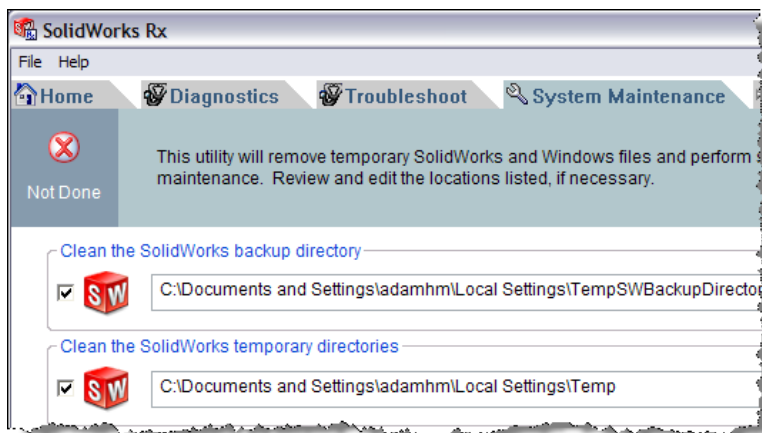# Performing a Clean Uninstall & Re-install of SolidWorks

To perform a clean Uninstall of SolidWorks and Add-on products follow the procedure below.

** DISCLAIMER: *This document assumes that your installation of SolidWorks was originally installed using the default locations, If your installation location for SolidWorks differs please adjust the techniques below accordingly. The procedures in the following document require access and edits to the windows registry. Any such edits are at your own risk and should only be attempted under the advisement and direction of your IT professional. If you are uncomfortable with executing the procedures below please seek assistance. It is advised to back up your registry and any valued data before making any changes to the system registry. Javelin Technologies assumes no responsibility for any consequences, unintended or otherwise resulting from changes made to the system or the system registry.*

1. Backup existing SolidWorks Settings using the Copy Settings Wizard (Keyboard shortcuts, menu customizations and toolbar layouts):

   a. Go to the Windows **Start** menu > **All Programs** > **SolidWorks 20xx**
   b. Under the **SolidWorks Tools** folder, choose the "**Copy Settings Wizard**"
   c. Chose the "**Save Settings**" option & follow the on-screen instructions.

2. Backup all customized SolidWorks files (templates, weldment profiles, design library, etc). Any items that have been customized should be copied out of the default SolidWorks directories. Consider storing customized files in a custom location and reference the location in you new installation of SolidWorks under the **Tools** menu > **Options** > **File Locations**.

3. If running Toolbox on your local machine, backup the Toolbox database; default location **C:\SolidWorks Data.**

4. Prior to the next steps please start SolidWorks and transfer your Activation back to the SolidWorks Server through **Help** > **Transfer License...**

5. Cleanup the SolidWorks temporary directory using the **SolidWorks Rx** > **System Maintenance** tab:

6. Obtain administrative rights to the computer. Consult your IT manager if unsure of this step.

7. If you are using Windows Vista or Windows 7, disable User Account Control.

- **Vista:**
  a. Click **Start**, select **Control Panel**, and select **User Accounts and Family Safety**
  b. Click **Turn User Account Control on or off**.
  c. Deselect the check box beside **Use User Account Control (UAC) to help protect your computer**
  d. Restart your computer

- **Windows 7:**
  a. Click **Start** and type **UAC** in the search bar
  b. Drag the slider down to **Never Notify**
  c. Click **OK** and restart your computer

8. Disable any anti-virus or anti-spyware programs currently in use,

   a. From the Windows **Start** menu, select or type **Run** and then type **Services.msc**
   b. Browse to any anti-virus/spyware programs in the list, right click and "stop" the services.

9. Use the "**Add/Remove Programs**" (XP) or "**Programs and Features**" (Vista / Windows 7) in the Windows Control Panel:

   a. Remove any add-on products in the list first (eDrawings, PDM/Works, DWGEditor**, etc – these may not be present)

   ** *NOTE: Do not remove DWGEditor or 2DEditor, unless you intend to replace it with a new version of 2DEditor or DraftSight as it will not be installed automatically when you install SolidWorks.*

   b. Remove older versions of SolidWorks (if applicable)
   c. Remove current version of SolidWorks
   d. Microsoft Visual Studio 2005 Tools for Applications
   e. Microsoft .NET Framework (all versions) *(XP Only)*
   f. Microsoft Visual C++ 2005 and 2008

10. Remove the Windows Registry keys relative to SolidWorks after uninstalling all products.
    a. From the Windows **Start** menu, select or type **Run** and type **regedit**
    b. In the Registry Editor, delete the keys below. Not all of the keys listed may be present on your system.

