SCIA
BY ALLPLAN

\ SCIA ENGINEER
INSTALLATION GUIDE
CLOUD INSTALLATION

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Chapter 1: Introduction

1.1. Welcome

Welcome to the SCIA Engineer Installation Guide. SCIA Engineer is a structural analysis and design program running under Windows. It has a large range of applications: from the check of simple frames to the advanced design of complex projects in steel, concrete, wood, etc.

The program handles the calculation of 2D/3D frames, including the profile check and the connection check for steel constructions. Apart from frames, it is also possible to model and analyse plate structures, including advanced concrete calculations.

This manual details the procedures for installing the application with a cloud licence.

The final two chapters include the procedure for uninstalling the software (Chapter 6) and a guide for troubleshooting common issues (Chapter 7).

1.2. System requirements

Hardware

	Minimum	Advised
Processor	Intel Core-i5 or AMD Ryzen 5 or similar	Intel Core-i7 or AMD Ryzen 7 or similar
Memory (RAM)	16 GB	32 GB, or more
Graphics Controller	256 MB, supporting OpenGL 2.1	4 GB, or more
Free disk space	5 GB	5 GB or more, SSD
Resolution	Full High Definition *	Full High Definition or more *

* 4K is supported for SCIA Engineer 26

A 3D mouse is not supported.

Processor

For the processor two parameters are important: the number of cores and the clock frequency. When performing a linear calculation, the number of cores is the primary parameter that determines the calculation speed. In a nonlinear or eigenmode calculation, both the number of cores and the clock frequency are the determining factors. In addition to the previously mentioned calculation types, the design checks also run on multicore. We advise an Intel Core i7 or AMD Ryzen 7 with at least 2.4 GHz.

Memory (RAM)

SCIA Engineer, the Solver and the Engineering Report are three separate processes that each require memory to perform their actions. In addition to these processes, Windows (minimum 1.5 GB) and all other applications also utilise some memory. To not run out of memory when performing memory demanding calculations, we advise having at least 32 GB or more RAM in the computer.

Graphics controller

A minimum memory of 256MB and the support of OpenGL 2.1 are required to run SCIA Engineer. This means that SCIA can also be run with an onboard graphics card. For some SCIA models that are graphically more demanding, the onboard graphics card may fail to render the structure. For this reason, we advise a dedicated GPU (Graphical Processing Unit). A low to mid-end GPU should be adequate.

Hard Disk Drive (HDD)

Every hard disk with at least 5 GB of free disk space can be used to run SCIA Engineer. This does not mean that the HDD is not important. The read/write speed of the HDD has an influence on the performance of SCIA Engineer. To increase performance, we recommend using an SSD (Solid State Drive).
Some available SSD types are:

- (m)SATA: cheap, worst performance
- M.2: best price/quality ration
- PCIe: expensive, best performance

Note that it's recommended to keep 10% of free space to avoid issues such as reduced performance.

Software

Supported Windows OS	Windows Server 2019 (64 bit) Windows 10 (64 bit) Windows 11 (64 bit)
API link with Revit (http://www.scia.net/revit)	SCIA Engineer 26 is compatible with: Revit 2026, Revit 2025
API link with Tekla	SCIA Engineer 26 is compatible with: Tekla Structures 2025 Tekla Structures 2024
IFC	SCIA Engineer 26 is compatible with: IFC version 2x3 IFC4 (only import)
SDNF	SCIA Engineer 26 is compatible with: SDNF version 2.0 (only import) SDNF version 3.0 (only import)

1.3. Technical description

Internet access

To be able to use a Cloud license, SCIA Engineer will access multiple services at:

- https://entitlement.scia.net/*

Floating Protection

When using Cloud protection all the commercial modules & editions that are in your licence are available from a Cloud License Server.

When SCIA Engineer starts, it retrieves the list of available modules from the Cloud Licence Server and automatically enables all modules that are accessible to the user. The user can then deselect some of these available modules. Unselected modules remain on the Cloud Licence Server and can be used by another user. The list of selected modules is stored on the user's device and is used each time SCIA Engineer is launched on this device under this Windows user account.

When SCIA Engineer is closed successfully (i.e. the user closes the application manually), then it will return the used modules back to the Cloud Licence Server.

Practically this means that:

- Internet access is always needed whilst SCIA Engineer is started and exited.
  The amount of data transfer during this operation is minimal – even a connection to a cell phone hotspot would be sufficient.
  The retrieval of the list of available modules may take on average about 15 seconds but is highly dependent on the number of modules in your licence and workload on the Cloud License Server.
- Licenses are dynamically retrieved and returned to the Cloud License Server, so this means that they can be easily shared between multiple users

User identification, roles and activation

To be able to use the cloud protection services in SCIA Engineer, each user will have to identify themselves by using their personal credentials: their email address and a secure password.

Both are entered in the Login dialog of SCIA Engineer to enable SCIA Engineer to use the Cloud License Server. If the login dialog does not appear automatically when SCIA Engineer starts, you can open it by running the DukeLogin.exe file in the SCIA Engineer installation directory.

User administration is done in the SCIA Licence Portal at https://entitlement.scia.net/orgadmin. Administration is possible for commercially sold licences. For Student and Trial licences, the licence is personal and cannot be managed via this portal.

You can login to the SCIA Licence Portal by using your personal credentials.

FAQs

Overview of CLS communications

All communication from Cloud License Server is encrypted using TLS over SSL:

- TLS 1.2 is supported using secure ciphers
- SSL certificates are based on 2048-bit keys

Chapter 2: Create your account

This chapter describes the procedure to create and/or activate your SCIA Engineer Account.

2.1. New Account

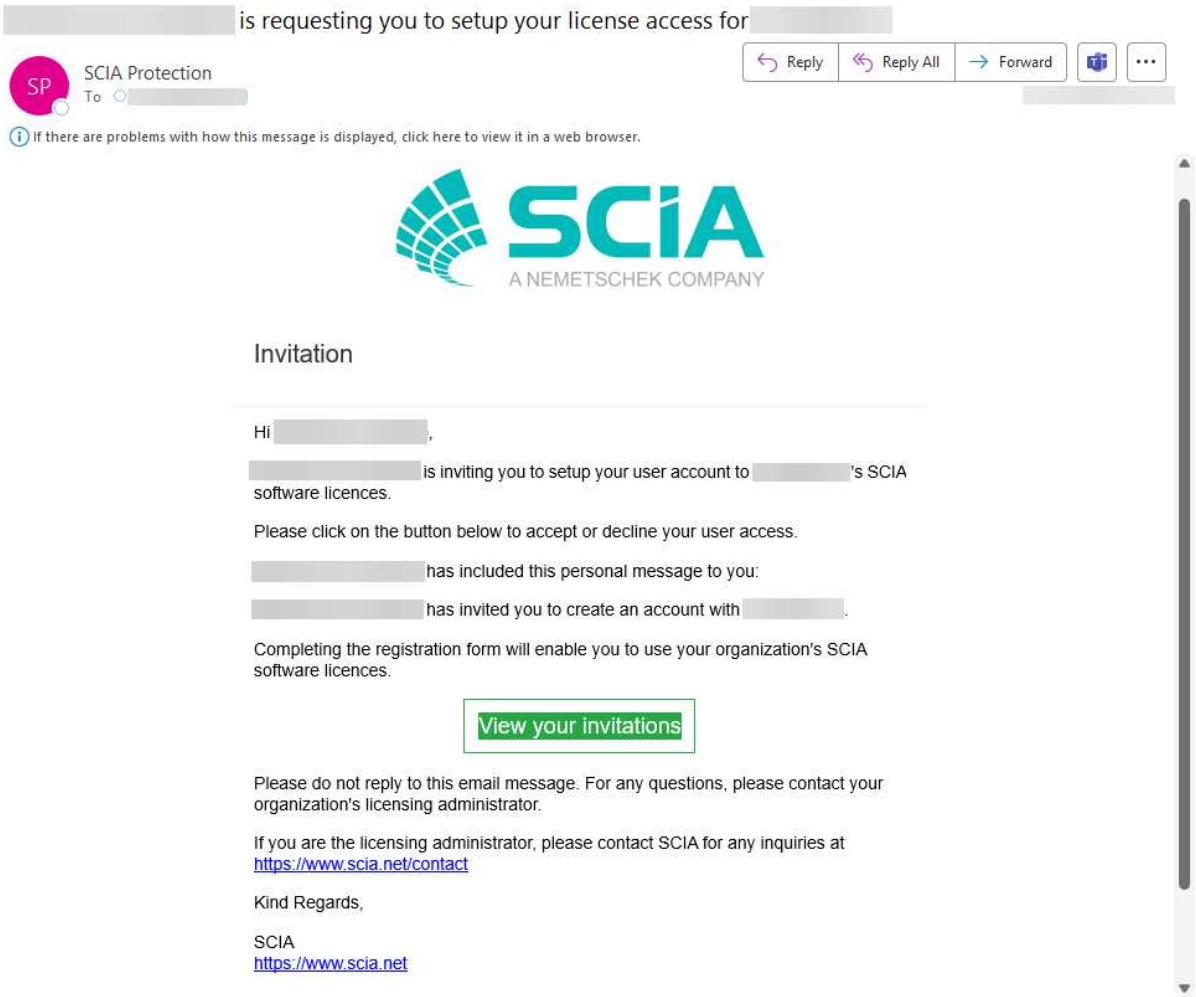
If you are new to SCIA Engineer, you have three ways to get access to SCIA Engineer:

1. Contact our office or reseller, or contact us online and get a full licence of SCIA Engineer. Your account will be automatically created for you.
2. If you want to try on your own, you can request a Trial licence via our website www.scia.net. Your account will be created for you.
3. If you are a student, you can request a Student Licence via our website www.scia.net. Your account will be created for you.

If you do already have an account on entitlement.scia.net and you request a new licence via one of the ways described above, the new licence will be automatically associated with your existing account based on the email address used in the request.

2.2. Received Invitation

An organizational administrator can invite you to use an organizational licence. You will receive an email invitation from entitlement@scia.net, which will contain a link to accept the invite and complete your account registration.



Chapter 3: Installation of SCIA Engineer

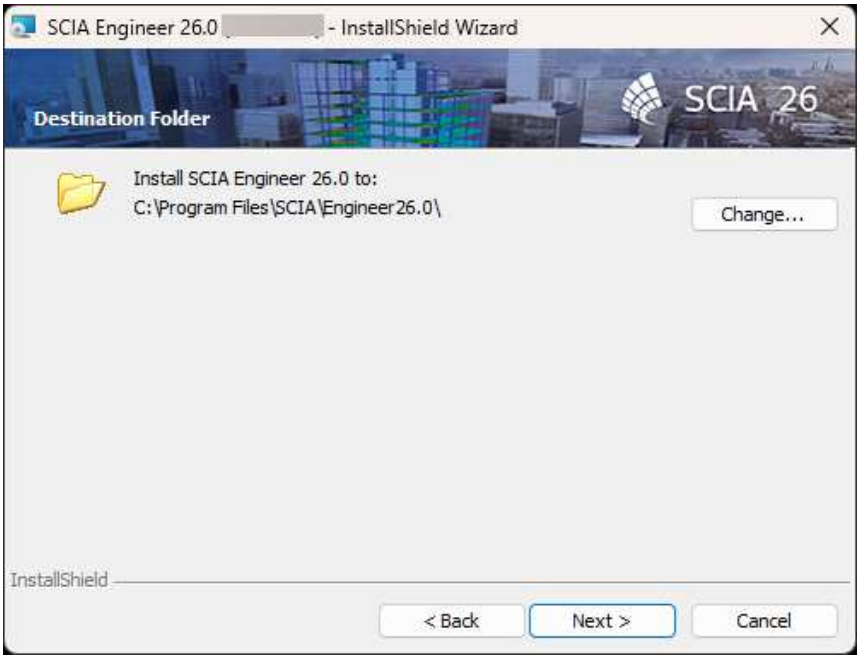
This chapter describes the procedure to install a cloud version of SCIA Engineer.

3.1. Installation of SCIA Engineer

1. You can start the installation using the web setup:

https://www.scia.net/en/scia-engineer/downloads

2. In the dialog box which appears, select the language for installation. The language chosen for installation is also the default language that will be used for the help files of SCIA Engineer.
3. The Welcome screen for installation appears. Press [Next] to continue.
4. Accept the terms in the licence agreement and press [Next] to continue.
5. In the dialog specify the Destination Folder where the files will be installed. By default, the destination folder is created in Program Files. It is advised to use this default location.

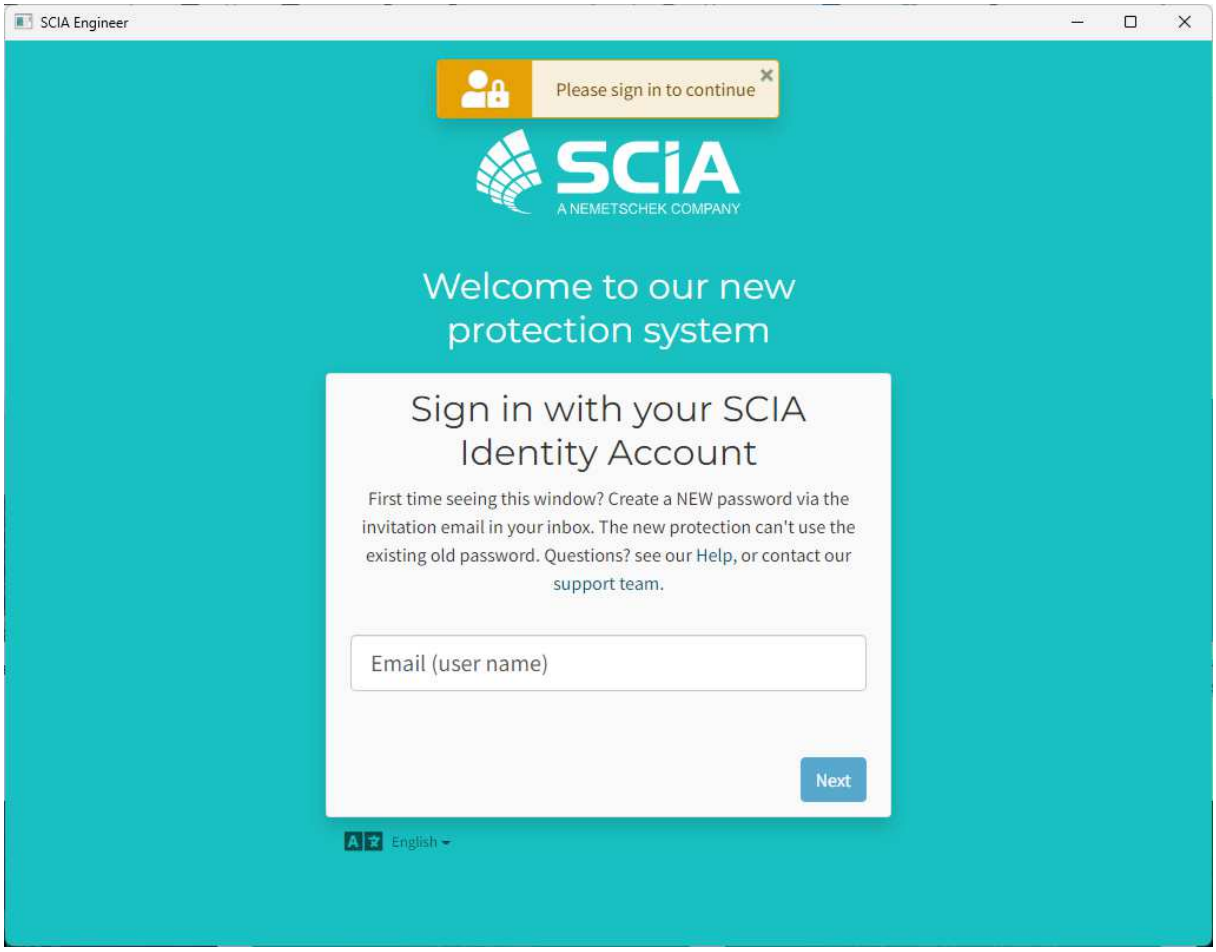


Press [Next] to continue.

