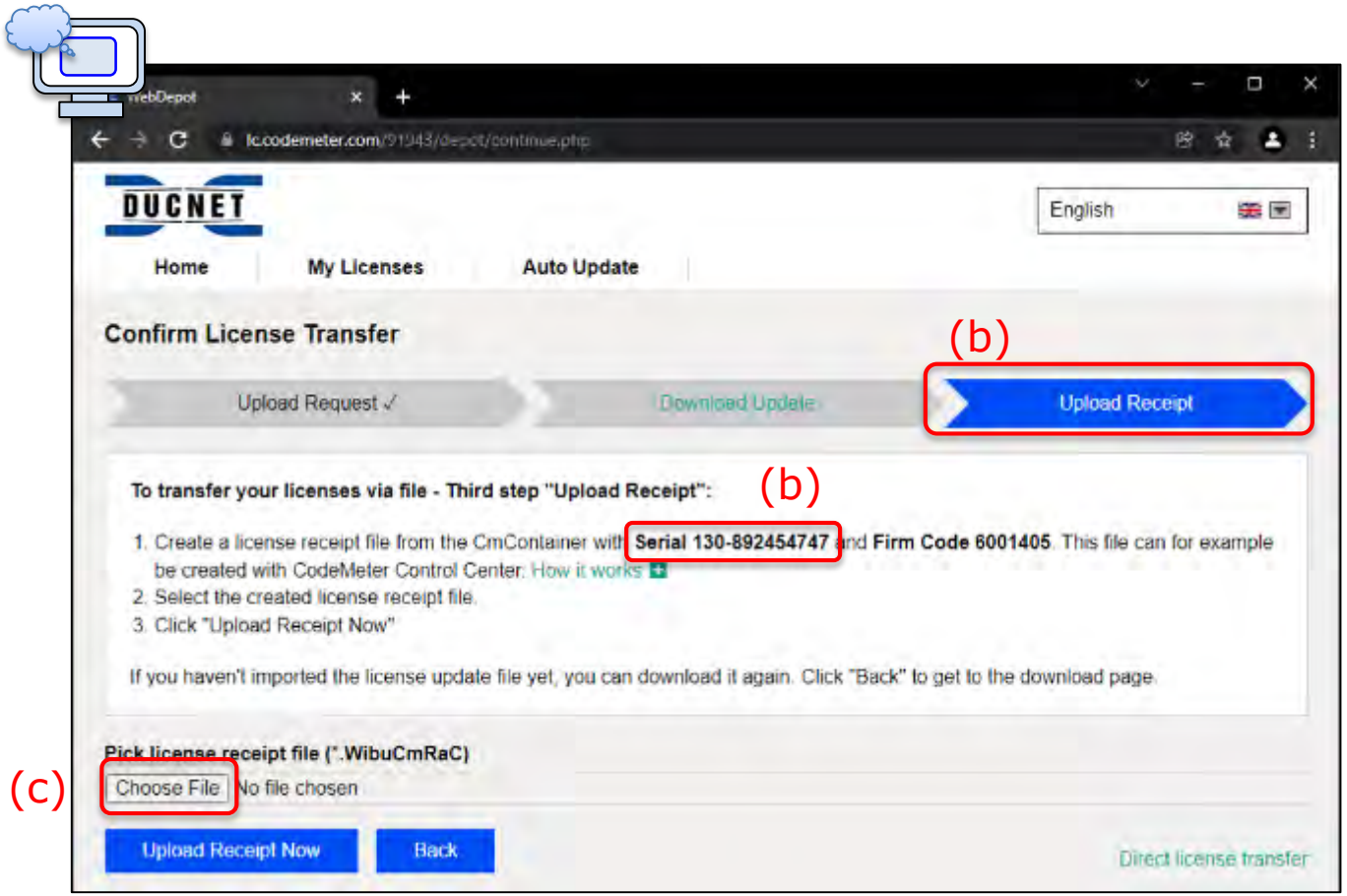
(b) Check that [Upload Receipt] is enabled and the serial number (memo in Step4) is displayed.

