

CADWorx Questions and Answers

Use CADWorx software to improve the quality, efficiency, safety and cost effectiveness of those served by plant design.

Today, COADE products have become the first choice among those involved in the creation of quality plant design and engineering analysis deliverables. In real-world application, COADE products have helped reduce man-hours and costs 50% and more for designers, engineers and owner operators. COADE offers integrated and scalable solutions that are easy to learn and use.

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1. General Information

COADE, Inc. is a provider of software for multiple plant design and engineering disciplines. COADE's aims are that design and engineering should share relevant information seamlessly, thereby maintaining accuracy and improving efficiency.

1.1. Who uses COADE software?

Nine out of ten of the world's major engineering firms and corporate owner operators use COADE products. They know our products are accepted as industry standards for design and engineering, so they are assured of proven solutions that are used and accepted worldwide by their peers. For more product information please visit www.coade.com/overview.

1.2. What is CADWorx?

CADWorx is a Plant Design Suite for intelligent plant design modeling, process schematics and automatic production of plant design deliverables. Please visit www.coade.com/cadworx.

1.3. What are the main benefits of using CADWorx?

The benefit of CADWorx is that this software is quick and easy to set up and use, so you can start designing right away. Thousands of mid to small size companies are benefiting from the powerful, yet scalable, solutions that COADE develops. If you have work to do, correctly, on time, and under budget, you too should be using COADE software.

2. CADWorx the Right Tool

Since its introduction, CADWorx has revolutionized the plant design industry with its ease of use, flexibility, interconnectivity and scalability. This software is trusted by over 80% of the leading plant engineering companies and owner operators worldwide to deliver accurate, reliable results.

2.1. Why is CADWorx "Easy"?

CADWorx is easy to use because the software is AutoCAD based and utilizes exactly the same commands and methodology with which all AutoCAD users are already familiar. This, along with the intuitive work flow of CADWorx, assures that the large base of trained AutoCAD users can become productive within days of first encountering the product. Likewise, the large set of template specifications and component databases shipped with the product, coupled with the product's smooth 2D to 3D transition, database flexibility, and easy on-the-fly customization (no programming required) allows even the most casual users to easily and quickly ensure that CADWorx works exactly the way that they do (or the way they have always really wanted to). The simplicity of CADWorx allows all projects to be fast tracked, saving hundreds of training,

engineering, and design hours, not to mention administrative overhead costs. On the typical CADWorx project, plant designers find that they can start laying pipe within hours of installing the software.

2.2. Why is CADWorx “Open”?

CADWorx is open because it can be adapted to the customer’s existing work process, eliminating the requirement of following constrictive processes found in most software. This is done both by ensuring that the product adheres to non-proprietary, easily customized database structure and by conforming to de-facto commercial standards as a means of providing interoperability with other software. So what does this mean to you? CADWorx’s database can be quickly structured to match those used by your data warehouse or individual applications, thus becoming a natural part of the company’s ERP processes. Likewise CADWorx’ strict adherence to such commercial standards as Autodesk’s standard DWG format and Intergraph/Alias’ PCF format allows CADWorx to easily interface with the hundreds or thousands of other applications which also use those standards.