6. Select the type of installation. A 'typical' installation installs the standard version of SCIA Engineer. With the 'custom' installation you can set the parts of the software (add-ons and languages) to be installed. Press [Next] to continue.
7. Select the language(s) to be installed. Press [Next] to continue.
8. Press [Install] to start the installation.
9. After installation, the message appears that SCIA Engineer has been installed successfully. Press [Finish] to end the installation procedure.

3.2. Starting SCIA Engineer

When you first start SCIA Engineer, you will be automatically prompted to login:



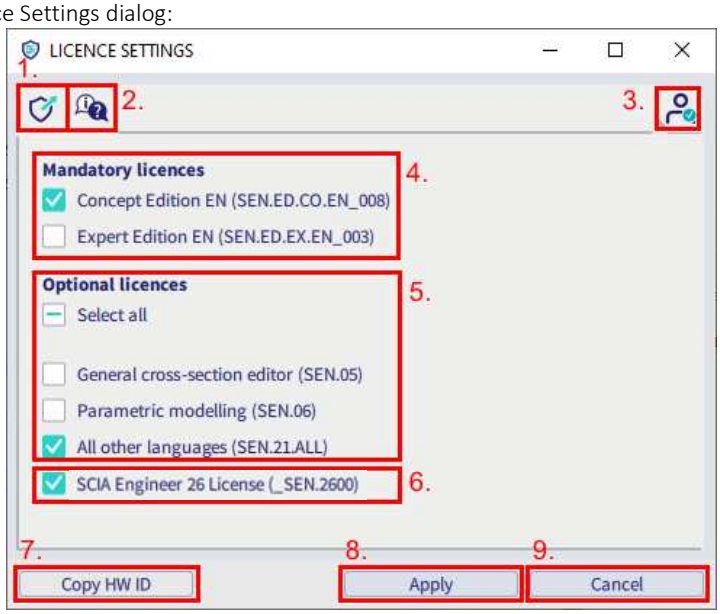
The next time you start SCIA Engineer, you will already be logged in.

If you were not prompted to login when starting the application, you are probably still using the old Cloud Protection. Run the DukeLogin.exe file in your installation folder to login correctly. Then SCIA Engineer will automatically start using the new Cloud Protection.

Chapter 4: Licence settings dialog

In SCIA Engineer you can access your Licence settings via the icon in the top-right corner:

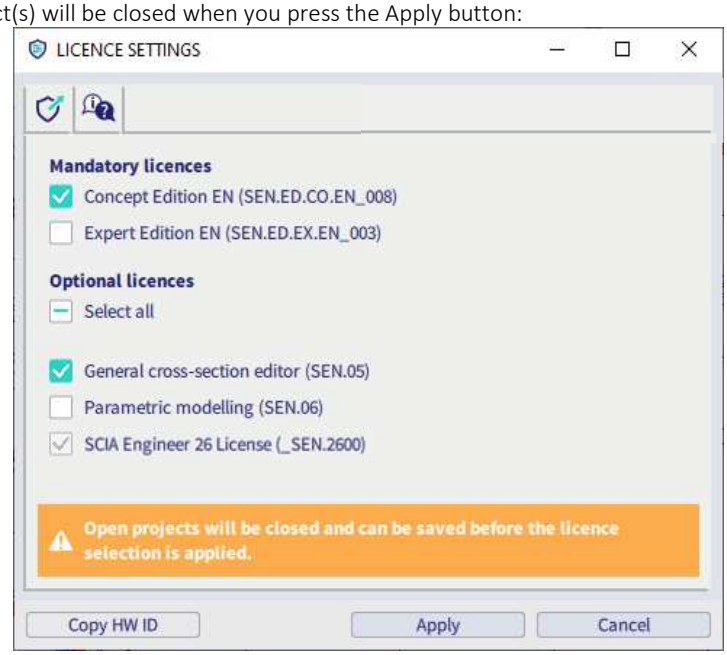
This will open the Licence Settings dialog:



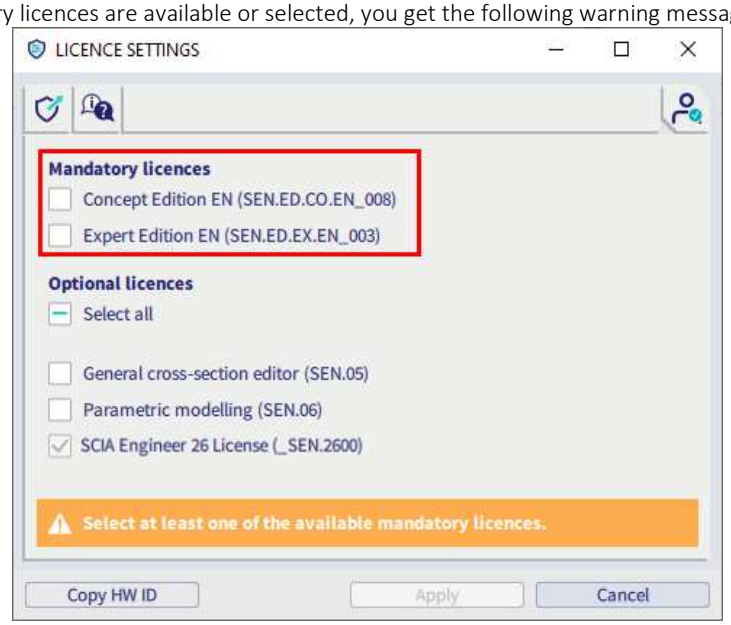
1. **Licence usage for organizational entitlements**
   This button opens the https://entitlement.scia.net/orgadmin/licenses# website, where users of an organizational licence (so not valid for student licences or try-out licences) can see the licence usage (see also chapter 5).
2. **Web help**
   This button opens the web help page concerning cloud protection.
3. **User profile – switch user**
   This button opens the Sign in dialog to switch to a different user profile.
4. **Mandatory licences**
   In this area you must select at least 1 edition or licence module to be able to start SCIA Engineer. Also a version module is necessary (see below).
5. **Optional licences**
   Additional modules can be selected together with a mandatory licence. It's possible to select all, deselect all or make a custom selection.
6. **Version module**
   This module is for the SCIA Engineer version that you are working in (this module is necessary to start the software and cannot be deselected).
7. **Copy HW ID**
   Copy the hardware identifier to the clipboard.
8. **Apply**
   This button confirms the changes in the Licence settings dialog.
9. **Cancel**
   This button cancels the Licence settings dialog.

It's possible that additional information is shown in the licence settings dialog.

