Known Issues:

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Installing on Windows 2000	Most machines running Windows 2000 will require an update to the Microsoft Data Access Components (MDAC), which will occur automatically at the beginning of the installation. Depending on your machine's speed, this may take a while. During this process, Setup may look as though it has terminated; however, it is running the setup process to update your MDAC silently (in the background). Do not press the Install link again. Allow Setup to finish updating the MDAC.
MS Access Displays an Error that the Facility Manager 2009.mdb file cannot be found	MS Access must be run and configured after initial install for it to work properly. If you receive a message that the Facility Manager 2009.mdb file does not exist when first starting Facility Manager 2009, do the following: 1. On the Windows Start menu, select MS Access. 2. Follow the on-screen instructions for configuring the MS Access application.
Opening the Middleware Database	The middleware mdb file cannot be opened on a machine that is running Access Runtime.
Errors After Uninstalling Facility Manager 7.1	Uninstalling Facility Manager 7.1 after installing Facility Manager 2009 can unregister some required system files. To correct this problem, reinstall Facility Manager 2009.
Upgrade Cannot be Run by Standard User on Vista OS	You must have full administrative privileges to upgrade a database to Facility Manager 2009 from a previous version of Facility Manager.
Upgrade Module May Report Errors on Modified Databases	The upgrade module may report errors, or fail, when run on databases that have been customized. If user customizations to the FMDesktop database include new tables with relationships to pre-existing system tables these errors may occur. Customizations to the FMDesktop database should avoid creating new direct relational tables. Instead, views (queries) should be used to relate new custom tables to existing system tables. Customizations to the FMDesktop database are not supported by Autodesk and should be attempted only by trained database professionals capable of supporting such customizations.
Runtime Supports Only Bitmap Images	By default, the Runtime version of Microsoft Access recognizes only bitmap (BMP) images. Using any other type of image results in an error message, and the image does not display.

Multiple Clicks on Form Controls

Clicking more than three times on any form control can result in errors. This is due to a known Microsoft issue: MS06-042 (updated). You can fix the problem by installing Hotfix KB 923996.

Installed Printer

System errors can occur when generating drawing reports if you do not have an installed printer. This includes saving on-line reports, showing services, and showing dependents.

Default and Required Values in Database Tables

The FMDesktop database schema has several fields that require default values of specific data types and, with text fields, a specific case. Use caution when importing or manually entering data into the FMDesktop database in any manner other than through the provided user interface. Incorrect default values or text case can cause unexpected report results and program errors. This is especially true for the Oracle version.

Combining Sheets for Import

Combining drawing sheets from different source applications (such as AutoCAD® and Autodesk® Revit®) and importing them into Facility Manager as a multi-sheet DWF file results in errors (in Autodesk® Design Review). To avoid this problem, do not aggregate sheets from different source applications in a single DWF file for import. Create a separate DWF file for each native drawing type.

Background Color for Publishing

When publishing DWF files for use with FMDesktop applications it is highly recommended that the background color of the DWF files be set to white. This will ensure the best possible aesthetic consistency within reports and published websites. If the drawing background in the design application uses a color other than white, use the DWF publishing options in the design application to force the background to white during the publishing process. For more information about DWF publishing options, see the documentation for the design application.

Importing Data with Reserved Characters

Importing data with reserved characters can cause a problem with Facility Manager.

DWF Mapping and Reserved Characters

When importing DWF files and mapping properties, some properties may contain reserved characters (examples of reserved characters include #, &, ", ', *, ?).

When these reserved characters exist in properties that are mapped to primary fields, errors can occur in searching and reporting. To correct this problem, edit the affected records and remove the reserved characters.

Properties Missing in DWF Files

DWF files that contain a large number of properties may lose properties when published from AutoCAD® Architecture or AutoCAD® MEP. To correct this problem, update your AutoCAD-based product with the Native Values Hotfix from the Autodesk website:

http://usa.autodesk.com/adsk/servlet/ps/dl/item?siteID=123112&id=10884826&linkID=9240658.

Importing DWF Files as Symbols

The symbols that are imported are not graphics. They are markup objects (similar to revision clouds). These objects do not persist in the drawing.

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Plan View Navigation   In some instances, left pane navigation will fail to respond after opening a plan view. Navigation can be restored by displaying a drawing using the search controls on the Drawing form: In the Look For field, select Drawing. In the Matching field, select a drawing, and click Find Now.

Large Format Reports Cannot be Displayed   If you receive this error:
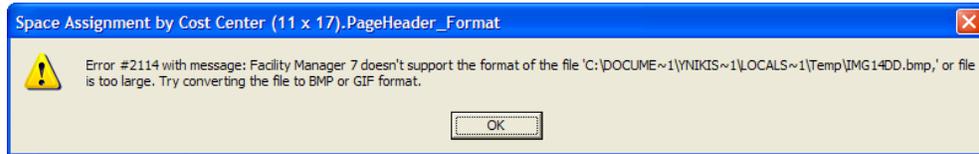
The cause is likely due to the size of your drawings and the inability of your system to handle the volume of the data contained in these drawings. You can control the size of the graphic files being generated for these graphic based reports in the following manner:

1. Close Facility Manager.

2. Reopen Facility Manager while holding down the SHIFT key to expose the tables and other database objects in the database.

3. Open the tbl_SystemSettings table and do one or both of the following:

    a. Locate the PrintQuality entry in the fld_SettingName column and reduce the associated value in the fld_StringValue column. This will reduce your print quality but will also reduce the file size being generated.

    b. Locate the ReportingImage format entry in the fld_SettingName column, and change the default value of "bmp" in the fld_StringValue column to either "gif" or "png" to change the format of the images being produced, thereby reducing the size of the files being generated.

4. Close the database, reopen Facility Manager, and try your report again.

Hatch Scale   Fill patterns for hatching may not scale properly on some printers, causing line fills to look like solid fills. On some printer models that scale incorrectly, you can fix the problem by turning off the WYSIWYG option.

Hatch Printing   Hatching may not print on some printers when printing directly from the Drawing form or from saved markups. As an option, you can print hatching from reports, or you can copy the image to another application.

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