Scientific Notebook
Common issues & Resolutions

**Issue 1**
Letters e.g. EXGAA or non-mathematical symbols are displayed in the math question.

**Issue 2**
Unable to load question
Error message: %TCIDATA

**Issue 3**
Pop-up window shows error message
“There was a problem sending command to the program.”
**Issue 1**

Non-mathematical symbols or letters such as EXGAA are displayed in the math question.

Resolution:

**Step 1**
Click on **Tools**
> **User Setup**
> **Font Mapping/IME**
Check the box for **User Symbol Font Mapping**
Click OK

**Step 2**
Click on **Tools**
> **Computation Setup**
> **Engine Selection**
Select **MuPAD**

Click OK
Issue 2  Unable to load question

Error message: %TCIDATA ...

Resolution: Run as administrator (once only)

If Scientific Notebook 5.5 is on your desktop, right click and Run as administrator.

Otherwise, locate the file scinoteb.exe right click on scinoteb.exe and Run as administrator.
Issue 3  Pop-up window shows error message

“There was a problem sending command to the program”

Resolution: Create a shortcut and set it to run as administrator

Step 1
Right click on the desktop
and select **New > Shortcut** to create a shortcut on the desktop
**Issue 3** Pop-up window shows error message
“There was a problem sending command to the program”

**Step 2**

In the following window, click on **Browse** and look for `iexplorer.exe`

Note: Usually `iexplore.exe` is in `C:\Program Files\Internet Explorer\iexplore.exe`

Click **Next** and **Finish** when prompted.
Step 3
Right click on the newly created shortcut and select **Properties**. Click on **Advanced** button.

Step 4
Check the box for **Run as administrator** and click **OK** to complete the process.

From now onwards, use this shortcut to launch Internet Explorer (IE) before accessing MOL in IE.

**IMPORTANT:**
*Use the shortcut for MOL only. Do not use it to surf the web as it is running with administrator rights. Virus attack may happen if you unknowingly stumble upon a malicious website.*