

Start Using Visual Components

Visual Components Product Family

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Software installation and license activation

System requirements

The updated system requirements for using the Visual Components product family can be found from the following link to our website:

https://www.visualcomponents.com/system-requirements/

Installation and license activation

Detailed instructions for installation of the Visual Components products and activating their associated product keys are explained in the User Guide pdf document on the Visual Components website. Here is the link to the User Guide:

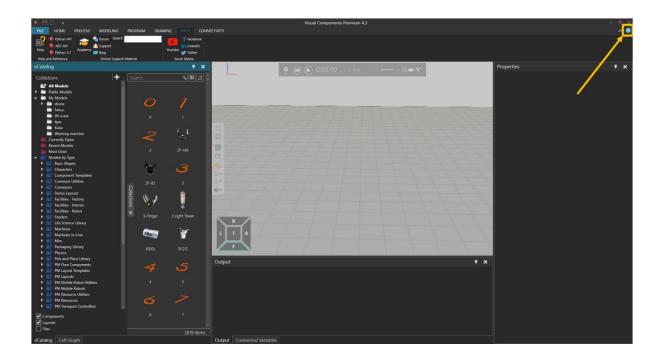
https://www.visualcomponents.com/app/uploads/2021/04/user-quide.pdf

Where to get technical assistance from

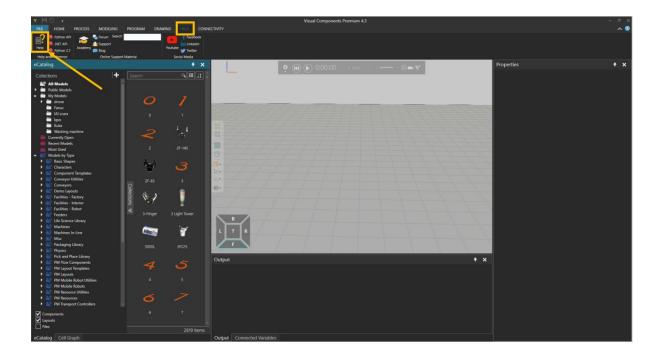
The Help Document

The help document is a CHM file, so it is a compiled list of HTML files. There are three ways to open the help document from Visual Components:

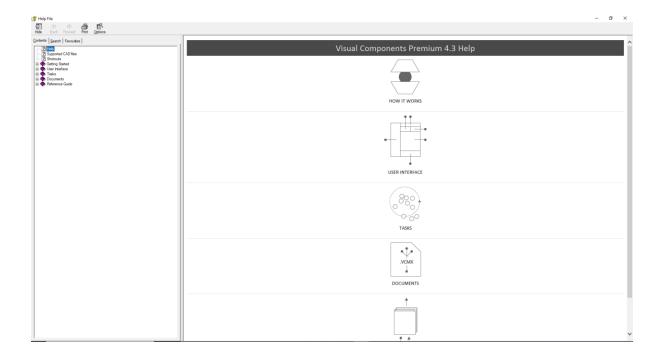
You can press the F1 button, you can click on the Question mark (from any tab) as shown in the following:



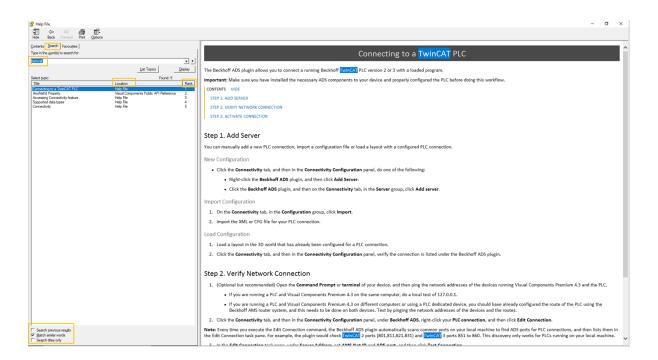
Or you can go to the Help tab and access it from there:



Once you have accessed the Help file, you can look through the Contents or you can use the Search tab to search for the keywords.



