

Caneco

Installation guide

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Preface

Welcome to the installation guide for the Caneco software suite.
All the Caneco products mentioned in this document depend on your commercial offer.

This document will help you to install all the components of the software suite and to quickly start using the Caneco offer.

If the installation does not work completely despite following these guidelines, we are of course happy to help you. Please ensure you carefully follow the installation steps and tips in this document and contact support@alpi-software.com if the installation cannot be completed successfully.

In order to install your Caneco products, you will first need to:

- Use the licence management platform
- Register the users
- Install the installation programme of the Caneco product, which will allow you to install any product you have subscribed to.

Licence Manager: Administration of the Licence Portal and User Management

Administration of the Licence Portal

Once you have received the e-mail containing your access data to your I.G.E. SAS licence portal (<https://keys.alpi-caneco.com/login>), proceed as follows:

- Log in to your I.G.E. SAS licence portal using the access data provided in the e-mail.
- Assign a new password after logging in.

User Management

- Click on the “User” tab. The user management screen opens showing you all the users you have already created.
- If there are no users, create them using the ‘Add’ button.



- When creating users, you have several options to define the user in more detail. The e-mail address is a mandatory option that must be filled in.
- Once you have created a user, click on 'Add'
- Repeat the process until all users have been created.

Note: To activate your Caneco Electrical account, please click on the button  before sending your initialization e-mail.

- By sending the ‘User’ initialization e-mail (**white envelope**), the user will receive an email with their email address and a password.

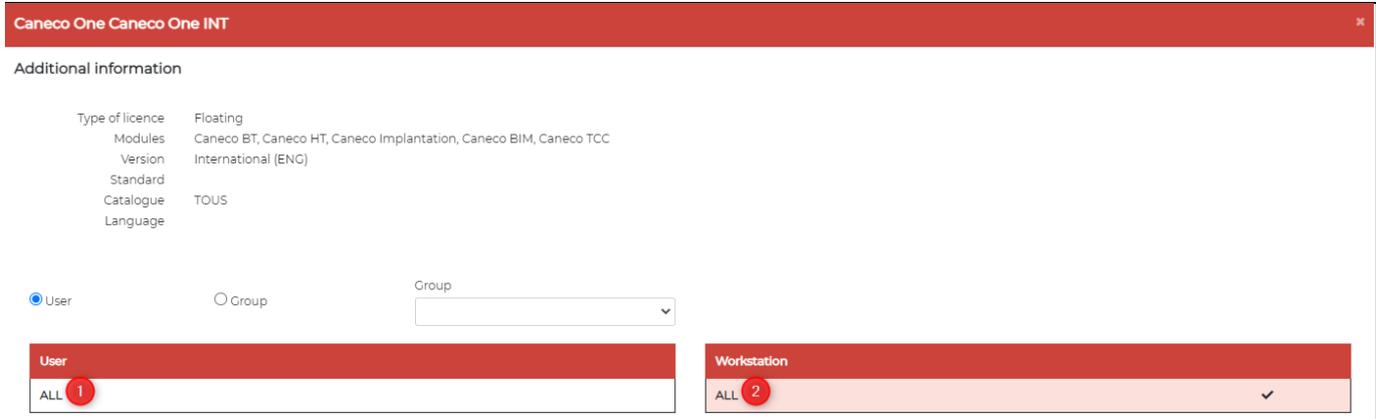
Note: The transfer to the user's e-mail address may take up to 15 minutes. In rare cases, the user may find the e-mail in the spam folder of their e-mail inbox

- The data provided will enable you to connect to the I.G.E. SAS installation tool to install the software.

Licence Management

This licence management applies to all Caneco products. **(Except to Caneco Electrical)**

- Click on the “Licences” tab. Your Caneco licence is displayed. Click on the licence number to open the licence management. For example: CAN1-SKINTxxx.



- You can select a user separately or use the ‘All’ function at the bottom of the window to automatically select all users if this has not already been set.



- The workstation assignment is then required.
- Here you can assign one workstation to several users. The simplest option is to use the ‘All’ function at the bottom of the window to automatically select all workstations and release each workstation to all users.
- Confirm the settings you have made with the ‘Connect’ button.

