



Guide to Resolve-Clean Uninstall



Before proceeding with an uninstall, it is important to back up custom templates, sheet formats, toolbox data, design library and any other custom items. Custom files should be saved to locations other than the SOLIDWORKS default to prevent being deleted or overwritten. Review section Authorization and Backup for additional information or contact technical support.

If a user is experiencing SOLIDWORKS installation problems or would like to uninstall a previous version completely because of malfunctioning components, this guide shows the extra steps necessary in addition to the common uninstallation steps. Because this process removes some component files that may be shared by other software programs, **it should only be done if SOLIDWORKS is reinstalled afterwards.**

Authorization and Backup



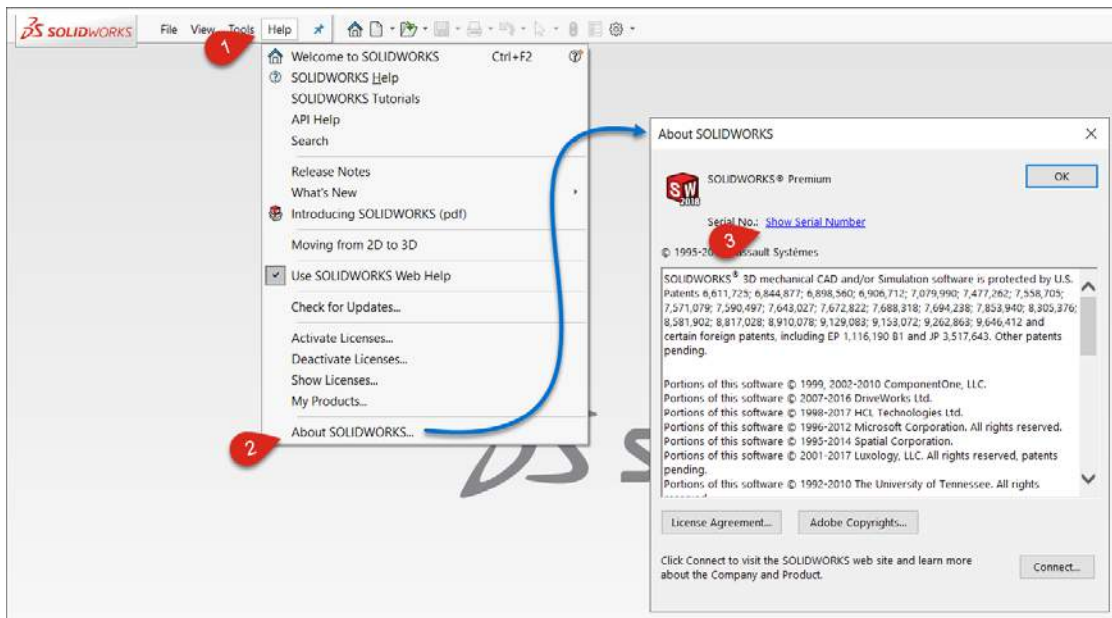
Before proceeding with an uninstall, ALL custom files should be backed up to locations outside of SOLIDWORKS defaults.

Prior to the uninstall process, we recommend the following:

1. SOLIDWORKS serial numbers should be documented and in a safe place
2. Custom files should be backed up
3. User Account Control is set to “Never Notify”
4. Logged in as the Local Administrator
5. Anti-virus and Firewall are *temporarily* disabled

STEP 1: Your SOLIDWORKS serial number is included in your original email when you purchased the software. The SOLIDWORKS serial number can also be found in the following locations:

- SOLIDWORKS under Help > About SOLIDWORKS > click **Show Serial Number**.

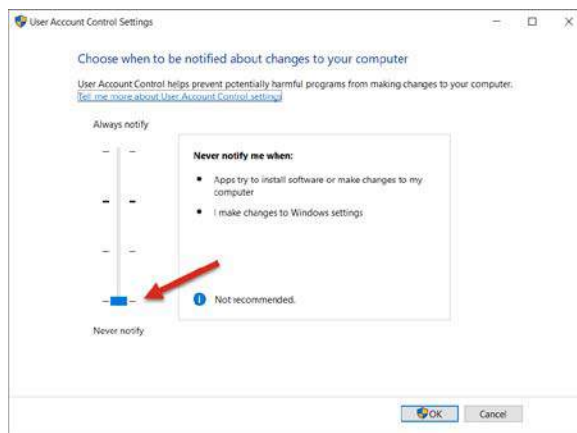


- Control Panel > Uninstall a Program > select **SOLIDWORKS** > select **Change** > Select **Modify Individual Installation**

STEP 2: Default locations for Document Templates, Weldment Profiles, etc. can be found in SOLIDWORKS through Tools > Options > System Options. Also review **File Locations** and **Hole Wizard/Toolbox**.