(c) Click <Choose File>.



# 3.2 Activation on the Offline PC / Step13 (4/5)

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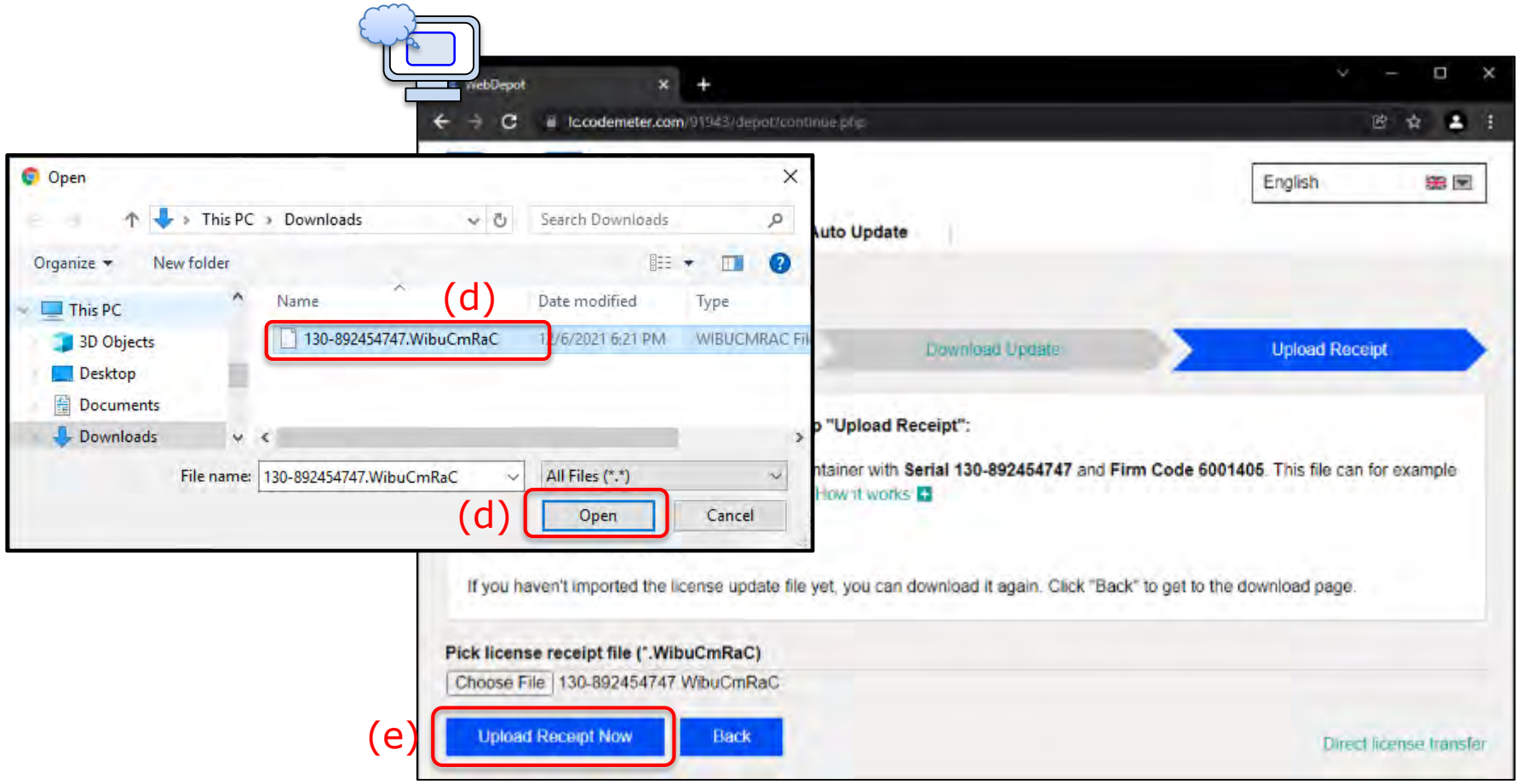
(d) After opening a dialog for file select, click the receipt file and click <Open>.