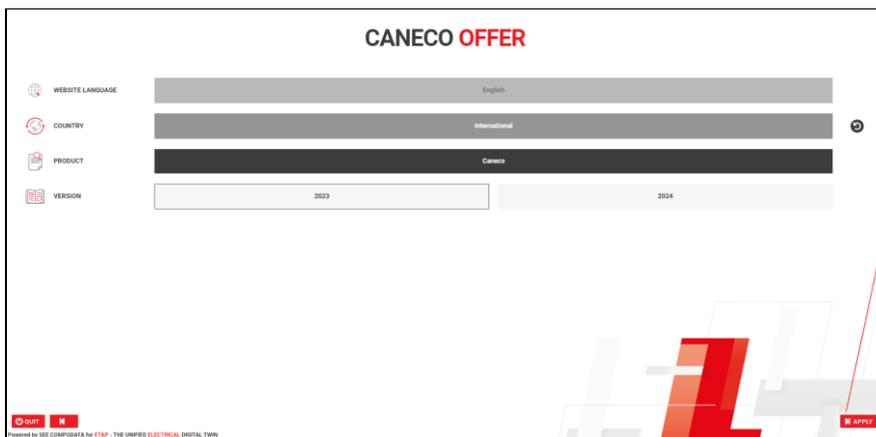


- You don't need to do anything at the moment. Any missing data will be filled in via the installation programme.

You can now exit the I.G.E. SAS licence manager. → 

I.G.E. SAS Download Centre

- Log in to the I.G.E. SAS Download Centre ([Selector Caneco](#)).
- Select the country-specific Caneco installation programme from the download centre under Caneco and download it.



System recommendations and system requirements

Caneco BT system recommendations:

Operating system: Windows 10 (21H2 or later), Windows 11
 Random Access Memory (RAM): 16 GB
 Hard disk space: At least 50 GB or free space (SSD recommended)

System requirements for Caneco BIM and Caneco Implantation:

The system requirements are the same as for Autodesk Revit and Autodesk iAutoCAD. Please refer to the Autodesk system requirements.

Caneco Electrical system requirements:

Operating system: Windows 10, Windows 11
 Random Access Memory (RAM): 16 GB
 Hard disk space: 10 GB or free space (SSD recommended)
 Internet connection to download, activate and use the software optimally.

Proxy server and firewall

If your company has a proxy server or firewall such as Palo Alto, Sophos, etc., you may need to enable various ports or DNS addresses in the firewall used by the I.G.E. SAS software.

- If the download connection cannot start, please release the IP address and port:
- Customers establishing a connection to the company via a **Proxy** need the following 'activation' in the proxy:

→ Software	URL	Protocol	Port	Usage
SoftKey Management	https://keys.alpi-caneco.com	HTTPS	443	Crypted SHA256 Json file to ask token
Caneco (Installer)	https://download4.alpi-software.com	HTTPS	443	HTTPS link for setup download
AlpiUpdate	https://download4.alpi-software.com	HTTPS	443	HTTPS link for setup download
AlpiUpdate	https://www2012.alpi.fr	HTTPS	443	Direct client data download
Auth0 (Only for Caneco Electrical)	https://prod-ecad.eu.auth0.com	HTTPS	443	Auth0 is an identity provider that allows authentication or password reset
Caneco Electrical	*.alpi.fr domain	HTTPS	443	URL to reach our servers

Note:

In some firewalls, content filters need to be adjusted because DNS addresses are recognised as a 'threat' by the filter. This is why we recommend that, even if DNS addresses can be called up, you put them on the WHITE-LIST in your firewall settings.

Antivirus software

If you experience problems during installation or if certain parts of the programme are not installed correctly, this may be due to the antivirus software used. We recommend that you disable the antivirus software during installation. After installation, you can re-enable the disabled components.

Please consult our support team if you have any known problems before installation.

Installation recommendations

Preparation: Previous installations of Caneco BIM and Caneco Implantation

- Please uninstall previous (old) versions of Caneco BIM, Caneco Implantation / Caneco Implantation + AutoCAD OEM from your PC before installation.
- If necessary, save your settings beforehand by copying the Base folder to a safe place.
- The Base folder can be found here: C:\Users\Public\Documents\ALPI\CANECO Implantation\ xxx\ENG\Caneco
- New versions of Caneco BIM / Caneco Implantation are compatible with the previous adaptations.

Preparation: Previous Caneco BT installations

- Previous Caneco BT installations can remain installed. Parallel operation with the new version is possible. Note: For best performance, we recommend that you uninstall it before installing the new version.
- New versions of Caneco BT are compatible with previous adaptations.

Installation requirements

Experience shows that an installation without administrator rights does not lead to success. Therefore, please give the user local administrator rights on his PC for the duration of the installation. After installation, you can restore the user's standard rights. Note: Installation with the right mouse button 'Run as administrator' is not possible as the wrong licence files would be transferred to the licence portal and the programs would not start correctly.

