
Vivien Release 1.5

Known Issues and Workarounds

The items documented here are an amalgamation of the known issues and workarounds that appear in the R1.5 Release Notes and those that have been uncovered since the Release Notes were published. This page will be updated as required.

Last updated: May 1, 2007

When you run a registry repair utility, such as Registry Fix, Vivien might malfunction or fail to start.

If you run a third-party registry repair utility while Vivien is installed, Vivien might malfunction or fail to launch and an "invalid registry settings found" error message might appear. Examples of such utilities are Registry Fix and Registry Mechanic.

Workaround:

If you need to repair the Windows registry while Vivien is installed on your computer, perform the following steps:

1. Deactivate Vivien.
2. Email your Deactivation Code and Serial Number to techsupport@cast-soft.com.
3. Uninstall Vivien.
4. Run the registry repair utility.
5. Reinstall Vivien.
6. If you are deactivating during business hours, check your email. By now you should have received a reply from CAST Software confirming that your deactivation was processed successfully.
7. Reactivate Vivien with your same Serial Number.

When you click the Layouts tab, create and attempt to save a new Layout, Vivien crashes.

Workaround: This issue results from a conflict between the Layouts tab and the default printer configured on your computer. As a workaround, please choose another printer connected to your computer (local or network) to be the default system printer. If you do not have another printer, the Document Imaging Writer that comes with Microsoft Office or a PDF Writer (Adobe Acrobat or similar--many are available for free on the Internet) may be set as the default system printer. Note that you may still print to the original default printer as long as it is no longer configured as the default printer.

When you try to install Vivien, you receive an error message preceded with one of the following numbers: -5003, -5009, -6001, -6002, or -6009.

Workaround: These messages appear when your computer contains a version of the InstallShield software that is out of date. To rectify the issue, you must rename the InstallShield folder so it is not referenced, and then launch the Vivien install file again.

1. Navigate to the folder C:\Program Files\Common Files\InstallShield\Professional\RunTime\0701.

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2. Highlight the 0701 folder, right-click, and select **Rename**.
 3. Alter the name of the folder. For example, you could type **old_0701**, and then press **Enter**. The folder is now renamed *old_0701*.
 4. Double-click the Vivien install file to run the installation again. If the installation is still unsuccessful, proceed with the following steps to rename the parent directory.
 5. Navigate to the folder C:\Program Files\Common Files\InstallShield.
 6. Highlight the InstallShield folder, right-click, and select **Rename**.
 7. Alter the name of the folder. For example, you could type **old_InstallShield**, and then press **Enter**. The folder is now renamed *old_InstallShield*.
 8. Double-click the Vivien install file to run the installation again.

When you are working in the Spreadsheet tab and you have added cell borders to your file, all cell borders might disappear from the file after you print the spreadsheet to certain types of printers, and then switch to a different tab view in Vivien.

NOTE: The Spreadsheet prints with the correct border formatting, but the formatting in the file is lost.

Workaround: Save the file with the cell formatting. You can then print the file, if desired, but do not save any changes you make once you have sent the file to the printer (since the formatting may be lost, based on the printer used). To continue to work with the formatted spreadsheet, open the saved file.

When you defragment your hard drive, Vivien might malfunction or fail to start

If you use Microsoft's Disk Defragmenter tool or Norton's Speed Disk utility to defragment your computer's hard drive, Vivien might malfunction or fail to launch.

Workaround:

If you need to defragment your hard drive, perform the following steps:

1. Deactivate Vivien.
2. Email your Deactivation Code and Serial Number to techsupport@cast-soft.com.
3. Uninstall Vivien.
4. Defragment your hard drive.
5. Reinstall Vivien.
6. If you are deactivating during business hours, check your email. By now you should have received a reply from CAST Software confirming that your deactivation was processed successfully.
7. Reactivate Vivien with your same Serial Number.

Software utilities used for cleaning temporary files sometimes interfere with Vivien's ability to save a file

While working on a Vivien file, you discover that you cannot save it, even if you try to save it under a different file name. When trying to save the file, you might receive an error message saying there is not enough disk space available (even though the problem is unrelated to disk space). Eventually, you have to close the file, losing all renderings that you have saved internally (on the Images tab) and, potentially, all your Vivien work.

Explanation: Vivien stores some internal file data (for example, the files from the Images tab) as temp files in the Windows temp directory. If you delete these temp files while your Vivien file is open (either manually or automatically by running a temp directory cleaning program, such as Window Washer), this internal data will be lost and Vivien will be unable to save the file.

Solution: While working in Vivien, do not manually delete any of the files in the Windows temp directory, nor should you use an automated program, such as Window Washer, to do so.

Workaround: If you receive a "cannot save" error, you can still save your drawing by copying the entire contents and pasting them into a blank Vivien document. Save the document with a new file name. Note that you will still lose files that are saved internally, such as any renderings or images stored on the Images tab of the original file.

Light fixtures cannot be rotated

You cannot rotate lighting fixtures in Vivien. As a workaround, attach the fixtures to a hang structure, such as a pipe or a piece of truss, and then rotate the hang structure.

Vivien crashes the first time you run the program

After installing the software, the first time you run it and start manipulating objects, the program may crash without warning. This does not occur in subsequent sessions.

Cannot Copy, Paste, Array, or Move a selection of objects that includes a lighting object

The Copy, Paste, Array, and Move commands do not work on a selected group of objects that includes a lighting object. You can perform these commands on individually selected lighting objects or groups of selected objects that do not contain a lighting object.

Cannot Cut, Copy, or Paste items in the Plots tab

Copy, Cut, and Paste commands are not available on the Edit menu or toolbar in the Plots tab.

Cannot Undo, Redo, or Repeat last command in the Spreadsheet tab

Undo, Redo, and Repeat commands are not available on the Edit menu or by shortcut keys in the Spreadsheet tab.

Contacting Technical Support

Read the online documentation and visit the www.viviendesign.com Web site before contacting Technical Support. You can contact Technical Support at the following location:

CAST Software
Technical Support
35 Ripley Avenue, Unit 1
Toronto, ON M6S 3P2
Canada

Toll Free Tel: +1.877.989.2278
Fax: +1.416.597.9594
Email: techsupport@cast-soft.com
Web site: www.viviendesign.com

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