Tips and tricks (6): Frequent asked questions

CAD services



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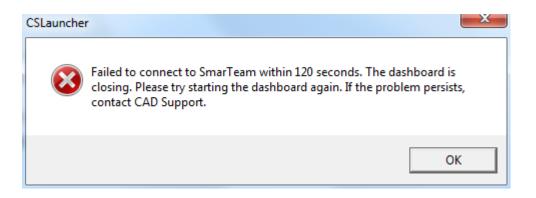
- Incompatibilities
- CartWeb window
- Parts or products
- Click OK to terminate investigations



Incompatibilities

Several problems reported when programs are installed in CAD stations

• $\textcircled{Dropbox} \rightarrow$ 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



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

CartWeb			
(i)	The webpage cannot be found		<u> </u>
		HTTP 404	
	Most likely causes:		
	 There might be a typing error in the address. 		
	If you clicked on a link, it may be out of date.		
	What you can try:		
	 Retype the address. 		
	 Go back to the previous page. 		
	 Go to and look for the information you want. 		
	Or More information		
			v
Visualiser HPGL			V1.7.1 2-12-2010

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

Repeat the CartWeb operation

	CERN Single Sign-On SIgn in with a CERN account, a Federation account or a public service account			
	Sign in with your CERN account			
	Reminder: you have agreed to comply with the CERN computing rules			
	Use credentials			
	Username or Email address Password Sign in			
n	Remember Username or Email Address Need password help ?			
	Use one-click authentication Sign in using your current Windows/Kerberos credentials [autologon] Use your current aubentication token. You need Internet Explorer on CERN Windows or Firefox on SLC (Firefox heip here). Without the substitution of t			
	Use strong two factor authentication [show]			
	Google, Live, Yahoo, Orange.			
	C Other bookmarks			
	Sign in Directory Go			
Search	A 📲 EDMS 5 🕜 Help			



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 \rightarrow 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 regulary

• 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?



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