

# SpaceClaim Engineer LiveReview: Getting Started

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This document will walk you through getting up and running for LiveReview.

**Please note: If you are having trouble hosting a session, there are some troubleshooting tips at the bottom of this document. It is possible, however, that you will need to work with your IT department to give SpaceClaim the necessary permissions to communicate through any firewalls or proxies you may be using.**

## Requirements

### Requirements to host a LiveReview session:

- Installed copy of SpaceClaim 2014
- Internet access for the SpaceClaim application

### Requirements to join a LiveReview session:

- A browser that supports WebGL: Chrome is highly recommended, but Firefox, Safari, and IE 11 work, as well (check <http://get.webgl.org> to see if your browser is supported)
- Browser version support info: <http://caniuse.com/webgl>
- Internet access

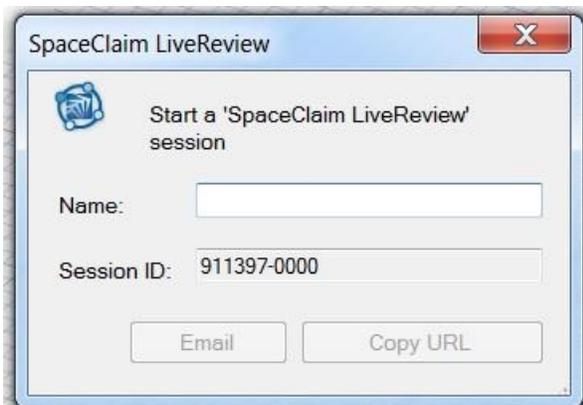
## Frequently Asked Questions

### How do I start hosting a LiveReview session?

In the application menu in SpaceClaim (top left), select *Share*, then select *Using SpaceClaim LiveReview*.



Enter your name in the dialog box that appears and select *Email* or *Copy URL* to send an invite link to participants.



Your LiveReview session should now be active. A new *LiveReview* tab will appear in the ribbon while the session is active. To end a session click the "Disconnect" button at the end of the ribbon.

### **How do I invite others to join my session?**

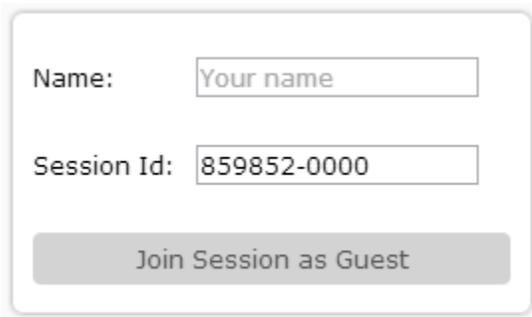
Send them a URL link using the Invite button on the LiveReview ribbon tab.

### **How do I join a session?**

In order to join a session you must receive a URL link from the host. The link should look similar to this:

<http://sc1.sc-cloud.com/LiveReview201401.aspx?911397-0000>

Click the link or paste it into your browser and enter your name in the following dialog:



Name:

Session Id:

Click "Join Session" to enter the session.

### **Can I join a LiveReview session from a tablet or mobile device?**

Yes, but you must join using a browser and a device that supports WebGL. Go to <http://www.getwebgl.org> to check if your device has support. Currently iOS devices do not have support. Many Android devices are supported by enabling WebGL in Chrome. See [here](#) (or copy and paste this link: <http://blog.laptopmag.com/how-to-enable-webgl-support-on-chrome-for-android>) for how to enable it.

### **Is there audio or chat provided with LiveReview?**

Chat is provided within LiveReview, but at this time audio is not provided with a session. It is something we are looking into adding, though, so please let us know if you think it should be a top priority.

### **What happens when I load a very large model?**

LiveReview does not have a limit on the size of the model you can work with. If you are working with very large models however, you will need to make sure all participants are using 64-bit browsers capable of handling models of extreme size.

## Troubleshooting

This section will help you diagnose and fix some problems using LiveReview.

### I do not see the “Using SpaceClaim LiveReview” button under the “Share” menu

Double check the following items:

- You are using the latest version of SpaceClaim (2014 SP 1)
- You are not on Windows XP (LiveReview is not supported for hosting a session on XP)
- You are using SpaceClaim Engineer and not an OEM version of SpaceClaim (should say “SpaceClaim Engineer” on the splash screen)
- You are currently under active maintenance for your SpaceClaim license (or using an EVA license)
- You do not have any security features blocking SpaceClaim from communicating with spaceclaim.com

If all of the above are true, please contact SpaceClaim support with your license number.

