Boot your 3DEXPERIENCE
R2015x on the Cloud for Academia
# FIRST CLOUD CONNEXION & USERS MANAGEMENT

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PART 1

FIRST CLOUD CONNEXION & USERS MANAGEMENT
Discover the **3DEXPERIENCE** platform  
R2015x on the Cloud

**Step by step**

Welcome to the **3DEXPERIENCE** platform R2015x on the Cloud.

This document will guide you through the first steps of your **3DEXPERIENCE** platform R2015x on the Cloud as an Administrator and next as a Teacher/Students users, providing you some key information on what to do and precious answers to some of the questions that may rise in your mind.

This document has no intent to cover all aspects of the **3DEXPERIENCE** platform R2015x on Cloud Admin user experience, but simply to help you through the initialization phase of the Academic program.

Please, read carefully the entire document before starting experiencing the product, and respect the mandatory elements that are described in the ! sections.

You will also have access to video tutorials that fully explain each sensitive subject of this documentation: you simply have to open the link embedded in the QRCodes.
Company Customer Contact VS the Main Platform Administrator

The initial **Company Customer Contact** is the customer’s contact that will be identified during the 3DEXPERIENCE platform purchase process.

The **Main Platform Administrator** is the local customer user that will administrate the 3DEXPERIENCE platform for the company.

The Company Customer Contact should forward all the Dassault Systèmes emails to the individual who will be in charge of the Main platform Admin role.

Administrator Quick Start Steps

We invite you to follow the steps below in order to correctly start your 3DEXPERIENCE platform R2015x on the Cloud Administrator role.

1) Check the Hardware/Software Prerequisites
2) Register to the 3DEXPERIENCE platform
3) Download and install the 3DEXPERIENCE Launcher
4) Download and install the Rich Apps
5) Share the installation package and information with your users
6) Add Users to the 3DEXPERIENCE platform
7) Add User Roles to your users
8) Register to the Support communities
Prerequisites Checks

The actions described in the prerequisites checks have to be performed as Windows System Administrator. Please ensure that you have the admin rights or contact your system administrator to prepare your computer to connect to the 3DEXPERIENCE platform.

The official program directory contains detailed prerequisites and system requirements. The following pages are describing the main highlighted requirements.

Browser

Support Policy for Browsers is as follows:

- Internet Explorer 10 is a Validated platform
- Internet Explorer 11 is a Validated platform
- Firefox 31 ESR is a Validated platform on Microsoft Windows 7
- Firefox 31 ESR is a Compatible platform on Microsoft Windows 8.1 Desktop
- Firefox x ESR, with x>31 is a Compatible Platform on Microsoft Windows
- Chrome is a Compatible Platform

Browser Setup

In the IE settings (Internet Options > Security > Internet and Local Intranet) check the box “Enable Protected Mode”.

![Image of IE settings]

![Image of IE settings]
IE settings (Internet Options > Advanced tab > Security section) ensure that “Check for server certificate revocation” Option is activated (if you switch it on, you need to restart your computer)

IE settings (Internet Options > Advanced > Security) ensure that “Enable Enhanced Protected Mode” Option is disabled.
Java

The 32-bit version of the Java 8 JRE (update 5 or higher) **MUST BE INSTALLED** on your computer. To ensure successful setup and correct behavior, use this link to install Java 8, and choose “JRE”: [http://www.3ds.com/java8](http://www.3ds.com/java8).

The **recommended** Java Level is at minimum **Java 8 Update 20**.

**How to check the Java installed version?**

From Start > Control Panel open **Programs and Features**.

![Java Installed Version](image)

**Note:** The official documentation resource that you may use as reference for Prerequisites check is the Program Directory available at [http://media.3ds.com/support/progdir/](http://media.3ds.com/support/progdir/)
Register to the 3DEXPERIENCE platform

Join the 3DEXPERIENCE

This process will start by a 3DPassport creation (except if you already have a corporate 3DPassport. In such case please reuse it and skip the next step)

Create your 3DPassport

As a 3DEXPERIENCE platform Main Administrator, you must have a 3DPassport to use the 3DEXPERIENCE platform R2015x on Cloud.

