

# Issues and Resolutions with the Windows 7 Upgrade

## (Windows, ProjectWise, MicroStation, InRoads & StormCAD)

### Folder Options

#### Issue:

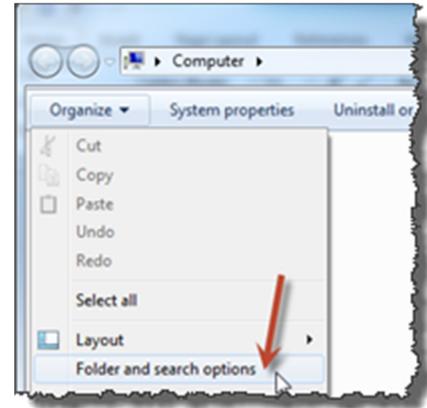
Unable to see file extensions and/or hidden files

#### Resolution:

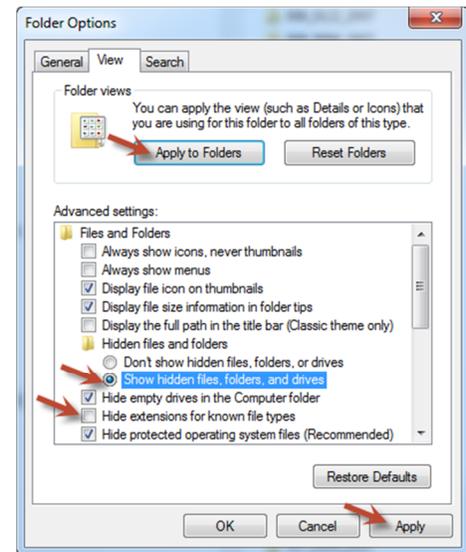
1. Open Windows Explorer by double clicking the **computer** Icon on your desk top.



2. On the main pull down menu select **Organize > Folder and Search Options**.



3. Click on the **View Tab**
4. Under Hidden files and folder toggle on **Show hidden files, folders, and drives**
5. Un-check **Hide extensions for known file types** (this box should be blank)
6. Click the **Apply** button, if the **Apply to all Folders** is not grayed out select this button as well. To finish click the **OK** button.



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## ProjectWise

### Gis Data

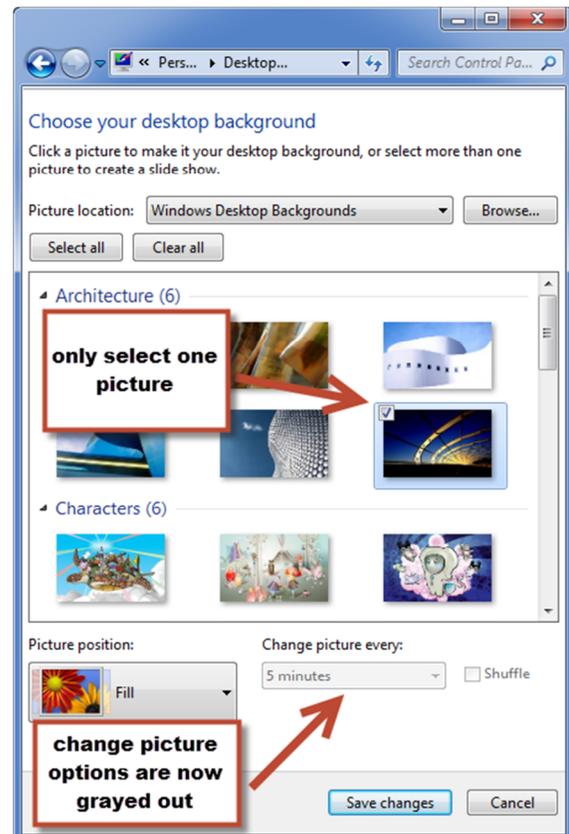
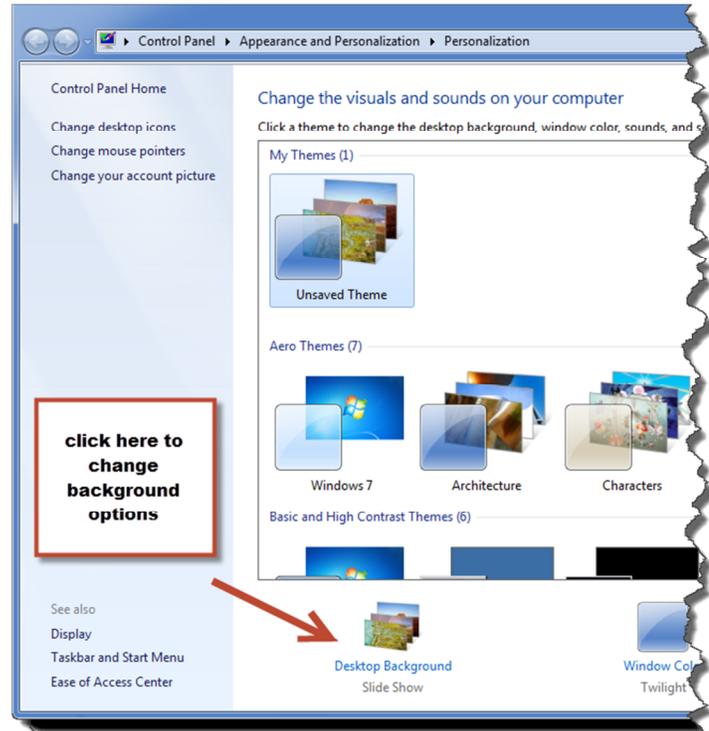
#### **Issue:**

