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CONFERENCE

OCTOBER 2-3
MILWAUKEE, WI



Troubleshooting Basics For SOLIDWORKS PDM

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SOLIDWORKS PDM Is Like A Car



SOLIDWORKS PDM Standard Components

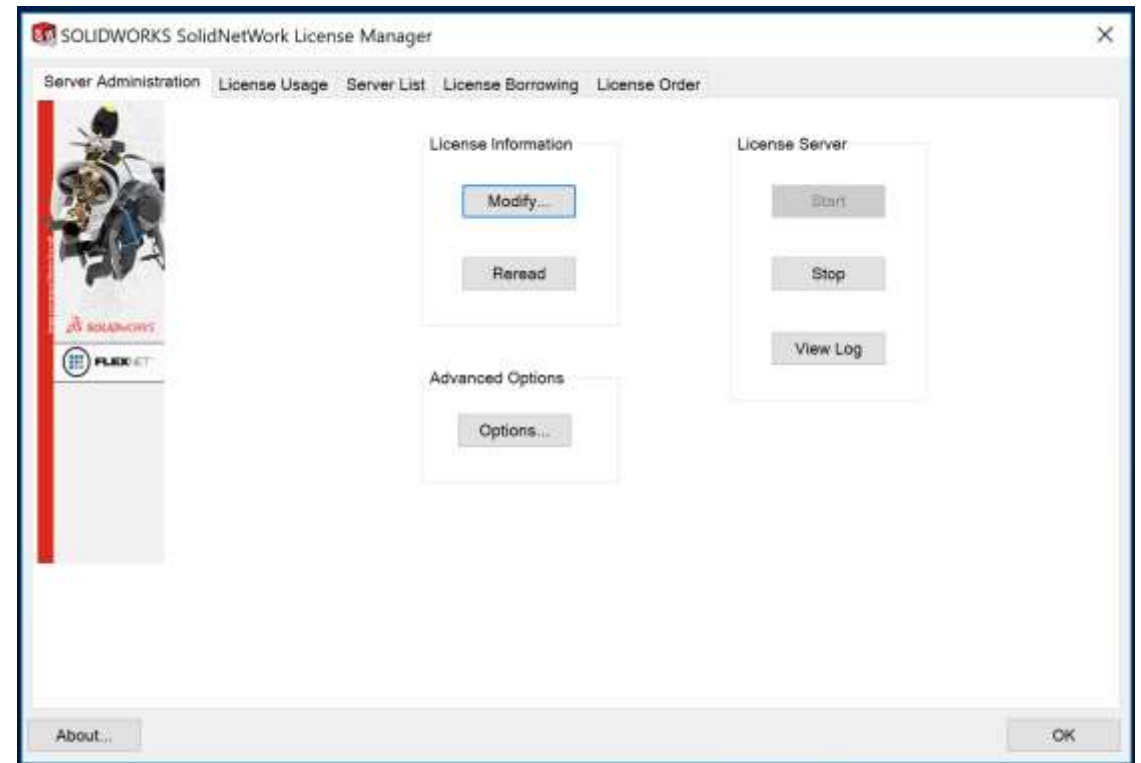
- SolidNetWork License (SNL) Manager
- Database Server
- Archive Server
- Microsoft SQL Express
- File Explorer Clients

SOLIDWORKS PDM Professional Components

- SNL Manager
- Database Server
- Archive Server
- Microsoft SQL Standard or Enterprise
- Web and/or Web2 Server with Internet Information Services (IIS)
- File Explorer and/or Web Browser Clients

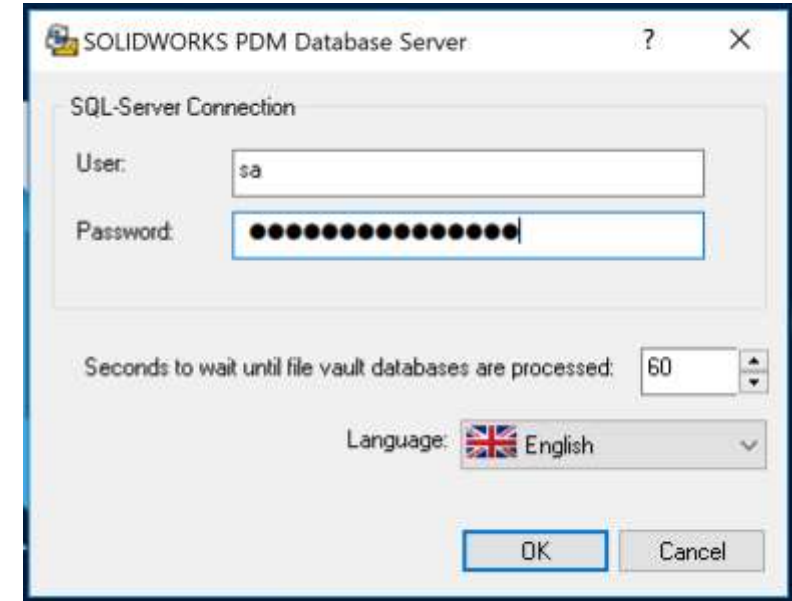
SolidNetWork License (SNL) Manager

- Responsible for hosting PDM client licensing
- Clients communicate with SNL over port 25734



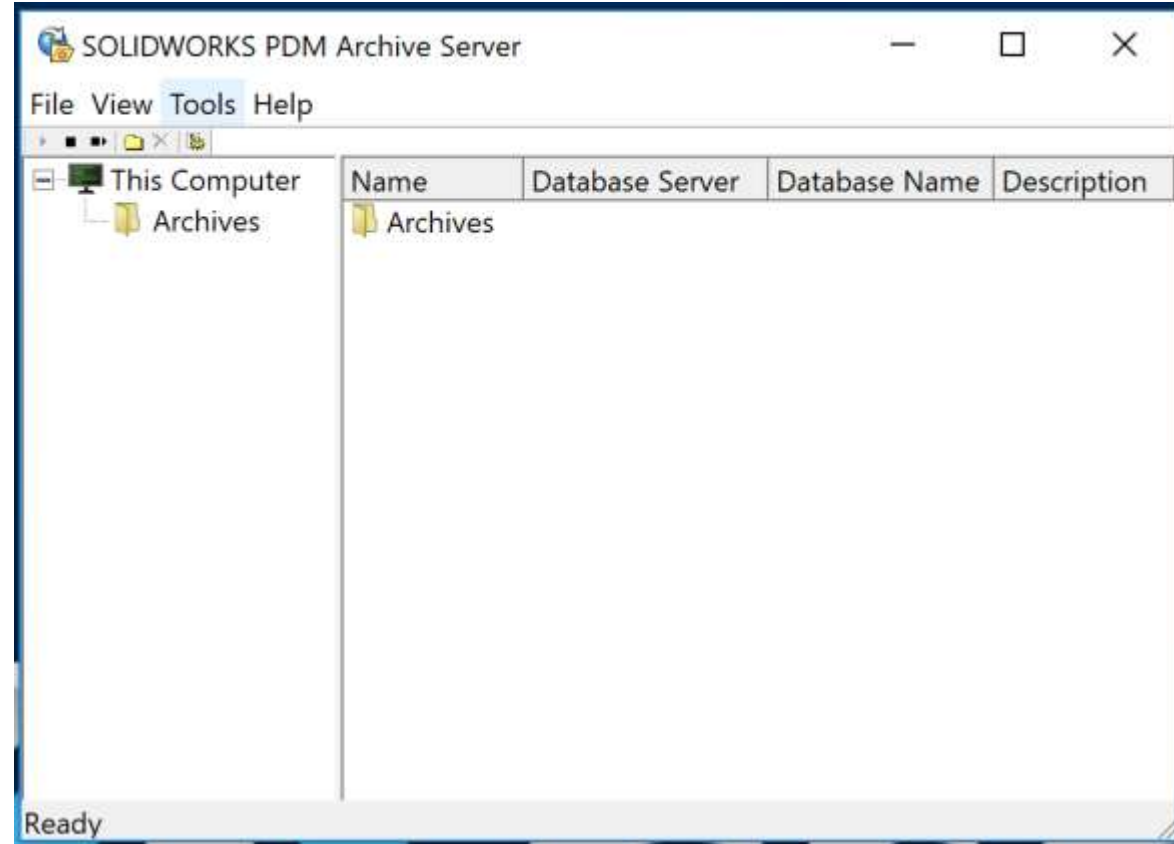
Database Server

- Two components tied together – database server service and SQL
- Service polls SQL database frequently
- SQL database hosts vault metadata
- ConisioMasterDb hosts licensing information



