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Installing and Upgrading Netformx DesignXpert

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Installing Netformx DesignXpert

- To install/upgrade Netformx DesignXpert when you have a standard desktop monitor, you must have an administrator-level login on the local workstation where you intend to use it. To download and **install Netformx DesignXpert**, click on the following link and then the downloaded .exe file:
[http://download.netformx.com/dist/CD\(DesignXpert\).exe](http://download.netformx.com/dist/CD(DesignXpert).exe).
- **NOTE: USERS WITH 4K MONITORS:** To install the **4K compliant version** of Netformx DesignXpert, you must have an administrator-level login on the local workstation where you intend to use it. To download and **install Netformx DesignXpert**, click on the following link and then the downloaded .exe file
[http://download.netformx.com/dist/4K/CD\(DesignXpert\).exe](http://download.netformx.com/dist/4K/CD(DesignXpert).exe)
- You will need the unique serial number that was provided by Sales – Sales@netformx.com
- Invoke DesignXpert and enter your serial number. You will be asked to click the “Register Now” button to complete your registration. If you receive an error, go to [Register your Software](#). Upon registering your **serial number**, you will be asked to create a username and password, which are required for registration and for content (library) updates.
- Close DesignXpert
- Be sure to run the **Netformx Updater** once registration is complete (from the system tray) to get the latest library and software versions – this operation might take few minutes Once download is complete and you see in the updater “ready to install” invoke DesignXpert and the updates will be deployed. You are now ready to use DesignXpert.
- Review recommended “System Software Requirements” starting on Page 3.

Upgrading Netformx DesignXpert (All Editions – Silver, Gold, Platinum)

Current users who want to migrate their existing DesignXpert installation to support 4K monitors, can do so by downloading and running the update file: <http://download.netformx.com/dist/4K/UpdateDXVersionSE.exe>

New or upgraded installations may include additional features and/or additional vendors in the library. Follow these steps once you receive your Serial # for the new edition of Netformx DesignXpert:

1. You must first type in the new license key with the matching username and password. After doing this close Netformx DesignXpert, then open the Updater. From the Advanced Tab reset the library and from the General Tab choose “Update Now”. Note: Once the library is reset, Netformx DesignXpert will not work until the update has been completed.
2. Open Netformx DesignXpert, select the blue ‘N’ in the upper left corner and choose Register Software. Enter your new edition Serial# (i.e. Gold or Platinum edition) and choose Step #2 Register Now. If you receive an error message, go to [Register your Software](#).
 - a. If you would like to use your existing Username, you will need to make a request to Netformx Customer Service CustomerService@netformx.com to release your current serial number from your user name before associating to your new serial number.
 - b. OR You can create a new username, (i.e. <usernameGOLD>
3. Be sure to run the Netformx Updater once registration is complete to get the latest library and software versions

Uninstalling Netformx DesignXpert

The following section explains how to uninstall Netformx DesignXpert. (**Note:** It is not necessary to uninstall an older version of Netformx DesignXpert in order to perform an Upgrade.)

When installing a different “Edition” of Netformx DesignXpert it is not necessary to uninstall the previous installation first.

Note that after you uninstall Netformx DesignXpert, it will not be possible to access the library and projects that were previously created. If you saved any project under the Netformx folder, you should backup these projects before uninstalling Netformx DesignXpert.

To manually uninstall Netformx DesignXpert:

1. Close Netformx DesignXpert.
2. From the *Start* button, select **Programs > Netformx Uninstall > Netformx DesignXpert**. A Warning message appears asking you if you are sure you wish to continue with the uninstall process. If so, click **Yes**.
3. Reboot your computer. You may have to manually remove some files within the directory where Netformx DesignXpert was installed.

Additional Installation Notes

Netformx DesignXpert must be installed on a local drive and ensure the following are also set correctly:

1. Access to www.netformx.com via both http (port 80) and https (port 443) should be allowed for registration and updater service.

2. Verify that <https://www.netformx.com> is accessible using Internet Explorer, Firefox, or Chrome.

Firewall Whitelist

Please make sure to allow connections to these URLs.

1. api.cisco.com
2. cloudsso.cisco.com
3. wsgx.cisco.com

Next Steps

For quick access to User Resources, go to the bottom of any webpage at www.Netformx.com.