Creating a 3DPassport will let you define the Login ID to be used to access to the online experience but also to other Dassault Systèmes services like the 3DSwYm community platform where you will retrieve the 3DEXPERIENCE platform R2015x Support community.

1) Connect to https://iam.3ds.com
2) To start 3DPassport creation, under **Log in**, click on **Create an Account**.

The registration form appears

3) Complete the form and click **Submit**

**Note:** We strongly invite you to put your **Company Name** in the dedicated field, even if the **field is not compulsory**.

You will receive the following notification at the end of your 3DPassport creation.
Remark

Safely keep your login information aside. You will not receive any confirmation email after your 3DPassport creation and you will have to reuse this information:

- for connection to the 3DEXPERIENCE platform
- to be invited to the Online Support Communities dedicated to support you during the 3DEXPERIENCE R2015x program.
- for connection to the Cloud Support communities
Take ownership of the platform administration

As a Main Platform Administrator, you will receive the following first email from Dassault Systèmes (or via the company customer contact).

Click on the link to "appoint yourself" as the Online Application manager (also called Main Platform Administrator) and launch the process.

If the "appoint yourself" link is not reacting to your click, just copy/paste it in a new browser

You will receive a confirmation email as follows:

Keep this mail aside and continue your setup
Start the 3DEXPERIENCE platform for the first time

As seen previously in **Take ownership of the platform administration** section, once the On Cloud environment is up and running, an email is sent to you. This email contains a URL to be used by the platform manager.

Click on go to the **3DDashboard Apps** and **bookmark** this page in your browser.

---

Dear Customer,

The 3DEXPERIENCE Platform is now available to you.

To get started, go to the 3DDashboard Apps, the door to the 3DEXPERIENCE Platform and your apps.

We recommend that you bookmark the 3DDashboard URL in your browser after you log in.

More information about the 3DEXPERIENCE Platform: [www.3ds.com](http://www.3ds.com)

Best Regards,

Dassault Systèmes

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The 3DEXPERIENCE Platform - access & overview
Discover 3DEXPERIENCE CLOUD FOR ACADEMIA – Release 15x

Presentation & Description of the Portfolio: 7 Academic Roles
Access dynamic presentation online:

### Design & Engineering (UXD)

Advanced surface design to support industrial styling projects. Products to take industry constraints into account: composite, sheet metal. Easy-to-use tools to help Design School students formalize and visualize their concepts in 3D and to make the design phase part of the product lifecycle.

19 commercial roles are embedded within this academic role:

<table>
<thead>
<tr>
<th>Trigram</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ME5-QC</td>
<td>Mechanical and Shape Designer</td>
<td>Create and manage complex mechanical projects, including advanced surface design.</td>
</tr>
<tr>
<td>MD5-QC</td>
<td>3D Master Designer</td>
<td></td>
</tr>
<tr>
<td>SMN-QC</td>
<td>SheetMetal Designer</td>
<td></td>
</tr>
<tr>
<td>FPP-QC</td>
<td>Plastic Mechanical Designer</td>
<td></td>
</tr>
<tr>
<td>VSD-QC</td>
<td>Reverse Shape Optimizer</td>
<td></td>
</tr>
</tbody>
</table>

academy-3d.com/3dadmin-files/3d/5-pack_uxd.html
Manage the Platform Members

To know how to use the Members Management widget and learn all details on how to give Member access to the platform, go to the Dassault Systèmes Documentation:

In addition, please find below a quick step guide in order to quickly learn how to manage other Platform users:

Basics’ Quick Steps

1) Log into the 3DEXPERIENCE platform and access to the 3DDashboard.

2) To display the Platform Management screen, from the Home menu, click on Platform Management

3) You access to the Members Management apps
4) Click on the **Invite Member** icon, fill in the information and click on Next.

![Invite Member Icon]

Note: To know how many users remain, connect to the **3DEXPERIENCE Platform**, and check the information in the “Invite member” tab.

![Invite Member on Platform](Used: 64/200)

5) If you want you can provide a Role and Options to the invited user(s)

![Roles & Options]

6) The **3DEXPERIENCE Platform** management app sends an email to the user.
Dear Nick,

The 3DEXPERIENCE Platform is now available to you.

To get started, go to the 3D Dashboard Apps, the door to the 3DEXPERIENCE Platform and your apps.

We recommend that you bookmark the 3D Dashboard URL in your browser after you log in.

More information about the 3DEXPERIENCE Platform: www.3ds.com

Best Regards,
Dassault Systèmes

The status is Pending until he/she accepts the invitation.

Massive user import using a .csv file

Step 1: prepare your .csv file

Using either Excel or a text file editor (which is the best option), insert the email address, user rights (either “member” or “admin”) and either “employee” (recommended) or “contractor”, all separated by a semi-column (;) character. Add a final semi-column at the end of each line.

Lines starting with # are ignored.

Step 2: file upload

Open the platform management tool. Click on “Invite Member”.

Select “Use CSV file” in the bottom-right corner of the window.
Select the file to import. Click on “Browse” and pick the .CSV file you have prepared in step 1.

Select the language used in the invitation, add a welcome message and press “Next”
Step 3: licenses

Tick the licenses you want to grant to all the users listed in the .CSV file and press on “Invit”.

A confirmation popup window confirms the user import was successful.

The users you imported (in our example vasavoir1@vasavoir.com and vasavoir2@vasavoir.com) appear in the user admin panel as “Pending”.
Step 4: end-user point of view

Each user receives an invitation email from 3dexperience@3ds.com. Please note this email might be considered as SPAM by the email readers. Ask your students to check their junk mail folder(s) if they have received anything.

In our example, let’s assume the user does not have a “3DPassport” yet (a Dassault Systèmes website’s user account). The student press “Create a new 3DPassport” and fills out the web form. Mandatory fields are shown with a red star.
Once the form is completed, the student may logon using the username or email address and the chosen password.

The user is redirected to a special URL:

![Image showing login process]

**IMPORTANT:** This page takes a while to load and remains gray during 10 to 30 seconds, before showing this message:

![Image showing loading message]

The user now has access to the platform. All the licenses he/she was granted are now in use and **cannot be reassigned to another user before 1 month.**
Step 4: platform management

In the platform management, the user now appears with the user’s first name and last name.

Two Vasavoir
Member

Granting Roles to one or several members

Below the Members Management widget, you can find the Roles & Options Management panel,

1) Select the available Role(s) that you want to grant to the user(s) and the user(s) to whom you want to provide this (those) roles (in that order or the reverse order).
And click on "Grant"

When done, the system sends the member an email to inform him that he has access to **new role(s)**.

Note: to grant a role to a single member, you can also use the function drag-and-drop. For this, drag the role to the member or the contrary.
PART 2

SOFTWARE INSTALLATION
Rich Apps installation
Install the 3DEXPERIENCE Launcher

A Rich Apps installation tool is introduced with 3DEXPERIENCE platform R2015x: The 3DEXPERIENCE Launcher.

A pop up window to download 3DEXPERIENCE Launcher installer will appear after clicking on your rich app from the IFWE Compass if the 3DEXPERIENCE Launcher is not already installed on your computer.

After downloading it, you will need to run the 3DEXPERIENCE Launcher msi installer.

At the end of the installation the service will start and an icon will appear in the system tray

⚠️ Refresh your browser page before starting the Rich App Installation process (type F5 on your keyboard).

