Archived Installation and Running

Close your modeling tool, delete all cache folders and start the program again.
Cache folders can be found in *<user home directory>\<modeling tool>\<version number>*, for example *<userhome>\magicdraw\<18.2>*.

If the problem still exists, please add the **-Dcom.sun.media.imageio.disableCodecLib=true** option into the **JAVA_ARGS** line in the modeling tool properties file, for example *magicdraw.properties*. A properties file is in *<modeling tool installation directory>\bin*.

See the example:

JAVA_ARGS=-Xmx4000M -XX\:PermSize\=60M -XX\:MaxPermSize\=200M -DLOCALCONFIG\=true -Dfile.encoding\=UTF-8 -splash\:data/splash.png -Dmd.class.path\=$java.class.path -Dcom.nomagic.osgi.config.dir\=configuration -Desi.system.config\=data/application.conf -Dlogback. configurationFile\=data/logback.xml -Xss1024K -Dcom.sun.media.imageio.disableCodecLib=true

To initialize **log4j**, open *<MagicDraw installation directory>/data*, and modify the *debug.properties* file.

Change the debug level for appropriate categories by specifying *log4j.category.<category>=DEBUG* or turn on debug for all categories *log4j. rootCategory=DEBUG,SO*.

Please restart your computer. After multiple updates or after installing different versions of a modeling tool on the same machine with Mac OS, sometimes it happens for unknown reason.

In most cases such error appears when installer file is truncated or corrupted.

Please try to download an installer again.

Another option is that /usr/bin/java is an old version java. To check which java is used by installer, set environment variable LAX_DEBUG and launch installation again.

By default installer first uses java found in /usr/bin. But there is possibility to use specific VM when launching the installer. Please add parameter LAX_VM to launcher and second parameter path to java executable, here is an example (assuming that java is in /opt/j2sdk1.5.0_03):

./MD_UML_105_unix.sh LAX_VM /opt/j2sdk1.5.0_03/bin/java

Please check if the file is not truncated. You can see the exact file size at the download page.

The error appears because the MagicDraw.app file cannot find the installed Java 6.

To handle the problem, please use one of the following workarounds:

- Start MagicDraw using the mduml* file that can be found in <MagicDraw installation folder>/bin.
- Install Java 6 in your computer and use the MagicDraw.app file to start MagicDraw 17.0.4.

This issue will be fixed in MagicDraw 17.0.5.

* If you are using MagicDraw 17.0.5 or later, the name of the property file is magicdraw.properties.

We have found that update of JAVA 1.6.0.13 for Mac OS triggers the problem with disappearing MagicDraw menu. This issue is fixed in 16.5 SP3. Also we suggest two workarounds:

1. You need to define older JAVA version in mduml.properties* (/bin/) file and work with that JAVA version (for example version 1.5.0 or previous 1.6.0).
2. You need to change Look & Feel style by editing global.opt file. Note: This problem does not exist on Metal Look & Feel.

Steps how to do that:

- Shutdown MagicDraw application;
- Go to ./magicdraw/ /data/;
- Open global.opt file with text editor;
- Find LOOK_AND_FEEL_CLASS propertyID.
- Replace tag apple.laf.AquaLookAndFeel with new one:
  javax.swing.plaf.metal.MetalLookAndFeel
- Save file;
- Start MagicDraw application.

* If you are using MagicDraw 17.0.5 or later, the name of the property file is magicdraw.properties.

When Resource/Plugin Manager is started error is shown:

> **java.lang.NullPointerException**
> at **com.nomagic.magicdraw.resourcemanager.sb**.b(sb.java:247)
> at **com.nomagic.magicdraw.resourcemanager.sb**.j(sb.java:223)
> at **com.nomagic.magicdraw.resourcemanager.sb**.e(sb.java:84)
>
> **MagicDraw up to version 17.0.1 SP1 with Java version 1.7 is used.**

This issue is 1.7 Java specific.

We highly recommend to use the bundled Java, which comes with MagicDraw installation (select to use the bundle Java in third MagicDraw installer step).

Java can be changed in mduml.properties* file in "JAVA_HOME=" line. mduml.properties* can be found in "MagicDraw install dir" / bin folder.

This issue is already fixed in v17.0.1 SP1

* If you are using MagicDraw 17.0.5 or later, the name of the property file is magicdraw.properties.

The problem is that MagicDraw earlier than 17.0.2 SP3 or 17.0.3 SP1 cannot be started on OS X Yosemite.
To start MagicDraw on OS X Yosemite, you must upgrade the modeling tool at least to 17.0.2 SP3 or 17.0.3 SP1.

If MagicDraw still does not start, you must upgrade Java on your computer. For recommended Java versions and links to downloads, please visit http://www.nomagic.com/support/jvm-list.html.

The following issues appear:

- MagicDraw hangs on a splash screen.
- Any model or diagram cannot be opened.
- Any diagram or element cannot be created.
- In the md.log file, the exception "net.sf.ehcache.CacheException" appears.

What should I do?

To start MagicDraw normally, perform the following steps:

- Update MagicDraw into 17.0 SP3 or
- Delete all cache folders from user home directory > /.magicdraw/ version > / and restart MagicDraw.

Note: Upgrading the Mac OS X to 10.6.5, upgrades Java to version 1.6.0_26 automatically.

