# FAQ SafeCAD

*Updated 2017-09-22*

**Q1**  **Is SafeCAD 2012 working with AutoCAD 2008?**
*No, SafeCAD 2012 works only with AutoCAD 2012*

**Q2**  **Does SafeCAD 2012 work with 64-Bit version of AutoCAD 2012?**
*Yes, SafeCAD 2012 is available for 32- and 64-Bit version of AutoCAD 2012*

**Q3**  **Does SafeCAD 2012 work with Windows XP?**
*No, SafeCAD 2012 works only with Windows 7, 32- or 64-Bit system*

**Q4**  **When I'm trying to use a SafeCAD command I get following message at the command prompt <fence Unknown command "FENCE">, why?**
*SafeCAD program are not loaded.*
*1.) Restart the program from the shortcut on your desktop and try again.*
*2.) If program still doesn't work, type appload in the command prompt and load ccseSafecad2_objetcs.dbx and ccseSafecad2.arx files.*
*3.) SafeCAD has expired and a new code is needed.*

**Q5**  **My SafeCAD toolbar is corrupted or doesn't exist, how do I get it back?**
*Type "menuload" or "cuiload" at the command prompt. If SafeCAD is listed in the "Loaded Customization Groups" window you should unload it. Then browse for SafeCAD.cuix file. It should be saved in the SafeCAD2012 "ProgramData" folder. Select the file and load it.*

**Q6**  **How do I change a 44x88 profile back to a 44x44 profile?**
*Select SafeCAD command "Fence properties" or "Segment properties" and select the fence or a segment. When the "Fence properties" dialog box appear, click OK, and the components should now be placed on layer "0".*

**Q7**  **Some of the SafeCAD objects are placed in wrong layer, how can I get it back to layer "0".**
*Make sure that layer "0" is active and select SafeCAD command "Fence properties" or "Segment properties" and select the fence or a segment. When the "Fence properties" dialog box appear, click OK and the components should now be placed on layer "0".*
*Note! Doing this might remove SafeCAD objects that has been inserted manually.*

**Q8**  **I get message <SafeCAD Error – eOnLockedLayer> when I'm trying to generate reports, why?**
*One or several SafeCAD layers are locked. Unlock all locked layers and the problem will be solved.*

**Q9**  **My SafeCAD toolbar has disappeared even though SafeCAD menu is loaded. How do I get it back?**
*See answer in Q5 above*

**Q10**    **Why does my SafeCAD 2012 crash when editing fence?**
**I have AutoCAD Mechanical 2012 installed.**

*Some "Mechanical" features might interfere with SafeCAD 2012. Make sure "Mechanical" module isn't loaded. If "AutoCAD Mechanical 2012" is shown in upper part of AutoCAD program window, you have to unload it.*
*Solution -Close SafeCAD >> start AutoCAD 2012 (not AutoCAD 2012 Mechanical). >> Close AutoCAD 2012 >> Start SafeCAD again.*

**Q11**    **Why does my SafeCAD crash and shut down when editing fence?**

*1.) AutoCAD system variable "UCSORTHO" is wrong. Type "UCSORTHO" on the command prompt, press enter and set it to "0". Then rotate (set) coordinate system to "world".*
*2.) OSNAP is on. Turn OSNAP off and rotate (set) coordinate system to "world".*

**Q12**    **I can't generate reports, why?**

*You have copied or mirrored SafeCAD objects or the polyline.*
*Erase the copied objects in steps and try to generate reports now and then. If generating reports are working, then you know which objects created the error in the drawing.*

**Q13**    **Part list and/or cutlist does not match the drawing, i.e. wrong amount. What's can be wrong?**

*SafeCAD command "Fence protect" was set to "1" when you copied an object and the copied part is at the same place as the original part. Locate and erase the objects manually so there will only be one (1) object at the same place.*

**Q14**    **What does it mean when there is red line drawn as an X over an inserted sheet, i.e. polycarbonate sheet?**

*The red X means that the sheet size exceed the maximum size that we have in our product range.*

**Q15**    **Can I export/import database file "SafeCAD Data.xml" file from 32-Bit to 64-Bit system and the other way around?**
*Yes, this file is compatible with 32- and 64-Bit system. Only executable files (\*.dll, \*.arx, \*.dbx) is system specific.*

