

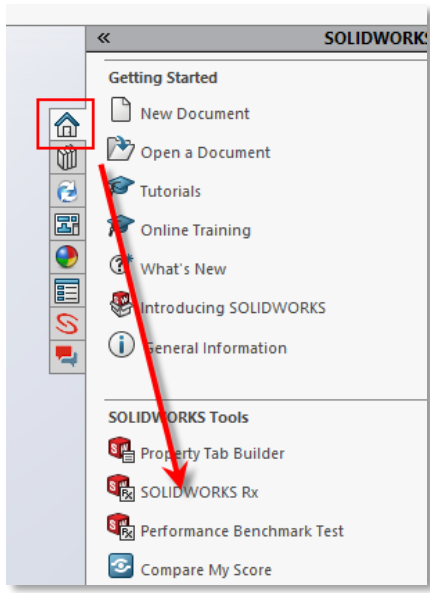
**TECHNICAL DOCUMENTS | USING SOLIDWORKS RX**

**WHAT IS SOLIDWORKS RX?**

SOLIDWORKS RX is a standalone application installed on SOLIDWORKS client machines serving various purposes for system maintenance and troubleshooting. This document details the main elements of the application to allow you to fine tune your system and collect problem reports in the event of software issues.



**LAUNCHING SOLIDWORKS RX**



SOLIDWORKS RX can be found in your START menu- either search for the application or find it under the SOLIDWORKS branch of programs (SOLIDWORKS Tools).

Alternatively you can launch SOLIDWORKS RX from within the main SOLIDWORKS application. As pictured you can use the right hand Task Pane (SOLIDWORKS Resources):

**USING THIS DOCUMENT**

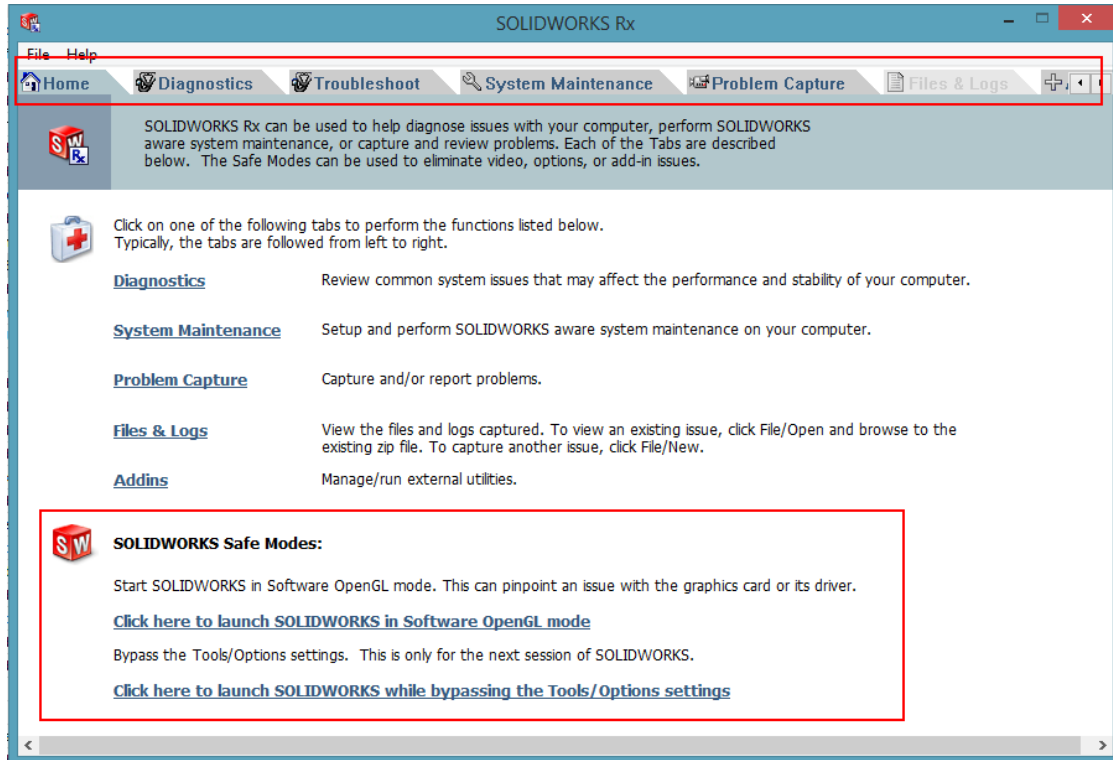
This document is split into three sections, use the links below to switch between these

- [Using SOLIDWORKS RX for System Maintenance](#)
- [Using SOLIDWORKS RX to problem capture reproducible events](#)
- [Using SOLIDWORKS RX to problem capture retrospective events](#)

## TECHNICAL DOCUMENTS | USING SOLIDWORKS RX

### USING SOLIDWORKS RX FOR SYSTEM MAINTENANCE

SOLIDWORKS RX has many built in feature to check the status of your PC and also perform routine system maintenance. Upon opening the application you are presented with the home screen allowing you to work through the various functions it includes. These can also be navigated by the upper row of tabs.