Folder authorisation

- It is not always necessary to define folder authorisations. In some cases, however, they may be necessary. We recommend that you set authorisations
- so that all the functions of the software solutions can be carried out.

The 'User' user must have at least modification rights in the following directories:

- C:\Program Files (x86)\ALPI
- C:\Program Files (x86)\Common Files\Alpi Shared
- C:\Program Files\ALPI
- C:\Program Files\Common Files \Alpi Shared
- C:\ProgramData\ALPI

→ Set the user's authorisation status from 'User' to 'Edit, Read and Write' (or higher).

- If you are using Autodesk AutoCAD with our solutions, it is helpful if the following folder also has edit rights for the 'User' user.

- C:\ProgramData\Autodesk

Running the installation programme and installing the products

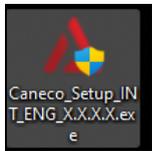
Recommendations for using the installation programme

Before running your installation programme, it is **important** that your licence configuration is operational:

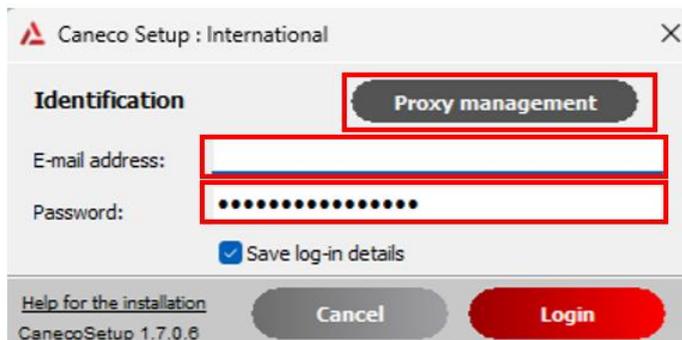
- a- For all users with the 'Caneco' product package only, an e-mail containing their login and password has been sent to them.
- b- For all users with the 'Caneco' product offer + the 'Caneco Electrical' product offer, please ensure that an ['Caneco Electrical' specific account](#) has been created **before** the e-mail containing username and password is sent. specific 'Caneco Electrical' account.

Run the 'Caneco' installation programme

Run the Caneco installation programme (it is best to place the tool on your desktop). The experience shows that it is necessary to assign local administrator rights to the user for the duration of the installation, as described in the installation conditions.



a- Fill in the information for the installation utility



Caneco Setup : International

Identification Proxy management

E-mail address:

Password:

Save log-in details

[Help for the installation](#) Cancel Login

CanecoSetup 1.7.0.6

Create the users as described in step 2 (page 3) (if they have not yet been created) and send them an e-mail notification using the 'E-mail' button (white letter).

The password contained therein must be used.

→ Don't forget that the e-mail may be in the spam folder.

- With the 'Proxy Administration' option, company-specific proxy settings can be defined for the installation.

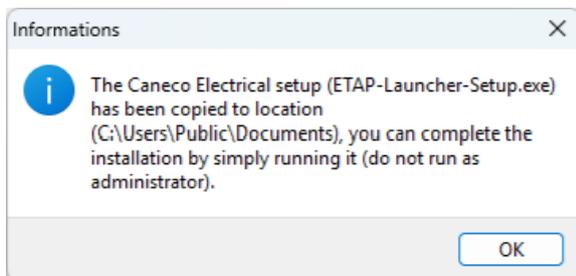
b- Caneco Installation Utility



Note: The list of products displayed in the image above is dependent on the commercial offer.

- Please select the software to be installed. Several choices are available.

Note: In Administrator mode, the 'Caneco Electrical' setup will be copied locally to your computer and will not be installed automatically via the installation programme of the 'Caneco' offer.



- Before installation, select the 'Silent installation' option so that the download and installation of the selected software solutions takes place in the background.
- Select 'Delete configurations after installation' to delete cached configurations saved during the installation of your workstation.
- The installation files are saved in C:\Users\xxxxx\AppData\Local\Temp\CanecoOne and can also be deleted later to free up storage space again.