### I clicked on the link I received from the host and nothing happened. What do I do?

Let us know! If you already checked to make sure that you have WebGL support, it is possible that you have a firewall or other security software that is keeping you from joining the session. If you have another browser, try connecting with that. If all else fails, please contact us in one of the following ways:

- Phone: US: 1-800-950-1607, International: +1-978-482-2298 (Phones are staffed 8:30am – 5:00pm EST, Monday-Friday, excluding US federal holidays)
- Email: [support@spaceclaim.com](mailto:support@spaceclaim.com)
- Go here to fill out a form: [http://www.spaceclaim.com/en/Support/Support\\_Case.aspx](http://www.spaceclaim.com/en/Support/Support_Case.aspx)

### Participant: when I click on the URL I receive the following error in my browser:

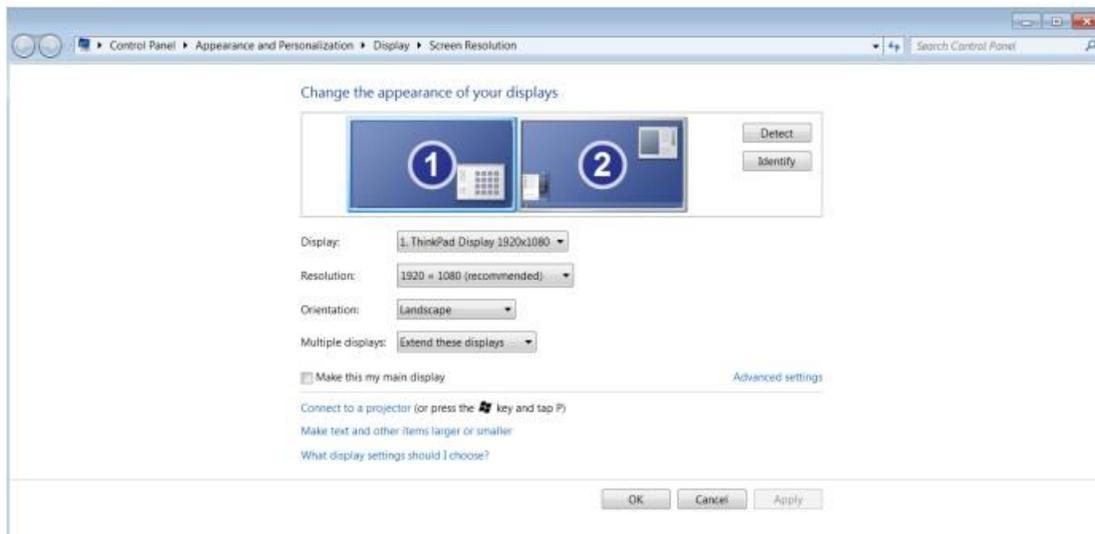


The screenshot shows the top portion of the SpaceClaim Corporation website. At the top, there are language options: [ English | Français | Deutsch | 日本語 ]. To the right, there are links for "My SpaceClaim" and "Contact Us", and a search bar with the text "SEARCH". Below this is the SpaceClaim Corporation logo and social media icons for LinkedIn, Twitter, Facebook, and YouTube. A navigation menu includes "Home", "Solutions", "Products", "Resources", "Support", "Company", "Request a Demo", and "Blog". The main content area features a large "Support" heading and a background image of a mechanical part. A warning icon (a triangle with an exclamation mark) is displayed, followed by the heading "Browser Compatibility Alert". The text below reads: "Unfortunately, your browser does not support WebGL. SpaceClaim [CONNECT] requires WebGL support to function. Please consider upgrading your browser to Mozilla Firefox or Google Chrome." At the bottom of the alert, there is a link: "More information on WebGL."