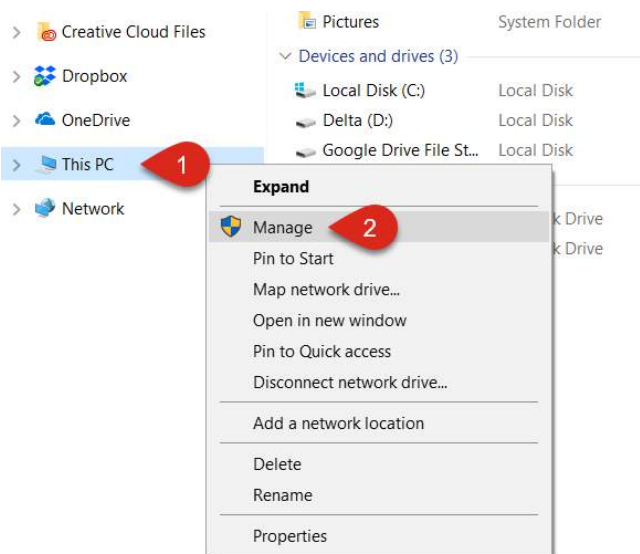
STEP 3: Set User Account Control to **Never Notify**. (Start > search for **User Account Control** > select **Change User Account Control Settings** > drag slider to **Never Notify**.)

*Note: a restart of the system may be required.

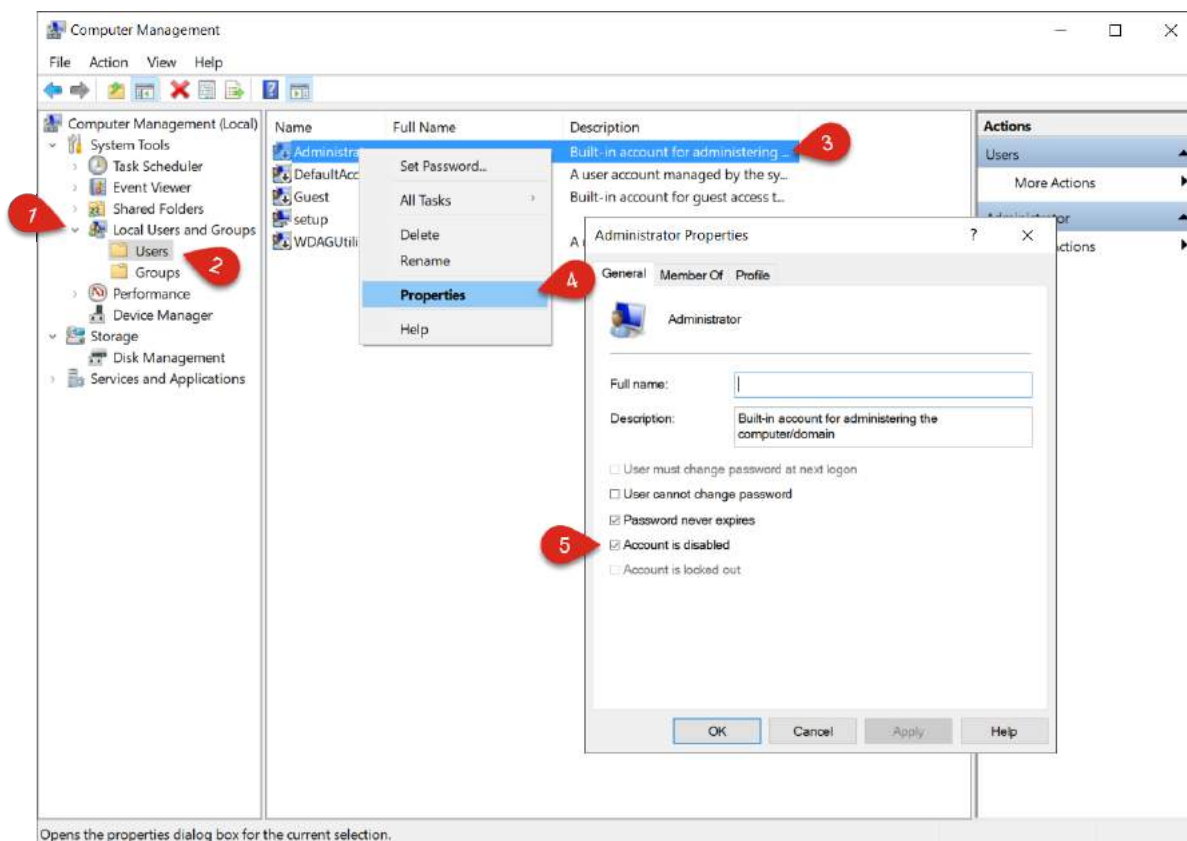


STEP 4: Login as Windows local administrator.

