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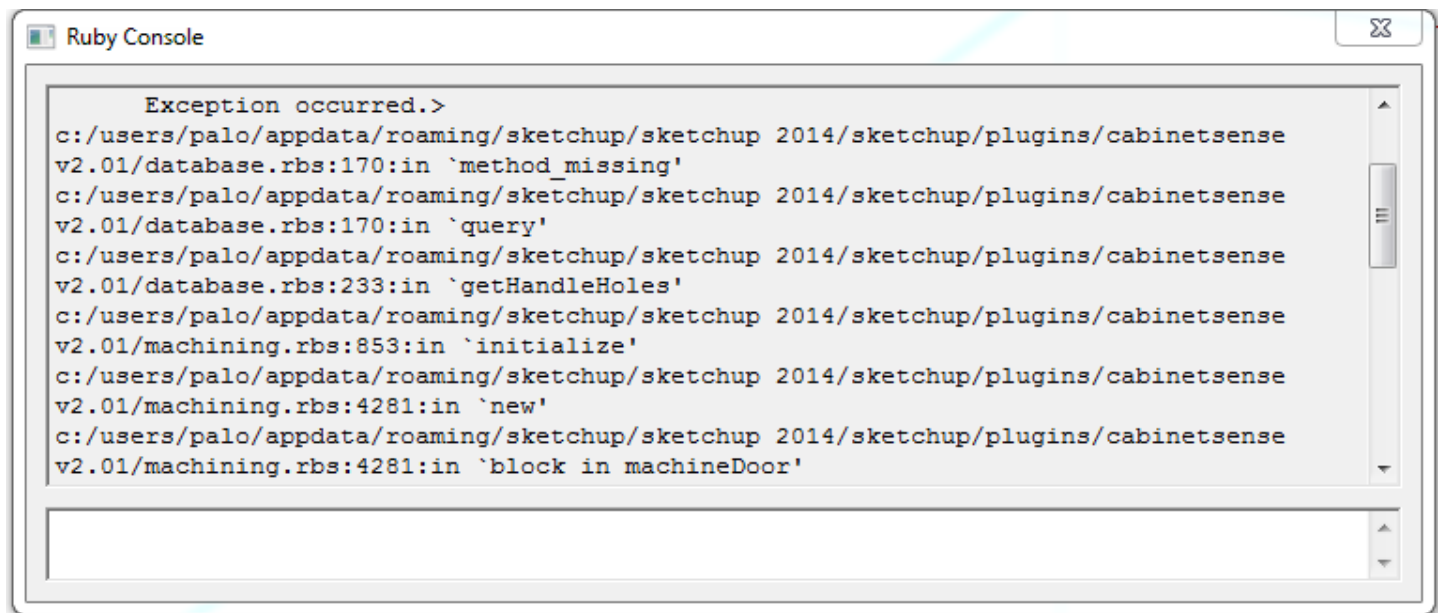
## CabinetSense Wiki

### Troubleshooting

Things have stopped working

If CabinetSense just isn't working the way it's supposed to, it could be that the program has encountered an exception that it doesn't know how to handle. Fortunately, it's easy to find out if this is the case. Open the ruby console (Window->Ruby Console) and then retry the activity that you are having trouble with.

Here's what the console will look like when you have encountered a problem:



The screenshot shows a 'Ruby Console' window with a stack trace. The text is as follows:

```
Exception occurred.>
c:/users/palo/appdata/roaming/sketchup/sketchup 2014/sketchup/plugins/cabinetsense
v2.01/database.rbs:170:in `method_missing'
c:/users/palo/appdata/roaming/sketchup/sketchup 2014/sketchup/plugins/cabinetsense
v2.01/database.rbs:170:in `query'
c:/users/palo/appdata/roaming/sketchup/sketchup 2014/sketchup/plugins/cabinetsense
v2.01/database.rbs:233:in `getHandleHoles'
c:/users/palo/appdata/roaming/sketchup/sketchup 2014/sketchup/plugins/cabinetsense
v2.01/machining.rbs:853:in `initialize'
c:/users/palo/appdata/roaming/sketchup/sketchup 2014/sketchup/plugins/cabinetsense
v2.01/machining.rbs:4281:in `new'
c:/users/palo/appdata/roaming/sketchup/sketchup 2014/sketchup/plugins/cabinetsense
v2.01/machining.rbs:4281:in `block in machineDoor'
```

When this happens, send an [email](#) off to support and we'll help you resolve it. It is appreciated if you would send the SketchUp model along with a short explanation of what you were attempting to do when this happened.

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