When using ProjectWise with GIS data the images are distorted, are not appearing, or the program keeps on crashing.

#### **Resolution:**

The issue could be your desktop background settings.

1. If you are using **Windows 7** right click on your desktop background and select **personalization**.
2. If you have your desktop set to slideshow change this option by clicking on the desktop background icon
3. Once you are in the desktop background options window (shown right) make sure only one picture is selected. If only one picture is selected the change picture time interval and shuffle options will be grayed out.
4. Once you have only one image selected click the **save changes** button.



# Issues and Resolutions with the Windows 7 Upgrade

## (Windows, ProjectWise, MicroStation, InRoads & StormCAD)

### MicroStation

#### Setting Reference File Color Table

##### Issue:

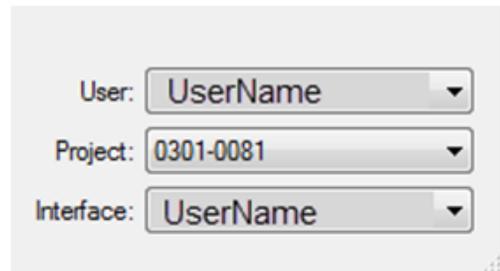
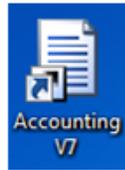
Reference file colors appear to be displaying the wrong colors.

##### Resolution:

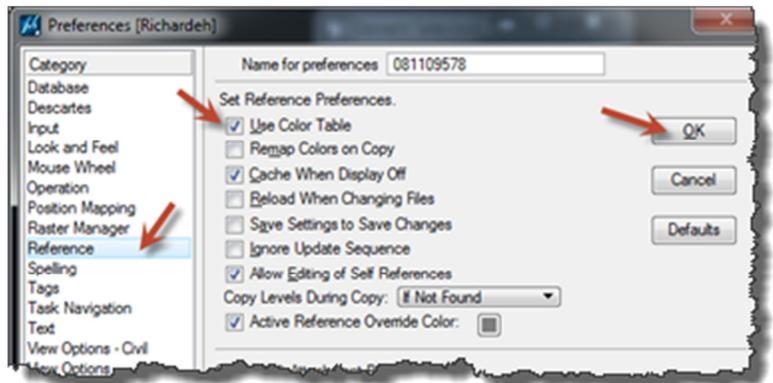
Set the reference preference setting that keeps a reference file's original color table rather than the color table of the main file (the file you are attaching the reference to).

1. Make sure you entered MicroStation using the standard procedure as described below:

Open MicroStation using the **Accounting Icon**. When the MicroStation file open dialog box appears, pay close attention to the bottom right hand corner and be sure to select your own **User and Interface name** and select the correct **Project**. Proceed to open a MicroStation file.



