

## DataCAD Technical Support Frequently Asked Questions

- Q. During installation I received a "Can't write output data during decompression" error message, and the installation aborted and returned me to the DOS prompt.
- A. You do not have enough free disk space on the hard drive you are installing DataCAD. Free up more disk space (at least 60 MB must be available) and reinstall.
- Q. During installation I received a "Can't read input data during decompression" error message, and the installation aborted and returned me to the DOS prompt.
- A. You have a defective diskette. Please contact your local DataCAD dealer or DATA CAD LLC Customer Service for a replacement.
- Q. My graphics card is not listed in the DataCAD Supported Hardware list or in the installation program. What graphics card driver should I configure for?
- A. If your graphics card chipset is listed, install that driver. If not, install and configure for either the VESA Compatible 256 colors, VESA Compatible 16 colors, or IBM Personal Systems/2 VGA Small Font driver. The IBM Personal Systems/2 VGA Small Font driver is compatible with 98.9% of all graphics cards.
- Q. When I type **dcad** at the DataCAD prompt to start DataCAD, I get the message "Unable to find configured graphics driver."
- A. The proper command to start DataCAD is RUND CAD, not DCAD. Type **rundcad** at the DataCAD prompt and press [Enter].
- Q. When I type **rundcad** at the DataCAD prompt to start DataCAD, I get the message "Runtime error. Floating point not loaded."
- A. That message means that you do not have an Intel Math Co-processor installed on your computer. An Intel Math Co-processor is an essential part of the DataCAD System Requirements.
- Q. When I type **rundcad** at the DataCAD prompt to start DataCAD, I get the startup DataCAD screen with a message that reads "Not enough memory to run DataCAD."
- A. This message means that you do not have enough of the 640K of Base, or Conventional, memory available to run DataCAD. There has to be at least 530K of Base memory available for DataCAD to run. Free up as much Base memory as possible. Check your system files, AUTOEXEC.BAT and CONFIG.SYS for any TSR's and load them into high memory. If you are not comfortable doing this, it would be best to consult your DOS manual on how to set up high memory and how to use it, or contact your computer dealer for assistance.
- Q. When I type **rundcad** at the DataCAD prompt to start DataCAD, I get a blank, black screen with a small blinking dashed line in the upper left corner, and I have to reboot my computer.
- A. This usually means that there is not a manufacturer's supplied mouse driver loaded before attempting to run DataCAD. Install the proper driver and try again. If the problem persists, include your graphics cards memory exclusion statement to the memory manager statement in your AUTOEXEC.BAT file. Consult your graphics card manual on instructions on how to do this, or call the card's manufacturer for assistance. This also occurs if you have a mouse driver loaded and are configured to use a digitizer in the DataCAD Config. Either unload the mouse driver from memory before starting DataCAD, or choose None as the digitizer in the DataCAD Config and save the changes to the Config before exiting.
- Q. When working inside DataCAD, I cannot use the middle mouse button for object snapping.

- A. You have to install and load the proper manufacturer's supplied mouse driver before starting DataCAD. The mouse driver must support a three-button, Logitech-compatible mouse. (A Microsoft-compatible mouse driver only supports a two-button mouse.) If the proper mouse driver is not available, pressing [N] can be used for object snapping.
  
- Q. How do I change to different icon toolbars, other than the one that is currently displayed at the top of the screen.
- A. While in DataCAD, from the Utility menu choose Display, Menus, Icon Files, and choose one of three supplied files, DCAD, DCAD\_2D, or DCAD\_3D.
  
- Q. When attempting to insert doors and windows into a wall, I get a message that reads "No walls found to be cut."
- A. When using the DoorSwng or Windows menu options, the LayerSrch toggle must be turned ON and the correct layer where the walls reside must be chosen. If Layersrch is already ON, toggle it OFF and then ON again and choose the correct layer where the walls reside.
  
- Q. The Quick Shader menu option does not appear in the 3D Edit menu.
- A. Quick Shader must be turned ON in the DataCAD config program. In the DataCAD config, go to Display Device Options and highlight #9. Turn Quick Shader processing ON and press [Enter]. Press [Esc] and Save changes before exiting the config. The Quick Shader option will now appear in the 3D Edit menu.
  
- Q. DataCAD is set up to use English units of measure and I have to use Metric units.
- A. While in a DataCAD drawing file, go to the Utility, Settings, Scale Type menu and choose one of the metric unit selections.
  
- Q. I have a very large drawing file and I cannot add or delete entities.
- A. You have reached the maximum drawing file size limit of 8 MB. To reduce the file size, while in the drawing, choose the Layer Utility macro from the Macro menu; choose Layer Save, choose Save All, and press [Enter] to use the drawing filename as the saved layer name or type in a different name. When the layers have been saved, exit the drawing, create a new non-default drawing, and use the Layer Utility macro to load the saved layers into the new drawing. Your file size is now reduced.
  
- Q. When using DCPrint to print a plot file, I choose a filename from the list and I get the message "The Plot File Chosen is NOT in UNIPLLOT Format. Press ENTER to Continue."
- A. The plot file must be created using the Cadkey Uniplot driver that is configured as one of the three Plotters in the DataCAD Plotter menu. Select the appropriate Plotter before creating the plot ToFile.
  
- Q. How do I save a DataCAD drawing file to a diskette?
- A. While in the DataCAD drawing, go to the Utility, File I/O, Save As menu, choose New Path, type in the diskette drive designation and press [Enter]. This should only be done for drawing files that are smaller than 1.4 MB in size being saved to a blank 3.5" disk. It is always safer to save the drawing file to the hard drive then to copy or move it to a diskette.