Let's assume that you would like to know more about the TwinCAT connectivity with Visual Components. Typing in the keyword "twincat" (lower case should work fine as well) gives you the following results:



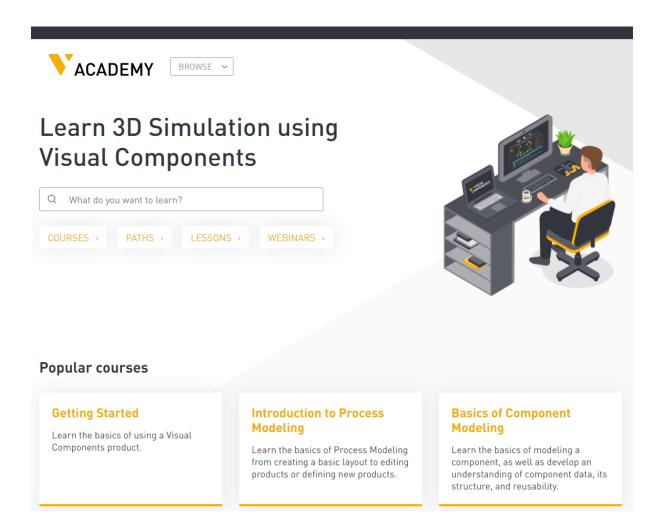
You can then sort the findings either by their location or by their rank (the number of hits within each topic or the number of times the search term is found within a topic). You can also filter your search results from the bottom-left corner of the screen.

Academy

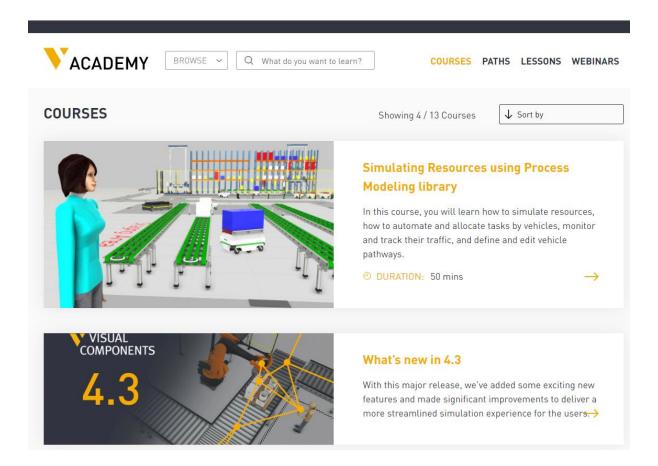
Our academy webpage is a constantly growing collection of tutorials, either in video format or in pdf files. You can check the academy webpage using the following link:

https://academy.visualcomponents.com/

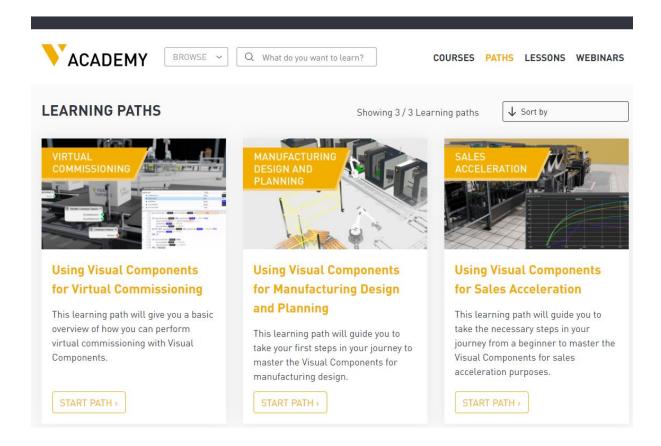
From the front page, you can either search for keywords to find the closest tutorials, or you can navigate through the provided categories: Courses, Paths, Lessons, and Webinars.



