



PROGRAM OPERATION TIPS

The **Program Operation Tips** are here to help you streamline your operations and interactions with the Partner Program. New tips will be provided in each issue of the Partner Update newsletter and will be archived on the Program Info tab on the Partner Desktop.

FALL 2016

Tip #1 — How to Expedite Your Request

When sending support cases to both SOLIDWORKS API and SOLIDWORKS Tech support, please include the following to help expedite your issue:

- Detailed description of the issue
- Customer Impact statement on how the issue is affecting your operation
- Detailed steps to reproduce the issue
- Attach any screen captures, SOLIDWORKS RX files, and any relevant data related to your case

Tip #2 — Service Request Reference Number

If a status update on a support case is needed, always email SOLIDWORKS Tech Support and or SOLIDWORKS Tech API Support referencing your Service Request (SR) reference number that was emailed to you.

Tip #3 — Activation

Follow these steps if a SOLIDWORKS Activation needs to be transferred from a Personal Computer (PC):

1. Launch SOLIDWORKS on the system you are no longer going to use.
2. Select the 'Help' pull-down menu and then choose 'Transfer License'.
3. Your license will then officially be transferred from that PC.

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Tip #4 — Seat ID

Instead of including your entire SOLIDWORKS (SW) serial number when submitting issues into Tech Support, API Support and Customer Center you can submit your seat ID.

Here's how to find your **Seat ID**:

1. Write down your 24 digit SOLIDWORKS serial number XXXX XX12 3456 XXXX XXXX XXXX
2. Your seat ID is the last 2 digits of the second set of four digits and the entire 3rd set of four digits. In the above example the seat ID is: 123456

Tip #5 — CAD Admin Dashboard

Track your partner serial number activations by using the CAD Admin Dashboard located in the Customer Portal.

1. Log into the customer portal
2. On the left hand side of the user interface under the “Quick Links” select “CAD Admin Dashboard”

The “CAD Admin Dashboard” will show you a table containing all the users at your sight that have registered their SOLIDWORKS serial number to their Customer Portal account.

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Tip #6 – License Deactivation

How to deactivate a SOLIDWORKS License Activation–**Please provide this information to your SOLIDWORKS user.**

To deactivate a SOLIDWORKS license through the User Interface (UI)

1. Launch SOLIDWORKS
2. Select *Help* from the dropdown menu
3. Select *Deactivate Licenses*
4. From the SOLIDWORKS Product Activation manager, select the specific product you would like to deactivate
or the *Select All* button
5. Select the option *Automatically over the Internet* (Recommended) or *Manually* via email
6. Enter an email address in the *Email Input* box
7. Select the *Next* button
8. *Follow the prompts* and complete the deactivation process

To deactivate a SOLIDWORKS license during a un-install of SOLIDWORKS

1. Select *Programs* from the PC's control panel
2. Select SOLIDWORKS from the listing, and then select un-install
3. During the un-install process, you will be prompted to deactivate the SOLIDWORKS license
4. Select *YES*, and then continue with the un-install

Tip #7 – Temporary License

How to request a SOLIDWORKS Temporary License for a trade show or an offsite event.

1. Send an email to partners@solidworks.com
2. The subject line must include:
 - Subject line Include the following: SOLIDWORKS Temporary License Request–Partner Company Name
 - Body of the email should include the following information:
 1. Name of the event
 2. Short description of the event where the SOLIDWORKS temporary license will be used
 3. Start and end dates of the event
 4. List of SOLIDWORKS products that should be included with the temporary license
 5. Your SOLIDWORKS partner program serial number
 6. Email address of direct contact for the temporary license – this is where the license information will be sent
3. Allow one week for 3DS SolidWorks Corp to process the request

NOTE: Please plan accordingly. Do not request a temporary license on the day of your event.

Tip #8 – Order Additional Licenses Online

Follow the guidelines below when ordering additional Partner Program licenses through the online store:

1. Use only the English font when completing the Partner Program store order form
 (special foreign font characters are not supported in the order form)
2. Try a different Internet browser such as: Google Chrome or Mozilla Firefox
3. Record the date and time of the issue, take a screen capture of the error, and send an email to partners@solidworks.com.