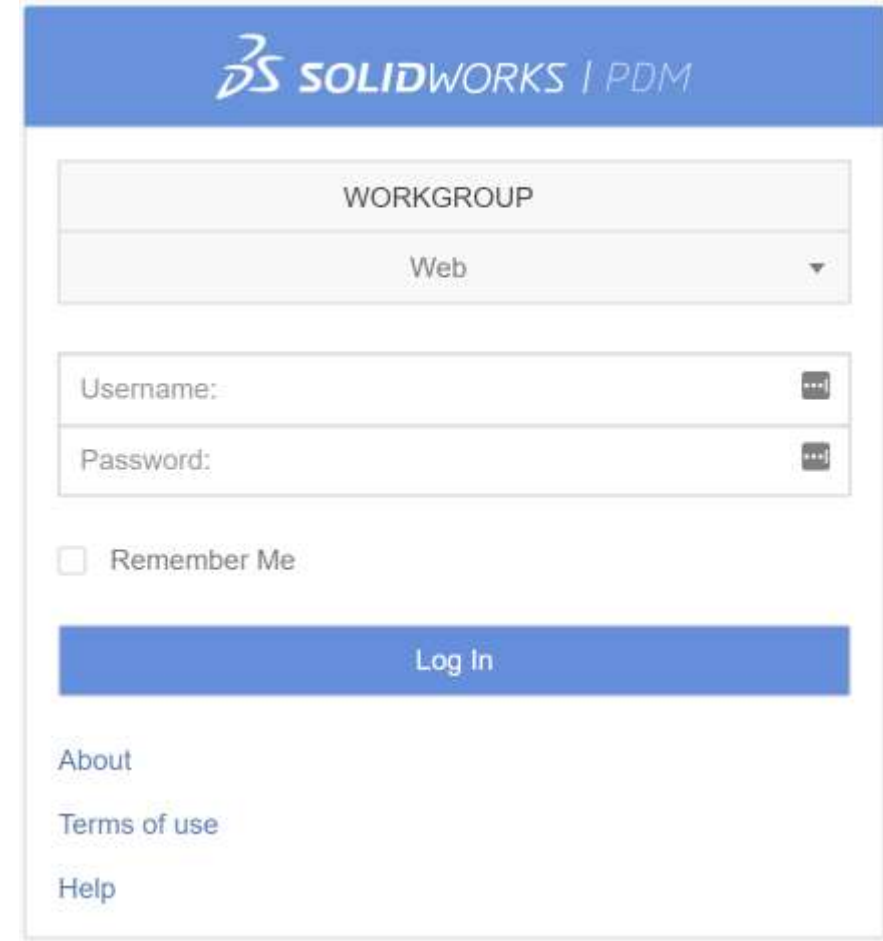
Archive Server

- Client logins
- Replication tasks
- Cold Storage
- Cleaner service
- Compression
- Hexadecimal
- Index XML files



Web and Web2 Server

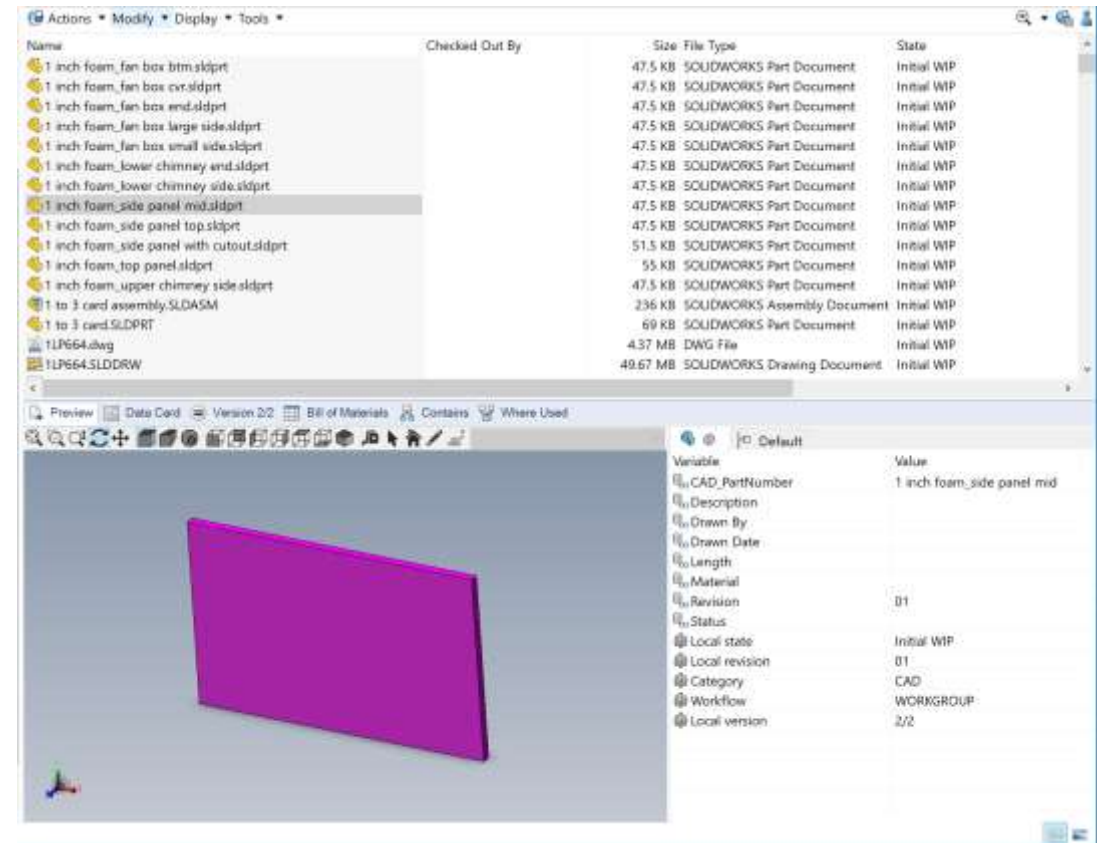
- Internet Information Services (IIS)
- Web2 Application



The screenshot shows the SolidWorks PDM login page. At the top, there is a blue header with the SolidWorks logo and the text "SOLIDWORKS | PDM". Below the header, there is a "WORKGROUP" dropdown menu currently set to "Web". Underneath, there are two input fields: "Username:" and "Password:", each with a small icon to its right. Below the password field is a checkbox labeled "Remember Me". A large blue "Log In" button is positioned below the checkbox. At the bottom of the page, there are three links: "About", "Terms of use", and "Help".