In the Courses, you can improve your skill and competence in a specific area. For example, if you like to learn about how to use resources in simulation using Process Modeling, you can check the Simulating Resources using Process Modeling library, which takes around 50 minutes.

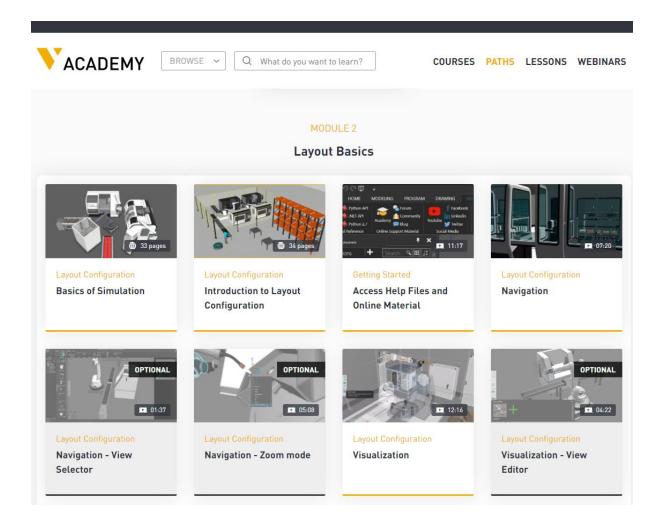


In the Paths, you can find the learning paths for different topics. The learning paths make it easier to learn how to use Visual Components for a specific purpose. For example, the learning path "Using Visual Components for Virtual Commissioning" gives you a basic overview of how you can perform virtual commissioning with Visual Components.

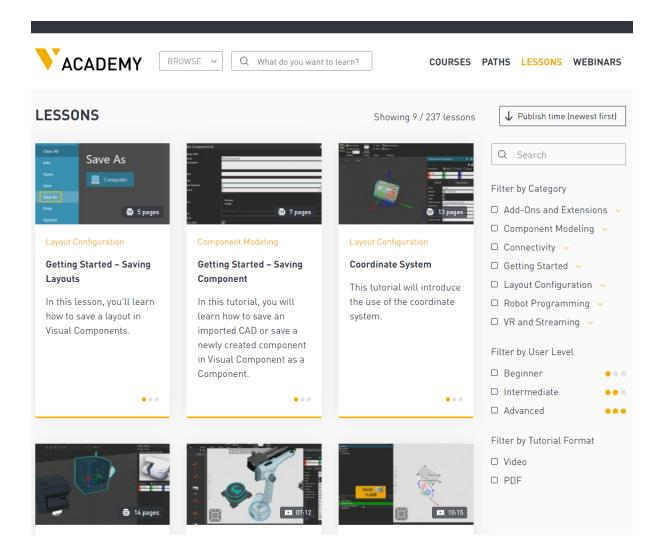


In each learning path, there are a certain number of Modules that each could have multiple courses. To complete the learning path, you should complete the courses in the defined order. However, if you are already familiar with a certain topic, you can skip that course and go to the next one.

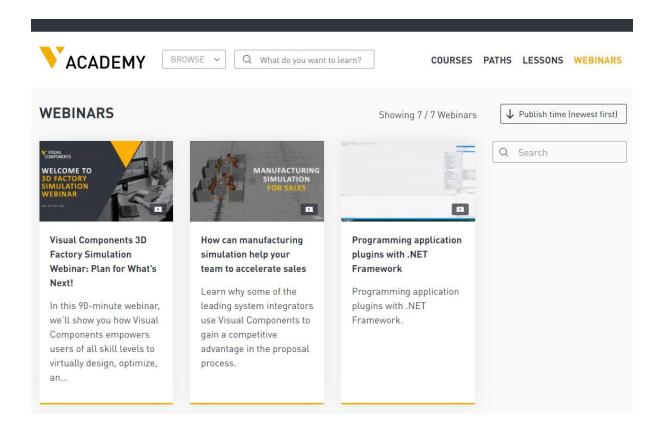
Each module might also have some optional courses. These courses are not necessarily unique to specific learning paths, but they are common courses useful for multiple learning paths.