As well as this there are two safe modes to open the SOLIDWORKS application isolating certain functions as indicated below.

**Open GL Mode-** This method attempts to isolate the video card by excluding certain system settings that would ordinarily utilise the video card. Further information of such settings can be found [here](#).

**Bypassing Tools/Options Settings-** this method opens SOLIDWORKS as if it were a new fresh install bypassing all the user preferences.

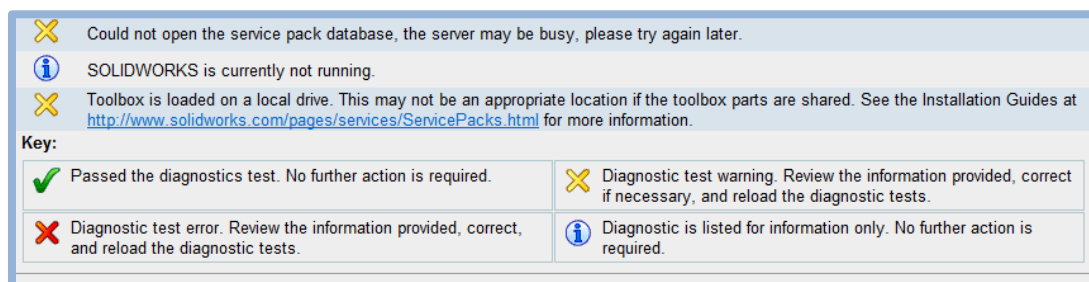
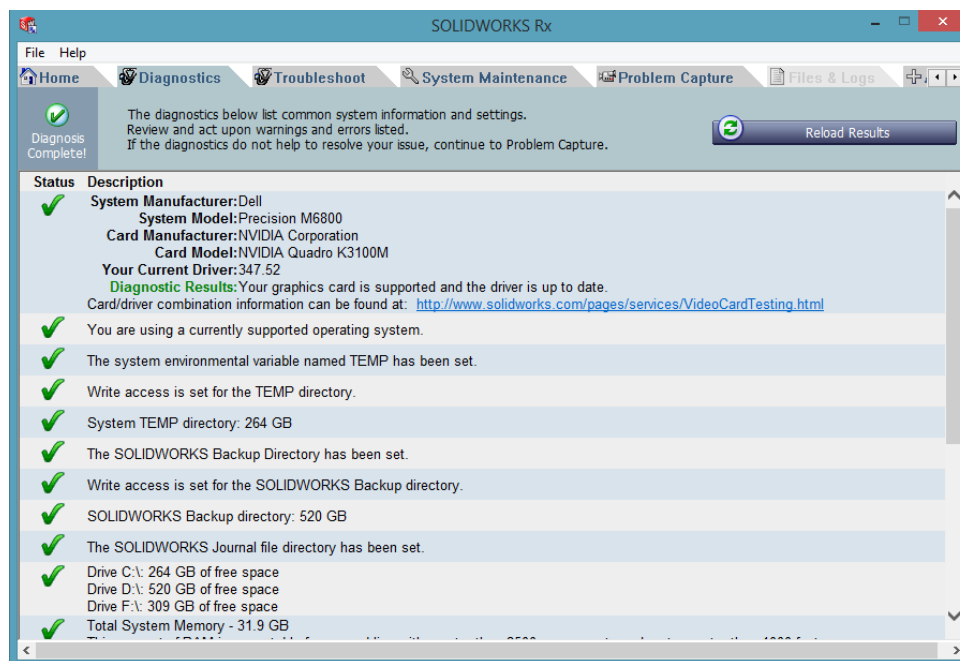
### DIAGNOSTICS

The second tab in the RX tool is commonly used to gain an overview of information related to you PC in a user friendly “pass-fail” view. Of particular interest is the results of the Video card and drive combination. Ideally green ticks should be seen against each test in the list. If the video card shows a failure it may be down to one of the following reasons:

- *No internet connection, or a blocked connection to the SOLIDWORKS website*
- *The video driver is not tested for the install versions of SOLIDWORKS (maybe an older or newer driver)*
- *No information in the database for the detected video card.*

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In all cases the RX tool provides a generic URL to the “Video Card Testing” page of SOLIDWORKS’ website. This allows users to configure the selection menus based on their PC and video card setup. The results presented will be the approved video drivers that should be downloaded and installed. It is best to review this for every new SOLIDWORKS major release in case the tested driver has changed. RX may also provide a “Download” button if it detects what driver is required.

