



CivilCAD2008 Frequently Asked Questions

- ❓ **I installed CivilCAD on a Vista operating system, and when I try to load CivilCAD I get an error message: “Some files are missing or corrupted”.**
- ✅ **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 CivilCAD2008 V-2.0 and AutoCAD 2010 but CivilCAD does not recognize AutoCAD 2010.**
- ✅ **You need to download and install the latest CivilCAD upgrade from <http://www.sivandesign.com/Downloads.asp>**
- ❓ **I try to load CivilCAD but get an error message: “Plug Not Found”.**
- ✅ **Check if the plug is recognized as a ‘Local’ or ‘Network’ plug by CivilCAD.**
 - 1) From C:\Program Files\CivilCAD2008, 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 can’t see the CivilCAD main toolbar.**
- ✅ **You need to delete the CivilCAD 2004 directory from the registry.**
 - 1) Click ‘Start’ à ‘Run’, type ‘regedit’ and click ‘O.K.’
 - 2) Open ‘HKEY_CURRENT_USER’ directory.
 - 3) From ‘HKEY_CURRENT_USER’ directory, open ‘CivilCAD’ directory.
 - 4) From ‘CivilCAD’ directory delete ‘CivilCAD2004’ directory and close the window.
 - 5) 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 from: C:\Program Files\CivilCAD2008
 - 2) Check if 'CivilCAD2008_English_Rev2.pdf' and 'CivilCAD2008_Hebrew_Rev2.pdf' exist (in CivilCAD2008 V-1.0 it will be XXX_Rev.1.pdf).
- ❓ **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 get 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 get an empty report.

✅ You need to check the data base file's volume.

- 1) Open CivilCAD installation directory from: C:\Program Files\CivilCAD2008
- 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.