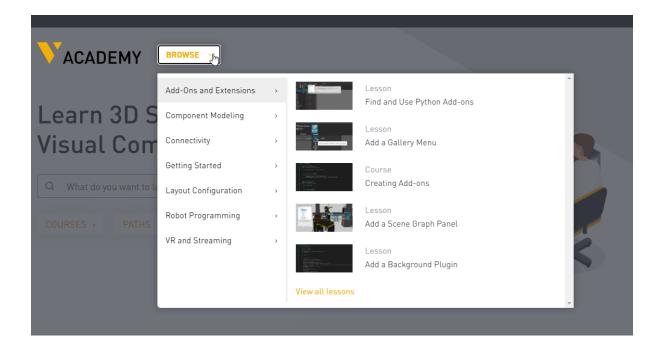
In the Lessons, you can find any specific course you are looking for by searching for keywords and filtering the search results. You can apply different filters to the search results; you can filter them by Category, User Level, and also whether they are video or pdf tutorials.



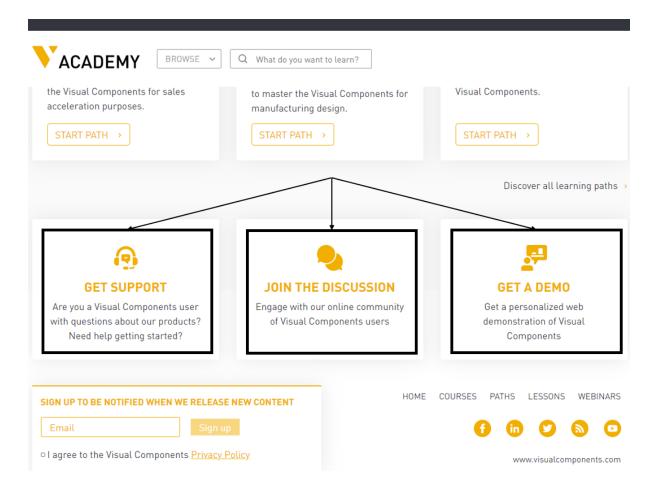
In the Webinars, you can watch recorded demos of Visual Components products.



There is also another navigation method in the Academy webpage and is by browsing through different topics:



At the bottom of the Academy page you find information on how you can get support, access to our forum, and also a personalized demo of Visual Components:



Make sure to sign up for our academy webpage so that you do not miss any new content.

Forum

To access our Forum, you can use the following link:

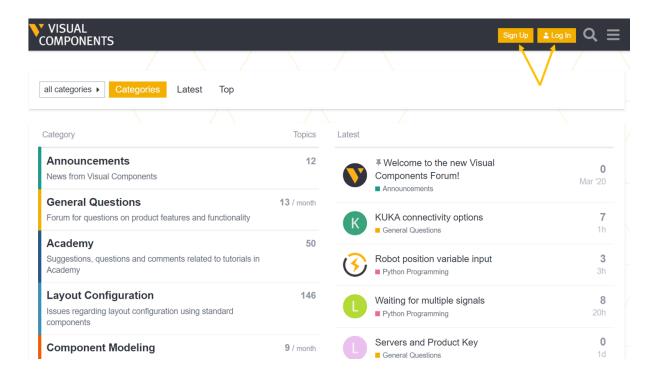
https://forum.visualcomponents.com/

Our forum is a public platform for questions on product features and functionalities that users might have and to get technical support from fellow users. Users can also use our forum to post their ideas, suggestions for improvements, any useful add-on, or even new components or mechanisms that they wish to have in the eCatalog.