Open a file explorer window > right-click **Computer** > click **Manage**



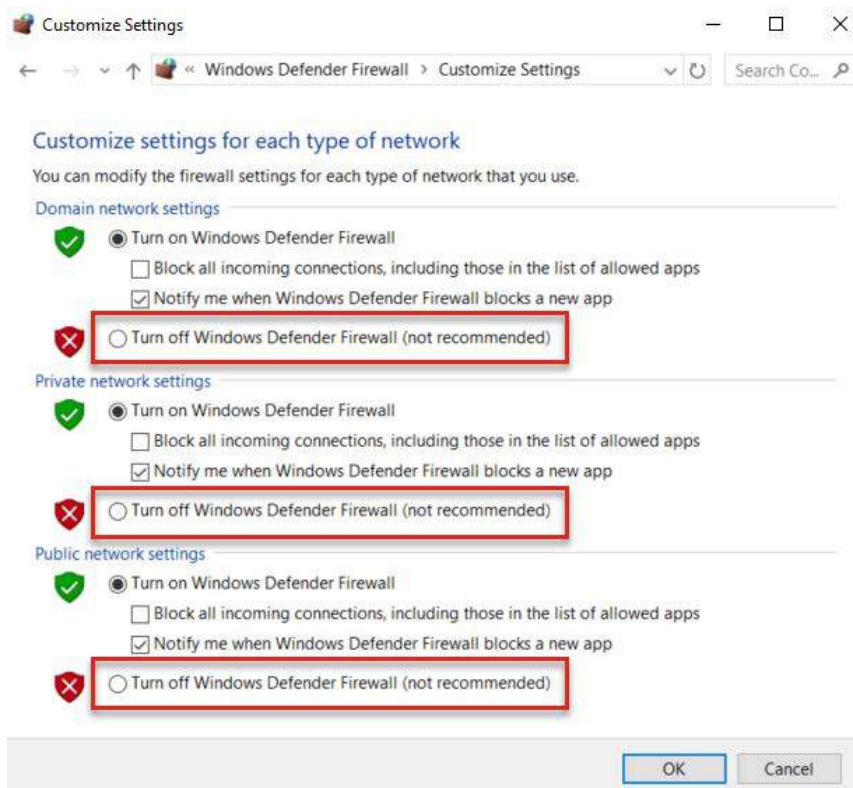
Navigate to Local Users and Groups > Users > right-click **Administrators** > un-check **Account is disabled**.




Click **OK** and **close** the Computer Management window.

STEP 5: Apply the following settings:

- Temporarily disable firewall (Start > search for Windows Defender Firewall and select the program > select Turn Windows Defender Firewall on or off)



- Temporarily disable any antivirus. This can vary per company depending on third party applications. For Windows 10: Start > click  > Windows Security > Virus Threat Protection.

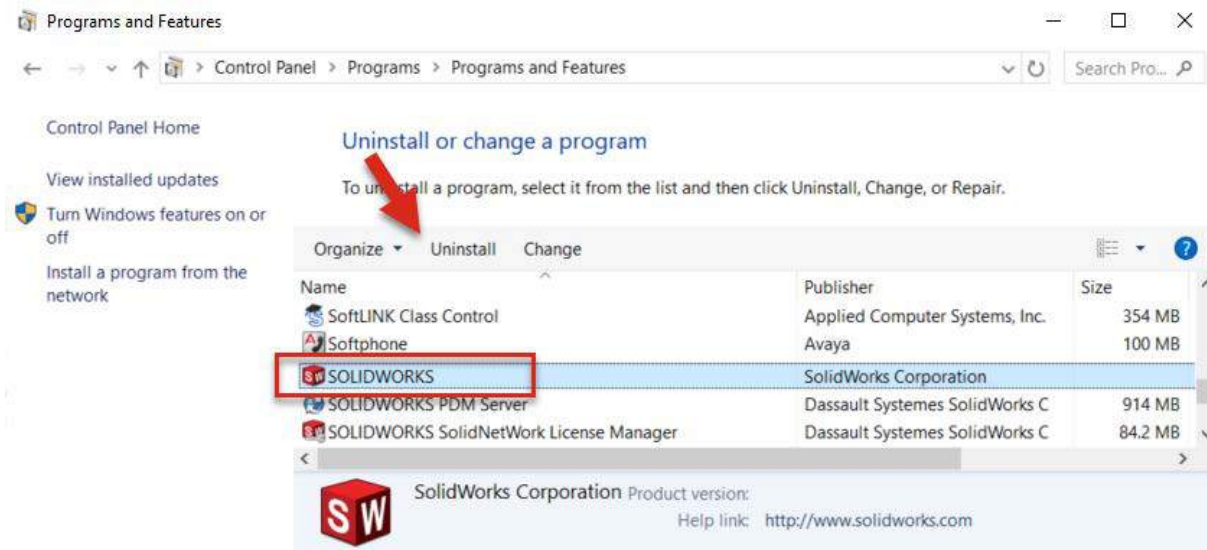
Program Removal Process

***Note:** Close any programs on the computer before beginning. These may share pre-requisite files with SOLIDWORKS that will temporarily be removed before re-adding them via standard SOLIDWORKS install. This process will also delete the settings files for other SOLIDWORKS versions on machine.



