

Tips and tricks (6): Frequent asked questions

CAD services

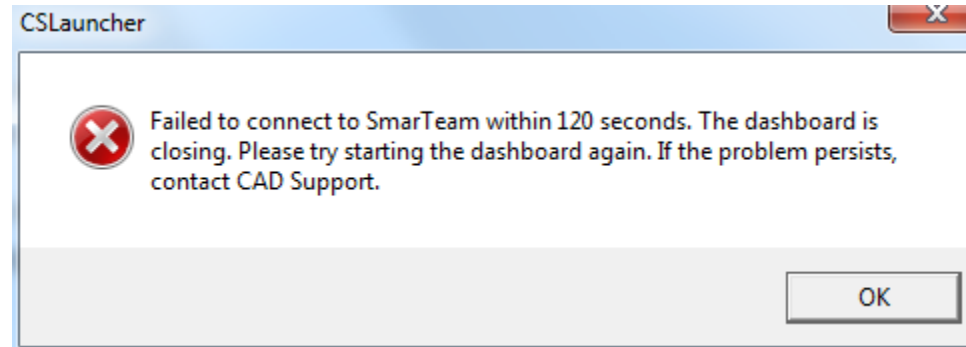
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- Parts or products
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Incompatibilities


Several problems reported when programs are installed in CAD stations

-  → last versions have incompatibilities with SmarTeam



- Do not install Dropbox on the CAD stations, use the web browser to connect or use CERNBox (<http://cernbox.web.cern.ch/cernbox/>)

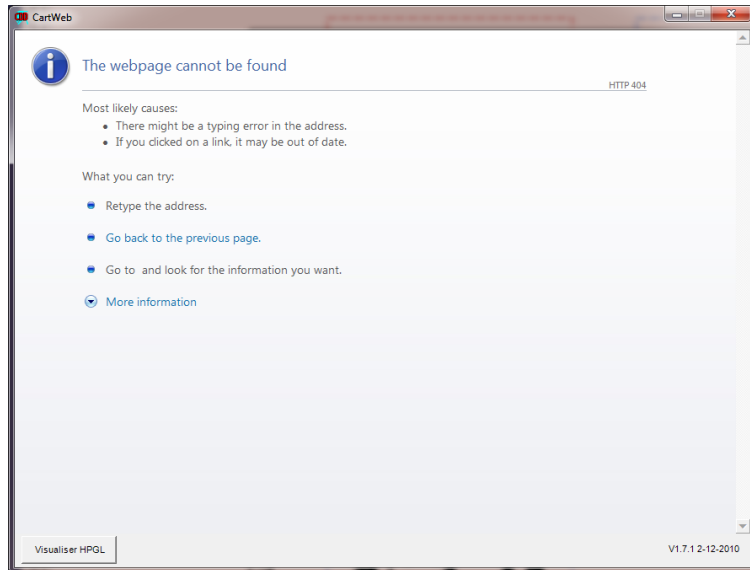
Incompatibilities

-  → CATIA window closes unexpected
- Do not install Spotify on the CAD stations

In general, avoid as much as possible to install unnecessary programs in CAD stations, CATIA and SmarTeam are complex programs that can be affected in their performances

CartWeb

- Reminder, when using CartWeb, if you get a blank window



- Open Internet Explorer even if not default browser
- Go to EDMS website
- Log In in EDMS
- Let this window open

Repeat the CartWeb operation



Products or Parts?

- Assemblies done as CATPart with multibody
- Not Recommended except in special cases (mécano-soudure)
- A CATPart with multibody simulating one assembly
 - Is heavier for working in CATIA as well as document size
 - More difficult for replacements and modifications
 - ITEM structure → BOM list is not following the design
 - Drawings done by them can have projection problems

Always:
CATProduct → for assemblies
CATPart → for parts

CATIA crash (Click OK to terminate)

- Several cases during the last months under investigation
- Already came out some conclusions

Cause	Solution
Working with assembly of «Preview» of heavy documents	Use «Preview» only for previewing
Heavy Scans	The size of the scans must be reduced
Heavy or corrupt models	Try to reduce the size as much as possible Use CATDUA regularly

- It is important to respect the methodology

CATIA crash (Click OK to terminate)

- If you have click OK to terminate problems
 1. Reboot your PC
 2. Check the previous mentioned points (Can you do something)
 3. Evaluate if it was a single case or if it's reproducible
 4. Send a request including
 - PC name
 - Date and time of crash
 - ST number
 - Explain if it happens always in one model
 - Scenario how to reproduce if it happens by doing always one operation

CATIA crash (Click OK to terminate)

- If CATIA is not responding during check in operation
 1. Check that there are not hidden messages behind other windows
 2. Wait until an error message appears

Thank you!!

Questions?