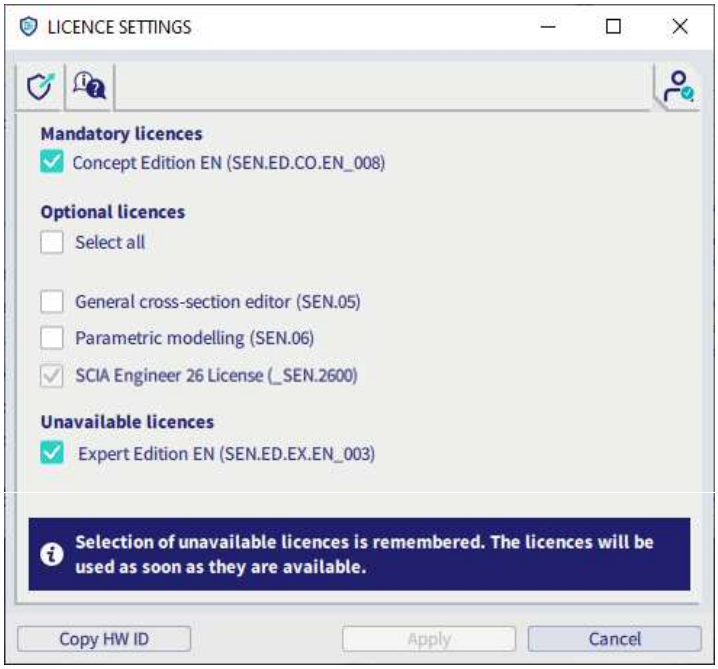
- When opening the Licence Settings dialog when at least one project is opened, a warning is shown to indicate that the project(s) will be closed when you press the Apply button:



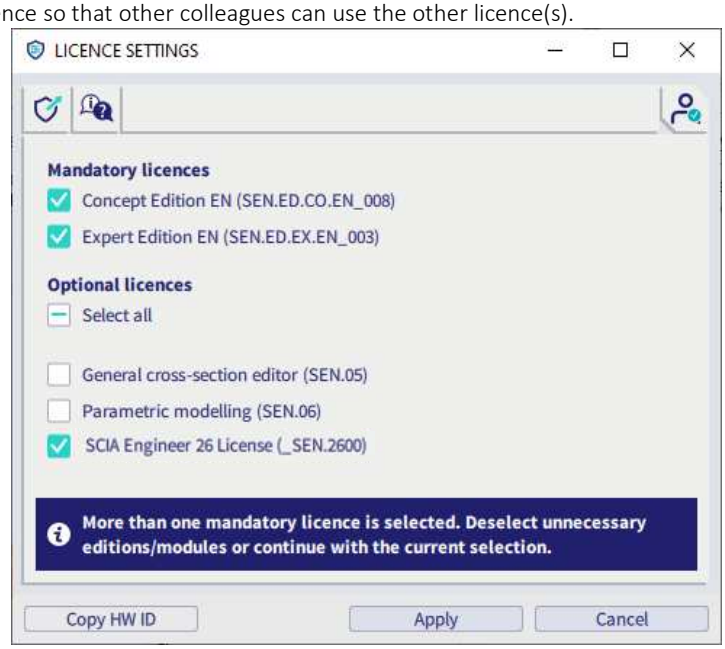
- If no mandatory licences are available or selected, you get the following warning message:



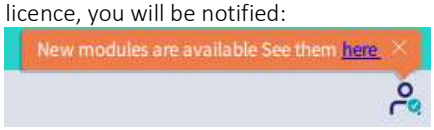
- When you have selected modules or editions which are currently not available, they will be displayed in this dialog. If the tickbox remains selected, the unavailable module/edition will be automatically used as soon as it becomes available. Or you can deselect the tickbox to avoid automatically taking that module/edition when it becomes available.



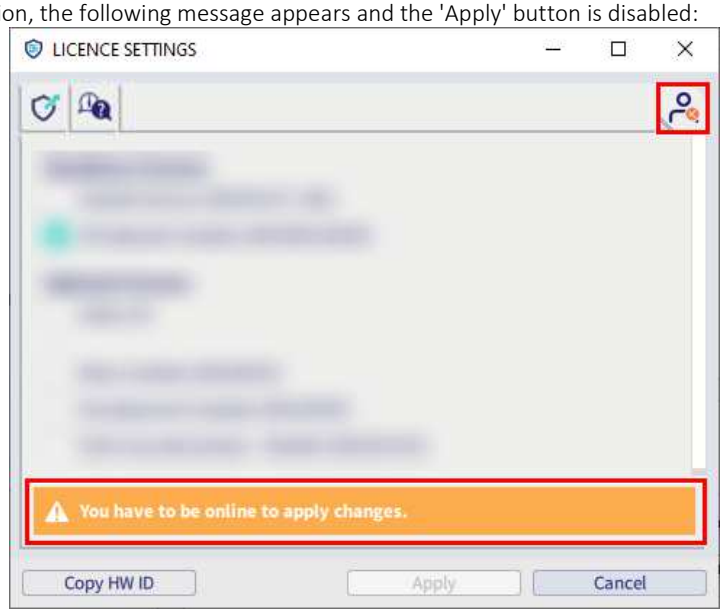
- When you have more than one mandatory licence selected in the licence settings dialog (e.g. two different editions are selected), it will be displayed at the bottom of this dialog box. It is recommended to use only one mandatory licence so that other colleagues can use the other licence(s).



When new modules are added to your licence, you will be notified:



When you lose connection, the following message appears and the 'Apply' button is disabled:



If the connection is restored and the licences become available again while the dialog is open, this will be recognized and the dialog should automatically update so that changes can be applied.

Chapter 5: SCIA Cloud Portal

OrgAdmin is a web-based admin tool/application that allows an organization administrator to create, set up and manage users, as well as have visibility of the licences granted to their organization and control who can access those licences. This guide is intended to assist an organization administrator in understanding how basic tasks in the system are carried out.

Non-admin users have access to this portal as well, but they can only consult (e.g. the licence usage) and not make changes.

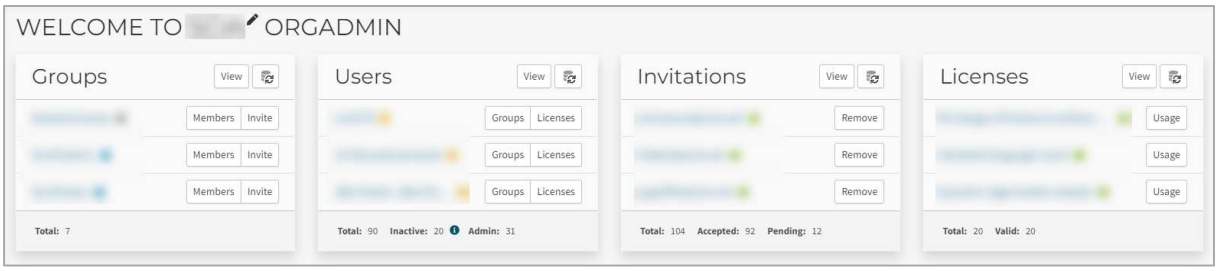
Orgadmin is available on https://entitlement.scia.net/orgadmin. To login, use the same SCIA Account you use to access SCIA Engineer.

The menu includes 5 main sections: Dashboard, Groups, Users, Invitations and Licenses

5.1. Dashboard

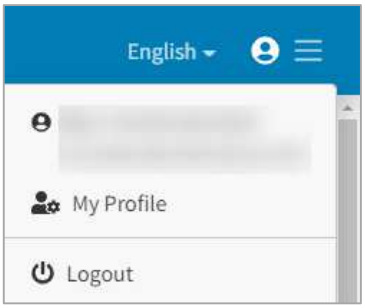
After you successfully sign in to OrgAdmin, you will land on the Dashboard from which you can quickly view and access different sections of the application.

- The number of groups in the organization + direct link to the Groups view
- The number of users in the organization + direct link to the Users view
- The number of user invitations + direct link to the Invitations view
- The number of licences + direct link to the Licenses view



To access the profile information/page of the logged in user, the user can click on the hamburger icon in the top-right corner, and a dropdown with two options will show:

- My profile (which will open a new browser window and take the user to see their user profile page)
- Logout

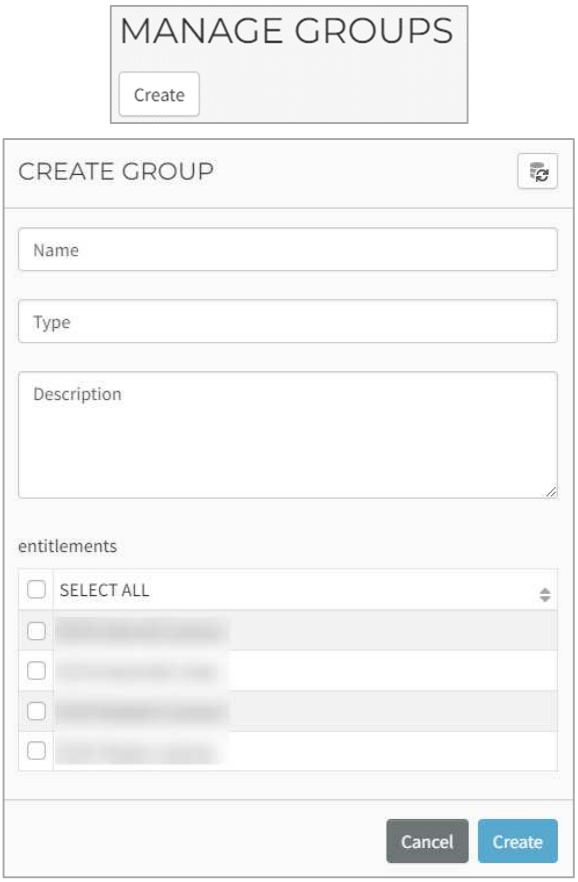


5.2. Groups

The groups section offers access to view & manage the list of current user groups. The group details include the name, type, entitlement(s) and members for that group.

Creating a Group

In the group view click on the 'Create' button.



Enter a Name and Description (optional).

Enter a Type: a tag to identify the audience which allows building a default logic based on membership per group type.

Select from:

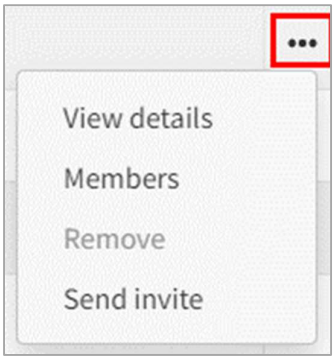
- *Employees*: denotes a group type formed of an organization's employees with a built-in default authorization logic. This logic includes the built-in role Organization Member to activate for users connected to an organization via the employees group. A built-in role is something that the 10Duke Identity Provider (IdP) applies contextually based on the information and relationship a user has. It is an efficient way of applying default authorization rules without user specific management.
- *LicenseConsumers*: denotes a group type which will be able to consume licences from an organization entitlement. No logic is enforced based on this group type and it is provided as an example way of grouping users that may be external to an organization but are allowed to consume licences that the organization owns.
- *Custom* values can also be defined (denotes group types created by an administrator that have meaning in a specific business case). These could be used to assist with business organizational logic for specific customer cases.

Select entitlement(s).

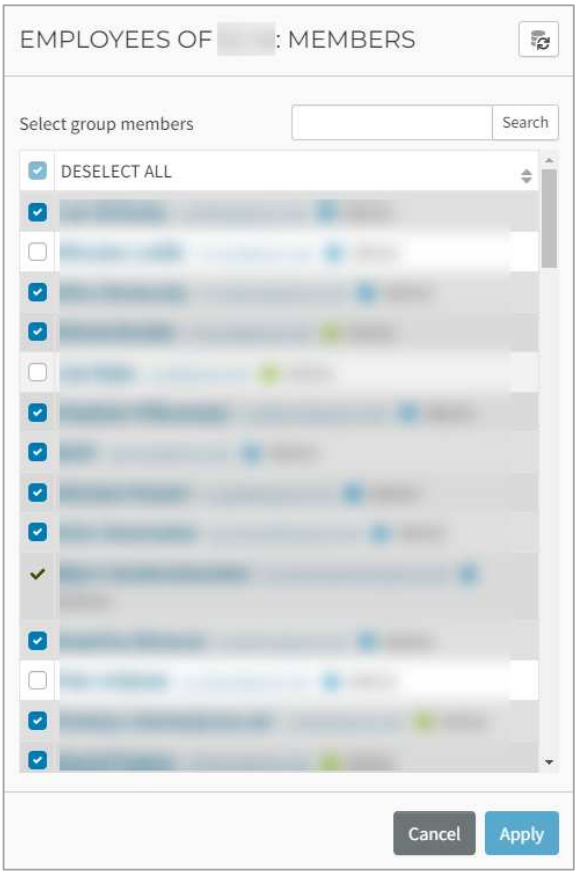
Press 'Create'.

Group details view

Press the three dots at the end of an existing group and select 'View details' to see further information about the selected group: Name, Description, Type and Entitlements (click on the entitlement to see the entitlement details like name, consuming groups and assigned licences):



Click on 'Members' to see the members of the selected group. It shows all the users in the organization and lists the users that are selected/ticked on. Members can belong to one or more Groups associated with an organization.

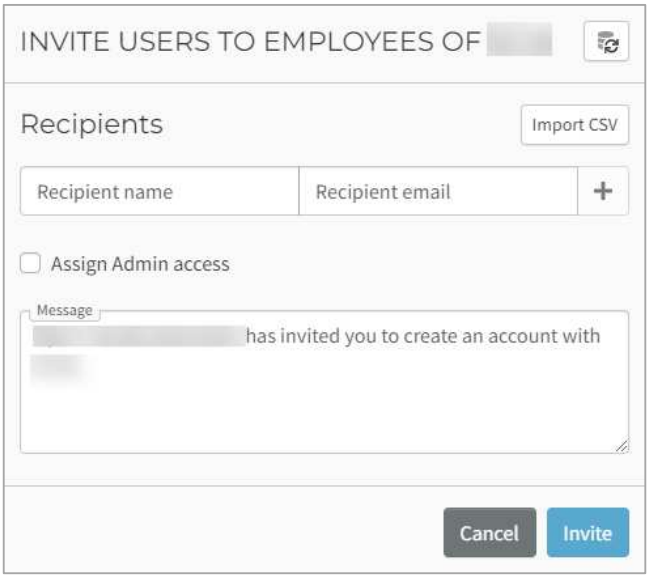


Add a member to a Group

Please note that the user must already have a user account in the system before it can be added as a member of a Group.
Click on the three dots at the end of a particular group and click on 'Members' to see the members of the selected group. A new view as shown above will open requesting you to select the user (the table shows all available users).
Select the user(s) and press the 'Apply' button

Inviting a member to a Group

Inviting a member assumes the person to be invited does not have an existing user account in the system. For existing users the option 'Members' should be used.
Click on the three dots at the end of a particular group and click on 'Send invite'



A new view will open where the following information needs to be provided:

- Recipient name
- Recipient email
- Personal message (optional), including your name (the sender's name)

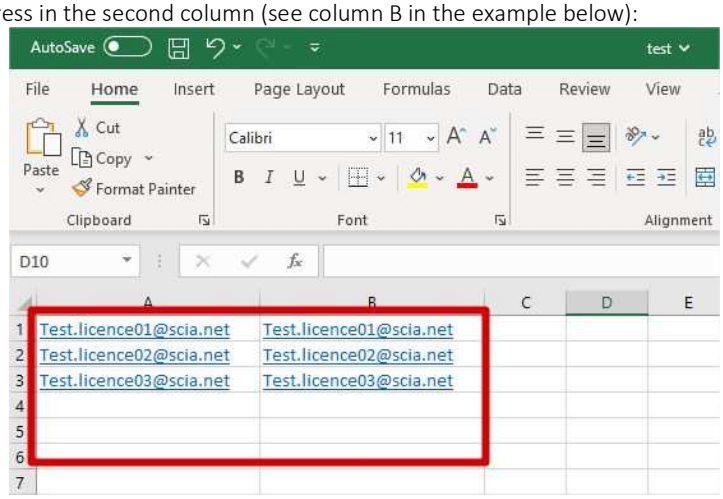
Click 'Invite' to send the invitation.