2.3. Why is CADWorx “Integrated”?

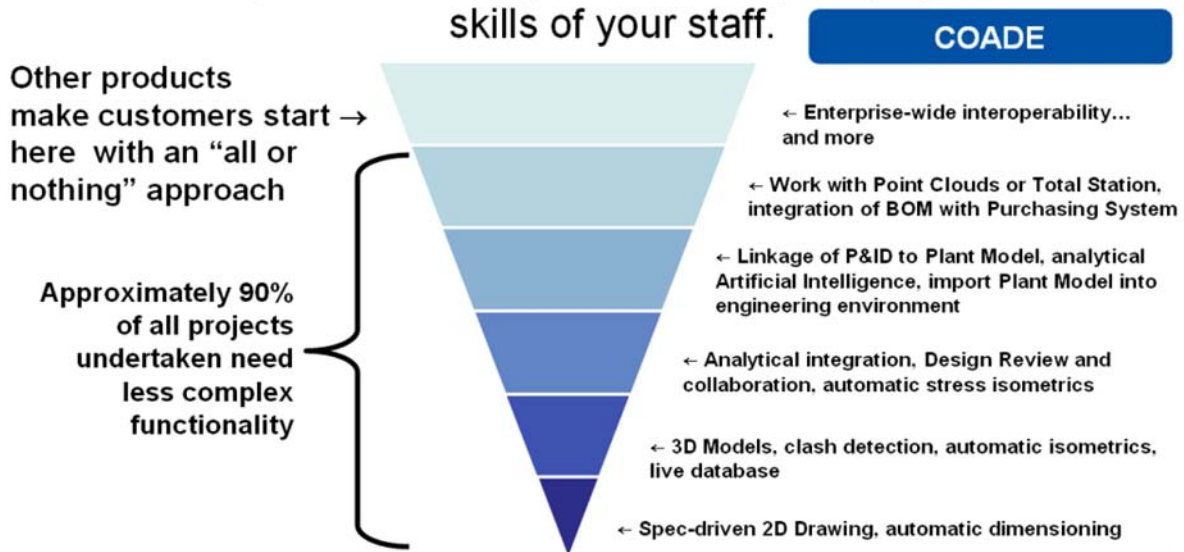
COADE is unique among plant design software providers in that we are developers of both design and engineering software. This has given us the opportunity to integrate the two product families at the tightest possible level, an area in which COADE has continued to lead the industry for the past 15 years. The intuitive bi-directional links between CADWorx and COADE’s CAESAR II pipe stress and PV Elite vessel analysis programs allow designers and engineers to seamlessly collaborate during the project design stage. The seamless integration allows users to maintain accurate and up-to-date drawings and models, which provides at least four benefits: 1) the “enter once-use many times” philosophy saves the time and expense of re-generating the model by each of the project’s data consumers; 2) models automatically generated from the original CADWorx 3D plant model will have much greater accuracy than would models recreated for each specific task, 3) synchronization of the design and analytical models assures engineering concurrency; and 4) timely modification of all models as changes are made by individual disciplines reduces the time and expense of plant as-building post-startup.

2.4. Why is CADWorx “Scalable”

CADWorx is a scalable solution because it combines ease of use and quick startup with full functionality and extensive integration and data sharing capabilities. This allows CADWorx’ advantages to be focused according to the project’s demands. Smaller, simpler, projects can take advantage of CADWorx’ rapid startup and small overhead needs to meet tight timelines and budgets. Larger, more complex, projects, can take advantage of CADWorx’ automation and integration to reap downstream savings. And the best thing is that CADWorx’ additional capabilities can be implemented incrementally, as needed, to match the sophistication of your project or the skills of your staff – in contrast to the “all or nothing” approach that many

competing applications impose. From small skids to large plants, multiple users can work together efficiently with greater ease and with superior results to tackle the most challenging and complex projects.

Flexibility of feature set allows COADE products to be micro-targeted to the requirements of your project and the skills of your staff.



3. Purchasing

3.1. What are the purchasing options?

CADWorx 2010 may be purchased through our Partner network and direct from COADE. To find your local partner visit, www.coade.com/partners. For COADE, Inc., contact us at: 12777 Jones Road, Suite 480, Houston, Texas 77070 USA, Phone Number (1) 281-890-4566 Line, Toll Free Phone Number 1-800-899-8787 or email sales@coade.com.

3.2. What are COADE Global Network Partners (CGNP's)?

CGNP's are The COADE Standard-bearer(s) around the world. They have been developed to work together as the local face of COADE. Providing product sales and support in your local time zone and language. COADE's GGNP's have certified instructors and consultation specialist to help clients define and meet their requirements at all levels. The worldwide CGNP's work together to insure that COADE's multinational clients have access to the right products, training and consultation anywhere around the globe.

3.3. What are COADE Independent Partners (CIP's)?

CIP's are the local COADE software experts. These local partners, many of whom have aligned

themselves with the regional CGNP's, provide local sales and support to clients in their respective regions.