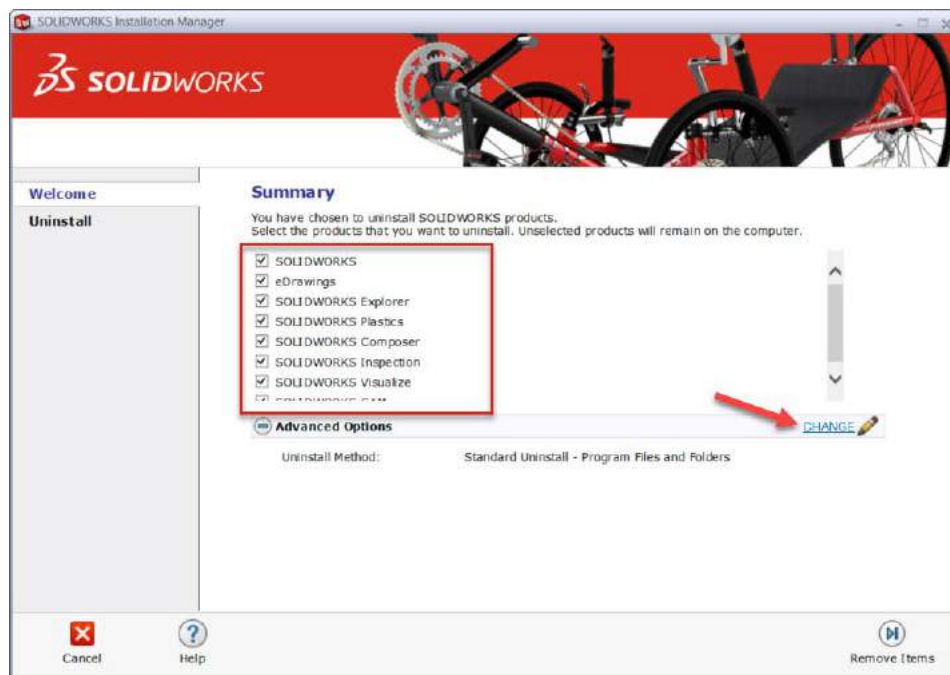
Before proceeding with an uninstall, ALL custom files should be backed up to locations outside of SOLIDWORKS defaults.

STEP 1: Find SOLIDWORKS from Programs and Features within the Control Panel and click **Uninstall** (Start button > Control Panel > Uninstall a program).

