How to get back or fix the missing ribbon menu in GstarCAD?

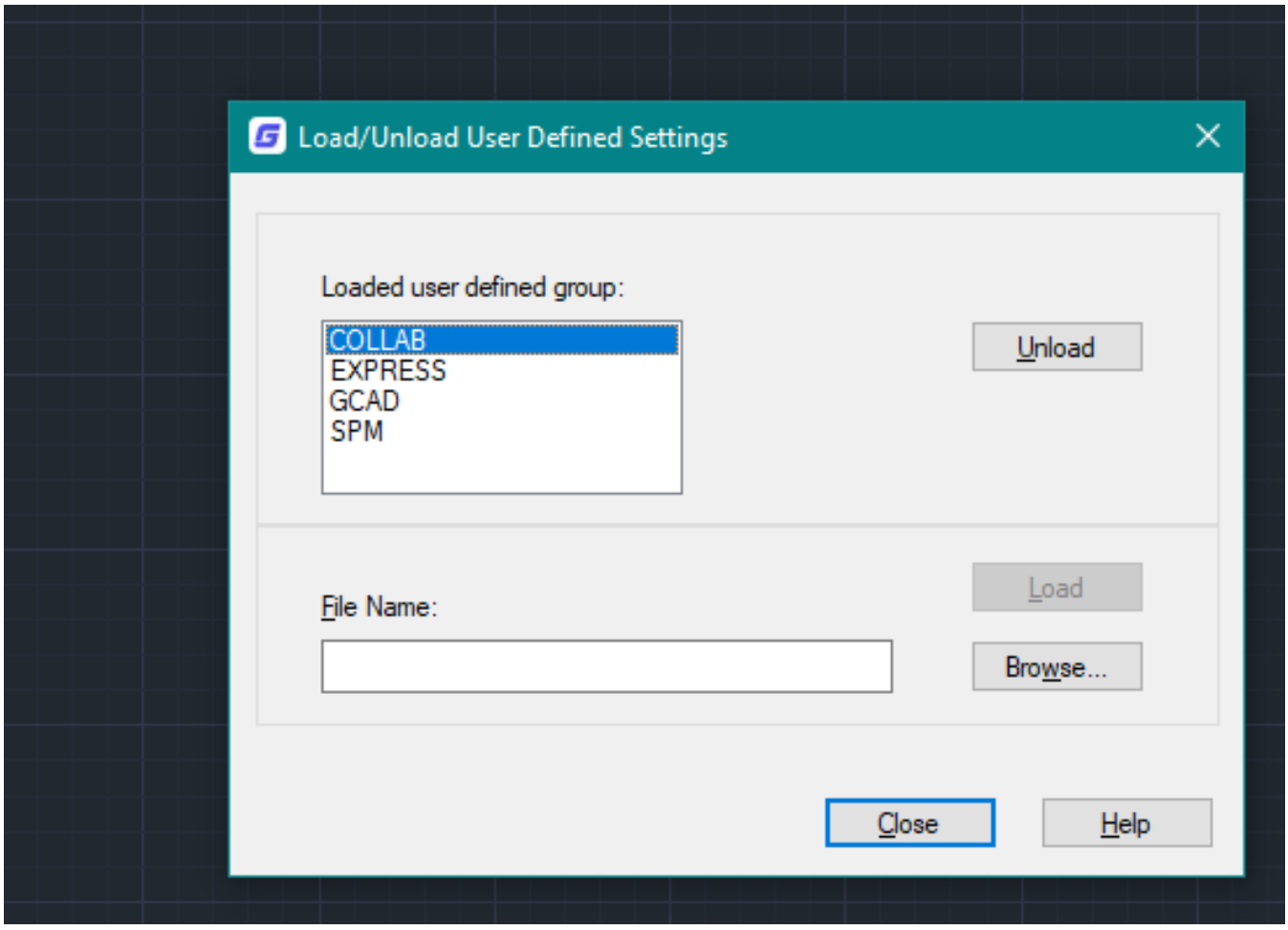
1294 kbadmin July 1, 2015 Troubleshooting 0 15987

Sometimes something went wrong to GstarCAD relinquishes loading its ribbon menu or even reports it does not possess any ribbon panels or panel tabs loaded.