**Q16**    **I can't find "SafeCAD Data.xml" file in SafeCAD program folder. Where can I find it?**
*In SafeCAD 2008 this file was stored in SafeCAD program folder, but now it's stored in folder "C:\ProgramData\Jokab\SafeCAD2012" folder*

**Q17**    **Can I change fence default parameters?**
*Yes, from SafeCAD parameters window (Quick-Guard Fence Parameters) on the right hand side of "Defaults" field is a "Edit" button. Click on this and create your own setups.*

**Q18**    **How do I add or change price for SafeCAD articles**
*Select "Edit SafeCAD articles" from "Tools" in SafeCAD menu, or select from toolbar. It's also possible to type the command 'ccseEditArticles' directly at the command prompt to enter the window where to change prices.*

**Q19**      **Error when generating reports**
I get "SafeCAD Error! Passed invalid Template path to Excel Template ….." when generating reports, why?
*An \*.xlsx template file is missing or corrupted.*

**Q20**      **Plotted lines for SafeCAD objects is not sharp, why?**
*Layer colour does not match settings in AutoCAD Plot Style Table. Change layer colour in "Layer Properties" window to SafeCAD default colours*

**Q21**      **I have received a SafeCAD activation code, but when I enter this code a SafeCAD Warning window appears saying "registration number is not correct", why?**
*1.) Code for SafeCAD is time limited and it might have expired. Contact ABB Jokab Safety for a new code.*
*2.) Wrong code is entered. Generated code for SafeCAD are based on AutoCAD's serial number and date. An AutoCAD network license might generate different serial number. Code for SafeCAD should be generated from AutoCAD serial number shown in SafeCAD registration/activation window, and not the serial number shown in AutoCAD's Help menu – About*

**Q22**      **2014-10-20: I get message "Error 1001. Object reference not set to an instance of an object." during installation of SafeCAD.**
*AutoCAD is not installed. Install AutoCAD and reinstall SafeCAD.*

**Q23**      **Is it possible to transfer or copy SafeCAD article prices from one computer to another?**
*Yes it's possible. Article prices are stored in a separate database file named 'ScReport.db'. This file is stored in folder 'C:\ProgramData\Jokab\SafeCAD2012\Templates'.*

***NOTE!***
*It's important that article list (number of articles, article no.) for all users are the same. If a user has added a customized article to the database file, some articles and other data will be lost.*
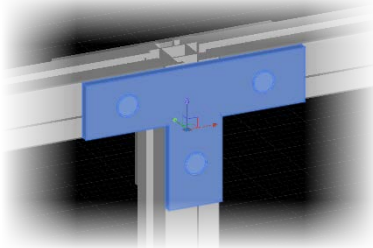
▸ *Start computer (1) from where the prices should be exported. Make sure SafeCAD isn't running. Open explorer and browse for the 'ScReport.db' file and copy it to your server or an external disc.*
▸ *Start computer (2) to which prices should be imported. Make sure SafeCAD isn't running. Open explorer and browse for the 'ScReport.db' file and make a backup copy of it.*
▸ *Replace existing 'ScReport.db' file on computer (2) with the one from computer (1).*
▸ *Start SafeCAD on computer (2) and make sure program works properly and that prices are changed as expected.*

*If SafeCAD on computer (2) has to be restored due to problems after replacing the 'ScReport.db' file do as follows.*
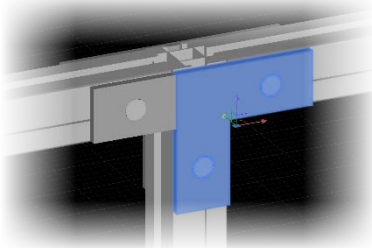▸ *Close SafeCAD program on computer (2). Erase existing (the new) 'ScReport.db' file from your system and use the old 'ScReport.db' file instead.*

**Q24**      **3D clip mini screen does not appear although command is active.**

*Make sure the 3DCLIP command is active and press ALT + Space bar. This will bring up a menu command on the 3DCLIP dialog box. Select M for move. You have now activated the move command for the 3DCLIP dialog box. Use either the left or right arrow key to move the box back into view.*

**Q25**      **AutoCAD menu and ribbon menu have disappeared (AutoCAD 2015)**

1. *Turn off Clean screen feature by pressing Ctrl + 0.*
2. *Turn on the ribbon setting by enter ribbon at command prompt*
3. *Enter menuload at command prompt and press enter. Select customization group ACAD and press unload. Press the browse button and select ACAD.cuix file and press load button.*


**Q26**      **My SafeCAD toolbar has disappeared, how can I get it back? (2017-03-16)**

*AutoCAD command to use: -TOOLBAR*

*At the Command prompt:*
*Command: -TOOLBAR    (the "-" is imperative)*
*Enter toolbar name or [ALL]: SafeCAD*
*Enter an option [Show/Hide/Left/Right/Top/Bottom/Float] <Show>: s*

**Q27**      **There are L-brackets inserted instead of T-brackets (2017-09-13)**

*If a straight fence consist several segment and there is a very small deviation in line up (not collinear) one or several post might have L-brackets inserted instead of T-brackets.*
*Probable cause is that fence polyline is drawn using OSNAP in customer drawing as a reference.*
*Solution: Edit or redraw the polyline, and make sure all segments are in line (collinear) with each other.*

*OK, one T-bracket*　　　　　　　　　　*Not OK, two L-brackets*

**Q28**      **My SafeCAD crash when inserting a door (2017-09-13)**

*Door posts might not be exact collinear with each other.*
*See Q27 for details.*

**Q29**   **My SafeCAD doesn't work though I have all SafeCAD menus and toolbar shown in program window (2017-09-22).**
No SafeCAD command works. Selecting a SafeCAD command generates message "Unknown command "<Command name>. Press F1 for help" at command prompt.
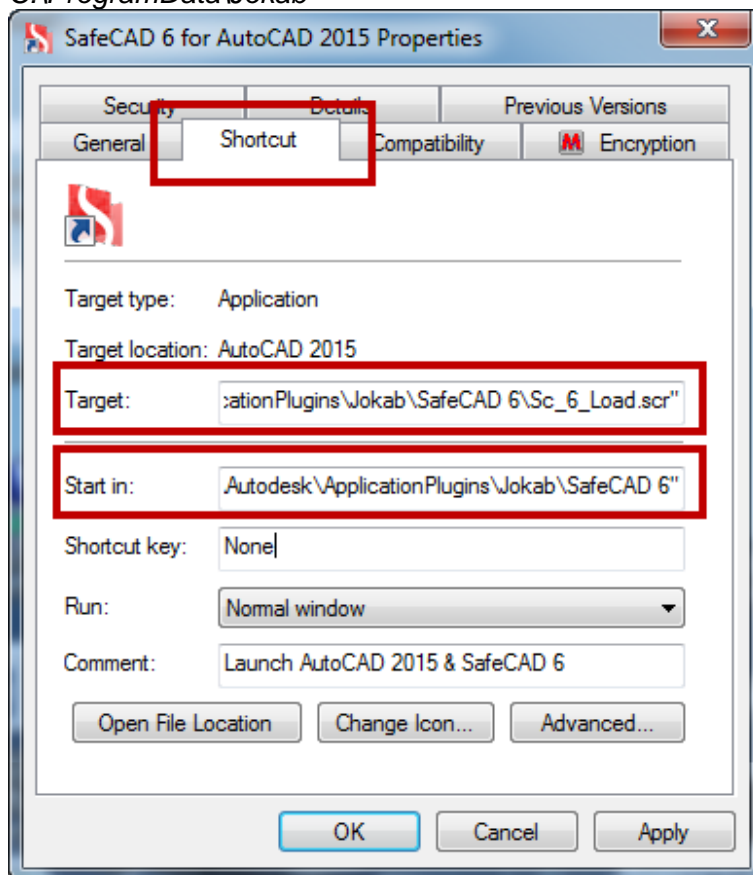
**Problem:** *SafeCAD is not loaded correctly.*

1. *Close SafeCAD/AutoCAD. Restart SafeCAD, make sure that program is started from correct program short cut on desktop. Select a SafeCAD command to see if the program works. Follow step 2 below if it doesn't.*

2. *Go to the desktop and right-click on the SafeCAD program icon. Select shortcut tab and compare the "Target" and "Start in" path with actual SafeCAD programs folders on the computer. The path's must match.*
*Locate the SafeCAD program file "Sc_6_Load.scr" on your hard drive and insert the path in the "Target" string.*
*Locate the SafeCAD 6 program folder on your hard drive and insert the path in the "Start in" string.*

   *Common SafeCAD installation program folders as below*
   *C:\Program Files\Jokab*
   *C:\Program Files\Autodesk\ApplicationPlugins\Jokab*
   *C:\ProgramData\Jokab*



3. *Contact support.jokabsafety@se.abb.com if the problem persists*