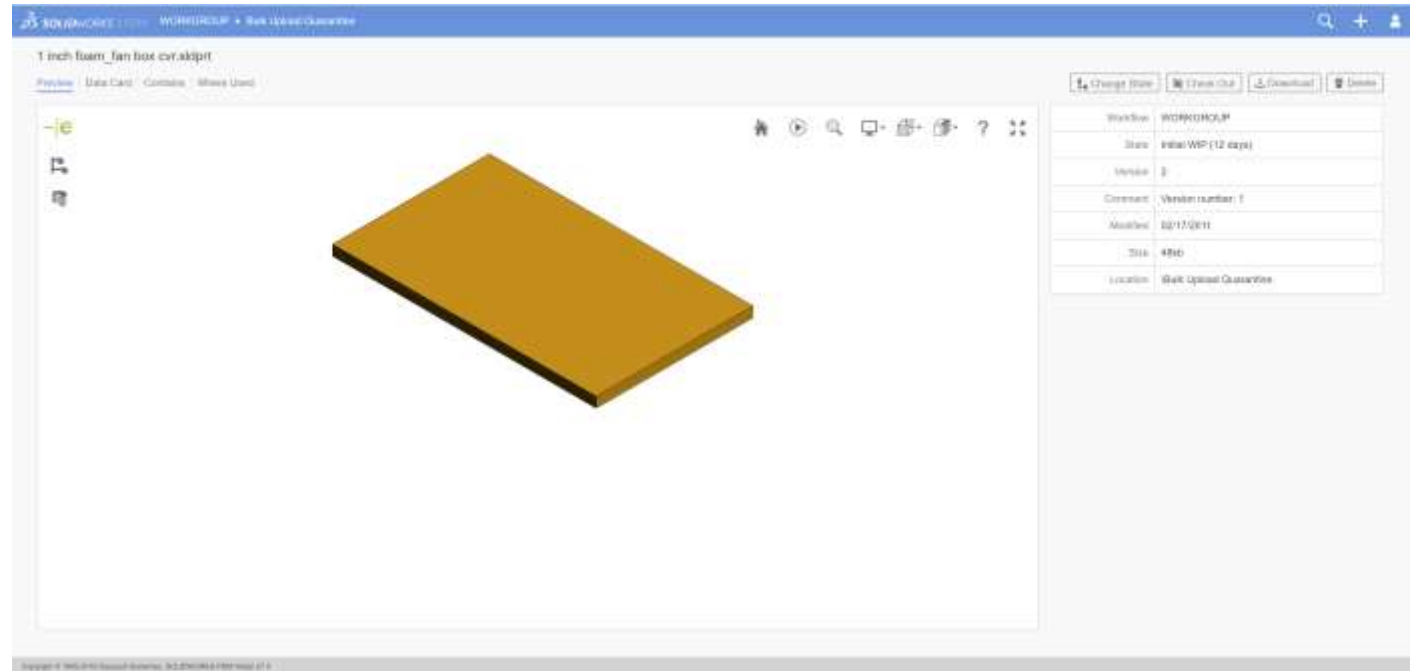
File Explorer Client

- Windows OS
- CAD add-in's
- Microsoft Office add-in's
- Vault is accessed locally via vault view in File Explorer

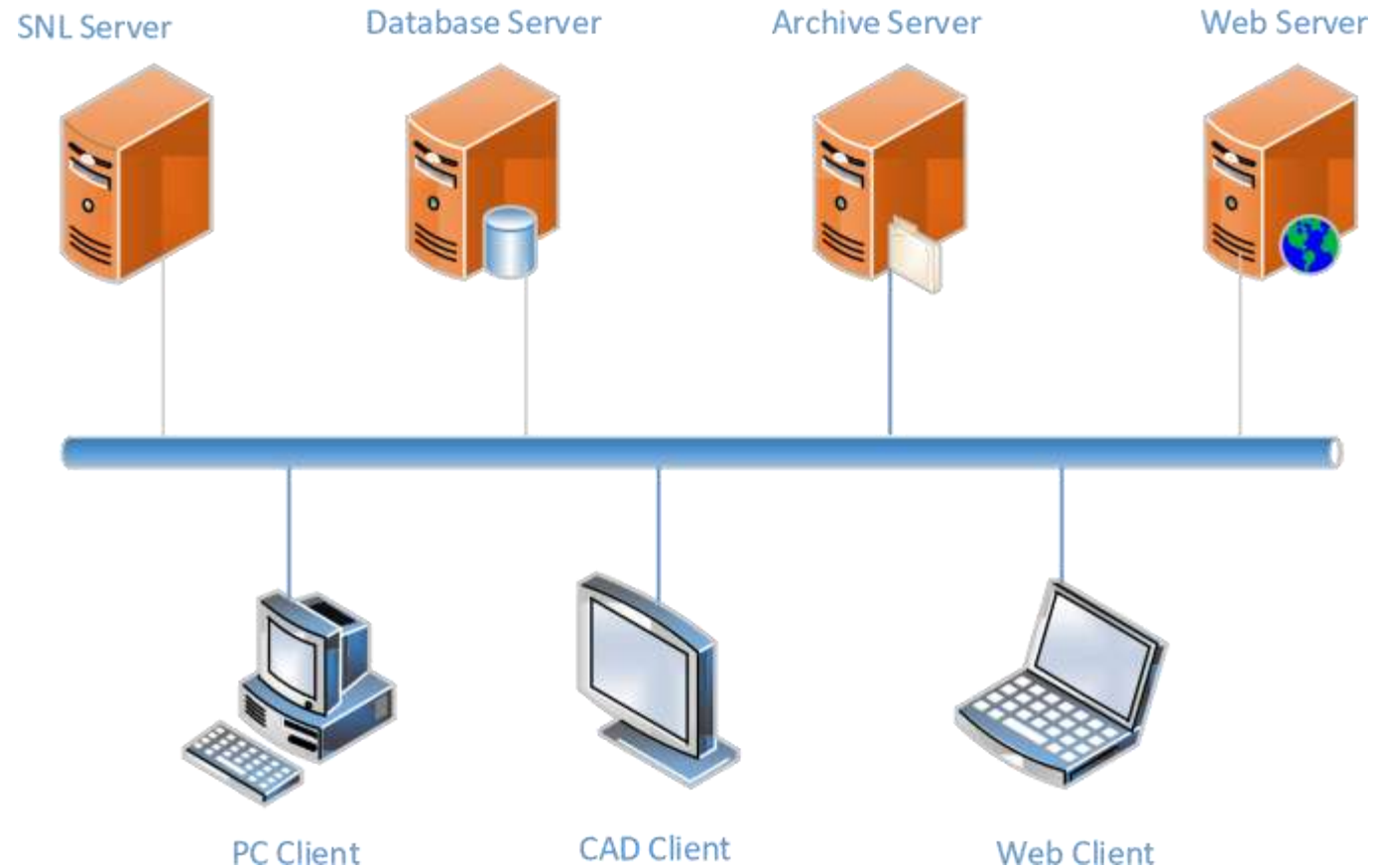


Web Browser Client

- Requires supported web browser such as Google Chrome, Apple Safari, Mozilla Firefox, Microsoft Edge, etc
- Vault is accessed over web, files are downloaded locally to client