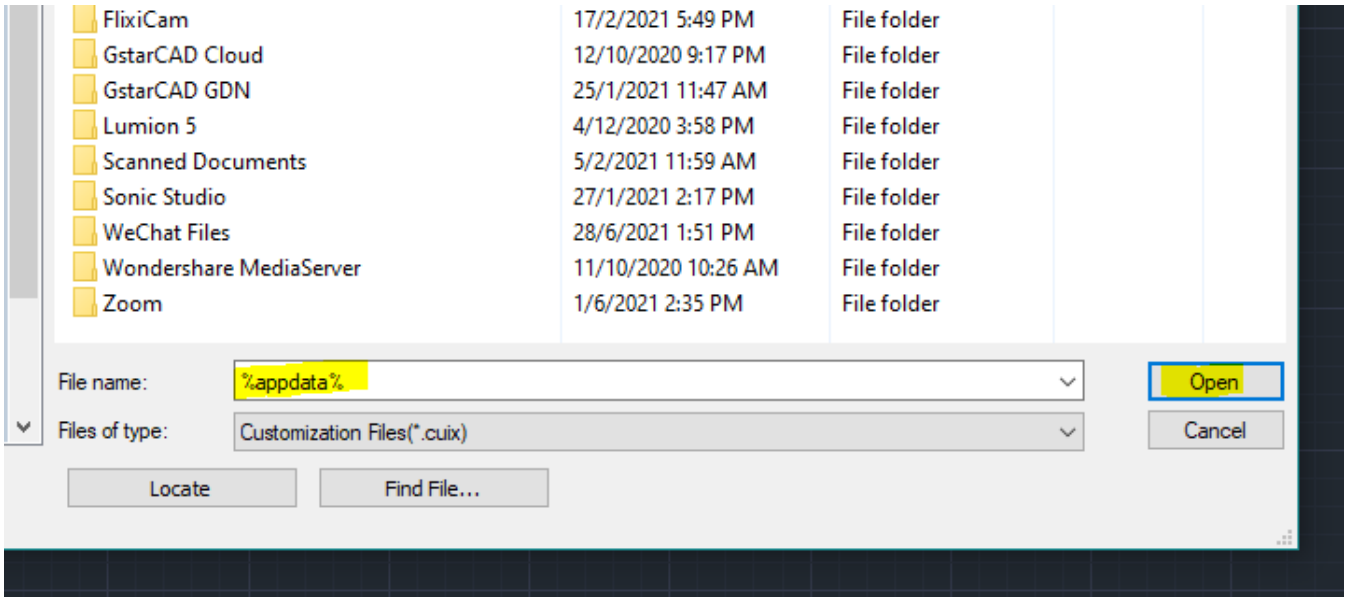
This might occur for many factors, maybe GstarCAD crash, improper shutdown, or windows system unstable, or the other reason, however, one of the following processes should bring back the menu.

Reloading the GstarCAD menu or Custom User Interface (CUI) file.