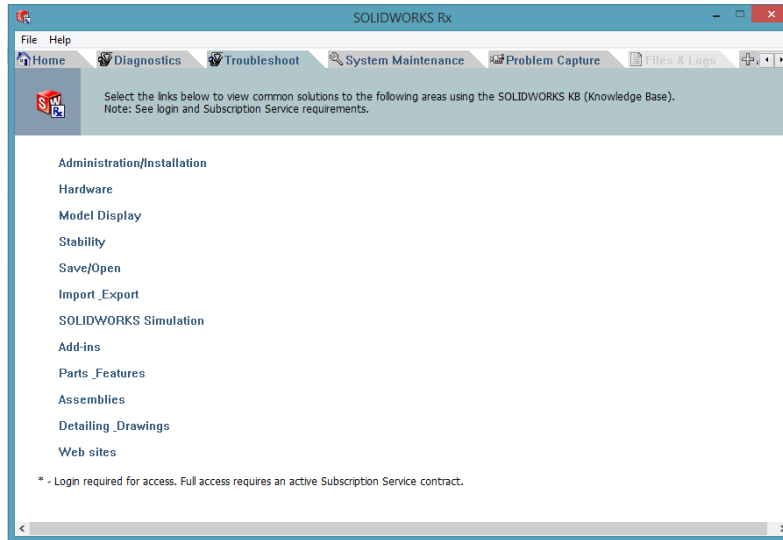


You may see some information or warning against some of the last options in the list- this is normal and is nothing to worry about.

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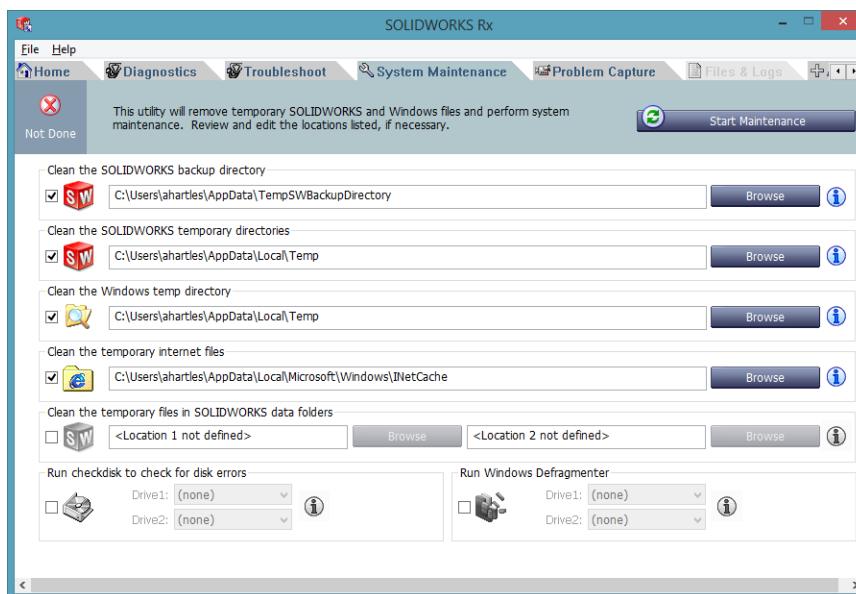
### TROUBLESHOOT

This tab simply lists hyperlinks to SOLIDWORKS Knowledge Base articles which show results of common questions around each of the listed subjects. This may reveal useful tips or solutions to previous problem reports. As noted on the page, a login account is required for the SOLIDWORKS Customer Portal to access these solution articles.



