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## Technical Brief

### System Configuration Checks

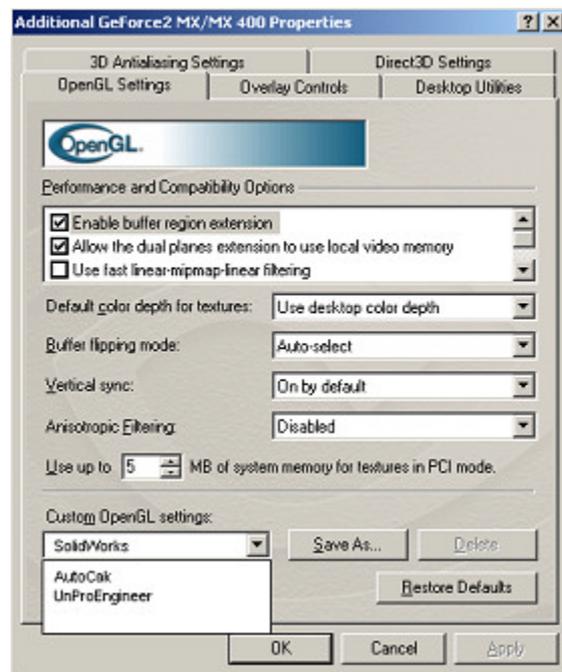
1. SolidWorks relies on a graphics format called OpenGL for dynamic rotations etc. Your graphics card thus has a major influence in the stability of SW. If you are experiencing any strange behaviour, ghosting, screen not updating or crashing check the following

- a. Check that your graphics card is on the approved list on the SolidWorks web site and that you have the tested version of the driver.

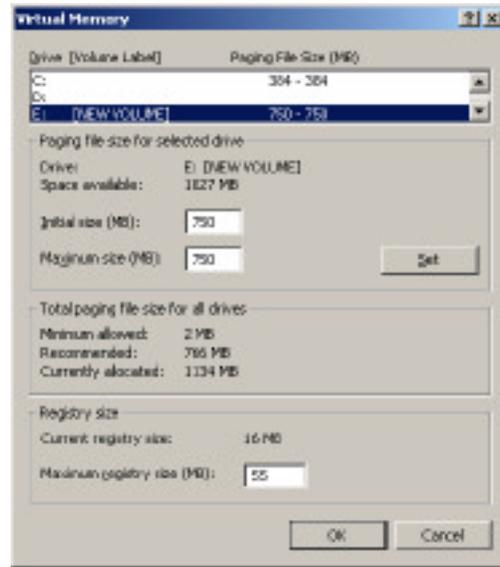
<http://www.solidworks.com/swdocs/support/html/videoissues/videotest.cfm>

- b. Check the card is set for Solidworks in the OpenGL setting page of the Graphics driver.

- c. If you still suspect problems with graphics open SolidWorks and go to Tools/Options/Performance and select Software OpenGL. This disables the graphics cards hardware acceleration. It should be slower but more stable. Thus leading us to suspect the graphics card/driver for the crashes/instability.



2. SolidWorks relies on RAM and when it runs out it uses a technology called memory paging. We have found that SW is optimal with the memory page file set to be 3 times the amount of RAM in the PC and that the page file is set not to use dynamic allocation, this tends to fragment the disk drive. If changing the page file it is best to either use a separate disk partition for it or at the very least defragment the disk drive before setting it up.

