1. **Computer configuration:**
WIN 7, WIN10, WIN11 system
CUP I5,RAM 4G,HDD 250G

2. **Software installation issues:**
Installation is not recommended on computer C disk; may cause software BUG; select WIBU dongle type during installation;

3. **Drive the installation problem:**

CDM21216_Setup
CodeMeterRuntime
MSVBCRTAIO_v2020.04.10
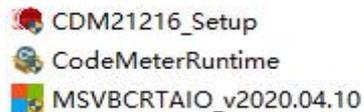
WIN10 environment and dog drive to open the cut software;
Please check the file" Software→Download" or enter text in the search engine

4. **Encryption Dog Problems:**
If you need to increase the dog use time, you need to create the dog file and send it to the salesman first;
If you need to add new features, contact the salesman to update the product code.

5. **A software introduction for Cuttersever and Ibrightcut refers to User's Manual;**

6. **Software cannot open:**
Error: unable to find the software copyright license Check the dongle drive; check the dongle connection is normal.

Error72: Check that the computer system time is correct.
XXX.The DLL file is lost, and you will reinstall the software.

7. **Software association issues:**
IBrightCut settings start Cutterserve reselects the installation directory for CutterSever;

8. **Ports problem:**
The serial port selection prevents the software to connect to the machine; first open the device manager to view the serial port, replace the COM or automatically select; the problem is not solved, please reinstall the software, please contact the technician.

9. **The gas domain does not display the problem:**
Check the serial port;
Check the isolation converter;
Check the 485 board wiring;
Reset the PLC in the gas source box and reopen the software;
Win + R Command Prompt CMD Enter netstat-ano to find the PID of port 8733, and Task

Manager finds the same PID shutdown process to reopen the software;

10. Computer layout problems cause incomplete software display:

Set the computer layout to 100%;

11. Camera was unable to connect to the problem:
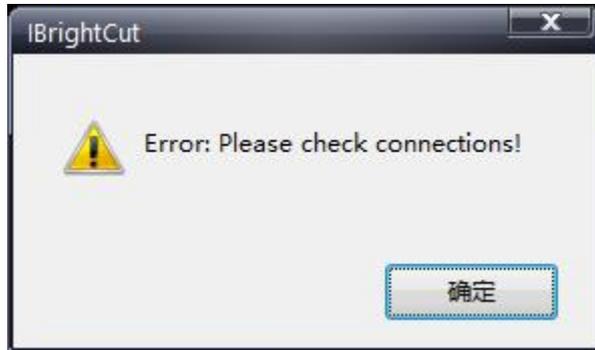
Check the line, model selection, TSW / USB refresh.

12. The IBrightCut prompt when sending the task, " Direction is beyond the machine width!"

1. Check that the drawing is out of the blue box range;

2. Check that IBrightCut is correctly associated with CutterServer;

3. Check the bed range setting in the CutterServer P parameters;

4. Please check the array output settings;

5. If the above settings are normal, reopen the file or restart the software.

13. Data cannot be sent:

CutterServer Error Report: "PLT file read error"

1. Please check the workspace for data not assigned to any layer;

2. Check that the dashed cut attribute are set for the hardware circle.

3. Please check whether the material thickness and cutting depth are correct.

14. Parameters cannot be modified:

After modifying the parameters and saving, close the software and open, and found that the parameter is still the pre-modified value, probably because the directory attribute of the software is set to Read-only. Please cancel the read-only attribute of the software directory and try again.

15. Shortkey conflict:

Open the CutterSever Help keymap for a modification.

16. The TOOL EMPTY appears when the IPlycut sends the cut file

Output sets the tool.

17. The IPlycut layer does not display text: TOOL after importing the file, check the Show text.