3.4. Are there FREE evaluations of CADWorx products?

Yes, free evaluations are available. COADE offers two options. First option is a downloadable trial, this trial permits limited use of the product without the ability to print or save. The second option is a free 30-day full license. This license is for those interested in more applied evaluation of the product. The 30-day evaluation gives users unlimited restriction and access to all product features. For more information, contact sales@coade.com.

3.5. Does COADE offer purchasing discounts?

Yes, CADWorx quantity discounts apply to new licenses, current licenses upgraded to Professional status, and UMS renewals for multiple licenses which are current when renewed. In addition, special pricing is available for COADE products purchased in bundles.

3.6. Can CADWorx products be leased?

Yes, leases are available starting at one month. Once users are ready to move to a full purchase a maximum of one month's lease payment is applied as a credit towards the Full License Fee if the Full License purchase occurs within 30 days of the Lease expiration date.

3.7. Can a live presentation be given by the local partner or by COADE?

Yes, COADE and its partners have personnel that provide live product presentations that answer simple to complex technical questions and who understand project work flow specific questions. For more information please contact your local distributor, www.coade.com/partners, or contact COADE at sales@coade.com.

3.8. Can an online web demo be given?

Yes, online web demonstrations can be setup. Contact COADE or your local reseller for more information.

3.9. What are the benefits to having CADWorx Maintenance?

CADWorx Maintenance includes program updates, qualified technical support from the partner and COADE. One year of CADWorx Maintenance is included with the purchase of CADWorx products. By the beginning of the second year and annually thereafter CADWorx Update/Maintenance/Support (UMS) fee becomes due for each existing copy to be supported.

4. Support and Training

4.1. Does COADE offer local CADWorx support?

Yes, COADE's resellers offer local CADWorx support in different regions. These product specialists are prepared to assist their clients with the day-to-day questions at no cost

4.2. Can customers contact COADE directly for CADWorx support?

Yes. Support at COADE is the top priority and support issues are handled by our development staff, meaning that you receive knowledgeable help directly from those responsible for the software, without any intermediate personnel to confuse the issue. E-Mails and telephone calls are all handled promptly, and because we do not use a voice mail system, all calls are handled by real people during our normal business hours.

4.3. Who should customers contact first for support?

Customer should first contact their local partner.

4.4. Do local partners host CADWorx training?

Yes, most of COADE's partners have training centers and classes are taught regularly. Visit with your local partner on cost, training dates and time. To find a local reseller visit, www.coade.com/partners.

4.5. Do customers have an option to hire COADE for CADWorx training?

Yes, customers have the option of hiring a COADE CADWorx Specialized Trainer. Please email sales@coade.com for more information.

4.6. Can a video course be purchased for self-paced productivity training?

Yes. The COADE Video Training Course is the only plant and piping design video training course that is approved by COADE and developed with designers in mind. CADWorx Plant Professional users can learn the software at their own pace. This specially designed training DVD includes dozens of videos and step-by-step instruction workbooks to deliver the knowledge users need to boost their plant and piping design efficiency. For more information on this training DVD please visit www.coade.com/cadworxdvd.

5. Online Resources

5.1. Does COADE have an online COADE CADWorx Blog?

Yes, go to <http://coade.typepad.com/cadworx/>.

5.2. Where can I find online CADWorx discussion forums?

Go to www.coade.com/forums.

5.3. How do customers keep informed of up-to-date product related information?

Register your product and stay in touch with the latest on your product. To register go to

www.coade.com/productreg

5.4. How can customers stay in touch with COADE?

To stay in touch with COADE sign up for COADE's Insider Newsletter. To register visit, <http://coade.typepad.com/coadeinsider/>

6. Licensing

6.1. What is a Hardware Lock?

Hardware locks are software locking mechanisms used by many software vendors. These are small USB keys that attach to the USB port of the computer.

6.2. Will my hardware lock license expire after a year?

No, a Full License of CADWorx will never expire. When customers purchase CADWorx they receive a permanent license.

6.3. Can licenses be purchased for one user?

Yes, standalone licenses may be purchased for one user.