Once an invitation has been accepted the member will appear in the Group's table. The status of the invitation(s) can be seen if you navigate to the 'Invitations' section in the menu.

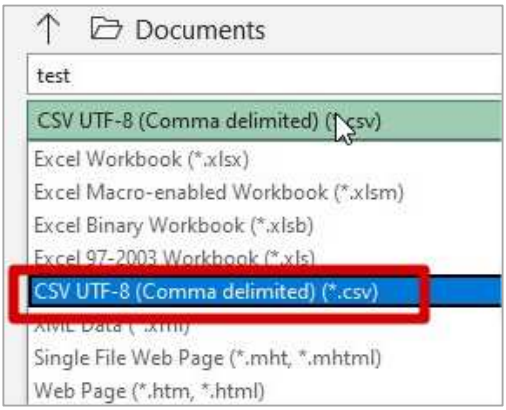
Inviting multiple users to a Group

- To invite multiple users at once you can use the 'Import CSV' button:

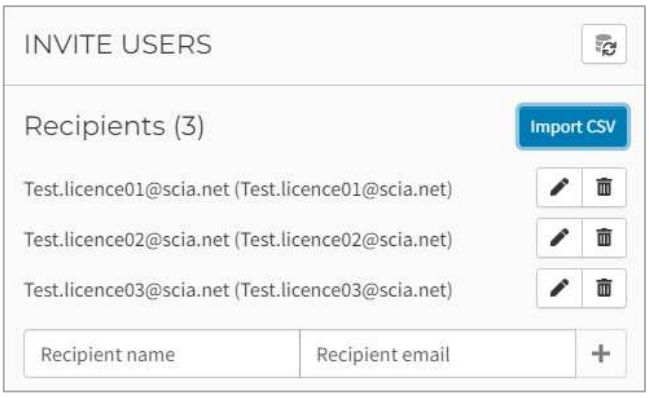
The file '.csv' can be created in Excel for example, and it needs to be composed of two columns. The first column contains the name of the account recipient(s), note this can be changed later by each user. The critical information is the recipient email address in the second column (see column B in the example below):



When complete the file needs to be saves as '.csv':



The import will look like:

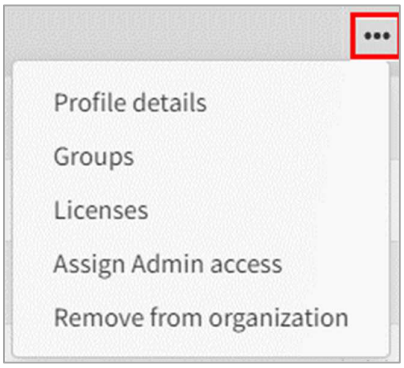


5.3. Users

Managing a User

Select Users in the menu.

In the Users table presented, more specific user information is available by clicking on the three dots.

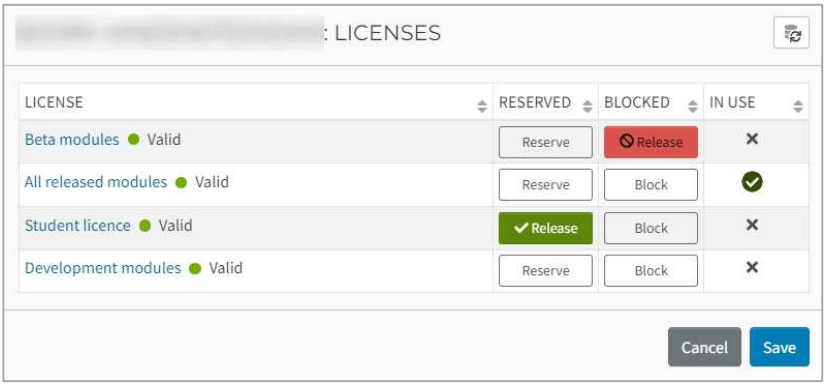


Profile details gives you the following information:

- Display name
- Status: Active, Inactive (this means that the user has not logged in for 30 days), Admin (this will give the user access to the OrgAdmin application)
- Professional title
- First name
- Last name
- Nickname
- Email
- Phone number

'Groups' allows you to review which groups the user belongs to, and you can quickly add/remove the user from specific groups.

'Licenses' displays all licence modules that are available to the user. The column 'In use' indicates the modules that are currently in use by this user. You can click on the 'Reserve' button next to a specific module to reserve it for the user. Whereas with the 'Block' option you can indicate that the user cannot use that module. When a module is Reserved or Blocked, you can Release it to cancel this operation. All changes must be confirmed using the 'Save' button.



There is also an option to assign Admin rights to the user and an option to remove the user from the organization.

5.4. Licenses

Select the Licenses section in the menu

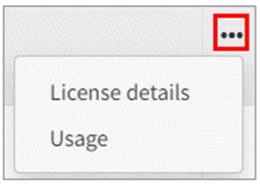
The Licenses view offers a graphical representation of the consumed licences and availability (total seats available and total seats in use/consumed).

Active licences section shows all licences acquired by the organisation in a table which includes the following columns:

- Name of the licence
- Entitlement (to which the licence belongs to)
- Seats: total, consumed, available

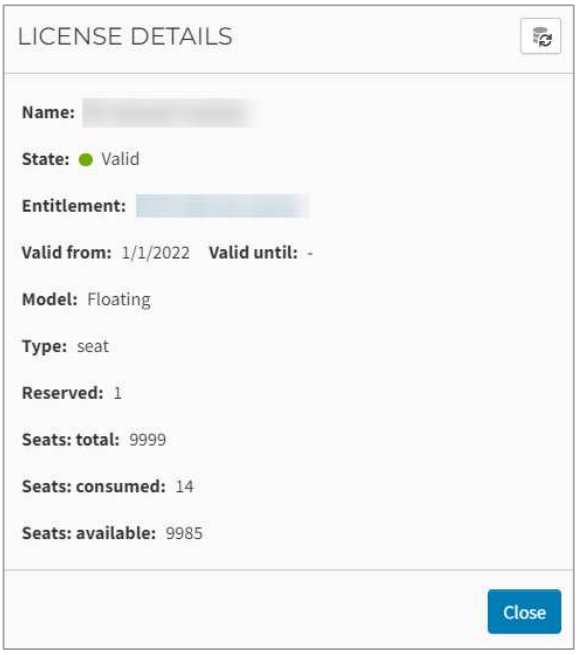
License details

In the licences table presented, select a certain licence by clicking on the three dots and select License details:



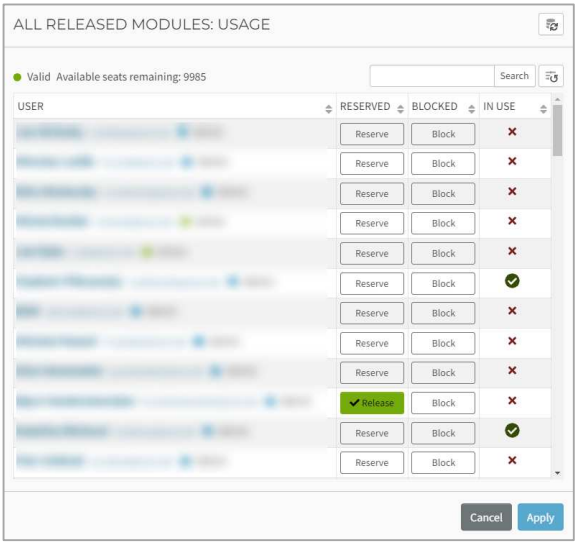
A license details view will open with more information about:

- Name of the license
- State
- Entitlement (the license belongs to)
- Valid from / Valid until dates
- Reserved seats
- Total seats, seats in use/consumed, seats available



Usage

By selecting ‘Usage’ you can see all users who have access to this module/edition. The column ‘In use’ indicates the users who are currently using this module:



You can click on the ‘Reserve’ button next to a specific user to reserve this license for them as indicated in the image above. Confirm with the ‘Apply’ button.

