



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 problems with their SOLIDWORKS installation or would like to completely uninstall a previous version(s) due to malfunctioning components, it is necessary to perform additional tasks beyond the common uninstall steps. This guide has been created to document the steps required for a complete uninstall. In addition, if you have multiple installations of SOLIDWORKS, all previous versions should be uninstalled using the standard uninstall steps ONLY. The 'Advanced options' should ONLY be used on the last version being uninstalled.

Authorization and Backup



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

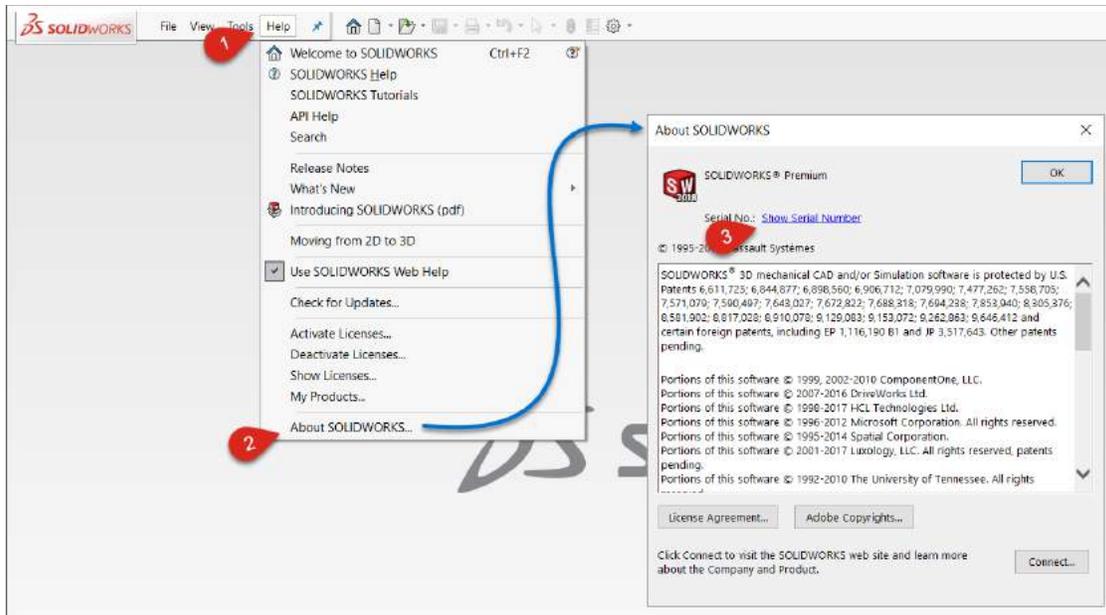
Prior to the uninstall process, we recommend the following:

1. SOLIDWORKS serial numbers should be documented and stored 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: DOCUMENT YOUR SERIAL NUMBERS

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:

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



- From the Control Panel > select **Uninstall a Program** or **Programs and Features** > select **SOLIDWORKS** > select **Change** > Select **Modify Individual Installation.**

