

Knowledge Base



Crash after launch or when using web-based task panes with Microsoft Edge WebView2 Runtime 146 installed

Portfolio / Domain: Public Cloud 3D Design / A-Apps
Product: User Interface
OS: Windows 11
Detected level(s): 3DEXPERIENCE R2026x FP.CFA.2605
Platform: Cloud

Information

BR Article: BR10000422063
Status: Open
Last Update Date: Mar 18, 2026
Rating: ★★★★★ (9)
Views: 818 views

DESCRIPTION

Environment:

- User-license version of SOLIDWORKS Design + 3DEXPERIENCE R2026x HF1.7 or older
- Microsoft Edge WebView2 Runtime 146.0.3856.xx

Scenario:

1. Launch SOLIDWORKS Design, or launch SOLIDWORKS Design and click a web-based task pane like 3DEXPERIENCE or SOLIDWORKS User Forum.

Actual Result:

SOLIDWORKS Design crashes.

This problem is caused by an incompatibility with **Microsoft Edge WebView2 Runtime 146**. Microsoft started to deploy this update to systems on Saturday, March 13, 2026.

The **pv** value of the following registry key identifies your installed version of this Windows component:

```
HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Microsoft\EdgeUpdate\Clients\{F3017226-FE2A-4295-8BDF-00C3A9A7E4C5}
```

If you have version 145 (or older) installed, then you are not affected by this problem. Unfortunately, Microsoft does not provide an easy way to rollback to older versions. For more information on Microsoft Edge WebView2 Runtime, see: <https://learn.microsoft.com/en-us/microsoft-edge/webview2>.

Expected Result:

SOLIDWORKS Design functions as it with Microsoft Edge WebView2 Runtime 145 installed.

Hotfix:

A hotfix is available for this issue via QA00000445516 (<https://support.3ds.com/knowledge-base/?q=docid:QA00000445516>). Follow the instructions in this Q&A to install the hotfix.



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