

# Troubleshooting

## Overview

Listed below are the solutions to common problems that have been reported to the C-Motion support team. For step-by-step instructions on how to use the various features available in Inspect3D visit our [Inspect3D tutorials page](#). If you have a problem that has not been covered below or in the Inspect3D Tutorials feel free to e-mail the support team at [support@c-motion.com](mailto:support@c-motion.com).

## Working Data

### All Grouped Data

All data/workspaces that were queried, regardless of what is plotted.

### All Plotted Groups

Only perform work on the groups that are plotted on all plots. Work can be performed on:

- All workspaces for those groups (regardless on if they are plotted or not)
- Plotted Workspaces (works on entire workspace, even if only one trace/C3D is plotted)

### All Workspaces

Only perform work on the groups that are plotted in the active plot.

- All workspaces for those groups (regardless on if they are plotted or not)
- Plotted Workspaces (only works on the plotted data, so if only one trace/C3D is plotted, that is what will be used)

### All Highlighted Data

Only data that is highlighted

## Graph is missing data

If you plot data and there are empty data points, you may end up with a straight line at -9999999:



Most calculations (mean, standard deviation, etc) will handle empty data points without an issue, so you can choose not to plot data not found:

- In the [Options Dialogue](#)
- Uncheck **“Show data not found”**
- Click **“Refresh Plot”**

You can also choose to exclude this data by selecting this data, right clicking → Exclude → Exclude trace (raw data).



**NOTE:** Most calculations handle data not found, however, the input to PCA should not contain any missing data points.

## Show Video dialogue is missing the video display

If you are using Inspect3D on a virtual machine (such as Parallels) and you open the [Show Video dialogue](#) will not be able to see the video display. This is a known limitation of the virtual machine setup. The Video Dialogue will look like the dialogue displayed below.



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