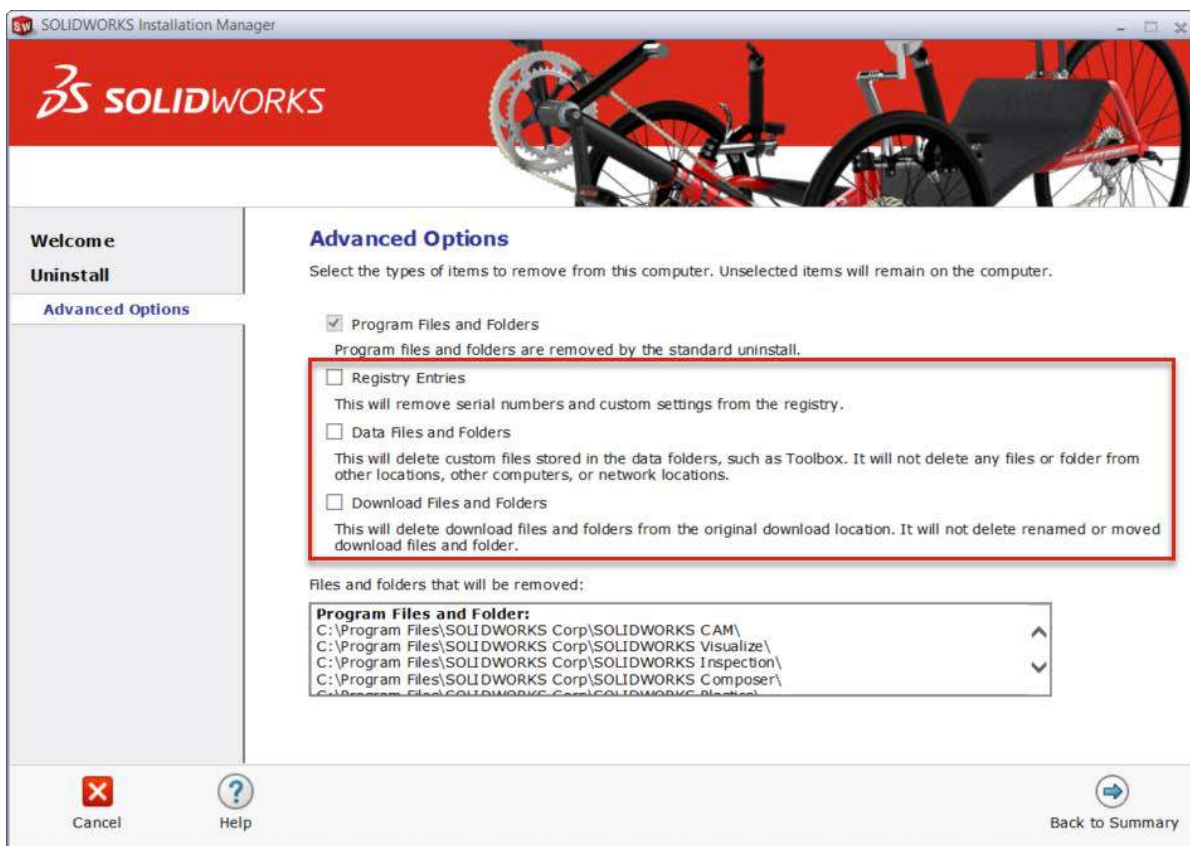


STEP 2: From the Uninstall screen, ensure the SOLIDWORKS products are selected. If you uninstall all products, the SOLIDWORKS Installation Manager is also uninstalled. If you retain any product, the SOLIDWORKS Installation Manager is not removed.

For a custom or complete uninstall, in **Advanced Options** select **Change**.



STEP 3: The Program Files and Folders option is checked. Select one or more options to perform a custom uninstall, or select all options to perform a complete uninstall. Click **Back to Summary**.



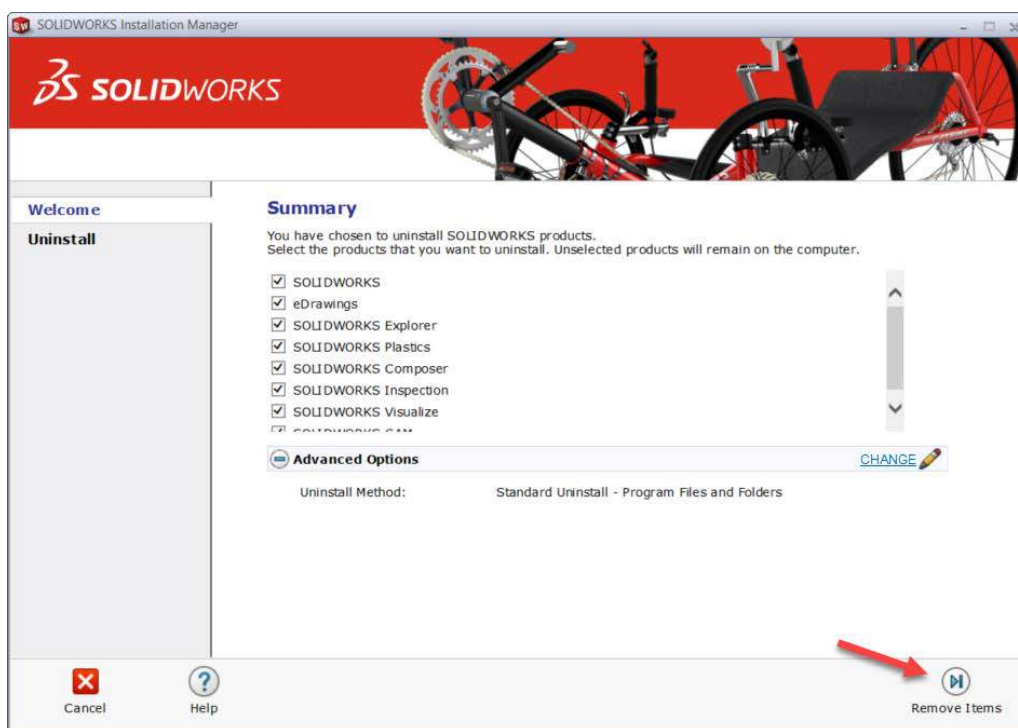
STEP 4: On the Summary page, expand Advanced Options to display the uninstall method and entries.



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When you click Remove items, SOLIDWORKS Installation Manager starts removing products immediately.