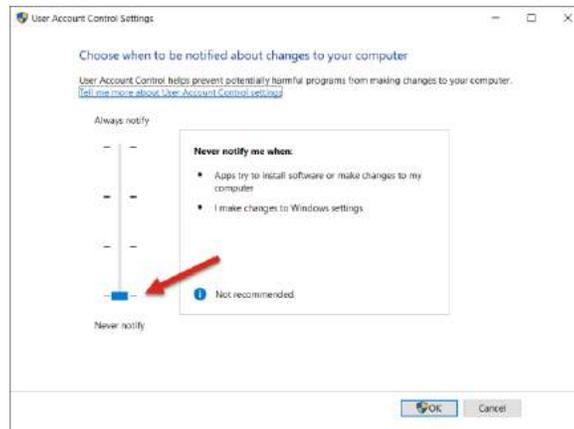
STEP 2: BACKUP CUSTOM FILES/LOCATIONS

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

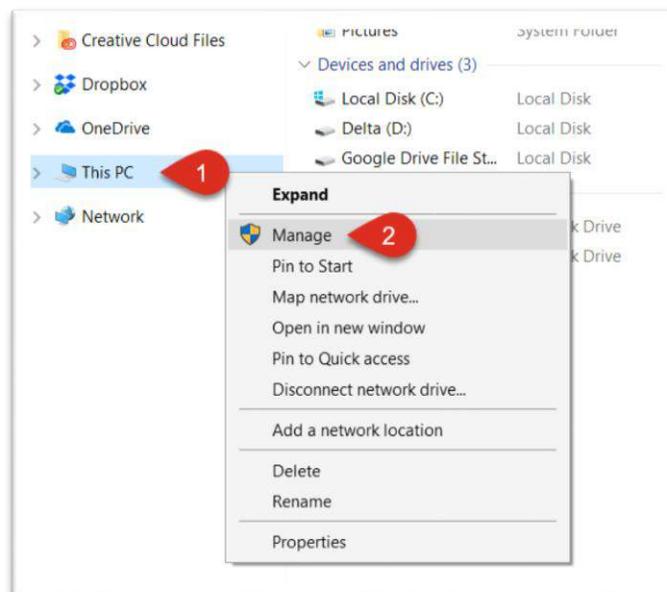
Navigate to Start > search for **User Account Control** > select **Change User Account Control Settings** > drag slider to **Never Notify**.

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

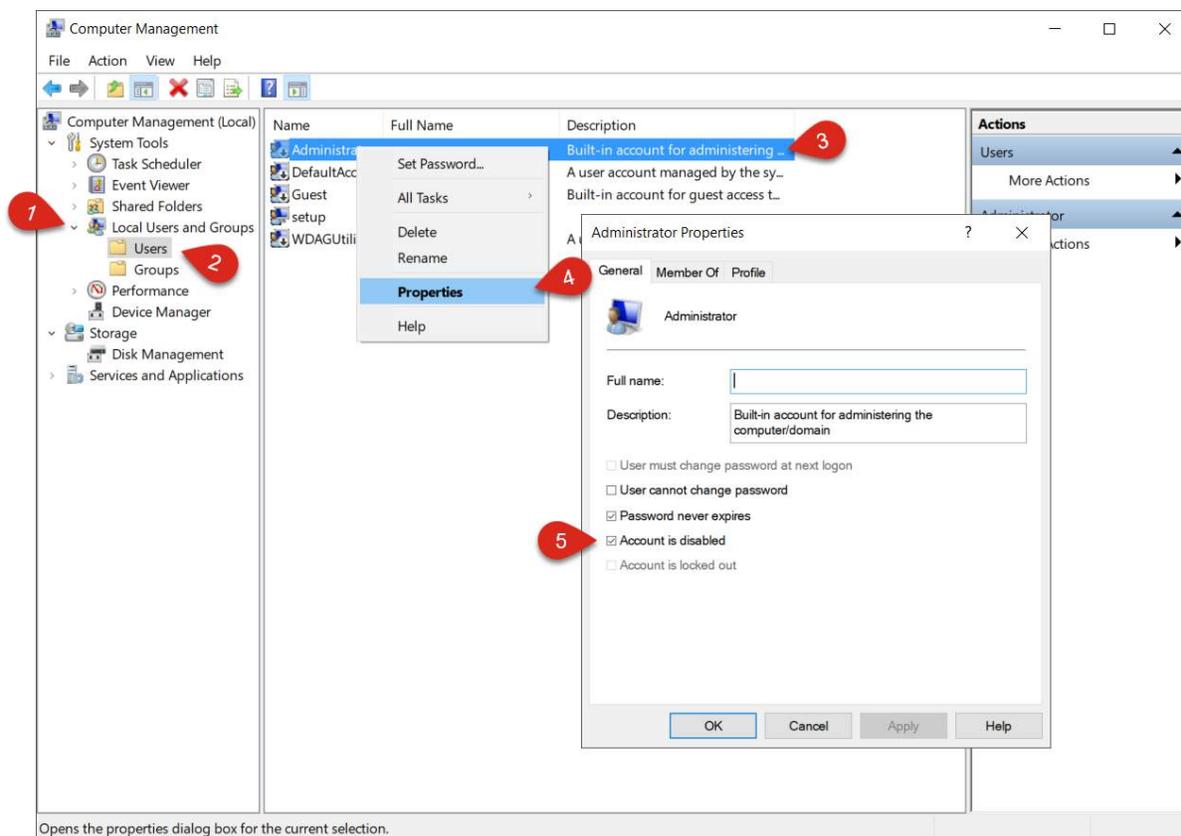


STEP 4: LOGIN AS WINDOWS LOCAL ADMINISTRATOR

Open a file explorer window > right-click **This PC (or Computer)** > click **Manage**