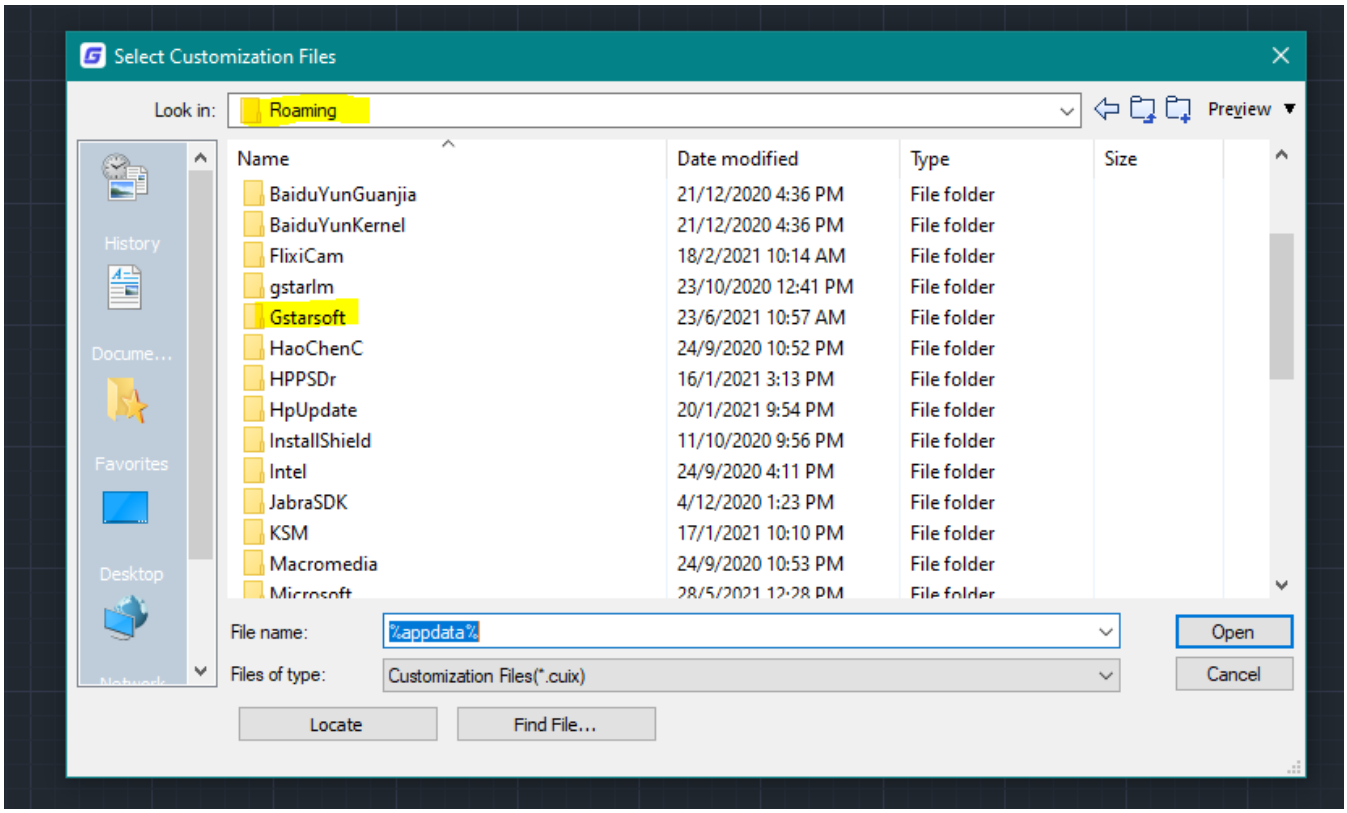
- Use **MENULOAD** or **CUILOAD** command to load the interface file manually.