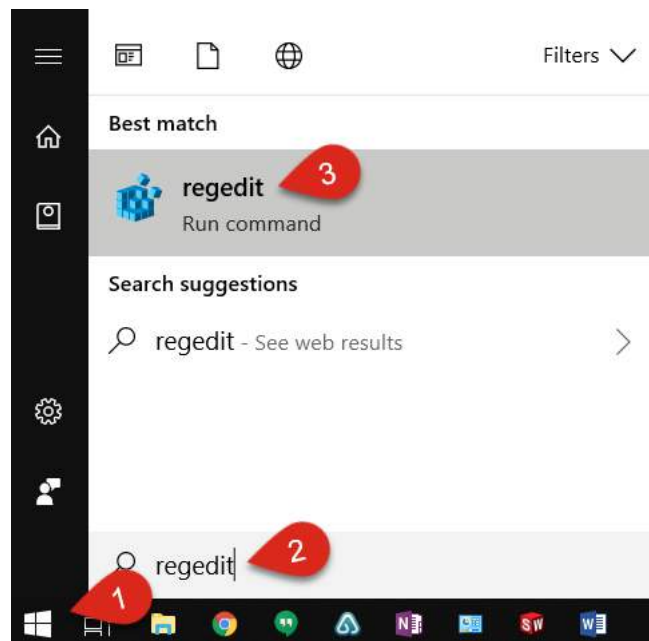
Click Remove Items.

Additional steps and verification

***Note:** Make sure the program removal process is **complete** before continuing.

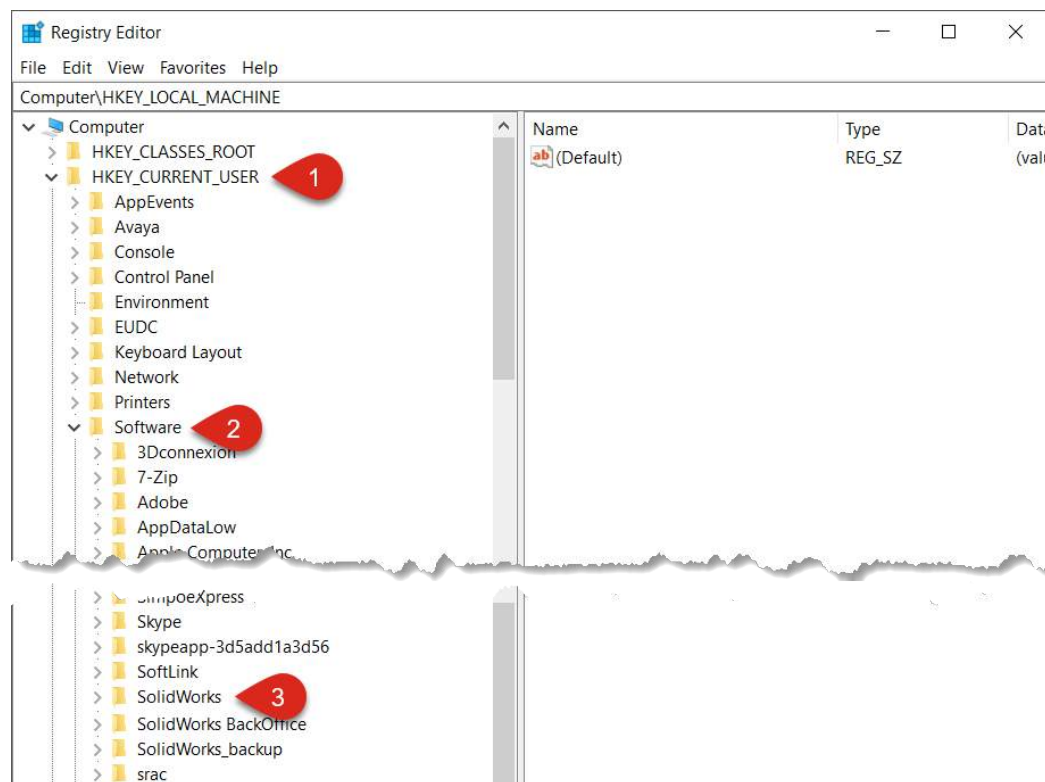
STEP 1: Rename Registry Files. To open Registry editor, search in Windows Start menu for **regedit** and select the program:

***Note:** Important Windows program settings are located in the Registry. Be sure to change only the following two names. Serious problems may occur if you modify the registry incorrectly. If there is anything unclear regarding this step, please **contact Alignex support**. For added protection, back up the registry before you modify it. How to back up and restore the registry in Windows: <https://support.microsoft.com/en-us/help/322756>



Navigate to SolidWorks by **expanding the folders** (HKEY_CURRENT_USER > Software > SolidWorks) and **rename** to SolidWorks_Old by right-clicking on folder:

***Note:** If there is already a SolidWorks_Old file, rename to something similar (ie: SolidWorks_backup, SolidWorks_<date>, etc.).



