

Chapter 1: System requirements

Operating system requirements and information

Solid Edge 2019 has been certified to run on the following:

- Windows 10 Enterprise or Professional (64-bit only) version 1709 or later
- Internet Explorer 11

Internet Explorer is not required to be the default browser. Solid Edge does not support the Windows 10 browser, Microsoft Edge.

- Microsoft Office Professional 2013, Microsoft Office Professional 2016, or Microsoft Office 365. Solid Edge ST9 was the last release to support Office 2010.

Note

- Solid Edge 2019 is 64-bit only. Solid Edge ST6 was the last release of 32-bit Solid Edge.
- Windows Home and Windows RT are not supported.
- We recommend that you do not run Solid Edge on Server operating systems.
- Solid Edge stops certifying new releases against an operating system shortly after Microsoft drops mainstream support for it. Solid Edge 2019 will not install on Windows Vista or Windows XP. Microsoft dropped mainstream support for Windows 7 in January 2015. Microsoft dropped mainstream support for Windows 8.1 in January 2018. Solid Edge 2019 continues to install on Windows 7 and Windows 8.1. However, if there is a problem specific to Windows 7 or Windows 8.1, we cannot guarantee that a fix can be provided if support is required from Microsoft.
- Solid Edge 2019 is the last release to install on Windows 7 or Windows 8.1.

Hardware system requirements

Recommended system configuration

- Windows 10 Enterprise or Professional (64-bit only) version 1709 or later
- 8 GB RAM or more
- True Color (32-bit) or 16 million colors (24-bit)

- Screen Resolution: 1280 x 1024 or higher

Minimum system configuration

- Any one of the following operating systems:
 - Windows 10 Enterprise or Professional (64-bit only) version 1709 or later
 - Windows 8.1 Pro or Enterprise (64-bit only)
 - Windows 7 Enterprise, Ultimate, or Professional (64-bit only) with Service Pack 1
- 4 GB RAM or more
- 65K Colors
- Screen Resolution: 1280 x 1024 or higher
- 6.5 GB of disk space required for installation

For more information on Solid Edge 2019 operating system and third party support, go to www.siemens.com/gtac, click **Hardware and Software Certifications**, and then click **Solid Edge 2019**.

Note

Be sure to consult the Solid Edge **readme.htm** file for the latest information available.

Security Requirements

Siemens' products and solutions undergo continuous development to make them more secure. Siemens strongly recommends that product updates are applied as soon as they are available and that the latest product versions are used. Use of product versions that are no longer supported, and failure to apply the latest updates may increase customer's exposure to cyber threats.

If you receive a System Error message that states "The program can't start because api-ms-win-crt-heap-l1-1-0.dll is missing from your computer" when attempting to launch Solid Edge, the problem is generally that the operating system is not up-to-date on current required and optional Windows updates. This error is most prevalent on Win 8.1 and Windows Server 2012 R2.

To ensure there are no issues, you should first check that you have all current Windows updates installed using **Windows Update** including both the required and optional updates. After running all of the required updates, please reboot your computer for the changes to take effect. Specifically, you should ensure you have downloaded and installed the following update:

- **KB2999226** (Update for Universal C Runtime in Windows).

Be sure to reboot your system after installing all updates. If you still have a problem, contact GTAC Support.

Display system requirements and information

For optimal performance, use a professional graphics card designed for CAD applications. For information about cards used in testing Solid Edge and results, see the Hardware and Software Certifications web site at http://www.plm.automation.siemens.com/en_us/support/gtac/certifications.shtml.

Note

At least a 256MB graphic card is recommended when working with large assemblies or complex parts.

Running with extremely high screen resolution and color depth increases the memory requirements on the system and may result in apparent performance degradation. If experienced, lower the resolution and color depth for improved performance.

When running Solid Edge, if you experience an abnormally high abort rate, parts disappearing, or other graphic anomalies, you may not be using the appropriate graphics driver. For details, see [Certification page of the Support web site: https://www.plm.automation.siemens.com/en_us/support/gtac/](https://www.plm.automation.siemens.com/en_us/support/gtac/).

Also, setting Display Fonts to Large Fonts or Extra Large Fonts (larger than 96 DPI) may cause some Solid Edge user interface items to not display as intended. To resolve these issues, use Normal Fonts (96 DPI).

A wide-screen ribbon layout is used by Solid Edge. This ribbon layout is optimal for horizontal screen resolutions set to 1920 or above. Solid Edge automatically detects your resolution and sets the ribbon layout to wide-screen starting at horizontal resolutions 1600 and above. Some groups collapse on the right side of the ribbon with resolutions between 1600 and 1920.