Troubleshooting DraftSight Crashing Issues

TITLE:	Troubleshooting DraftSight Crashing Issues
DATE:	07/31/2014
SUBJECT:	Troubleshooting DraftSight Crashing Issues
ABSTRACT:	Comprehensive guide to troubleshoot DraftSight crashing issues

This guide is written for troubleshooting DraftSight crashing issues. If a user experiences DraftSight crashing, there are a few troubleshooting steps that need to be taken, before the crash reports can be sent to Dassault Systemes.

This document is only to be distributed and used by Hawk Ridge Systems customers. Any other use is prohibited.

Contents

System Requirements

Make sure all system requirements are met for DraftSight. The system requirements for DraftSight can be found from the DraftSight FAQ's PDF.
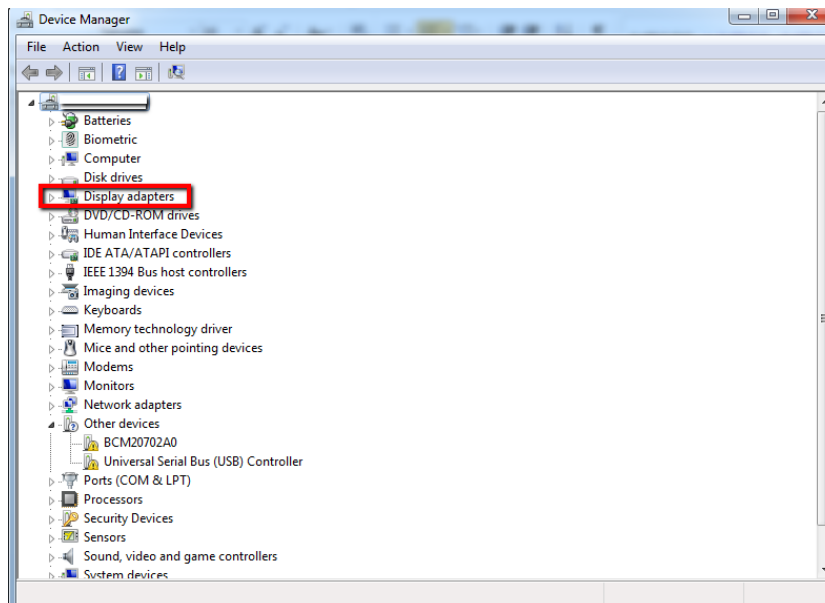
Graphics Test

If all system requirements are met, perform a graphics test, by disabling the display adapter.

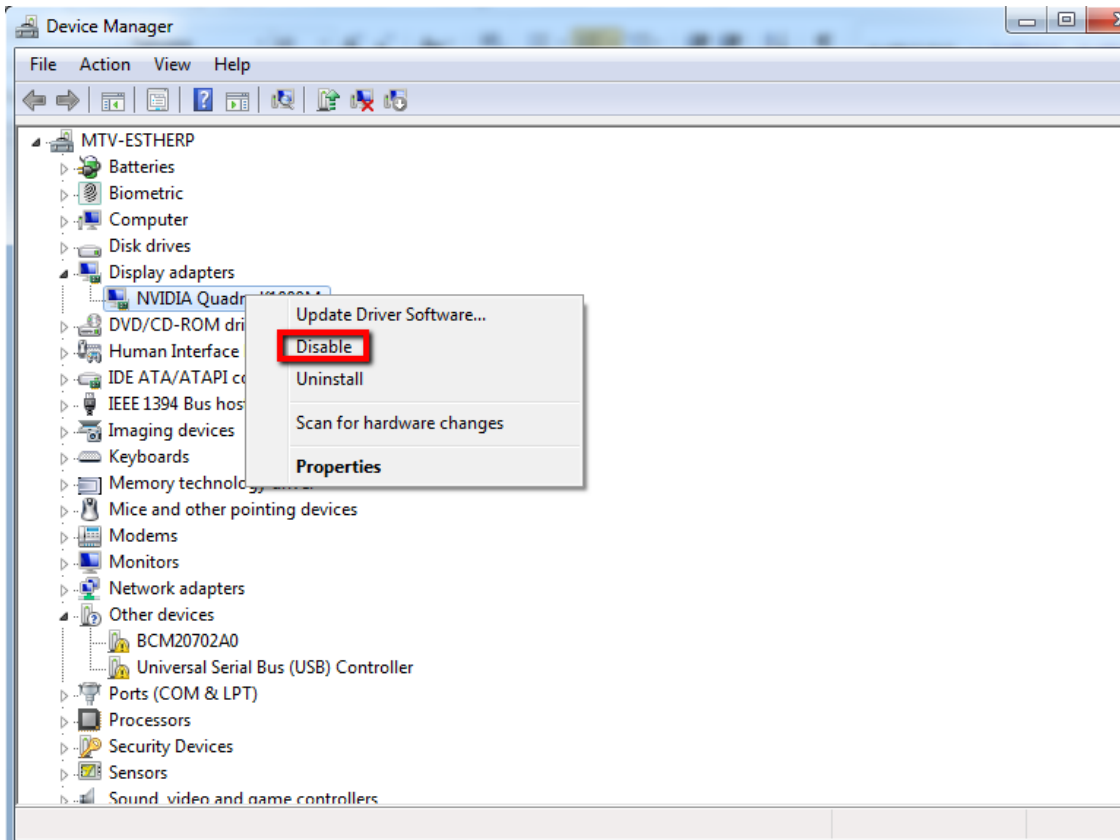To disable the display adapter in Windows 7 and Vista:

1. Open the Device Manager by going to the Start menu and typing "Device Manager" into the **Search programs and files** box.
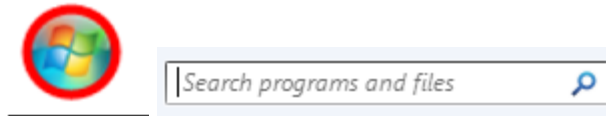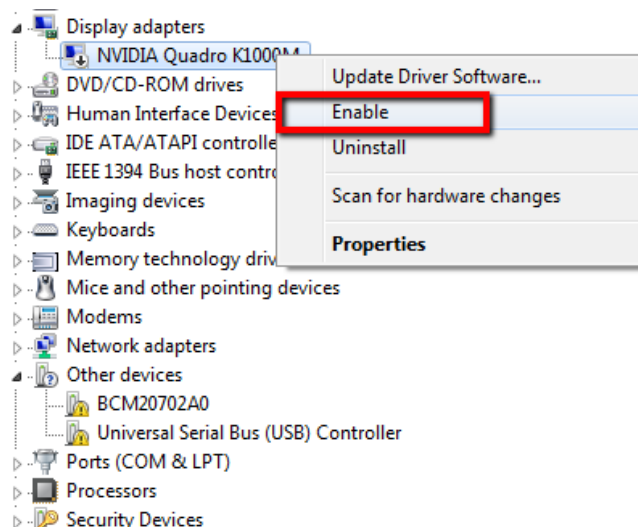
2. Expand the Display adapters node

3. Right-click on the adapter (e.g. NVIDIA, Intel)

4. Click on Disable

5. Try to reproduce the issue.

6. Once all results are found, re-enable the display adapter by repeating steps 1-3, and select Enable.

7. If the issue is reproducible, update the graphics driver by repeating steps 1-3. Then select "Update Driver Software". Run through the prompts to update your driver. If the issue is not reproducible, the graphics card can be eliminated as a cause of the issue.

Clean Uninstallation and Reinstallation

Frequent crashing may be a problem with the installation. If the above measures did not resolve the issue, perform a clean uninstallation and reinstallation of the DraftSight Software.

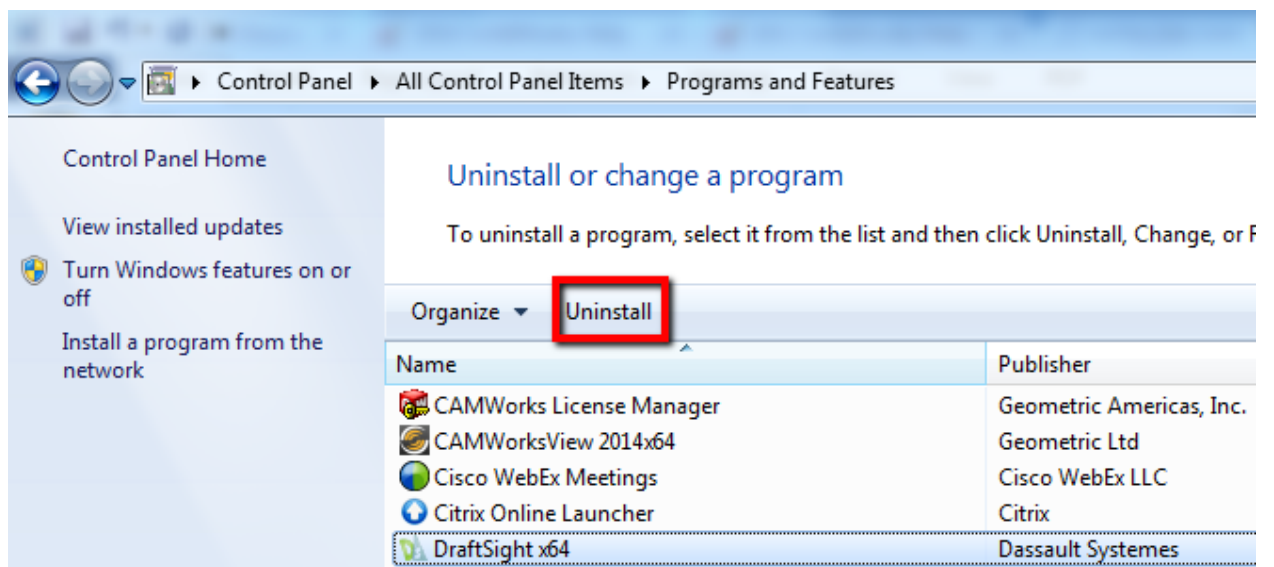1. Login to the computer with full administrative rights.

2. Disable all anti-virus and anti-spyware programs and Windows Defender.
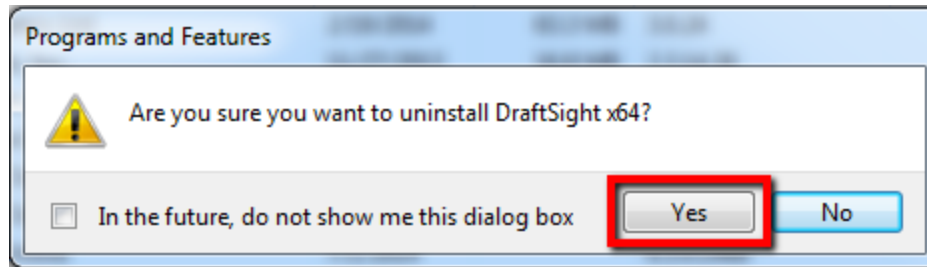
3. Click **Start, Control Panel** and choose **Uninstall a program.**

4. Select DraftSight from the list of programs and click the **Uninstall** button.
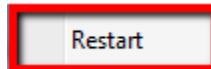
5. On the following message, click **Yes**.

6. Once DraftSight is uninstalled, navigate and delete the following DraftSight folder.

C:\Users\[username]\AppData\Roaming\DraftSight

7. Restart the machine.

8. Reinstall DraftSight.
9. Re-test the issue.
10. If the issue still persists, please have the system information file, crash reports, application and system logs sent to technical support for further investigation. Please refer to the <Collecting Reports for TS PDF>.