Igniform FAQ

v1.0.0 / FabriAI Inc.

Answers to common questions about adoption, licensing, data import/export, the Printability Check and more. If your question is not answered here, contact support@fabriai.co.jp or use the contact form.

A. Before purchase & system requirements

What can Igniform do? Do I need CAD knowledge?

Igniform is software that lets shop-floor workers design fixtures (for holding, locating and more) **without CAD knowledge** and turn them into data for 3D printing. You do not need to learn any CAD software.

→ Related: Operation Guide: Introduction / MD common/01

Do I need an internet connection? Can I use it offline?

No. No internet connection is needed — Igniform works completely offline.

License verification is also completed on the PC, with no queries to external servers and no activation traffic. There is no sending of design data outside your company and no communication for automatic updates.

The only exception is that the decorative screen fonts are fetched from an external service (Google Fonts), and this is optional. In an offline environment, the app automatically switches to fonts installed on the PC, and all functions work as usual. Every feature is available even on an internal network that is isolated from the outside.

Is any design data or company information sent outside our company?

No. Design data, operation details, usage statistics and the like are never sent outside your company.

Igniform contains no usage analytics (telemetry), no automatic updates and no server queries. License verification is completed by local signature verification on the PC.

As a technical note, the only outbound communication from the product is “fetching screen fonts (Google Fonts)”, and it contains no design data whatsoever. This communication does not occur in an offline environment either. Igniform can be used safely on closed networks and in environments with no internet connection.

What are the system requirements (OS and specifications)?

- **Windows**: 64-bit Windows 10 / 11. No administrator rights are needed to install (per-user installation).
- **macOS**: macOS 11 (Big Sur) or later. Supports both Intel and Apple Silicon.

For detailed requirements, see System requirements (recommended / minimum).

→ Related: MD windows/Appendix A, mac/Appendix A (system requirements)

How many PCs can I use with one license?

One license = one PC. To use Igniform on another PC, you need an additional license.

→ Related: MD common/07.3

B. Download & installation

Where do I get the installer?

You can get it from your distributor (reseller) or from the download page on our official website.

→ Related: MD windows/02, mac/02

I get a SmartScreen / Gatekeeper warning when installing or launching.

Code signing is currently under review, so Windows SmartScreen or macOS Gatekeeper may show a warning. You can use the app by following the allow procedure for your OS. The installer is available from the download page.

→ Related: MD common/06.5

C. License

How do I register a license?

On the license screen shown right after launch, **drag and drop** the license file you received (or paste the key) to register it.

→ Related: Operation Guide 6-1 / MD common/04

Where can I find my PC ID (Machine ID)?

Your Machine ID is shown on the license screen and in the expiration notice, and you can copy it with the copy button. Please send us this Machine ID when you request a license.

→ Related: MD common/04, 06.4

I see a message saying the license is not for this PC.

The license was issued for a different PC. Send this PC's Machine ID to your contact person and have the license reissued.

→ Related: MD common/04.6

I see "License token is invalid" or "License data is corrupted".

The license format is incorrect, or the settings file is corrupted. Get a correct license and register it again. If the problem persists, please contact support.

→ Related: MD common/04.6

I can't register the license / registration fails.

The entry may contain an error or may be empty (leading and trailing spaces are removed automatically). Check the message shown and try registering again.

→ Related: MD common/06.2, 06.3

Where can I check the expiration date? How do I renew?

You can check the expiration date on the license screen. Notices appear **30, 14 and 7 days** before the license expires. To renew, receive a new license and register it.

→ Related: Operation Guide 6-2 / MD common/07.1

Can I still use the app after the license expires? Will my data be deleted?

When the license expires, the license screen appears at launch, and the app cannot be opened until you register a renewal license.

Saved project data (your fixture files) is not deleted and remains as it is. Once you register a renewal license, you can keep using all your existing data.

→ Related: MD common/07.1

D. Basic operation

How-to videos for each template (about one minute each, Japanese audio) are available on the product page: How-to videos for each template.

What is the difference between "Freeform editing" and "Templates"?

Freeform editing is the mode for designing a fixture freely from scratch; **Templates** is the mode for creating a fixture by entering dimensions and other values into a ready-made pattern for a specific use.

→ Related: Operation Guide 1-1

E. Data import & export

Which file formats are supported?

Import: STL / STEP (`.stp` , `.step`) / OBJ

Export: two formats: STL (binary) / STEP

For 3D printing, we recommend **STL** (fast and reliable). Use STEP when you need precise data to hand over for CAD editing.

When importing STEP files, Igniform automatically closes tiny gaps between faces before loading.

STEP export takes a long time. Why is it slow?

STEP export converts the model into a precise data structure suited to CAD editing, so it takes longer than STL.

Progress is shown during export. The process waits up to about 5 minutes (300 seconds); beyond that it is stopped automatically and you are notified.

- If your goal is 3D printing, STL is faster and more reliable.
- If the shape is complex and export takes too long, lightening it with “Simplify Shape” before exporting helps.

The dimensions or position of an imported model look off.

Igniform automatically adjusts the position of imported models. Please check the following.