Network Configuration Check

To run correctly, the 3DEXPERIENCE Launcher needs to be able to talk to other 3DEXPERIENCE platform services locally on the machine. A wrong network proxy server setup can interfere if inaccurately configured. Please make sure or ensure with your IT network administrator that, if you have a proxy, it is accurately setup to authorize local communications (See Troubleshooting section)
Before you begin, in order to save space on your computer and secure the next installation steps, you may uninstall the 3DEXPERIENCE R2014x rich client application code from your computer. For uninstall information please refers to troubleshooting installation section.

After the 3DEXPERIENCE Launcher installation completion, the Rich App installation process will start when clicking on any Rich Apps icon.

Rich Apps Installation (Done by the Admin or Massive Installation)

As an IT Administrator, if you need to deploy the rich Apps (CATIA, DELMIA, SIMULIA …) on several laptops in a Lab, you have to use the “Online installation”:
The first time, the installation is done normally by the Admin:
Online Installation

Installation File Location

Installation files will be stored here and shared among all platform members who need them.

This shared network folder must be Read and Write allowed and accessible for all the users who need to install the rich apps.

The other installations are done by the end users (or the Admin, to prepare the laptops form the lab) following the standard process: the code is not downloaded from the cloud but directly from the shared folder!
PART 3

PEDAGOGICAL SCENARIOS WITHIN 3DEXPERIENCE
Start your first pedagogical EXPERIENCE
Understand the User Interface

If you access the **3DEXPERIENCE** Platform for the first time, the coach mark appears.

The coach mark is an overview of the IFWE Compass User Experience, introducing key concepts and capabilities. To show the coach mark again, select the Help menu and click on “Get Started”.

You are now in the IF WE Compass user interface. The top bar is the main component and it’s always visible at the top.

- The Compass that enables you to access available 3DS apps
- The Application name: By default, at first login, you access to the 3DDashboard application
- The Search bar to search in your widgets content
- The 6W Tags to filter your search results
- The connected user
- Services menus (me, add, share, home, help)

3DSwYm User Experience
3DSwYm Search&Tags
3DDashboard Overview
Overview of the 3DEXPERIENCE’s Organization

• M. Orange, M. Black, M. Green and M. Red want to access to the 3DEXPERIENCE Platform

• An Admin will attribute a User rights for them: Admin, Member or Member Contractor

• An Admin will attribute different Role & Options for everyone:
  - Platform Contributor
  - 3DEXPERIENCE Essentials
  - Governance and Project Management
  - Platform Contributor
  - 3DEXPERIENCE Essentials
  - Manufacturing and Production
  - Platform Contributor
  - 3DEXPERIENCE Essentials
  - One by One
  - Massive import with a cav file

• M. Green, M. Orange, M. Black and M. Red will be invited to the 3DEXPERIENCE by mail.

Depending on your User Rights, you will access automatically to the Public Collaborative Space and Public Swym communities.

**Collaborative Space:** “Common space”
- Admin and Members have the access automatically.
- Member Contractors don’t have access.

**“Public” Swym communities**
- Admin and Members have the access automatically.
- Member Contractors don’t have access.

You have the possibility to create/join a Collaborative Space and/or a Swym Community.

**Collaborative Space:** “Collaborative Space 1”
- Leader & Owner: (Can manage a Collaborative Space, i.e. Manage members, create, share and edit content)
- Authors: (Can create and edit content)
- Contributors: (Has read access to content)

**Swym community:** “Swym community 1”
- Owner: (Read, Add, Edit and delete page, change privacy, grant access, Lock, Reorganize)
- Authors: (Read and Add and Edit page)
- Contributors: (Read a page)

At a glance: you have 3 different areas with different roles:

<table>
<thead>
<tr>
<th>3DEXPERIENCE</th>
<th>Collaborative Space</th>
<th>Swym community</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admin</td>
<td>Leader &amp; owner</td>
<td>Owner</td>
</tr>
<tr>
<td>Member</td>
<td>Authors</td>
<td>Authors</td>
</tr>
<tr>
<td>Member contractor</td>
<td>Contributors</td>
<td>Contributors</td>
</tr>
</tbody>
</table>