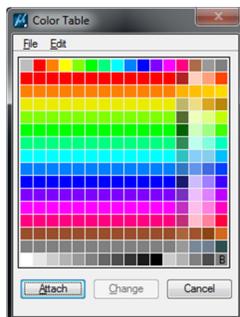
2. Once in the MicroStation file, select **Workspace > Preferences** from the Main top Menu bar. Select the **Reference Category** and toggle on **Use Color Table**. Click **OK**. At this point you will not automatically see a change in your reference files, you will need to close and exit MicroStation completely and reopen the file.



#### Typically

Survey uses

W:\Workspace\Standards\data\CTDOTbright.ctb



Design uses

W:\Workspace\Standards\data\CTDOT.ctb



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## (Windows, ProjectWise, MicroStation, InRoads & StormCAD)

### Docking MicroStation Tool Boxes

**Issue:**

Resulting from a Windows security update that was issued to computers running Windows 7 on or around July 17<sup>th</sup> 2014, users experienced issues with docking MicroStation toolboxes.

Issue 1

MicroStation will not allow users to see newly docked toolboxes that have been dragged and locked to the perimeter of the view windows.

To access these newly docked toolboxes you will need to completely exit MicroStation and reopen your file.

Issue 2

If you have toolboxes docked to the view window they will automatically become unavailable after opening InRoads.

**Resolution:**

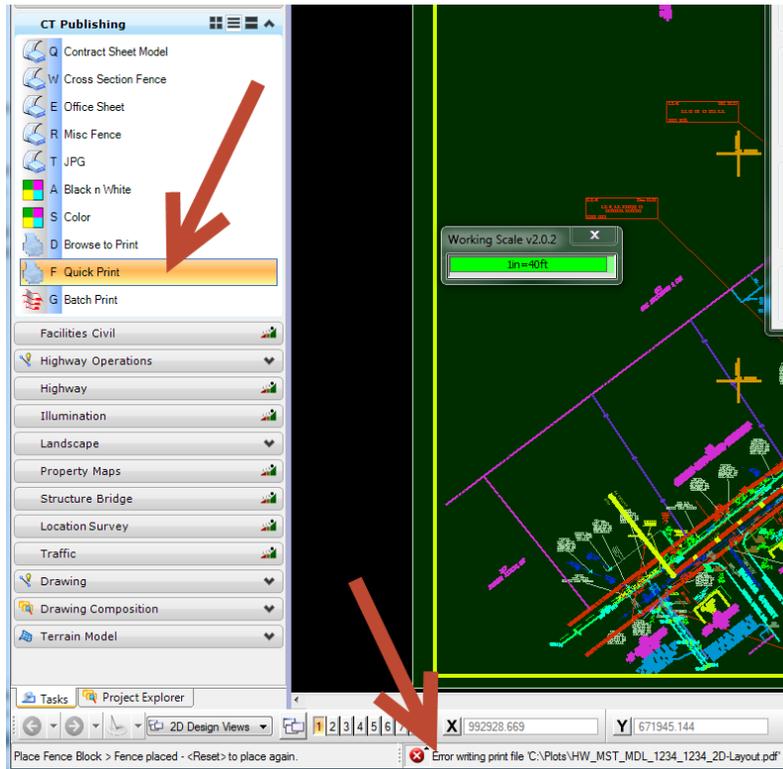
As of November 11, 2014 this issue has been resolved. If your computer is still experiencing this issue please contact The DOT help desk and have them update your computer with the latest Windows Security Update.

