
MDT CADD SUPPORT

Trouble Shooting

- Users are encouraged to make their best effort in solving issues through the documentation provided below.
- When feasible users should consult with their **Lead CADD User** prior to contacting CADD Support.
- Users are encouraged to be conservative on time spent trouble shooting issues and should contact CADD Support when the issues cannot be resolved in a timely manner.

User Tasks

The following are some task that can be performed by the user when they are experiencing inconsistencies and odd behavior during Microstation & Geopak sessions. If the issue can be reproduced it helps in identifying the underlying cause and should be reported to CADD support.

Step 1

1. Open the Design File
2. Run [Data Cleanup](#)
3. [Compress](#) the Design File
4. Exit the Design file
5. Run [Kill Task](#)
6. Re Open The Design File

If the problems persist continue to the next step.

Step 2

[Delete Geopak RSC Files](#)

If the problems still persist continue to the next step.

Step 3

[Re-Create the Design file](#)

If the problems still persist continue to the next step.

Step 4

[Recreate Geopak Project Files](#)

If the problems still persist continue to the next step.

Step 5

Rename C:\MDOH\Unnnn.UPF and try again.

If the problems still persist continue to the next step.

Step 6

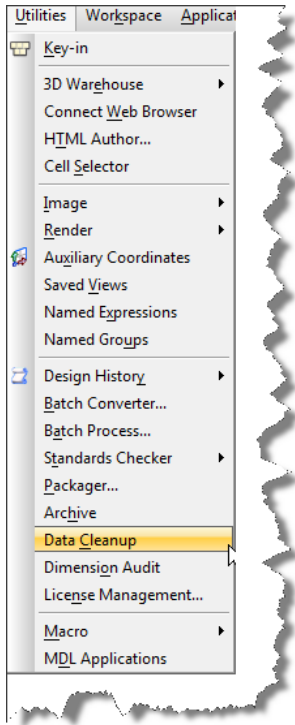
Contact [CADD Support](#)

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Data Cleanup

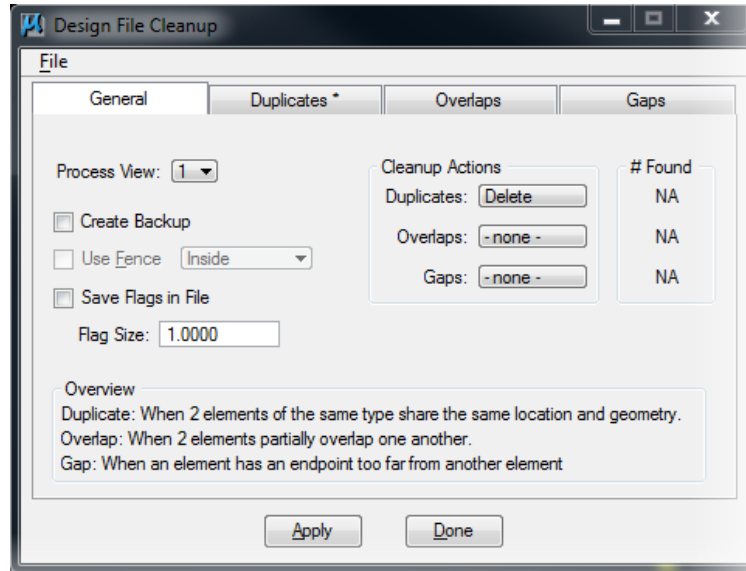
Step 1

From the Microstation Utilities Pulldown Select **Data Cleanup**



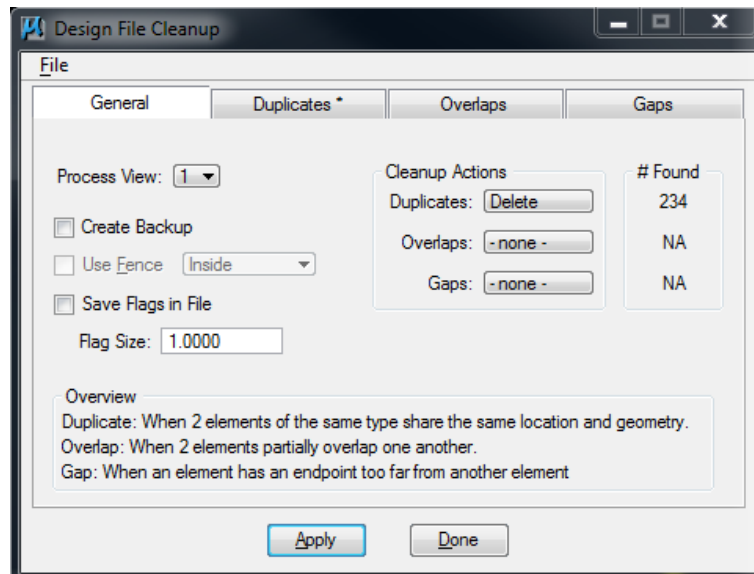
Step 2

At the bottom of Data Cleanup Dialog Box Select **Apply**



Step 3

Take notice to the number of duplicate elements found in the file!
At the bottom of Data Cleanup Dialog Box Select **Done**

