

FREQUENTLY ASKED QUESTIONS

MC Start software

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Office

MOUS Software B.V.
P.O. Box 42
NL 7040 AA 's-Heerenberg
The Netherlands
Phone: +31 (0) 314 665385
www.moussoftware.com

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Frequently Asked Questions

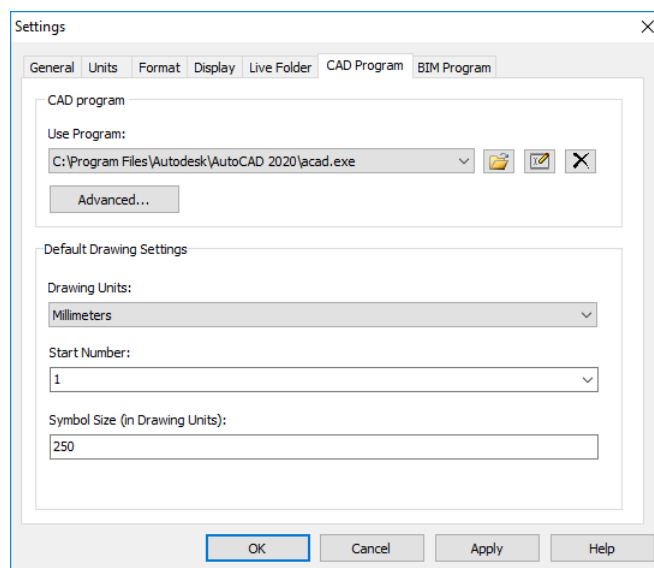
This document describe the most frequently asked questions with the MC Start software.

1 The MC Start toolbar in CAD is not displayed

If you want to display the (classic) MC Start toolbar in CAD again, then do the following;

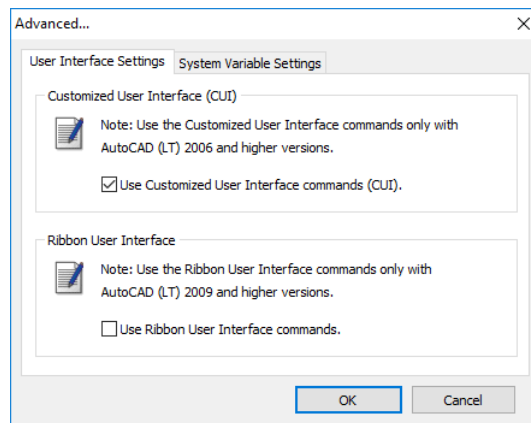
1. First close your CAD software.
2. Start the MC Start software, if you have not already done so.
3. From the *Ribbon Quick Access Toolbar* at the top of the screen, select *Settings*.

The *Settings* dialog appears.



4. Select the *CAD Program* tab.
5. Click the **Advanced** button under the *Use Program* drop-down list.

The *Advanced Settings* dialog appears.



6. Uncheck the option *Use Ribbon User Interface commands*. Press **OK** and then **OK** again.
7. From the *Ribbon* at the top of the screen, select *Prepare points in CAD*.

Your CAD software automatically starts and the MC Start toolbar should be visible again in CAD.

2 Export background file and points in CAD is not working

When Export background file and points in CAD is not working any more than most likely the CAD drawing file (. dwg) has become damaged or corrupt in some way. To recover the CAD drawing, follow these steps:


1. Start the MC Start software, if you have not already done so.
2. From the *Ribbon* at the top of the screen, select *Prepare Points in CAD*.

Your CAD software automatically starts and displays the MC Start toolbar.

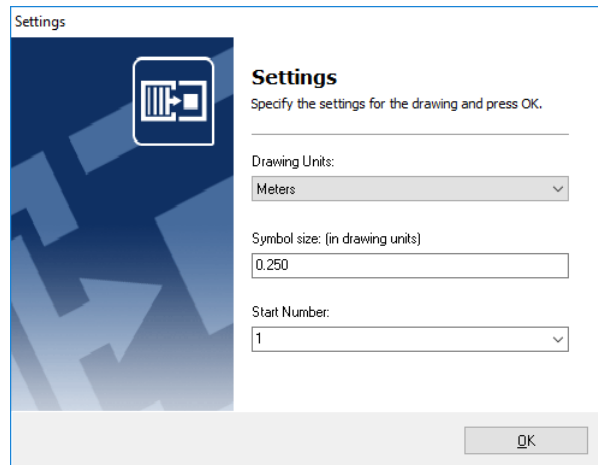
3. In the CAD software, select *File / Open* and then navigate to the damaged or corrupt drawing file.
4. When the CAD drawing opens, press **[Ctrl + C]** (Copy to Clipboard in CAD).



