Enerplot

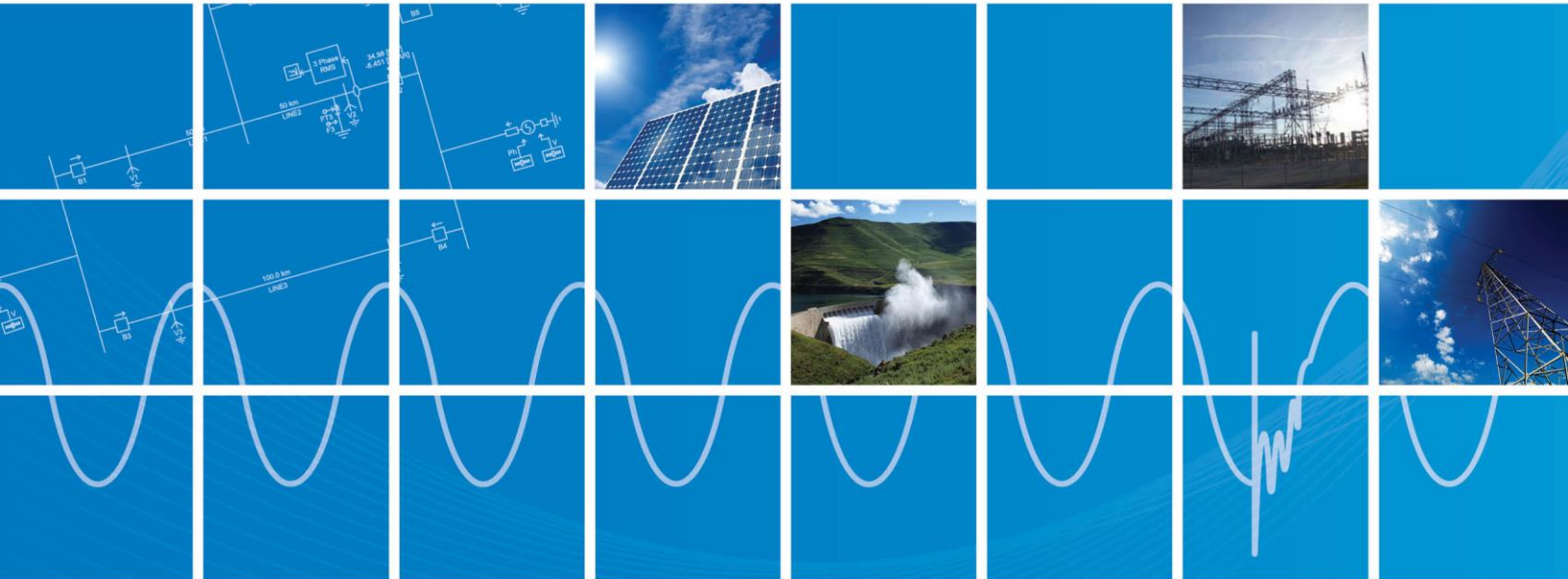## Offline Plotting & Analysis

Resolving Enerplot Issues

Written for Enerplot version 1.0

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Initial

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HYDRO INTERNATIONAL

Contents

1. Introduction

1.1 Overview

This manual presents known issues and solutions related to Enerplot. It is intended to be a continuously developing diagnostic tool as licensing evolves. If you encounter any issues that are not covered herein, please forward the details to our support desk (Appendix A).

This manual is broken down into the following categories:

- Section 2: Resolving Enerplot Issues

- Appendix A: Contacting the PSCAD Support Desk

1.2 Related Support Documentation

For Certificate Licensing issues, please refer instead to this article.

2. Resolving Enerplot Issues

2.1 Cannot Load Data into Enerplot

Problem

Attempts to load data (e.g. PSCAD files and Comtrade files) into Enerplot fail.

Cause

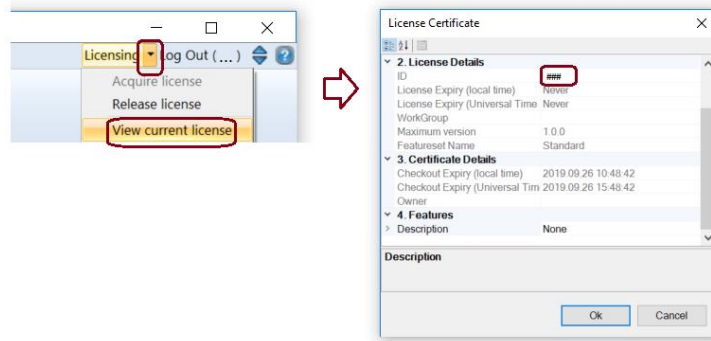The presence of non-English characters in the file path of the files to be loaded.

Solution

Ensure the characters in the file path are English characters.

Appendix A Contacting the Support Desk

To request further assistance from our support desk, please send an e-mail to support@mhi.ca with the following information:

- Your Enerplot license number:

- A detailed description of the issue.

- Screenshots of any error messages.

DOCUMENT TRACKING

Rev.	Description	Date
0	Initial	29/Aug/2019