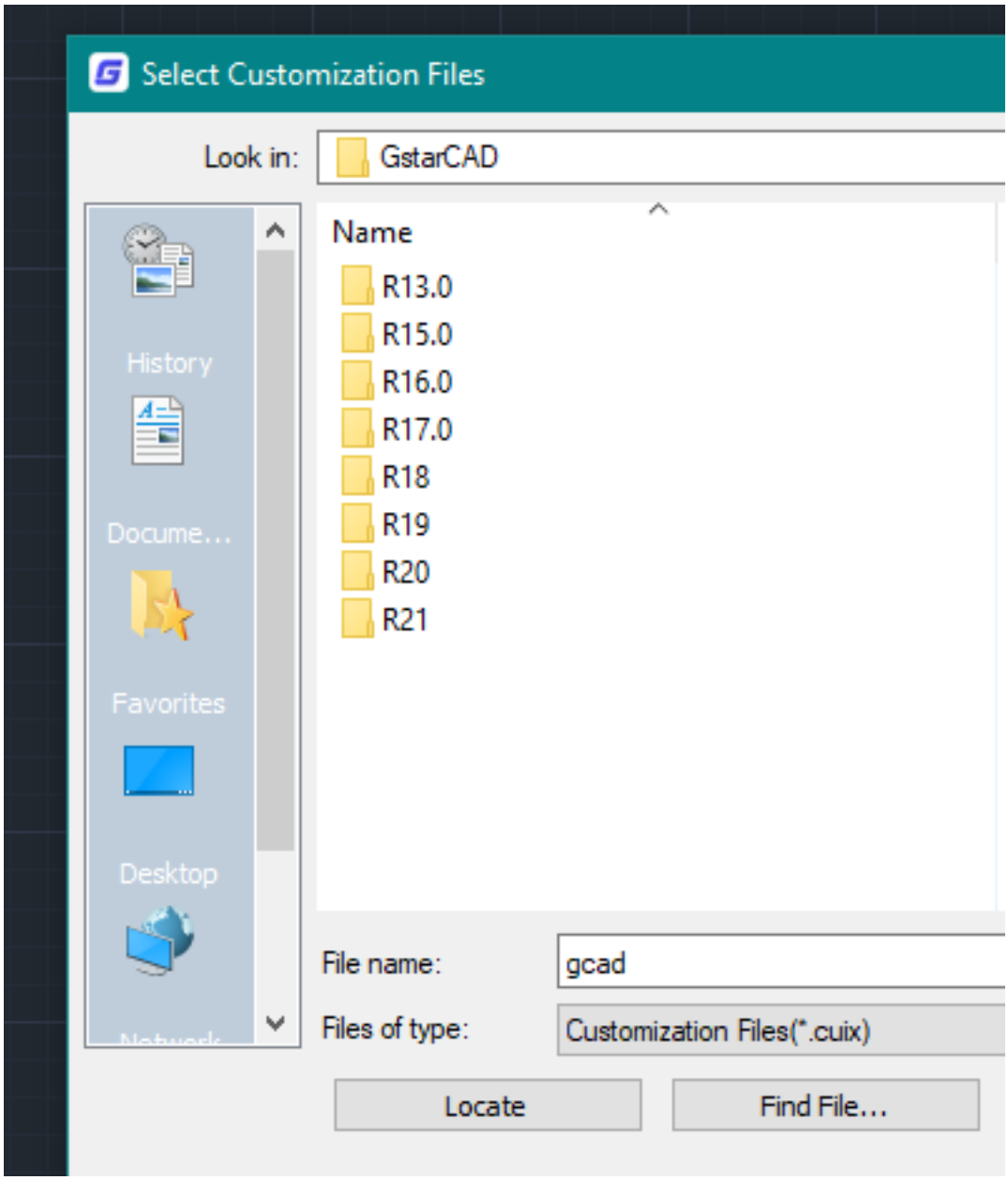
- Click the **Browse button** and input **%AppData%** at **file name field** and enter, Windows will directly open up the Roaming folder which is inside the AppData folder.
- Windows will directly access the **Roaming folder** which is inside the **AppData folder** base on the current login user.



- Look for the **Gstarsoft folder** double click access to the folder, and continually enter to the **GstarCAD folder** as else.



- now you are in the path which stores all the customizable file, next, you need to choose which **version of GstarCAD** to reload the menu, e.g. If you using **GstarCAD 2019**, so you just click **R19** folder to process, or GstarCAD 2020 click the R20 to process and continue to access next folder, with **en-WW** or **en-US**, you are almost there, the interface file located the **Support** folder, click to access t support folder and choose **GCAD,CUI** file, and click the **Open button**.