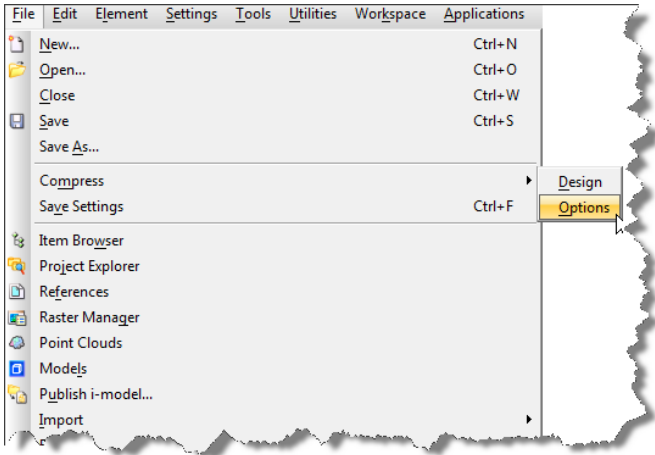


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Compress Design File

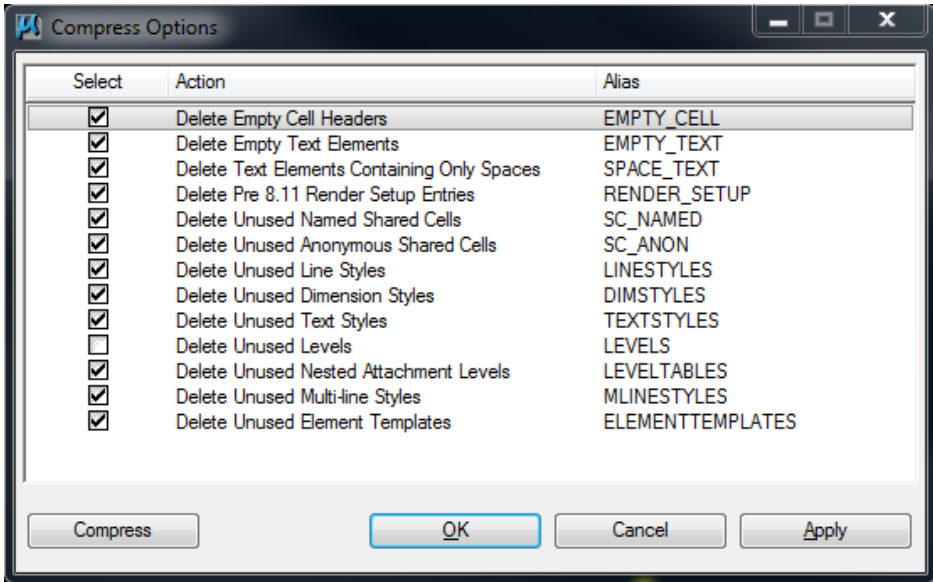
Step 1

From the Microstation File Pulldown Select **Compress Options**



Step 2

Select the following options and then select **Compress** at the bottom of the dialog.



Step 3

Select **Apply** at the bottom of the dialog then Select OK.

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Run Kill Task

The Kill Task App closes all Bentley product application currently running on the user's PC. This should be executed after any abnormal termination of Microstation.

The Kill Task App can be down loaded from root of the w:\caddstd\ drive and placed on the user's desktop or can be ran from its original location by double clicking the KillTask.bat file from the W: drive.

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Delete Geopak RSC Files

If the problem has been determined to be a Geopak problem delete the Geopak resource files from the following location. C:\mdoh\resources\

The DELGPKRSC App can be down loaded from root of the w:\caddstd\ drive and placed on the user's desktop or can be ran from its original location by double clicking the DELGPKRSC.bat file from the W: drive.

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Recreate The Design File

This process has been known to fix limited issues in the past such as transient elements and removing used levels that are not actually used in a DGN file.

Step 1

Rename the file you are having trouble with.

Step 2

Create a new design file using the appropriate seed file that matches the file that you are having trouble with.

Step 3

Reference the old renamed file to the newly created file.

Step 3

Use the reference merge into master option to merge the old with the new.

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Recreate Geopak Project Files

If the problem has been determined to be a Geopak Project Manager problem delete the appropriate project manager file for the project from c:\dgn\geopm\projdbs\'userid' folder for the project and recreate with geopak project manager.

File Structure of the Project Manager.

- Superelevation - 012
- Plan / Profile Sheets - 014 and b14
- Proposed Cross Sections - 003
- Existing Ground (DTM) - 00d
- Earthwork - 004
- Limits of Construction - 00c
- Cross Section Sheets - 005
- Existing Ground Cross Sections - 00e
- Define (Working Alignment) - 008
- Existing Ground Profile - 009
- 3D Models - 000
- Vertical Alignment - 00a
- Draw Patterns - 011

For example, when doing cross section sheets, if the job name is th99, the resource file located under the user directory would be th99.005. If the job name is th99 and the process is drawing patterns, the resource file located under the user directory would be th99.011. In addition, the Survey file (.006) contains Project Manager survey data. The complete tree is depicted below.

