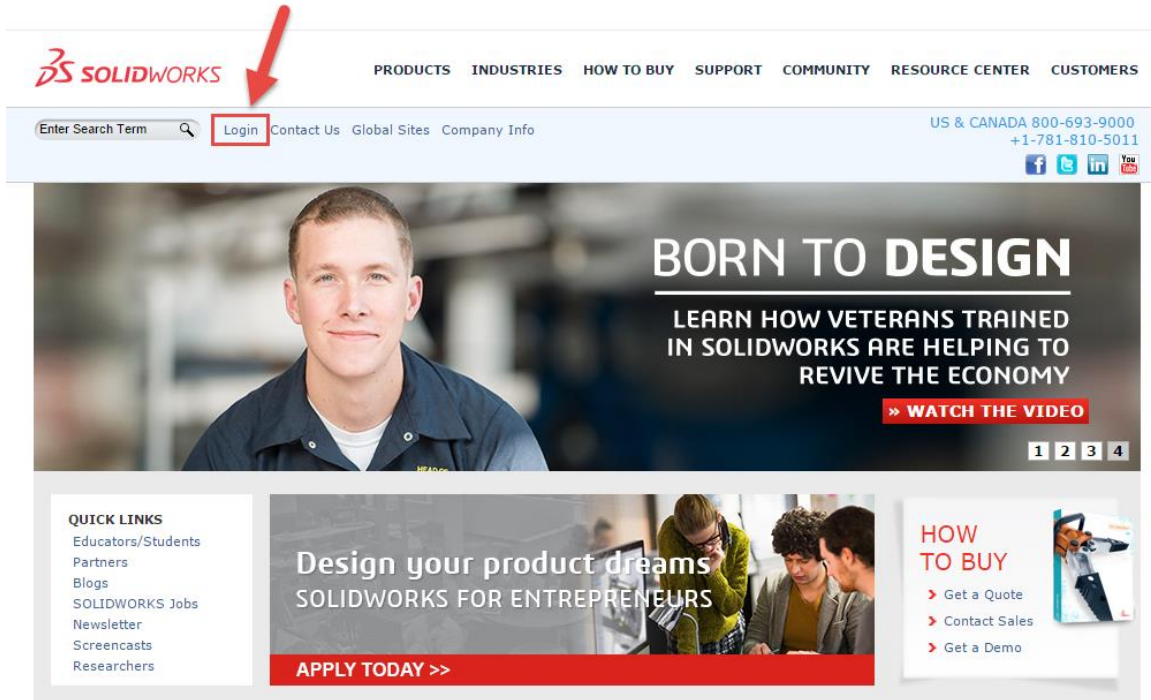


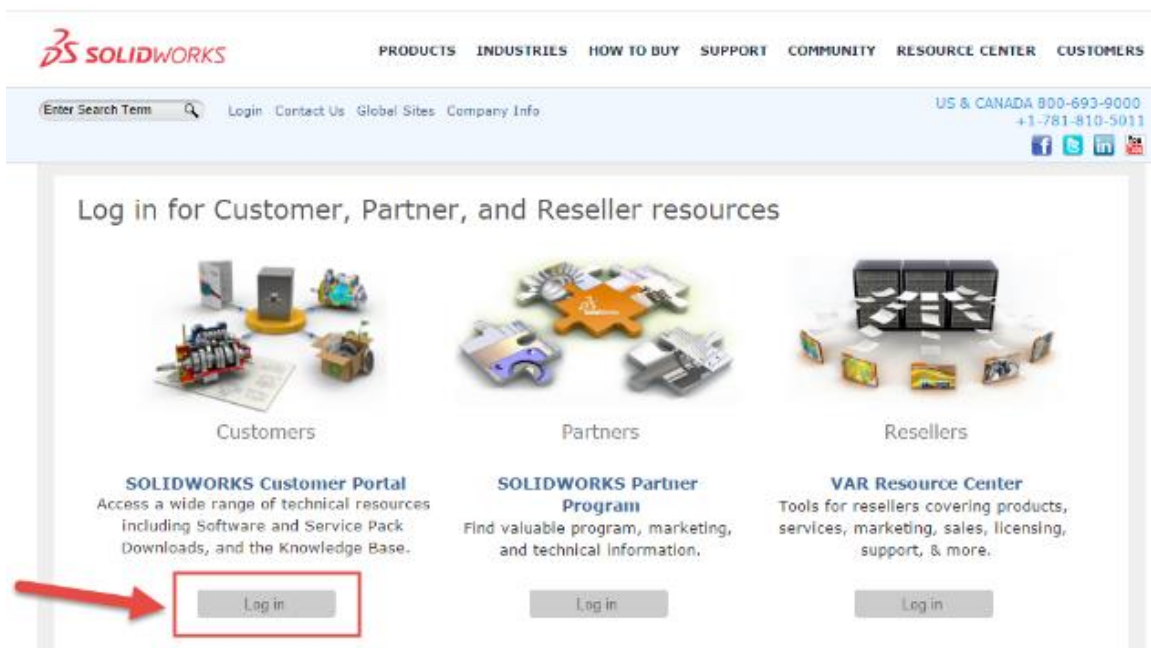


SOLIDWORKS Customer Portal

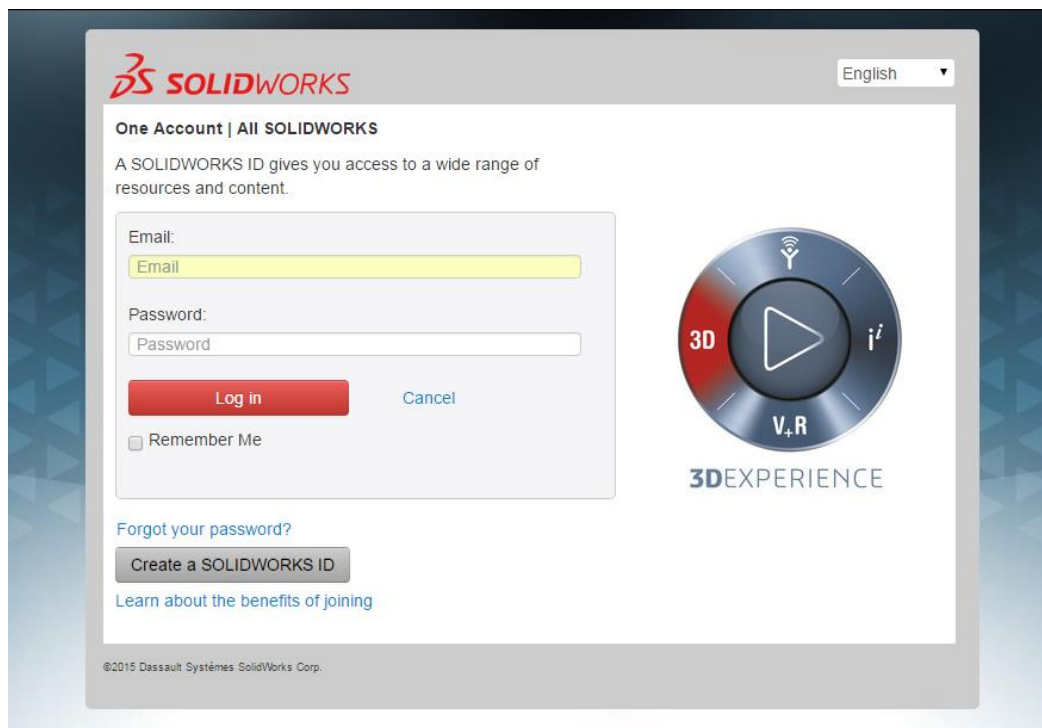
STEP 1: Browse to www.SolidWorks.com and login to the Customer Portal.



STEP 2: Select "Login" and then select the customer portal which will bring you in to a login screen.



STEP 3: Sign in with existing account information, or create a new account if necessary. If creating a new account, it will be necessary to supply your serial number to register and obtain full access to the portal:



STEP 4: From the Customer Portal home page, you can access the SOLIDWORKS Knowledge Base. The Knowledge Base