SWOOD RX

User Manual

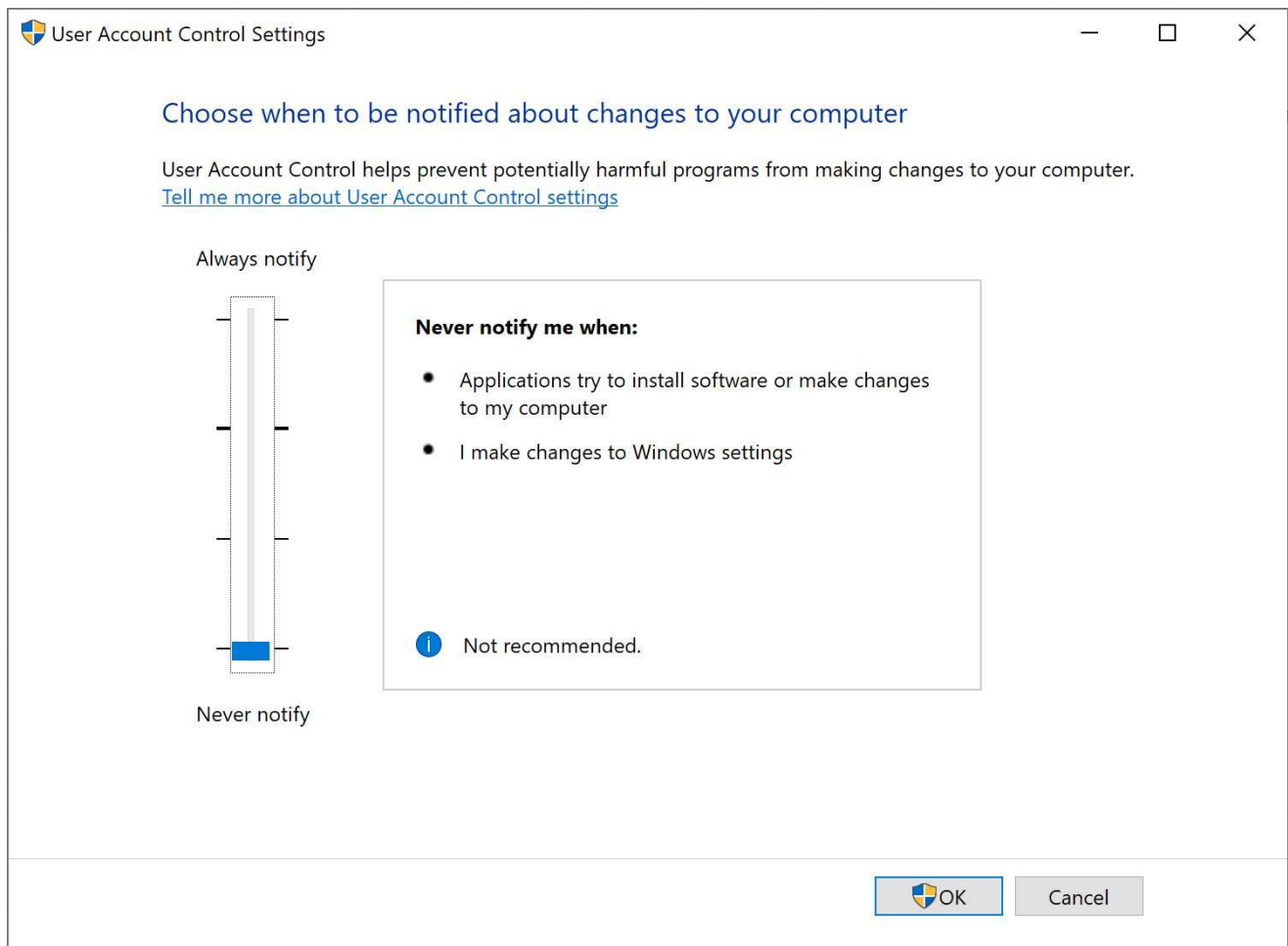## Table of contents

I.   Generalities

SWOOD RX is a software developed by EFICAD to ease the data export for the support requests. It must be used everytime you want to send a request to the support. It will allow you to export all the necessary data to work on your request and resolve it.

II.   Prerequisites

SWOOD Rx is installed directly with SWOOD, you can launch the software by looking for "SWOOD RX" in the Windows search bar.

To avoid any problem of use, you must have followed each SWOOD installation steps correctly. Also, user rights may sometime block the Software. Please be sure to have the User Account Control Settings set to the lowest level "Never notify"

III. Steps

> ⚠️ **WARNING !!**
> SOLIDWORKS files need to be saved before generating a SWOOD RX, otherwise, User modifications will not be taken in account.

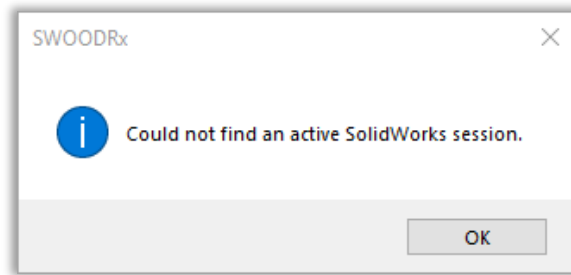On the SWOOD RX window you can find the following sections:

➞ Options section: ❓ Open the SWOOD RX User Manual

🌐 Change the Language

✉️ Generate a new e-mail with the information filled up in the sections below. Please notice that the e-mail application of windows will be used, so it's needed to link your account to the application.

→ Select the file you want to share with our support team. "Active document" will allow you to load the active document opened in Solidworks.

SWOODRx ✕

ⓘ Could not find an active SolidWorks session.

OK

If you get the error above, it means that you don't have the same rights between SOLIDWORKS and SWOOD RX. In this case, find the **file EFICAD.SWOOD.SWOODRx.exe** in the following folder:
"C:\Program Files\EFICAD\SWOOD2019\DLLS"

- Right click on the file and find the following option **"Properties => Compatibility tab => Execute as administrator"**
- Uncheck the option not to have admin rights and press **Ok**.
- Restart SWOOD RX.

It should work now.

→ Enter your company name here. This section needs to be filled up to create the SWOOD RX. It will be filled up automatically in the mail generation.

→ Select one or more SWOOD libraries that need to be exported for our investigation. You can also check which files are being loaded by checking the "Advanced selection" checkbox and add custom files / folders from the SWOODData.

→ Add extra files to the export *(videos, Solidworks files, text files, custom files)*.

→ Write a description for your request, it will allow our support team to understand the problem. The more details you write, the better. This section is also needed to create the SWOOD RX. It will be filled up automatically in the mail generation.

→ You can select a target folder to save your export after writing the description.

→ In this section you can find a summary of the files exported in the SWOOD RX. It will allow you to check if all needed files are present.

→ ↻ Refresh the Solidworks file and all his component in case user modified something and saved it.

→ You can search for a file in the summary section.

→ Save the SWOOD RX export

After saving the SWOOD RX export, you will have a .zip file generated. You can send this file by email to your reseller support inbox. If the file is too heavy, feel free to use we transfer to generate a download link. [https://wetransfer.com/]

Follow each step carefully to succeed exporting the files. If you got an error, please contact your reseller with a screenshot of the message.