

This is a summary of recent Engineering Support tickets received from Engineering Software users. This information is provided in an effort to share some of the problems and solutions that would benefit most users. Comments and suggestions may be sent to Thomas.Sawyer@nebraska.gov.

Ticket 1

Description of Problem:

PowerGeopak closes instantly when the Target Alias tool is selected for a particular corridor. This does not happen on other corridors with in the same project.

Resolution:

This data set was sent to Bentley Support who reported back to us that there was one corridor file referenced to the current dgn file that was causing the problem. Once the reference file was detached the Target Alias tool worked as it should. The software should have issued a message or a warning instead of crashing. Bentley Support feels that this is a defect and it has been documented for their developers.

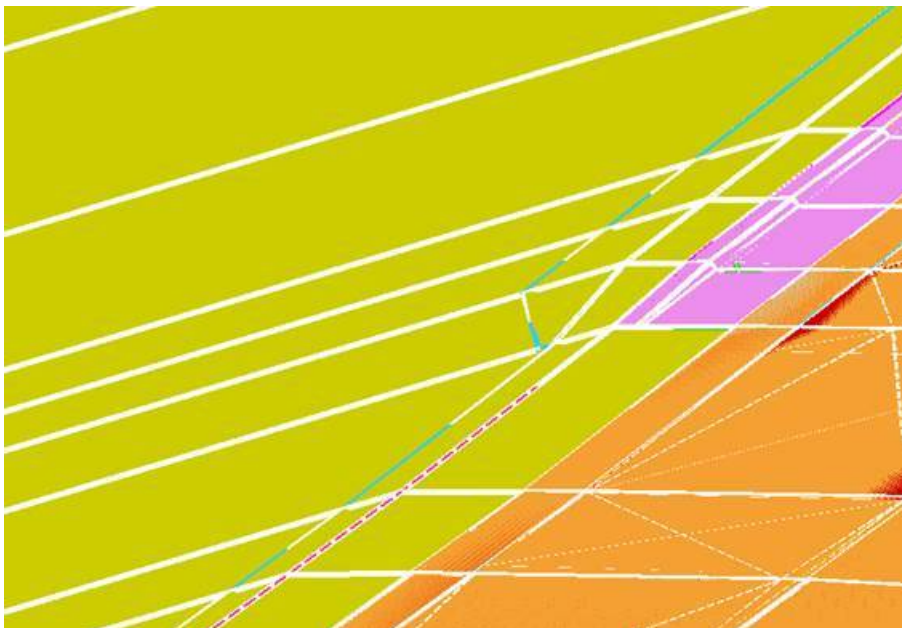
Ticket 2

Description of Problem:

The user has a situation where a surfaced shoulder with curb is being used at different locations along the project. The user tried to utilize the “template transition” tool but did not get the desired results. The user asked the question, “Is there a way to make this transition work or am I stuck with a gap where the curb section starts?”

Resolution:

I explained to the user that parametric constraints could be used to taper the curb from zero height to full height over any transition length. The user did so and sent this screen cap to illustrate how well it worked.



Ticket 3**Description of Problem:**

Working in PowerGeopak, placing a point control, when this error popped up "Survey encountered a serious exception. Must close now!! Attempted to read or write protected memory."

Resolution:

The Survey Field book had been copied into the file probably when some survey elements had been copied to the file. This is causing errors. Once the Survey Field book was deleted through Project Explore the problem was resolved.

Ticket 4**Description of Problem:**

A user was trying to run the OpenRoads earthwork by end areas on a large set of cross sections and was not getting any results. The user found that if the station range used was small enough the program would give the results for that station range. If the user tried the entire set of cross sections at once the program would give no results.

Resolution:

The cross section file was sent to Bentley Support. They were able to reproduce the issues and filed a defect with their developers. Hopefully this will get fixed in a future release.