Basic SOLIDWORKS PDM Professional Setup

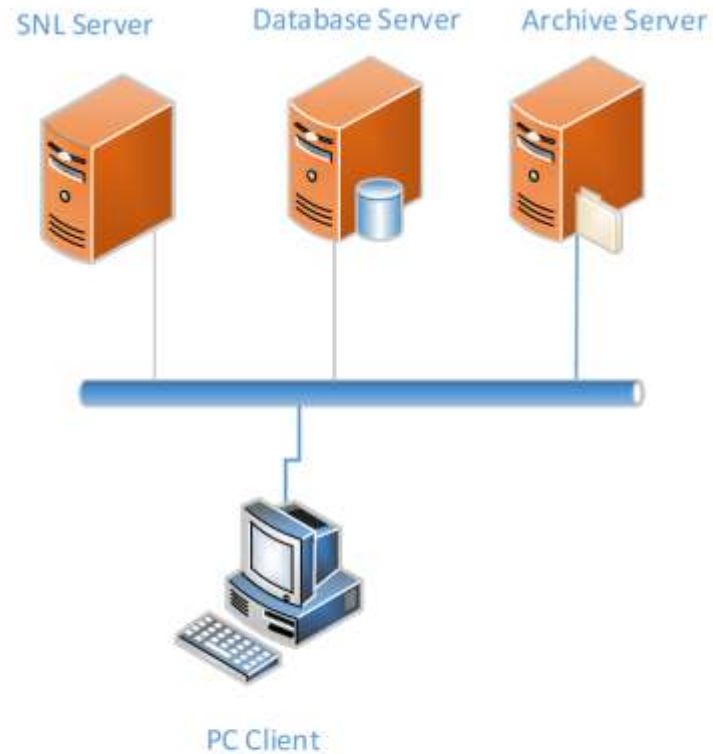


Getting Under The Hood

- Client Login
- Getting Files and Previews
- Add Files
- Check-in File
- Check-out File

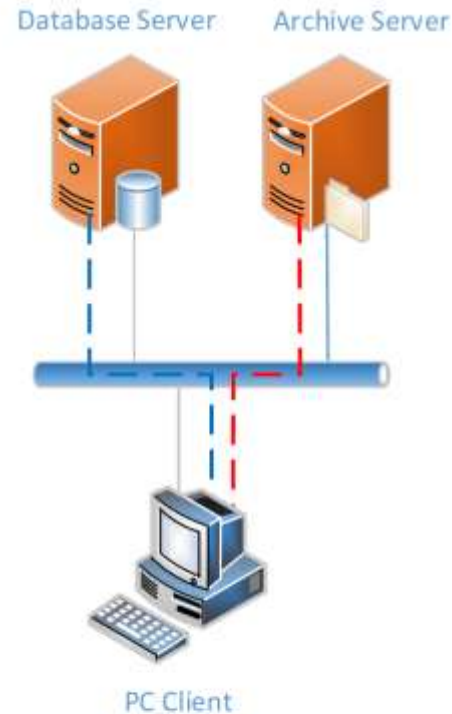


Client Login



From	To	Description	Port
PC Client	Database Server	Metadata operations	1433
PC Client	Archive Server	Authentication	3030
PC Client	SNL Server	Obtain license	25734

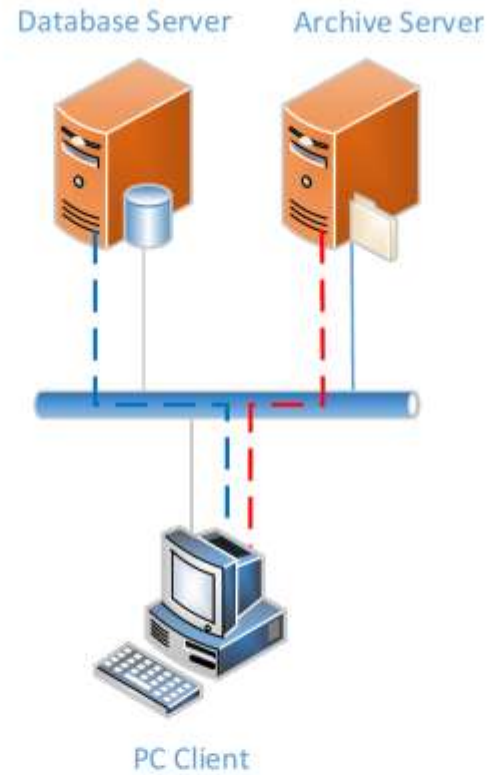
Getting Files and Previews



From	To	Description	Port
PC Client	Database Server	Metadata operations	1433
Database Server	PC Client	Provide DocumentID, UID and version	Random*
PC Client	Archive Server	Request file	3030
Archive Server	PC Client	Send file	Random*

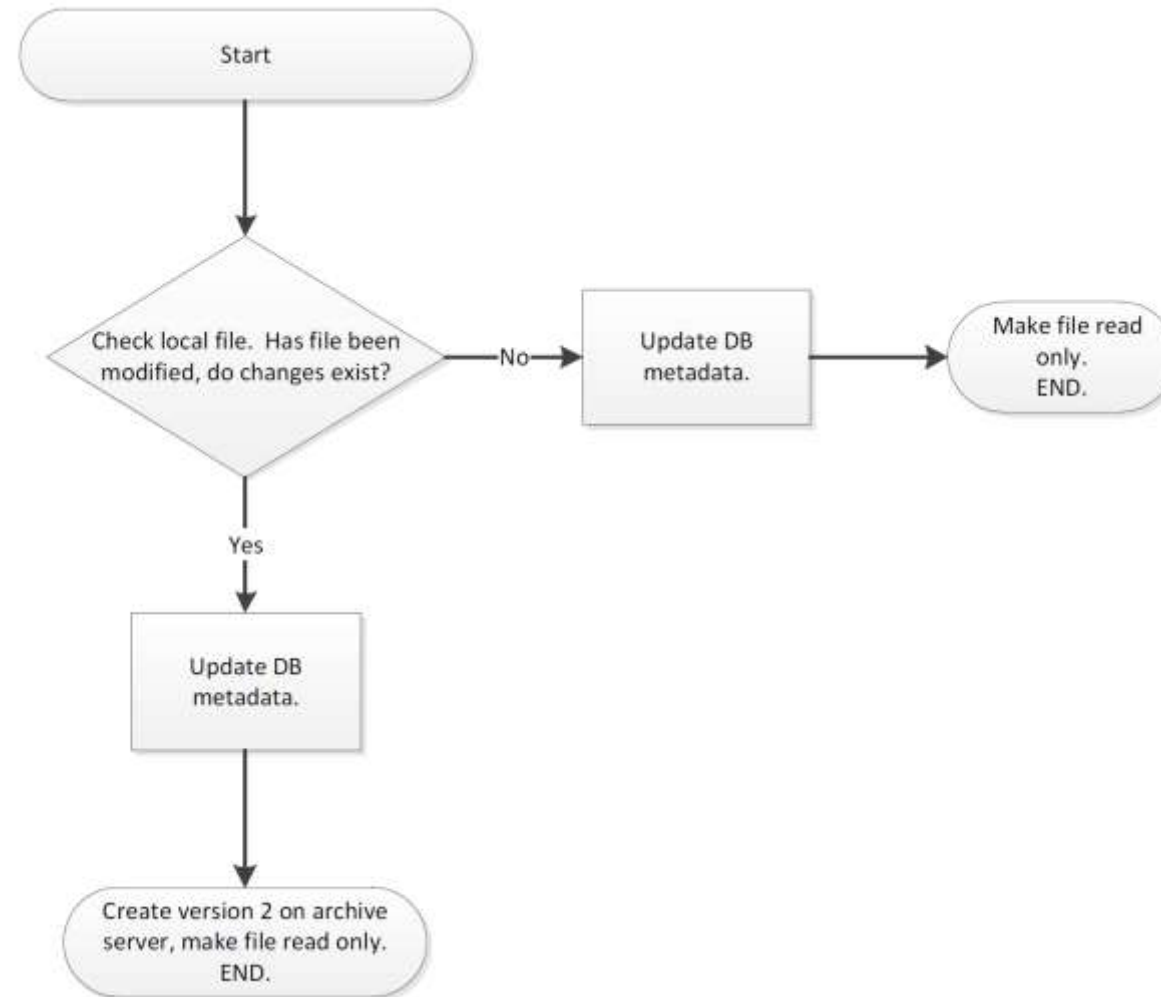
* SQL and archive servers can use any port from 49152 to 65535 for outgoing communication to client.