# Issues and Resolutions with the Windows 7 Upgrade (Windows, ProjectWise, MicroStation, InRoads & StormCAD)

## Publishing to PDF

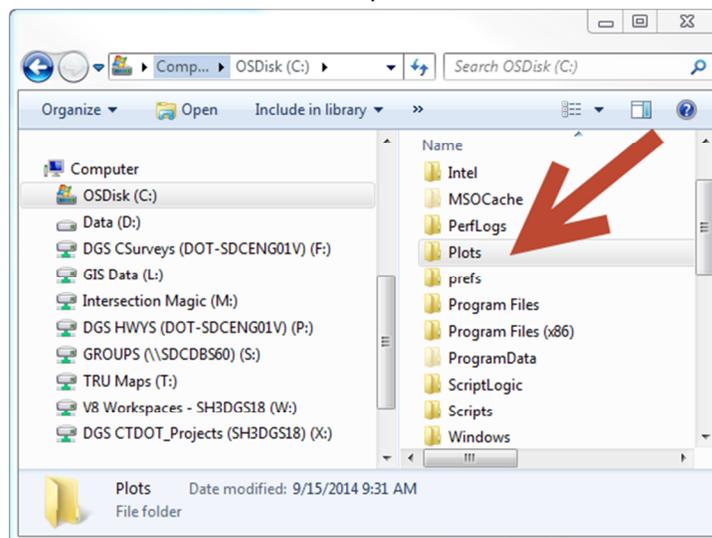
### Issue:

When I select Quick Print on the CT Publishing Task in MicroStation I get the error message “Error writing to print file”.



### Resolution:

Open Windows Explorer and create a new folder on your C drive called **Plots**.



# Issues and Resolutions with the Windows 7 Upgrade

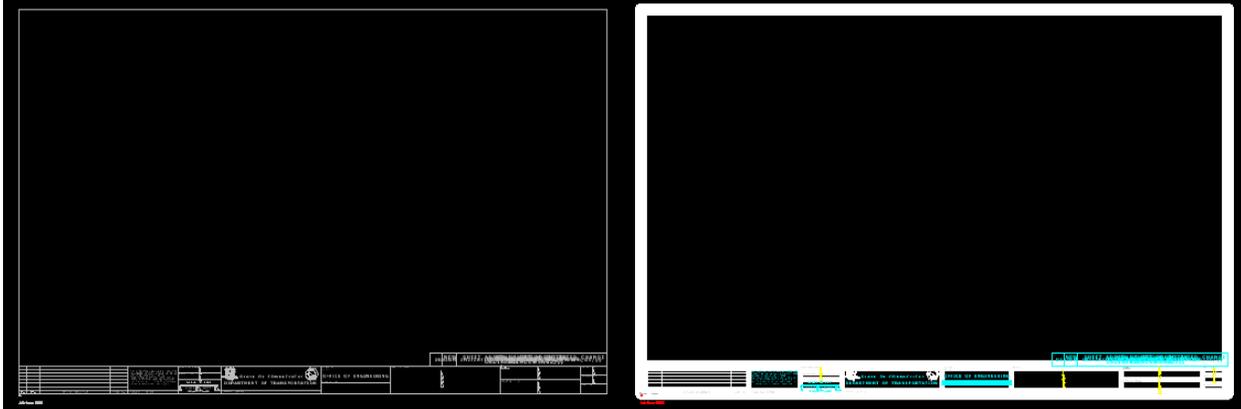
## (Windows, ProjectWise, MicroStation, InRoads & StormCAD)

### InRoads

#### Sheet Borders

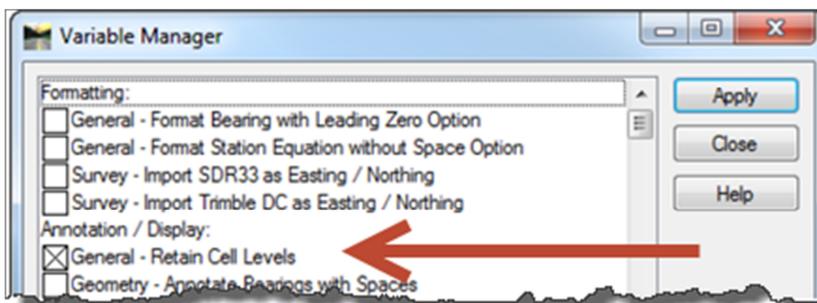
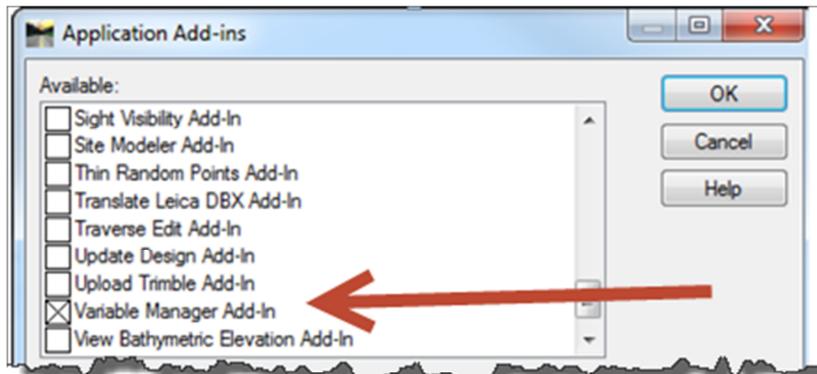
##### Issue:

The border cell is being placed on the default level rather than CT\_border\_perimeter\_shape



##### Resolution:

1. Delete all the default level border cells.
2. In the InRoads Main Menu select **Tools > Application Add-Ins**
3. In the **Applications Add-ins** dialog box check off **Variable Manager Add-in** and then click the **OK** button.
4. On the InRoads Main Menu select **Tools > Variable Manager**.
5. In the **Variable Manager** select **General – Retain Cell Levels** and click the **Apply** button.



# Issues and Resolutions with the Windows 7 Upgrade

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## StormCAD

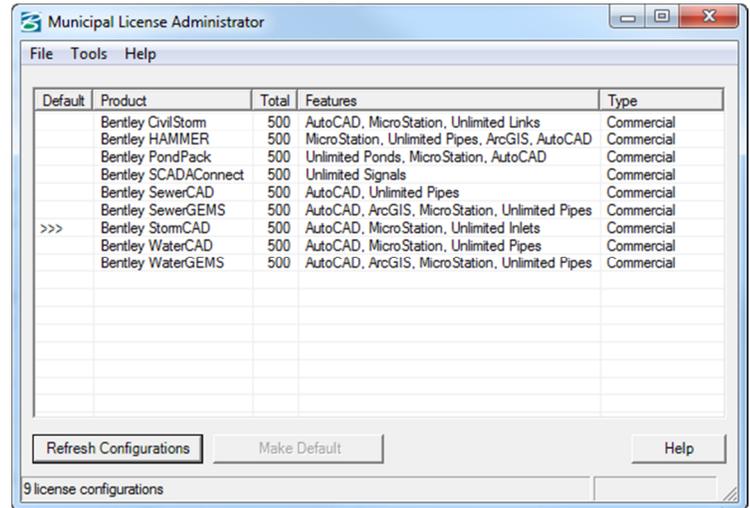
### License Settings

#### Issue:

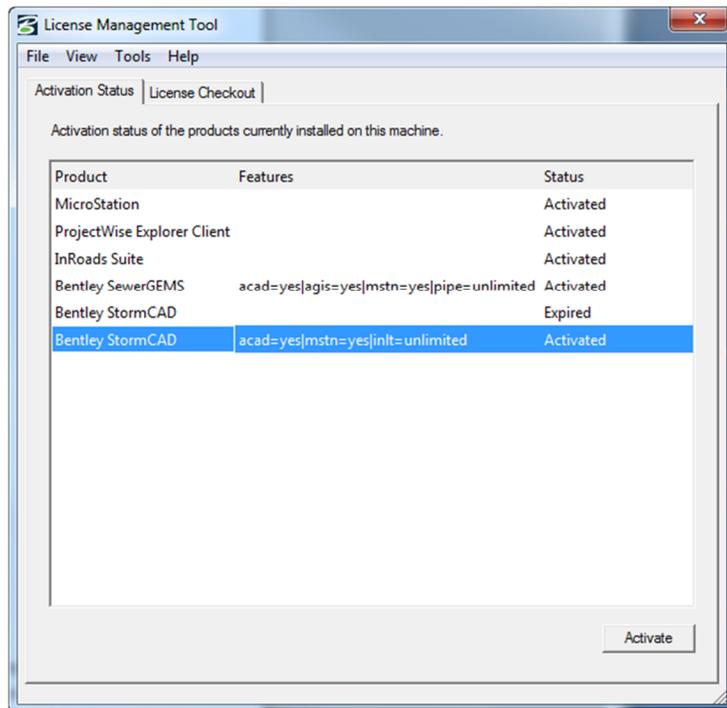
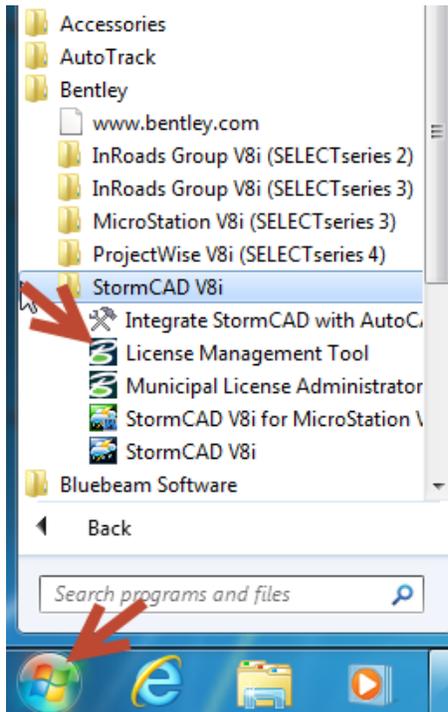
StormCAD license needs to be updated.