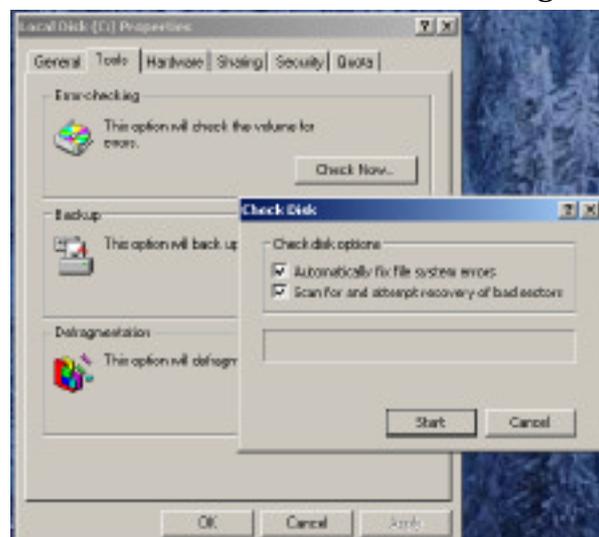


3. Make sure your operating system has the correct patches please contact SolidWorks for recommended SP levels and service packs. Currently Windows NT 4.0 should now be at SP6a and Windows 2000 is recommended to be at SP2. Check [www.microsoft.com](http://www.microsoft.com) for operating system update patches.

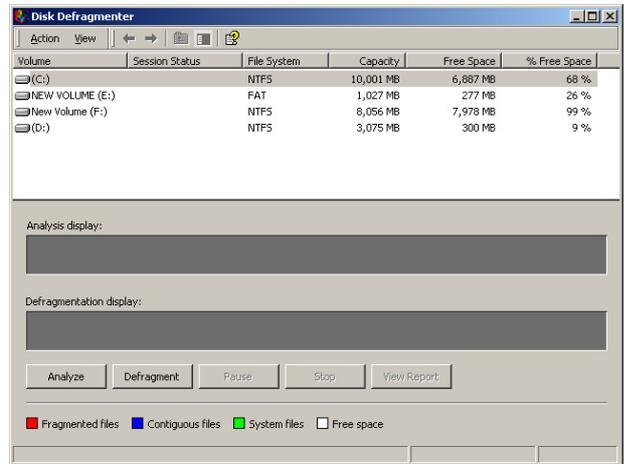
*Please before applying any patches or service packs make sure all data is properly backed up. On rare occasions the system can be adversely affected by the patch/service pack. NT CAD/CAM will accept no responsibility in this event.*

4. General system maintenance can help avoid crashes. This involves the frequent of running disk tools and general cleaning up of the system.

- a. Checkdisk/Scandisk are Microsoft's utilities for examining disk drives and repairing any errors. They are what are run when the system crashes. It is good practice run them on a monthly basis or when problems occur.



- b. To improve performance after Checkdisk has been completed it is advisable to run Defragmentation as well. This will reorder the data in the hard disk drive so it is continuous allowing for faster reads. For NT 4.0 users defragmentation software can be downloaded from <http://www.execsoft.co.uk/>



- c. The frequent removal of temporary files i.e. deleting the files in the temp or tmp directories on your PC.
- d. Ensure that your disk drives never become more than 85% full by removing files/programs. Over full disk drives can affect the PC's stability and severely reduce performance.

## 5. Installation Problems

Sometimes if SolidWorks is incorrectly installed or Updated from a previous release problems can occur. This is due to SolidWorks needing to update various 'DLL' files that are also used by other programs. During the installation sometimes one of these can remain running and thus not successfully update. When this happens the installation can run as normal but fail to update the program files.

Thus during installation you should make sure that all programs are shut down. This will include anti-virus software, be careful as some virus software loads in background during boot.

If you do have an installation problem the only way to fix this is uninstall SolidWorks using the uninstall program Start/setting/control-panel 'add remove programs'

You may also need to remove any SolidWorks settings from the system registry. From the start menu go to the RUN command and type in regedit. In the regedit program search for SolidWorks and delete the SolidWorks keys found in the registry.

## **Warning !!!!!!**

*You can cause major damage to you system by deleting the wrong keys in the registry. Before attempting this make an emergency repair disk first and ensure all data is backed up. If you are unsure of what to do here contact your MIS/IT department or NT CAD/CAM support.*

### **6. Network Problems or Conflicts**

Random crashes can be caused by network problems due to the diversity of network types and protocols. If you suspect a network problem disconnect your PC from the network, uninstall the network card and try working locally. Use the same files and operations you used to create the original crash. If the problems go away then it is most likely caused by network conflicts/errors. If this is the case contact your MIS/IT department.