Add File

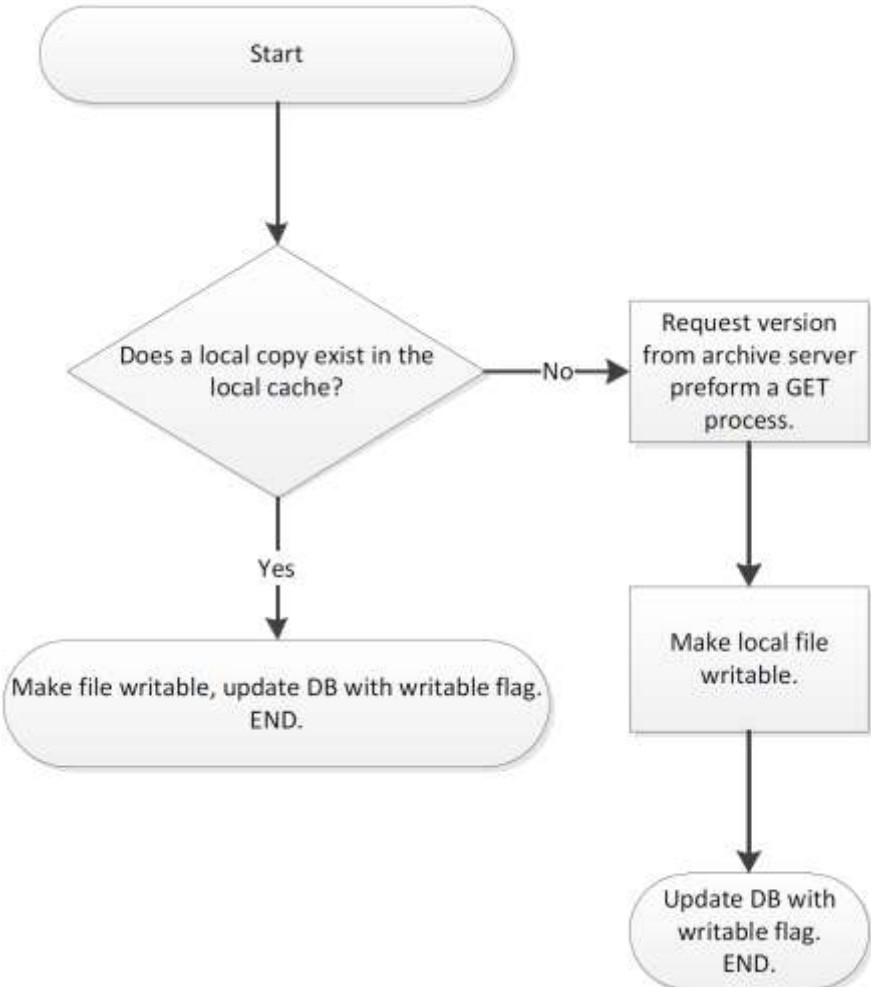


From	To	Description	Port
PC Client	PC Client	Add a file to the local cache.	N/A
PC Client	Archive Server	Add version 1 to the Archive Server.	3030
PC Client	Database Server	Update tables and add metadata.	1433

