

# MicroStation FAQs

## Questions:

1. [My print takes a really long time, pops up a Print Progress dialog I haven't seen before, produces a PDF that is 3X larger than it should be, and the text and diagonal lines look jagged or blurry. What has changed to cause this?](#)
2. [After pasting several links to Excel spreadsheets with sign post and data tables, one of the links always prints entirely filled in with black. How can I print the link to the spreadsheet?](#)
3. [Sometimes when I click on a Bubble tool nothing happens, or when I attempt to use an arrow command on the General workflow, I get an error. How can I get the tools to work?](#)
4. [How can I run MicroStation while working out in the field \(or at home\) using NetMotion; I keep getting an error "User configuration not found"?](#)
5. [I just launched MicroStation and do not see any of the ODOT tasks or even the ODOT menu. How do I get the ODOT items to appear?](#)
6. [How do I adjust the width of the fly-out tasks, like Roadway or Traffic?](#)
7. [MicroStation has been intolerably slow in responding to mouse movements and executing commands for more than 20 minutes, is there a way to get back to normal speed?](#)
8. [I'm logged onto the network, why am I getting the "User configuration not found" error when I try to open a MicroStation file?](#)
9. [Opening a DGN photobase takes a really long time to display the attached images; how can I speed that up?](#)
10. [MicroStation is running really slow and InRoads is freezing, what can I do?](#)
11. [I'm working at night or on the weekend; what are my options when I can't get a design file to open?](#)
12. [I can copy a reference attachment to preserve level display settings; is there a way to copy a raster attachment to preserve the PDF layer display settings?](#)

## Answers:

1. What causes prints to take a long time, large sizes, blurry text/diagonal lines, and a print progress dialog to pop up?

It sounds like your print is rasterized. If so, you'll notice that the text in the resulting PDF is also not searchable. One thing that can cause rasterization is a point cloud attachment. When the print engine sees an attachment to a point cloud – in the active file or in any of the nested references – it will cause the printer driver to rasterize the print. The print engine can sense a point cloud *attachment* even if the actual point cloud file (.pod) has been deleted or is not accessible by you. Rasterization is out of your control until you find and remove the point cloud attachment. Sometimes a point cloud is left attached to a basemap. Start looking there. To remove the point cloud attachment, open the **Tools>Point Clouds** dialog, right-click on the attachment and select **Detach**.

[Back to Top](#)

2. After pasting several links to Excel spreadsheets with sign post and data tables, one of the links always prints entirely filled in with black. How can I print the link to the spreadsheet?

Sometimes the links "go bad" in a particular file and there's no fixing them. You won't see anything wrong until you create a print or PDF and find a black-filled area. The fastest

workaround is to quit trying to make the link in the active file print correctly and just delete it. Create a new file or a new model from seed and paste the link to the Excel spreadsheet in the new model (file). Then, attach the new model (file) as a reference to the original file to assemble and print your sheet.

[Back to Top](#)

3. Sometimes when I click on a Bubble tool nothing happens, or if I try an arrow command on the General workflow, like the bent leader, I get an error, "Execution failed at line 168". How can I get the tools to work?

If you are trying the Bubble tool, take a look at the message center or status bar – it probably says "Unknown key-in or command". The Bubble tool displays its error differently than the bent leader, but the same thing is preventing them from running. The ODOT mdl will not load when you have launched InRoads from a desktop shortcut on a computer that has ProjectWise installed on it. The ODOT mdl is required for many of the general drafting tools. It might be easiest to exit InRoads, then launch just MicroStation and if you need InRoads, launch it using **ODOT>InRoads Lite**. The tools requiring the ODOT mdl will function if you launch InRoads from the ODOT menu. The other workaround can be performed leaving InRoads running and can be assigned to a function key if you are really stuck on launching InRoads from the desktop shortcut. Key in: `mdl load odot`. Try the Bubble tool or arrow tools after the key-in and they will run without error.

[Back to Top](#)

4. How can I run MicroStation while working out in the field (or at home) using NetMotion; I keep getting an error "User configuration not found"?

NetMotion allows you to connect to the ODOT network even when you are not physically connected with a cable. That's great for accessing data stored in network crew share folders, but you won't be able to double-click on a .dgn file to launch MicroStation when NetMotion is running. MicroStation will have to be launched from a special desktop shortcut when you are using NetMotion. Contact an [EAST member](#) who will provide you with a "Local" desktop shortcut for MicroStation or InRoads. The EAST support analyst will also walk you through running the "Offline\_Workspace" shortcut found on your desktop in the **Engineering** folder. Then, the next time you use NetMotion when you are in the field or at home, launch MicroStation from the "Local" desktop shortcut, and you will be able to navigate to the network share and open your files.

[Back to Top](#)

5. I just launched MicroStation and do not see any of the ODOT tasks or even the ODOT menu. How do I get the ODOT items to appear?

Log off and log back on and the ODOT items will likely appear the next time you launch MicroStation. There are several situations that require logging on twice before the location of the ODOT workspace is set: the first installation of MicroStation, getting a computer rebuilt, or logging onto another computer that has MicroStation that you've not logged onto before – maybe you are borrowing a computer in another office or are using a shared laptop. Take a look at the desktop icons when you log onto a computer – if the Serval icon doesn't look like a pointy-eared animal, log off and log on again.