### SYSTEM MAINTENANCE

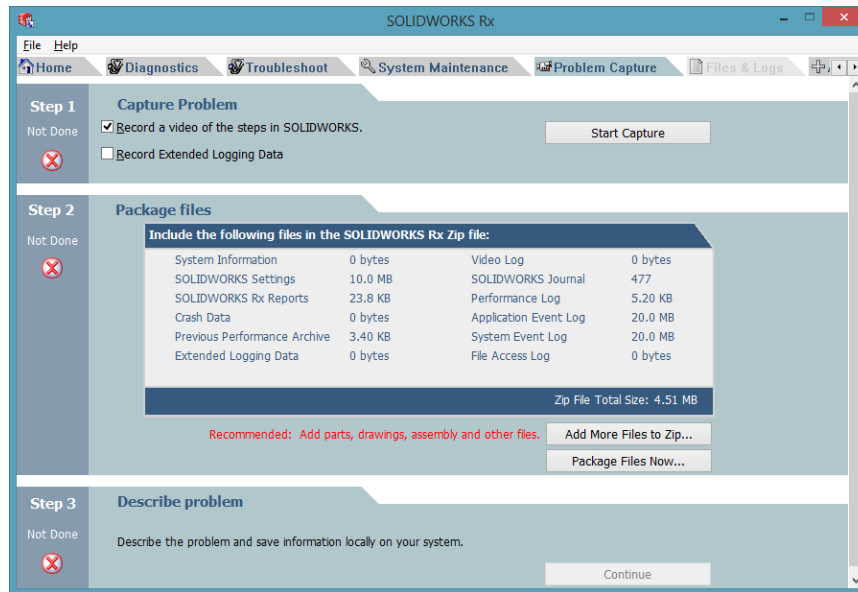
Here we have convenient access to many Windows based maintenance tools such as clearing temporary directories, “checkdisk” and Disk Defragmenting (note do NOT run defrag on Solid State Drives (SSDs). You can select which tasks to run and then begin this maintenance at your convenience.



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### PROBLEM CAPTURE

This tab will be discussed at length later on in the document, but in short this is the area you can use to record problems occurring in SOLIDWORKS or collect log files from a previous session when an error occurs.



### USING SOLIDWORKS RX TO PROBLEM CAPTURE REPRODUCIBLE EVENTS

If you find that you can repeat a particular issue or behaviour in SOLIDWORKS on demand then SOLIDWORKS RX is a perfect tool to capture the log files. This maybe a workflow to invoke an error or crash, or a particular sequence where the result is undesirable (but may not end in a crash). The RX tool captures the following key information which is useful for Solid Solutions and SOLIDWORKS support staff:

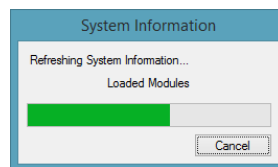
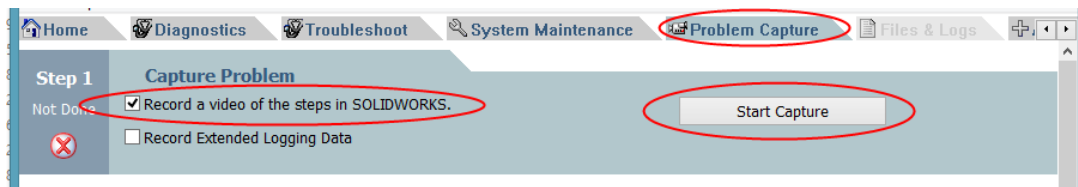
- *Associated SOLIDWORKS files being worked on*
- *Location where these files were accessed from*
- *SOLIDWORKS user profile settings*
- *Performance and Journal files which have records of the command sequences used in the problem session and potential causes of the problem*
- *Event Viewer files (Application and System Level) to see PC history and associated applications that were running at the time of the fault.*
- *System information file to understand the PC specification*
- *Video of the process being used which records mouse and keyboard clicks to allow the support team to attempt reproduction.*

All of this data is collected in a zip file format naming the resulting file according to your SOLIDWORKS serial key and current date/time stamp. The entire problem capture process can be initiated through the PROBLEM CAPTURE tab in the SOLIDWORKS RX application.

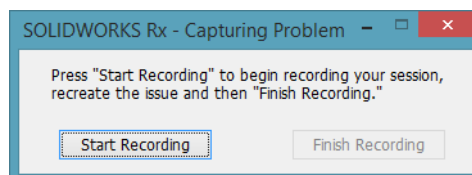
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*TIP- only the SOLIDWORKS screen area is recorded by the video, therefore if you are using a second monitor, ensure any dialogue windows are dragged on top of the SOLIDWORKS window so they will be recorded.*

- Initially have SOLIDWORKS closed and have a plan of what information you want to record- the reproduction of the problem should be as simple as possible to avoid confusion. Also note the recording resolution isn't brilliant so be quite deliberate in mouse movement and clicks, maybe pausing a little between each command so it can be easily understood.
- Click the Start Capture option ensuring the tickbox to record a video is selected. In the background System Information files will be collected- leave this collecting in the background i.e. do not click cancel. SOLIDWORKS will then launch as a new session.