#### Resolution:

1. From Windows Explorer navigate to and double click **Bentley\_V8i > StormCAD > Haestad.LicenseAdministrator.Gui.exe**
2. The Municipal License Manager will appear. Click on Bentley StormCAD and select the **Refresh Configurations** button followed by the **Make Default** button.
3. Click on the Red X to Close



4. Select the **Windows** Icon and browse to **All Programs > Bentley > StormCAD V8i > License Manager Tool**. Click on **Bentley StormCAD** (unlimited) and select the **Activate** button.
5. Click on the Red X to Close.



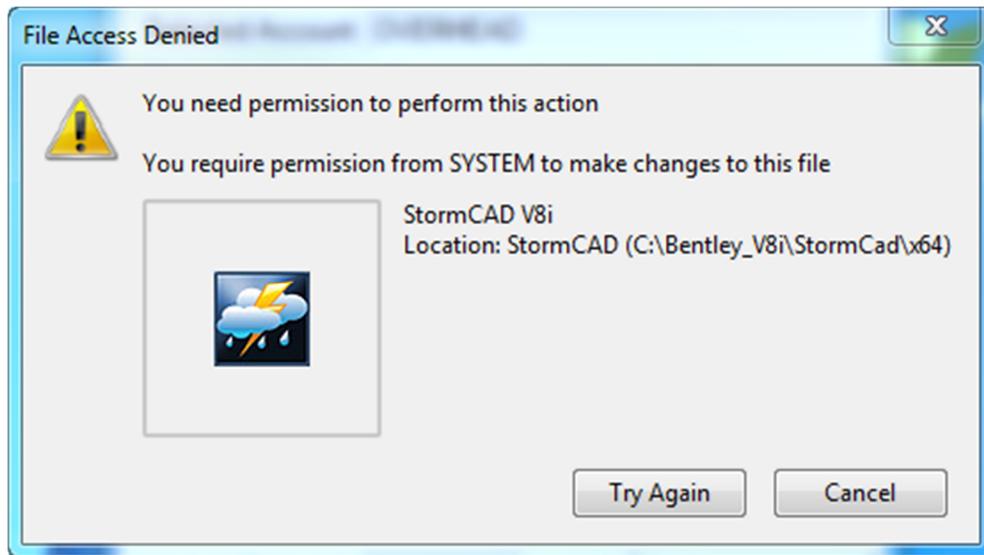
# Issues and Resolutions with the Windows 7 Upgrade

## (Windows, ProjectWise, MicroStation, InRoads & StormCAD)

### Old Icons

#### **Issue:**

Some users have old StormCAD Icons on their desktops that are not working. When trying to open StormCAD with these icons error messages will appear and everything locks up. Users cannot delete these Icons and will receive the message below.



#### **Resolution:**

Call the Help Desk X3500 and request that they delete the desk top icons for StormCAD V8i and StormCad V8i for MicroStation from your desk top and create the correct updated Icons.