6.4. Can multi seat licenses be purchased?

Yes, multi seat licenses are placed on a network lock.

7. Compatibility

7.1. Does CADWorx work with AutoCAD?

Yes, CADWorx 2010 is a third party application which uses AutoCAD to generate plant design drawings. All drawings generated with CADWorx are AutoCAD based.

7.2. What versions of AutoCAD is CADWorx compatible with?

CADWorx 2010 is compatible with AutoCAD 2007 – AutoCAD 2010

- AutoCAD 2010 (32 bit) / AutoCAD 2010 (64 bit)
- AutoCAD 2009 (32 bit) / AutoCAD 2009 (64 bit)
- AutoCAD 2008 (32 bit) / AutoCAD 2008 (64 bit)
- AutoCAD 2007

7.3. Can a CADWorx model be opened in just AutoCAD?

Yes, drawings may be opened using AutoCAD. The native drawing format of a CADWorx drawing is an Autodesk DWG file therefore users may use CADWorx with the following:

- AutoCAD Mechanical 2010/2009/2008/2007
- AutoCAD Electrical 2010/2009/2008/2007
- Autodesk Mechanical Desktop 2010/2009/2008/2007
- AutoCAD Architecture 2010/2009/2008, Autodesk Architectural Desktop 2007
- AutoCAD MEP 2010/2009/2008, Autodesk Building Systems 2007.1/2007
- AutoCAD Land Desktop 2010/2009/2008, Autodesk Land Desktop 2007
- AutoCAD Civil 3D 2010/2009/2008, Autodesk Civil 3D 2007
- AutoCAD Map 3D 2010/2009/2008, Autodesk Map 3D 2007
- AutoCAD P&ID 2010/2009/2008

7.4. Does CADWorx work on a 32 and 64 bit platforms?

Yes, CADWorx can run on 32 or 64 bit computer. The operating system compatibility is based on AutoCAD or the Autodesk vertical product used:

- AutoCAD 2010: [Windows XP](#), [Windows Vista](#)
- AutoCAD 2009: [Windows XP](#), [Windows Vista](#)
- AutoCAD 2008: [Windows 2000](#), [Windows XP](#), [Windows Vista](#)
- AutoCAD 2007: [Windows 2000](#), [Windows XP](#), [Windows Vista](#)

8. Platform and System Requirements

8.1. Autodesk Requirements?

For 32-bit AutoCAD 2010

- Microsoft® Windows® XP Professional or Home edition (SP2 or later)
- Intel® Pentium® 4 or AMD Athlon® dual-core processor, 1.6 GHz or higher with SSE2 technology
- 2 GB RAM
- 1 GB free disk space for installation
- 1,024 x 768 VGA display with true color
- Microsoft® Internet Explorer® 7.0 or later

Or

- Microsoft® Windows Vista® (SP1 or later) including Enterprise, Business, Ultimate, or Home Premium edition (compare Windows Vista versions)
- Intel Pentium 4 or AMD Athlon dual-core processor, 3 GHz or higher with SSE2 technology
- 2 GB RAM
- 1 GB free disk space for installation
- 1,024 x 768 VGA display with true color
- Internet Explorer 7.0 or later

For 64-bit AutoCAD 2010

- Windows XP Professional x64 edition (SP2 or later) or Windows Vista (SP1 or later) including Enterprise, Business, Ultimate, or Home Premium edition (compare Windows Vista versions)
- AMD Athlon 64 with SSE2 technology, or AMD Opteron® processor with SSE2 technology, or Intel® Xeon® processor with Intel EM64T support and SSE2 technology, or Intel Pentium 4 with Intel EM64T support and SSE2 technology
- 2 GB RAM
- 1.5 GB free space for installation
- 1,024 x 768 VGA display with true color
- Internet Explorer 7.0 or later

Additional Requirements for 3D Modeling (All Configurations)

- Intel Pentium 4 processor or AMD Athlon, 3 GHz or higher; Intel or AMD dual-core processor, 2 GHz or higher
- 2 GB RAM or greater
- 2 GB hard disk space available in addition to free space required for installation
- 1,280 x 1,024 32-bit color video display adapter (true color) 128 MB or greater, Microsoft® Direct3D® capable workstation class graphics card

