

SolidWorks

Error 1) While the installation, students are directed to manual download and when trying to **download each file** manually -> they get **403 error** page.

Solution:

Please try the following steps to troubleshoot the problem. Ensure to follow each step:

1. Go to Start > User Account > User Account Control Settings. Set it to "Never Notify". Restart the system.
2. Login as administrator.
3. Turn off all anti-virus, popup blocker, ad-ware and spy-ware applications along with Windows Firewall.
4. Disable anti- virus application's firewall.
5. Reset Internet explorer to default settings:
 - a. In the IE browser > Tools > Internet Options > Advanced and click "Restore advanced settings"
 - b. Still on the same tab click "Reset"
 - c. Close browser and restart it.
6. Change IE compatibility mode:

In IE menu>Tools>Compatibility View (check the option)

And/or

Compatibility View Settings, check the box "Display all websites in Compatibility View"

7. Try to download and install SolidWorks.

Or

1. Go to Start > User Account > User Account Control Settings. Set it to "Never Notify". Restart the system.
2. Login as administrator.

3. Add the following domains to a firewall's/proxy server exceptions list for the Installation Manager.

im.solidworks.com

im-ak.solidworks.com

dl-ak.solidworks.com

Everything is using http (port 80)

Instructions for Windows 7, 8, 10: <https://www.howtogeek.com/tips/how-to-set-your-proxy-settings-in-windows-8.1/>

4. Try to download and install SolidWorks.

Error 2) Client does not get a confirmation email from SolidWorks containing license number.

Solution:

You can take following steps to resolve the issue:

- 1) Try re-registering on the SolidWorks as a student with your university information.
- 2) Make sure you have checked your Spam/Junk folder of the email.
- 3) If 1 and 2 do not work then please go ahead and email SolidWorks student support at **studentsupport@solidworks.com** and state your problem.

Error3) Students usually ask if they can install SolidWorks on multiple personal computers.

Answer:

NO, Students cannot install SolidWorks on multiple computers. It is violation of end user's agreement. Also, if you forgot to remove their license from your old computer and got rid of it/sold it; you should contact and request SolidWorks might let you have another license.

Error4) General difficulty in installation process.

Solution:

Send the client detailed installation instructions which contains screenshots of each step. Updated ones are available at UTA app-box.

Error 5) Solidworks closes suddenly after running

Solution:

The crashing is related to the versioning of ATI Graphics Driver.

You should ask the following information from the student:

- Graphic Cards version they have installed
- Windows Installed
- Model of the Laptop

1. Verify if the graphic driver is supported by Solidworks on the following website:
<http://www.solidworks.com/sw/support/videocardtesting.html>
2. Reverting to an old version of ATI Graphics Driver or updating to the latest version.
3. Run SolidWorks to check if the crashing has stopped.