Troubleshooting

- 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.

<u>User Tasks</u>

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.

<u>Step 1</u>

- 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.

<u>Step 5</u>

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

If the problems still persist continue to the next step.

<u>Step 6</u>

Contact MDT Engineering Systems CADD Support

Data Cleanup

<u>Step 1</u>

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**

📕 Design File Cleanup		- 🗆 X		
<u>F</u> ile				
General Duplicates *	Overlaps	Gaps		
Process View: 1 Create Backup Use Fence Inside Save Rags in File Flag Size: 1.0000	Cleanup Actions Duplicates: Delete Overlaps: -none - Gaps: -none -	# Found 234 NA NA		
Overview Duplicate: When 2 elements of the same type share the same location and geometry. Overlap: When 2 elements partially overlap one another. Gap: When an element has an endpoint too far from another element Apply Done				

Compress Design File

<u>Step 1</u>

From the Microstation File Pulldown Select Compress Options



<u>Step 2</u>

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

📕 Compress Options 🛛 📃 🔍			
Select	Action	Alias	
	Delete Empty Cell Headers Delete Empty Text Elements Delete Text Elements Containing Only Spaces Delete Pre 8.11 Render Setup Entries Delete Unused Named Shared Cells Delete Unused Anonymous Shared Cells Delete Unused Line Styles Delete Unused Text Styles Delete Unused Levels Delete Unused Mested Attachment Levels Delete Unused Multi-line Styles	EMPTY_CELL EMPTY_TEXT SPACE_TEXT RENDER_SETUP SC_NAMED SC_ANON LINESTYLES DIMSTYLES TEXTSTYLES LEVELS LEVELS LEVELS LEVELTABLES MLINESTYLES	
Compress	Delete Unused Element Templates	Cancel <u>Apply</u>	

<u>Step 3</u>

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

<u>Run Kill Task</u>

A Kill Task batch file closes all Bentley product applications currently running on the user's PC. This should be executed after any abnormal termination of MicroStation.

The **KILLTASK** batch file can be accessed as follows:

- Preconstruction Startup for MDT network CADD Standards users
- desktop shortcuts for MDT Local CADD Standards users
- downloaded for users external to MDT

KILLTASK Download

- 1. **Download** and extract **Batch** from Tools.zip to the desired location.
- 2. Double-click the **KILLTASK.BAT** file to run the batch file and terminate all Bentley product applications.

Delete Geopak RSC Files

If the problem has been determined to be a Geopak problem, delete the Geopak resource files. These files are located within the c:\mdoh\resources\ (or consultant workspace C:\Montana_DOT\UserPrefs\ GEOPAK_Resources\) directory.

A **DELGPKRSC** batch file can be accessed and ran to delete the Geopak resources as follows:

- Preconstruction Startup for MDT network CADD Standards users
- desktop shortcuts for MDT Local CADD Standards users
- downloaded for users external to MDT (set up required before running)

DELGPKRSC Download and Set Up

- 3. **Download** and extract **Batch** from Tools.zip to the desired location.
- 4. Right-click **DELGPKRSC.BAT** and choose Edit.

Name		Date modified	
💿 KILLTASK.BAT		3/6/2020 4:16 PM	
C DELGPKRSC.BAT	Op	en	
	Ed	it N	
	Pri	nt	
	👎 Ru	n as administrator	
🗰 Scan for threa		an for threats	
	🔁 Co	Convert to Adobe PDF	
	🔁 Cr	eate and Share Adobe PDF	
	🧾 Ed	it with Notepad++	
	🖍 Se	ect Left File for Compare	
	🕀 Sc	an with Windows Defender	
	🖻 Sh	are	
	Se	nd to >	
	Cu	t	
	Co	ру	
	Cr	eate shortcut	
	💡 De	lete	
	Re	name	
	Pro	operties	

- Edit the "C:\mdoh\resources\" path to the location where the geopak resource files are managed in your workspace. The GPK_RSCDIR variable is used to manage this location. The configuration can be viewed in MicroStation (Workspace > Configuration) to verify this path.
- 6. Double-click the updated **DELGPKRSC.BAT** file to run the batch file and delete the Geopak resource files.

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.

<u>Step 1</u>

Rename the file you are having trouble with.

<u>Step 2</u>

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.

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 <u>c:\dgn\geopm\projdbs\"userid"</u> 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.