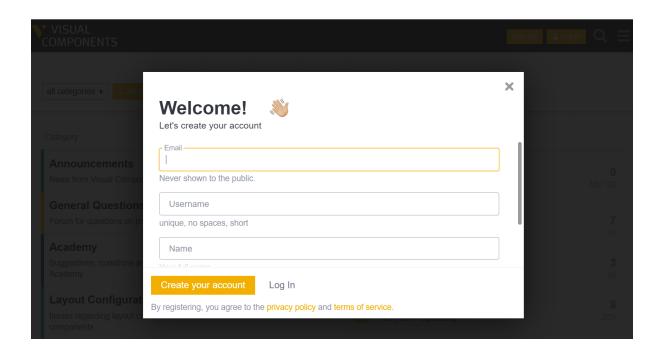
The technical questions could be regarding Layout Configuration, Component Modeling, Process Modeling, Robot Programming, .Net add-on Programming, Python Programming, academy contents, and other topics.

For our academy tutorials, we welcome any suggestions to make your learning experience a lot easier and practical at the same time.

We also use this platform (besides our Visual Components website) for our announcements such as our latest software releases, updates on Network License Server, new features, updates on Visual Components experience, and possibly problems (+ workarounds) with Visual Components.



You can also Sign Up (and stay logged in) to the platform to get notifications for the latest discussions, updates, and announcements.



*It is very important to note we do not advise any user of our products to ask their licensing-related questions on the forum. Those should always be asked directly from Visual Components providers.

Support

Our support platform is for the Visual Components users who have a valid maintenance subscription with us, otherwise, our Forum is a public platform for technical support.

You can contact the support team by email at support@visualcomponents.com. We can also be reached by telephone at +358 9 252 40800. We are available on weekdays (Mon-Fri) from 8:00 – 16:00 Central European Time (CET). Questions to support will be replied to within three working days; consistently, we have been responding to the inquiries well below three working days, and that is why we have so high customer satisfaction.

When contacting the support team, please have the following information available:

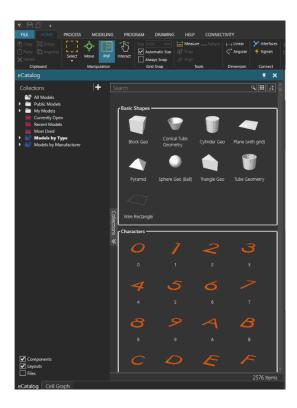
- A version of VC software and product key
- A detailed description of your problem (screenshots, error codes)

^{*}Note that technical questions from students for their assignments must come through their supervisors. Otherwise, our forum can be used for this purpose.

eCatalog

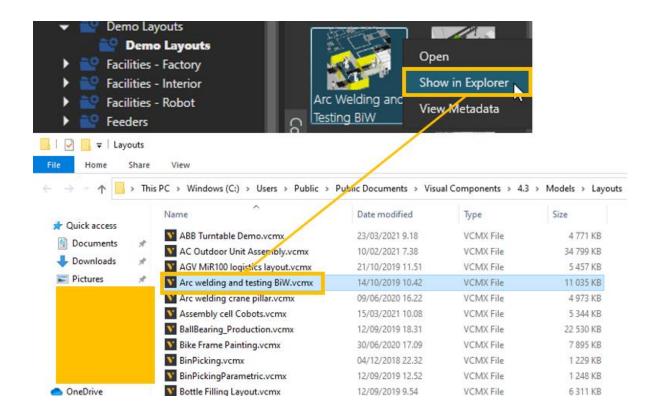
Overview

eCatalog (electronic Catalog) is a collection of over 2500 components, and we are constantly adding more components to this collection. Here you see the default eCatalog structure:



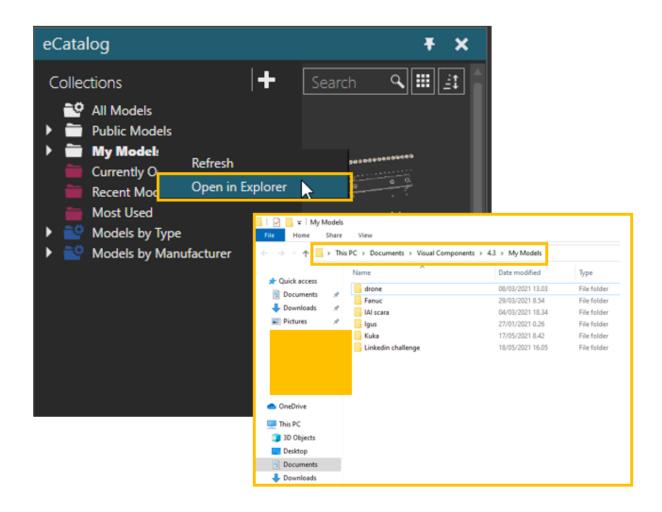
In this tutorial, you will learn how to locate components and layouts in the eCatalog, and here you can also learn how to work with the eCatalog panel and customize it when needed.

You can open the eCatalog Components and Layouts in Explorer and see where they are stored on the hard drive:



The eCatalog Collections contains different features:

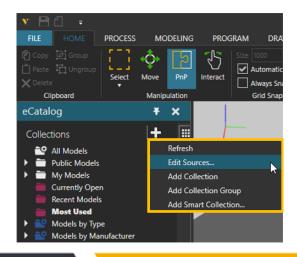
Sources, Collections, Collection Groups, and Smart Collections. Public Models and My Models are the actual Sources (the rest are populated either by automatically categorizing Public Models or by the user using the software). My Models folder has a default location on the hard drive, and it's a very good practice to save all your components in there:



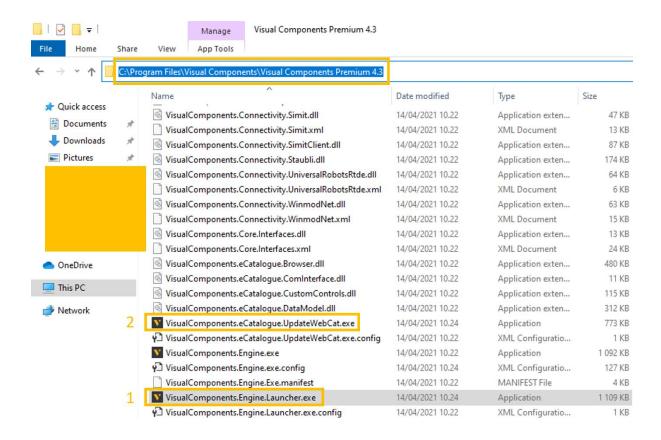
There are also Currently Open, Recent Models, and Most Used collections that you can quickly view and reuse your latest components and layouts.

Models by Type and Models by Manufacturer are smart collections that are calculated based on the actual sources.

Alongside the default eCatalog panel, you can always Edit Sources, add Collections, add Collection Groups, and add Smart Collections.

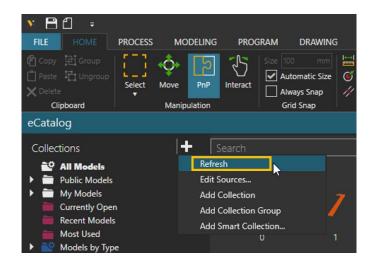


Once you launch the Visual Components application, visualComponents. Engine. Launcher. exe will be launched from the installation directory, and the VisualComponents. eCatalogue. UpdateWebCat. exe will be launched:



When VisualComponents.eCatalogue.UpdateWebCat.exe is launched, the loading process of public models starts.

In case there has been any customization to the eCatalog panel by adding sources, collections, or Smart Collections and the changes are not yet visible, you can refresh the eCatalog from the eCatalog panel:



It's also possible to switch back to the default settings of the eCatalog panel by deleting the eCatalog folder from your local app data. But keep in mind that deleting that folder will also delete custom collection and other custom eCatalog settings.

You can simply copy-paste the following directory to access your local app data for the Visual Components product:

C:\Users\%username%\AppData\Local\Visual Components

