

If you are having problems in SolidWorks with customization not working correctly or other unexplained issues, your user setting may have become corrupt. Here are the instructions on resetting the registry of the current user for SOLIDWORKS. This will start SolidWorks with all default settings to rule out settings or registry corruption issues.

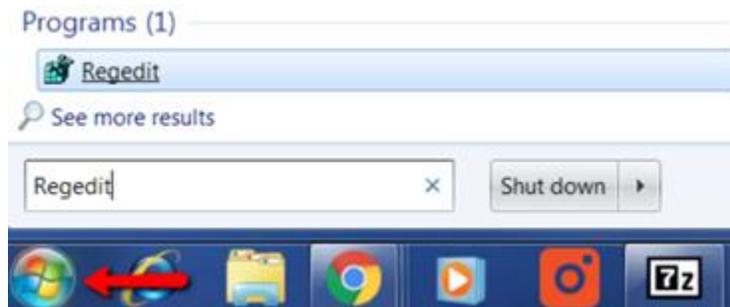
One thing you need to understand first is that we are going into registry editor, so you should be extremely careful not to modify anything except what is listed below. If you do not feel comfortable performing the steps listed below, please [contact us](#) for assistance.

DO NOT DELETE ANYTHING IN YOUR REGISTRY UNLESS EXPLICITLY INSTRUCTED TO.

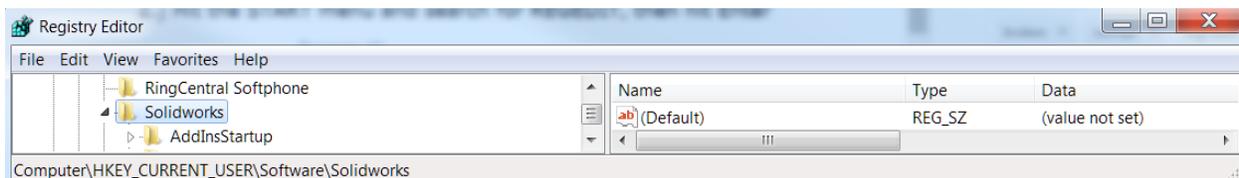
Prior to proceeding, it is recommended you use the [Copy Settings Wizard](#) (under Start > Programs > SolidWorks > SolidWorks tools) to save a copy of your SolidWorks settings. In the following steps we will also make a hard copy straight from the registry as well.

Here are the steps:

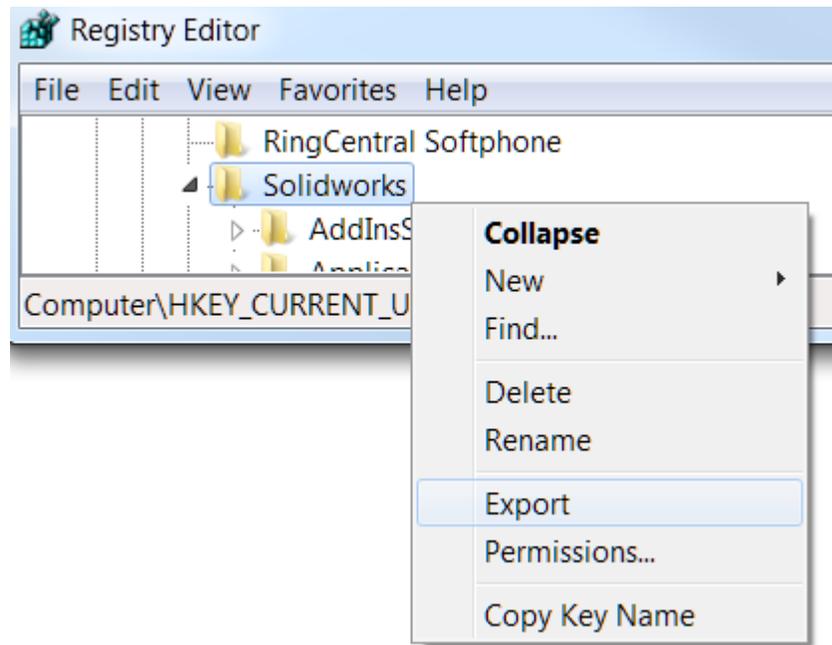
- 1.) Close all applications including SolidWorks
- 2.) Hit the START menu and search for REGEDIT, then hit Enter



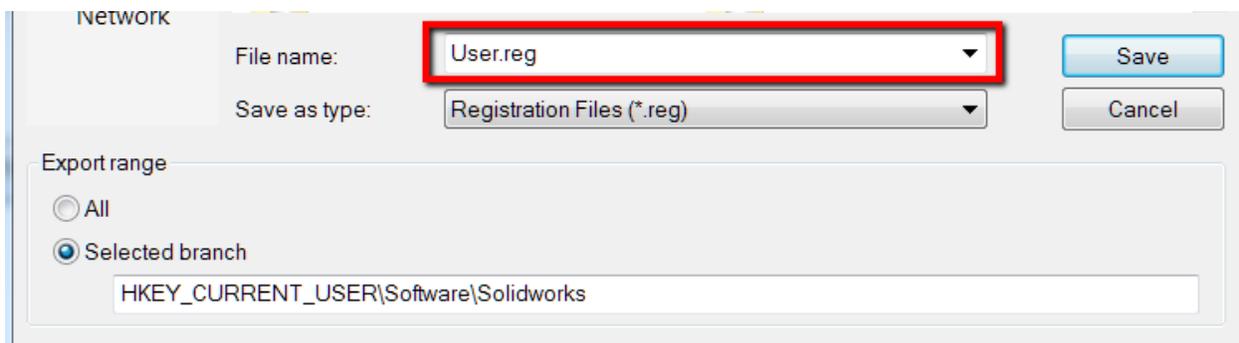
- 3.) Browse to the folder named HKEY_CURRENT_USER/Software/SolidWorks



4.) Right click on the folder and hit EXPORT

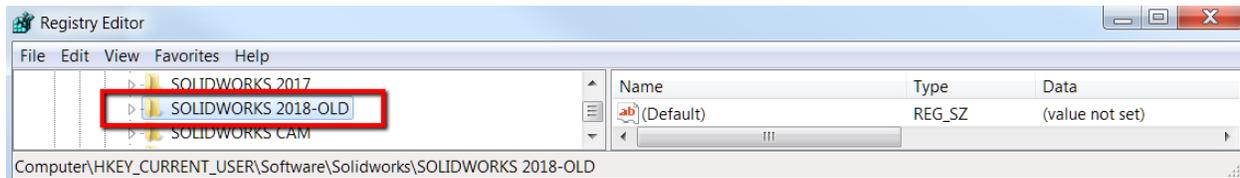


5.) Name it user.reg and store it anywhere you want. We have now made a backup of our current registry

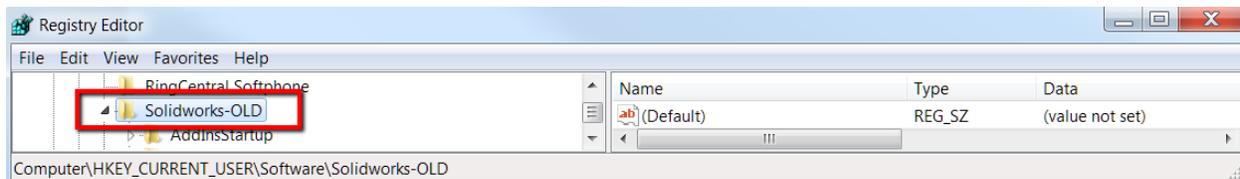


6a.) If you have PDM Standard/Professional browse to HKEY_CURRENT_USER\SOFTWARE\SolidWorks\SolidWorks 20xx. Right Click on the

SolidWorks 20xx folder and choose "Rename", append -OLD to change the entry to SolidWorks 20xx-OLD. For more information on resetting the registry when using PDM, please see our article [here](#).



6b.) If you do not use PDM Standard/Professional, Right Click on the general SolidWorks folder in HKEY_CURRENT_USER\SOFTWARE\SolidWorks folder and choose "Rename", append -OLD to change the entry to SolidWorks-OLD.



7.) Launch SolidWorks, and try to reproduce the error. (DO NOT re-import any settings prior to testing the issue)

8.) If the issue was not resolved and you want your old settings back, you can double click the .reg file to reset your original customization.



If you have any questions regarding the information above or are unable to troubleshoot this issue, please contact Hawk Ridge Systems Technical Support at 1-877-266-4469 (US), 1-866-587-6803 (CAN), or support@hawkridgesys.com.