



# CygNet v9.7 Quick Start

**Release Date: April 3, 2023**

This document provides important information to help you get started with CygNet Software v9.7, including installation, licensing, host activation, starting and stopping services, running client applications, obtaining software patches, getting user assistance and more information, and how to contact customer support.

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# Installing CygNet

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The following instructions are for a first-time installation. For instructions on upgrading your existing CygNet installation, refer to the  [CygNet v9.7 Upgrade Procedure](#) for more information.

"Source" refers to the software downloaded from the Weatherford website or the physical media (DVD).


## Run Setup

Run **CygNetSCADAServicesSetup.exe**. This file can be found in the **Setup** folder on the source. Follow the steps in the **InstallShield** wizard and select the options applicable to your installation.

CygNet recommends that you choose a different physical drive for the backup directory in order to prevent total data loss in the event of a hardware failure.

Choose an applicable site name for the location where the service machine is installed. For larger multi-site systems, it is recommended that the site name be a name that users will easily recognize when browsing for data.

## Install 64-bit Components

Support for a **64-bit UIS**, a **64-bit VHS**, **64-bit EIE device drivers**, and **64-bit utilities**, and is now available. If you want to install any of these 64-bit components, refer to the  [CygNet v9.7 64-bit Installation Guide](#) for information about installing and configuring these components.

## Install the License File

Copy your **CygNet.lic** file to the **CygNet\Services\ARS** folder within your chosen install directory. This file is provided via email. If you did not receive a license file, contact CygNet Sales via email at [CygNet Sales](#).

CygNet Software software will expire after a 3-day trial period if a valid license file is not installed. It is not necessary to stop CygNet to install the **CygNet.lic** file if it was started as a 3-day trial. Once the new file is copied to the **CygNet\Services\ARS** folder, the system will detect it within a few minutes.

## Activate the Host

The CygNet host requires activation. Note that host activation is separate from licensing. Host activation is a software key that must be obtained from CygNet Support. Contact CygNet Support at the [Software Support portal](#) (login required), via phone at 1-866-4CYGNET (1-866-429-4638), or via email at [CygNet Support](#) for an activation key. Refer to the [Host Activation](#) section in the **CygNet Help** for more information.

The host will run in trial mode for 30 days. During this trial period the software is fully functional. Hosts will automatically shut down after 120 hours (5 days) when they fall out of activation compliance. Best practice recommends using the **Service Monitoring Service** (SVCMON) to monitor status and set up notifications.

# Controlling Services

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Use **CygNet Host Manager** to control (start and stop) the CygNet site services. Start **CygNet Host Manager** by double-clicking the desktop icon named **CygNet Host Manager**. Use the **Start** and **Stop** buttons to start and stop the site services.

# Running Client Applications

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Run the following client applications to administer your site.

## CygNet Explorer

Once the services are running, you can start **CygNet Explorer** to view services and perform administrative functions.

- Click **Start > All Programs > CygNet > CygNet Explorer**

## CygNet Client Installer

Use the **CygNet Client Installer** to install other client applications.

- Click **Start > All Programs > CygNet > CygNet Client Installer**

When prompted to select the Blob service that will be used for updates, select SITE\_NAME.APPS.

## Patches


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Patches are available for download on the [CygNet Download Site](#) (login required). Please contact CygNet Support at the [Software Support portal](#) (login required), via phone at 1-866-4CYGNET (1-866-429-4638), or via email at [CygNet Support](#) for a username and password.

Patches released before the date shown at the beginning of this document are already included in your software and do not need to be installed. Not every patch will necessarily affect your particular system. We recommend that you "Follow" announcements about patches and other news on the [Software Support portal](#) (login required), so that you are notified when new patches are posted.

## More Information

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For more information about what's new in this version of CygNet, refer to the  [CygNet v9.7 Release Notes](#).

## CygNet Documentation

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Refer to the [CygNet Help](#) for CygNet v9.7 for user assistance. The online help is best viewed in Microsoft Edge or Google Chrome browser. Microsoft Internet Explorer 11 is not supported.

## Contacting CygNet Support

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Contact CygNet Support at the [Software Support portal](#) (login required), via phone at 1-866-4CYGNET (1-866-429-4638), or via email at [CygNet Support](#).