The Roles of the 3DEXPERIENCE, Collaborative Space and Swym community are totally different. You can be Admin in one and only contributor in another one. There are no relations.
Create your first Project: Manage your 3DSpace

1. Connect to the 3DEXPERIENCE Platform R2015x on the Cloud.
2. Launch the 3DSpace App
3. Add & Manage Users
4. Create (if the User is allowed by the administrator) a new 3DSpace
5. Select the appropriate 3DSpace & Launch an App (For example: Part Design),
6. In your Dashboard, monitor the latest information of your 3DSpaces
There are 3 different levels of responsibility in a Collaborative Space (3DSpace):
A contributor:
- Evaluates the design, but does not modify it.
- Manages any review and simulation content of the collaborative space of which the Contributor is a member.

An Author:
- Defines the technical solution (RFLP, PPR), and can search, modify, delete, version, and promote collaborative space content. The Author:
  - Manages any kind of content of the current collaborative space of which the Author is a member
  - Can delete IN_WORK content
  - Can duplicate content
  - Can freeze IN_WORK content and unfreeze FROZEN content.

The Leader/Owner:
The Owner has the principal responsibility of administering roles and assigning persons to projects under his responsibility, and has specific project resource administration privileges authorizing him to use:
- the 3DEXPERIENCE Administration Console
- Collaboration Workspace
- Collaboration Briefcase
- Product Resource Management (PRM)

The Owner cannot perform the same tasks as the Leader: if a user wants to perform collaborative space administration and design tasks, the user needs to be assigned to both Owner and Leader roles.

When connected as an Owner, the person cannot create or delete content even if they have a passive security context for the same collaborative space that permits those actions. That is, if the person has another role in the same collaborative space organization, the person cannot create or delete content unless they switch to the security context that has create/delete access.

However, an Owner, who also has the Author role in the same collaborative space, can create a Physical Product because that command is not secured. The Owner cannot execute any secured access commands such as duplicate, import, or export. The person must switch security contexts to execute those commands.

The Owner manages design resources:
- Can change content organization ownership
- Can delete IN_WORK/PRIVATE content
- Can exports or imports 3DXML content
- Releases, renders obsolete or removes FROZEN content
- Duplicates existing content
- Synchronizes Product Structure -> EBOM and EBOM -> Product Structure
Please refer to the 3DExperience documentation to understand the different types of Collaborative spaces (Private/Protected/Public). For an Academic use, Private is the most adapted.

You can 'increase' the right for users or collaborative space, but you cannot 'decrease' it (the impact on the created data is too huge to manage this case). Contributor ➔ Author ➔ Leader&Owner
Private ➔ Protected ➔ Public
Manage your pedagogy within **3DEXPERIENCE**

The P&O (People & Organization) and the 3DS&R (3DSpace & Roles) are the two administration concepts inside 3DEXPERIENCE that allow the formalization of the pedagogical approaches. We have formalized the 4 typical pedagogical scenarios, and detailed their 3DEXPERIENCE implementations. We strongly advise to use or tweak these approaches.

A lot of other pedagogical scenarios can be imagined. Before starting, it is very important to take some time to think about what you want to do and what you want to manage (Define the Pedagogical approach’s Matrix: People/Organization/3Dspaces/Roles) … The more complex the scenario is; the more complex/time consuming the P&O is …

The 4 detailed pedagogical scenarios are:

- Pedagogical Scenario #1 – Lab session (contractor as the training teacher)
- Pedagogical Scenario #2 – Secured Training Lab session (or Exams)
- Pedagogical Scenario #3 – Lab session (Refresh each Semester)
- Pedagogical Scenario #4 – Collaborative Project
Pedagogical Scenario #1 – Lab session (contractor as the training teacher)

In this university, there are 2 professors and N Student in one group. Prof1 is responsible for the 3DEXPERIENCE Cloud. He is also responsible for the reference data for the training. Prof2 does not create any reference data (he is an external contractor). Students have to access data but not modify it. Prof1 does not follow these students; he does not need to be able to modify the data created by the student.