To see the pallet, you need to upgrade your MagicDraw to a new version of 17.0 SP1.

To upgrade MagicDraw to the new version of 17.0 SP1:

1. On the main menu, click **Help > Check For Updates**.
2. Click **Apply Patch**.
3. Restart MagicDraw.

After updating MagicDraw to version 17.0.1 exceptions can be shown on different actions. The exception stack trace may look like :

> **java.lang.RuntimeException: java.lang.reflect.InvocationTargetException**
> **at com.nomagic.utils.Utilities.invokeAndWaitOnDispatcher(Utilities.java:1578)**
> **at com.nomagic.magicdraw.core.project.ProjectsManager.setActiveProject(ProjectsMana ger.java:315)**
> **...**

OR

> **java.lang.AbstractMethodError**
> **at com.nomagic.magicdraw.core.project.ProjectsManager.fireProjectPreActivated(Proje ctsManager.java:1352)**
> **at com.nomagic.magicdraw.core.project.ProjectsManager$2.run(ProjectsManager.java:26 9)**
> **at com.nomagic.utils.Utilities.invokeAndWaitOnDispatcher(Utilities.java:1562)**
> **...**

You are using incompatible plugin e.g. Cameo Simulation Toolkit 1.1, Cameo Data Modeler 16.8, EstimIX, ExtendIX, or other. Those plugin versions are not compatible with MagicDraw 17.0.1.

Please update or remove incompatible plugins from Help > Resource/Plugin Manager > Click the button "Check For Updates" > and download compatible version OR remove incompatible plugin from the MagicDraw.

Plugins compatibility can be checked here.

In order to fix the problem with the menu bar after java update on the Mac OS, you need to open /.magicdraw/16.6/data/global.opt and change the string "com.apple.laf.AquaLookAndFeel" to "apple.laf.AquaLookAndFeel".

This is a known issue with Mac OS X 10.11 El Capitan operating system. Most dialogs in the application will be displayed behind previously open dialogs, affecting usability of the user interface. There is no solution to this problem. Please try to downgrade the Mac OS to some earlier version.

On the Macintosh, MagicDraw points out error at startup:

> **java.lang.NullPointerException**
> **at sun.java2d.SunGraphicsEnvironment.getAvailableFontFamilyNames(SunGraphic sEnvironment.java:327)**
> **at sun.java2d.SunGraphicsEnvironment.getAvailableFontFamilyNames(SunGraphic sEnvironment.java:359)**
> **at com.nomagic.actions.SetFontFaceAction.(SetFontFaceAction.java)**
> **at com.nomagic.actions.SetFontAction.(SetFontAction.java)**

...

Based on messages from the Apple java-dev mailing archive, a lot of people who use Java 1.4.1 on Mac have experienced similar problems. Someone suggested this had to do with bitmap fonts in a Classic install in "/System Folder/Fonts". And it seems that renaming "/System Folder/Fonts/" to "/System Folder/Fonts.not/" or something else and rebooting your machine can solve the problem.

This is a known issue in Intel based Mac OS with QuickTime 7.2 update that causes most of the Power PC applications to refuse to start. This problem hounts some Java apps too, and sometimes MagicDraw refuses to start from the icon created by the installer. Although it is possible to start MagicDraw from command line (look for classpath and JVM flags from Indo.plit file).

There is available one solution that fixes the Power PC apps and also the MagicDraw from here: http://mactip.blogspot.com/2007/07/dependent-dylib-is-not-prebound.html

The fix involves some command-line and text editor usage, but it's relatively simple and it works.

We offer you to solve the problem in one of the following ways.

Solution #1:

1. Remove MagicDraw.app from <MagicDraw 17.0.3 SP1 installation directory>.
2. Extract MagicDraw_1704_no_install_mac.zip to <MagicDraw 17.0.3 SP1 installation directory>. Select to overwrite all files, when you will be asked. A new MagicDraw.app file will appear in <MagicDraw 17.0.3 SP1 installation directory>.
3. Use the MagicDraw.app file to start the upgraded version of MagicDraw.

Solution #2:

1. Extract MagicDraw_1704_no_install_mac.zip to <MagicDraw 17.0.3 SP1 installation directory>. Select to overwrite all files, when you will be asked.
2. Copy the MagicDraw.app file and paste it in the same directory. The MagicDraw Copy.app file will appear in <MagicDraw 17.0.3 SP1 installation directory>.
3. Use the MagicDraw Copy.app file to start the upgraded version of MagicDraw.

You can turn off scaling by including a certain parameter to the *magicdraw.properties* file.

1. Open *<MagicDraw installation directory>\bin.*
2. Find and open *magicdraw.properties.*
3. Find line *JAVA_ARGS=* and add *-Dmagicdraw.resolution.scale=1* to it.

Fix for this problem is described at https://bugs.openjdk.java.net/browse/JDK-8006420

To solve the problem:

1. Open the *magicdraw.properties* file, which is located in *<MagicDraw* installation directory>/bin*.
2. From the **JAVA_ARGS=** line, remove the -**splash\:data/splash.gif** parameter

After this fix, on MagicDraw* startup, the spash screen will not be displayed for a few second, but the open file list dialog refresh problem will be solved.

The fix is sheduled into the nearest release.