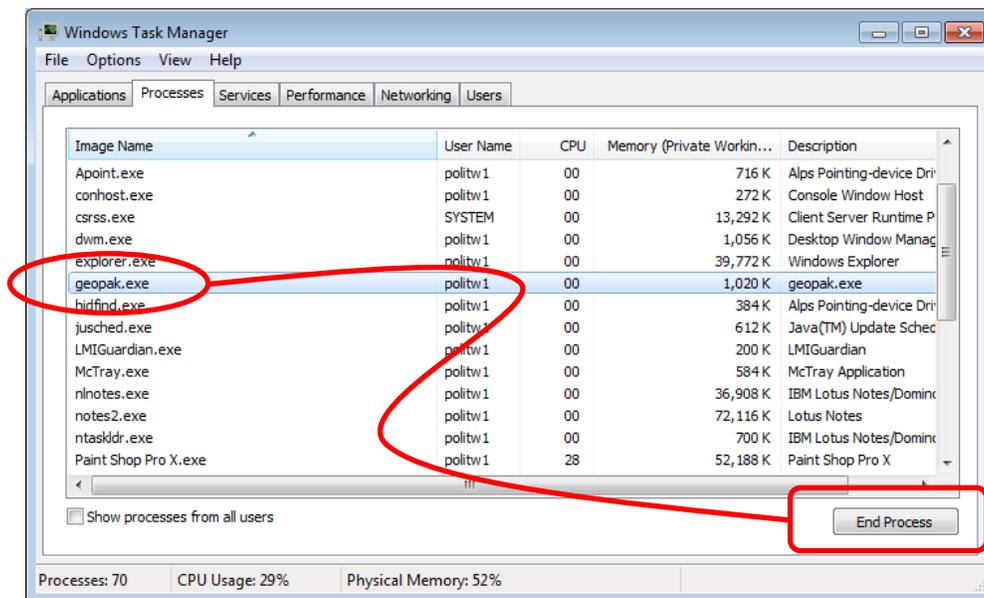


What do you do after a Geopak crash?

Geopak can have an occasional hiccup or even a full blown crash giving you the most seen dialog box in the MicroStation Suite. These crashes can be caused by most anything from network disconnects, network latency, corrupted resource files or an occasional software malfunction. After a Geopak crash you will likely have a **Geopak.exe** process still running and/or possibly have an **XS.exe** (if running cross sections) that need to be stopped. This can be done using the **Task Manager**.

Open the Task Manager>Click on the Processes tab>Click on the Image Name column to sort alphabetically>Stop all **GeoPak.exe** processes.

There are a couple ways to stop the processes. One way is by left clicking on the process and then left clicking the End Process button in the lower right corner of the dialog. The other option would be to right click on the process to get a menu and then left clicking on the End Process option.



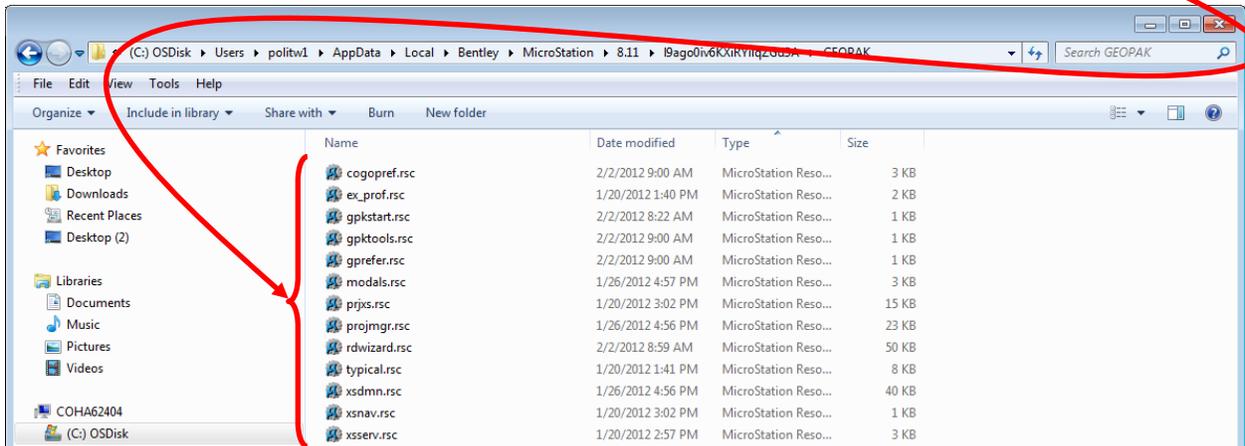
*When GeoPak crashes a process may still be running and **multiple geopak.exe processes will cause a continuation of errors** so it is of utmost importance to stop these processes after a crash.*

