

General troubleshooting for Solid Edge Aborts

There are many reasons why Solid Edge may abort and this tech tip looks at some of the solutions that may help in avoiding them in the future.

Solid Edge is a complex program that puts a bigger load on a computer and is therefore more dependant on the other computer components it uses. Not all aborts are due to the program not functioning correctly and if you are finding that you experience aborts, while your co-workers don't, then this list will give you places to look to solve your problems.

Troubleshooting suggestions:

1. If the machine is on Windows 10.1803, either uninstall KB4524149 or install KB4520008 -> OS.build 17134.1069. It is probably best to install the latest knowledge Base (KB).
2. Update the graphics driver, especially if aborts are in the 3D environment.
3. If you can get into Solid Edge, try with different 'Application Display' options (Solid Edge Options->View).
4. We have seen crashes with default printers. You may want to remove the default printer and recreate it.
5. Test with no add-ins. Assuming a default install location, you can do this by opening a command prompt and typing "C:/Program Files/Siemens/Solid Edge 2019/Program/Edge.exe" /safe
6. We have seen cases where the Windows user profile is somehow corrupted and needs to be recreated. Test with a different Windows user.
7. If this is a laptop with embedded graphics card, try disabling the embedded card via the BIOS. You would need to consult with the laptop manufacturer for the recommended method to disable the on-board graphics card. The idea here is that only the primary graphics card is used by Solid Edge.
8. Audio drivers is another area to look. Crashes have occurred in the past due to some audio drivers.
9. Phone charger plugged to the computer was a source of crashes in early Solid Edge versions supporting Windows 10.
10. Reinstall Windows 10 if issues remain unresolved.