

# Other Applications FAQs

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7. [When running the LGOtoInRoads script in LEICA GeoOffice, I get an error: Microsoft Visual C++ Runtime Library Runtime Error! Program:... \(x86\) \Leica Geosystems\Leica Geo Office 8.3\Bin\LGO.exe. abnormal program termination. What is wrong?](#)

## Answers:

1. Serval doesn't see my computer – why not and how can I get that list updated?

A process named Odotdata looks in Active Directory for the named user assigned to each computer. When a computer is newly built for a person, the technician assigns it to the user and Serval will display it – no problem. But we move around a bit in our organization and when we take on a computer that was used by someone else, the named user doesn't automatically get updated. If people cannot find your computer in Serval or if your old computer that you left behind still has your name on it, send [EAST](#) an email or call ODOT computer support desk and we will get you updated.

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2. I deleted a file from ProjectWise, can I get it back?

Yes, ODOT Computer Support can restore that file from the server backup to your assigned computer. Then, you can import the file back into the ProjectWise database. You'll need to follow these [instructions](#) to gather the information that ODOT Computer Support needs to perform the restore. These instructions are also useful if you have incorrectly modified or corrupted a document in ProjectWise and it wasn't versioned; you can restore a copy from the server backup before the modification.

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3. What does the tiny glyph that looks like a hierarchy tree at the bottom right corner of a Bentley icon in the ProjectWise Explorer mean?

The file is a master file that contains "linked" references. A "linked" reference is one that ProjectWise is aware of, because you either made the reference attachment from a master file

and a reference file stored in ProjectWise, or you used the Wizard to scan for references and link sets.

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4. I opened a DGN file stored in ProjectWise and got an information box about "One or more reference files has been renamed and/or moved." What's that all about?

A file that you have attached as a reference has had its document name or folder location changed. It's okay; ProjectWise can still find the file, because it doesn't use the name that you see - ProjectWise uses a really long unique identifier - the Information box is ProjectWise telling you - "I found it, over here with a different name and I updated the name that you see in your Reference dialog!".

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5. If I rename one of my files stored in ProjectWise with "Z\_DELETE\_filename" to have it deleted by the regional administrator and also sort to the bottom of my list, what is the effect on someone else who might have referenced that file in ProjectWise?

The next time the other person opens their master file (with your renamed file referenced in from ProjectWise), ProjectWise will find it and display the Information dialog. Hopefully, they will open the Reference Manager and see that the file is renamed and marked for deletion and then give you a call to find out which file they should be referencing.

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6. When deleting a file in ProjectWise for a user (one that was named Z\_DELETE\_filename), a "Confirm Set Member Delete" window popped up saying that the document is a set member and asked "Are you sure you want to delete it?". What does this mean and what should I do?

ProjectWise is telling you that another file has a reference attachment to the file you are deleting or that the file is in a Set (of links). You should probably answer [No] and don't delete the file just yet. You could ask the file owner to issue a communication to the project team about the file, requesting that everyone check their references for "Z\_DELETE" and update to the current base file. Then delete when you don't get that pop-up.

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7. When running the LGOtoInRoads script in LEICA GeoOffice, I get an error: Microsoft Visual C++ Runtime Library Runtime Error! Program:... (x86)\Leica Geosystems\Leica Geo Office 8.3\Bin\LGO.exe. abnormal program termination. What is wrong?

The runtime error when running the LGOtoInRoads script indicates that the Projects list includes references to data location that don't exist. Remove old projects that were left by previous users of the computer from the Projects list. After the Projects list is cleaned out to just your current projects the script should run without error.

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