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

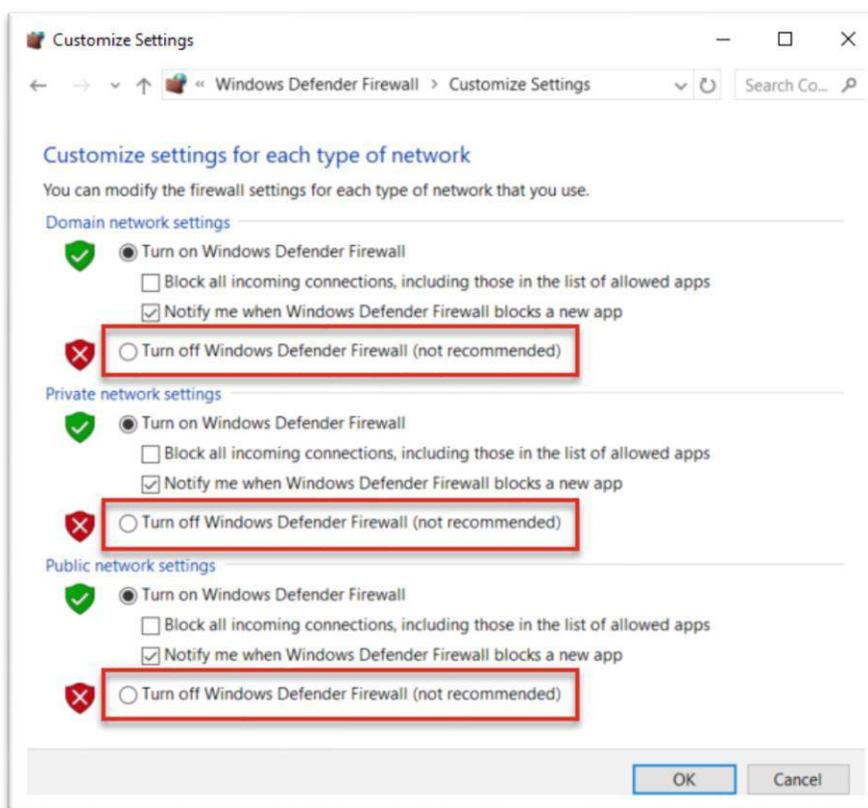


Click **OK** and close the Computer Management window.

STEP 5: TEMPORARILY DISABLE ANTI-VIRUS/FIREWALL

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

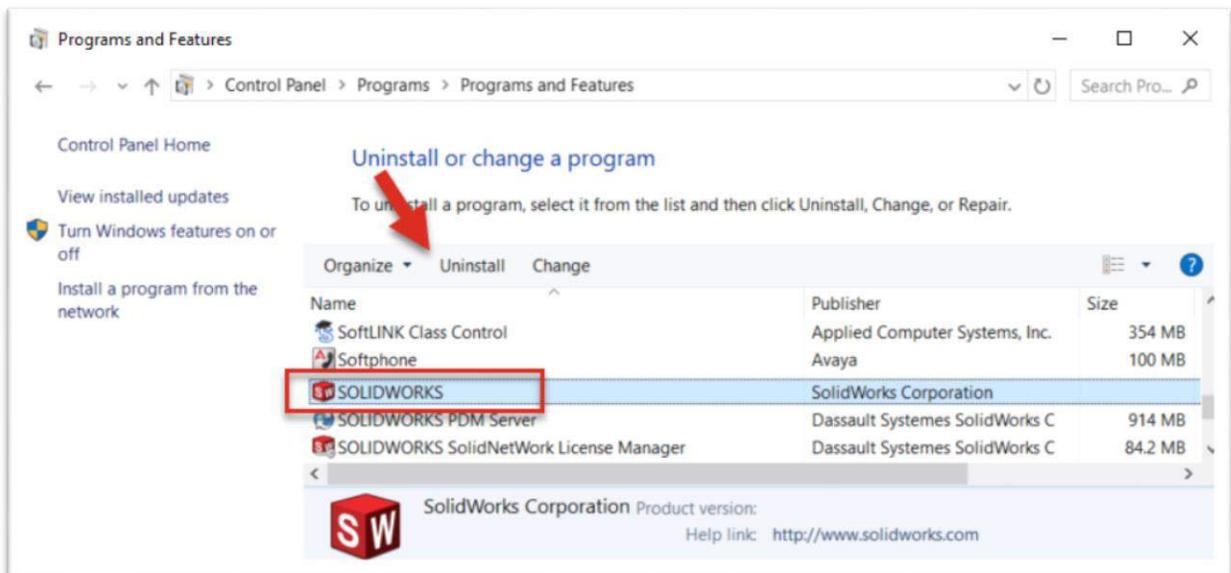
***Note:** Close any programs before starting the removal process. These applications may share pre-requisite files with SOLIDWORKS that will temporarily be removed before re-adding them via standard SOLIDWORKS install. **This process will also delete the settings files for other SOLIDWORKS versions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

