

Frequently Asked Questions

How do I download DriveWorks Solo 23?

DriveWorks Solo 23 is available to download from the [software page of the MyDriveWorks Community](#).

How do I license DriveWorks Solo 23?

License codes for DriveWorks Solo are version specific. Your new license codes for DriveWorks Solo 23 are available in the [Manage your organization portal](#).

If you do not have license codes listed, please [contact us](#).

What are the prerequisites for DriveWorks 23?

Prerequisites are available in the [DriveWorks Solo online help file](#).

Can I install two versions of DriveWorks?

New license codes are provided for every major version so you can test the new functionality before updating your production environment to the latest release.

We recommend having separate development and production environments. We offer special pricing for development environment licenses. Please contact sales@driveworks.co.uk for details.

- You can't install two versions of DriveWorks Solo at the same time.
- If you have DriveWorks Solo and DriveWorks Pro installed, the major version must be the same.

Backup your DriveWorks files and test your projects using DriveWorks 23 before upgrading your production environment.

Only one version of DriveWorks can be used in a production environment. Using more than one version of DriveWorks in a production environment is a violation of the DriveWorks End-User License Agreement.

Where can I find help and training resources for DriveWorks Solo 23?

- Open DriveWorks and click the help icon or press F1.
- View the [DriveWorks Solo online help file](#).

- If you can't find an answer to your question, contact your DriveWorks reseller for technical support.
- The DriveWorks training manual covers the essentials of using DriveWorks Solo.

Resellers requiring technical support can open a new case with the DriveWorks technical team. [View the technical support guidelines and open a case.](#)

What version of DriveWorks will I get?

New customers purchasing DriveWorks are supplied with license codes for the latest major version of DriveWorks.

Existing customers with an active [DriveWorks Subscription](#) will receive new license codes for the latest major release of DriveWorks.

Only one version of DriveWorks can be used in a production environment. Using more than one version of DriveWorks in a production environment is a violation of the DriveWorks End-User License Agreement.

When purchasing additional DriveWorks licenses, customers will receive codes for the latest major version. If you have not yet upgraded, you can request codes to match your current installation.

What if I have a sales or product related question?

Please email sales@driveworks.co.uk.

We hope you like the new release. Please share your comments and feedback at suggest@driveworks.co.uk.

Philip Stears - CTO