

## QUESTIONS / ANSWERS

1. You are a teacher and cannot register because you do not have an institutional address:

Send an email to [edueurope@solidworks.com](mailto:edueurope@solidworks.com) indicating:

- Your name and first name
- The name and complete address of the establishment in which you teach
- Your date of birth
- The subject matter that you teach
- The main CAD software that you use

2. You are a student and cannot register because you do not have an institutional address:

Send an email to [registration-solidworks@e-labo.biz](mailto:registration-solidworks@e-labo.biz) indicating: your name and first name, class, name and city of your establishment and we will indicate to you the procedure to follow

2. You cannot register because the system told you "identifiant or password already in use":

In fact it involves your identifier (or user name) which must be unique. All you have to do is modify it until the system accepts it. E.g.: You are Eric Dupond and the system refuses the name Dupond - Try with edupond or erdupond etc, etc.

3. You do not know how to modify your Profile page /

Just click on "**My information**" then on "**Modify my information**"

The screenshot shows the 'Portail Education SolidWorks' interface. At the top left is the SolidWorks logo. The main header reads 'Portail Education SolidWorks' and 'real solution'. Below the header, there are navigation tabs: 'Mes informations' and 'Mon réseau'. The 'Mes informations' tab is active, showing a 'Modifier mes informations' button and a 'Paramètres de votre profil' dropdown. A user profile card is displayed with the following details:

Visites:	1
Etat de la connexion:	-
Membre depuis:	il y a 13 mois
Dernière connexion:	il y a 2 heures
Dernière mise à jour:	il y a 7 mois
Mon réseau:	0

On the right side, there is a 'SolidProfessor' sidebar with a 'Déconnexion' button. The sidebar contains a menu with the following items:

- Accueil
- Le portail
- Mon profil
- Membres
- Information produits
  - ▶ SolidWorks pour l'enseignement
    - > SolidWorks Education Edition
    - > SDK (Student design Kit)
  - ▶ 3DContentCentral
- Téléchargements
  - ▶ Licence SDK
  - ▶ eDrawings
  - ▶ DWGgateway

5. You did not manage to download your SDK license completely:

- It presumably involves a downloading error (minor crashes in the network, slowing down, overload...). We therefore recommend you download the file again, if possible on another machine and another network (home...). It is possible to use the free utility to facilitate downloading big files: "Free Download Manager" for example.
- It may also involve a connection problem (or more precisely bandwidth) or antivirus. At the time of a SolidWorks installation, you can leave everything running, except the antivirus. We therefore recommend you:
  - Deactivate the AVAST antivirus before installing SolidWorks
  - Try to start SolidWorks without antivirus once this is done (then with it if that works and stop the antivirus from scanning the SolidWorks files)
  - Check that the machine's network is activated when running on battery
  - Check that the network access works and that the communications are not locked by software protection (antivirus or firewall...)

If the uninstall procedure does not work, here is what you can try and it works well on Windows XP:

- Delete the SolidWorks Corp directory on the disk, as well as SolidWorks Data directory (normally in C root directory)
- Delete all "solidworks \*. \*" keys in the HKEY\_Current-User register
- Delete all "solidworks \*. \*" keys in the HKEY\_local\_machine register

6. You wish to format your hard disk:

Do not forget to deactivate the SDK license before any formatting