Check-in File



Check-out File

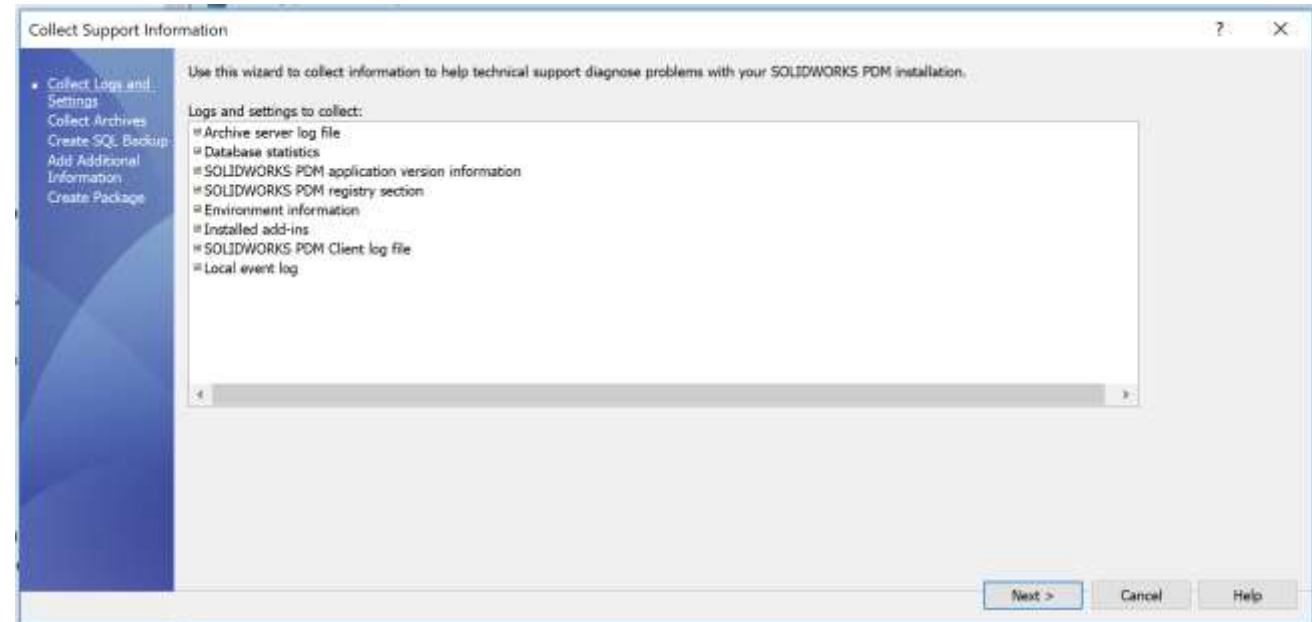


Troubleshooting - Logs

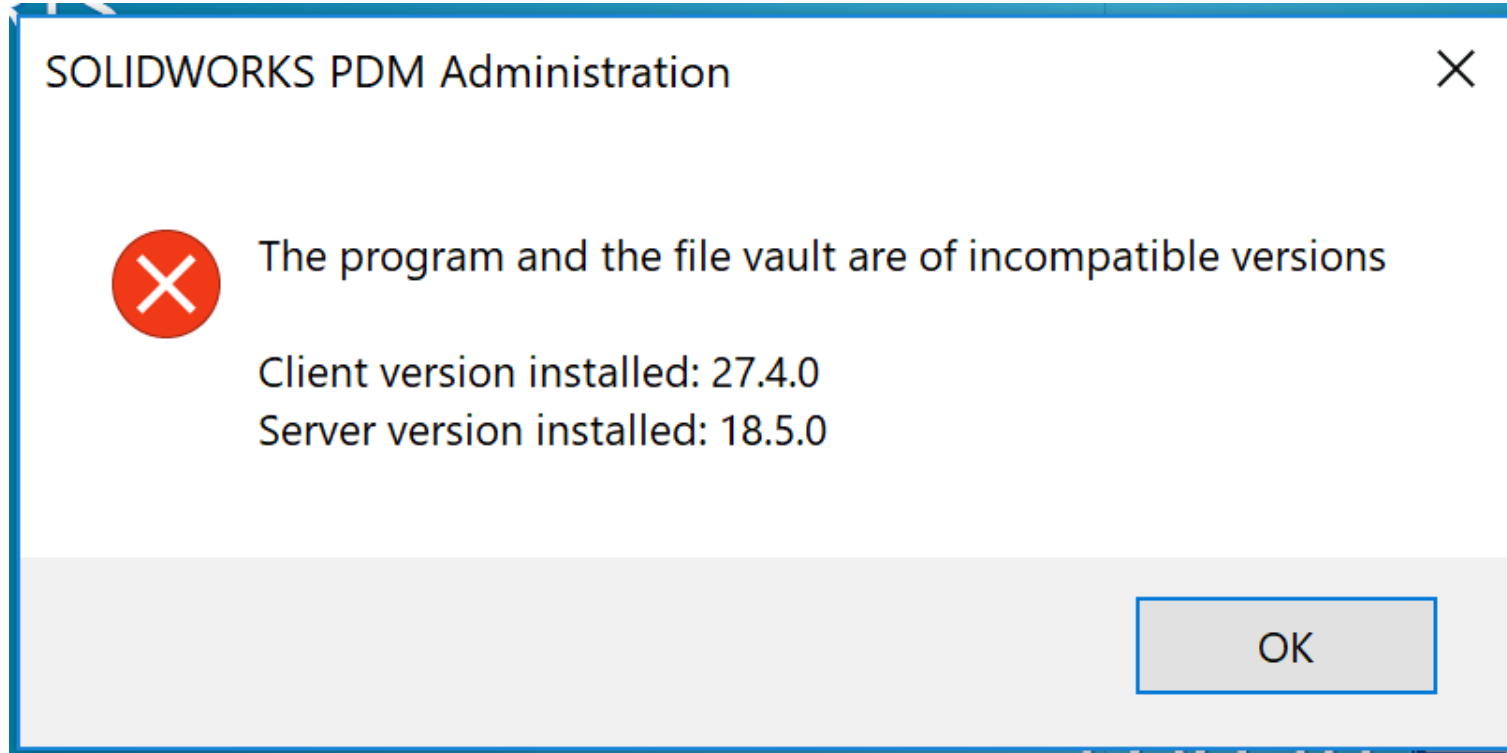
- S-070618 from the SOLIDWORKS Knowledge Base (KB)
- Archive Server
- Database Server
- Client
- Event Viewer Application Logs
- SQL Profile Traces

Troubleshooting – Support Tools

- PDM Connectivity Test Tool - S-069274
- Collect Support Information
- Archive Copy Tool - S-038121
- SOLIDWORKS PDM Help



Forgetting to Upgrade Database

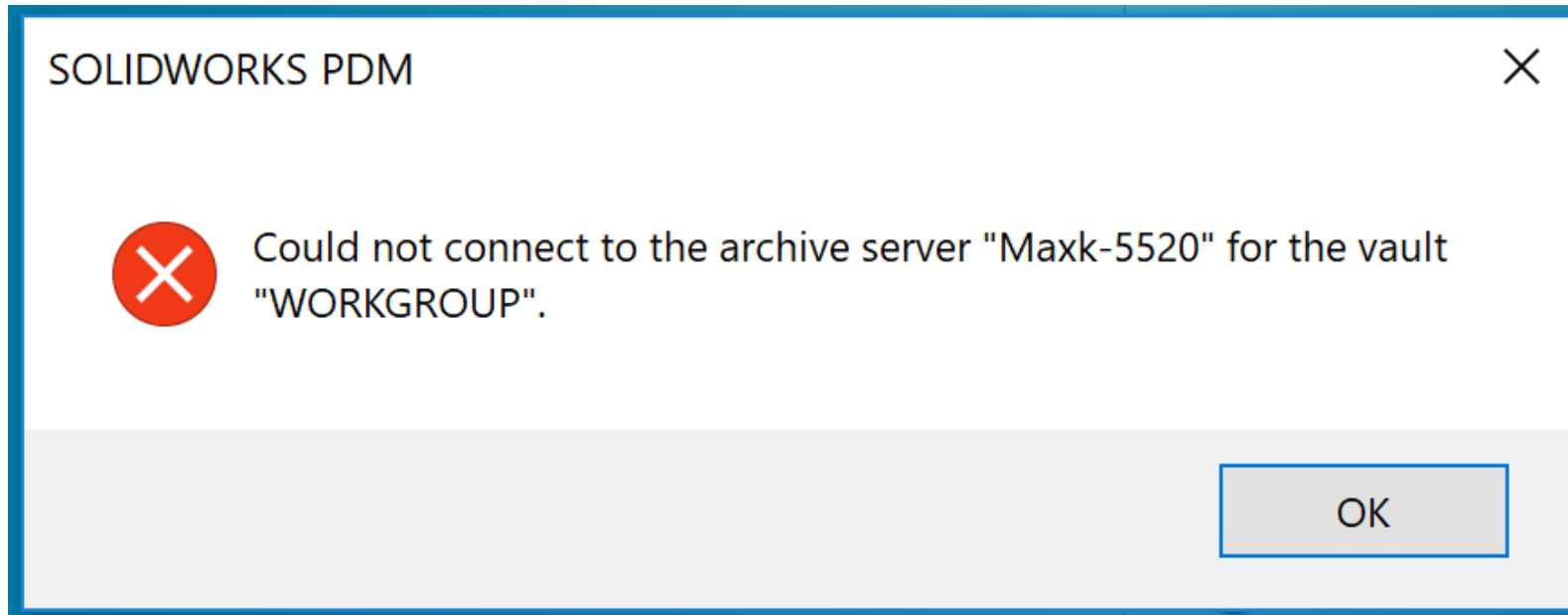


Forgetting to Upgrade Database

Documents > SOLIDWORKS Downloads > SOLIDWORKS 2019 SP04 > SWPDMServer > Upgrade

Name	Date modified	Type	Size
Unc_Ko.lan	8/16/2019 7:41 AM	LAN File	2 KB
Unc_pl.lan	8/16/2019 7:41 AM	LAN File	3 KB
Unc_Ptb.lan	8/16/2019 7:41 AM	LAN File	3 KB
Unc_Ru.lan	8/16/2019 7:41 AM	LAN File	2 KB
Unc_TR.lan	8/16/2019 7:41 AM	LAN File	2 KB
Unc_Zhs.lan	8/16/2019 7:41 AM	LAN File	2 KB
Unc_Zht.lan	8/16/2019 7:41 AM	LAN File	2 KB
Upgra_Cs.lan	8/16/2019 7:41 AM	LAN File	45 KB
Upgra_d.lan	8/16/2019 7:41 AM	LAN File	49 KB
Upgra_e.lan	8/16/2019 7:41 AM	LAN File	50 KB
Upgra_f.lan	8/16/2019 7:41 AM	LAN File	51 KB
Upgra_gb.lan	8/16/2019 7:41 AM	LAN File	44 KB
Upgra_i.lan	8/16/2019 7:41 AM	LAN File	47 KB
Upgra_j.lan	8/16/2019 7:41 AM	LAN File	35 KB
Upgra_Ko.lan	8/16/2019 7:41 AM	LAN File	32 KB
Upgra_PL.lan	8/16/2019 7:41 AM	LAN File	48 KB
Upgra_Ptb.lan	8/16/2019 7:41 AM	LAN File	49 KB
Upgra_Ru.lan	8/16/2019 7:41 AM	LAN File	47 KB
Upgra_TR.lan	8/16/2019 7:41 AM	LAN File	45 KB
Upgra_Zhs.lan	8/16/2019 7:41 AM	LAN File	27 KB
Upgra_Zht.lan	8/16/2019 7:41 AM	LAN File	28 KB
Upgrade.exe	8/16/2019 7:52 AM	Application	2,376 KB

Archive Server Service Shutdown



Web2 Application Identity Post Upgrade

Application Pools

This page lets you view and manage the list of application pools on the server. Application pools are associated with worker processes, contain one or more applications, and provide isolation among different applications.