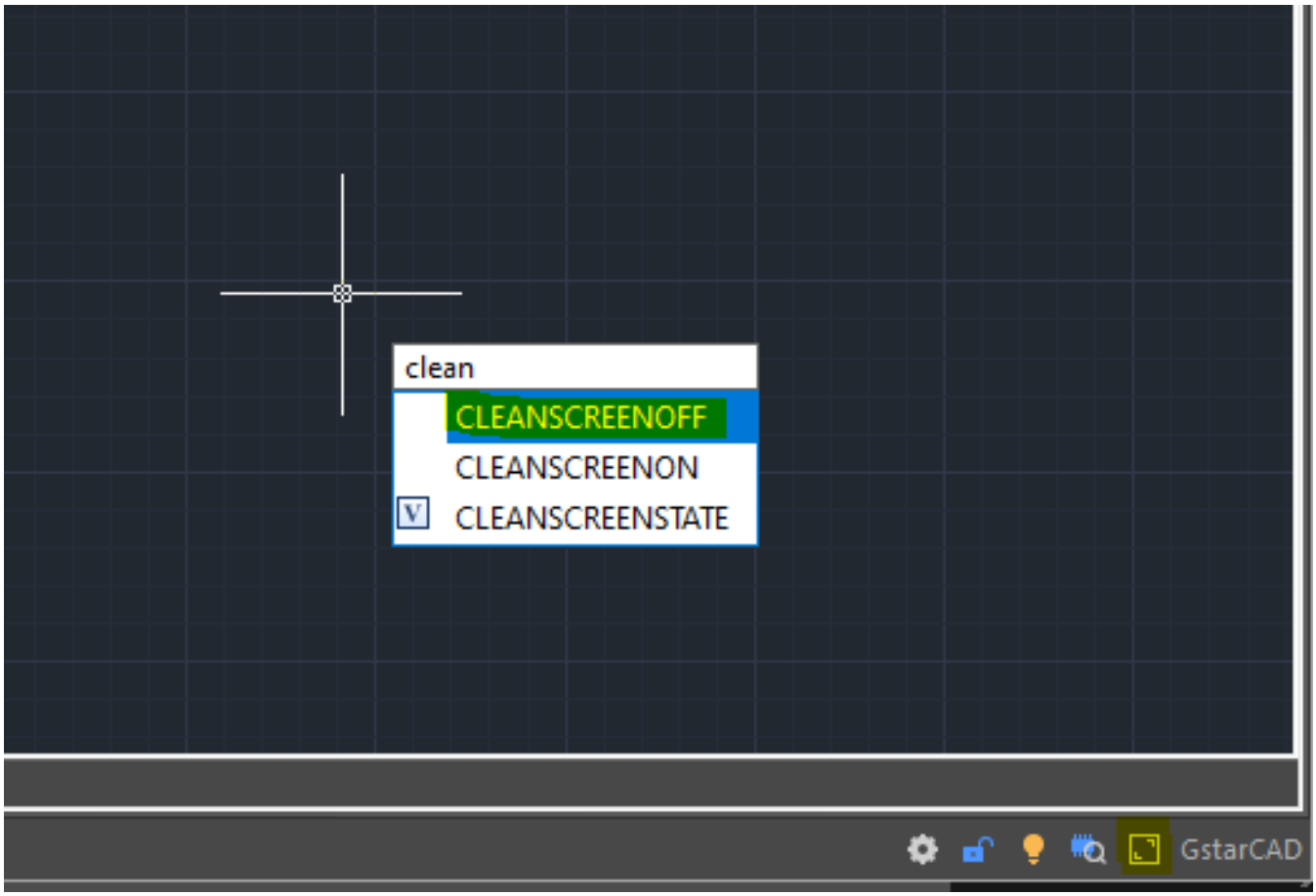


- Click the load button to start loading the menu, it has done if is **GstarCAD LT**, or **GstarCAD standard** and **GstarCAD Professional** user, you need to repeat the above step to load the express tools menu by choosing to load **EXPRESS.CUI** file.

if you face an error with is That Customization Group name already exists, so just unload or clear GCAD and EXPRESS group first.

