

CivilCAD 2016 Frequently Asked Questions

? I installed CivilCAD on a Windows Vista operating system, and when I try to load CivilCAD I receive an error message: “Error in loading CivilCAD 2016”.

- ✓ You need to turn off the UAC (User Accounts Control) option.**
- 1) From Control Panel, double click on ‘User Accounts’.
 - 2) Click on ‘Turn User Account Control on or off’.
 - 3) Uncheck ‘Use User Account Control (UAC) to help protect your computer’.
 - 4) ‘Click O.K.’ to save definition and reload CivilCAD.

? I installed CivilCAD on a Windows 7 / 8 / 10 Operating System, and when I try to load CivilCAD I receive an error message: “Error in loading CivilCAD 2016”.

- ✓ You need to turn off the UAC (User Accounts Control) option.**
- 1) From Control Panel, double click on ‘User Accounts’.
 - 2) Click on ‘Change User Account Control Settings’.
 - 3) Set the definition to ‘Never Notify’.
 - 4) Click ‘O.K.’ to save definition and reload CivilCAD.

? I installed CivilCAD on a Windows 7 / 8 / 10 64 bit Operating System, and when I try to load CivilCAD I receive an error message: “Error in loading CivilCAD 2016”.

- ✓ You need to install CivilCAD as Administrator.**
- 1) Right click on CivilCAD setup file.
 - 2) In the opened menu, select the ‘Run as Administrator’ option.

? I installed CivilCAD 2016 V1.0 and AutoCAD 2018 but CivilCAD does not recognize AutoCAD 2018.

✓ You need to download and install the latest CivilCAD upgrade from <http://www.sivandesign.com/downloads>

? I try to load CivilCAD but I receive an error message: “Plug Not Found”.

✓ Check if the plug is recognized as a ‘Local’ or ‘Network’ plug by CivilCAD.

1) In XP Operating System, go to C:\Documents and Settings\All Users\Application Data\SivanDesign\CivilCAD\ and open CIVILCAD.INI file with Text Editor (Notepad).

In Vista or Windows 7 / 8 /10 Operating System, go to C:\ProgramData\SivanDesign\CivilCAD\ and open CIVILCAD.INI file with Text Editor (Notepad).

2) If the plug is a Local plug the text must be: Network=False

3) If the plug is a Network plug the text must be: Network=True

4) Click ‘O.K.’ to save the definition and reload CivilCAD.

? I loaded CivilCAD and I cannot see the CivilCAD main toolbar.

✓ You need to delete the CivilCAD 2004 directory from the registry.

1) Click ‘Start’→’Run’, type ‘regedit’ and click ‘O.K.’

2) Open ‘HKEY_CURRENT_USER’ directory.

3) From ‘HKEY_CURRENT_USER’ directory, open ‘Software’ directory.

4) From ‘Software’ directory, open ‘CivilCAD’ directory.

5) From ‘CivilCAD’ directory delete ‘CivilCAD2004’ directory and close the window.

6) Reload CivilCAD.

? After loading CivilCAD, I try to open the 'Help' file but nothing happens.

✓ Check if CivilCAD User Guide exists in the CivilCAD installation directory.

1) Open CivilCAD installation directory.

In XP Operating System, go to: **C:\Documents and Settings\All Users\Application Data\SivanDesign\CivilCAD**

In Vista or Windows 7 / 8 / 10 Operating System, go to:

C:\ProgramData\SivanDesign\CivilCAD

2) Check if 'CivilCAD2016_English_Rev1.pdf' and 'CivilCAD2016_Hebrew_Rev1.pdf' exist.

? After I load coordinates file and click 'Refresh' on the drawing, the coordinates are not correctly presented.

✓ You need to check the formation of the coordinates.

1) Coordinates in 'Coordinates List' must be in **Name X Y Z Code** format with a space between each datum

2) Any other datum must be deleted.

? I click 'Refresh' but coordinates do not appear on drawing.

✓ You need to perform any change in coordinates list.

1) Add an empty line or select one of the coordinates in the list and add space between X and Y datum.

2) Click 'Refresh' to update drawing.

? The Coordinates Editing Line above the Coordinates List is missing.

✓ You need to Restart CivilCAD

1) Save the current project.

2) Close CivilCAD and reload it.

? I try to run contours and I receive an error message: “Error in creating the grid”.

- ✓ Check the coordinates and break lines on the drawing.**
- 1) Coordinates and break lines must be in the same area with overlap.
 - 2) Make sure there aren't groups of coordinates with a long distance between them.

? I try to run contours but nothing happens. Also, no error message appears on the screen.

- ✓ You need to check the contours definitions.**
- 1) Make sure that the 'Max Interpolation Length' cell is empty.
 - 2) Make sure that the Border window is empty (only the word 'Extents' must appear in it).

? I try to run a Roads Quantity summary earthworks report but I receive an empty report.

- ✓ You need to check the data base file's volume.**
- 1) Open CivilCAD installation directory. from:
 - ❖ In XP Operating System, go to: **C:\Documents and Settings\All Users\Application Data\SivanDesign\CivilCAD**
 - ❖ In Vista or Windows 7 / 8 10 Operating System, go to: **C:\ProgramData\SivanDesign\CivilCAD**
 - 2) Make sure that **roadsEWL.prt** file's size is larger than 0.
 - 3) If **roadsEWL.prt** file's size is 0 – Contact Sivan Design Support Team.