#Task was unable to retrieve the information about installed SolidWorks version

Symptoms:
After running #TASK the following message is displayed

![Message](image)

This happens if the current windows user does not have permissions to read certain values in the Registry. This can also happen if x32 bit version of SolidWorks is installed in x64 version of Windows.

Resolution
You can use one of the following ways to resolve the issue

- Click ‘Yes’ in the above dialog and #TASK will ask you to select the full path to the SolidWorks installation (e.g. C:\Program Files\SOLIDWORKS 2015\SOLIDWORKS\SLDWORKS.exe).
- Select to run the #TASK as the administrator. It is required to click the marked button and restart the #TASK:
**#Task was unable to connect to a server**

**Symptoms:**
After running #TASK the following message is displayed

![Failed to connect to #TASK server](image)

#TASK is sami-cloud application which loads all the data from the #TASK server and user computer should have the appropriate permissions to connect to the server.

**Resolution**
Please try the following suggestions to resolve the connection issue:

- Make sure that the #TASK server is not blocked by the internet security applications or firewall. #TASK server is hosted at the following domain: [cloud.centralinnovation.com.au](http://cloud.centralinnovation.com.au)
- #TASK is connecting to server via secure port 443. Make sure that this port is allowed by your firewall. Alternatively you can access the server via HTTP protocol and port 80. You need to untick the ‘Use Secure Connection’ option is Connection tab of settings dialog.
• By default #TASK is using the cached credentials for proxy server if you are using one. If the credentials are not stored on your system you can explicitly specify them under the ‘Proxy Settings’ group in the ‘Connection’ tab in the above dialog.