8.2. Power User Suggested Requirements?

- Processor – Dual Core 2 dou (E6850) 3.0ghz (supports 1333mhz FSB)
- Ram - 4gb (ddr3-1333)
- HDD – WD Raptor 150gb 10,000 rpm (SATA)
- Graphics Card – Nvidia Quadro FX1700
- CD/DVD – Liteon DVD/CD writer (SATA)
- MB – A motherboard that supports FSB of 1333mhz (ex.ASUS P5K64 WS)
- OS – Windows XP Pro (don't trust Vista)
- Monitors - 19" or 20" that support DVI
- (Price range: \$3,000 -\$3,500)

OR

- Processor – Xeon Quad Core 3.0ghz (supports 1333 FSB)
- Ram – 4gb (ddr3-1333)
- HDD - WD Raptor 150gb 10,000 rpm (SATA)
- Graphics Card – Nvidia Quadro FX5600
- CD/DVD – Liteon DVD/CD writer (SATA)

- MB – A motherboard that supports FSB of 1333mhz and Quad Xeon (ex. SuperMicro X7DVL-L)
- OS – Windows XP Pro (again, don't trust Vista)
- Monitors – 19" or 20" that support DVI
- (Price range: \$5,000 - \$8,000)

9. Product Enhancements

9.1. How often does COADE release a new update to CADWorx?

COADE releases their new feature version of CADWorx once a year after the release of AutoCAD.

9.2. Is CADWorx always up to date with Autodesk's AutoCAD latest release?

Yes, after Autodesk releases AutoCAD, COADE releases a compatibility release so users may continue benefiting from added AutoCAD features.

9.3. Who has access to the latest CADWorx updates and enhancements?

All users with current maintenance contract have access to the latest updates. For more information contact COADE, Inc.

10. Get Involved with CADWorx

10.1. Can customers submit product enhancement requests directly to COADE?

Yes, everyone may submit product enhancement requests. COADE interacts with and listens to customers, then responds by developing new solutions and enhancing current products to address customers' needs in ways that improve their work processes. This customer-centric focus helps us to grow our product line to serve an ever broader base of users and applications, which in turn further increases opportunities for our clients to enjoy the benefits of interdisciplinary collaboration with other departments and organizations. To submit a request www.coade.com/enhancement.

10.2. How are these enhancement request monitored?

Enhancement requests are evaluated and prioritized based on a given industry and market. COADE prioritizes request based on the highest number of our users.

10.3. How do I get registered to beta test CADWorx next year?

Every year COADE looks for beta testers if you are interested in participating please visit www.coade.com/betatest or email sales@coade.com.

10.4. Can users take a COADE Official CADWorx Certification Exam?

Yes, this certification will document users design credentials for themselves and their employer. Employers can have a clear ranking of the level of competence of CADWorx users which leads to a number of benefits. www.coade.com/certification. The certification is based on the COADE Video Training Courseware.

For Employers

- Rank current and prospective employees on their level of competence.
- Utilize employee's expertise effectively in project assignments.

For End Users

- Find out how much you don't know about the CADWorx Plant Pro software interactive feedback helps you pinpoint weakness you need to focus on. Before the projects begin.
- Adds to your credentials and resume.
- Identifies you as part of an elite fraternity of Excellence

For Students

- Receive a certificate from COADE® which certifies your skill level.
- Adds to your credentials and resume.
- Allows your current and future employers to have confidence in your abilities.

Please email sales@coade.com for more information.

11. Piracy Prevention

11.1. What can a COADE legitimate customer do to help rise above those that pirate software?

Keep track of your software assets and help support COADE against piracy prevention. COADE will issue your company an official letter indicative of how much we appreciate your business which then lists the number of licenses your company holds. Use this COADE compliance letter and present it next time you bid for a project.

11.2. Our company wants a software certification letter, who do I contact?

To obtain a certification letter contact your local partner or sales@coade.com.