Another item to investigate is the Geopak resource files.

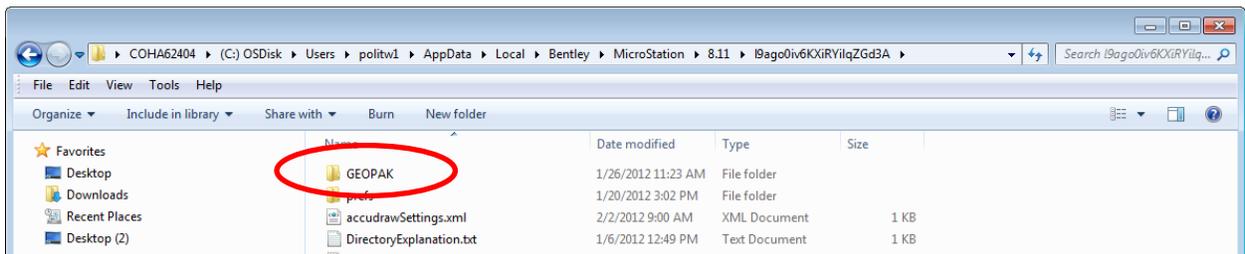
Geopak Resource Files are files that contain tool settings from most Geopak tools. These files contain information such as chain, job number and other pertinent information regarding your tool selection. Sometimes, these RSC files can get corrupted and cause Geopak to quit responding. In other cases the files can retain settings information that went along with a previous job and not take on your new changes to the RSC file.

GeoPak Resource Files **RSC** file extensions are located on your local drive (stored at the following location at the moment):

C:\Users\{YOUR USER ID}\AppData\Local\Bentley\MicroStation\8.11\I9ago0iv6KXiRYilqZGd3A\GEOPAK



You can select all the resource files to delete them or you can simply delete the GEOPAK folder containing the resource files.



OPTIONAL: Deleting the UPF.

The **MicroStation User Preference File** is a file that retains any user interface changes that you have applied to your MicroStation session. Examples would be if you have docked tool bars or stretched your MicroStation screen to a second window. Sometimes this file gets corrupted. Usually this happens to users that open a second MicroStation session and then dock tools in different locations causing the UPF file to be confused and hence causing a problem. The MicroStation UPF can be deleted and MicroStation will automatically create a new “out of the MoDOT box” UPF when you next log into MicroStation.

The MicroStation User Preference File **UPF** file is located:

C:\Users\{YOUR USER ID}\AppData\Local\Bentley\MicroStation\8.11\I9ago0iv6KXiRYilqZGd3A\prefs

This file will have your user name with an extension of UPF. Example = {YOUR USER ID}-081107443.upf

SS2 MicroStation Geopak Cleanup Tool

Usually the previous steps will clear up your problems but if not there is another tool that you can run but in doing so the process will be automatically deleting your UPF which will make your user interface return to the MoDOT default user interface.

From the Windows 7 Start menu select the All Programs option and navigate to the Bentley folder where you will see a red X icon for the SS2 MicroStation Cleanup Tool. Click it and follow the on screen instructions.