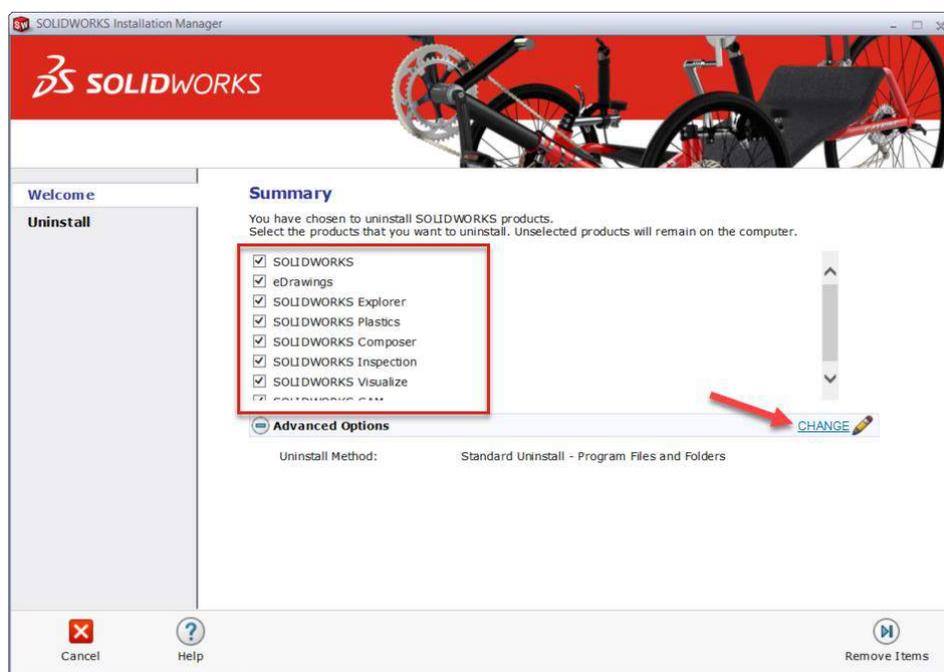


STEP 2:

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**.

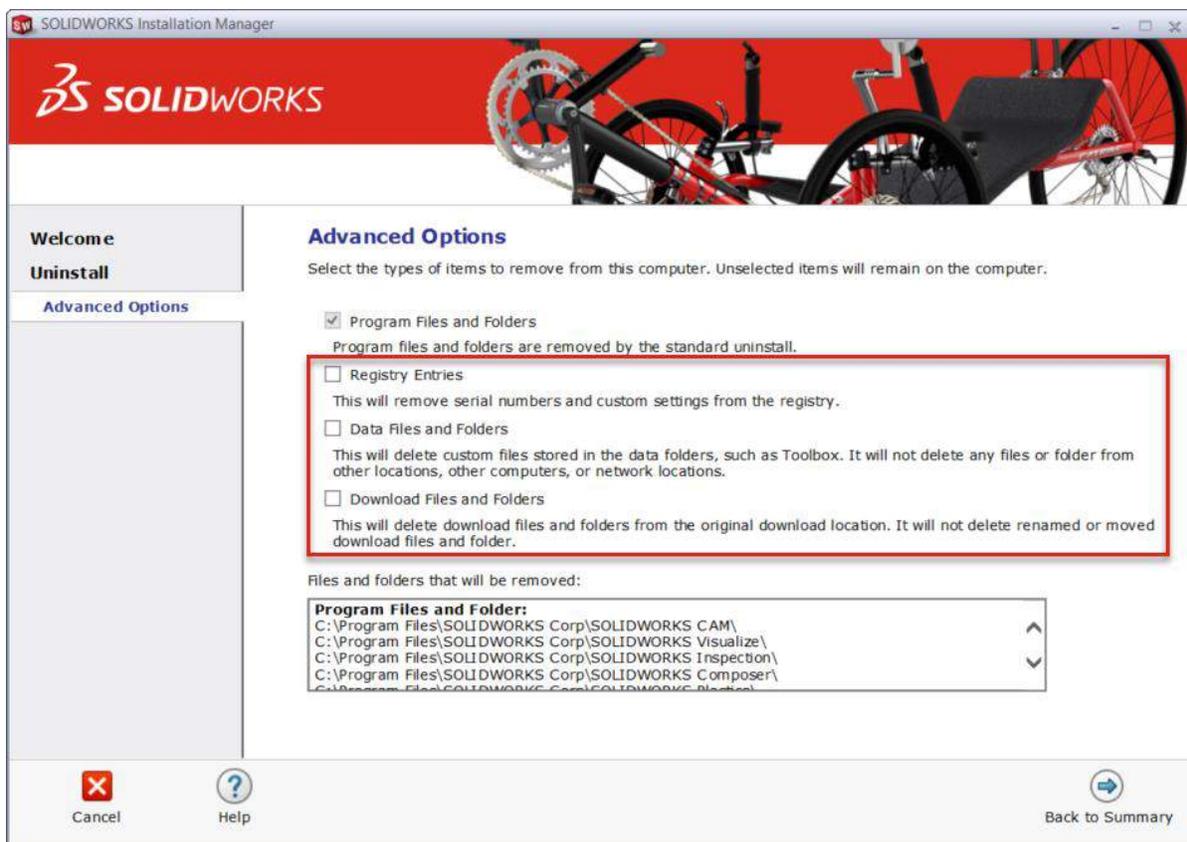
***Note:** the 'Advanced Options' should ONLY be used on the last version being uninstalled.



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. It is recommended to manually delete unwanted installation files and folders rather than selecting the checkbox for “Download Files and Folders”. Click **Back to Summary**.

***Note:** Selecting “Download Files and Folders” will also delete any new files that will be used for re-installing SOLIDWORKS stored in the default download location.



STEP 4:

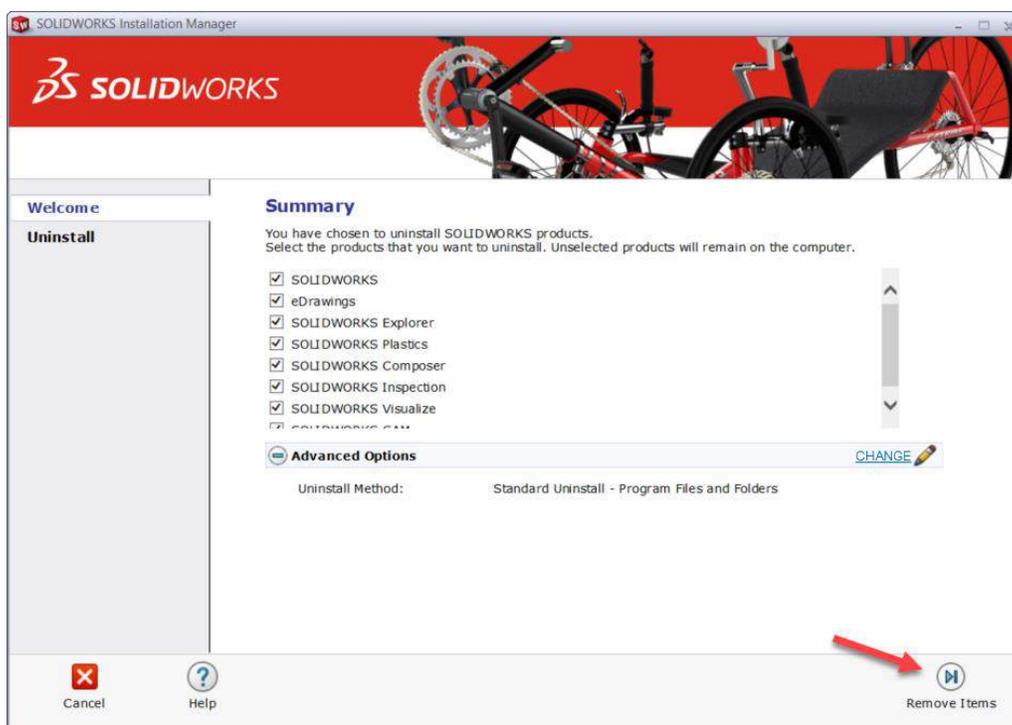
On the Summary page, expand Advanced Options to display the uninstall method and entries.