is full of useful information including troubleshooting tips, extended help topics, bug fixes and workarounds.



My Support

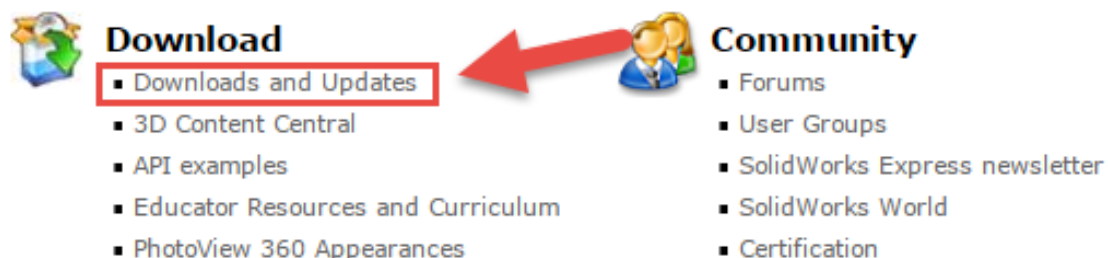
- Knowledge Base
- Enhancement Requests
- My SRs (Service Requests)
- My SPRs (Bugs)
- My ERs (Enhancement Requests)
- Fixed SPR list
- API Support
- My Products
- Register My Products



References

- System Requirements
- Hardware and Graphics
- Registration and Activation
- Admin Guides
- Learning Resources
- Training
- CAD Admin Dashboard

STEP 5: A user may also download the complete package of the latest SOLIDWORKS version. This is accessed via the “Downloads and Updates” link.