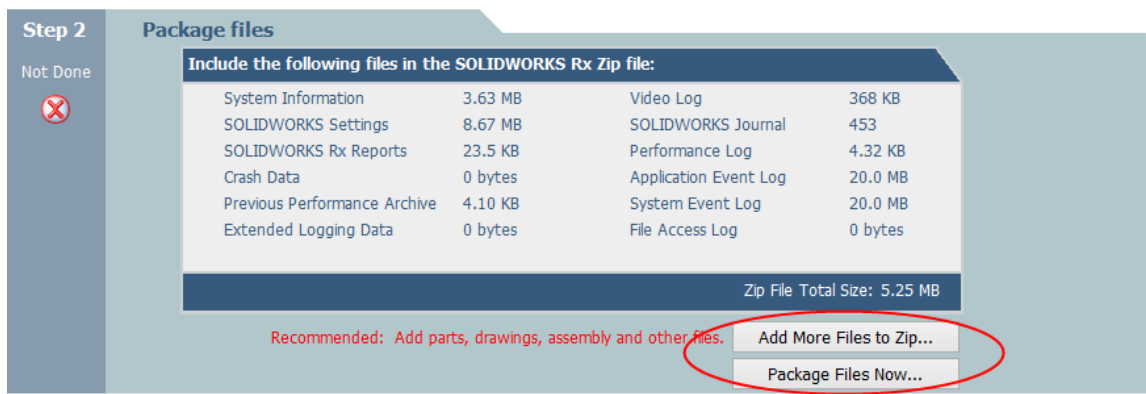
You will then see a small dialogue window allowing you to START RECORDING. Click this before proceeding and then move the dialogue out of the way.



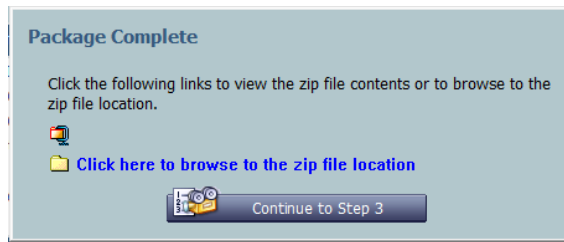
- To finish the recording either click the Finish button on the dialogue, or close SOLIDWORKS (a crash will close SOLIDWORKS automatically). You will then be taken back to the RX screen once SOLIDWORKS is closed.

The RX screen will then summarise the files to be collected as well as giving you the chance to "Add More Files" which will include the CAD files- be aware if working on a large assembly this may dramatically increase the overall RX capture size and you may need to liaise with Solid Solutions support staff for an appropriate method of transferring large data over to us.

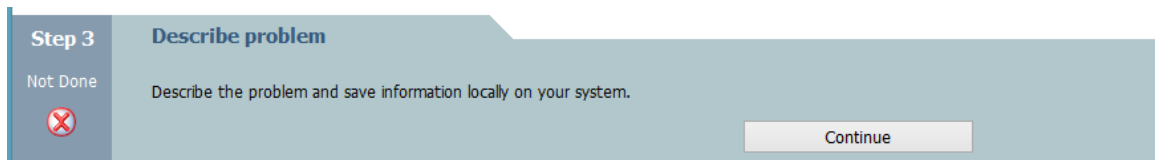
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Choose "Package Files Now" to save the RX data to a convenient location on your PC. Then choose to "Continue to Step 3" on the resulting dialogue.



➤ The final step is to "Describe the Problem" clicking "Continue" in the RX summary.



If you have been in touch already with a Solid Solutions technical engineer then they should have an idea of the problem already, therefore keep it brief when it comes to the description. Try your best to find the matching category and sub category from the pull down menus but don't worry too much if you are unable to find an exact match.