Prof1 does the 3DEXPERIENCE pedagogical administration
Prof2 (external contractor) trains his group of students in the Lab

Associated 3DEXPERIENCE architecture:

Explanations:

► Prof1 only can create (or modify) data in “Learning Materials Reference” Collaborative space, but the data created (except ‘status’ private) can be used by students and Prof2 in the “Lab Exercises Session” Collaborative Space.

► Prof1 cannot modify data created by students because he is not member of “Lab Exercises Session”, but he can see/use it (Public)

► Prof2 is ‘Owner&Leader’, Students can be ‘author’ or ‘Owner&Leader’ (see in detail privileges)
Pedagogical Scenario #2 – Secured Training Lab session (or Exams)

In this university, there are 2 Professors and N Student spread in two groups. Prof1 is responsible for the 3DEXPERIENCE Cloud, but also for the reference data of the training. Prof2 is also responsible for the reference data of the training. Prof1 follows and manages Group1 and Prof2 handles Group2. Group1 and Group2 are working on the same project but are 'competitor', so it is important to separate the working space. 3DXML is the format for exchange. Professors also want also to create 'secured' and dedicated data for each group. Prof1 and/or Prof2 do the 3DEXPERIENCE pedagogical administration.

Prof1 teaches to the Group1 of n students in the Lab

Prof2 teaches to the Group2 of n students in a 2nd Lab or in the same Lab during another time slot.

Associated 3DEXPERIENCE architecture

Explanations:

- Prof1&2 only can create (or modify) data in “Learning Materials Reference” Collaborative space, but the data created (except ‘status’ private) can be used by students in others collaborative spaces.
- Students (Team#) Collaborative Spaces are Private, so only members can access data
- All are ‘Owner&Leader’ to be able to exchange with 3DXML.
- Teachers have to ‘lock’ or ‘released’ parts/objects in the working area to avoid unexpected modification.
Pedagogical Scenario #3 – Lab session (Refresh each Semester)

In this university, teachers want a private zone to create data, pre-studies. One teacher is the responsible for the 3DEXPERIENCE platform... Data for students will be duplicated. Students work on ‘3D’ during half a year only and in 2 groups. Student’s data can be deleted at the end of the year. **We do not want students to export or import 3DXML data in the database and create persistent data** (released)

Prof1 do the 3DEXPERIENCE pedagogical administration

Prof# trains students in the Labs Group1 & Group2

Associated 3DEXPERIENCE architecture

Explanations:

- All Collaborative Spaces are Private, so only members can access data
- Teachers are Owner&Leader, so only teacher can import/export 3DXML (export from “References” CollabSpace to H1 or H2 CollabSpaces)
- Students are Author; they cannot export 3DXML data and ‘release’ part. So all the parts can be ‘deleted’ (no links with external data …) or other Collaborative Spaces can be created each semester.
Pedagogical Scenario #4 – Collaborative Project

In this university, professors want to manage a collaborative project (at the local or international level) with a team of students. Data are created by the students and validated by the Project leader Student (with/or by, one of the involved teachers). References’ data (standard parts like screws & washers, University’s templates …) are accessible from a protected library managed by one professor.

Prof1 does the 3DEXPERIENCE pedagogical administration
Prof1 manages the 3DEXPERIENCE standards’ library
Prof# follow (and co-validate if necessary with Student declared as the Project Leader) the collaborative project of the students’ Team

Associated 3DEXPERIENCE architecture
PART 4

TROUBLESHOOTING & SUPPORT

3DEXPERIENCE
Troubleshooting with 3DEXPERIENCE Launcher

Possible issues that could prevent 3DEXPERIENCE Launcher from working

1- The 3DEXPERIENCE Launcher was not installed

Check if you see this icon in the Windows system tray:

If you do not see it, this means that the 3DEXPERIENCE Launcher was not installed. Check that you have run the 3DEXPERIENCE Launcher msi installer after having downloaded it.