- **Dimensions are displayed correctly in mm.** The values on the dimension labels match the actual size.
- **Models are re-centered when imported**, so the placement (offset) in the original file is not carried over. This is the main reason a model can look out of position.
- **Only the Logistics Tray (workpiece-linked) template imports models at actual size (mm) as they are**, so the same STL may use a different reference depending on the template.

If the dimensions themselves differ from the actual size, check whether the original STL was created in millimeters.

The screen froze while importing a file.

Importing a STEP file with a very complex shape can take a long time, and the app may appear to stop responding for a while. (Unlike export, import has no automatic time-out.)

- First, please wait a while for it to finish.
- If there is no response for a long time, restart the app.
- If it happens repeatedly with the same file, simplify the shape or, if possible, try **importing it in STL format**.

I see a message saying STEP export is not possible, and I can't export.

If the shape has a critical problem (Data Integrity, Disconnected Parts or Overlapping Data), STEP export is stopped. Please export in **STL format**. These problems can be resolved with the automatic fixes in the Printability Check.

→ Related: Printability Check = Operation Guide Chapter 5

F. Printability Check

What is the Printability Check?

It is a feature that automatically checks for print failures and quality risks (9 items). You can see the results in the check panel.

→ Related: Operation Guide Chapter 5

It says "Critical issues found". Can't I print?

"Critical" means a problem that is likely to make the print fail. STL export can continue after you confirm, but we recommend fixing the problem before printing (STEP export stops for some critical problems).

→ Related: Operation Guide 5-1

What does each Printability Check result mean, and how do I fix it?

The Printability Check automatically inspects 9 items for print failures and quality risks. Results are listed in order of severity (**Critical = red → Warning = yellow → Info = blue**). For Critical (red) results, STL export can continue with "Ignore and export", but STEP export stops for some critical problems (marked ★ below).

Check	Severity	What it looks at	How to fix
Data Integrity ★	Critical	Holes, duplicates and collapsed faces in the mesh. STL export may fail	“Fix data integrity” button. If that does not solve it, re-shape with “Apply”
Disconnected Parts ★	Critical	Small pieces separated from the main body. They may fall off during printing	“Remove separated parts” button
Overlapping Data ★	Critical	Faces intersecting themselves. Causes export errors or abnormal prints	“Fix overlapping data” button
Printer Size Limit	Critical	The fixture exceeds the printer’s build volume	“Scale fixture to ◯%” button, or use a larger printer
Thin Walls	Warning/Critical	Areas thinner than the recommended wall thickness. Possible lack of strength	Change the clearance to “Loose”, or make the fixture larger (no automatic fix)
Needs Support	Info/Warning	Overhanging faces that need support	Enable “support” in your slicer. Changing the print orientation also helps (no automatic fix)
Bed Adhesion	Warning	Not enough contact area with the bed. Risk of detaching or warping	Enable “brim/raft” in your slicer. Make the fixture larger (no automatic fix)
Warping Risk	Info	Wide, thin bases tend to warp at the edges	“Add warp-prevention grooves to the base” button + brim/raft in your slicer (printing itself is possible)
Sharp Corners	Warning	Sharp angles that break easily due to stress concentration	Round the corners with a file after printing. Accept them where the structure makes them unavoidable (no automatic fix)

★ = checks that stop STEP export. Please export in STL instead.

Rule of thumb: fix red items before printing if possible; yellow items can be printed with attention to quality and strength; blue items do not prevent printing.

Can I ignore warnings and print anyway?

There are three severity levels: **red (Critical), yellow (Warning) and blue (Info)**. Yellow and blue items can be printed with care, but please fix red items if possible.

→ Related: Operation Guide 5-1

G. Fixtures from photos (Photo)

How do I create a fixture from a photo? How do I prepare for the shot?

This feature creates a fixture from a photo of tools placed on a capture mat (4 steps). There are some points to note on preparing the capture surface and taking the photo.

→ Related: Operation Guide Chapter 7

I see a message that the tool's silhouette/outline cannot be detected.

Reviewing your shooting conditions will help.

- Use a **dark-colored capture mat**.
- Keep the tools **inside the capture area**.
- Shoot in sufficient light and avoid shadows and strong reflections.
- Make sure the **markers in the four corners** of the mat are clearly visible.

If the outline is still not detected, you can switch to **manual tracing** and specify the outline yourself.

I see messages asking me to make the markers visible, or saying there are not enough markers.

Retake the photo so that the whole mat is captured and the markers in its four corners are clearly visible. The position cannot be determined unless a certain number of markers are visible.

→ Related: Operation Guide 7-2, 7-3

H. Troubleshooting

The app does not start.

Check procedures are provided for each OS.

→ Related: MD common/06.1

The app is slow or crashes.

Please check your PC's specifications and allow time for heavy processes such as STEP. What to do if this does not help is also described.

→ Related: MD common/06.6, Appendix A

I. Support

Who do I contact when I need help?

support@fabriai.co.jp (weekdays 9:00–18:00, Japan time). Licenses are issued within 1–2 business days.

→ Related: MD common/06.7