STEP 2: Confirm the SOLIDWORKS directories in the following default locations have been removed.

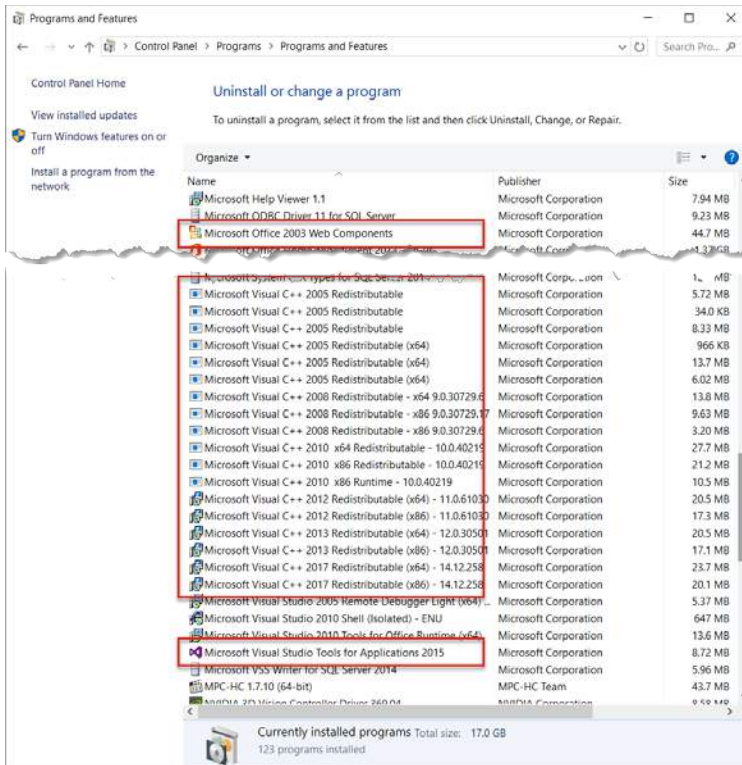
1. C:\Program Files
2. C:\Program Files (x86)
3. C:\ProgramData (this is a hidden folder)
4. C:\

STEP 3: Uninstall the SOLIDWORKS pre-requisites. (Control Panel > Programs and Features > Uninstall a Program)

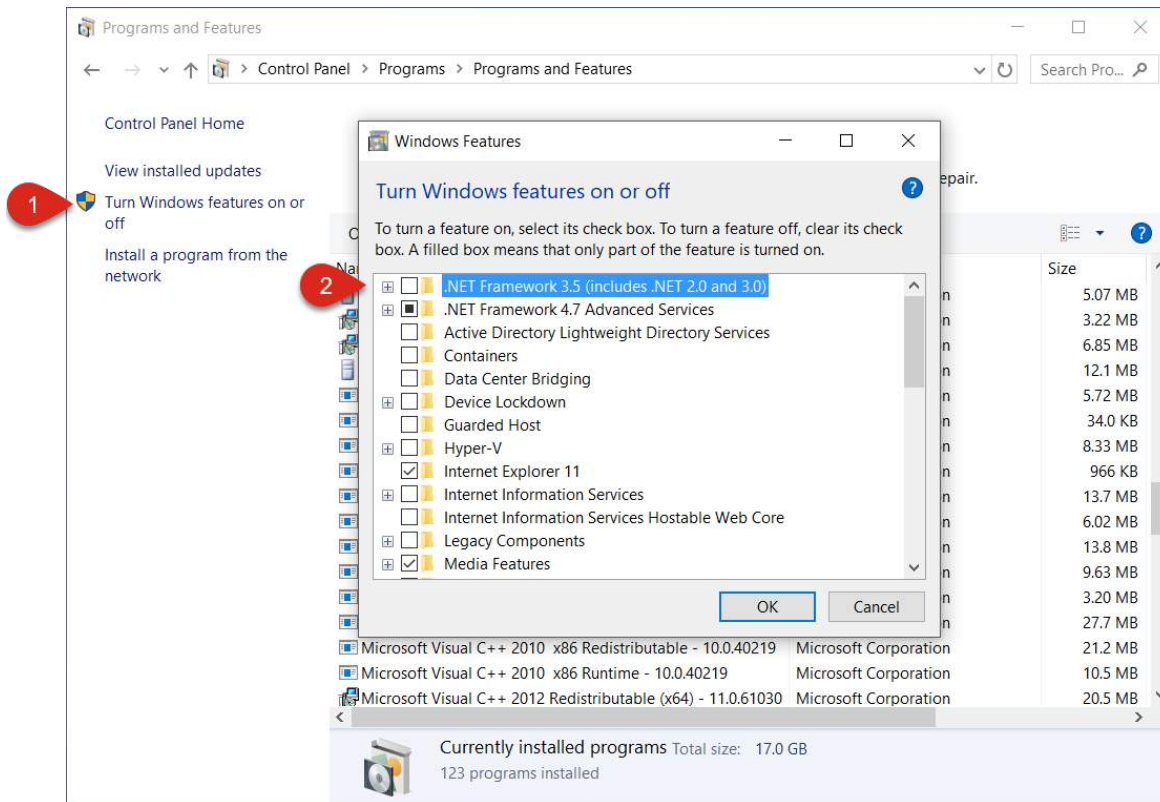
These include:

- Microsoft Visual C++
- Microsoft Visual Basic for Applications 7.1x (if installed)
- Microsoft Visual Studio 2005 Remote Debugger Light
- Microsoft Office 2003 Web Components
- Microsoft Visual Studio 2005 Tools for Applications

***Note:** Microsoft Visual C++ versions might vary, but removing them is still recommended.



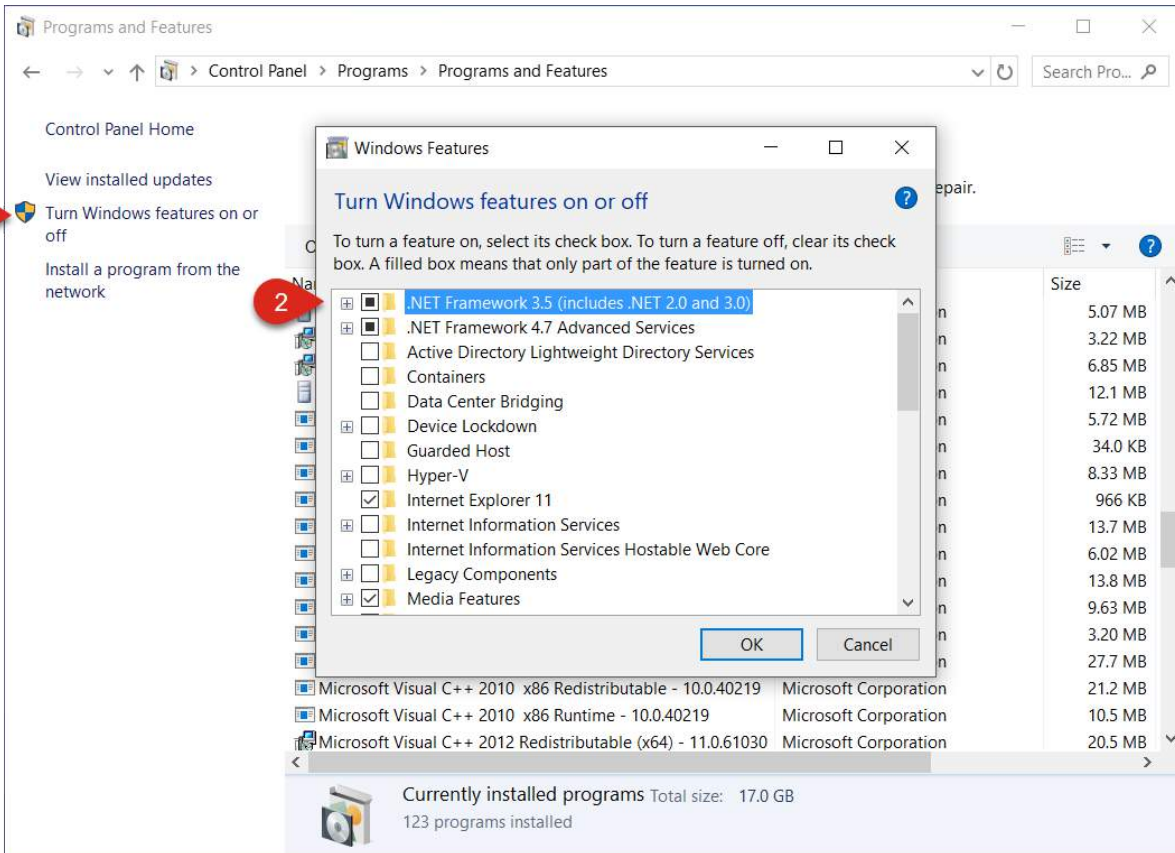
STEP 4: From the Control Panel select **Turn Windows features on or off** and uncheck **Microsoft .NET Framework**:



Click **OK**.

STEP 5: Reboot the computer.

STEP 6: Turn Windows features on:



Click OK.

STEP 7: Reboot the computer again.

STEP 8: In order to properly re-install, follow the steps above to verify the following conditions:

1. User Account Control is set to "Never Notify"
2. Logged in as the Local Administrator
3. Anti-virus and Firewall are *temporarily* disabled

Proceed with the Install.

Once complete, re-enable anti-virus and firewall.