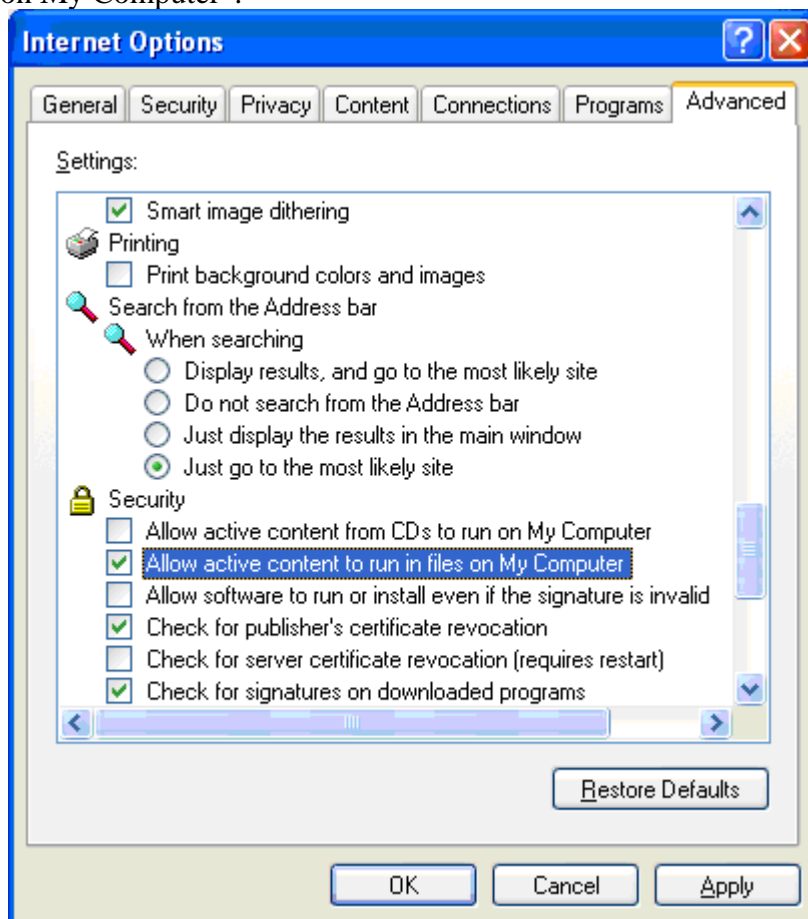


## FAQ / Troubleshooting

**Q: After clicking on the Scanworld triangle, I got the message: "Leica TruView Plug-In Not Loaded", but I had installed it. What is the problem?**

A: It is possible that Windows security is not allowing you to run ActiveX. If this is the cause, then there is a yellow bar under the tool bars of Internet Explorer.

- Click it to allow ActiveX components to run for this session of Internet Explorer. Then TruView will run.
- To permanently allow ActiveX to run, configure Internet Security to run by going to **Start > Control Panel > Security Center > Internet Options > Security settings > ActiveX controls and plug-ins**, and select **Enable**.
- You can adjust Internet Explorer to allow TruView ActiveX content to display on your computer by selecting the **Tools > Internet Options...** menu of Explorer, open the Advanced Tab and in the Security section add a check mark to the "Allow active content to run in files on My Computer".



*Note: This problem can occur only if you are accessing a Scanworld on your local computer drive.*

**Q: Why doesn't my TruView scene open when I click on a triangle icon in the scene?**

A: This is probably because, either you are not using Internet Explorer, or you do not have ActiveX enabled. Internet Explorer 6.0 or later is required, and ActiveX must be enabled. Only Internet Explorer is supported at this time.

**Q: A link was entered in Markup mode, and the link is displayed when the object is selected. Why is there is no jump to the link? (The link target is not displayed.)**

A: Navigating to links is only active in View Mode. Otherwise there would be no way to select the item for editing in Markup Mode.

**Q: What is the meaning of the UID code (e.g., A47F0C8D-F9A3-4C45-9EEE-1734DF60AF20)?**

A: The UID (Unique ID) code is an internal unique number that TruView uses to keep the markups paired to the right data sets. Each TruView panoramic scene is assigned a unique ID and the markup files also inherit this ID so they can be associated with the correct data set the next time you open things up.

**Q: What is LOD?**

A: LOD is the Level of Detail being displayed. It is proportional to the maximum point error. Zooming in or out changes the LOD that is displayed.

**Q: Why does the fill color rectangle not display the actual fill color?**

A: The fill color box is not affected by the current transparency settings. It displays the starting color, and the actual fill color is the transparency percentage of that color.

**Q: What is the default transparency?**

A: The initial system default transparency is 87%. You can change the default value when you save your defaults.

**Q: Why does part of the image darken when I try to select a coordinate value for a point?**

A: If the scanner data has image data included for areas that were not scanned, such as the sky, then there will not be any points you can measure to. Therefore, the system automatically darkens the non-measurable points so you can see the points that are measurable. This could be the entire sky or even stripes of data right in the main areas you wish to dimension. This depends on the density of the scanning and the scanning methods used to collect the data.

**Q: In Markup View, I change the Unit setting from meters to feet, but the units in the view do not change. Why?**

A: The units are used only from the time they are set until they are changed. New markups use the new Unit setting (feet), but the old markups use the old Unit setting (meters). The Unit setting is not applied globally.

**Q: How do I change the units for an object?**

A: Click on the object. Then choose your new units from the Unit drop-down menu. The units will be changed for the object that you selected and for any new objects that you create.

**Q: If a markup object has a fill color, then clicking from Markup to View and back to Markup**

**loses the fill color. It reverts to the previous fill color. Why?**

A: If you leave the Markup View, then when you return, the default values, including the fill color, are displayed. To keep the new fill color, save the values as the default. Then, the new fill color is the new default and is displayed when you return to Markup View.

**Q. My 3D Markup is not very accurate (repeatable), even though the precision is high. Why?**

A. The 3D Markup can not be very accurate unless the view is really zoomed in. Zoom in as much as possible.

**Q. How can I measure from a point in front of me to a point behind me?**

A. Pick the first point in front, then pan to the back and choose the second point.