(e) After closing the dialog, click <Upload Receipt Now>.



# 3.2 Activation on the Offline PC / Step13 (5/5), 14

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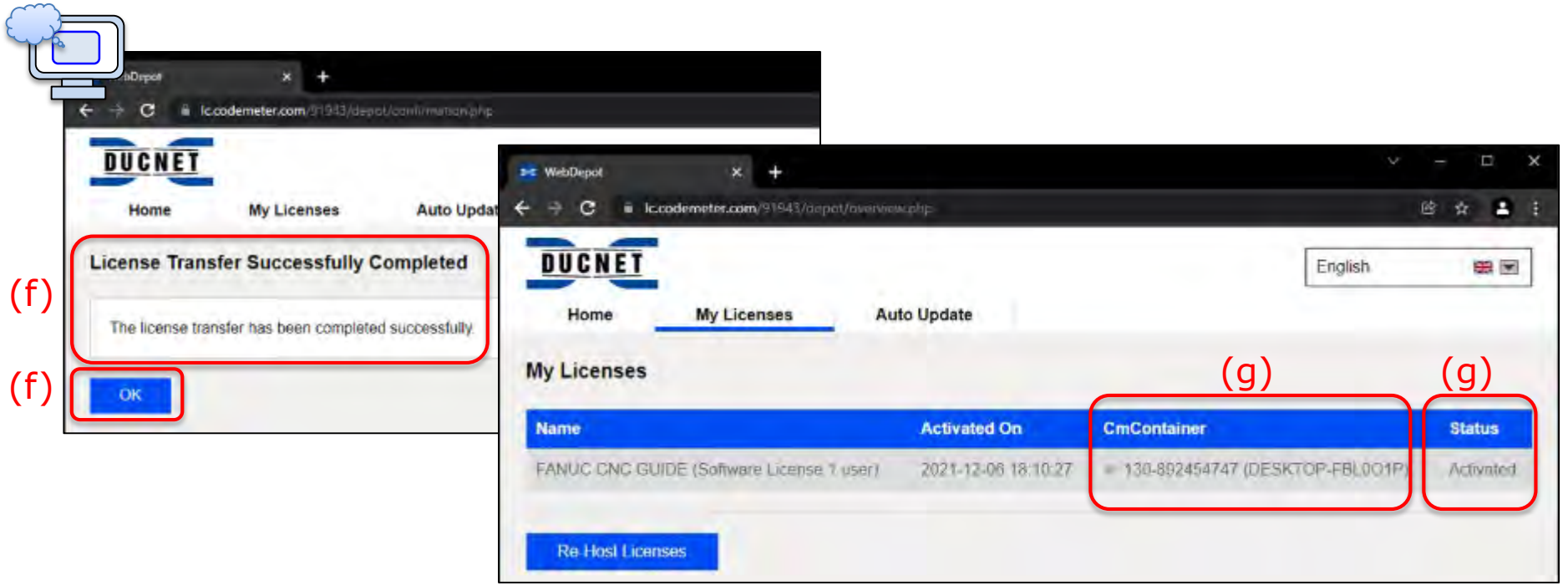
(f) [License Transfer Successfully Completed] is displayed. Click [OK].

(g) Check both the serial number (memo in Step4 on the [CmContainer] is displayed and [Activated] in the [Status] is displayed.




Step14. Check to run the software.

For operating the software, refer to each software manual.

# Notice

## Attention about the computer that activated the software.

If the configuration (hardware and OS and more) of the computer is changed significantly, the software may be unavailable. When the software is unavailable, please contact our Aftermarket Support team at AfterMarketSupport@fanucamerica.com

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