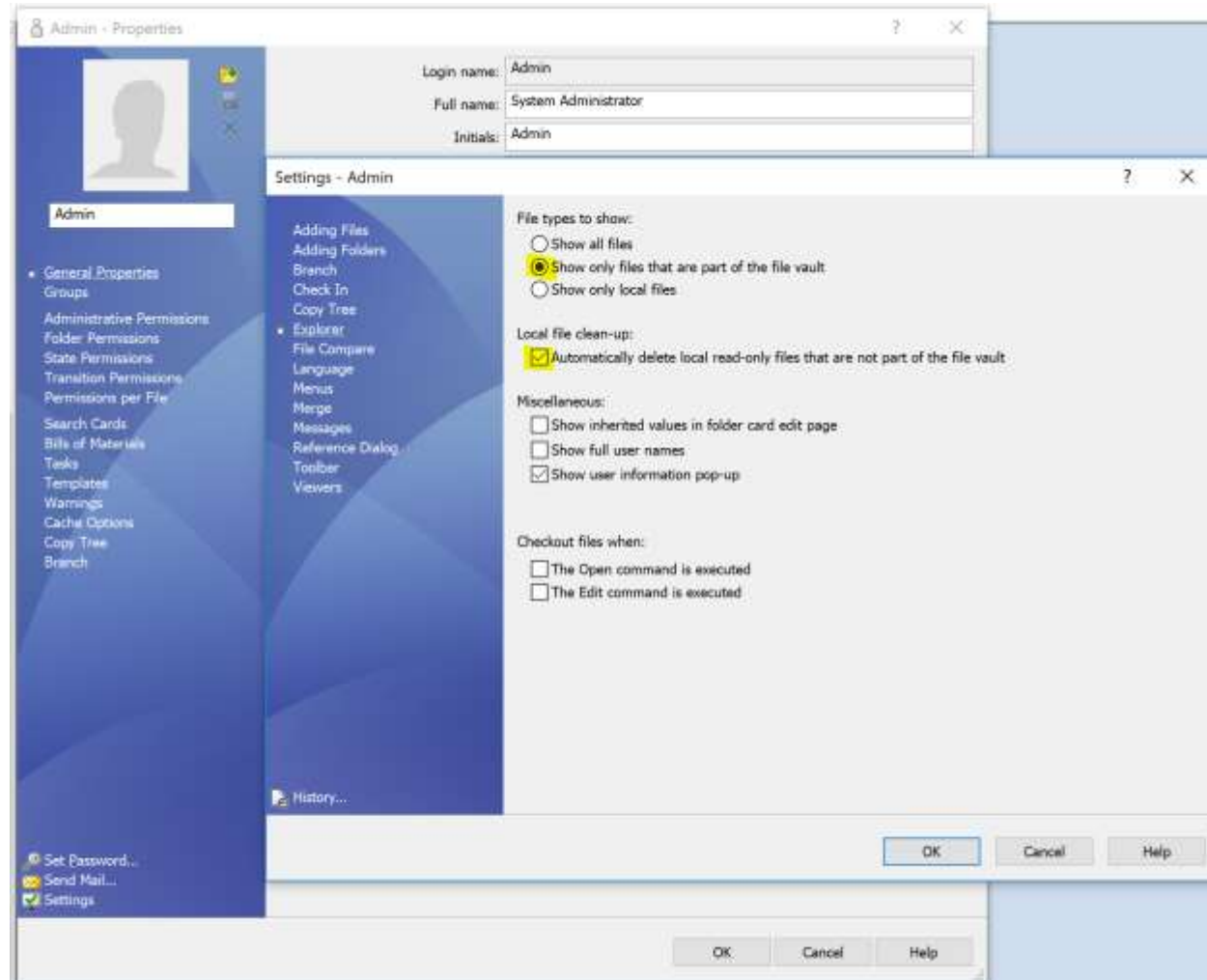
Filter: Go Group by: No Grouping

Name	Status	.NET CLR V...	Managed Pipel...	Identity	Applications
.NET v2.0	Started	v2.0	Integrated	ApplicationPoolIdentity	0
.NET v2.0 Classic	Started	v2.0	Classic	ApplicationPoolIdentity	0
.NET v4.5	Started	v4.0	Integrated	ApplicationPoolIdentity	0
.NET v4.5 Classic	Started	v4.0	Classic	ApplicationPoolIdentity	0
Classic .NET AppPool	Started	v2.0	Classic	ApplicationPoolIdentity	0
DefaultAppPool	Started	v4.0	Integrated	ApplicationPoolIdentity	1
SOLIDWORKS PDM Web2	Started	v4.0	Integrated	NetworkService	1

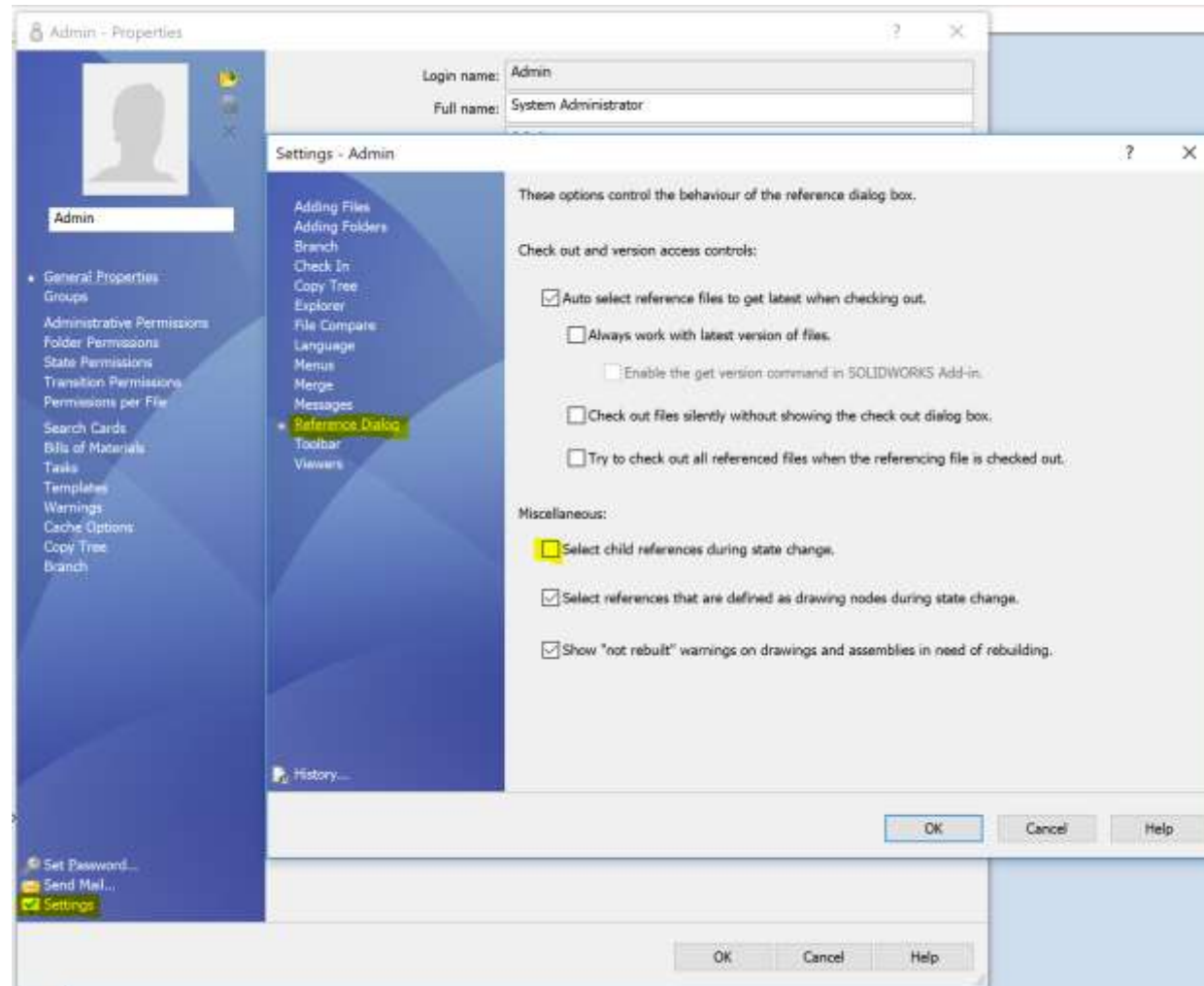
Database Server Service – Scheduled Events