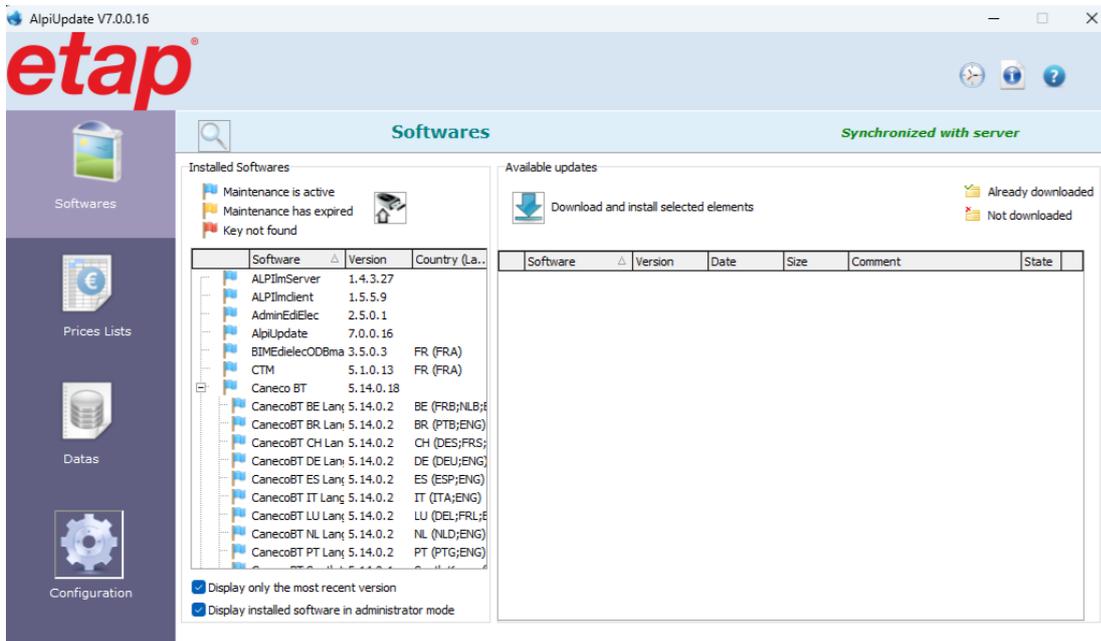
Updating Caneco products

Information on updating Caneco products (Caneco Electrical excepted)

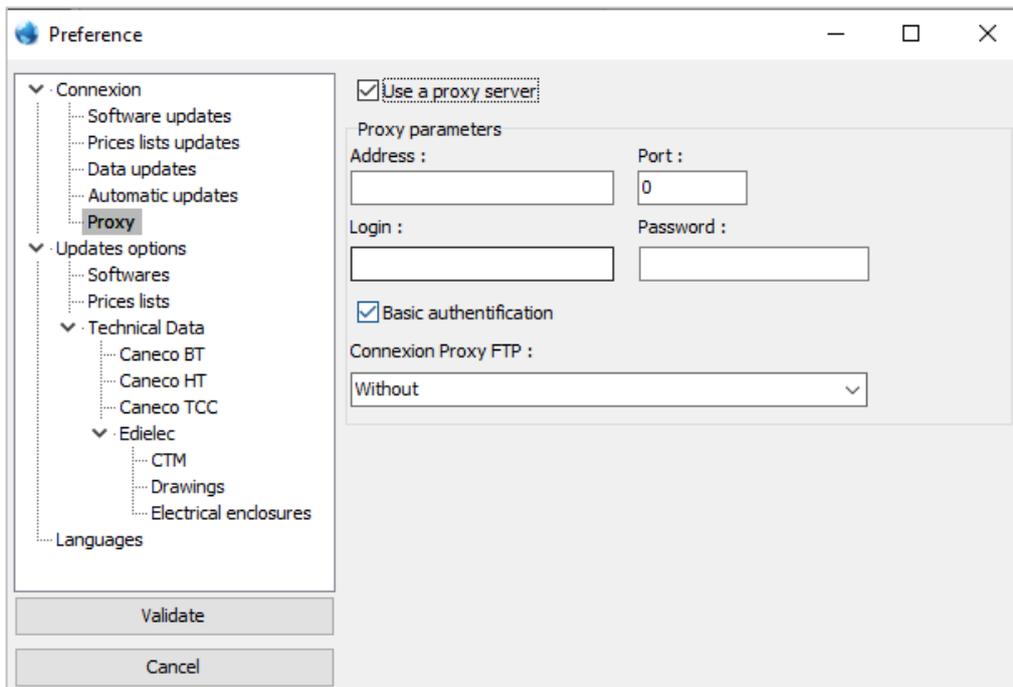
- From time to time, I.G.E. SAS optimises certain parts of its software suite, such as bug fixes, new catalogues, etc.
- Use the AlpiUpdate icon to check if new updates are available.



- Local administrator rights are not required for the user to call up the update, but they are required for installation.
- If the files appear in red, they do not have local administrator rights.
- You can only install programmes in black via the update.



- If you use a proxy server, you can enter the address of your proxy in the 'Configuration' heading.



Other questions

- If you have any question about the installation, please contact our technical support by e-mail at support@alpi-software.com

- End of document -