

## RESET User Preferences and DELETE Microstation's Temporary Files

Resetting the preference data will reset the tools layout, user preferences set in several menus (DWG save options, "workspace->preferences" options, etc) to factory default.

By following the procedure below, you won't erase your preference data but rather move it in a safe location so that it can be restored if this procedure doesn't solve the occurring issue.

Deleting Microstation's temp files will not cause any side effects

It is imperative that you close all open instances of Microstation, when required by the procedure, in order for them to work.

To re-create a new clean user preferences file:

1. Open Microstation with any file and open Microstation's Key-in panel (Utilities->key-in)
2. **Type the following string in Microstation's key-in panel and press enter:**  
`$ % explorer $_USTN_HOMEPREFS`  
This will open your user preferences folder in windows explorer
3. **Close Microstation but keep the windows explorer window open.**
4. MOVE (not just copy) the whole content of this folder - including all subfolders - into some other safe folder for backup.
5. Restart Microstation and check if the issue still occurs.

In order to delete Microstation's temp files:

1. Open Microstation with any file and open Microstation's Key-in panel (Utilities->key-in)
2. **Type the following string in Microstation's key-in panel and press enter:**  
`$ % explorer $(MS_TMP)`  
This will open your Microstation's temp folder in windows explorer.
3. **Close Microstation but keep the temp folder window open.**
4. Delete all files in the temp folder
5. Restart Microstation and check if the issue still occurs.