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



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



Click Remove Items.

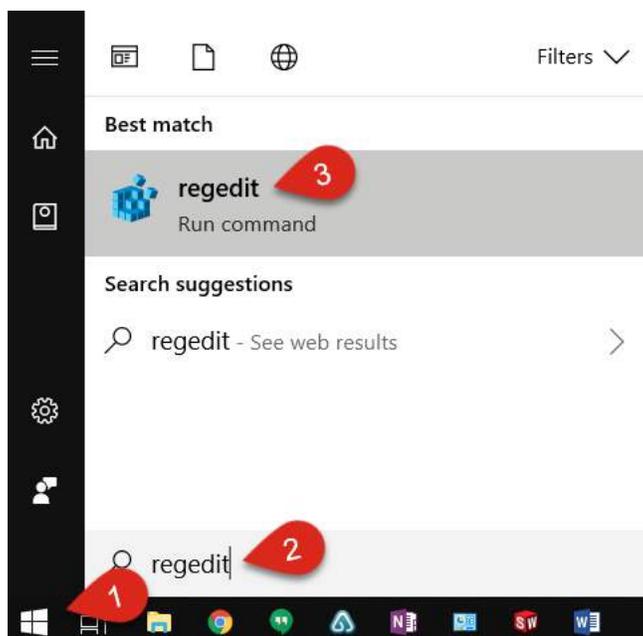
Additional steps and verification

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

STEP 1:

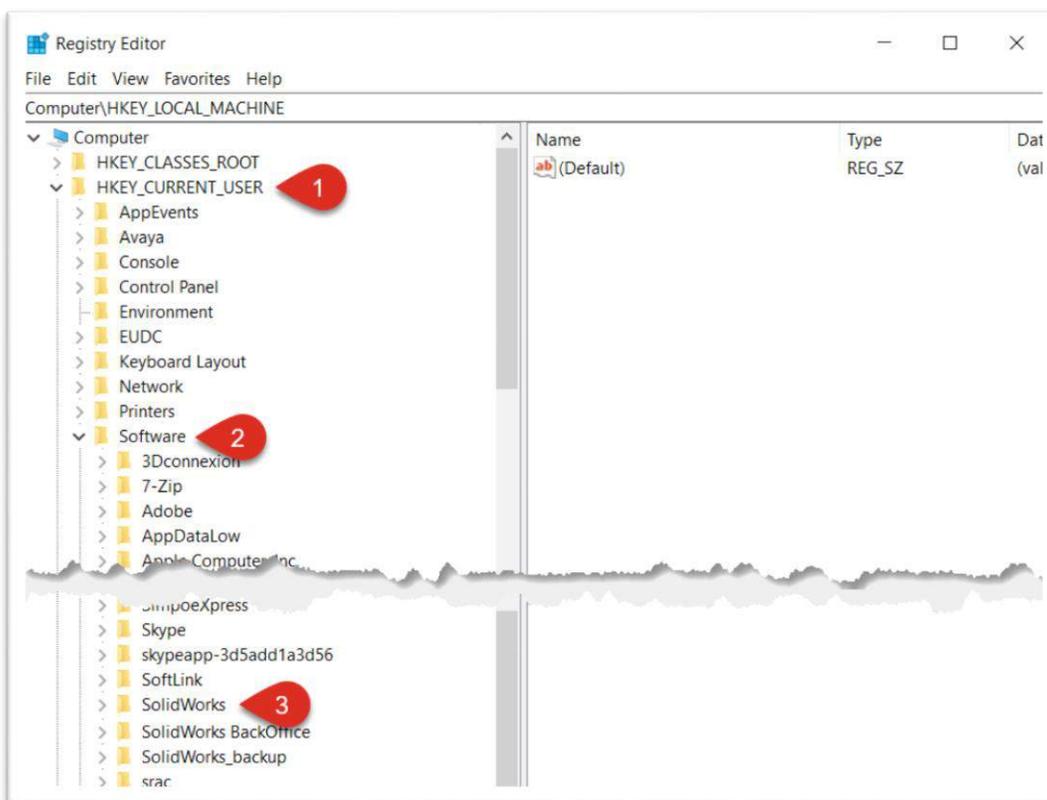
Rename Registry Files. To open Registry editor, search in Windows Start menu for **regedit** and select the program.

***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:\SOLIDWORKS Data



STEP 3:

Reboot the computer.

STEP 4:

In order to properly re-install, use the previous 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.