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**Problem Capture Details**

First Name:  Last Name:

Email Address:  Phone Number:

Describe and categorize your problem. **All fields are required.**

Product: SOLIDWORKS 2016 Version: SP2.0

Serial Number:

Select area and subarea that relates to your issue:

Area:  Subarea:

State brief summary of the issue:

Summary:

Describe the steps to the reproduce the problem:

Description:

Check the KB: [Check Knowledge Base for similar problem](#)

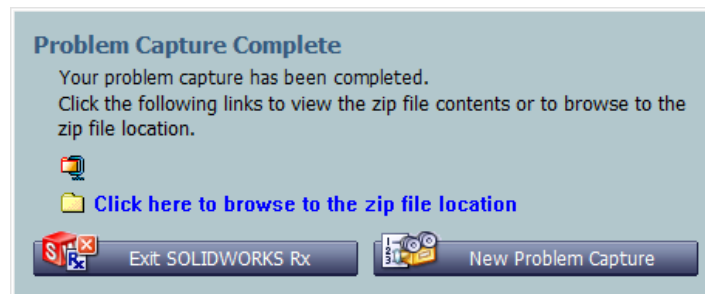
Impact:  ⓘ

Reason for business impact settings:

Reason:

OK Cancel

Once you complete this final step you will be presented with the following message to complete the process.



The resulting file produced by RX should be small enough to email as an attachment to us (limit is approximately 12mb). If you need to send a substantial amount of data relating to the SOLIDWORKS file set of parts, assemblies and drawings, then our team will be able to give you upload instructions to our website.



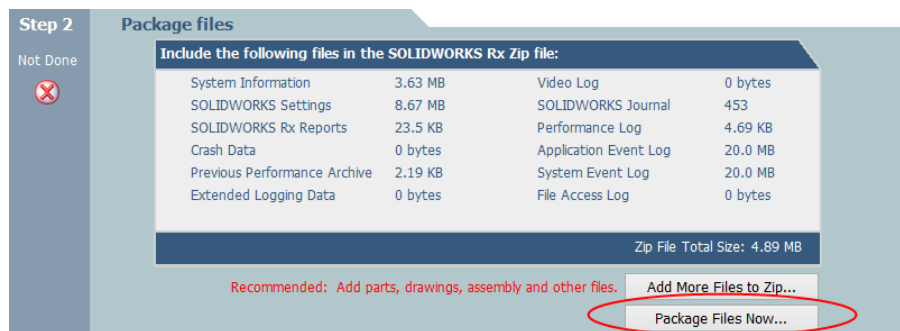
## TECHNICAL DOCUMENTS | USING SOLIDWORKS RX

### USING SOLIDWORKS RX TO PROBLEM RETROSPECTIVE EVENTS

It won't always be possible to pre-empt a problem occurring. A crash may occur which is non reproducible. As log files are recorded for every SOLIDWORKS session, whether it be a crashed or error free session. Therefore we can use SOLIDWORKS RX to capture the previous session.

Only the previous session data can be obtained therefore it is vital to NOT start a new SOLIDWORKS session immediately after a problem session, otherwise the logs will be replaced. Quite simply to capture the previous session, immediately after the crash/problem session, open SOLIDWORKS RX and use the "Problem Capture" tab.

Then click the "Package Files Now" button, and complete the final step to describe the issue.



This will collect all the same files as a normal RX problem capture, with the exception of the video record.

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### FAQ's

**- What if the SOLIDWORKS RX program cannot be started?**

The data RX records can be collected manually by opening a new Windows Explorer folder and browsing to "%Appdata%\SolidWorks" (no quotes). In here there will be a range of folders- ignore these and instead just collect the files and zip these and send to our support team.

**- What screen resolution does RX record to?**

There is a known issue that recordings are not produced for screen resolutions about 2560 x 1440 so ensure your screen is set less than this. Whilst dual monitors can be recorded it is best to move any key dialogue screens to a single monitor during the recording process. Note the frame rate is very low for RX to keep file sizes down.

**- What information are Solid Solutions technical support looking for in the RX file?**

We will inspect the files to see your hardware environment i.e. video driver configuration and available memory. We can also detect a terminated SOLIDWORKS session in the log files (reported as a "RAWSTACK") and potentially trace this to any known issues with SOLIDWORKS. We will also observe where the SOLIDWORKS files are being loaded from (network or local) and any 3<sup>rd</sup> party applications that may be interfering.

**- What if I am suffering with frequent crashes- do you need all the RX files?**

We would request a sample set of RX files to see if any patterns emerge- but will likely not need all of the files. You can invoke an option (recommended) in SOLIDWORKS so that log files are sent automatically to SOLIDWORKS to be read into their database system to identify frequent issues being seen in the global customer base. This setting is found on the first screen of Tools > Options as below:

