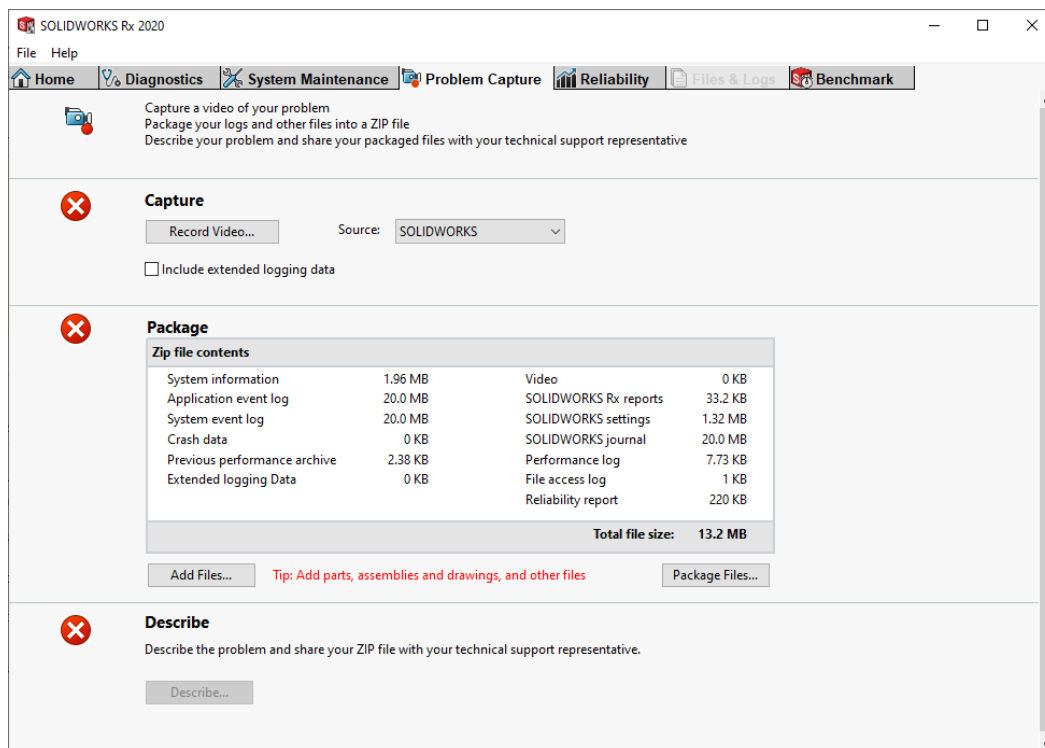


SOLIDWORKS Rx Problem Capture

TITLE:	SOLIDWORKS Rx Problem Capture
DATE:	April 2020
SUBJECT:	SOLIDWORKS Troubleshooting
ABSTRACT:	Learn how to capture and save diagnostic information for troubleshooting SOLIDWORKS issues



SOLIDWORKS Rx is a troubleshooting utility installed during the normal SOLIDWORKS installation process.

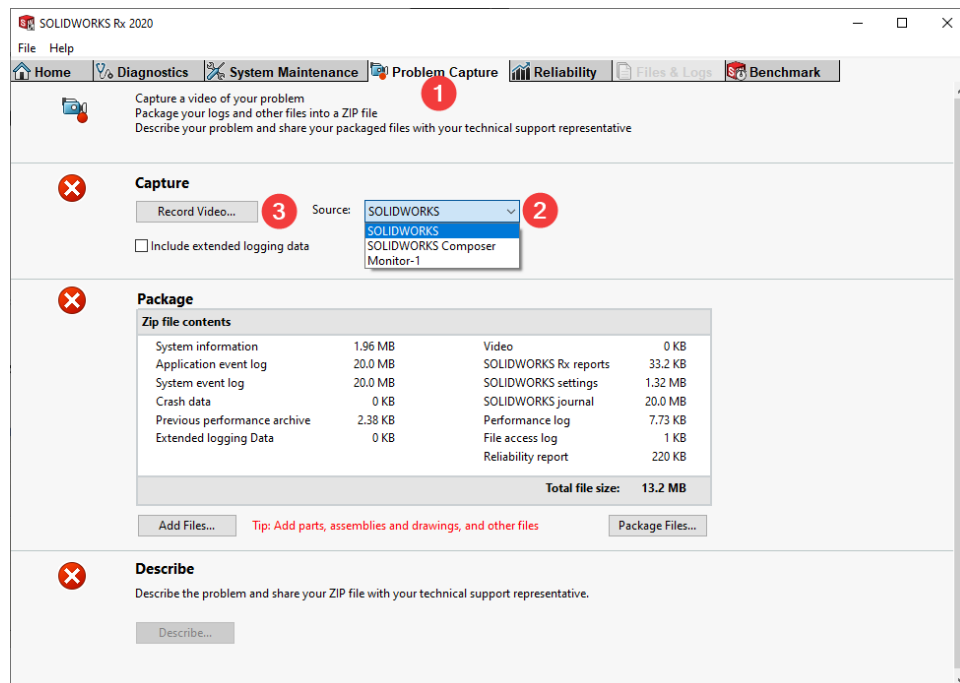
The Rx program is a great tool for troubleshooting issues with SOLIDWORKS, but can also:

- Capture data that can be used by Hawk Ridge Systems and SOLIDWORKS technical support to diagnose problems – including a desktop screen recording.
- Start SOLIDWORKS in “safe modes” to eliminate common causes of errors.
- Verify compatibility of system hardware.
- Download certified graphics drivers.
- Clean temporary SOLIDWORKS folders.
- Run standard benchmark for hardware performance analysis.

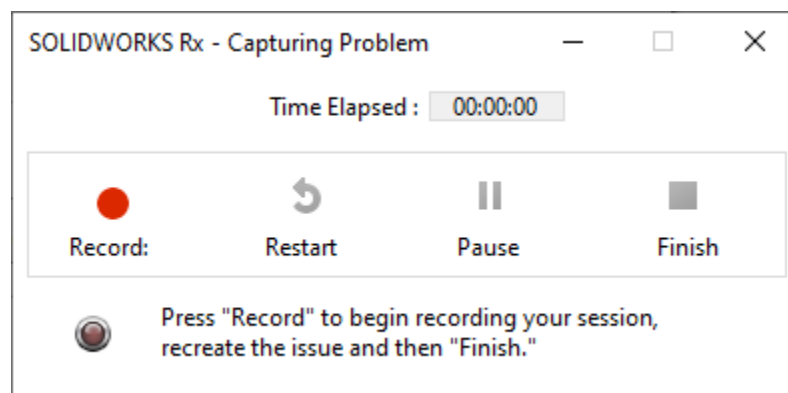
Problem Capturing

Follow these steps to demonstrate and capture the issue.

1. Close SOLIDWORKS.
2. Click Start > SOLIDWORKS Tools > SOLIDWORKS Rx, or just search for RX and open the application.
3. Click on the Problem Capture tab and select which application or monitor you would like to capture. Use the monitor capture option for other applications like PDM or Electrical. Then click Record Video.




4. If recording SOLIDWORKS, it will automatically launch and give you the option to begin or finish the recording. Click Record to begin recording.





5. Demonstrate the issue and then click Finish to complete. If the issue is difficult to reproduce or is intermittent, begin recording and it will automatically capture the last 10 minutes leading up to the issue upon clicking Finish.
6. The Rx application will re-open. Click Add Files to include any additional sample files and then click Package Files to save the zip file to the Desktop.

**Package**
Zip file contents

System information	2.85 MB	Video	57.7 KB
Application event log	20.0 MB	SOLIDWORKS Rx reports	33.2 KB
System event log	20.0 MB	SOLIDWORKS settings	1.32 MB
Crash data	0 KB	SOLIDWORKS journal	20.0 MB
Previous performance archive	2.38 KB	Performance log	4.40 KB
Extended logging Data	0 KB	File access log	0 KB
		Reliability report	220 KB

Total file size: 13.4 MB

1 Add Files... Tip: Add parts, assemblies and drawings, and other files **2** Package Files...

7. At this point if you want to add more detail or notes, use the Describe section. This is step is optional and the ZIP file is ready to be sent to our technical support team. If the file is less than 5MB, replying to our email ticket will work. Otherwise, upload [here](#).