3DEXPERIENCE Platform On Cloud
R2014x to R2015x Upgrade Guide

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Introduction

Dear 3DEXPERIENCE Platform on Cloud user,

This document will guide you through the necessary steps to secure, before and after the 3DEXPERIENCE Platform on cloud upgrade.

The actions described in this guide have to be performed as Windows System Administrator. Please ensure that you have the admin rights or that you contact your system administrator to prepare your computer to the upgrade.
Prerequisites

The official program directory contains detailed prerequisites and system requirements. The following pages are describing the main highlighted requirements to check prior to upgrading to R2015x

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 for “Enable Protected Mode”.

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, use this link to install Java 8, and choose “JRE”: http://www.3ds.com/java8.

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

Note that current 3DEXPERIENCE R2014x version is not compatible with Java 8. So if you envision performing the upgrade of Java version to Java 8 upfront upgrade, you will not be able to continue to launch and use your rich apps till the upgrade.
How to check the Java installed version?

From Start > Control Panel open Programs and Features.

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/)

Connect to your 3DEXPERIENCE Platform

Wait for the publication of the end of maintenance upgrade within the 3DEXperience on Cloud community.

Once you have this GO information, you can reconnect to the platform

The platform access URL will not change after upgrade.

[https://eu1-ifwe.3dexperience.3ds.com](https://eu1-ifwe.3dexperience.3ds.com)
Post-upgrade actions

NEW - Install the 3DEXPERIENCE Launcher

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

A pop up window to download 3DEXPERIENCE Launcher installer will appear after clicking your rich app from the 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 for more information).
Rich Apps Installation

Before you begin, to save space on your computer and secure the next installation steps, you may uninstall 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 while clicking on any Rich Apps icon.

This 3DEXPERIENCE Platform on Cloud R2015x upgrade comes with a mandatory rich application update.

Please consider saving enough time in your schedule to perform this update action when the service will be back.
Troubleshooting

3DEXPERIENCE Launcher
Possible issues that could prevent 3DEXPERIENCE Launcher from working

A- The 3DEXPERIENCE Launcher was not installed

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

If you don’t 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.

B- The 3DEXPERIENCE Launcher is not running

To check if 3DEXPERIENCE Launcher is running, right click 3DEXPERIENCE Launcher icon in the Windows system tray and click 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:
C- Firewall or anti-virus software may be blocking the 3DEXPERIENCE Launcher

Right click 3DEXPERIENCE Launcher icon in the Windows system tray and click “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

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

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

In Google Chrome

1- Go in Chrome Settings, in the Network paragraph click on Change proxy settings..

![Change proxy settings in Chrome](image)
2- In **Connections** tab click on **LAN settings** button

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

**In Internet Explorer**

1- Go in Internet Explorer options: Tools>Internet Options. In **Connections** tab, Local Area Network(LAN)Settings click on **LAN settings** button.
2- As Chrome open Internet Explorer settings, next step is similar to step 3-4 from Chrome proxy configuration above.

**In Mozilla Firefox**

1- Go on Firefox Options in **Tools>Options** in **Network** tab, **Connection** paragraph click on **Settings** button

2- In Connection Settings windows choose **Use system proxy settings**

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

What is a MSI file?

Files that contain the .msi file extension store installer files for the Microsoft Windows operating system.
When a user installs a Microsoft application onto his computer, the software uses a Windows Installer package to install the software onto their hard drive. The MSI file is what tells the computer which files to install and where to install the files on the user’s system.

The MSI file format is actually structured like a miniature database that is laid out in a structured storage file.
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’s **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.**

**Application launch and use**

In case that 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
For all other problems

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.

1) You can first consult our Dassault Systemès Knowledge Base and cloud support resources.

Either from our Cloud Support Communities:

https://swym.3ds.com/#community:715

Or directly from our knowledge base

http://www.3ds.com/support/knowledge_base

Our Cloud Support Communities and Knowledge Base contains contents such as Q&A, Bug Reports, Documentation references, White Papers that may answer your questions.

Most of the troubleshooting information provided in previous paragraph has been extracted from this support resource.

Also from the Cloud Support Communities you will be able to ask your questions to your peers and share with others your own knowledge.

If you don’t find your answers navigating through the shared knowledge, you can report us a problem description and it will be handled by our Support teams.

2) You can also contact your Dassault Systèmes Support Center