    Under HKEY_CURRENT_USER\Software
    - eDrawings
    - SolidWorks   *(NOTE: if you are using Enterprise, **DO NOT DELETE**; instead, go into this key and delete only the **IM** & **SolidWorks 20xx** subkeys; leaving everything else.)*
    - SolidWorks BackOffice
    - SRAC

    Under HKEY_LOCAL_MACHINE\Software
    - eDrawings
    - SolidWorks   *(NOTE: if you are using Enterprise, **DO NOT DELETE**; instead, go into this key and delete only the **IM** & **SolidWorks 20xx** subkeys; leaving everything else.)*
    - SolidWorks Corporation
    - SRAC

    Under HKEY_LOCAL_MACHINE\Software\Wow6432Node
    - eDrawings
    - SolidWorks
    - SolidWorks Corporation
    - SRAC

11. Delete the SolidWorks installation directory *(NOTE: not all locations may be present on your system):*
> **C:\Program Files\Common Files\eDrawings**
> **C:\Program Files\Common Files\eDrawings<year>**
> **C:\Program Files\Common Files\SolidWorks Installation Manager**
> **C:\Program Files\Common Files\SolidWorks Shared**
> **C:\Program Files (x86)\Common Files\eDrawings** (64-bit operating system only)
> **C:\Program Files (x86)\Common Files\SolidWorks Installation Manager** (64-bit operating system only)
> **C:\Program Files (x86)\Common Files\SolidWorks Shared** (64-bit operating system only)
> **C:\Program Files\SolidWorks** AND / OR
> **C:\Program Files\SolidWorks Corp** AND / OR
> **C:\Program Files (x86)\SolidWorksx86** (64-bit operating system only)
> **C:\Program Files (x86)\SolidWorks Corp** (64-bit operating system only)
> **C:\Program Files\SolidWorks <year> Corp** or the custom location SolidWorks was installed to.

12. Reboot your system and **AGAIN** login with administrative rights to the computer for the End User Account.

13. Disable any anti-virus or anti-spyware programs **AGAIN**, using the same method in Step 6.

> **14. Install SolidWorks using one of the following methods:**

    a. To install on a local computer from DVD, insert the SolidWorks DVD into the computer's disk drive.
    b. To install from a download directory, run the SolidWorks Installation Manager file from the SolidWorks Downloads folder (Or other Saved Location)

To install by downloading from the SolidWorks website, browse to http://customerportal.solidworks.com
- Login to the **SolidWorks Customer Portal**, using your email address and password, and register using your SolidWorks product serial number. *(Create an account if you do not have one; see http://www.javelin-tech.com/newsletter/tech/2008/january/alert_unlock.htm for assistance unlocking your account).*
- Access the **Downloads and Updates** menu.
- Select the SolidWorks version from the drop-down menu.
- Select the SolidWorks tab and click on the appropriate product for your operating system.

15. Follow the on-screen instructions using the installation manager to install SolidWorks.

  ** Note: *We suggest modifying the default installation directory to C:\Program Files\SolidWorks 20xx} and the Data Folder to C:\SolidWorks 20xx Data if you intend to install multiple versions of SolidWorks on the same Computer.*

16. Enter your 24 digit serial number when prompted.

** Note: *if you have the previous 16 digit serial, it will automatically convert to the 24 digit serial when entered. If fails to recognize your 16 digit serial, please contact our Support Help Desk.*

17. When the installation is complete, restart the computer.

18. Start SolidWorks and activate the license on the computer.

19. Re-establish any customized files and file locations that were backed up during steps 1, 2, & 3.

20. Close SolidWorks to commit and save your settings and changes.

21. Run the **SolidWorks Rx** > **Diagnostics** to verify that you have the correct video driver installed, and if not, download and install the driver it recommends.

** Note: *For Further information, Please visit the Javelin Frequently Asked Questions (FAQ) site at:*
http://www.javelin-tech.com/faq

*** Note:** *More information regarding the backup and restore of the windows registry may be found at the following URL:*
http://support.microsoft.com/kb/322756

*** Note:** *Detailed installation instructions may be found by accessing the Help files on the installation DVD:*
<DVD Drive letter>:\sldim\lang\english directory
- *install_guide.chm*
- *admindirector.chm*
- *sldim_download.chm*