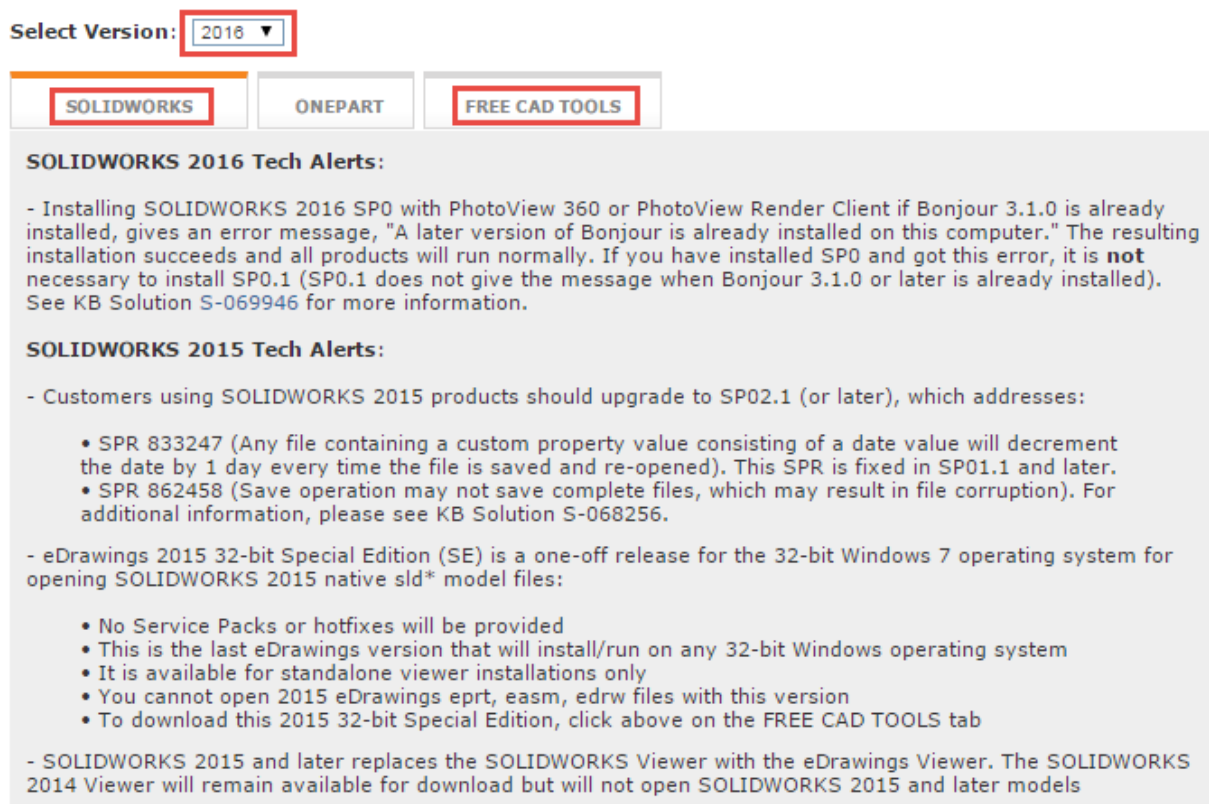
Download

- Downloads and Updates
- 3D Content Central
- API examples
- Educator Resources and Curriculum
- PhotoView 360 Appearances

Community

- Forums
- User Groups
- SolidWorks Express newsletter
- SolidWorks World
- Certification

STEP 6: On the Downloads page, a user will find all the free download products as well as the full version of SOLIDWORKS. Be sure and select the appropriate package per OS (32-bit or 64- bit).



Select Version: 2016 ▼

SOLIDWORKS ONEPART FREE CAD TOOLS

SOLIDWORKS 2016 Tech Alerts:

- Installing SOLIDWORKS 2016 SP0 with PhotoView 360 or PhotoView Render Client if Bonjour 3.1.0 is already installed, gives an error message, "A later version of Bonjour is already installed on this computer." The resulting installation succeeds and all products will run normally. If you have installed SP0 and got this error, it is **not** necessary to install SP0.1 (SP0.1 does not give the message when Bonjour 3.1.0 or later is already installed). See KB Solution S-069946 for more information.

SOLIDWORKS 2015 Tech Alerts:

- Customers using SOLIDWORKS 2015 products should upgrade to SP02.1 (or later), which addresses:
 - SPR 833247 (Any file containing a custom property value consisting of a date value will decrement the date by 1 day every time the file is saved and re-opened). This SPR is fixed in SP01.1 and later.
 - SPR 862458 (Save operation may not save complete files, which may result in file corruption). For additional information, please see KB Solution S-068256.
- eDrawings 2015 32-bit Special Edition (SE) is a one-off release for the 32-bit Windows 7 operating system for opening SOLIDWORKS 2015 native sld* model files:
 - No Service Packs or hotfixes will be provided
 - This is the last eDrawings version that will install/run on any 32-bit Windows operating system
 - It is available for standalone viewer installations only
 - You cannot open 2015 eDrawings eprt, easm, edrw files with this version
 - To download this 2015 32-bit Special Edition, click above on the FREE CAD TOOLS tab
- SOLIDWORKS 2015 and later replaces the SOLIDWORKS Viewer with the eDrawings Viewer. The SOLIDWORKS 2014 Viewer will remain available for download but will not open SOLIDWORKS 2015 and later models