2- The 3DEXPERIENCE Launcher is not running

To check if 3DEXPERIENCE Launcher is running, right click on the 3DEXPERIENCE Launcher icon in the Windows system tray and click on “About”:

There will be a balloon saying if 3DEXPERIENCE Launcher is running or not. Example:

If it is not running, you have to open a command prompt and launch services.msc. Then start 3DEXPERIENCE Launcher service:
3- Firewall or anti-virus software may be blocking the 3DEXPERIENCE Launcher

Right click on 3DEXPERIENCE Launcher icon in the Windows system tray and click on “About”. You will see the port number being used. Example:

Check that your firewall/antivirus doesn’t block the port number.

D- The proxy may be blocking the 3DEXPERIENCE Launcher

To run correctly, the 3DEXPERIENCE Launcher needs to be able to talk to other 3DEXPERIENCE Platform services locally on the machine. A wrong network proxy server setup can interfere if inaccurately configured. Please make sure or ensure with your IT network administrator that, if you have a proxy, it is accurately setup to authorize local communications (See troubleshooting section for more information).

3DEXPERIENCE Launcher is installed and running. When the user selects an app, there is a popup window to install the 3DEXPERIENCE Launcher. When the user clicks to continue, the same popup appears after a few seconds.

The issue might be on the customer’s proxy configuration. The customer’s proxy configuration does redirect all requests to the proxy even if it is bound to loopback addresses (127.0.0.1 / ::1). There is a work around by adding an exception “dslauncher.3ds.com” on browser setting. A permanent fix consists in configuring the user’s proxy server correctly.

In Google Chrome

a- Go in Chrome Settings, in the Network paragraph click on Change proxy settings..
b- In **Connections** tab click on **LAN settings** button

![Internet Properties window](image)

```
In the Local Area Network Settings, Check **Use a proxy server for your LAN** and **Bypass proxy server for local addresses**. Then click on the **Advanced** button.
```
d- In the Proxy Settings windows, add in the Exceptions field the address “dslauncher.3ds.com”. Use semicolon (;) to separate entries.
In Internet Explorer

a- Go in Internet Explorer options: Tools>Internet Options. In Connections tab, Local Area Network(LAN)Settings click on LAN settings button.

b- As Chrome opens Internet Explorer settings, next step is similar to step 3-4 from Chrome proxy configuration above.

In Mozilla Firefox

a- Go on Firefox Options in Tools>Options in Network tab, Connection paragraph click on Settings button
b- In Connection Settings windows choose **Use system proxy settings**

![Connection Settings window](image)

Note: It is recommended to set Chrome or Internet Explorer configuration before setting Mozilla Firefox.

Click on OK to validate settings modifications for each browser.

**E- The port number changed**

During the installation, the 3 defaults port numbers were in use and the installer has been forced to choose a random one.

If the port number used by the 3DEXPERIENCE Launcher is not among: 20300, 33200, 40600 then enter the port number in the Troubleshoot panel:
F- Internet Explorer settings

If you are using Internet Explorer 11 on Windows 8, make sure that the “Enable Enhanced Protected Mode” option is deactivated. To do this, you can go to Internet Options, Advanced tab:

Still not working? Open a Service Request with 3DEXPERIENCE Launcher logs

If after these steps, you still face an issue, open a Service Request to support with 3DEXPERIENCE Launcher logs which can be found in this folder in R2015x:
C:\ProgramData\DassaultSystemes\3DEXPERIENCELauncher\logs

If there is nothing in 3DEXPERIENCE Launcher logs, Dassault Systèmes Support will need msi traces. For this, please refer to QA00000035710

MSI file installation failure:

MSI file type is used to install the 3DEXPERIENCE Launcher.

