

Solution to “MTC Won’t Open”

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If MTC won't open and you either get an error message: “An attempt was made to access an unnamed file past it's end” or you cannot see the error message because it is blocked by the opening MTC logo, try the following solution first posted by Bryan Williams on the MT Forum:

- (1) Locate the Library folder which stores any shapes you've assigned to *Your Shapes*, custom mats, and fonts you've installed into MTC. To do this, open Windows Explorer and, in the **Search** field type in: Make The Cut! Library
- (2) Most likely Windows will only find one instance. However, in case it shows more than one, you should expect it to be found in the following location based on the version of Windows you are running:

Windows XP:

C:\Documents and Settings\username\Local Settings\Application Data\Make The Cut! Library

Windows 10 / 7 / Vista:

C:\Users\username\AppData\Local\Make The Cut! Library

- (3) Copy and paste that entire folder onto your desktop or other convenient location as a backup.
- (4) Back in the folder where you located the Library, open it and then delete the contents inside that folder, but not the folder itself. Note that this library contains any custom shapes you've added to Your Shapes, along with custom mats and fonts you've permanently installed while inside MTC. If you prefer, you can try only deleting the most recently created files as it could be one of those that corrupted the library.
- (5) Try reopening MTC. If MTC still won't open, then you'll need to reinstall MTC. First make sure you still have your registration number available (long number beginning with “MTC”). If you aren't sure you have it, use the following link to determine the best way to retrieve it BEFORE reinstalling MTC:
<https://www.iloveknk.com/Support/Tutorials/Make-The-Cut/Retrieving-MTC-and-PCS-Registrations.pdf>