

MAGMA CHAMBER SIMULATOR (MCS) – PC

FREQUENTLY REPORTED ISSUES (FOR PC USERS)

1. '..\Melts-batch-v1.x.x.exe' is not recognized as an internal or external command, operable program or batch file.'

This error appears in the PC Command Prompt when attempting to execute Melts batch files (MCS Phase EQ – Step 1) when Windows Explorer windows are open.

Solution:

Restart the MCS.

Close all Windows Explorer windows as soon as the “MCS_PhaseEQ_PC” file is opened.

(i.e., Windows Explorer windows are the yellow folders located at the bottom left of the taskbar)

It is also recommended that all other Microsoft Office files/programs/windows are closed while operating the MCS.

2. In MCS Phase EQ – Step 1, when attempting to execute Melts batch files, “??” symbols show in the Command Prompt windows that do not allow execution of the Melts batches.

Solution:

Restart the MCS.

Close all Windows Explorer windows as soon as the “MCS_PhaseEQ_PC” file is opened.

(i.e., Windows Explorer windows are the yellow folders located at the bottom left of the taskbar)

It is also recommended that all other Microsoft Office files/programs/windows are closed while operating the MCS.

Successful execution of the Melts batches will show the following message in the Command Prompt window:

Please note:

Two or more phases must be separated by this symbol ^

The phases must be written in lower case

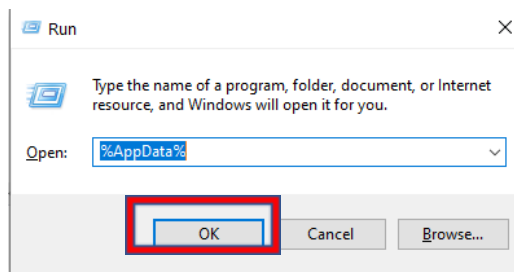
The phases must be spelled correctly

4. Error 9 when clicking “Finish” from Step 2 – Select MES Input File and create new MCS output file.

Solution:

In the Windows search, search for “Run” or press the Windows + R button to open the Run App.

In the Run App box, type in and enter the following command:



From there, navigate to Microsoft> Excel>XLSTART

Delete, rename or move aside the “Personal.xlsb” from the folder

5. The MCS folder file is not stored in the Documents folder structure into the C drive (C:), or it is not named “MCS”.

Solution:

Download the MCS package and unzip it into your Documents folder which is located directly in your C drive (C:)

Name the MCS file folder “MCS.” No other characters can be included in the folder name.

Open the “MCS_PhaseEQ_PC” file.

Navigate to File > Options > Trust Center > Trust Center Settings > Trusted Locations

There add the Path where you have downloaded and unzipped the MCS Release.

Ideally, the correct MCS path will read:

C:\Users\{YOURUSERNAME}\Documents\MCS\

Click OK until you close all Options dialogs.

Please note:

The MCS folder file is located in the C drive

The MCS folder file is stored directly in the Documents folder

The MCS folder file is named “MCS”

6. “The system cannot find the path specified” error in the Command Prompt window when attempting to execute a Melts batch (MCS Phase EQ – Step 1)

Solution:

Click the "Reset Paths" button located at the bottom on the left column in the “MCS_PhaseEQ_PC file”

Close Excel

Delete the entire MCS folder structure

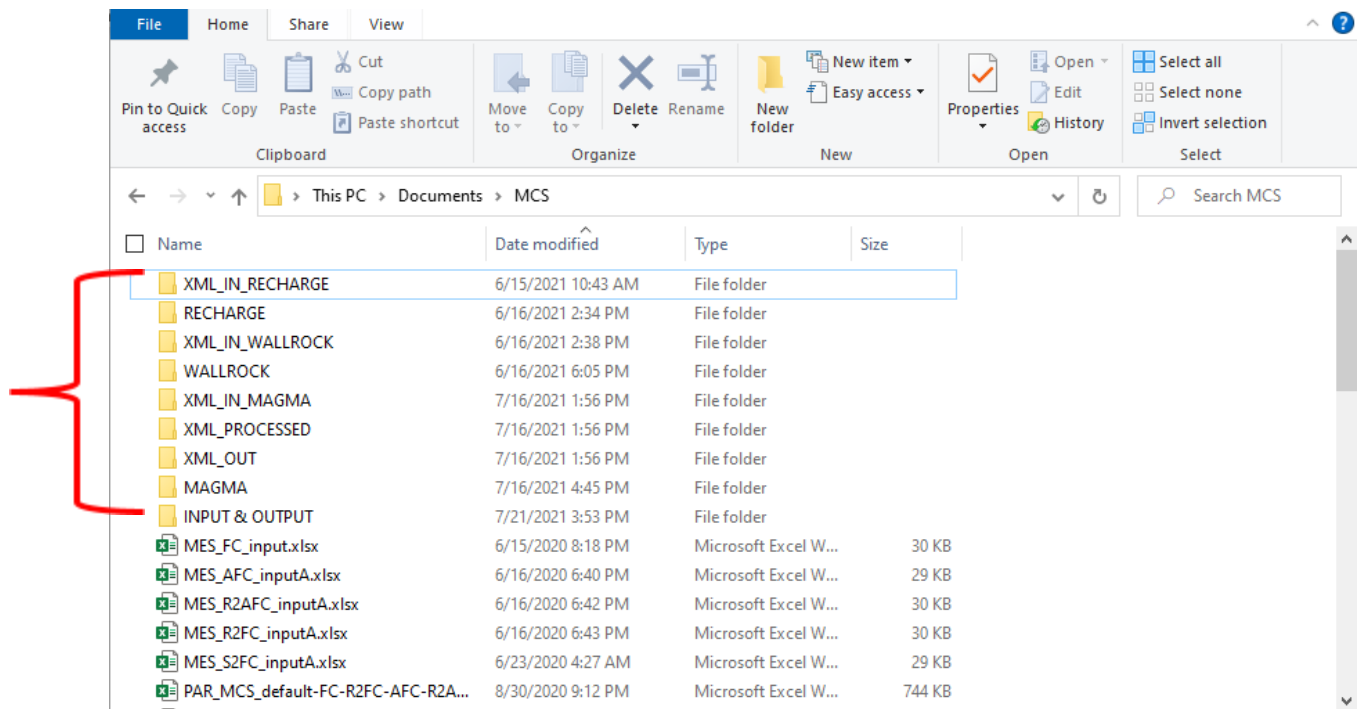
Unzip the MCS PC file again

Restart MCS

Close all Windows Explorer windows

7. Missing MCS folder structure (e.g., INPUT & OUTPUT sub folder).

Successful installation of the MCS will show the following folder structure:



These sub folders auto populate after opening the “MCS_PhaseEQ_PC” file for the first time.

If you do not see these sub folders in your MCS folder structure:

Solution:

Open the MCS_PhaseEQ_PC file.

Click the “Rebuild MCS Files” button located at the bottom left corner.

Close the MCS_PhaseEQ_PC file.

If you encounter additional issues or have MCS questions, please do not hesitate to contact:

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