With the ‘Block’ option you can indicate that a user cannot take the module into use. Confirm with the ‘Apply’ button.

When a module is Reserved or Blocked, you can Release it to cancel this operation. Confirm as well with the ‘Apply’ button.

Chapter 6: Uninstalling SCIA Engineer

6.1. Uninstalling with Add/Remove Programs in Windows

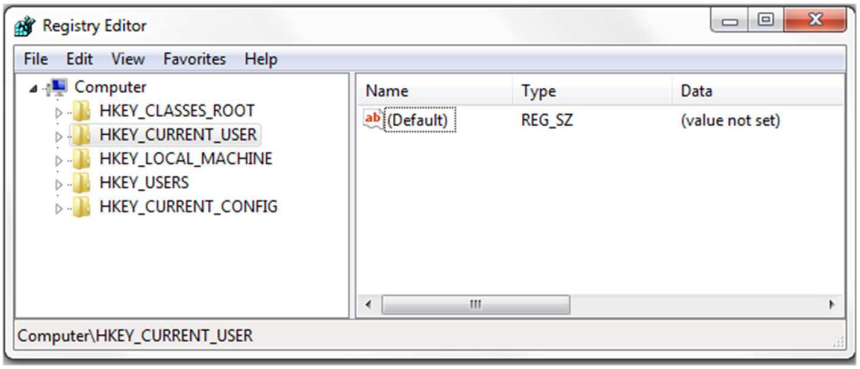
SCIA Engineer can be uninstalled like any other Windows based software application:

1. Go to Programs and Features through Start > Control Panel > Uninstall a program.
2. A list of installed software applications will appear. Select SCIA Engineer and press [Uninstall] or [Change]
3. In the dialog box that appears, **confirm** to uninstall or choose the option **Remove** (in case you chose for [Change])

4. Press [Next] to start the uninstall procedure.

After completing the uninstallation, some settings remain in the registry of Windows. These traces can be deleted manually. Deleting these entries can be necessary when problems occur with a new installation.

1. Open the Run dialog box through Start > Run
2. Type regedit and press [OK]
   Note: Administrator rights are required for this step!
3. The Registry Editor appears.



4. Go to the following key's and delete them using the Delete button.
   - HKEY_CURRENT_USER\Software\SCIA\ESA*
   - HKEY_LOCAL_MACHINE\Software\SCIA\ESA*

   Where * represents the version number (for example 26.0 for Scia Engineer 26.0).

5. Close the Registry Editor through File > Exit

After completing the uninstallation, some folders remain on your hard disk but can be deleted manually:

- C:\Program Files\SCIA\Engineer**

Also the following folders remain on your hard disk but can be deleted:

- Windows 10/11:
  - C:\Users\#User#\Esa**
  - C:\Users\#User#\Documents\Esa**

    Where ** represents the version number

These folders can be deleted using Windows Explorer. Please note that the first folder may contain projects, so be absolutely sure they are not important before deleting the folders.

6.2. Uninstalling without Add/Remove Programs in Windows

Sometimes SCIA Engineer cannot be uninstalled using the feature of Windows. Sometimes an error message presents itself or SCIA Engineer is not added to Programs and Features. In this case, it is not possible to uninstall the software.

This problem can occur with any Windows based program.

To easily uninstall SCIA Engineer, use the following procedure:

- Go to Start > Run and in the dialog that appears, type the following command:
  msiexec /x {XXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXX}

  Where XXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXX is the product code of the program (so it depends on the installed version of the software).

To find the product code (as parameter ProductCode) in the registry, use the following procedure:

1. Open the Run dialog box through Start > Run
2. Type regedit and press [OK]

   Note: Administrator rights are required for this step!
3. The Registry Editor appears. Go to the following key:
   - HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\SCIA\Installer\SciaEngineer**.*_x64

   Where **.* represents the version number (for example 26.0 for Scia Engineer 26.0).

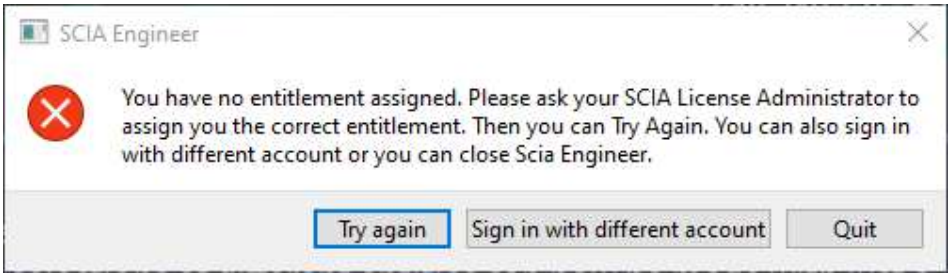
This will execute the same procedures as uninstalling through Programs and Features.

Chapter 7: Troubleshoot

7.1. Licence Error on SCIA Engineer start

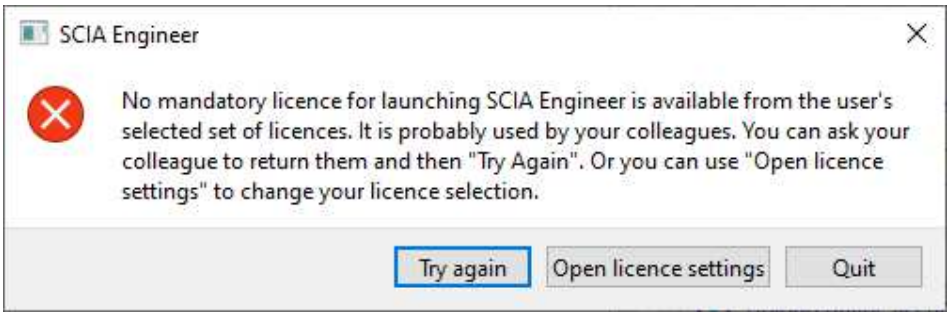
The following protection errors might occur when SCIA Engineer starts:

- You have no entitlement assigned



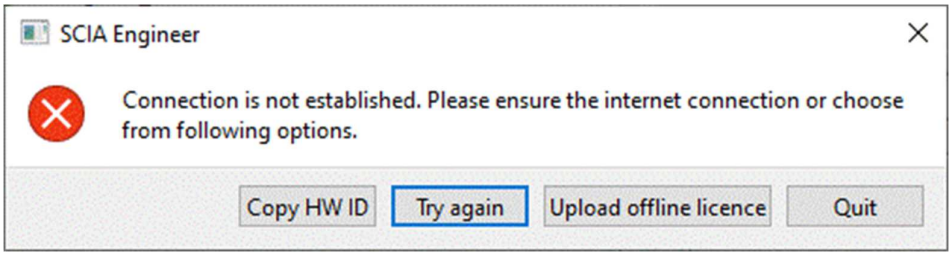
Your SCIA account is not associated with any licence. If you are using an organizational license, ask your organizational admin to give you access to the appropriate license. If you requested a student/trial licence, your request is either awaiting approval or has been rejected.