The message *Select objects* appears.

5. In the drawing, drag a rectangular window around the area that you want to copy to the clipboard. For now, select the entire drawing.
6. Press **[Enter]**.
7. In the CAD software, select *File | New* to create a new drawing. Select a default Template for the drawing (“acadiso.dwt”) and then click **Open**.

- When the new CAD drawing opens, right-click and a shortcut menu appears. From the shortcut menu, select *Clipboard* and then *Paste to Original Coordinates*.
- On the MC Start toolbar, click the *Settings* button .

The Settings window appears:



- Select the *drawing units* and then press **OK**.
- On the MC Start toolbar, click the arrow on the Export Points button  and then click the Export Background File & Points button  on the pull-out menu.

The message *Select objects for background file* appears.


- In the drawing, drag a rectangular window around the area to include in the background file. For now, select the entire drawing.
- Press **[Enter]**.

The message *Background file is created* appears. The points are now exported to the MC Start software.

If the drawing persists with problems, try the following steps:

- In the CAD software, select *File | Save as*.

The Save dialog appears.

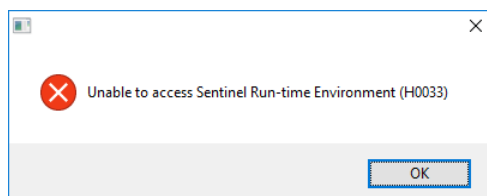
- a. In the *files of type* drop-down list, select AutoCAD R12/LT2 DXF (*.dxf).
 - b. In the *file name* field, key in a new name for the drawing.
 - c. Click **Save** to save the drawing.
2. Close the drawing.
 3. In the CAD software, select *File* | *Open* and navigate to the saved DXF file.
 4. When the CAD drawing opens, select *File* | *Save As* and save the drawing in DWG file format.
 5. On the MC Start toolbar, click the *Settings* button .

The Settings window appears.

6. Select the *drawing units* and then press **OK**.
7. Export the background file and points again to the MC Start software by choosing *Export background file and Points*.

3 The message “Unable to access Sentinel Run-time Environment (H0033)” appears

When you launch MC Start, the following message appears on the screen:



To recover the Sentinel Run-time Environment, try the following steps:

1. Reinstall the MC Start software.

Don't worry, you don't lose any settings. Download the installation package from our web site www.moussoftware.com. Choose a location on your computer to store the setup file, then save and run the .msi file.

2. Select *Uninstall* and then click **Next**.
3. Follow the instructions in the wizard and then click **Finish**.
4. When the MC Start software is uninstalled, launch the .msi file again.

5. Follow the instructions in the wizard and then click **Finish**.

Launch MC Start and see if the message appears.

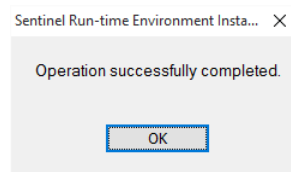
If the message still appears, then try the following steps:

1. Open Windows Explorer and navigate to the folder where your MC Start program is located (default *c:\Program Files (x86)\MOUS Software\MC Start 2019*).
2. Go to the *HASP* folder and right-click on the file: *MCS2019haspdinst.exe*
3. From the shortcut menu, select *Send to | Desktop (create shortcut)*.
4. Go to the desktop and right-click on the shortcut icon. From the shortcut menu, select *Properties*.

The Properties window appears.

5. In the *Target* field, key in at the end (after the *”*-sign) a **space** sign and then **-r** and then a **space** sign and then **-purge** (see screenshot).
6. Click **Apply** and then click **OK**.
7. Double click on the shortcut icon to run the executable.

This will remove the Sentinel Run-time Environment. When the Sentinel Run-time Environment is removed, the following message appears:



8. Right-click again on the shortcut icon. From the shortcut menu, select *Properties*.

The Properties window appears.

9. In the *Target* field, first delete **-r -purge** and then key in at the end (after the *”*-sign) a **space** sign and then **-i** (see screenshot).
10. Click **Apply** and then click **OK**.
11. Double click on the shortcut icon to run the executable.

This will install the Sentinel Run-time Environment. When the Sentinel Run-time Environment is installed, the following message appears:

