Frequently Asked Questions / Troubleshooter

- **The connection between the machine and the computer is lost.**
- **I can’t enter my Symmetry registration code, why is that?**
  - During the installation of the engraving software you must use Administrator rights. Only then can the installation of the engraving software be performed correctly.
- **I can’t enter my Cyborg pendent registration code, why is that?**
  - During the installation of the control you need to use Administrator rights. Only then can the installation of the Cyborg pendent be performed correctly.
- **Symmetry keeps asking for a registration code, why is that?**
  - Check that the virus scanner / firewall does not incorrectly mark the Symmetry engraving software as “potentially dangerous”.
    A virus scanner or firewall such as those of the brands Norton, McAfee, BitDefender, Kaspersky, … may possibly regard the engraving software as “unsafe software” and incorrectly block or remove some installed components.
    Make sure that a virus scanner / firewall cannot affect the proper functioning of the engraving software in any way, but that the software is marked as “safe”.
  - Check that the network administrator has not made any security changes at the network level that would cause the software to no longer function properly.
  - In some highly secured networks, the LAN connection of the engraver cannot be considered public, because then virus scanners or security systems such as firewalls can wrongly disrupt the connection. (Windows Defender, Norton, McAfee, BitDefender, Kaspersky, …) You can request the type of network with a powershell command: “get > netconnectionprofile”. Then this profile must be changed to “private”. (Set > NetConnectionProfile > InterfaceAlias > Ethernet > NetworkCategory “Private”)
- **The Cyborg Pendent keeps asking for a registration code, why is that?**
  - As described above, a virus scanner or firewall can affect the proper functioning of the Cyborg pendent.
    Make sure that a virus scanner / firewall does not consider the Cyborg pendent and associated Ethernet communication as “potentially dangerous”, but that the software is marked as “safe”.
  - Check that the network administrator has not made any security changes at the network level that would cause the software to no longer work properly.
- **The Cyborg pendent only shows one tab in the preferences. How do I call up the other two** ?
- **The zero point doesn’t seem to be in the right place, why is that?**
  - Check that the advanced settings of the Cyborg pendent are identical to the settings specified in the supplied images. (Images can be found on the supplied USB key.)
    Check each tab separately and make sure that all values match 100%.
- **The Cyborg X-300 won’t home, what’s going on?**
  - In the Cyborg pendent settings, check the “homing speed”. It should not be set to “0”. If the value for X, Y and Z axes is set to “0”, enter the following values:
    - X-axis: **-10.000**
    - Y-axis: **5.000**
    - Z-axis: **-6.000**
  - Click on “Save”.

- **I have an older Symmetry version, can I get an update?**
  - That’s certainly possible, you can find the latest Symmetry version here: https://www.cyborg-engravers.com/downloads/
    Send an email with your details to request your password.

- **I still have an older Cyborg pendent version, can I get an update?**
  - That is certainly possible, the latest Cyborg pendent version can be found here: https://www.cyborg-engravers.com/downloads/.
    Send an email with your details to request your password.
    Please note, from version 2.5.0 it is necessary that your control is equipped with firmware version 1.04. If this is not the case, pendent software 2.5.0 or later will not work.
    You can find your current firmware version in the **cnclog.txt** file. You can find that file at the following location: **C:\Cyborgpendent\logging\xxxxxxxx-xxxxxx-CNCLOG.txt** .
    On the 8th line you can read for example **Connect:CMotionController.cpp(2630):CPU Version is = CNC300-V1.02**. If you are reading V1.02 the firmware needs to be updated to V1.04. To upgrade the firmware contact us by phone (+32/3 4542089) or email (info@ketele.com).

- **The machine does not engrave properly at the front of the table, some letters are missing or are engraved on top of each other, why is that?**
  - Make sure that the suction hose, which transports the chips to the vacuum cleaner, is always free and does not get stuck between the wall and desk or table and wall. If it gets stuck or blocked, the plastic suction hose will exert so much force on the hose holder & bridge that a mechanical obstruction occurs and the spindle no longer reaches the front of the engraving table.

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