- No Scia Engineer licence is available at the moment



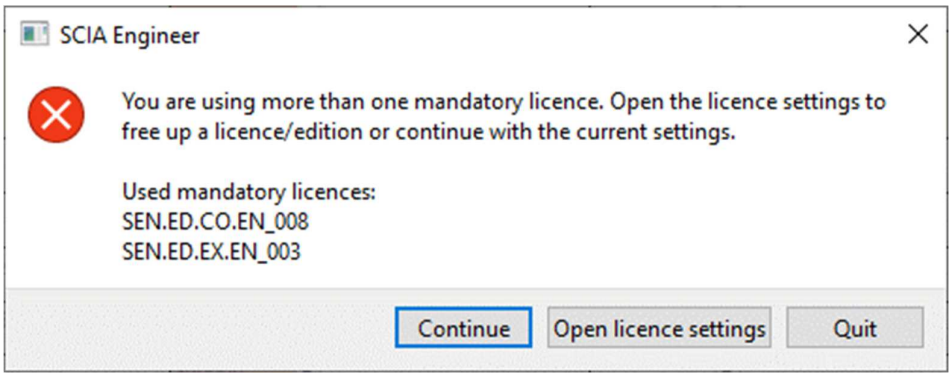
Somebody else is using the organizational license at the moment or you are using your license on another device. You or your colleague need to close their instance of SCIA Engineer so you will be able to use the licence and open SCIA Engineer.

- Connection is not established

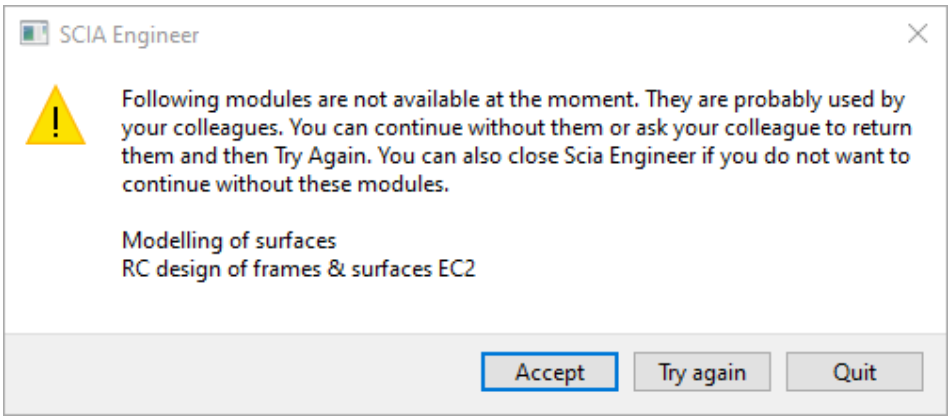


SCIA Engineer is not able to connect to https://entitlement.scia.net. Please check your internet connectivity or your firewall/antivirus setup.

- You are using more than one mandatory licence.



- Following modules are not available at the moment

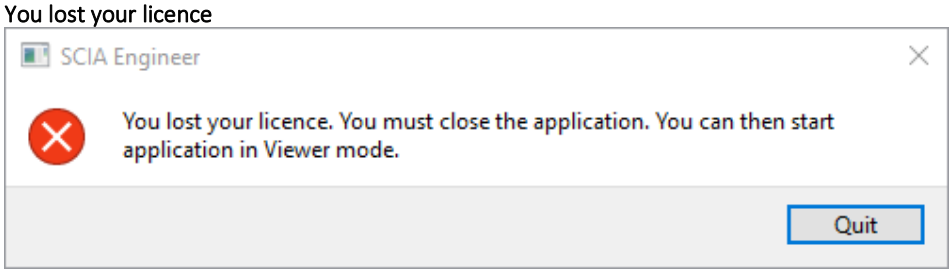


Some modules from your license are not available at the moment as they are being used by another user or on another device. You can continue, however, make sure that the missing modules are not required for your project(s).

7.2. Licence Error on SCIA Engineer runtime

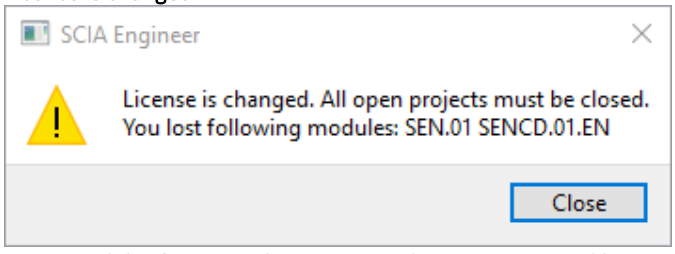
The following errors might happen on SCIA Engineer runtime:

- You lost your licence



Your licence seat expired (after sleep, hibernation or PC locked), your licence expired or an organizational admin took away your licence or your assignment to the licence. You are forced to close all open projects.

- Licence is changed



Some modules from your licence expired or were removed by an admin from your entitlement. You are forced to close all open projects. You can re-open them with a new set of modules.

7.3. Application/PC crash

After a computer or SCIA Engineer crash, the licence may still be in use. You can simply restart the application, and you will continue using your existing license seat. When you close the application successfully, the license seat will be released.

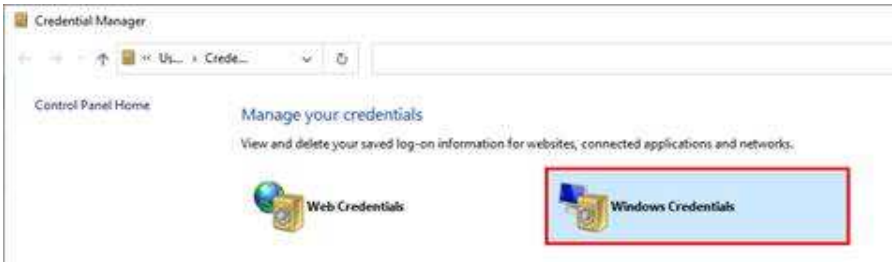
7.4. Password issues

You can try to reset your password via the forgot password link: https://entitlement.scia.net/user/forgot/password

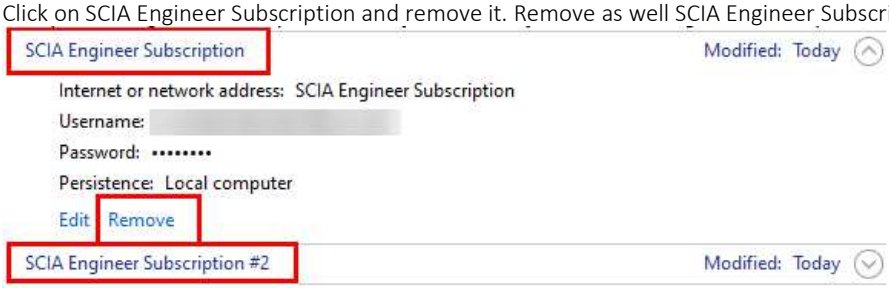
In Windows your password is stored in the Credentials Manager. To reset the credentials, you can simply delete them via following procedure:

- Go to Credential Manager (for example via the Windows start button):

- Click on Windows Credentials:



- Click on SCIA Engineer Subscription and remove it. Remove as well SCIA Engineer Subscription #2:



Afterwards you can try to login again when asked for while starting SCIA Engineer.

7.5. Supported SCIA Engineer versions with cloud protection

The following versions are supported for the cloud protection:

- SCIA Engineer 26.0, 25.0, 24.0, 22.1 & 22.0
- SCIA Engineer 21.1, from patch 3 on (21.1.3XXX)
- SCIA Engineer 21.0, from patch 5 on (21.0.5XXX)
- SCIA Engineer 20.0, from patch 5 on (20.0.5XXX)
- SCIA Engineer 19.1, from patch 5 on (19.1.5XXX)

7.6. Will a dongle license still work with SCIA Engineer?

Yes, a dongle (standalone or server) will still work up to and including version SCIA Engineer 20.
From SCIA Engineer 21 onwards, dongles are no longer supported.

Contacts

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