This file may encounter installation failure and file corruption. So trace of the MSI installation needs to be generated for analysis.

Trace setup:

Inside a command window (cmd), type the following sentence:
msiexec /i "the_directory_where_you_have_downloaded_the_msi>\3DExperienceLauncher.msi" /L*v c:\temp\installlog.txt

Change the highlighted sentence by your own directory
Then get the traces generated inside c:\temp\installlog.txt
Troubleshooting with Rich Apps Installation

If you are facing issues installing your updated rich applications, please consider the following troubleshooting steps.

As you switch to the new 3DEXPERIENCE R2015x, it is recommended to remove all 3DEXPERIENCE R2014x code previously installed on your machine, and to cleanup of your system.

Remove previous thick client installation(s)

1) Remove all the previous installation from the Add/Remove Programs function available from Start > Control Panel > Programs and Features. (you can remove Prerequisites as well)

2) Delete the installation directory if it was not removed by the Uninstall process
Example default installation directories include:
- C:\Program Files\Dassault Systemes\3DExperience SolidWorks
- C:\Program Files\Dassault Systemes\C216
- C:\Program Files\Dassault Systemes\<x>216<Dxx> (with any other letter)

Note: If your installation failed, think about deleting the installation keys in the Windows registry (only after execution of the other steps!):
- Open the registry
  - Windows Start menu > Run > “regedit”
  - At this step you are strongly invited to perform a Backup before going any further on the clean process. For that, use File / Export and save the file locally.
- Locate the installation registry key
  - HKEY_LOCAL_MACHINE > SOFTWARE > Dassault Systèmes > V6
  - Remove the “C216” entry and all its sub-keys
  - Or Remove the « <x>216<Dxx> » in case another naming was used

3) Remove 3DEXPERIENCE R2014x client shortcuts created on desktop, if some exists.

Troubleshooting when you launch and use an App

Should you experience issues while using the application please consider the following steps:

Empty the working cache—Make sure to empty all Browser/Java cache, CATTemp and CATSettings before launching new setup

Browser / Java Cache:

Clear the Cache using the Java Control Panel available from Windows Control Panel >Java

If, despite all previously provided troubleshooting, you are still facing issues, we propose you to go forward in your troubleshooting experience through the following support experiences:
Access to Online Support Communities

New 3DEXPERIENCE platform members or members who have been granted new roles are regularly added to the Online Support Communities. However, to secure this process, please provide us with the list of all the users that need to be added (First Name, Last Name, and Email Address) and to which communities.

- 3DEXPERIENCE platform On Cloud
- CATIA On Cloud
- SOLIDWORKS 3DEXPERIENCE Solutions Community
- ENOVIA On Cloud
- DELMIA On Cloud

Please, send this information to Support.Web@3ds.com. Also, do not hesitate to keep us informed of any update of this list.

Access to the Online Support Community from the 3DEXPERIENCE platform

As a cloud customer of the 3DEXPERIENCE platform, you can have access to the official community of the 3DEXPERIENCE platform: the 3DEXPERIENCE platform on Cloud Community. You will find resources, trainings and news related to the 3DEXPERIENCE platform.

*The Support Cloud team will also publish on this community the Platform Scheduled Maintenances and the Platform status information. We will strongly advise you to follow the blog feed in order to be alerted of unexpected services interruption.

From the 3DEXPERIENCE platform, you have a direct access to the Support community. In the Services menu, click on the Help icon and click on Support Community platform on the Cloud community.

When you are on the 3DEXPERIENCE platform on the Cloud community, you can access the brand cloud communities you are a member of, by clicking on these thumbnails bellow.
Online Support video tutorials:

www.3ds.com (Public)

SwYM Community: 3DEXPERIENCE platform on the Cloud (DSPassport is required)