4. Visit our [Training](#) page.

System Software Requirements

Operating Systems

Before installing Netformx DesignXpert, make sure your system meets the following supported OS requirements:

Operating System	Service Pack	Note
Windows 7 (all flavors)	SP1 or above	
Windows 8 (all flavors)	N/A	Windows 8 RT is not supported
Windows 10	NA	
Windows 11	NA	If 2019C++ libraries are already installed, see steps under "Applications" for a new DesignXpert installation.

DesignXpert v18.7 and later are the only versions that are currently supported. Older versions are not supported.

Applications

Please note: DesignXpert is a 32-bit application and requires 32-bit (x86) versions of the prerequisite libraries noted below. When presented with an option, ALWAYS select, download, and install the 32-bit (x86) version.

- The Netformx DesignXpert install process includes prechecks for required libraries. The DesignXpert installer will alert the user for missing prerequisite libraries and provide download pointers to each when the host machine lacks the required file(s).
 - Microsoft Visual Studio 2008C++ SP1 – Redistribution package will be installed with the DesignXpert installation. For Customers with previous versions of Visual Studio 2008 the package will be updated.

- Microsoft Visual Studio 2010C++ SP1 – Redistribution package will be installed with the DesignXpert installation. For Customers with previous versions of Visual Studio 2010 the package will be updated.
- Microsoft Visual Studio 2017C++ – Redistribution package will be installed with the DesignXpert installation. For Customers with previous versions of Visual Studio 2017 the package will be updated.
- Microsoft Visual Studio 2019C++ – In case you have installed this package prior to DesignXpert installation, please follow these steps to install DesignXpert:
 - Uninstall 2015-2022 redistributable from add/remove application
 - Install the 2015-2019 suggested from the Netformx installer
 - Update all libraries using Netformx updater (it will be allowed after a valid registration)
 - Wait until Design Expert loads successfully.
 - Close Netformx
 - Uninstall 2015-2019 libraries from add/remove applications
 - Install the 2015-2022 C++ libraries (choose x86 version) to use this link:
https://aka.ms/vs/17/release/vc_redist.x86.exe
 - Continue using the Netformx application.
- Microsoft .NET Framework NET 4.5.2 or higher Redistribution package will be recommended for the **standard monitor DesignXpert** installation
- Microsoft >NET Framework NET 4.7.2 or higher is required for the **4K DesignXpert** installation
- MSXML 6.0 SP2
- SQLite ODBC Driver (x86) redistribution package will be recommended by DesignXpert installation
- Microsoft Access Database Engine 2010 Redistributable or higher (x86) will be recommended by DesignXpert installation
- Microsoft Office 2013 or later are required for running Excel-based reports and Design Document Word format.
- Microsoft V, Visio 2013 or Visio 2016 as part of the Office Package (if required by the user)

Internet tools and connectivity

Internet connectivity is required for the following features:

- Periodic update of software catalogs and prices
- Cisco Products configuration
- Upload CCW Estimates
- Import CCW estimate and quotes
- Cisco online prices
- Get alternates
- BOM Analyzer (Requires a company subscription to ChannelXpert)
- Netformx Project Repository integration (Requires onboarding to the Netformx Hub)
- Network assessment uploads (Cisco Discovery Services / Cisco Smart Advisor Portal)

- Tech Support
- Netformx Adapter for Salesforce.com

User Credentials

- To install\upgrade Netformx DesignXpert, you must have an administrator-level login on the local workstation where you intend to use it. To run Netformx DesignXpert on:
 - Windows Vista you must have administrator-level login privileges.
- Netformx DesignXpert does not support Windows restricted-user login or Windows Vista non-admin user login.

Hardware Requirements

Minimal hardware Requirements

- RAM Memory: 4GB
- Hard Drive Space: 12GB
- CPU: Intel Core2Duo or equivalent Processor
- Display: SXGA (1280x1024) or higher with true color (32 bit)

Minimal hardware requirements comply with 32-bit operating systems

Recommended hardware Requirements

- RAM: 8GB or more recommended
- Hard Drive Space: 16 GB Free space on disk. *SSD Drive is recommended for high performance*
- CPU: Intel Core i5 or equivalent Processor
- Display: FHD (1920 x 1080) or higher with true color (32 bit)

Recommended hardware requirements will provide optimal performance on 64-bit operating systems

Notes:

- Netformx DesignXpert is not supported on Windows Server Platforms, (for example Microsoft Windows 2003, 2008 or 2011).
- The Netformx DesignXpert KnowledgeBase, also referred to as “library”, includes some graphic symbols that replicate actual networking products. All other devices map to the default graphic symbols assigned to that network device type.