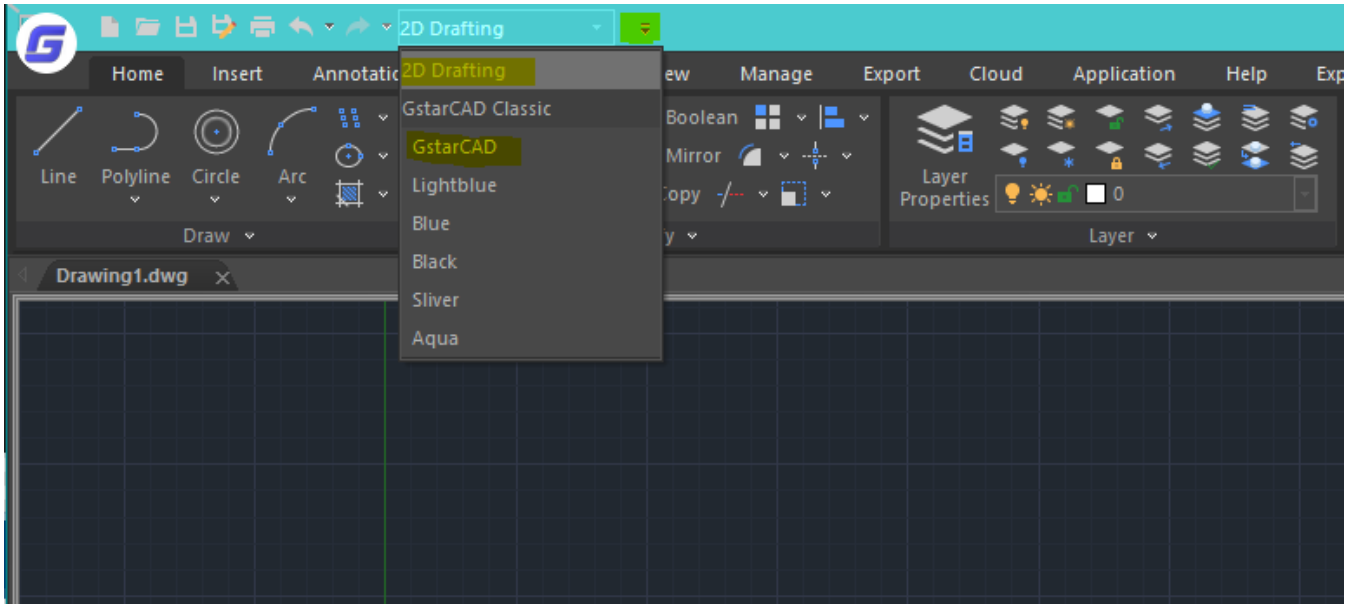
Disable the Clean Screen Feature.

If the Ribbon does not see, make sure that the **CLEAN SCREEN** function is turned off. This function is often enabled by mishaps but can be set or enabled by **pressing the CTRL+0** key all at once or command **CLEANSCREENOFF** and press enter.



Chose the right workspace

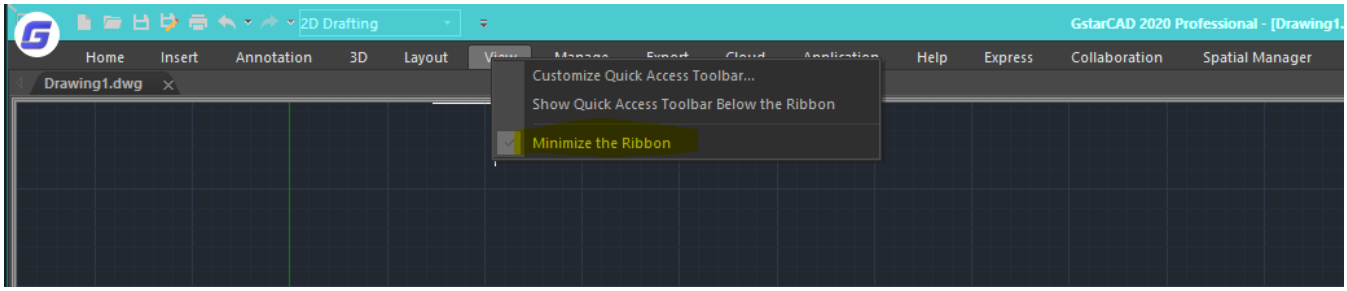
If the explained situations do not apply, check that the GstarCAD workspace is set to the default **2D drafting** and not set to **GstarCAD Classic,** Switch to a different workspace, and then back and see if the ribbon/toolbars reappear.



The **workspace settings** can be actually accessed via a small flyout icon at the quick menu on the left top of the screen.

Disable to minimize the ribbon mode.

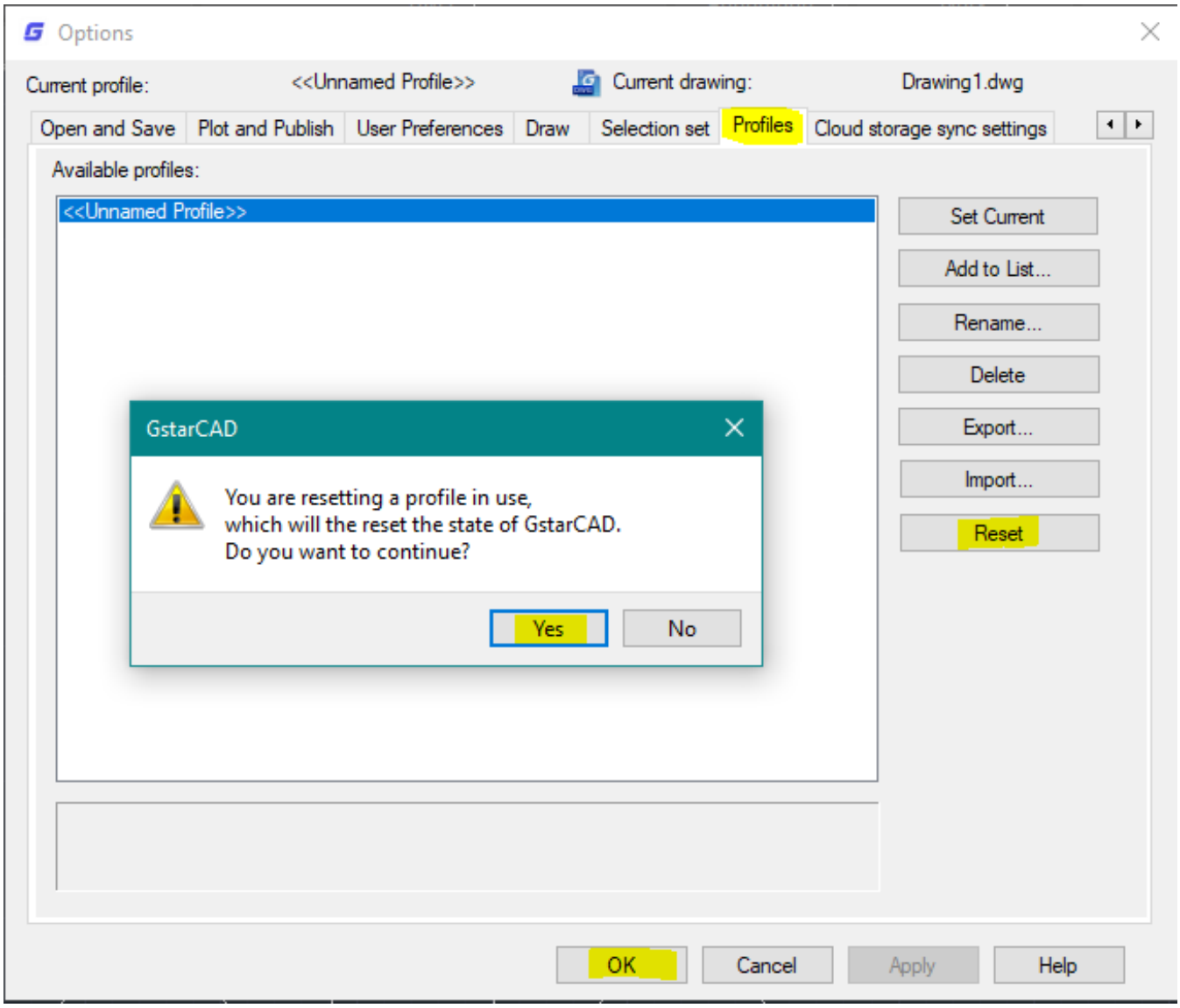
if the ribbons show but in a truncated form, then switch through the display states using the minimize to tiles function.



Just **right-click at the menu area** and you will see the switch of **Minimize the Ribbon** from the flyout menu.

Restore GstarCAD to Default Settings

If none of the listed solutions apply or work, try resetting the GstarCAD profile via the Options menu. This should restore GstarCAD back to its default settings.



- Command **OP** *(OPTIONS)*, click on the **Profiles** page form tab menu, and click **RESET** and click **YES** to confirm the reset process., finally click **OK** to finish.

Uninstall, then ReinstalGstarCAD

If all else fails, **repair** or **reinstall the GstarCAD** software. Although in most cases one of the listed solutions will solve the missing GstarCAD ribbon menus.

related link;

- GstarCAD downloads page
- GstarCAD installation guide.

Online URL: https://www.kb2.gstarcad.com.my/article.php?id=1294