

Guidelines for Experienced CADD Users to Help Co-workers

These are guidelines for how you, as an experienced user of Bentley software, can assist co-workers when they tell you about issues with MicroStation or OpenRoads Designer. You can, at any point, ask them to contact the [Engineering Applications Support Team](#), but if you want to help with a time commitment of less than 5 minutes, the steps that an EAST analyst might use are listed below.

1. Remind your co-worker of the most common solution – **restart your computer**.
2. Ask them to reproduce the problem again, after the restart. 80% of the time, the problem cannot be reproduced. Why does this work? The Bentley software is very sensitive to stale computer resources. When we leave our computers on for days or have not restarted following an update, other processes are left running that use resources that the CAD software needs. Honestly, sometimes it is just operator error and when people are asked to demonstrate an issue after a restart, they slow down and see notifications that they had previously ignored and make informed choices.
3. If the problem is still there, have your co-worker exit ProjectWise Explorer and the CAD software, then run the **Clear_Prefs** shortcut in the Engineering folder on their desktop.
4. Ask them to see if they still have the same problem.
5. If the problem is still there, look for more information by performing a key word search (Ctrl+F) on the [FAQs page](#) or use the [advanced Google search on the EAST website](#). Tip: to get more hits, use just part of a key word, like sec, which will give you hits on “security”, section, sections, Xsections, cross sections, etc.
6. If there are still issues, it is time to [get an EAST analyst to help](#).