- S-08226
- Scheduled Replication
- XML Import\Export
- Cold Storage
- Notifications
- SQL Generated Card Lists
- Restart ConisioDbServer.exe and check Local Event Viewer Application log where service is hosted

Local Read-Only Files

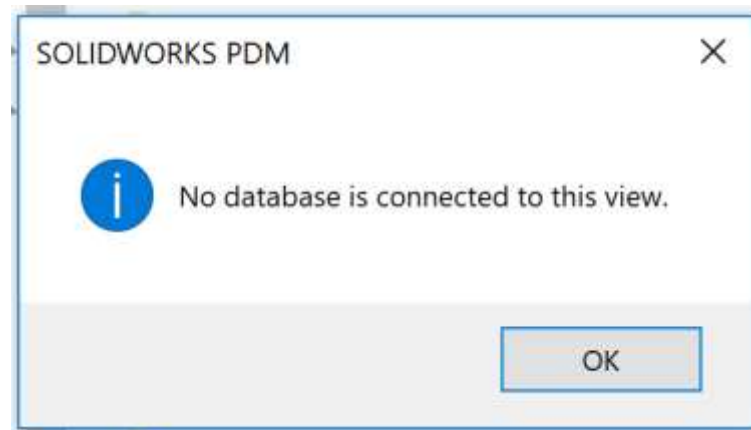


Change State and Children Selected



No Database Is Connected To This View

- S-020198
- Client Registry
- Undo Check Out



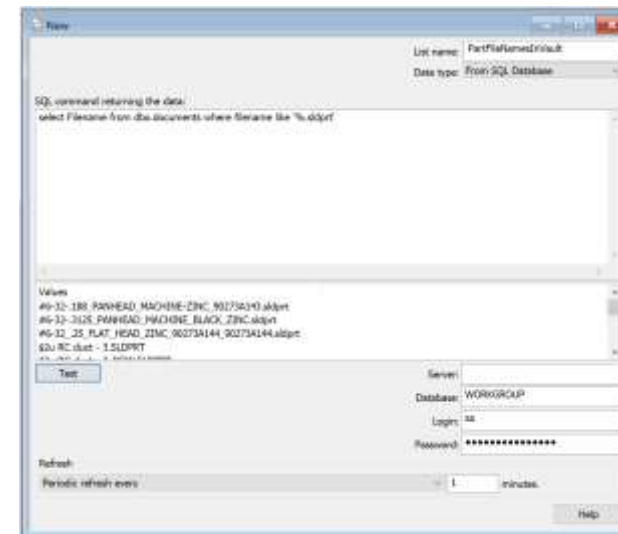
SQL - Enforce Password Policy

The screenshot shows the 'Login Properties' dialog box for the 'sa' user in SQL Server Enterprise Manager. The 'General' tab is selected. The 'Login name' is 'sa'. The 'Authentication' section has 'SQL Server authentication' selected. The 'Password' and 'Confirm password' fields are filled with masked characters. The 'Specify old password' checkbox is unchecked. The 'Old password' field is empty. The 'Enforce password policy' checkbox is checked and highlighted in yellow. Below it, 'Enforce password expiration' and 'User must change password at next login' are unchecked. The 'Mapped to certificate' and 'Mapped to asymmetric key' options are also unchecked. The 'Map to Credential' checkbox is unchecked. The 'Mapped Credentials' table is empty. The 'Default database' is 'master' and the 'Default language' is 'Arabic'. The 'OK' and 'Cancel' buttons are at the bottom.

Credential	Provider
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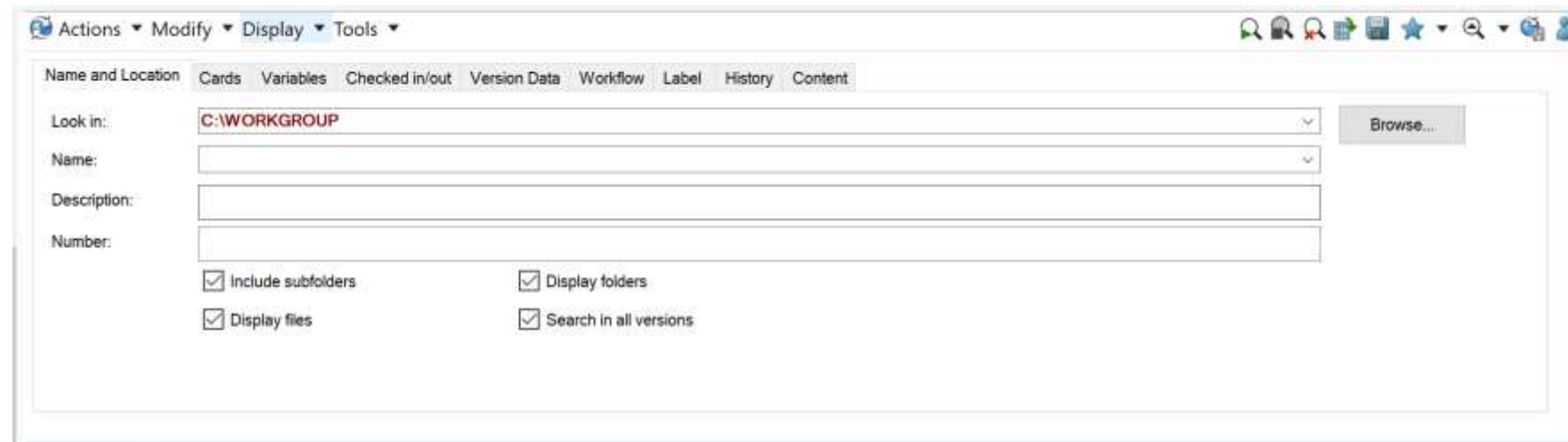
SQL – SA Password Change

- S-09681
- Password typically forgotten
- Archive Server Configuration
- Database Server Service
- SQL
- Card Lists (PDM Professional)



Searching Issues

- Search criteria
- Users\Groups
- Web case



The screenshot shows a software interface with a menu bar at the top containing "Actions", "Modify", "Display", and "Tools". Below the menu bar is a tabbed interface with tabs for "Name and Location", "Cards", "Variables", "Checked in/out", "Version Data", "Workflow", "Label", "History", and "Content". The "Name and Location" tab is active. It contains a "Look in:" dropdown menu with "C:\WORKGROUP" selected, a "Browse..." button, and input fields for "Name:", "Description:", and "Number:". Below these fields are four checkboxes: "Include subfolders", "Display folders", "Display files", and "Search in all versions", all of which are checked.

Technical Support – Identify the Problem

- New files
- Migrated files
- Certain user and/or group
- Replicated site
- Specific operation



Technical Support – Submitting Web Case

- Local Event Viewer Application logs
- Client and/or archive server logs
- Specific archives to reproduce the issue
- Database backup from SQL
- SW Templates
- SW System Options
- Vault Export
- If reproducible issue, exact steps to reproduce the issue
- Severity level



Technical Support – Calling In

- Access to all server components and client components
- Local administrative rights
- PDM admin and SQL SA passwords
- What steps were already taken?
- Be as descriptive as possible



Questions