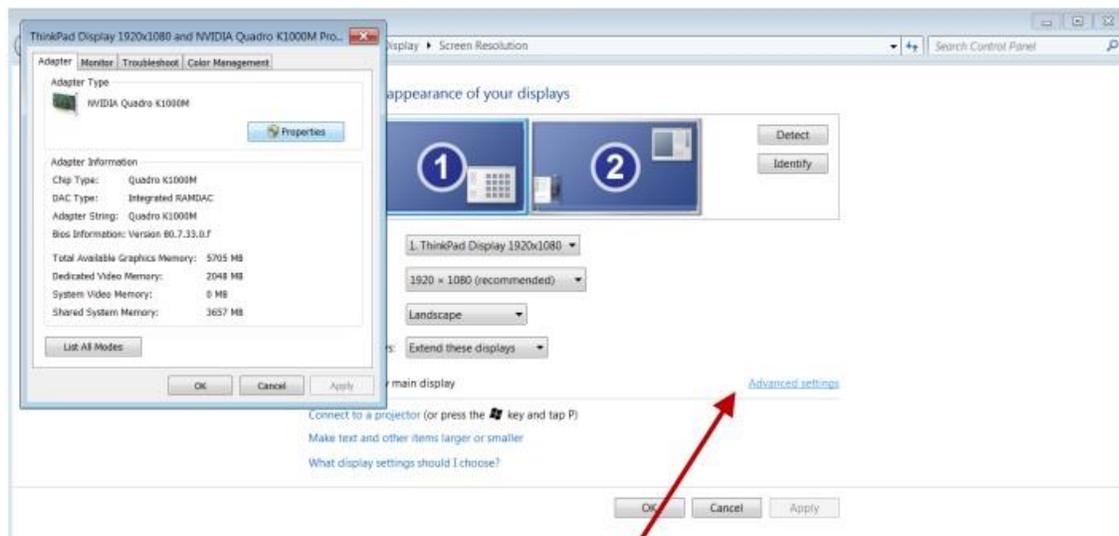
If you are using FireFox or Chrome and are up to date on the latest version, it is possible you have an outdated graphics driver. Please follow the instructions below to update your driver.

Note: these instructions are for Windows 7. Other operating systems should be similar.

Step 1: Go to Control Panel → Appearance and Personalization → Display → Screen Resolution

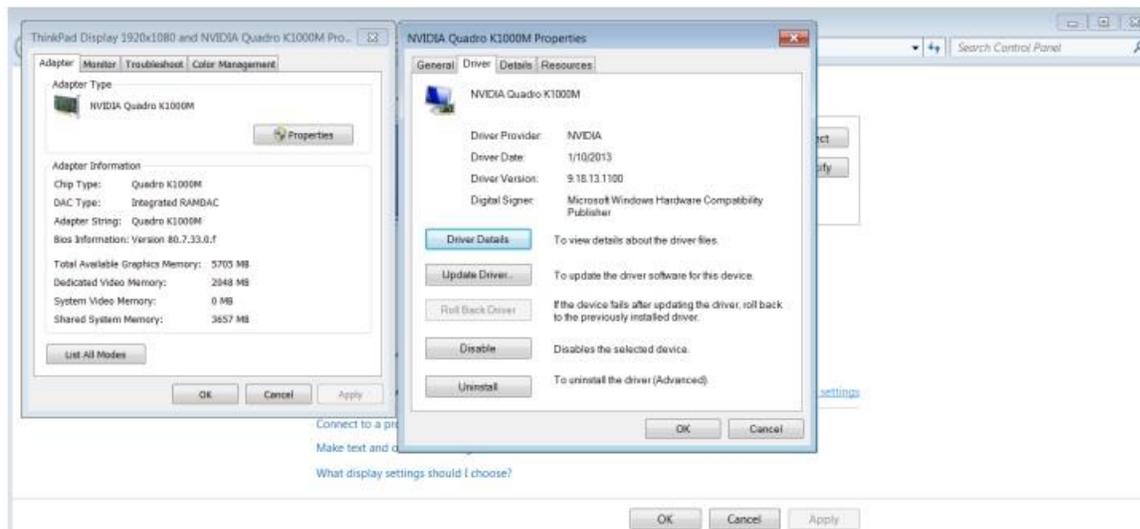


Step 2: Click on Advanced Settings → Properties



Step 3: Search the internet for the make of your graphics card. Download new drivers from the manufacturer's website.

Step 4: Update the driver



**The model I see in my browser appears to be stuck. How do I fix it?**

Try refreshing the page and joining the session again.

**Why do my snapshots not restore correctly when I switch models?**

We are working on making snapshots restore the associated model along with the saved view orientation and markup. Since the host currently controls which models are open in the session, this type of restore gets a bit more complicated. Look forward to improved support for snapshots with multiple documents in future versions.

**Problem: When I try to start a sharing session I receive an error message, “SC Connect: Can’t establish a connection.”**

Try the steps below. It is possible you will need to contact your IT department if there are firewalls set up on your company's network that prevent you from accessing external servers.

Step 1: Check if you have the “share using LiveReview” button in SC. If you do not, it is likely you do not have the most up to date version of SpaceClaim Engineer (2014 SP1).

Step 2: Run this tool on your machine: <http://test.sc-cloud.com/>

Step 3: Hit “start test” and enter “1” when prompted.

Port 80 and 443 need to show as open for LiveReview to work.

If your IT department's firewall is blocking communication through these ports, they will need to add an exception for \*.sc-cloud.com.

If you are still having problems, another likely issue is that your company is using a proxy for communication with the internet.

Step 1: Pull up Google Chrome and go to the advanced settings to see if there are user credentials stored there for communicating through the proxy.