[Back to Top](#)

6. How do I adjust the width of the fly-out tasks, like Roadway or Traffic?

Adjust the width when the task is pinned open. After the task is unpinned, it will remember the width that was set when it was pinned open. When unpinning tasks, unpin in the order you would like to see the tabs appear from top to bottom. The last unpinned task will appear as a tab below the other tabs.

[Back to Top](#)

7. MicroStation has been intolerably slow in responding to mouse movements and executing commands for more than 20 minutes, is there a way to get back to normal speed?

Yes, you can be set up to work with a local copy of the workspace and your user configuration in the event of a slowdown that lasts for a while. Here's what I believe causes the slowdown. Sometimes others at your same location will transfer large amounts of data (copy files, download files) and they get a progress bar that indicates it will take 27 minutes to complete the task. Well, that means that your server is going to be pretty busy with that task for the next 27 minutes and MicroStation's communication with your preference file and the workspace on the server takes a back seat. If they cancel the copy and do it at lunch, you will not suffer the effects. If slowdowns happen frequently, contact an [EAST member](#) to assist you in setting up an offline workspace and to get a "Local" shortcut for launching MicroStation.

[Back to Top](#)

8. I'm logged onto the network, why am I getting the "User configuration not found" error when I try to open a MicroStation file?

You likely have a USB drive connected or an SD card inserted in a card reader connected to your computer and it has taken over your F:\ drive. Open a Windows Explorer window and check out the drives connected to your computer. You should see an F:\ drive and when you select the F:\ drive, there should be an ODOT\_DATA folder right there. But you are getting the error because the ODOT\_DATA folder isn't there! The quick way to deal with this is to eject the SD card or remove the USB drive, log off and then log back on again. Without the card taking the drive, your engineering personal server share will be connected at F:\ and you can run MicroStation. At this point, you should call HelpDesk to request an EAST member or an FSU technician to change the drives that your external drive or card takes so that you can access data on those devices while running MicroStation.

The error "User configuration not found" comes from the computer's HOMESHARE pointing to a location that does not contain an ODOT\_DATA folder. When on the ODOT network, MicroStation requires your F:\ drive to be mapped by a logon script, and requires that your F:\ drive include your ODOT\_DATA folder. Anything that prevents MicroStation from seeing the HOMESHARE mapped to F:\ or from seeing the ODOT\_DATA folder will produce that error. If you have received that error, the first thing to do is to ensure you are connected to the ODOT network, and then log off and log back on again. If that doesn't resolve the issue, contact ODOT Computer Support.

A good practice to avoid this error is to restart your computer (desktop or laptop) every morning if you have left it on overnight for any reason.

Laptop users get this error more often than desktop users. One thing laptop users can do to avoid this error is to shut the laptop down before you remove the laptop from a docking station. That's right, don't put it to sleep; don't just close the lid and pop it out – Shut it down! Before you power up a laptop, make sure that the network cable is plugged in and remove all USB devices and SD cards that have not been configured by a tech. For the HOMESHARE to map to a network location, you've got to have the network cable plugged in. For the F:\ drive to contain your ODOT\_DATA folder, you can't have some USB device taking it over! If you have followed all

of these practices and still have problems, please contact ODOT Computer Support or an [EAST member](#) to help you.

[Back to Top](#)

9. Opening a DGN photobase takes a really long time to display the attached images; how can I speed that up?

Some DGN photobases were created by attaching .tif images. MicroStation is configured to cache the .tif images to .ctiff files in a folder on your computer for better performance during opening and changing the view. If there a quite a number of .tif images attached, it may take 10 minutes or more to fully download and cache all of the files. Once the images are cached locally, the file will open and display the backgrounds much more quickly. If other image formats were used to create the DGN photobase, it will perform most quickly for you if the DGN and the images (.jpg, .sid) are stored all in the same folder on your c:\ drive, like in c:\work\aerials.

[Back to Top](#)

10. MicroStation is running really slow and InRoads is freezing, what can I do?

Restart your computer. You don't have to wait until something bad happens – restart your computer every morning to begin your day with your computer in optimal condition to perform the millions of tasks that you require of it. If you still have problems after restarting, contact an [EAST member](#) or the [ODOT Computer Support Desk](#) to report the problem and get more help.

[Back to Top](#)

11. I'm working at night or on the weekend; what are my options when I can't get a design file to open?

If you haven't restarted your computer recently, try that first. Then, just because MicroStation won't open one file, doesn't mean it won't open up in a nice, new, empty file! Sometimes MicroStation has trouble loading a lot of data, especially raster images, at the same time that it is opening the interface. Create a new file and try opening that:

1. Exit MicroStation.
2. Launch MicroStation from the desktop shortcut.
3. Create and open a new file at the File Open dialog.
4. Now, try using File>Open and open the other file, or you can attach that other file as a reference.
5. Don't forget to contact computer support or [EAST](#) if that file continues to give you grief when trying to open it directly. Send us an email and we'll respond on the next business day.

[Back to Top](#)

12. I can copy a reference attachment to preserve level display settings; is there a way to copy a raster attachment to preserve the PDF layer display settings?

You can create a copy of a raster attachment, preserving the layers display, but it is not a Raster Manager command. Use the regular MicroStation **Copy Element** command and select the border of the attached raster. Place the copy next to the original and wait a few seconds for the raster to also display inside the copy of the border. If you look in the Raster Manager, you will see an additional attachment and the layers are displayed the same as the original. You can even change the name of the attached raster using the Raster Manager command **Utilities>Filename...** and if the new raster has the same layer names as the previous, the layers displayed will not change.

[Back to Top](#)